



CARMONA WATER DISTRICT

CITIZEN'S CHARTER

2025 (1st Edition)



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I. Mandate:

Pursuant to Presidential Decree No. 198 (Provincial Water Utilities Act of 1973), the Carmona Water District was formed for the purpose of the following:

- Acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts;
- Providing, maintaining and operating wastewater collection, treatment, and disposal facilities; and
- Conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

II. Vision:

The premier Water District in Cavite highly recognized for excellence in providing service and quality water for welfare of the concessionaires and waste water industry.

III. Mission:

Carmona Water District shall provide safe, adequate, economical water and deliver services to address the needs of the concessionaires thereby actively participate in the environmental protection program of the community.

IV. Service Pledge:

As public servants, Carmona Water District commits to exemplify:

- Accountability

Our employees take responsibility for our own actions. We perform duties required by our job functions in an efficient, fair, and transparent manner.

- Leadership

We work in an environment where the management values group motivation and team work, thus creating a vision that motivates and inspires all employees.

- Ecological Awareness

We realize the important need to preserve the environment and natural resources. We strongly support this advocacy through different activities within the agency.



- Reliability

Our dependability and consistent good service reflect our commitment to our valued concessionaires.

- Timelessness

As public servants, we are always at your service going above and beyond our regular job duties.

Also, we are committed to ensuring the provision of quality water services and protecting the local and global environment. To achieve this, we will:

- Observe strict monitoring of the governing body standards to meet and exceed the customers' expectations.
- Give focus on the services we deliver, and aim to maintain open communications with the concessionaires and to respond actively and properly to customer feedback.
- Aim to continually improve the quality of the water we supply to our concessionaires through the acquisition of most appropriate technology.
- Comply with applicable legal and other requirements which relates to the Company's environmental aspects.
- Include the consideration of environmental issues in all business strategies and initiatives.
- Prevent pollution, reduce waste and minimize the consumption of resources and promote water re-use.
- Educate, train and motivate employees, concessionaires, suppliers and others to carry out activities in a safe, healthy, environmentally responsible manner.



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Carmona Water District Office

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Carmona Water District Office

External Services



1. Application of Water Service Connection

Application for Water Service Connection within the service area of the Carmona Water District.

Office or Division:	Commercial Services and Engineering and Operations Division		
Classification:	Highly Technical Transaction		
Type of Transaction:	G2B, G2C, G2G		
Who may avail:	All residents / establishments within the Municipality of Carmona in Cavite		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Government Issued ID (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG LTO, PHIC, Comelec, PRC, OWWA, Local OSCA Office	
2. Latest Community Tax Certificate (1 photocopy)		Local Government Office (Municipal Hall of Carmona)	
3. Barangay Clearance (1 original)		Barangay Office (where the concessionaire is residing)	
4. Land Title / Deed of Sale / Land Award or any proof of ownership/relationship to the land owner (1 photocopy)		Local Government Unit	
If through representative:			
<ul style="list-style-type: none">• Authorization letter if through representative (1 original)		Concessionaire being represented	
<ul style="list-style-type: none">• Government Issued ID of the representative (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PHIC, Comelec, PRC, OWWA, Local OSCA Office	
Other documents, if applicable:			
<ul style="list-style-type: none">• Business permit (1 photocopy)		Mayor's Office	
<ul style="list-style-type: none">• Proof of Billing named after the applicant (1 photocopy)		Concessionaire	
<ul style="list-style-type: none">• Authorization Letter from the Owner of the Existing Service Connection where the new service connection will be tapped (1 original)		Owner/Concessionaire of the Existing Service Connection	
<ul style="list-style-type: none">• Government Issued ID of the owner of the existing service connection (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PHIC, Comelec, PRC, OWWA, Local OSCA Office	
5. Service Application and Construction Order (SACO) (1 original)		Customer Service Area located at 1 st floor, CWD Office	
6. Contract for Water Service Installation (1 original)			
7. Affidavit of Undertaking (1 original)			
8. Customer Satisfaction Survey (1 original)			
9. Inspection Slip Form (1 original)		Engineering and Operations Division located at 2 nd	



10. Maintenance Order Slip Form (1 original)		floor, CWD Office		
11. Meter Receipt Form (1 original)				
If lessee:				
<ul style="list-style-type: none"> Authorization letter from the landowner allowing the lessee to apply for a service connection and hereby guaranteeing any obligations left by the lessee in the future; if company (1 original) 		Land-Owner/Lessor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service Area. Submit requirements and give necessary information	1. Provide the list of requirement	None	5minutes	Customer Service Assistant
	1.2 Interview and encode the client information to the Service Application and Construction Order (SACO), Affidavit of Undertaking and Contract for Water Service Installation	None	15minutes	Customer Service Assistant
	1.3 Prepare Inspection Slip	None	5 minutes	Customer Service Assistant
2. Acknowledge the inspection slip	2.1 Pre Inspection of the location where the water service connection will be installed (note: Inspection will be conducted 2 days from the date of application; if there's an inactive account with arrears within the location, the application will be disapproved unless the arrears will be settled)	None	2 days	Meter Reader
	2.2 Site inspection	None	10 minutes	Maintenance

	and fill-out the inspection slip with the list of materials			Team
	2.3 Forward the accomplished Inspection Slip to the Customer Service	None	5 minutes	Maintenance Team
	2.4 The Client will be informed about the Orientation Schedule thru text/phone call	None	2 minutes	Customer Service assistant
3. Proceed to Customer Service Area and sign Affidavit of Undertaking and Contract for Water Service Installation	3.1 Give the Affidavit of Undertaking and Contract for Water Service Installation to the client for signing	None	2 minutes	Customer Service Assistant
	3.2 Forward the Inspection Slip to Cashier for costing of materials	None	2 minutes	Customer Service Assistant
	3.3 Preparation of Statement of Account for the new Service Connection	None	5 minutes	Customer Service Assistant
	3.4 Forward Service Application and Construction Order (SACO), Affidavit of Undertaking and Contract for Water Service Installation to the Engineering Div Head and Commercial Div Head for approval and signing.	None	2 minutes	Customer Service Assistant
4. Attend the orientation about CWD's Policies	4.1 Orient the client about the CWD's policies	None	30 minutes	Customer Service Assistant
	4.2 Approval and Signing of SACO, Affidavit of Undertaking and Contract for Water Service Installation	None	10 minutes	Engineering Division and Commercial Division Head

5. Received the approved documents and proceed to Cashier's Counter and pay the service connection fee, cost of materials upon presentation of SACO, Affidavit of Undertaking, Contract for Water Service Installation, Inspection Slip	5. Process the payment, receive the SACO, Affidavit of Undertaking, Contract for Water Service Application and Inspection Slip, and issue official receipt	Refer to Tabular Table Below	5 minutes	Customer Service Assistant (Cashier)
6. Installation Schedule	Note : Installation will be conducted 6 days from the day of payment	None	6 days	Water Maintenance Team
7. Acknowledge the Maintenance Order, Meter Receipt, Customer Satisfaction Survey	7.1 Installation of new connection - Box Type with Jetting	None	4 hours	
	7.2 Installation of new connection - Box Type	None	2 hours	
	7.3 Installation of new connection - Tapping	None	45 minutes	
TOTAL:		Refer to Tabular Schedule Below	8 days, 5 hours, 53 minutes	
Schedule of Water Service Connection Fee				
Size of Water Meter	Service Connection Fee (SCF)	Materials	Guarantee Deposit Fee	
½ , ¾, 1", 2" Water Meter	SCF- PHP1,258.00 + Jetting Fee - PHP1,500.00, if applicable	Weighted Average Cost of Materials at the time of application plus 30%	Twice (2x) the amount of minimum charge for service connection per classification and size of water meter (Refer to Table 1)	

Table 1. Classification of Service Connection and Size of Water Meter:

Classification	Size of Water Meter	Minimum Charge	Guarantee Deposit
Residential / Government	1/2"	P 238.60	P 477.20
	3/4"	P 381.75	P 763.50
	1"	P 763.50	P 1,527.00
	1 1/2"	P 1,908.80	P 3,817.60
	2"	P 4,772.00	P 9,544.00
	3"	P 8,589.60	P 17,179.20
	4"	P 17,179.20	P 34,358.40

