



SAN PABLO CITY WATER DISTRICT

CITIZEN'S CHARTER HANDBOOK 2025, 4th EDITION



I. Mandate

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

- A. 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;
- B. Providing, maintaining and operating wastewater collection, treatment, and disposal facilities; and
- C. 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:

We continuously strive to be recognized as the best water service provider in the country.

III. Mission:

The San Pablo City Water District, a corporation duly organized under PD 198 (as amended) is tasked to contribute to the improvement of the quality of life of the residents of San Pablo City by providing potable, adequate and affordable water supply in the entire city while remaining to be self-reliant and financially viable water district.

IV. Service Pledge:

We commit to:

- ⇒ Provide potable and adequate water supply to our concessionaires.
- ⇒ Serve with utmost responsibility, integrity, loyalty and efficiency.
- ⇒ Attend all applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break.



LIST OF SERVICES

Commercial Services Department

Frontline Services	5
Application for New Service Connection	6
Application for New Service Connection - Online Appointment	9
Request for Change Name OF Registered Name of an Existing Account	10
Request for Refund of Customer's Deposit	11
Complaints due to High Water Consumption	12
Execution of Promissory Note	13
Application for Reconnection of Disconnected Water Supply	14
Request for Relocation of Existing Water Meter	16
Request for Disconnection of Water Meter	17
Request for Reclassification of Service Connection	18
Request for Installation of Meter Protector and Meter Stand	19
Request for Change Meter	21
Application for Senior Citizen Utility Discount	22
Other Charges: New Service Connection	23
Tapping and Labor Cost	24

Community Relations and External Affairs Section

External Services	25
Processing of Customer Complaints	26

Financial Management Department

Frontline Services	27
Collections of Account Receivables – Water Sales	28

Administrative Services Department

External Services	29
Application for Employment	30
Internal Services	32
Issuance of Records	33

Operations Department

External Services	34
Implementation of Accomplished Job Order for Accuracy Test for Water Meter	35
Implementation of Job Order for Pull-Out of Water Meter for Testing	36
Implementation of Job Order for Reconnection/ Disconnection and Installation of Meter Protector	37
Implementation of Billed Orders and Work Order Special Projects	39
Implementation of Job Order for Tapping of New Service Connection	41
Implementation of Job Order for Repair and Maintenance	43
Implementation of Job Order for Relocation of Service Pipeline	45



& Water Meter

Implementation of Job Order for Restoration of Concrete Pavement & Asphalt Overlaid	47
--	----

Technical Services Department

External Services	50
Application for Bacteriological Test (Total And Fecal Coliform Test)	51
Addressing Customer Complaints	53
Application for Installation/Extension of Distribution Pipelines	54
Application for Installation of Fire Hydrant	57
Request to Improve Main Distribution Line Pressure	59
Internal Services	61
In-House Bacteriological Monitoring of SPCWD Water Sources, Bulk Water Sources and Consumers' Taps	62
In-House Physical and Chemical Monitoring of SPCWD Water Sources, Bulk Water Sources and Consumers' Taps	63
Feedback and Complaints Mechanism	64
List of Offices	66s



Commercial Services Department

Frontline Services



1. APPLICATION FOR NEW SERVICE CONNECTION - IN PERSON APPLICATION

Procedure and requirements for applying new water supply service connection

Division:	Customer Service Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Service Application Form		Customer Service Division		
Photocopy of Land Title or Deed of Sale or any proof of ownership		Registry of Deeds/City Hall/Subdivision Developer		
Water bill of the nearest neighbor		Neighbor		
Valid ID		Government institution		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Public Assistance Desk (PACD) (<i>first come, first served basis</i>).	1.1 Ask the Concessionaire's name and type of transaction. 1.2 Advise the concessionaire to proceed to the designated window	None	1 Minute	<i>Officer of the Day</i>
2. Go to the designated window.	2.1 Evaluate if applicant is qualified to apply for New Service Connection 2.2 If yes, hand over the application form to be filled out.	None	1 Minute	<i>Customer Service Assistant D</i>
3. Accomplish and submit to New Service Connection application form with all the required	3.1 Verify and evaluate submitted application form	None	15 Minutes	<i>Customer Service Assistant D</i>



documents (if available).	<p>3.2 Explain the details and possible charges</p> <p>3.3 Instruct the applicant to pay application fee in order to process the application</p>			
4. Pay the application fee at the designated window.	4. Receive payment and issue Official Receipt (OR).	Php 100.00 (Application Fee)	3 Minutes	<i>Cashiering Assistant</i>
5. Return to designated window and submit the application form and present proof of payment	5. Receive the accomplished application form for processing	None	2 Minutes	<i>Customer Service Assistant D</i>
6. Wait for the agency's notification/call for site inspection and assessment.	6. Inspect the location of the new service connection application. Compute the assessment fee and other charges and forward the same to Customer Service Division	None	Three (3) Working Days.	<i>Inspection Team</i>



7. Proceed to SPCWD designated Window for the URR orientation and discussion of assessment fees and other requirements	<p>7.1 Orient the applicant for new service connection on SPCWD Water Utility Rules and Regulations (URR).</p> <p>7.2 Discuss the assessment charges and other requirements</p> <p>7.3 If compliant, advise the applicant to pay.</p>	None	5 Minutes	<i>Supervising Customer Service Officer A</i>
8. Pay the assessment fees and other charges and collect the official receipt	8. Receive payment and issue official receipt.	Installation Fee: Basic charges + labor and materials	3 Minutes	<i>Cashiering Assistant</i>
9. Return to designated window to present the proof of payment and submit all the requirements (if applicable)	9. The approved service application shall be submitted for the General Manager's contract signing and subsequently forwarded to the Operations Department for tapping and installation.	None	1 Working Day	<i>Customer Service</i>



10. Wait for the notification / call for schedule for tapping	10. Schedule tapping and installation		Within 7 working days	Water Maintenance Man (Operations Department)
TOTAL		Application Fee P100.00 and Other Charges Based on Assessment	11 Working Days & 30 minutes	
<i>Highly Technical Transactions within 20 Days. Installation is dependent on the completeness, timeliness of the submission of requirements from concessionaires.</i>				

2. APPLICATION FOR NEW SERVICE CONNECTION – ONLINE APPOINTMENT

Procedure and requirements for applying new water supply service connection online

Division:	Customer Service Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Service Application Form		Customer Service Division		
Photocopy of Land Title or Deed of Sale or any proof of ownership		Registry of Deeds/City Hall/Subdivision Developer		
Water bill of the nearest neighbor		House next to the applicant		
Valid ID		Government institution		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download Application from SPCWD Website: spc wd.org.ph				
2. Accomplish the Application form				
3. Print the Application Form				
4. Complete the requirements				
Proceed to SPCWD Main Office, Public Assistance and Complaint Desk (PACD) and follow the steps/procedures for New Service Connection (IN PERSON APPLICATION, except Step 3).				



