# 2017 REVISED UTILITY RULES AND REGULATIONS of the CATBALOGAN WATER DISTRICT

1

## Chapter I Title, Declaration of Policy, and Other Basic Considerations

**Section 1. Title** – These Rules shall be known and referred to as the "Utility Rules and Regulations of the Catbalogan Water District".

**Section 2. Declaration of Policy**. – It is the declared policy of Catbalogan Water District (CWD) to contribute to the improvement of the quality of life in Catbalogan City by providing and ensuring potable, sustainable, and economically viable water supply. It is thus a top priority to establish the CWD as a service institution with the highest standard of efficiency in management, competency in management, and excellence in public service. To this end, this Utility Rules and Regulations is hereby instituted.

**Section 3. Scope.** – These Rules shall apply to all customers of the CWD and guide those who desire to avail of its water services.

**Section 4. Definition of Terms**. – As used in these regulations, the following words and phrases shall have the meanings respectively ascribed herein, unless a different meaning is otherwise specified:

- (a) Board of Directors is the policy-making body of the CWD, policy matters include but are not limited to, all fees, charges, incentives, and penalties;
- (b) Committee is a special body composed of the General Manager, Division Managers, and designated representatives from the different divisions for specific routine purposes.
- (c) District/Water District is the CWD, formed in 1979 by virtue of Certificate of Conformance (COC) No. 107 and was declared a government owned and controlled corporation (GOCC) in 1992.
- (d) Management is the General Manager, appointed officers and other persons or bodies vested with responsibility and jurisdiction in matters pertinent to the Water District;
- (e) Master List is the official list of registered customers of the Water District.
- (f) Customers are the entities with service connections who are classified into Residential/Domestic, Government, Industrial, Commercial, Commercial A, Commercial B and Commercial C.
- (g) Service Connection is the tapping of the water mains, laying of pipes from the main curb line and setting of the water meter and its stand.
- (h) Miscellaneous Service Charges are the overhead expenses such as the cost of labor, materials, supervision, and engineering expenses.
- (i) Water Meter is a device used for measuring the volume of water flowing through a pipe.
- (j) Transmission lines are pipelines from the source connected to the distribution lines,
- (k) Distribution lines are pipelines from the transmission line to extension lines
- (I) Extension lines are pipelines to which the service connections are tapped

### Chapter II Basic Rules and Customer Obligations

**Section 1. Basic Rules** – In accessing water service, the prospective customer shall:

- (a) Fill out an application form which contains basic information on the applicant
- (b) Comply with the Requirements for Installation (Section 4)
- (c) Allow appropriate investigation for proper verification of the completed application form and survey of his/her premises for proper classification

**Section 2. Who May Apply for Service Connection** – A person whether natural or juridical may avail of the services of the Water District provided that he agrees to comply with the requirements of the District.

Section 3. Requirements for Installation – The applicant shall

(a) Duly complete the Application Form (b) Pay the Installation cost and other charges (c) Submit a Certificate of Attendance of New Water Service Connection (NWSC) Orientation/Seminar (d) Submit a Barangay Certificate of Residency (e) Proof of Ownership (Lot/Building, whichever is applicable) or authority of the owner in case the applicant is a tenant Show his/her Community Tax / Residence Certificate (Cedula) (g) Submit other documents as may be required by the management, such as: g1. Permits for excavation/concrete cutting g2. Applicant's Waiver for high elevated areas Section 4. Water Service Contract - Before a service connection shall be installed, the customers must be acquainted with and consequently sign the Water Service Contract. If the customer, for whatever reason, withdraws his/her application for water service connection prior to the installation, the District shall refund the amount of Installation cost with a fifty percent (50%) deduction to compensate the services that have been rendered by the district so far. Section 6. Customer's Obligation – The CUSTOMER shall (a) furnish all necessary papers including permit for the excavation of road pavement in connection with the tapping of the service connection and pay the required amount to agency or authority directly concerned with the maintenance of the affected road: (b) pay the corresponding installation fee from tapping point to the meter stand and the cost of materials used as indicated in the Request Survey Form (c) agree to pay his/her water bills at CWD's office or authorized field personnel on or before the due date with one day grace period to settle such account; (d) in case he/she is not the owner of the house, building or premises where the connection is desired --- have the application and agreement signed by the property owner who shall accordingly guarantee the payments of all the liabilities of the registered customer in case of default. (e) upon proper notification, authorize the district to remove the water meter anytime for recalibration purposes or replacement. (f) agree to allow authorized Water District employee(s) or representative(s) to enter his/her premises at a reasonable time for any of the following purposes: f1. determining/removing illegal connections, f2. delivering water bills. f3. reading water meters, and f4. removing the properties and equipment of the district in case of termination of his/her water service connection for any cause (g) agree to limit the use of his/her service connection to one family. (h) agree to the installation of the water meter outside his/her premises or three (3) meters away from the tapping point (i) be responsible for the repair and maintenance of his/her service connection after the meter. (j) agree to follow the district's rules, regulations, policies and other directives as may be formulated, amended and enforced; (k) use the service connection of the water district solely for getting its water services, and avoid interconnections with other sources using the same connection. Section 7. Penalties for non-fulfillment of obligations or commission of acts detrimental to the interest of the Water District: (a) An additional ten (10%) percent of the current bill is charged as penalty in case of failure to pay within the one day grace period after due date. (b) Non-payment of water bill for one (1) month is a ground for disconnection of service connection without further notice through removal or locking of his/her water meter, by the district even in his/her absence. b1. The service connection shall be reconnected or reopened only upon full payment of the amount due or, in case of installment payments as agreed upon between the Water District and the customer, only as long as the customer consistently makes the agreed installment payments.

