



CLAVERIA WATER DISTRICT

Operations Manual

Commercial Services

Revised 2020

COMMERCIAL OPERATIONS

Commercial Operations pertain to the systems and procedures in dealing with customers and their bills. These systems and procedures touch on the following aspects of water utility's business:

1. Service Connection Application
2. Customer Classification
3. Billing and Collection
4. Customer Complaints
5. Dealing with Delinquent Accounts
6. Management Reports
7. Improving Collection Efficiency
8. Block Census

Service Connection Applications

a. Service Contracts

The CWD provides water directly to each customer through a metered connection, and bill them on a monthly basis. The provision of a service

WATER SERVICE CONTRACT

CONSUMER: _____
ADDRESS: _____
DATE OF INSTALLATION: _____

This agreement entered into by and between the CLAVERIA WATER DISTRICT, an agency created by Presidential Decree 198, herein referred to as the District and the Consumer named above.

WITNESSETH

1. The DISTRICT agrees to furnish water service to the premise occupied by the CONSUMER at the above stated address based on the DISTRICTS present applicable RATE SCHEDULE which may be modified, altered and or increased by a Resolution of the Board of Directors of the DISTRICT subject to review and approval by the Local Water Utilities Administration.
2. The CONSUMER hereby agrees to pay said water service based on the DISTRICTS present applicable Rate Schedule provided that in the event of increase on the water rats. The COSUMER further agrees and binds himself to pay the aforementioned service in accordance with the new rate schedule as may be determined and resolved by the Board of Directors of the District subject to the approval by the LWUA.

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connection and water supply service implies a contract between two parties. Hence all prospective consumers must sign

in an Application/Service Contract with the

Water District provides

them with the house connection.

The Application/Service Contract establishes enforceable contractual obligations between the water district and the customer. By practice, customers do not pay for the water meter. The logic is that the water district should own the water meter, and thus can install it outside the consumer's property line. If the meter is owned by the consumer, the water district may have difficulty reading it, making repairs, or pulling it out if it is defective- if the

owner places it inside the residence or for any reason takes possession of the meter. The water district however, charges a token amount for monthly maintenance of the meter.

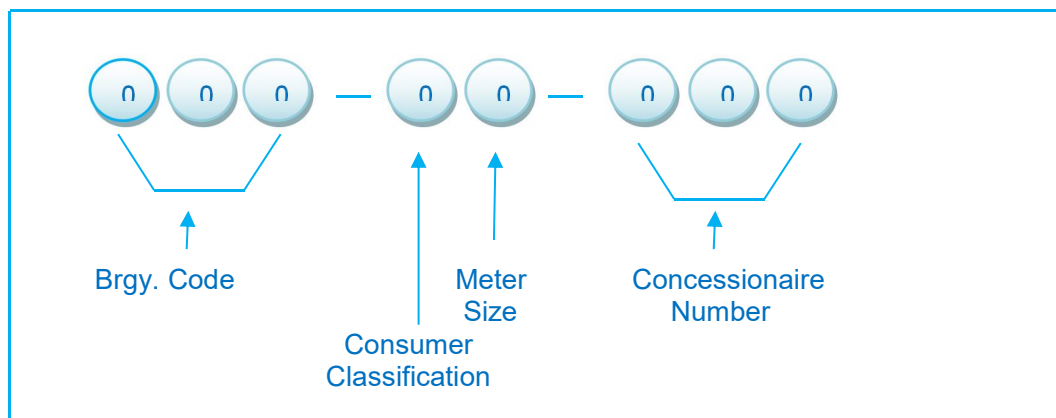
b. Customer Briefing

It is the process of educating the customers on the mutual obligations between themselves and the water system, and the importance of complying with these obligations in order to ensure a reliable, sustainable, predictable supply of potable water.

In case CWD, every time a new house connection is made and prior to activation, the customer should be given a briefing, even for a few minutes on the roles and responsibilities of both the CWD and the customer. The rules of CWD can be explained and questions clarified. Such briefings and information also serve as a public relations tool for the CWD.

c. Assignment of Customer Account Numbers

An account number is permanently issued to identify each service connection. The account number identifies each connection as to location, consumer class and customer number.