3. REQUEST FOR CHANGE OF REGISTERED NAME OF AN EXISTING ACCOUNT

Request procedure for changing the registered name of an existing account

Division:	Customer Service Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Change Name Form		Customer Service Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Public Assistance Complaint Desk (PACD)	1. 1 Ask the Concessionaire's name and type of transaction. 1.2 Advise the concessionaire to proceed to the designated window.	None	1 Minute	<i>Officer of the Day</i>
2. Proceed to the designated window and provide details of the request.	2.1 Evaluate if applicant is qualified to request for the change of account name. Review arrears if any. 2.2 If yes, proceed to verification by encoding the details, and print the request form to be signed by the concessionaire.	None	5 Minutes	<i>Customer Service Assistant D</i>
3. Payment if with arrears or water bill.	3. Receive payment and issue Official Receipt	Actual bill	3 minutes	<i>Cashier B</i>
4. Submit the form.	4. Document and process approved request.	None	5 Minutes	<i>Customer Service Assistant D</i>
TOTAL		Base on Bill (if any)	18 Minutes	



4. REQUEST FOR REFUND OF CUSTOMER'S DEPOSIT

Procedure for requesting refund of customer's deposits

Division:		Customer Service Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Refund Authorization Form		Customer Service Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Public Assistance Complaint Desk (PACD)	1. Ask the Concessionaire's name and type of transaction.	None	3 Minutes	<i>Officer of the Day</i>
2. Wait for your turn (first come first serve basis).	2. Call the next concessionaire.	None	1 Minute	<i>Officer of the Day</i>
3. Proceed to the designated window shown on the monitor.	3. Ask the concessionaire's inquiry.	None	1 Minute	<i>Customer Service Assistant D</i>
4. Request for refund and sign the Refund Authorization Form.	4. Prepare and process refund request and forward to Financial Management Department.	None	5 Minutes	<i>Customer Service Assistant D</i>
TOTAL		None	10 Minutes	



5. COMPLAINTS DUE TO HIGH WATER CONSUMPTION

Procedure for submitting complaint due to high water consumption

Division:	Customer Accounts Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Details or information of complain		Concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Public Assistance Complaint Desk (PACD).	1. Ask the Concessionaire's name and type of transaction.	None	3 Minutes	<i>Officer of the Day</i>
2. Wait for your turn (first come first serve basis).	2. Call the next concessionaire	None	1 Minute	<i>Officer of the Day</i>
3. Proceed to the designated window.	3. Ask about the concessionaire's inquiry.	None	1 Minute	<i>Customer Service Officer B</i>
4. Provide details of the complaint.	4. Attend to Concessionaire's complain.	None	1 Minute	<i>Customer Service Officer B</i>
5. If the complaint is due to suspected High Water Consumption.	Issue Job Order: 5.1 JO for linspection if positive to leak by CSD.	None	3 Minutes	<i>Customer Service Officer B</i>
	5.2 JO for Pull-out meter for testing. Shall forward to Operations Department.		3 Minutes	<i>Supervising Customer Service Officer</i>
	5.3 JO for Change Meter, if defective. Shall forward to Operations Department.		3 Minutes	<i>Supervising Customer Service Officer</i>



6. Wait for scheduled inspection	Shall conduct: 6.1 Inspection 6.2 Pull-out and testing of water meter 6.3 Change Meter	None	30 minutes on scheduled date.	CSD Staff for inspection and Disconnection and Reconnection Team for pull-out and change meter.
7. Pay all Charges	7. Issue Official Receipt	Based on actual water consumption	3 minutes	Cashier B
TOTAL		Based on Actual Water Consumption	39 minutes	

6. EXECUTION OF PROMISSORY NOTE

Execution process for securing promissory note if water pipes are positive to leak

Division:	Customer Accounts Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Promissory Note		Concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Public Assistance Complaint Desk (PACD).	1. The Officer of the Day records the Concessionaire's name and type of transaction details.	None	3 Minutes	Officer of the Day
2. Wait for your turn (first come first served basis).	2. Calls for the next concessionaire in line.	None	1 Minute	Officer of the Day
3. Approach the designated service window .	3. The Supervising Customer Officer addresses the	None	1 Minute	Supervising Customer Service Officer



	concessionaire's inquiry.			
4. Submit the Promissory Note.	4. Reviews, explains and processes the computation based on actual water consumption.	None	10 Minutes	<i>Supervising Customer Service Officer</i>
5. Settles initial payment.	5. The cashier receives the initial payment and issues an official receipt.	Based on actual water consumption	3 Minutes	<i>Cashier B</i>
6. Signs and Receive Promissory Note	6. Issues agreed Promissory Note with detailed installment bill.	None	3 Minutes	<i>Supervising Customer Service Officer</i>
TOTAL		Based on actual water consumption	21 Minutes	

7. APPLICATION FOR RECONNECTION OF DISCONNECTED WATER SUPPLY

Application procedure for reconnection of disconnected water supply

Division:		Customer Accounts Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reconnection Verification Slip		Customer Accounts Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Public Assistance Complaint Desk (PACD).	1. Officer of the Day ask the Concessionaire's name and type of transaction.	None	3 Minutes	<i>Officer of the Day</i>
2. Wait for your turn (first-come, first-served basis).	2. Wait for the next concessionaire	None	1 Minute	<i>Officer of the Day</i>



3. Proceed to the designated window.	3. Inquiries about the concessionaire's request.	None	1 Minute	<i>Customer Service Officer B</i>
4. Provide details for application for reconnection of service.	Process the application for reconnection of service: 4.1 Verify if the concessionaire is the real owner. 4.2 Verify and process charges for payment. 4.3 Assessment: a. Actual balance of arrears b. Cost of meter c. Restoration Cost P250 d. Updating Guaranty Deposit	Varies based on assessment	10 minutes	<i>Customer Service Officer B</i>
5. Wait for scheduled inspection.	5.1 Verify meter stub and assess charges: a. Labor Cost b. Cost of materials	Varies based on assessment	30 minutes on scheduled date	<i>Customer Service Officer B</i>
6. Pay all charges.	6. Issue Official Receipt (OR). Charges: a. Actual balance of arrears b. Cost of meter c. Restoration Cost P250 d. Updating Guaranty Deposit e. Labor Cost f. Material Cost	Varies based on assessment	3 minutes	<i>Cashier B</i>
TOTAL		Varies based on assessment	48 Minutes	



8. REQUEST FOR RELOCATION OF EXISTING WATER METER

Request procedure for relocation of existing water meter

Division:	Customer Accounts Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Details or information for relocation of meter			Concessionaire	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Public Assistance Complaint Desk (PACD)	1. Ask the Concessionaire's name and type of transaction.	None	3 Minutes	<i>Officer of the Day</i>
2. Wait for your turn (first come first serve basis)	2. Wait for the next concessionaire	None	1 Minute	<i>Officer of the Day</i>
3. Proceed to the designated window.	3. Inquire the concessionaire's request.	None	1 Minute	<i>Customer Service Officer B</i>
4. Provide request details for relocation of meter.	4. Receive and process the request for relocation of meter Job Order: a. Construction of Fence and other establishment, b. House Relocation, c. Review arrears if any.	None	5 Minutes	<i>Customer Service Officer B</i>
5. Wait for scheduled inspection	5. Inspection of the Concessionaire's place of relocation. Assessment of materials.	None	30 minutes on scheduled date	<i>Customer Service Officer B</i>
6. Pay all charges	6. Issue Official Receipt	Varies based on assessment	3 Minutes	<i>Cashier B</i>



7. Forward Paid Relocation of Water Meter Job Order to designated window.	7. Receive the Job Order and CSD shall forward it to Operations Department.	None	1 Minute	<i>Customer Service Officer B</i>
TOTAL		Varies based on assessment	48 Minutes	