Classification	Size of Water Meter	Minimum Charge	Guarantee Deposit
Commercial / Industrial	1/2"	P 477.20	P 954.40
	3/4"	P 763.50	P 1,527.00
	1"	P 1,527.00	P 3,054.00
	1 1/2"	P 3,817.60	P 7,635.20
	2"	P 9,544.00	P 19,088.00
	3"	P 17,179.20	P 34,358.40
	4"	P 34,358.40	P 68,716.80

Classification	Size of Water Meter	Minimum Charge	Guarantee Deposit
Commercial A	1/2"	P 417.55	P 835.10
	3/4"	P 668.05	P 1,336.10
	1"	P 1,336.10	P 2,672.20
	1 1/2"	P 3,340.40	P 6,680.80
	2"	P 8,351.00	P 16,702.00
	3"	P 15,031.80	P 30,063.60
	4"	P 30,063.60	P 60,127.20

Classification	Size of Water Meter	Minimum Charge	Guarantee Deposit
Commercial B	1/2"	P 357.90	P 715.80
	3/4"	P 572.60	P 1,145.20
	1"	P 1,145.20	P 2,290.40
	1 1/2"	P 2,863.20	P 5,726.40
	2"	P 7,158.00	P 14,316.00
	3"	P 12,884.40	P 25,768.80
	4"	P 25,768.80	P 51,537.60

Classification	Size of Water Meter	Minimum Charge	Guarantee Deposit
Commercial C	½"	P 298.25	P 596.50
	¾"	P 477.15	P 954.30
	1"	P 954.30	P 1,908.60
	1 ½"	P 2,386.00	P 4,772.00
	2"	P 5,965.00	P 11,930.00
	3"	P 10,737.00	P 21,474.00
	4"	P 21,474.00	P 42,948.00

Table 2. Carmona Water District Existing Water Rates as of January 1, 2006:

Category	Minimum Charges	Commodity Charges			
		11-20 cu.m	21-30 cu.m	31-40 cu.m	41 cu.m and above
Residential / Government	P 238.60	26.20	29.00	32.60	37.00
Commercial ½	477.20	52.40	58.00	65.20	74.00
Commercial ¾	763.50	52.40	58.00	65.20	74.00
Semi-commercial A	417.55	45.85	50.75	57.02	64.75
Semi-commercial B	359.90	39.30	43.50	48.90	55.50
Semi-commercial C	298.25	32.75	36.25	40.75	46.25
Wholesale / Bulk	715.80	78.60	87.00	97.80	111.00

Table 3. Classification of Service Connection

SERVICE CONNECTION	DETAILS
Residential	Purely for domestic purposes
Government Office/Facilities	Government Office/Facilities e.g. Municipal hall, police station, brgy. Hall, etc.
Commercial	Business directly using water in operations e.g. Restaurants, laundry shop, water refilling, etc.
Semi-commercial A	Business indirectly using water e.g. Offices, groceries, etc.
Semi-commercial B	Small business with capitalization P10,000 below e.g. Sari-sari stores, repair shops, etc.
Semi-commercial C	Apartments using 1 central meter
<i>*Based from Local Water Utilities Administration Manual on Water Rates and other practices</i>	

2. Processing of Payments for Water Bill

COLLECTION OFFICES	LOCATION	SCHEDULE OF AVAILABILITY OF SERVICE
1. CWD office	B8 L8 Joy St, Cityland Subdivision, Mabuhay, Carmona, Cavite	7:00 am to 5:00 pm Monday to Friday
2. Bayad Center	Nationwide	Store hours
3. MLhuiller	Nationwide	Store hours
4. ECPAY collecting partners	7-11, Expresspay, Tambunting	Store hours
5. SM bills payments	Waltermart, Save More Biñan, SM Sta. Rosa	Store hours
6. Online payment partners	Shopeepay, Maya & GCash	Online thru the downloadable mobile application

2.1 Concessionaires with Water Bill

Office or Division:	Commercial Services Division			
Classification:	Simple Transaction			
Type of Transaction:	G2B, G2C, G2G			
Who may avail:	Concessionaire/Client of Carmona Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Current / Previous Water Bill (1 original)		Commercial Services Division (Served by the Bill Server) located at 1 st floor, CWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service Lobby and wait for your turn to be served	1. Manage the queue of the customers	None	-	Guard on Duty
2. Give the water bill and the payment to the cashier/teller.	2.1 Accept, validate water bill and payment. 2.2 Issue the official Receipt	As stated in the water bill	3 Minutes	Customer Service Assistant (Cashier)
TOTAL:		As stated in the water bill	3 Minutes	



2.2 Customers without Water Bill

Office or Division:		Commercial Services Division		
Classification:		Simple Transaction		
Type of Transaction:		G2B, G2C, G2G		
Who may avail:		Concessionaire/Client of Carmona Water District		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Amount of Water Bill, Account Name/Number		Customer Services Lobby located at 1 st floor, CWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service Lobby and wait for your turn to be served	1. Manage the queue of the customers	None	-	Guard on Duty
2 Proceed to Customer Service Area	2. Provide account name, account number and the amount of water bill	None	2 minutes	Customer Service Assistant
3. Give the water bill and the payment to the cashier/teller.	2.1 Accept, validate water bill and payment. 2.2 Issue the official Receipt	As stated in the water bill	3 Minutes	Customer Service Assistant (Cashier)
TOTAL:		As stated in the water bill	5 Minutes	

3. Attending to Service Request (Change Ball Valve)

Concessionaire request for change of defective ball valve.

Office or Division:		Commercial Services and Engineering and Operations		
Classification:		Simple Transaction		
Type of Transaction:		G2B, G2C, G2G		
Who may avail:		Concessionaire/Client of Carmona Water District		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Information of service connection such as: <ul style="list-style-type: none"> • account name • account number • address/location • Name of the requesting party/concessionaire If possible:		Customer Service Area located at 1 st floor, CWD Office		



<ul style="list-style-type: none">• service connection number• meter number		Engineering and Operations Division located at 2 nd floor, CWD Office		
2. Service Request Form (1 original)				
3. Maintenance Order Form (1 original)				
4. Requisition Slip Form (1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Through office visit - Proceed to the Customer Service Area	1.1 Inquire the request through interview	None	5 Minutes	Customer Service Assistant
1.2 Through phone call/social media - Contact the hotline number / Facebook, email account or website of CWD	1.2 Answer the phone call / acknowledge the message on Facebook			Customer Service Assistant / Administrative Service Aide
2. Assist the inspection team to the site and get a copy of accomplished service request	2.1 Prepare the Service Request Form and forward it to Engineering and Operations Division for inspection	None	4 Minutes	Customer Service Assistant
	2.2 Inspect the ball valve and accomplish the Service Request with list of materials needed. Provide a copy of service request to the concessionaire for payment reference	None	15 Minutes	Water Maintenance Team
3. Proceed to CWD Office to pay for the ball valve and materials needed for the transfer	3.1 Accept payment Issue Official Receipt, mark the SR with Paid	Weighted average cost of ball valve at the time of payment plus 30%	4 minutes	Customer Service Assistant (Cashier)
	3.2 Forward to Engineering Division the SR marked with Paid	None	5 minutes	Customer Service Assistant
	3.3 Prepare Maintenance Order and Requisition Slip form and forward it to	None	5 Minutes	Engineering Assistant



	Water Maintenance Team			
4. Acknowledge Maintenance Order	Note: Change ball valve will be conducted within 4 hours	None	4 hours	Water Maintenance Team
	4. Change ball valve and accomplish the service request and Maintenance Order. Seek for concessionaire's affirmation or acknowledgement for the completed task	None	30 Minutes	Water Maintenance Team
TOTAL:		Weighted average cost of ball valve at the time of payment plus 30%	5 Hours, 8 Minutes	

4. Attending to Service Request (Change Meter – Outright Payment)

Concessionaire request for change meter due to destroyed / worn-out / defective water meter.