Consumer Classification Code	
Residential	- 1
Government	- 2
Commercial/ Industrial	- 3
Bulk/Wholesale	

Meter Size Code	
3/8"	- 1
1/2"	- 2
3/4"	- 3
1"	- 4

The assignments of account numbers to the various service connections is done in such a way as to facilitate the meter reading and the posting of the meter reading and consumption to the Customer Ledger Cards. This is done by arranging the Meter Reading Cards in a Meter Reading Book according to the most convenient meter reading route, so that the Meter Reader will not have to back track in his route. Thereafter, the Customer Ledger Cards are arranged in the same manner as to corresponding Meter Reading Cards before both cards are assigned account numbers.

Customer Classification

Concessionaires of the District are generally categorized into 3 major types or classes for purposes of billing to wit:

a. Residential/ Government

Persons and establishments drawing water from the water utility and using it in pursuit of their day to day living are classified under this category, and charged the lowest rate.

Normally, the usage of water includes cooking, washing, bathing, drinking, and lawn watering and any other domestic use to sustain everyday life.

Government offices (Municipal Hall, Gymnasium, SB Building, Rural Health Unit, Philippine National Police, Bureau of Fire Protection, Public Market, Government Schools, Barangay Halls, etc.) are categorized under this category because they perform public services and the consumption is only in connection with the performance of their duties.

b. Commercial/Industrial

Persons and establishments drawing water meter from the system for the purpose of using this water directly or indirectly, to promote their trade or occupation or to produce a commercial or salable product or services, are classified under this category and should be charged according to the established water rate schedule for commercial/industrial enterprises.

Commercial Establishments Classifications

Classification	Rate	Establishments
Commercial A	x 1.5	Restaurants, Lodges, Grocery Stores, Carinderias, Money Remittances, Gasoline Station, Dry Goods Stores
Commercial B	x 1.75	Cooperatives
Commercial C	x 2	Refilling Stations, Ice Plants

c. *Bulk/Wholesale*

Persons or establishments drawing water from the system for the purpose of reselling the same without transforming into a new product are classified under this category and should be billed in accordance with the established rates for bulk consumers.

Billing and Collection

1. *Master List of Customers*

In order to keep track of existing account numbers and control the number of customers in each Barangay, a Master List of service connections should be prepared and grouped according to barangay.

Consumers in each barangay will be numbered consecutively from number 001 taking into consideration potential concessionaires within the area including vacant lots, which will be reserved with corresponding account number.

2. *Meter Reading*

Water meters are read monthly in each service area on every 1st six (6) days of the month. If the reading date falls on Sunday, the next day will be the day of the reading. Services in a service area are grouped per barangay to achieve a system whereby water meters of an area are read within a period of one day, after taking into account the average number of water meters which can be read in a day's time.

In case of any service complaints from the concessionaire, the meter reader investigates the complaints and immediately sets out to correct the defect. However, if defect needs the services of a serviceman, the meter reader notes down the defect or service complaint in a service request.

Any service defect noted which is not covered by a complaint from the concessionaire is reported separately in a Maintenance Order form. This form is also used to initiate action on a routinely maintenance and testing of installed water meters and for documenting water meters dismantled as a result of the concessionaires failure to pay the water bills within the time allotted.

The meter reader informs the concessionaire of the amount consumed and its corresponding peso cost. Any material fluctuation in the consumption should be investigated by making a second reading, while still on the site. After indicating the value of the consumption on Water Bill Notice of the preaddressed bill, the meter reader gives it to the concessionaire for his information.