9. REQUEST FOR DISCONNECTION OF WATER METER

Procedure for requesting disconnection of existing water meter

Division:	Customer Accounts Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disconnection Verification Slip		Customer Accounts Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Public Assistance Complaint Desk (PACD)	1. Ask for the Concessionaire's name and type of transaction.	None	3 Minutes	<i>Officer of the Day</i>
2. Wait for your turn (first come first serve basis)	2. Wait for the next concessionaire	None	1 Minute	<i>Officer of the Day</i>
3. Go to the designated window.	3. Ask the concessionaire's inquiry	None	1 Minute	<i>Customer Service Officer B</i>
4. Request for disconnection of meter and fill out the Disconnection Verification Slip. a) Permanent b) Temporary	4. Receive Disconnection Verification Slip and review if with arrears, process the request for disconnection of meter.	None	5 Minutes	<i>Customer Service Officer B</i>



5. Pay all charges	5. Issue Official Receipt	P250.00 Disconnection Fee plus arrears if any.	3 Minutes	Cashier B
6. Forward Paid Disconnection of Water Meter Job Order to designated window.	6. Receive the Job Order and CSD shall forward it to Operations Department.	None	1 Minute	Customer Service Officer B
TOTAL		P250.00 Disconnection Fee plus if with arrears.	14 Minutes	

10. REQUEST FOR RECLASSIFICATION OF SERVICE CONNECTION

Request procedure for reclassification of service connection from Commercial/ Industrial to Residential due to business closures

Division:	Customer Accounts Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Details or information for reclassification		Concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Public Assistance Complaint Desk (PACD)	1. Ask the Concessionaire's name and type of transaction.	None	3 Minutes	Officer of the Day
2. Wait for your turn (first come first serve basis)	2. Wait for the next concessionaire	None	1 Minute	Officer of the Day
3. Go to the designated window.	3. Ask the concessionaire's inquiry	None	1 Minute	Customer Service Officer B
4. Request for reclassification of service	4. Receive and process request for reclassification of	None	5 Minutes	Customer Service Officer B



connection and provide details.	service connection, review arrears if any, and CSD shall issue Inspection Job Order.			
5. Pay arrears if any.	5. Shall issue Official Receipt	Varies on arrears	3 Minutes	Cashier B
6. Wait for scheduled inspection.	6. Shall conduct inspection on site and validates re-classification,	None	10 Minutes on scheduled date	Customer Service Officer B
7. Wait for Notification letter for re-classification	7. CSD shall send Notice of re-classification effectivity.	None	5 minutes on scheduled date	Water Maintenance Man
TOTAL		Varies on arrears	28 minutes	

11. REQUEST FOR INSTALLATION OF METER PROTECTOR OR METER STAND

Procedure for requesting installation of meter protector or meter stand

Division:	Customer Accounts Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Details or information for installation		Concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Public Assistance Complaint Desk (PACD)	1. Ask the Concessionaire's name and type of transaction.	None	3 Minutes	Officer of the Day
2. Wait for your turn (first come first serve basis)	2. Wait for the next concessionaire	None	1 Minute	Officer of the Day
3. Proceed to the	3. Inquire about the	None	1 Minute	Customer Service Officer B



designated window.	concessionaire's request.			
4. Request for installation and provide details on: a. Meter Protector b. Meter Stand	4. Review arrears if any and process installation request for: a. Meter Protector b. Meter Stand	None	5 Minutes	<i>Customer Service Officer B</i>
5. Pay all charges	5. Shall issue Official Receipt	Varies on Arrears Assessment, Meter Protector Fee And or Stand Pipe Cost	3 Minutes	<i>Cashier B</i>
6. Forward Paid Installation Request to designated window.	6. Receive the Paid Request and shall forward the same to Operations Department	None	1 Minute	<i>Customer Service Officer B</i>
TOTAL		Varies on Arrears Assessment, Meter Protector Fee And or Stand Pipe Cost	14 Minutes	



12. REQUEST FOR CHANGE METER

Procedure for requesting replacement of broken meter

Division:	Customer Accounts Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Details or information for change meter		Concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Public Assistance Complaint Desk (PACD)	1. Ask the Concessionaire's name and type of transaction.	None	3 Minutes	<i>Officer of the Day</i>
2. Wait for your turn (first come first serve basis)	2. Wait for the next concessionaire	None	1 Minute	<i>Officer of the Day</i>
3. Proceed to the designated window.	3. Ask the concessionaire's inquiry	None	1 Minute	<i>Customer Service Officer B</i>
4. Request for change meter.	4. Document, process and request for approval. Shall forward the same to Operations Dept	None	5 Minutes	<i>Customer Service Officer B</i>
TOTAL		None	10 Minutes	



13. APPLICATION FOR SENIOR CITIZEN UTILITY DISCOUNT

Procedure for applying senior citizen discount.

Division:		Customer Accounts Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Utility Discount Application and Renewal Form		Customer Accounts Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Public Assistance Complaint Desk (PACD)	1. Ask the Concessionaire's name and type of transaction.	None	3 Minutes	<i>Officer of the Day</i>
2. Wait for your turn (first come first serve basis)	2. Wait for the next concessionaire	None	1 Minute	<i>Officer of the Day</i>
3. Proceed to the designated window.	3. Ask the concessionaire's inquiry	None	1 Minute	<i>Customer Service Officer B</i>
4. Apply for Senior Citizen Utility Discount. Fill out form and submit necessary requirements.	4. Review arrears if any and process application of Senior Citizen Utility Discount.	None	5 Minutes	<i>Customer Service Assistant B</i>
5. Pay arrears if any.	5. Issue Official Receipt	Varies based arrears	3 Minutes	<i>Cashier B</i>
6. Wait for Senior Citizen Utility ID.	6. Issue Senior Citizen Utility ID.	None	3 Minutes	<i>Customer Service Assistant B</i>
TOTAL		None	16 Minutes	



OTHER CHARGES

A. New Service Connection

Residential Fee			
SIZE	CUSTOMERS DEPOSIT	WATER METER MAINTENANCE FEE	FRONTAGE CHARGE
½	546.00	1,535.00	250.00
¾	873.60	2,002.00	250.00
1	1,747.20	2,279.67	250.00
1 ½	4,368.00	4,730.00	250.00
2	10,920.00	8,092.34	250.00
3	19,656.00	-	250.00
4	39,312.00	-	250.00

Commercial Fee			
SIZE	CUSTOMERS DEPOSIT	WATER METER MAINTENANCE FEE	FRONTAGE CHARGE
½	1,092.00	1,535.00	250.00
¾	1,747.20	2,002.00	250.00
1	3,494.40	2,279.67	250.00
1 ½	8,736.00	4,730.00	250.00
2	21,840.00	8,092.34	250.00
3	39,312.00	-	250.00
4	78,624.00	-	250.00

Commercial A Fee			
SIZE	CUSTOMERS DEPOSIT	WATER METER MAINTENANCE FEE	FRONTAGE CHARGE
½	955.50	1,535.00	250.00
¾	1,528.80	2,002.00	250.00
1	3,057.60	2,279.67	250.00
1 ½	7,644.00	4,730.00	250.00
2	19,110.00	8,092.34	250.00
3	34,398.00	-	250.00
4	68,796.00	-	250.00