Office or Division:	Commercial Services and Engineering and Operations			
Classification:	Simple Transaction			
Type of Transaction:	G2B, G2C, G2G			
Who may avail:	Concessionaire/Client of Carmona Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Information of service connection such as: <ul style="list-style-type: none">• account name• account number• address/location• Name of the requesting party/concessionaire If possible: <ul style="list-style-type: none">• service connection number• meter number		Customer Service Area located at 1 st floor, CWD Office		
2. Service Request Form (1 original)				
3. Customer Satisfaction Survey (1 original)				
4. Maintenance Order Form (1 original)		Engineering and Operations Division located at 2 nd floor, CWD Office		
5. Requisition Slip Form (1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON

		PAID	TIME	RESPONSIBLE
1.1 Through office visit - Proceed to the Customer Service Area	1.1 Inquire the request through interview	None	5 Minutes	Customer Service Assistant
1.2 Through phone call/social media - Contact the hotline number / Facebook, email account or website of CWD	1.2 Answer the phone call / acknowledge the message on Facebook, email account or website of CWD			Customer Service Assistant / Administrative Service Aide
2. Assist the inspection team to the site and get a copy of accomplished service request Note : if the age of water meter is less than 1 year skip step No. 3	2.1 Prepare Service Request and Customer Survey satisfaction. Forward to Engineering Division	None	4 Minutes	Customer Service Assistant
	2.2 Inspect the change meter request and accomplish the Service Request with list of materials needed. Provide a copy of service request to the concessionaire for payment reference	None	15 Minutes	Water Maintenance Team
3. Proceed to CWD Office for payment of new water meter and present OR to Customer Service Assistant	3.1 Retrieve other 2 copies of accomplished Service Request with list of materials and forward it to Cashier	None	2 Minutes	Customer Service Assistant
	3.2 Issue Official Receipt, indicate Paid in the SR and forward to Customer Service Assistant	Weighted average cost of water meter and materials at the time of payment plus 30%	4 minutes	Customer Service Assistant (Cashier)
	3.3 Forward the SR to Engineering and Operations Division	None	5 Minutes	Customer Service Assistant
	3.4 Prepare Maintenance Order, and Requisition Slip for released of water	None	5 Minutes	Engineering Assistant



	meter and give it to the Water Maintenance Team			
	3.5 Get the new water meter at warehouse; present MO, RS, Customer satisfaction Survey and schedule for installation	None	10 Minutes	Water Maintenance Team
4. Acknowledge receipt of Service Request, Maintenance Order, Customer Survey satisfaction and Meter Receipt	Note: Installation will be conducted 1 day after payment	None	1 day	Water Maintenance Team
	4.1 Install new water meter to concessionaire service connection	None	45 Minutes	Water Maintenance Team
TOTAL:		Weighted average cost of water meter and materials at the time of payment plus 30%	1 day, 1 hour, 35 minutes	

5. Attending to Service Request (Change Meter – Installment Basis)

Concessionaire request for change meter due to destroyed / worn-out / defective water meter.

Office or Division:	Commercial Services and Engineering and Operations		
Classification:	Simple Transaction		
Type of Transaction:	G2B, G2C, G2G		
Who may avail:	Concessionaire/Client of Carmona Water District		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Information of service connection such as: <ul style="list-style-type: none">• account name• account number• address/location• Name of the requesting party/concessionaire If possible: <ul style="list-style-type: none">• service connection number• meter number		Customer Service Area located at 1 st floor, CWD Office	
2. Service Request Form (1 original)			
3. Customer Satisfaction Survey (1 original)			



4. Acknowledgement Receipt (1 original)		Engineering and Operations Division located at 2 nd floor, CWD Office		
5. Maintenance Order Form (1 original)				
6. Requisition Slip Form (1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Through office visit - Proceed to the Customer Service Area	1.1 Inquire the request through interview	None	5 Minutes	Customer Service Assistant/ Administrative Service Aide
1.2 Through phone call/social media - Contact the hotline number / Facebook, email account or website of CWD	1.2 Answer the phone call / acknowledge the message on Facebook, email account or website of CWD			
1.3 Service Request	1.3 Prepare Service Request Forward to Engineering Division	None	4 minutes	Customer Service Assistant
2. Assist the team to the site and get a copy of accomplished service request	Note: temporary meter will be installed within 1 day	None	1 day	Water Maintenance Team
	2.1 Install temporary water meter and accomplish the Service Request with list of materials needed. Provide a copy of service request to the concessionaire (put process for change meter / temporary)	None	20 Minutes	Water Maintenance Team
	2.2 Forward the SR to Commercial Division	None	2 Minutes	Engineering Assistant
	2.3 Accomplish the “Meter Replacement” part of the SR. If the meter is installed one year or less, replacement will be free of charge. If the meter is installed more than 1 year, the replacement will be charged on	None	5 Minutes	Customer Service Assistant

	installment basis. Note: Skip No. 2.4 for change meter without payment			
	2.4 Prepare the Acknowledgment receipt form and Customer Satisfaction Survey for meter replacement with installment basis.	None	10 Minutes	Customer Service Assistant
	2.5 Approve and sign the SR and Acknowledgement Receipt Note : SR only if change meter without payment	None	5 Minutes	Commercial Division Head
	2.6 Prepare Maintenance Order, Requisition Slip and give it to the Warehouse for encoding	None	10 Minutes	Engineering Assistant
	2.7 Encode Maintenance Order, Requisition Slip, Acknowledgment Receipt (if applicable) and Customer Satisfaction Survey. Forward to Calibration Team for sorting of old water meters	None	10 Minutes	Warehouse
	2.8 Sort the old water meter and schedule the return of old meters. Note: The replaced temporary meter will be the new water meter	None	10 Minutes	Water Maintenance Team (Calibration Team)

3. Acknowledge Maintenance Order, Acknowledgment Receipt, Customer Survey Satisfaction and Meter Receipt	3 Provide a copy of Acknowledgement receipt (if applicable) and return the old meter to the concessionaire	Based on the agreement in the Acknowledgement Receipt	10 Minutes	Water Maintenance Team
TOTAL:		Based on the agreement in the Acknowledgement Receipt	1 Day ,1 Hour, 31 Minutes	

6. Attending to Service Request (Re-reading of Consumption)

Concessionaire requests for Rereading of water consumption.

Office or Division:	Commercial Services			
Classification:	Simple Transaction			
Type of Transaction:	G2B, G2C, G2G			
Who may avail:	Concessionaire/Client of Carmona Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Information of service connection such as: <ul style="list-style-type: none">• account name• account number• address/location• Name of the requesting party/concessionaire If possible: <ul style="list-style-type: none">• service connection number• meter number		Customer Service Area located at 1 st floor, CWD Office		
2. Service Request Form (1 original)				
3. Meter Reading Form (1 original)		Commercial Services Division (Use by the Meter Reader) located at 1 st floor, CWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Through office visit - Proceed to the Customer Service Area	1.1 Inquire the request through interview	None	5 Minutes	Customer Service Assistant
1.2 Through phone call/social media - Contact the hotline number / Facebook, email account or website of CWD	1.2 Answer the phone call / acknowledge the message on Facebook, email account or website			Customer Service Assistant / Administrative Service Aide



	of CWD			
2. Assist the inspection team to the site.	2.1. Prepare the Service Request Form and forward it to Meter Reader / Bill Server for inspection	None	4 Minutes	Customer Service Assistant
	2.2 Inspect the water meter and read the current water consumption	None	1 Hour	Meter Reader / Bill Server
	2.3 Provide a copy of accomplished Service Request			
	2.4 Report back to Division Head and compare the previous reading vs. the current reading	None	5 Minutes	Meter Reader / Bill Server
3. Acknowledge receipt of Service Request	3.1 If wrong reading, prepare necessary Billing Adjustment Memo	None	10 minutes	Commercial Division Head
TOTAL:		None	1 hour, 24 minutes	

7. Attending to Service Request (Repair Leak/s)

Concessionaire request for repair leak/s.