CLAVERIA (Cag) WATER DISTRICT			
#69 Provincial Road, Centro 2, Claveria, Cagayan			
005-640-853-000			
Name: _____			
Address: _____			
Account No.: _____			
Due Date: _____			
METER READING			Cubic Meter
Date	Previous	Present	Consumed
Consumer Classification Code		Meter Size Code	
1	Residential	1	3/8"
2	Government	2	1/2"
3	Commercial	3	3/4"
Amount _____			
Other Charges _____			
Arrears _____			
Total Charges _____			
Less: SC Discount _____			
Add: Penalty Charge _____			
Total Amount Due _____			
<small>Service may be discontinued w/out further notice if payment of the bills is not made to the Office Bill Collector by due date. If payment is made by check, please make the check payable to the Claveria Water District.</small>			
PLEASE PRESENT THIS RECEIPT UPON PAYMENT			

Meter Reading Detailed Procedure

1. Based on the schedule for the Barangay assignment during the period, receives from the Billing Collection Clerk the following:
 - Meter Reading Cards grouped by Barangay and Book
 - Water bills notices which correspond to the service connections scheduled to be read during the day (water bills are preaddressed with previous reading and amount of arrearages, if any, indicated thereon).
2. Test checks of quantity Meter reading cards against the number of service connections indicated on the master list of service connections. Any torn or damaged card should be replaced immediately.
3. Obtains blank copies of Maintenance Oder; brings these together with the Meter Reading Book, copy of the corresponding water bills & table of rates to the concessionaire's service location.
4. Observes the condition of the service connection & watches out for any service defect; ensures that District regulations are not violated.
5. Receives complains from concessionaires on defects of the service connection & conducts preliminary investigations. If the defects need further corrections or repairs, indicates the defect in a Maintenance Order. This form will also be used to initiate actions on routinely maintenance of installed water meters.
6. Reads meters & indicates the reading on the Meter Reading Card and on Water Bill Notice.
7. Computes consumption & indicates the results on Water Bill Notice and on the Meter Reading Card; compares with last month's consumption as shown in the Meter Reading Card. Rereads the Water Meter if variation between last month & present consumption is substantial increase or decrease in consumption.
8. Based on the table of rate, indicates corresponding peso amount to given consumption on Water Bill Notice & on the meter reading card. Initials water bill & gives the same to concessionaire. If nobody is home leave, the bill in a place where it is safe & really noticeable.
9. Upon completion of reading one meter reading book, submits it together with the maintenance orders to billing and collection clerk.

3. Billing

Detailed Billing Procedure (Administrative Services Aide)

1. Receives from Utility Man (as meter reader) the Meter Reading Book with the meter readings and consumption indicated thereon.

2. Prepares an itemized Daily Billing Report in two copies, listing the individual consumers and their corresponding include the breakdown of metered sales which shows the total consumption in cubic meters, the amount of metered sales and the number of consumers per category.

Not later than the day before the scheduled meter reading, the Billing and Collection Clerk pre-addresses the water bill notices, indicates thereon previous reading and amount arrearages, if any; After reading, Meter Reader notes down on the corresponding bills the reading made, consumption and peso amount. He then hands his tentative bills to the concessionaire.

3. Printing of Billing Summary per barangay in two (2) copies
4. Submits copies to the Customer Service Assistant for reference when a concessionaire does not have water bill notice when paying.
5. Obtains from file the Customer Ledger Cards, indicates on the Customer Ledger Card the date of meter reading, meter reading, consumption and peso amount as shown in the daily Billing report plus other charges, if any. Secures the Ledger Cards of delinquent customers and records thereon the late payment collection charge by noting the date of billing, bill number and penalty charge in the "Particulars" column, and amount in the "Billing" column. Files this ledger cards.
6. At the end of the month, checks all adjustment made by correcting at the Billing Summary, Meter Reading Cards and Customer Ledger Cards.
7. Re-printing of finalized Billing Summary and submit it to the Accounting Processor for recording

Detailed Billing Procedure (Accounting Processor)

Receives Billing Summary Report from the Administrative Services Aide. Records the total of entries in the Billing Register. Files Billing Summary Report.

4. *Payment from Customers*

As a rule, customers pay only at the water district office where official receipts shall be issued. There is strictly no collector from the water district going to individual customers.