Commercial B Fee			
SIZE	CUSTOMERS DEPOSIT	WATER METER MAINTENANCE FEE	FRONTAGE CHARGE
½	819.00	1,535.00	250.00
¾	1,310.40	2,002.00	250.00
1	2,620.80	2,279.67	250.00
1 ½	6,552.00	4,730.00	250.00
2	16,380.00	8,092.34	250.00
3	29,484.00	-	250.00
4	58,968.00	-	250.00



Commercial C Fee			
SIZE	CUSTOMERS DEPOSIT	WATER METER MAINTENANCE FEE	FRONTAGE CHARGE
½	682.50	1,535.00	250.00
¾	1,092.00	2,002.00	250.00
1	2,184.00	2,279.67	250.00
1 ½	5,640.00	4,730.00	250.00
2	13,650.00	8,092.34	250.00
3	24,570.00	-	250.00
4	49,140.00	-	250.00

Bulk			
SIZE	CUSTOMERS DEPOSIT	WATER METER MAINTENANCE FEE	FRONTAGE CHARGE
½	1,638.00	1,535.00	250.00
¾	2,620.80	2,002.00	250.00
1	5,241.60	2,279.67	250.00
1 ½	13,104.00	4,730.00	250.00
2	32,760.00	8,092.34	250.00
3	58,968.00	-	250.00
4	117,936.00	-	250.00

B. Tapping: Labor Cost

DESCRIPTION	TAPPING LABOR COST
1. SHORT LATERAL	
Ordinary Earth	667.90
2. SHORT LATERAL	
Concrete Brgy & National Road	1,168.80
3. SHORT LATERAL	
Concrete and Asphalt Brgy & National Road	1,168.80
4. LONG LATERAL	
Ordinary Earth Brgy Road	1,558.43
5. LONG LATERAL	
Concrete Brgy Road	1,558.43
6. LONG LATERAL	
Concrete and Asphalt Brgy Road	1,558.43
7. LONG LATERAL	
Concrete National Road	4,675.30
8. LONG LATERAL	
Concrete & Asphalt National Road	4,675.30
9. SUB-CONNECTION	667.90
10. RELOCATION SHORT LATERAL	1,168.80
11. RELOCATION LONG LATERAL	1,558.43



Community Relations and External Affairs Section External Services



1. PROCESSING OF CUSTOMER COMPLAINTS

Procedure in handling and processing customer complaints.

Division:		Community Relations and External Affairs Section		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Concessionaire		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Customer Complaint Form (CSD-030-0)		PACD / CREAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complaint via walk-in, telephone, email, social media, or official website.	1. Receive and record the complaint using the customer complaint form (CSD-030-0)	None	3 minutes	CREAS Staff
2. Provide necessary details (name, contact info, complaint description, supporting documents if any).	2. Assess the nature of the complaint and classify it (billing, water quality, illegal connection, service interruption, customer service etc.).	None	5 minutes	CREAS Staff
3. Receive acknowledgment of complaint.	3. Endorse the complaint to the appropriate department through internal communication.	None	10 minutes	CREAS Staff
4. Await feedback or updates.	4. Concerned department investigates, conducts necessary site and inspection, determines resolution.	None	1-5 working days (depending on case complexity)	Responsible Department (e.g. Commercial, Technical, Operations)



Financial Management Department Frontline Services



1. COLLECTIONS OF ACCOUNTS RECEIVABLES – WATER SALES

Division:		Treasury and Budget Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Bill or Account Number		Concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Public Assistance Complaint Desk (PACD)	1.1 Ask the Concessionaire's name and type of transaction for queuing. 1.2 Advise the concessionaire to wait for their names to be called.	None	2 Minutes	<i>Officer of the Day</i>
2. Wait for the name to be called by the cashier on duty.	2.1 Call out the next concessionaire.	None	1 Minute	<i>Officer of the Day</i>
3. Proceed to cashier window and present applicable bill for payment	3.1 Verify the billing details and inform the concessionaire of the amount due.	None	1 Minutes	<i>Cashier B</i>
4. Pay the amount due.	4.2 Receive the payment and issue Service Invoice.	Amount due	1 Minute	<i>Cashier B</i>
TOTAL		Amount due	5 Minutes	



Administrative Services Department

External Services



1. APPLICATION FOR EMPLOYMENT

Division:	Human Resource Development Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet		CSC website or HRDD		
TOR/Diploma		School graduated		
Certificate of Eligibility		CSC		
Performance Rating (if applicable)		Department head		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verify Job opening through SPCWD Website or CSC Website and other media platform				
2. Submit application via email, SPCWD website Online Job application or personal	2. Receive application for assessment and evaluation	None	30 Minutes	<i>Industrial Relations Management Officer A</i>
3. Wait for the notification on the result of assessment and evaluation of application	3. Notify applicant of the status of application <ul style="list-style-type: none"> - Qualified applicants will proceed to the next step - Applicants who did not meet the minimum requirements will be notified. 	None	2 days	<i>Industrial Relations Management Officer A</i>
	a. Proceed with the recruitment, selection and placement process:	None		



	<ul style="list-style-type: none"> - Written Exam Managerial Rank and File - Interview (face to face/virtual) b. Evaluation c. Appointment 		<p>1 hour and 30 minutes 1 hour</p> <p>30 minutes</p> <p>Based on the approved schedule</p>	<p><i>Industrial Relations Management Officer A</i></p> <p><i>HRMPSB</i></p>
TOTAL				



Administrative Services Department

Internal Services



1. ISSUANCE OF RECORDS

Procedure for issuance of Service Record, Certificate of Employment and others

Division:		Human Resource Development Division		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government Employee		
Who may avail:		Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form		Human Resource Development Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and Submit approved Request Form.	a. Receive and Process request. - Verify and print Certification/ Records needed. - Sign the document if applicable	None	10 Minutes	<i>Industrial Relations Management Officer A</i> <i>Supervising Industrial Relations Management Officer A/ Division Manager</i>
2. Wait for the Requested Document.	b. Issue the Document.	None	2 Minutes	<i>Supervising Industrial Relations Management Officer A/ Division Manager</i>
3. Sign the receiving copy.	c. Collect the receiving copy.	None	1 Minute	<i>Industrial Relations Management Officer A</i>
TOTAL		None	13 Minutes	



Operations Department External Services



1. IMPLEMENTATION OF ACCOMPLISHED JOB ORDER FOR ACCURACY TEST FOR WATER METER

Process of implementing accuracy test procedure of water meter for accomplished job orders

Division:		Production Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Concessionaire		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Reader Test Record		Meter shop – Production Division		
Meter Testing Card		Meter shop – Production Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Checking of Accuracy of Water Meter Returned to Storeroom.	None	10 Minute	Senior Water Resources Facilities Operator A
	2. Visual Checking of Water Meter.	None	5 Minute	Senior Water Resources Facilities Operator A
	3. Set-up of Water Meter to Test Bench (Maximum of 12 water meter).	None	15 Minutes	Senior Water Resources Facilities Operator A
	4. Check Accuracy of Water Meter.	None	10 Minutes	Senior Water Resources Facilities Operator A
	5. Calibrate, if necessary.	None	15 Minutes	Plumber C
	6. Record Accuracy of Water Meter.	None	5 Minutes	Senior Water Resources Facilities Operator A
	7. Sort defective and useable Water Meter.	None	5 Minutes	Senior Water Resources Facilities Operator A



	8. Turn-over water meter to storeroom for safekeeping.	None	10 Minute	Senior Water Resources Facilities Operator A
	TOTAL	None	1 Hour, 15 Minutes	