Office or Division:	Commercial Services and Engineering and Operations		
Classification:	Simple Transaction		
Type of Transaction:	G2B, G2C, G2G		
Who may avail:	Concessionaire/Client of Carmona Water District		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Information of service connection such as: <ul style="list-style-type: none"> • account name • account number • address/location • Name of the requesting party/concessionaire If possible: <ul style="list-style-type: none"> • service connection number 		Customer Service Area located at 1 st floor, CWD Office	

• meter number		Engineering and Operations Division located at 2 nd floor, CWD Office		
2. Service Request Form (1 original)				
3. Maintenance Order Form (1 original)				
4. Requisition Slip Form (1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Through office visit - Proceed to the Customer Service Area	1.1 Inquire the request through interview	None	5 Minutes	Customer Service Assistant
1.2 Through phone call/social media - Contact the hotline number / Facebook, email account or website of CWD	1.2 Answer the phone call / acknowledge the message on Facebook, email account or website of CWD			Customer Service Assistant / Administrative Service Aide
2. Assist the inspection team to the site	2.1 Prepare the Service Request Form and forward to Engineering and Operations Division	None	4 Minutes	Customer Service Assistant
	2.2 Acknowledge the Service Request and inform Water Maintenance Team	None	5 Minutes	Engineering Assistant
	2.3 Site inspection and fill-out the Service Request with the list of materials	None	30 minutes	Water Maintenance Team
	2.4 For defective meter, please proceed to the following: Note: For Change Meter - Outright Payment, proceed to Frontline Service No. 4; For Change Meter - Installment Basis, proceed to Frontline Service No. 5. For defective ball valve,	None	-	-

	please proceed to Frontline Service No. 3 - Change Ball valve procedure			
	2.4 Prepare Maintenance Order and Requisition Slip Form for the release of materials	None	10 Minutes	Engineering Assistant
	2.5 Release materials based on the MO/RS Form	None	10 Minutes	Storekeeper
3. Acknowledge receipt of Service Request and Maintenance Order after the repair	Note: Leak repair will be conducted 1 day after inspection 3. Perform leak repair and provide a copy of accomplished Service Request Form to the concessionaire	None	1 Day	Water Maintenance Team
TOTAL:		None	1 day, 1 hour, 4 mins	

8. Attending to Service Request (Test Water Meter for High / Low Consumption)

Concessionaire request for testing of water meter because of high / low consumption.

Office or Division:	Commercial Services and Engineering and Operations
Classification:	Simple Transaction
Type of Transaction:	G2B, G2C, G2G
Who may avail:	Concessionaire/Client of Carmona Water District
CHECKLIST OF REQUIREMENTS	
1. Information of service connection such as: <ul style="list-style-type: none"> account name account number address/location Name of the requesting party/concessionaire If possible: <ul style="list-style-type: none"> service connection number 	WHERE TO SECURE Customer Service Area located at 1 st floor, CWD Office

• meter number				
2. Service Request Form (1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Through office visit - Proceed to the Customer Service Area	1.1 Inquire the request through interview	None	5 Minutes	Customer Service Assistant
1.2 Through phone call/social media - Contact the hotline number / Facebook account or website of CWD	1.2 Answer the phone call / acknowledge the message on Facebook, email account or website of CWD			Customer Service Assistant / Administrative Service Aide
2 Assist the inspection team to the site and acknowledge the Service Request	2.1 Prepare the Service Request Form and forward it to Engineering and Operations Division	None	4 minutes	Customer Service Assistant
	2.2 Acknowledge the Service Request and inform the Water Maintenance Team	None	5 Minutes	Engineering Assistant
	Note: Pull-out of water meter will be conducted 1 day after the request	None	1 day	Water Maintenance Team
	2.3 Pull-out Water Meter for testing and seek for concessionaire's affirmation on the SR	None	10 Minutes	Water Maintenance Team
	2.4 Install temporary water meter for continuous service	None	10 Minutes	Water Maintenance Team
	2.5 Testing of Water Meter; if passed, schedule the return the old water meter; if failed proceed to change meter procedure Note:	None	1 Day	Water Maintenance Team

	For Outright Payment, proceed to Frontline Service No. 4; For Installment Basis, proceed to Frontline Service No. 5.			
3. Acknowledge receipt of Service Request for the return of old meter	3.1 Pull-out the temporary meter and return the old water meter.	None	45 Minutes	Water Maintenance Team
	3.2 Provide a copy of accomplished Service Request to the concessionaire.	None	5 Minutes	Water Maintenance Team
TOTAL:		None	2 days, 1 hour, 24 mins	

9. Attending to Service Request (Transfer of Water Meter)

Concessionaire request for transfer of water meter / service connection).

Office or Division:	Commercial Services and Engineering and Operations			
Classification:	Complex Transaction			
Type of Transaction:	G2B, G2C, G2G			
Who may avail:	Concessionaire/Client of Carmona Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Information of service connection such as: <ul style="list-style-type: none">• account name• account number• address/location• Name of the requesting party/concessionaire If possible: <ul style="list-style-type: none">• service connection number• meter number		Customer Service Area located at 1 st floor, CWD Office		
2. Service Request Form (1 original)				
3. Inspection Slip Form (1 original)		Engineering and Operations Division located at 2 nd floor, CWD Office		
4. Maintenance Order Form (1 original)				
5. Requisition Slip Form (1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Through office visit - Proceed to the	1.1 Inquire the request through	None	5 Minutes	Customer Service



Customer Service Area	interview			Assistant
1.2 Through phone call/social media - Contact the hotline number / Facebook account or website of CWD	1.2 Answer the phone call / acknowledge the message on Facebook, email account or website of CWD			Customer Service Assistant / Administrative Service Aide
2. Assist the inspection team to the site	2.1 Prepare the Service Request Form and Inspection slip and transfer to Engineering and Operations Division for Inspection	None	6 Minutes	Customer Service Assistant
	Note: Inspection will be conducted the following day	None	1 Day	Water Maintenance Team
	2.2 Site inspection and fill-out the inspection slip with the list of materials	None	15 Minutes	Water Maintenance Team
	2.3 Inform the concessionaire with the result of inspection and materials to be used and forward the SR and Inspection Slip to Engineering Assistant for recording	None	5 Minutes	Water Maintenance Team
	2.4 Forward the SR and Inspection Slip to Commercial Division	None	10 minutes	Engineering Assistant
3. Proceed to CWD Office for payment of materials needed for transfer	3.1 Issue Official Receipt, indicate Paid to SR/Inspection	Weighted average cost of materials plus 30%	4 minutes	Customer Service Assistant (Cashier)
	3.2 Forward SR/Inspection Slip to Engineering and Operations Division	None	5 minutes	Customer Service Assistant
	3.3 Prepare Maintenance Order and Requisition Slip	None	5 minutes	Engineering Assistant



	for the release of materials and transfer to Water Maintenance Team			
4. Acknowledge receipt of Service Request and Maintenance Order	Note: Transfer of water meter will be conducted 2 days after the payment	None	2 days	Water Maintenance Man
	4.1 Transfer water meter to designated location	None	2 Hours	Water Maintenance Man
	4.2 Provide accomplished Service Request to the concessionaire	None	10 Minutes	Water Maintenance Man
TOTAL:		Weighted average cost of materials at the time of payment plus 30%	3 days, 3 hours, 5 minutes	

10. Attending to Service Request (Water Quality / No Water Supply / Low Pressure)

Concessionaire requests for inspection of water quality / no water supply / low pressure of service connection.

Office or Division:	Commercial Services and Engineering and Operations		
Classification:	Simple Transaction		
Type of Transaction:	G2B, G2C, G2G		
Who may avail:	Concessionaire/Client of Carmona Water District		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Information of service connection such as: <ul style="list-style-type: none">• account name• account number• address/location• Name of the requesting party/concessionaire If possible: <ul style="list-style-type: none">• service connection number• meter number		Customer Service Area located at 1 st floor, CWD Office	
2. Service Request Form (1 original copy)			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Through office visit - Proceed to the Customer Service Area	1.1 Inquire the request through interview	None	5 Minutes	Customer Service Assistant
1.2 Through phone call/social media - Contact the hotline number / Facebook, email account or website of CWD	1.2 Answer the phone call / acknowledge the message on Facebook, email account or website of CWD			Customer Service Assistant / Administrative Service Aide
2. Assist the inspection team to the site	2.1 Prepare the Service Request Form and forward it to Engineering and Operations division	None	4 Minutes	Customer Service Assistant
	2.2 Site inspection and fill-out the Service Request	None	15 Minutes	Engineering Assistant
	2.3 For Water Quality: Flushing Activity will be performed	None	1 Day	Water Resource Team
	2.4 For No Water Supply / Low Pressure: Inspection of Pumping Station will be conducted			
	2.5 For leak: refer to Repair Leak Process			
3. Acknowledge receipt of Service Request form	3. Provide accomplished SR to the concessionaire	None	10 Minutes	Water Maintenance Team
TOTAL:		None	1 Days, 35 Minutes	

11. Issuance of Statement of Account

Concessionaire request for issuance of statement of account.