(c) Any CUSTOMER refusing to pay his/her water bill despite demands for payment, that satisfies legal requirements for civil action, shall face such legal action. Failure to receive a water bill does

not relieve the customer of such liability.

(d) A customer who disconnects his/her own water service or removes his/her water meter for whatever reason shall pay for his/her water consumption from the time of self-disconnection to the time of discovery. The highest registered consumption within the whole duration of water service prior to the self-disconnection will be considered as the monthly consumption during the same period. Additional penalties may be imposed.

(e) In case of failure to reopen/reactivate a water service connection after one year from the time of disconnection, a CUSTOMER shall forfeit his/her right over the tapping. He/she may re-apply as a

new customer and comply with all the corresponding requirements

### Chapter III Rules and Procedures on Installation of the Water Service Connection

Section. 1. Installation of a Service Connection – The service connections or laterals from the Water District's distribution line shall be installed only by its authorized plumbers after all the requirements stated in Section 2 of this chapter (Size and Location of a Service Connection, Section 3 of this/her chapter (Mandatory Required Fittings), Section 7 of chapter 2 (Who May apply for a Service Connection) hereof are complied with.

The customer, whose installation inside a house or building was done by a private plumber who is not accredited by the District, shall pay the corresponding inspection fee for the purpose of determining the layout of pipes inside a building, which may affect the pressure of water in the future, and ascertain whether said installation conforms with the standards of the Water District.

**Section 2. Size and Location.** – The Water District reserves the right to determine the size and location of service connections with respect to the boundaries of the premises to be served. The laying of the customer's service line to the meter shall not be done until the location of the service connection is approved by the Management.

**Section. 3. Mandatory Required Fittings**. – Every service connection installed by the District shall be equipped with a ball valve on the inlet of the meter. Valves getting so damaged as to require replacements, shall be replaced at the customers' expense.

**Section 4. Pressure Condition** – All applicants for service connection shall be required to accept such conditions of pressure and service as provided by the distributing system at the location of the proposed connection, and shall not hold the District responsible for any damage due to fluctuations of water pressure or interruption of service.

### Chapter IV Miscellaneous Rules and Provisions

**Section 1. Water Rates** – All water rates shall be imposed through a resolution by the Board of Directors, duly approved by the Local Water Utilities Administration.

**Section 2. Overpayments as Advance Payments of Water Bills** – In case of overpayment, the excess amount paid shall be considered as automatic advance payment for succeeding bills, or refunded if there are no more bills thereafter.

Sections 3. Temporary connections and deposits - In case of temporary connections or connections that will automatically end within a definite period, the customer shall pay the amount of Pp20,000 as

security deposit to be used to pay the balance when the connection is terminated and any remaining balance shall be refunded. Section 4. Disputed Bills and corresponding adjustments – In case a Costumer complains that his/her bill is unduly excessive, an investigation shall be conducted to determine its veracity and cause. The following are the possible causes and the corresponding corrective measures: (a) If caused by a leak after the meter, the pipe shall be repaired at the cost of the costumer and there will be no adjustment in the bill: (b) If caused by an erroneous posting of penalties, the bill will be adjusted according to the appropriate penalties; (c) If caused by an erroneous reading of the meter, there will a rereading of the meter and the bill will be properly adjusted according to the correct reading (d) If caused by a defective meter based on the findings after testing the meter, the meter shall be recalibrated or changed at no cost to the customer. Section 5. Meter testing - When the accuracy of a water meter is questioned upon a formal request of the customer, the district shall cause an official test to be made. The customer shall be duly notified of the time and place of the said test and may be present while it is made. (a) If the meter test bench is more than the start two percent in excess of the actual quantity of water passing through the meter, the district shall have a billing adjustment for the overcharge and the