2. IMPLEMENTATION OF JOB ORDER FOR PULL-OUT OF WATER METER FOR TESTING

Process of implementing job order to pull-out water meter for accuracy testing

Division:	Production Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order		Production Division		
Accomplishment Form of Testing Old Water Meter		Metershop – Production Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive the approved Job Order for the Pulled-out of Water meter for Testing From Commercial Services Department.	None	30 Seconds	Customer Service Assistant D
	2. Logging of approved job order for the pull-out of water meter for testing based on number sequence.	None	1 Minute	Customer Service Assistant D
	3. Issuance of approved job order to team assigned with instruction (First-In, First out).	None	5 Minutes	Team Assigned
	4. Actual pull-out of water meter for testing	None	Case to Case Basis	Team Assigned



	5. Verification (Test Bench)	None	20 Minutes	Senior Water Resources Facilities Operator A
	6. If water meter passed the accuracy test	None	1 Minute	Senior Water Resources Facilities Operator A
	7. Re-install water meter to concessionaire	None	Case to Case Basis	Team Assigned
	8. If water meter failed in the accuracy test	None	1 Minute	Commercial Services Dept
TOTAL		None	1 Hour, 28 Minutes, 30 Seconds	

3. IMPLEMENTATION OF JOB ORDER FOR RECONNECTION/DISCONNECTION AND INSTALLATION OF METER PROTECTOR

Process of implementing job order for reconnection or disconnection of water meter and installation of meter protector

Division:	Production Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Form		Production Division		
Stores Requisition Slip Form		General Services Division		
Accomplishment Report Form		Production Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive the approved Job Order for Reconnection/ Disconnection of Meter/ Installation of Meter Protector	None	30 Seconds	Customer Service Assistant D



	2. Logging of received approved Job Order for Reconnection/ Disconnection/ Meter Protector Installation	None	1 Minute	<i>Customer Service Assistant D</i>
	3. Prepare Stores Requisition Slip	None	1 Minute	<i>Customer Service Assistant D</i>
	4. Forward Job Order and SRS for approval	None	1 Minute	<i>Customer Service Assistant D</i>
	5. Approval/signing of Job Order/SRS	None	1 Minute	<i>Division Manager A</i>
	6. Issuance of SRS & approved Job Order to team assigned with instruction (First in - First out)	None	2 Minutes	<i>Customer Service Assistant D</i>
	7. Issuance of meter and materials for reconnection	None	10 Minutes	<i>Property Officer</i>
	8. Actual Reconnection/ Disconnection/ Installation of meter protector on site	None	Case to Case Basis	<i>Team Leader Assigned</i>
	9. Record and Turnover accomplished Job Order to meter shop	None	15 Minutes	<i>Team Assigned</i>
	10. Prepare accomplishment report	None	1 Minute	<i>Team Leader Assigned</i>
	11. Evaluate & Approval of Accomplishment Report	None	1 Minute	<i>Division Manager A/ Principal Engineer C</i>



	12. Recording and filing of accomplished J.O	None	3 Minutes	<i>Customer Service Assistant D</i>
TOTAL		None	1 Hour, 36 Minutes, 30 Seconds	

4. IMPLEMENTATION OF BILLED ORDERS AND WORK ORDER SPECIAL PROJECTS

Process of implementing billed orders and work order special projects.

Division:	Production Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Work Order Form		Production Division		
Stores Requisition Slip Form		General Services Division		
Accomplishment Report Form		Production Division		
Requisition Slip Form		Production Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Received Billed Orders and Work Orders from Technical Services Department	None	1 Minute	<i>Water Maintenance Man A</i>
	2. Prepare Requisition Slip	None	5 Minutes	<i>Water Maintenance Man A</i>
	3. Signed and approved the Requisitions Slip (RS) for BSF	None	1 Minute	<i>Principal Engineer & Division Manager A</i>
	4. Forward RS to Purchasing Section	None	3 Minutes	<i>Water Maintenance Man A</i>



	5. Issuance of materials from Store Room	None	15 Minutes	<i>Property Officer</i>
	6. Actual on-site implementation	None	Case to Case Basis	<i>Team Assigned</i>
	7. Everyday on-site Inspection	None	3 Hours	<i>Principal Engineer C & Division Manager A</i>
	8. Everyday Accomplishment Report	None	5 Minute	<i>Team Leader Assigned</i>
	9. Hydro testing	None	6 Hours	<i>Principal Engineer C and Team Assigned</i>
	10. Interconnection of New Distribution Lines	None	6 Hours	<i>Principal Engineer C and Team Assigned</i>
	11. Disinfection of Distribution Lines	None	24 Hours	<i>Team Assigned</i>
	12. Flushing	None	30 Minutes	<i>Team Assigned</i>
	13. Water Sample/ Bacteriological Laboratory test and result	None	48 Hours. for negative samples 96 Hours. for positive samples	<i>Laboratory personnel</i>
	14. Preparation of As-Built Plan	None	1 Day	<i>Principal Engineer</i>
	15. Approved Work Order & Billed Order Plan	None	Case to Case Basis	<i>General Manager A</i>
TOTAL		None	6 Days, 16 Hours	



5. IMPLEMENTATION OF JOB ORDER FOR TAPPING OF NEW SERVICE CONNECTION

Process of implementing job order for tapping of new water service connection

Division:	Production Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tapping Job Order Form		Production Division		
Stores Requisition Slip Form		General Services Division		
Accomplishment Report Form		Production Division		
Materials Report Form		Production Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive the approved Job Order from the CSD	None	1 Minute	<i>Water Maintenance Man A</i>
	2. Log Application based on number sequence	None	1 Minute	<i>Water Maintenance Man A</i>
	3. Accomplish material report form and Store Requisition Slip (SRS)	None	2 Minutes	<i>Water Maintenance Man A</i>
	4. Sign and approve the Job Order and Store Requisition Slip (SRS)	None	1 Minute	<i>Division Manager A</i>
	5. Assigned tapping Job Order to all tapping team based on # sequence (1st in, 1st out) with instruction	None	3 Minutes	<i>Principal Engineer C & Division Manager A</i>
	6. Issue materials for tapping	None	15 Minutes	<i>Property Officer</i>
	7. Tapping on Site	None	2 Hours	<i>Team Assigned</i>



	8. Sign Confirmation of tapping by concessionaire	None	1 Minute	<i>Team Leader Assigned</i>
	9. Accomplish Job Order Report	None	1 Minute	<i>Team Leader Assigned</i>
	10. Check & Review Accomplishment Report	None	3 Minutes	<i>Principal Engineer C & Division Manager A</i>
	11. Confirm water meter installed	None	1 Minute	<i>Principal Engineer C & Division Manager A</i>
	12. Record, check & verify of water meter installed at the metershop	None	2 Minutes	<i>Supervising Instrument Technician</i>
	13. Report Installed Water Meter to Commercial Services Department	None	1 Minute	<i>Senior Water Maintenance Man A</i>
TOTAL		None	2 Hours, 32 Minutes	