Office or Division:		Commercial Services Division		
Classification:		Simple Transaction		
Type of Transaction:		G2B, G2C, G2G		
Who may avail:		Concessionaire of CWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Current / Previous Water Meter Bill (if not available, account name/number)		Commercial Services Division (Served by the Bill Server) located at 1 st floor, CWD Office		
2. Government Issued ID (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PHIC, Comelec, PRC, OWWA, Local OSCA Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Customer Service Area and request for issuance of statement of account.	1.1 Get the account name and account number	None	2 Minutes	Customer Service Assistant
	1.2 Check the system to verify the account and print the statement of account; forward to commercial division head	None	5 Minutes	Customer Service Assistant
	1.3 Approve and sign the statement of account	None	4 Minutes	Commercial Division Head
2. Receive the copy of the statement of account	2. Release the requested statement of account	None	4 Minutes	Customer Service Assistant
TOTAL:		None	15 Minutes	



12. Request for Change Name/Address

Request for change name / address of the concessionaire's account (for active service connection).

Office or Division:	Commercial Services			
Classification:	Simple Transaction			
Type of Transaction:	G2B, G2C, G2G			
Who may avail:	Concessionaire/Client of CWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued ID (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PHIC, Comelec, PRC, OWWA, Local OSCA Office		
2. Latest Community Tax Certificate (1 photocopy)		Local Treasury Office		
3. Request for change name/address Form (1 original)		Customer Service Area located at 1 st floor, CWD Office		
4. Land Title / Deed of Sale / Land Award or any proof of ownership/ proof of relationship to the land owner (if necessary)/ Waiver letter (if applicable (1 photocopy)		Local Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Customer service area and fill up Request Form for Change of Name/ Address	1. Provide Request For Change of Name/Address	None	5 Minutes	Customer Service Assistant
2. Submit the Request Form for Change of Name/Address and all the requirements.	2. Accept and verify the submitted requirements	None	5 Minutes	Customer Service Assistant
3. For change of name, sign the Affidavit of Undertaking.	3. Provide Affidavit of Undertaking	None	5 Minutes	Customer Service Assistant
TOTAL:		None	15 Minutes	



13. Request for Reconnection

Request for reconnection of disconnected/inactive (up to 3 years) service connection.

Office or Division:		Commercial Services		
Classification:		Complex Transaction		
Type of Transaction:		G2B, G2C, G2G		
Who may avail:		Concessionaire/Client of CWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt		Cashier's Counter located at Customer Lobby, 1 st floor, CWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Customer Service, present the water bill or account name and request for the reconnection.	1. Get the account name/account number to verify the status and advise the concessionaire for payment details. Please refer to reconnection fee table	None	5 Minutes	Customer Service Assistant
2. Proceed to the Cashier's Counter for the payment of reconnection fee/ water bill arrears and guarantee deposit, if applicable	2. Issue Official Receipt	Refer to table below	3 Minutes	Customer Service Assistant (Cashier)
3. Proceed to the Customer Service Area and present the Official receipt of reconnection fee or the Official Receipt for the paid water bill	3.1 Prepare the Reconnection Form for inactive service connections less than 1 year. Forward to Commercial Division	None	4 minutes	Customer Service Assistant
	3.2 Verify the reconnection form and forward to meter reader. For inactive service connection more than 1 year but less than 3 years, proceed to Test Water Meter procedure	None	2 minutes	Commercial Division Head

4. Acknowledge receipt of Reconnection form	4.1 Note: Reconnection will be conducted within 24 hours if padlocked and within 3 days if inactive for 1 year but less than 3 years	None	1 day to 3 days	Meter Reader / Bill Server /
	4.2 Reconnect and provide accomplished Reconnection Form to the concessionaire	None	5 Minutes	Water Maintenance Team
TOTAL:		Refer to table below	3 Days, 19 Minutes	

Period of Disconnection	Reconnection Fee	Guarantee Deposit
Within the day	Php 150.00	Twice (2x) the amount of minimum charge for service connection per classification and size of water meter (Refer to Table 1)
1 day but less than 6 months	Php 150.00	
6 months but less than 1 year	Php 300.00	
1 year but less than 3 years	Php 400.00	Twice (2x) the amount of average monthly consumption for 2-6 months historical/actual consumption
3 years and above	New Service Application Fee will be applied	Twice (2x) the amount of minimum charge for service connection per classification and size of water meter (Refer to Table 1)

14. Request for Senior Citizen's Discount

Requests for senior citizen discount on water bill with at least 1 year of service connection and renewable yearly.

Office or Division:	Commercial Services
Classification:	Simple Transaction
Type of Transaction:	G2B, G2C, G2G
Who may avail:	Concessionaire of CWD
CHECKLIST OF REQUIREMENTS	
Conditions:	WHERE TO SECURE Customer Service Area located at 1 st floor, CWD

1. Meter registration should be in the name of the senior citizen for a period of one year. 2. The Senior Citizen must be a resident of the household. 3. Consumption should not exceed 30 cubic meters 4. Discount is granted per household regardless of the number of senior citizens living therein 5. There shall be annual renewal of application on or before January 31st of the current year 6. A senior citizen can only avail of one service connection discount 7. Water connection must be residential 8. A valid Senior Citizen ID must be presented upon payment.		Office		
1. Senior Citizen Discount Availment Form (1 original)		Customer Service Area located at 1 st floor, CWD Office		
3. Valid Senior Citizen ID (1 photocopy)		Local Office of the Senior Citizen's Affairs		
4. Latest Community Tax Certificate (1 photocopy)		Local Treasury Office		
5. Latest Picture (any size, 1 original)		Senior Citizen Concessionaire		
6.1 If applying through a representative, Authorization Letter (1 original)		Senior Citizen Concessionaire		
6.2 Certification from the OSCA (1 original)		Office of the Senior Citizen's Affairs		
7. Government Issued ID of the representative (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PHIC, Comelec, PRC, OWWA, Local OSCA Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Customer Service Area and fill up Senior Citizen Discount Availment Form	1. Provide Senior Citizen Discount Availment Form	None	5 Minutes	Customer Service Assistant
2. Submit the Senior Citizen Discount Availment Form and all the requirements	2.1 Accept and check the Senior Citizen Discount Availment Form and requirements submitted	None	5 Minutes	Customer Service Assistant
	2.2 Approve and update the Concessionaire's Account.	None	5 Minutes	Commercial Division Head

TOTAL:	None	15 Minutes	
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15. Request for Voluntary Disconnection

Concessionaire request for temporary / permanent disconnection of water service connection.

Office or Division:	Commercial Services			
Classification:	Simple Transaction			
Type of Transaction:	G2B, G2C, G2G			
Who may avail:	Concessionaire of CWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Information of service connection such as: <ul style="list-style-type: none"> • account name • account number • address/location • Name of the requesting party/concessionaire If possible: <ul style="list-style-type: none"> • service connection number • meter number 		Customer Service Area located at 1 st floor, CWD Office		
2. Current / Previous Water Bill (if available)		Commercial Services Division (Served by the Bill Server) located at 1 st floor, CWD Office		
2. Disconnection Form (1 original)		Customer Service Area located at 1 st floor, CWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Customer Service Area, present requirements and request for Disconnection Form	1. Provide Disconnection Form	None	5 Minutes	Customer Service Assistant
2. Fill-out Disconnection Form and sign the space provided for "voluntary disconnection"	2.1 Review and forward it to Commercial Division Head for confirmation	None	5 Minutes	Customer Service Assistant
	2.2 After approval, forward to Meter Reader / Bill Server for disconnection of water service	None	1 Day	Commercial Division Head

	connection Note: Disconnection of water service connection will be conducted within 24 hours or requested date			
3. Assist Meter Reader / Bill Server to the site	3. Disconnect water service connection	None	10 Minutes	Meter Reader / Bill Server
4. Acknowledge receipt of accomplished Disconnection Form	4. Provide accomplished Disconnection Form to the concessionaire		5 Minutes	Meter Reader / Bill Server
TOTAL:		None	1 Day	

16. Enrollment to CWD Email Bill Notification System

Concessionaire enrolls to CWD Email Bill Notification System to receive Water Bill through email.