Customer ledger cards are maintained and are regularly updated. Customers cannot be expected to keep record of their payments for long and there is no reason for the water district to have incomplete or un-updated records. As soon as payment is received, they must be recorded in the customer's ledger cards.

Collection of water bills in the office is from Monday to Friday at 8:00 am to 5:00 pm, no noon break. The Due Dates is indicated in the notice given, as reference for the imposition of penalty charge.

All daily collections are tallied with the Official Receipts Issued. A Daily Collection Summary is then made and then deposited in the Bank.

Cashiers Collection Detailed Procedure
Waterbill Collections and Others
(Customer Service Assistant)

A. WaterBills Collection

Receives from service applicant copies 1 and 2 of the Service-Application and Construction Order which indicates an assessment of fees. Receives payment from service applicant; counts money and places in cash box.

1. Receives payment from the concessionaires, counts money and issue original copy of the Official Receipt (OR). 2nd copy of the OR shall be filed and Cashiers Collection Summary shall be made at the end of the day.

Received from service applicant copies 1 and 2 of the Service-Application and Construction Order which indicates an assessment of fees. Receives payment from service applicant; counts money and places in cash box.

Issues Official Receipt in 3 copies and gives 1 copy to the service applicant.

2. Counts collection for the day and compares total amount with that reported in the Daily Collector's Report.

B. Preparation of Cashier's Collection Summary

1. Based on copies of the official receipt prepares Cashier's Collection Summary in two copies.

2. After approval by the GM, the Daily Collectors Report are then forwarded to Accounting Processor for verifying and recording to Cash Receipt Register.

Detailed Collection of Water Bills (Accounting Processor)

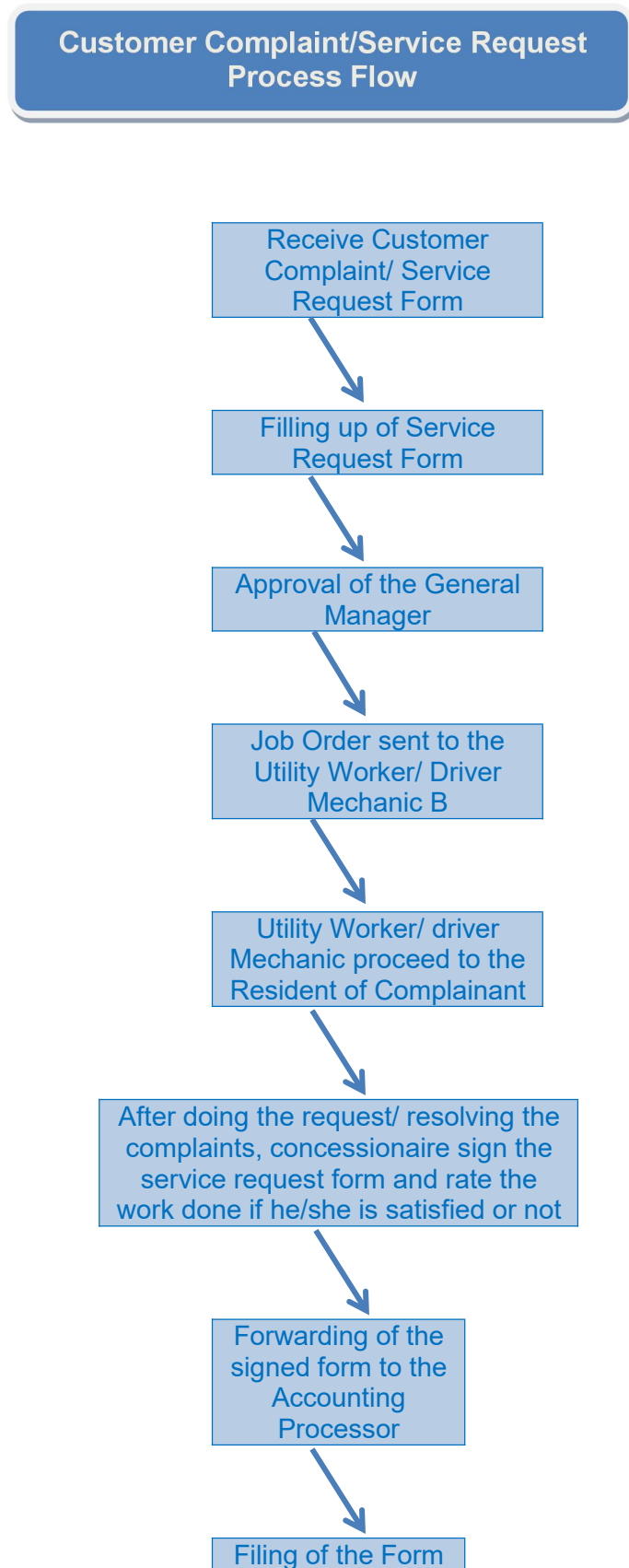
Receives daily from the General Manager copy of the Daily Collector's Report and Record it to the Cash Receipt Register.