6. IMPLEMENTATION OF JOB ORDER FOR REPAIR AND MAINTENANCE

Process of implementing job order for repair and maintenance of pipelines

Division:	Pipelines and Appurtenances Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Repair and Maintenance Form		Pipelines and Appurtenances Maintenance Division		
Job Order Form		Pipelines and Appurtenances Maintenance Division		
Materials Report Form		Pipelines and Appurtenances Maintenance Division		
Stores Requisition Slip Form		General Services Division		
Daily Accomplishment Report		Pipelines and Appurtenances Maintenance Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call or personally complain regarding leaks or pipelines that need to be repaired.	1. Receive information regarding areas that need to be repaired.	None	2 Minutes	<i>Water Maintenance Man B</i>
2. Provide the information needed for the repair.	2. Interview the complainant . 2.1 Name of Concessionaire 2.2 Location / Address 2.3 Nature of Complaint 2.4 Landmark	None	4 Minutes	<i>Water Maintenance B</i>
3. Wait for the Actual Repair.	3. Prepare Job Order. 3.1 Inform Division Manager. 3.2 Log the Job Order. 3.3 Forward Job Order to Division Manager	None	4 Minutes	<i>Water Maintenance B</i>



	4. Prioritize Job Order Assigned to Team Leader	None	4 Minutes	<i>Water Maintenance Man B</i>
	5. On Site estimation/ inspection of materials to be used	None	1 Hour	<i>Foreman/Team Leader</i>
	6. Fill up form of materials needed .	None	3 Minutes	<i>Foreman/Team Leader Assigned</i>
	7. Prepare Stores Requisition Slip.	None	3 Minutes	<i>Water Maintenance Man B</i>
	8. Signature/Approval of Materials Request	None	1 Minute	<i>Division Manager A</i>
	9. Issuance of Materials with instruction	None	15 Minutes	<i>Property Officer</i>
	10. Actual Repair	None	2-4 Hours	<i>Repair Team Water Maintenance Foreman</i>
	11. Prepare Accomplishment Report.	None	3 Minutes	<i>Foreman/Team Leader</i>
	12. Forward Job Order & Daily Accomplishment Report to Water Maintenance Man B	None	1 Minute	<i>Foreman/Team Leader</i>
	13. Receive Job Order and Daily Accomplishment Report.	None	1 Minute	<i>Water Maintenance Man B</i>
	14. Submit Job Order & Daily Accomplishment Report to Supervising Engineer – A.	None	1 Minute	<i>Water Maintenance Man B</i>
	15. Check & Review Job Order & Daily	None	1 Minutes	<i>Supervising Engineer A and Division Manager A</i>



	Accomplishment Report.			
	16. Record Job Order & Daily Accomplishment Report.	None	1 Minute	<i>Water Maintenance Man B</i>
	17. File Job Order & Daily Accomplishment Report.	None	1 Minute	<i>Water Maintenance Man B</i>
TOTAL		None	3 Hours, 45 Minutes	

7. IMPLEMENTATION OF JOB ORDER FOR RELOCATION OF SERVICE PIPELINE & WATER METER

Process of implementing job order for relocation of existing service pipelines and water meter

Division:	Pipelines and Appurtenances Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Relocation Job Order Form		Pipelines and Appurtenances Maintenance Division		
Stores Requisition Slip Form		General Services Division		
Accomplishment Report		Pipelines and Appurtenances Maintenance Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive the approved Job Order for Relocation of Service Pipeline (SPL) and water meter from Commercial Services Department	None	1 Minute	<i>Water maintenance Man B</i>



	2. Log received approved Job Order	None	1 Minute	<i>Water Maintenance Man B</i>
	3. Prepare Stores Requisition Slip	None	1 Minute	<i>Water Maintenance Man B</i>
	4. Forward Job Order & SRS for approval	None	1 Minute	<i>Water Maintenance Man B</i>
	5. Approval/Signing of Job Order & SRS	None	1 Minute	<i>Division Manager A</i>
	6. Issuance of approved Job Order to team assigned with instruction (First-in, First- out)	None	2 Minutes	<i>Supervising Engineer - A</i>
	7. Issue materials for relocation of service pipeline & water meter	None	5 Minutes	<i>Property Officer</i>
	8. Actual relocation work on site (major repairs and distribution & transmission pipelines & minor repairs such service connections including travel time)	None	24 Hours major repairs & 6 Hours minor repairs	<i>Foreman / Team Leader</i>
	9. Prepare accomplishment report	None	3 Minutes	<i>Foreman/Team Leader</i>
	10. Receive accomplishment report and forward to Supervising Engineer A	None	1 Minute	<i>Water Maintenance Man B</i>
	11. Check & Review Accomplishment Report Form	None	3 Minutes	<i>Supervising Engineer A</i>



	12. Forward to Division Manager	None	1 Minute	<i>Water Maintenance Man B</i>
	13. Evaluate & Approval of Accomplishment Report Form	None	2 Minutes	<i>Division Manager A</i>
	14. Forward accomplished relocation Job Order to Commercial Services Department	None	1 Minute	<i>Water Maintenance Man B</i>
TOTAL		None	1 Day, 32 Minutes	

8. IMPLEMENTATION OF JOB ORDER FOR RESTORATION OF CONCRETE PAVEMENT AND ASPHALT OVERLAID

Process of implementing job order for restoration of concrete pavement and asphalt overlaid

Division:	Pipelines and Appurtenances Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Relocation Job Order Form		Pipelines and Appurtenances Maintenance Division		
Stores Requisition Slip Form		General Services Division		
Accomplishment Report		Pipelines and Appurtenances Maintenance Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepare Job Order for restoration (concrete pavement/ asphalt overlaid).	None	1 minute	<i>Water Maintenance Man B</i>



	2. Prepare SRS/Logging.	None	2 Minutes	<i>Water Maintenance Man B</i>
	3. Sign Stores Requisition Slip.	None	1 Minute	<i>Division Manager A</i>
	4. Routing of Job Order by Area.	None	2 Minutes	<i>Supervising Engineer – A</i>
	5. Issue Job Order to Assigned Team with Instruction.	None	3 Minutes	<i>Water Maintenance Man B</i>
	6. Issue materials for restoration works.	None	10 Minutes	<i>Property Officer</i>
	7. Actual restoration works with compaction, installation of early warning signages and clearing.	None	2 Hours	<i>Water Maintenance Man A</i>
	8. Prepare accomplishment report.	None	3 Minutes	<i>Water Maintenance Man A</i>
	9. Log accomplishment report.	None	1 Minute	<i>Water Maintenance Man B</i>
	10. Check & Review of Accomplishment Report.	None	1 Minute	<i>Supervising Engineer A</i>
	11. Forward Job Order & Daily Accomplishment to Division Manager A	None	1 Minute	<i>Supervising Engineer A</i>



	12. Evaluate & Approve Daily Accomplishment Report.	None	1 Minute	<i>Division Manager A</i>
	13. File Job Order and Daily Accomplishment Report.	None	1 Minute	<i>Water Maintenance Man B</i>
TOTAL		None	2 Hours, 27 Minutes	



Technical Services Department

External Services



1. APPLICATION FOR BACTERIOLOGICAL TEST (Total and Fecal Coliform Test & Heterotrophic Plate Count)

Procedure for requesting bacteriological test on household water

Division:		Environment and Water Resources Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Payment Form Request for Bacteriological Test Form Sterilized Sample Bottle		Laboratory Section – Technical Services Dept.		
Water Sample		Customer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Public Assistance Complaint Desk (PACD)	1. Request the customer's information and have them sign in the visitor's logbook.	None	2 Minutes	<i>Laboratory Aide</i>
2. Request for Bacteriological Test	2. Issue Laboratory Payment Form, Bacteriological Test Request Form, and sterilized sample bottle	None	3 Minutes	<i>Medical Technologist I</i>
3. Pay the required fees	3. Receive payment	Total and Fecal Coliform Test – PHP 300 Total and Fecal Coliform Test with HPC – PHP 550	2 Minutes	<i>Cashier B</i>
4. Wait for the Official Receipt	4. Issue Official Receipt	None	2 Minutes	<i>Cashier B</i>