16.1 For Walk-In Enrollment to CWD Email Bill Notification System

Office or Division:	Commercial Services
Classification:	Simple Transaction
Type of Transaction:	G2B, G2C, G2G
Who may avail:	Concessionaire of CWD
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
If Account Owner:	
1. Government Issued ID (1 photocopy with 3 specimen signature)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PHIC, Comelec, PRC, OWWA, Local OSCA Office
2. CWD Email Bill Notification Enrollment Form	Customer Service Area located at 1 st floor, CWD Office
If Account Owner Representative :	
1. Government Issued ID of the Account Owner (1 photocopy with 3 specimen signature)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PHIC, Comelec, PRC, OWWA, Local OSCA Office
2. Government Issued ID of the Representative (1 photocopy with 3 specimen signature)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PHIC, Comelec, PRC, OWWA, Local OSCA Office



3. Authorization Letter with contact details from Account Owner		Concessionaire being represented		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Customer Service Area to get the CWD Email Bill Notification Form	1. Provide the CWD Email Bill Notification Form.	None	2 Minutes	Customer Service Assistant
2. Accomplish and submit the CWD Email Bill Notification Form together with the requirements	2. Receive and verify the accomplished CWD Email Bill Notification Form and necessary requirements, then forward to the Commercial Division Head	None	8 Minutes	Customer Service Assistant
3. Wait for the notification approval/disapproval through text and email	3.1 Review and approve the submitted CWD Email Bill Notification Form and requirements	None	10 Minutes	Commercial Division Head
	3.2 Process and upload the concessionaire's data to the CWD Email Bill Notification System	None	30 Minutes	IT Personnel
	3.3 Notify the concessionaire if the enrollment is approved or denied through text and email Note: Notification through Text and email will be done within 24 hours after the processing and uploading to the	None	1 day	IT Personnel



	CWD Email Bill Notification System			
TOTAL:		None	1 day and 50 minutes	

16.2 For Online Enrollment to CWD Email Bill Notification System

Office or Division:	Commercial Services			
Classification:	Simple Transaction			
Type of Transaction:	G2B, G2C, G2G			
Who may avail:	Concessionaire of CWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If Account Owner:				
1. Government Issued ID (Picture selfie holding the valid ID)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PHIC, Comelec, PRC, OWWA, Local OSCA Office		
2. Online enrollment google form		CWD Email Bill Notification Enrollment google form link through CWD facebook page and website		
If Account Owner Representative :				
1. Government Issued ID of the Account Owner (1 photocopy with 3 specimen signature)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PHIC, Comelec, PRC, OWWA, Local OSCA Office		
2. Government Issued ID of the Representative (Picture selfie holding the valid ID)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PHIC, Comelec, PRC, OWWA, Local OSCA Office		
3. Authorization Letter with contact details from Account Owner.		Concessionaire being represented		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Access the CWD Email Bill Notification Enrollment Google form link through CWD facebook page and website 1.2 Accomplish and submit the online Enrollment Google form and necessary requirements	1.1 Check the submitted online enrollment google form	None	5 Minutes	IT Personnel
	1.2 Encode Concessionaire's data to the CWD Email Bill Notification Form	None	10 Minutes	IT Personnel
	1.3 Print the form and submitted requirements and forward to	None	5 Minutes	IT Personnel



	Commercial Division Head			
2. Wait for the notification of approval/disapproval through text and email	2.1 Review and approve the printed CWD Email Bill Notification Form and requirements	None	10 Minutes	Commercial Division Head
	2.2 Process and upload the concessionaire's data to the CWD Email Bill Notification System	None	10 minutes	IT Personnel
	2.3 Notify the concessionaire if the enrollment is approved or denied through text and email Note: Notification through Text and email will be done within 24 hours after the processing and uploading to the CWD Email Bill Notification System	None	1 day	IT Personnel
TOTAL:		None	24 Hours and 55 Minutes	

17. Attending to Siphoning Service Request

Concessionaires' and clients' request for siphoning service in compliance with the Septage Management Program in the City of Carmona, Cavite.

17.1 Attending to Siphoning Service Request (Concessionaire)

Office or Division:	Commercial Services & Engineering Services and Operations			
Classification:	Complex Transaction			
Type of Transaction:	G2B, G2C, G2G			
Who may avail:	Concessionaires of Carmona Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Information of service connection such as: • Account name • Address/location • Name of concessionaire/requesting party If possible: • Service connection number • Account number		Customer Service Area located at 1 st floor, CWD Office		
2. Manifest Form (1 original)				
3. Certificate of Siphoning Service (1 original)				
Engineering and Operations Division Office, 2 nd floor, CWD Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Through office visit – Proceed to the Customer Service Area	1.1 Inquire the request through interview and input the concessionaire's account details on Siphoning Service List	None	6 minutes	Customer Service Assistant, Customer Service Area
1.2 Through phone call/social media • Contact the hotline number at (046) 430-0832 • Message Carmona Water District Facebook page • Email at carmonawd@yahoo.com • Message through website at	1.2 Answer the phone call/acknowledg e the message on Facebook, email account or website of CWD and input the concessionaire's account details on Siphoning Service List	None	6 minutes	Customer Service Assistant, Customer Service Area



Carmonawd.gov.ph				
1.3 Siphoning service request through the Carmona City Health Office	1.3 Acknowledge the list of siphoning service request of concessionaires through CCHO	None	6 minutes	Sewerage Maintenance Man, Septage Treatment Plant Office
2. Assist the Siphoning Team on the septic hole and wait for the schedule of siphoning	2.1 Data entry from Siphoning Service List (through office visit, phone call/social media account or website) will be forwarded to Siphoning Team of Engineering and Operations Division for the inspection	None	5 Minutes	Sewerage Maintenance Man, Septage Treatment Plant Office
	2.2 Schedule of site inspection of the septic tank	None	2 Working Days	Sewerage Maintenance Man, Septage Treatment Plant Office
	2.3 Site inspection of the septic tank and fill-out the siphoning schedule form once the septic hole is accessible	None	15 Minutes	Sewerage Maintenance Man, Septage Treatment Plant Office
	2.4 The Siphoning Team will schedule the date of service and inform the concessionaire	None	5 Working Days	Sewerage Maintenance Man, Septage Treatment Plant Office

	about it			
3. Acknowledge the Manifest Form and proceed to CWD Office for the issuance of Certificate of Siphoning Service	3.1 Siphoning of waste water from the designated septic tank	None	1 Hour	Sewerage Maintenance Man, Septage Treatment Plant Office
	3.2 Provide accomplished Manifest Form to the concessionaire	None	10 minutes	Sewerage Maintenance Man, Septage Treatment Plant Office
4. Acknowledge the Certificate of Siphoning Service	4. Issuance of the Certificate of Siphoning Service	None	1 Working Day	Customer Service Assistant, Customer Service Area
TOTAL:		Refer to the table below for the computation of ESF* *To be included in water bill	8 Working Days, 1 Hour, and 48 Minutes	

Table for Computation of Environmental/Septage Fee (ESF)

ESF per cu.m of water consumption	Amount of ESF
P 3.50	$ESF = P3.50 \times \text{water consumption for the month}$ <p>e.g. $(ESF = P3.50 \times 10^*)$ <u>ESF = P35.00</u> <i>*10 is the total cu. m. of water consumption for the month)</i></p>

17.2 Attending to Siphoning Service Request by Non-Concessionaire & Re-siphoning Service Request (Concessionaire & Non-concessionaire)

Office or Division:	Commercial Services & Engineering Services and Operations
Classification:	Complex Transaction
Type of Transaction:	G2B, G2C, G2G
Who may avail:	Concessionaires and Non-Concessionaires of CWD
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
If concessionaire for re-siphoning:	