Billing Adjustments

1. Waving of Penalties and surcharges derived from late payment:
 - Case 1: May apply to establishment and government agencies whose funding for such are sourced out from their respective Central offices.
 - Case 2: May apply to Local Government Unit of Claveria
 - Case 3: May apply to consumers whose billing are under protest and are subject to billing adjustment and verification.
 - Case 4: Huge water loss is located after the water meter and within the in-house plumbing system.

2. On fast, slow and stuck - up water meters including reverse (back flow) cases:
 - Case 1: For minimum consumption (1 - 10 cubic meters): No adjustment required, apply regular water rates. However, water meters shall be dismantled for cleaning, restoration and calibration.
 - Case 2: For billing exceeding the minimum 10 cubic meters consumption: Determine ratio and get percentage of water meter readings between consumer's water meter and Testing Kit - water meter. Adjust billing in consideration according to the percentage as computed.
 - Case 3: In cases of stuck - up and back flow, the average last 3 months consumption is determined for billing consideration.

Customer Complaints/ Service Request



CWD APPROVED SHEDULE OF WATER RATES



LOCAL WATER UTILITIES ADMINISTRATION

P.O. Box 034 U.P. Post Office, Katipunan Avenue, Balara, Quezon City
Tel No.: 920-55-81 to 99; 920-56-01 Fax No.: (632) 922-34-34
Administrator's Direct Line: (02) 929-61-07
LWUA Website: www.lwua.gov.ph
LWUA E-Mail Address: lwua@mozcom.com

November 22, 2006

Dr. ADRELINA PULIDO
General Manager
Claveria Water District
Claveria, Cagayan

Dear GM PULIDO:

Please be informed that your proposed water rates were approved by the LWUA Board of Trustees per Board Resolution No. 218, series of 2006 dated November 21, 2006.

The district is advised to post the rates schedule in the localities of the water district for a period of seven (7) days before its implementation pursuant to Section 63 of PD 198, as amended. Eventually, adjustment of rates shall take effect on the following month consumption (January 2007) and to be billed next billing month (February 2007.)

Attached as well is the cash flow projection derived from the use of the approved water rates, the projected number of connections and average consumption. This cash flow shall guide you in the preparation of your annual budget. Disbursements shall also be monitored to gauge the costs of your actual operations. Any unfavorable material deviation from the cash flow will jeopardize the district's financial stability. Your close attention do danger signals will enable you to swiftly establish and implement early corrective measures.

Please inform this Office of the date when the approved rates took effect by furnishing us a copy of the Notice of Implementation together with a certification that the said notice was posted as required, and a copy of the WD Board resolution approving the rates for implementation.