5. Present the Official Receipt and Submit water sample/s and Bacteriological Request Form	5. Receive water sample/s and Bacteriological Request Form	None	2 Minutes	<i>Medical Technologist I</i>
6. Wait for the Test result	6. Process Bacteriological Test 6.1 Bacteriological Analysis 6.2 Review & Approval of Bacteriological Analysis Result	None	Analysis: 5 Minutes Incubation period: 48 hours (For negative results) 96 hours (For positive results)	<i>Medical Technologist I</i> <i>Principal Chemist</i>
7. Present receipt	7. Check and verify receipt	None	2 Minutes	<i>Medical Technologist I</i>
8. Get the Bacteriological Result	8. Issue Bacteriological result	None	1 Minute	<i>Medical Technologist I</i>
TOTAL		Fixed Total Fees: Total and Fecal Coliform Test – PHP 300 Total and Fecal Coiform Test with HPC – PHP 550 (20% discount for students)	4 Days,9 Minutes	



2. ADDRESSING CUSTOMER COMPLAINTS

Procedure in addressing customer complaint regarding potability of household water

Division:		Environment and Water Resources Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Concessionaire		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Form		Laboratory Section – Technical Services Dept.		
Water Sample		Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Public Assistance Complaint Desk (PACD)	1. Ask the Concessionaire's information and let them sign in visitor's logbook.	None	2 Minutes	<i>Laboratory Aide</i>
2. Complain and provide details	2. Document complain	None	5 Minutes	<i>Principal Chemist</i>
3. Fill-out and submit customer complaint form	3. Receive filled-out customer complaint form	None	5 Minutes	<i>Chemist/Medical Technologist I</i>
4. Wait for the water sample collection	4. Collect samples for bacteriological, physical, or chemical tests depending on the nature of complaints	None	2 Hours or depending on the distance of the concessionaire's house and the samples needed	<i>Sampler</i>
5. Wait for the Test result	5. Analyze the water sample depending on the nature of complaint	None	Analysis: 1 hour Incubation period: 48 hours (For negative results) 96 hours (For positive results)	<i>Medical Technologist I</i>



			Analysis for pH, Turbidity, and presence of heavy metals	<i>Chemist A</i>
6. Receive the test result	6. Inform the complainant about the result	None		<i>Principal Chemist</i>
TOTAL		None	1 – 4 Days depending on the nature of complaint	

3. APPLICATION FOR INSTALLATION/EXTENSION OF DISTRIBUTION PIPELINES

Procedure for applying installation or extension of distribution pipelines

Division:		Environment and Water Resources Division		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter addressed to the General Manager		Concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Public Assistance Complaint Desk (PACD).	1. Ask the Concessionaire's information.	None	3 Minutes	<i>Officer of the Day</i>
2. Proceed to Technical Services Department	2. Call the concerned department	None	3 Minutes	<i>Officer of the Day</i>
3. Submit request letter addressed to	3. Check request letter addressed to the General Manager and	None	2 Minutes	<i>Utilities Service Assistant C</i>



the General Manager	assist the client to Office of the General Manager			
4. Submit request letter to the GM's Secretary	4. Receive the request letter and route the letter to TSD	None	15 Minutes	<i>Secretary A</i>
5. Wait for the agency's response	5. Conduct PreSurvey/Re-Survey and preparation of Design/Plotting/ Plans	None	3 Days	<i>Principal Engineer</i>
	6. Prepare for Material Estimate, Labor Cost and Overhead Cost of Work Order	None	4 Hours	<i>Principal Engineer</i>
	7. Encode, Check, Print the prepared WO and Advise Applicant regarding the estimated materials in terms of cost and specification	None	55 Minutes	<i>Principal Engineer</i>
	8. Conduct Pre-Audit in terms of Costing	None	15 Minutes	<i>Supervising Internal Control Officer</i>
	9. Accomplish Budget Status Form (BSF) for Budget Purposes and Prepares Billing for billed Work Orders	None	30 Minutes	<i>Chief Corporate Accountant B</i>



	10. Approval/ Disapproval of Work Order	None	15 Minutes	<i>General Manager A</i>
11. Pay the required amount for billed WO and wait for the Official receipt	11. If approved, Collect payment and issue official receipt	Miscellaneous fees including 9% Tax x Total Direct Cost and 4% x Total Direct Cost (for Billed WO)	5 Minutes	<i>Cashiering Services Chief B</i>
	12. Purchase of Materials (Bidding Process)	None	3 Weeks	<i>Supervising Procurement Officer</i>
	13. Conduct On-site Inspection	None	5 Hours	<i>Inspector/ Supervising Engineer</i>
	14. Interconnect to Main Pipe line	Refer to SPCWD URR 20-B for interconnection fees	1 Day	<i>Maintenance Team</i>
	15. Conducts Hydro test, Flushing	None	2 Days, 4 Hours	<i>Construction Team/ TSD Maintenance Team</i>
	16. Disinfection, Bacteriological Test	None	6 Days	<i>Principal Chemist</i>
TOTAL		Case to Case Total Fees: Miscellaneous Fees including 9% x Total Direct Cost and 4% x Total Direct Cost Note: <ul style="list-style-type: none"> 9% x Total Direct Cost – Design & Specification 4% x Total Direct Cost – Construction & Supervision 	4 Weeks, 6 Days, 7 Hours, 23 Minutes	



4. APPLICATION FOR INSTALLATION OF FIRE HYDRANT

Procedure for applying installation of fire hydrant

Division:		Environment and Water Resources Division		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter addressed to the General Manager		Concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Public Assistance Complaint Desk (PACD).	1. Ask the Concessionaire's information.	None	3 Minutes	<i>Officer of the Day</i>
2. Proceed to Technical Services Department	2. Call the concerned department	None	3 Minutes	<i>Officer of the Day</i>
3. Submit request letter addressed to the General Manager	3. Check request letter addressed to the General Manager and assist the client to Office of the General Manager	None	1 Minute	<i>Utilities Service Assistant C</i>
4. Submit request letter to the GM's Secretary	4. Receive the request letter and route the letter to TSD	None	15 Minutes	<i>Secretary A</i>
5. Wait for the agency's response	5. Conduct Inspection and preparation of Design/Plotting/ Plans	None	2 Hours	<i>Principal Engineer</i>
	6. Prepare for Material Estimate, Labor Cost and Overhead Cost of Billed Work Order	None	4 Hours	<i>Principal Engineer</i>
	7. Encode, Check, Print and Advise	None	55 Minutes	<i>Principal Engineer</i>