1. Information of service connection such as: • Account name • Address/location • Name of concessionaire/requesting party If possible: • Service connection number • Account number		Customer Service Area located at 1 st floor, CWD Office		
If non-concessionaire (residential, establishment or industrial) for siphoning/re-siphoning:				
2. Request letter for Siphoning Service (through office submission, mail or e-mail) (1 original) to include the following information: • Name of requesting party • Address/location • Contact number		Owner/Company Representative		
3. Manifest Form (1 original)		Engineering and Operations Division Office, 2 nd floor, CWD Office		
4. Certificate of Siphoning Service (1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Through office visit – Proceed to the Customer Service Area	1.1 Inquire the request through interview and input the client details on Siphoning Service List	None	6 minutes	Customer Service Assistant, Customer Service Area
1.2 Through phone call/social media • Contact the hotline number at (046) 430-0832 • Message Carmona Water District Facebook page • Email at carmonawd@yahoo.com • Message through website at Carmonawd.gov.ph	1.2 Answer the phone call/acknowledge the message on Facebook, email account or website of CWD and input the client details on Siphoning Service List	None	6 minutes	Customer Service Assistant, Customer Service Area
2. Assist the Siphoning Team on the septic	2.1 Data entry from Siphoning	None	5 Minutes	Customer Service Assistant, Customer

hole and wait for the amount to be paid	Service List (through office visit, phone call/social media account or website) will be forwarded to Siphoning Team of Engineering and Operations Division for the inspection			Service Area
	2.2 Schedule of site inspection of the septic tank	None	2 Working Days	Sewerage Maintenance Man, Septage Treatment Plant Office
	2.3 Site inspection of the septic tank For non-concessionaires, the siphoning team will inform the client on the volume of waste water to be collected. Meanwhile, for re-siphoning service, the siphoning team will inform the concessionaire the amount to pay will be based on the volume collected on the previous siphoning service request	None	20 Minutes	Sewerage Maintenance Man, Septage Treatment Plant Office
	2.4 Forward the inspection result to Commercial Services Division	None	10 Minutes	Sewerage Maintenance Man, Septage Treatment Plant Office

3. Proceed to CWD Office for payment of siphoning service and wait for the schedule of siphoning	3.1 Issue a Non-VAT Billing Invoice	<i>Refer to the table below for the computation of One-time ESF</i>	5 Minutes	Customer Service Assistant (Teller), Payment Office
	3.2 Issue an Official Receipt, indicate paid to Non-VAT Billing Invoice	<i>Refer to the table below for the computation of One-time ESF</i>	5 Minutes	Customer Service Assistant (Teller), Payment Office
	3.3 Forward a copy of paid Non-VAT Billing Invoice to siphoning team	None	5 Minutes	Customer Service Assistant (Teller), Payment Office
	3.4 The Siphoning Team will schedule the date of service and inform the concessionaire about it	None	5 Working Days	Sewerage Maintenance Man, Septage Treatment Plant Office
4. Acknowledge the Manifest Form and proceed to CWD Office for the issuance of Certificate of Siphoning Service	4.1 Siphoning of waste water from the designated septic tank	None	2 Hours	Sewerage Maintenance Man, Septage Treatment Plant Office
	4.2 Provide accomplished Manifest Form to the concessionaire	None	10 minutes	Sewerage Maintenance Man, Septage Treatment Plant Office
5. Acknowledge the Certificate of Siphoning Service at CWD Office	5. Issuance of certificate of Siphoning Service	None	1 Working Day	Customer Service Assistant, Customer Service Area
TOTAL:		<i>Refer to the table below for the computation of One-time ESF</i>	8 Working Days, 3 Hours, and 12 Minutes	

Table for Computation of One-time payment of Environmental/Septage Fee (ESF)

One-time ESF for resiphoning/non-concessionaires	Amount of ESF
2.5 cu. m. and below of collected wastewater	P 6,733.52 (Flat Rate)
Per cu. m. in excess of 2.5 cu. m. of collected wastewater	<p>P 2,693.41</p> <p>e.g. $(\text{One-time ESF} = P 6,733.52 + (P 2,693.41 \times 2^*))$ $= P 6,733.52 + P 5,386.82$ One-time ESF = P 12,120.34</p> <p><i>*2 is the total volume of collected wastewater in excess of 2.5 cu. m.)</i></p>

17.3 Attending to Siphoning Service Requested/Scheduled by Carmona Water District

Office or Division:	Commercial Services & Engineering Services and Operations			
Classification:	Complex Transaction			
Type of Transaction:	G2B, G2C, G2G			
Who may avail:	Concessionaires and Non-Concessionaires of CWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Information of service connection such as: <ul style="list-style-type: none">• Account name• Address/location• Name of concessionaire/requesting party If possible: <ul style="list-style-type: none">• Service connection number• Account number		Customer Service Area located at 1 st floor, CWD Office		
2. Manifest Form (1 original)				
3. Certificate of Siphoning Service (1 original)		Engineering and Operations Division Office located at 2 nd floor, CWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Assist the Siphoning Team on the site and wait for the schedule of siphoning	1.1 Site inspection of the septic tank and fill-out the siphoning schedule form once the manhole is accessible	None	15 Minutes	Sewerage Maintenance Man, Septage Treatment Plant Office

	1.2 The Siphoning Team will schedule the date of service and inform the concessionaire about it.	None	5 Working Days	Sewerage Maintenance Man, Septage Treatment Plant Office
2. Acknowledge the Manifest Form and proceed to CWD Office for the issuance of Certificate of Siphoning Service	2.1 Siphoning of waste water from the designated septic tank	None	1 Hour	Sewerage Maintenance Man, Septage Treatment Plant Office
	2.2 Provide accomplished Manifest Form to the concessionaire	None	10 minutes	Sewerage Maintenance Man, Septage Treatment Plant Office
3. Acknowledge the Certificate of Siphoning Service at CWD Office	3. Issuance of the Certificate of Siphoning Service	None	1 Working Day	Customer Service Assistant, Customer Service Area
TOTAL:		Refer to the table below for the computation of ESF* *To be included in water bill	6 Working Days, 1 Hour, and 25 Minutes	

Table for Computation of Environmental/Septage Fee (ESF)

ESF per cu.m of water consumption	Amount of ESF
P 3.50	$ESF = P3.50 \times \text{water consumption for the month}$ <p>e.g. $(ESF = P3.50 \times 10^*)$ <u>ESF = P35.00</u> <i>*10 is the total cu. m. of water consumption for the month)</i> </p>



Carmona Water District Office

Internal Services



1. Application for Leave of Absence

Employee's request for leave of absence (vacation, sick, special, force leave and other leave of absence authorized by the law).

Office or Division:	Admin and Finance Services Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G			
Who may avail:	Employees of Carmona Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Leave Form (1 original)		Admin and Finance Office located at 2 nd floor, CWD Office		
Other documents if applicable:				
2. Birth Certificate (1 photocopy)		Philippine Statistic Authority		
3. Medical Certificate / Certificate of Fit to Work (1 photocopy)		Local Health Office / Medical Institution		
4. Police Report (1 original)		Local Police Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to assigned personnel in the division for filing of leave	1. Get information for filing of leave (Type of leave, date of leave, no. of days)	None	5 Minutes	HRMO
2. Sign and proceed to Admin/Finance Office to check availability of leave credits	2.1 Encode initial filing of leave and certify availability of leave credits 2.2 Secure necessary documents, if any	None	5 Minutes	HRMO
3. Secure approval of division head / immediate supervisor	3. Approve leave	None	10 minutes	Division Head
4. Submit approved leave to HRMO	4.1 Photocopy approved leave and provide original copy 4.2 File and Encode approved leave of absence in the database system	None	10 minutes	HRMO
TOTAL:		None	30 minutes	



2. Application for Leave Credits Monetization

Employee's request for leave credits monetization.

Office or Division:	Admin and Finance Services Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G			
Who may avail:	Employees of Carmona Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Leave Form (1 original)		Admin and Finance Office located at 2 nd floor, CWD Office		
2. Letter of Request for Monetization (1 original)		Employee		
For special leave credits monetization				
3. Proof of Billing / Statement of Account (1 photocopy)		Biller (Medical Institution, Lending Company, etc.)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Admin/Finance office and submit letter of request for leave credits monetization	1.1 Verify availability of leave of credits	None	20 minutes	HRMO
	1.2 Get information for filing of leave form for monetization			
	1.3 For special leave credits monetization, verify attach documents			
	1.4 Print Computation for Leave Credits Monetization			
	1.5 Print application of leave form for approval of Division Head			
2. Sign and Secure approval of: • For monetization of 10 leave credits,	2. Approve application for leave monetization	None	10 Minutes	Division Head / Head of Agency

approve by division head • For monetization of more than 10/special leave credits monetization, approve by Head of Agency				
3. Submit approved leave to HRMO	3.1 Encode to database system 3.2 Verify budget allocation for leave monetization from Budget Officer 3.3 Secure approval of Admin/Finance Division Manager and Head of Agency 3.4 Process disbursement voucher for leave credits monetization	None	2 days	HRMO
4. Get check and sign disbursement voucher	4. Release check for employee	None	10 minutes	Senior Customer Services Officer (Cashier)
TOTAL:		None	2 days, 40 minutes	

3. Purchase Request

Purchase Request applies or process for purchasing of equipment, supplies and materials and other goods needed by divisions/sections which are not available on stock. It shall be prepared by the end-user stating the specifications of the requested item, quantity and there must be a brief explanation of the purpose of purchase.