Very truly yours,

DANIEL I. EANDINGIN
Acting Sr. Deputy Administration

cc: The Chairman of the Board
Claveria Water District
Claveria, Cagayan

CLAVERIA (Cagayan) WATER DISTRICT
SCHEDULE OF APPROVED WATER RATES
(per LWUA Board Resolution No. 218 s. 2006)

A. Effective January 2007 & lapse of 7 calendar days posting as required by law

<i>Classification</i>	<i>Size</i>	<i>Minimum Charge</i>	<i>Commodity Charge</i>			
			<i>11-20</i>	<i>21-30</i>	<i>31-40</i>	<i>41-up</i>
Residential/Gov't	1/2"	170.00	19.00	21.10	23.45	25.95
	3/4"	272.00	19.00	21.10	23.45	25.95
	1"	544.00	19.00	21.10	23.45	25.95
	1 1/2"	1,360.00	19.00	21.10	23.45	25.95
	2"	3,400.00	19.00	21.10	23.45	25.95
	3"	6,120.00	19.00	21.10	23.45	25.95
	4"	12,240.00	19.00	21.10	23.45	25.95
Commercial/ Industrial	1/2"	340.00	38.00	42.20	46.90	51.90
	3/4"	544.00	38.00	42.20	46.90	51.90
	1"	1,088.00	38.00	42.20	46.90	51.90
	1 1/2"	2,720.00	38.00	42.20	46.90	51.90
	2"	6,800.00	38.00	42.20	46.90	51.90
	3"	12,240.00	38.00	42.20	46.90	51.90
	4"	24,480.00	38.00	42.20	46.90	51.90
Commercial A	1/2"	297.50	33.25	36.90	41.00	45.40
	3/4"	476.00	33.25	36.90	41.00	45.40
	1"	952.00	33.25	36.90	41.00	45.40
	1 1/2"	2,380.00	33.25	36.90	41.00	45.40
	2"	5,950.00	33.25	36.90	41.00	45.40
	3"	10,710.00	33.25	36.90	41.00	45.40
	4"	21,420.00	33.25	36.90	41.00	45.40
Commercial B	1/2"	255.00	28.50	31.65	35.15	38.90
	3/4"	408.00	28.50	31.65	35.15	38.90
	1"	816.00	28.50	31.65	35.15	38.90
	1 1/2"	2,040.00	28.50	31.65	35.15	38.90
	2"	5,100.00	28.50	31.65	35.15	38.90
	3"	9,180.00	28.50	31.65	35.15	38.90
	4"	18,360.00	28.50	31.65	35.15	38.90

WATER SERVICE CONTRACT

CONSUMER _____
ADDRESS _____
DATE OF INSTALLATION _____

This agreement entered into by and between the CLAVERIA WATER DISTRICT, an agency created by Presidential Decree 198, herein referred to as the District and the Consumer named above.

WITNESSETH

1. The DISTRICT agrees to furnish water service to the premise occupied by the CONSUMER at the above stated address based on the DISTRICTS present applicable Rate Schedule which may be modified, altered and or increased by a Resolution of the Board of Directors of the DISTRICT subject to review and approval by the Local Water Utilities Administration.

2. The CONSUMER hereby agrees to pay said water service based on the DISTRICTS present applicable Rate schedule provided that in the event of increase on the water rates. The CONSUMER further agrees and binds himself to pay the aforementioned service in accordance with the new rate schedule as may be determined and resolved by the Board of Directors of the District subject to the approval by the LWUA.

3. The DISTRICT reserves the right to determine the size Service connections and their location with respect to the boundaries of the premises to be served. The laying of the CONSUMER'S service lateral to the meter shall not be done until the location of the service connection shall has been approved by the DISTRICT or its duly authorized representatives.

4. The work of tapping the main, connecting the service pipe there to and laying the pipe from the main to the curb line including the digging and filling in of the trench of the street in which a water main is located, will be performed by the employees of the District at the rates set forth by the DISTRICT.

5. The CONSUMER shall furnish the necessary pipe appurtenances, and materials necessary for the water connection and the DISTRICT shall bill the CONSUMER accordingly at the stipulated rate to be contained in the written application for Water Service Contract to be filled by the CONSUMER.