	Applicant regarding the estimated materials in terms of cost and specification			
	8. Conduct Pre-Audit in terms of Costing	None	15 Minutes	<i>Supervising Internal Control Officer</i>
	9. Accomplish Budget Status Form (BSF) for Budget Purposes and Prepares Billing for billed Work Orders	None	30 Minutes	<i>Chief Corporate Accountant B</i>
	10. Approval/ Disapproval of Work Order	None	15 Minutes	<i>General Manager A</i>
11. Pay the required amount for Billed WO and wait for the Official Receipt	11. If approved, Collect payment and issue Official Receipt	Total Direct Cost including Overhead Cost	5 Minutes	<i>Cashiering Services Chief B</i>
	12. Purchase of Materials (Bidding Process)	None	3 Weeks	<i>Supervising Procurement Officer</i>
	13. Conduct On-site Inspection	None	5 Hours	<i>Inspector/ Supervising Engineer</i>
	14. Interconnect to Main Pipe line	None	1 Day	<i>Maintenance Team</i>
TOTAL		Case to Case: Total Direct Cost including Overhead Cost	23 Days, 5 Hours, 7 Minutes	



5. REQUEST TO IMPROVE MAIN DISTRIBUTION LINE PRESSURE

Procedure for requesting improvement of water pressure on main distribution line

Division:	Environment and Water Resources Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Basic Information: Account No. Address/Location		Concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Public Assistance Complaint Desk (PACD).	1. Ask the Concessionaire's information.	None	3 Minutes	<i>Officer of the Day</i>
2. Proceed to Technical Services Department	2. Call the concerned department	None	3 Minutes	<i>Officer of the Day</i>
3. Complain, make sure to provide Account No., Address or location	3. Entertain Client and get the Account no., address or location Give basic information of his request	None	15 Minutes	<i>Utilities Service Assistant C</i>
4. Wait for the agency's response	4. Log information / details of request to Logbook	None	2 Minutes	<i>Utilities Service Assistant C</i>
	5. Evaluate Job Order and refer it to the concerned team for appropriate action	None	5 Minutes	<i>Acting Division Manager</i>



	6. Forward Job Order Form to Operation Department (If Valve Manipulation is needed)	None	5 Minutes	<i>Utilities Service Assistant C</i>
	7. Submit completed Job Order Report	None	10 Minutes	<i>Acting Division Manager</i>
TOTAL		None	43 Minutes	



Technical Services Department

Internal Services



1. IN-HOUSE BACTERIOLOGICAL MONITORING OF SPCWD WATER SOURCES, BULK WATER SOURCES AND COSUMERS' TAPS

Procedure for Bacteriological Monitoring of SPCWD water sources, bulk water sources and consumers' taps

Division:		Environment and Water Resources Division		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water sample		SPCWD Water Sources, Bulk Water sources, and Consumers' Taps		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Collect water samples from SPCWD sources, bulk water sources and consumers' taps (Average: 14 samples)	None	3 Hours depending on the location of water sources and consumers' taps	<i>Sampler</i>
	2. Residual Chlorine test (Average: 14 samples)	None	5 Minutes per sample	<i>Sampler</i>
	3. Prepare and analyze samples	None	Preparation of Media: 3 Hours Analysis of sample: 1 Hour Incubation Period: 48 Hours (for negative results) 96 Hours (for positive results)	<i>Medical Technologist I</i>
	4. Issue results of analysis and submit to GM and Board of Directors (weekly), City Health Office and LWUA (monthly)	None	1 Hour	<i>Principal Chemist/ Medical Technologist I</i>
TOTAL		None	5 Days	






2. IN-HOUSE PHYSICAL AND CHEMICAL MONITORING OF SPCWD WATER SOURCES, BULK WATER SOURCES AND CONSUMERS' TAP

Procedure for Physical and Chemical Monitoring of SPCWD water sources, bulk water sources and consumers' taps

Division:		Environment and Water Resources Division		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water sample		SPCWD Water Sources, Bulk Water sources, and Consumers' Taps		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Collection of water samples from SPCWD sources, bulk water sources and consumers' taps	None	3 hours a day depending on the location of water sources and consumers' taps	<i>Sampler</i>
	2. Analyze for Color Odor, pH, Turbidity, Iron and Manganese	None	Depends on the analysis to be done	<i>Chemist A</i>
	3. Review and Approval of Physical and Chemical Analysis Results	None	2 Minutes	<i>Principal Chemist</i>
	4. Issue Approved Results of Analysis and submit to Department Manager of TSD, Division Manager of EWRD and Supervising Water Utilities Management Officer	None	1 Hour	<i>Chemist A</i>
TOTAL		None	1 Day	



Feed Back and Complaints Mechanism

FEED BACK AND COMPLAINTS MECHANISM	
How to send a Feedback?	<p><u>1. ONSITE:</u></p> <ul style="list-style-type: none"> Accomplish our Feedback Form available at the Public Assistance and Complaints Desk (PACD), and drop to the designated box at PACD; Talk to our OFFICER OF THE DAY. <p><u>2. ONLINE:</u></p> <ul style="list-style-type: none"> Go to spc wd.org.ph, on the lower right side you will see the following icons: <div style="display: flex; align-items: center; margin-bottom: 10px;">  <div style="margin-left: 10px;">(Survey Form)</div> </div> <div style="display: flex; align-items: center; margin-bottom: 10px;">  <div style="margin-left: 10px;">(Inquiry/Feedback Form)</div> </div> <div style="display: flex; align-items: center;">  <div style="margin-left: 10px;">(Facebook Messenger)</div> </div> <ul style="list-style-type: none"> Accomplish the information needed After providing the needed information click the submit button Send your feedback through e-mail at spcw dhr@gmail.com; Call us at 049-562 9955; Leave a message in our official Facebook account: San Pablo WD
How Feedback is processed?	<p><u>1. ONSITE & ONLINE:</u></p> <p>At the end of the day, the Feedback forms are collected and reviewed.</p> <p>Feedback requiring answers are forwarded to the assigned department/division to answer within three (3) days of the receipt of the feedback.</p> <p>The answer is then relayed to the Concessionaire</p>



	<p>For inquiries and follow-ups, clients may contact the following telephone number: (049) 562-9955 (02) 8396-9550</p>
How to file a complaint?	<p>There are three (3) ways to file a complaint:</p> <ol style="list-style-type: none"> 1. Through telecommunication: Call us at 049-562 9955; 2. Through online: Leave a message in our official Facebook messenger account: San Pablo WD or through website: spcwd.org.ph 3. Through onsite: Talk to our OFFICER OF THE DAY <p>It is advised that the clients make sure to provide the following information when filing a complaint:</p> <ol style="list-style-type: none"> 1. Name of person being complained 2. Incident 3. Evidence (if any) <p>For inquiries and follow-ups, clients may contact the following telephone number: (049) 562-9955 (02) 8396-9550</p>
How complaints are processed?	<p>Complaint desks (assigned to Community Relations and External Affairs Section) shall refer the complaint to concerned department/division for immediate action.</p> <p>Then the CREAS shall be responsible to call the clients for feedback and action taken.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (049) 562-9955</p>



	(02) 8396-9550
Contact information	CREAS: creas@spcwd.org.ph HRDD: spcwdhrdd@gmail.com (049) 562 9955 OGM: spcwd_ogm@yhoo.com (049) 562 2751

List of Offices

Office	Address	Contact Information
San Pablo City Water District Main Office	Maharlika Highway, Brgy. San Gabriel, San Pablo City	Laguna Line (049) 562 9955 Manila Line (02) 8396 9550 Fax No (049) 562 2751
San Pablo City Water District Complex	Brgy. San Jose Malamig, San Pablo City	(049) 502 8221 (049) 547 0593
San Pablo City Water District Collection Office	2 nd Floor, San Pablo City Shopping Mall, A. Regidor St. corner A. Flores St., San Pablo City	(049) 508-3070