Office or Division:	Admin and Finance Services Division
Classification:	Simple Transaction
Type of Transaction:	G2G



Who may avail:		Employees of Carmona Water District		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request (3 original copies)		Admin and Finance Office located at 2 nd floor, CWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Purchase Request (PR) form	1.1 Receive Purchase Request (PR) form 1.2 Review the completeness / correctness of the entries/specifications and attachments 1.3 Assign control number. Maintain one copy for filing and return the remaining copies to the requester.	None	5 minutes	Procurement Assistant
TOTAL:		None	5 minutes	

4. Receiving of Documents

Receiving of incoming official documents.

Office or Division:		Admin and Finance Services Division		
Classification:		Simple Transaction		
Type of Transaction:		G2G		
Who may avail:		All Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the document/s and present receiving copy	1. Accept and check the completeness of documents and sign receiving copy	None	5 minutes	Industrial Relations Management Aide
2. Secure signed receiving copy	2.1 Record in logbook received documents	None	5 minutes	Industrial Relations Management Aide



	2.2 Deliver the documents to the intended recipient			
TOTAL:		None	10 minutes	

5. Receiving for Availability of Allotment/Budget (Budget Utilization Slip)

Budget Section approves the source of funding for the availability of allotment or budget.

Office or Division:	Admin and Finance Services Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G			
Who may avail:	Employees of Carmona Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request (1 original copy)		Requisition Unit / Employee		
2. Budget Utilization Slip (3 original copy)		Budget Section, Admin and Finance Office located at 2 nd floor, CWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Agency Procurement Request / Purchase Request	1.1 Receive the Purchase Request 1.2 Check if the request is specified in the division's current approved PPMP 1.3 sign and fill-out the required information in BUS	None	20 minutes	Corporate Budget Officer
2. Receive copy of approved Budget Utilization Slip (BUS)	2.1 Issue approved BUS together with PR for processing 2.2 Record in appropriate registry	None	5 minutes	Corporate Budget Officer



TOTAL:	None	25 minutes	
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6. Request for Issuance of Travel Order

Request for Issuance of travel order for official business transaction.

Office or Division:	Admin and Finance Services Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G			
Who may avail:	Employees of Carmona Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Travel Order (3 original copy)		Admin and Finance Office located at 2 nd floor, CWD Office		
2. Itinerary of Travel (1 original copy)		Requesting Unit / Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Itinerary of Travel	1.1 Accept itinerary of travel and check the completeness of information 1.2 Prepare Travel Order 1.3 Secure approval of Admin/Finance Division Manager and Head of Agency	None	20 minutes	Industrial Relations Management Aide
2. Receive approved travel order	2. Issue travel order	None	5 minutes	Industrial Relations Management Aide
TOTAL:		None	25 minutes	



7. Request of Documents

Employee's request for issuance of the following but not limited to certificate of employment, service record, certificate of leave credits, copy of pay slips, authority to travel, etc.

Office or Division:	Admin and Finance Services Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G			
Who may avail:	Employees of Carmona Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document Request Form (1 original copy)		Admin and Finance Office located at 2 nd floor, CWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Document Request Form	1.1 Receive the request form 1.2 Prepare the document requested 1.3 Secure approval of Admin/Finance Division Manager 1.4 Encode in database system	None	1 day	HRMO
2. Receive requested document and sign receiving copy	2. Issue requested document and request for signing of receiving copy	None	5 minutes	HRMO
TOTAL:		None	1 day, 5 minutes	

8. Requisition and Issuance Slip (RIS)

Requisition and Issuance Slip (RIS) form shall be used for request of supplies / goods / semi-expendable items and other equipment on stock. It shall be prepared by requestor stating the specifications of the requested item, quantity and there must be a brief explanation of the purpose.

Office or Division:	Admin and Finance Services Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G			
Who may avail:	All Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition and Issuance Slip (3 original copy)		Admin and Finance Office located at 2 nd floor, CWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Requisition and Issuance Slip (RIS) form	1.1 Receive approved RIS form from Requesting Unit	None	5 minutes	Property Officer
	1.2 Review and verify RIS as to completeness of information			
	1.3 Assign control number and maintain one copy for filing			
2. Receive approved RIS and proceed to warehouse for the requested supplies / materials	2. Issue requested items and request for signing of receiving copy	None	15 minutes	Storekeeper
TOTAL:		None	20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the Customer Service Feedback and Complaint Form and drop it in the Suggestion Box located at the Cashier's Counter</p> <p>Contact Info: (046) 430-0832 loc 101/104 Facebook Page: Carmona Water District Website: carmonawd.gov.ph</p>
How feedbacks are processed	<p>The Commercial Division verifies the nature of the feedbacks or complaints within one working day. Then the same will be referred to the concerned division.</p> <p>Upon receiving the reply from the concerned office, the concessionaire will be informed via email or phone call.</p> <p>For inquiries or follow-up, the contact information are as follows: Commercial Services Division: (046) 430-0832 loc 104 Engineering and Operations Division: (046) 430-0832 loc 108 Customer Service: (046) 430-0832 loc 111</p>
How to file a complaint	<p>To file a complaint against CWD, provide the following details via email:</p> <ul style="list-style-type: none"> • Full Name and contact information of the complainant • Narrative of the complain • Evidences • Name of the person being complained <p>Send all complaints against CWD to any of the following: carmonawd@yahoo.com billing@carmonawd.com.ph admin@carmonawd.com.ph</p> <p>For inquiries or follow-up, you may</p>

	<p>contacts the following telephone number:</p> <p>Admin/Finance Service Division: (046) 430-0832 loc 109</p> <p>Commercial Services Division: (046) 430-0832 loc 104</p> <p>Engineering and Operations Division: (046) 430-0832 loc 108</p> <p>Customer Service: (046) 430-0832 loc 111</p>
How complaints are processed	<p>All complaints received against CWD will be processed by the Admin & Finance Services Division (AFD).</p> <p>The AFD browses, evaluates and determines the complaints received on a daily basis. The AFD shall coordinate with the concerned office to answer the complaint and shall investigate, if necessary.</p> <p>After the concern has been addressed or after the conduct of the investigation, the AFD shall create an incident report for the General Manager, for appropriate action. The AFD shall give the feedback to the concessionaire via email or phone call.</p> <p>For inquiries or follow-up, you may contacts the following telephone number:</p> <p>Admin/Finance Service Division: (046) 430-0832 loc 109</p>
Contact information of Anti-Red Tape Authority, Presidential Complaint Center, Contact Center ng Bayan	<p>ARTA: 8-478-5093 complaints@arta.gov.ph</p> <p>PCC: 8888 pcc@malacanang.gov.ph</p> <p>CCB: 0908-881-6565 (SMS) email@contactcenterngbayan.gov.ph</p>



LIST OF OFFICES

Office	Address	Contact Information
Office of the General Manager	B8 L8 Joy St., Cityland Subd., Brgy. Mabuhay, Carmona, Cavite	(046) 430-0832 loc 105
Administrative and Finance Services Division	B8 L8 Joy St., Cityland Subd., Brgy. Mabuhay, Carmona, Cavite	(046) 430-0832 loc 109/110
Commercial Services Division	B8 L8 Joy St., Cityland Subd., Brgy. Mabuhay, Carmona, Cavite	(046) 430-0832 loc 104
Engineering and Operations Division	B8 L8 Joy St., Cityland Subd., Brgy. Mabuhay, Carmona, Cavite	(046) 430-0832 loc 108