6. Payments or charges for the damaged road pavement in connection with tapping of a service connection shall be assumed by the CONSUMER who shall pay the required amount to the Office of the City Engineer or any office or authority directly concerned with the maintenance of the damaged road.

7. Before the service is connected, the CONSUMER for every connection affected because of delinquency is required to deposit an amount equal to the sum of his 2 months average consumption. Same amount shall be applied for payment of water charges in case of default to pay or be returned to CONSUMER, upon termination of the service after all accounts shall have been settled.

8. This AGREEMENT is not transferable and must be accompanied by a duly approved written application for a service on a prescribed form that provided purpose.

9. Service connection is limited to only one house, building or premises. If the CONSUMER is not the owner of the building, or premises to be served or where the connection is desired, the application and this agreement must likewise be signed by the owner of the property who shall guarantee the payment of all sums to become due for water service furnished pursuant to the said application and Agreement in case of the default of the CONSUMER.

10. The DISTRICT reserves the right to shut-off the water supply wherever necessary. This will be done only when absolutely necessary and no action for damages shall be against the DISTRICT for such shutting off of supply. Whenever practicable, the DISTRICT shall notify the CONSUMER before shutting off the supply and will state the hour when the supply will be shut-off and when it will be returned again. In case the water is shut-off for more than

forty eight hours a proper allowance shall be made on the minimum charge. No reduction shall be made for the stoppage of the service for forty eight hours or less.

11. Water rates are due and payable to the office of the CLAVERIA WATER DISTRICT on the date delivery of the bill notice to the CONSUMER or to the duly authorized agents and shall be declared delinquent fifteen (9) days thereafter. A late charge of 25% shall be made in addition to the water charge if the payment of the water rate is not made on or before the due date and water service may be disconnected without further notice. The service will not be returned again except upon payment of all amounts due plus the reconnection charge of P350.00 for turning on the water and for making the connection call. The failure to receive the bill does not relieve the CONSUMER of his liability under the contract for services. Any amount due shall be deemed a debt top the DISTRICT and any person, firm or corporation failing, or neglecting or refusing to pay said indebtedness shall be liable to a civil action in the name of the DISTRICT to any court of competent jurisdiction for the amount hereof.

12. All water meters, curb cocks, and/or valve connected to the DISTRICTS shall be under control of the DISTRICT. The CONSUMER shall be held liable , for any damages of the meters, curb cocks, and or valve due to the Consumer's negligence shall be included in the next water bill. CONSUMER shall deposit to the DISTRICT an amount ½ of the current purchasing price of the meter, same amount shall be plied by the DISTRICT in any case the CONSUMER shall have other debts to the DISTRICT.

13. The Consumer agrees to allow properly authorized employees or representatives of the DISTRICT to enter his premises during any reasonable hour of the day for the purposes of determining and removing illegal connections, delivering water bills, installing, inspecting, removing, reading, replacing water meters, and properties of the DISTRICT or removing the District's property in the event of termination of this agreement for any cause.

14. When the accuracy of the water meter is questioned, the District upon the request of the Consumer will cause an official test to be made in accordance with the existing rules and regulations of the District.

15. The District reserves the right to disconnect existing service connections for any of the following reasons:

- a. For the prevention of the fraudulent use of water;
- b. For non-payment of bills;
- c. For repairs;
- d. For want of supply of distribution capacity;
- e. For violation of any of the terms of this agreement; and
- f. For causes beyond the District's control.

16. The consumer finally agrees to observe the rules and regulations laid down by the District for an effective water service and which are merged and made an integral part of this agreement.

17. This agreement shall be binding upon the District unless it is signed by the Consumer and/or property owner and duly approved by the manager or the authorized officer of the District.

Done at Claveria, Cagayan this _____ day of _____, 20____.

CONSUMER

ACCEPTED ON _____
CLAVERIA WATER DISTRICT
BY: _____

MEMORANDUM

THE PROPERTY OWNER AGREES:

To guarantee or assume responsibility of payment of all water bills and other accounts in connection with said water service upon default of payment of the above Consumer.

Property Owner