- meter will be replaced by the district. Computation on the billing adjustment will be determined by the management duly approved by the board of directors.
- (b) the bill shall be adjusted based on the actual quantity of water as computed based on the results of the test.
- (c) If the results show that the meter is within two percent (2%) plus or minus of accuracy, then the meter is deemed in order and the customer shall reimburse the District for the expense incurred in

Section 6. Excessive airflow from the faucet - In case of a formal customer complaint that excessive airflow from the faucet unduly increased his/her water consumption as reflected in the water meter,

- (a) an investigation will be conducted to determine that such increase
  - a1. was not caused by other factors like those listed in Section 4 of this chapter, and
  - a2. is at least 50% higher than the average consumption of the three preceding months.
- (b) If these two conditions are positive, then the bill shall be adjusted to the average consumption levels of the three preceding months.
- (c) In case this problem recurs for three successive months, a more thorough investigation shall be conducted.

Section 7. Complaints of Double billing - Customers complaining of double billing shall show proof of the two payments, in case the records of the Water District indicate only one payment.

Section 8. Maintenance of Service Connection. - The pipelines extending from the mainline to the meter, and the meter itself, shall be maintained by the District.

All pipes and fixtures extending after the meter shall be installed and maintained at the expense of the customer

Section 9. Shutting Down for Emergency Repairs – The district reserves the right to suspend services to be able to make repairs.

Section 10. Damage to the Meter – It shall also be the responsibility of the customer to protect the meter and its inlet valve from physical damage. The customer shall be held liable for any damage to the meter by his/her negligence or carelessness, and the cost of repairs shall be charged to him/her.

Section 11. Subdivision distribution lines -

(a) Any owner or owners or subdivider of a single lot, or subdivision or tract of land within the District boundaries desiring the extension water mains and services to each lot, subdivision, or tract of land shall make application to the District and, submit to the following process: a1. The applicant shall prepare the design for the water system of the subdivision. The resulting Plans to be submitted for approval must be prepared, signed, and sealed by a registered civil engineer incorporating the designs and specifications. a2. The plan must comply with the standards and specifications of the district, a3. The applicant shall strictly implement the plan. Any changes to the plan must be approved by \* the District a4. The applicant shall notify the District prior to the actual construction of such design and submit the as-built plan upon its completion (b) The applicant may negotiate with the district to do all the works and supply all the materials needed. If the district agrees, the applicant will pay the district the total estimated cost of such installation (i.e. supplies, materials, and labor) plus twenty percent of the total cost as contingency fund before commencement of work. The contingency fund or balance thereof will be refundable. (c) Ownership - The water system shall be turned over and become the property of the district after final inspection and acceptance. (d) Later relocations of water mains - In case changes in the configuration of the subdivision makes it necessary to cause the relocation of any existing water mains, the district shall be notified accordingly, and such relocation shall be done by the developer at his/her expense. Chapter V Disconnection of Water Service Connection, Reconnection, Illegal Connections Section 1. Disconnection of a Water Service Connection - The Water District may disconnect a service connection on the following grounds: (a) Non-payment of water bills; (b) Involvement in Illegal activities such as tampering of meters, water pilferage and other similar acts. (c) Voluntary disconnection, or upon the request of the customer; Section 2. Reopening of a Disconnected Connection - A disconnected connection can be reactivated only upon payment of the necessary fees to the Water District. A new tenant applying for the reconnection/reutilization of a service connection that had been disconnected due to delinquency/non-payment of accounts, shall pay all outstanding accounts and other expenses incidental to the reopening/reutilization of the connection. In no way shall the new tenant/concessionaire be allowed to apply for a new/separate connection to avoid or evade such payments. Section 3. The new tenant's obligations - The new tenant applicant shall attend the orientation seminar conducted by the office, and be subject to the provisions of Chapter II, Section 6, items c to j. Section 4. Applicants for abandoned connections --- An applicant for the reopening/reactivation of an abandoned connection shall apply as new customers and be required to pay the installation charges. A connection is considered "abandoned" if (a) it produced no revenue in the year immediately prior to date of application, (b) the service has been physically disconnected from the main Customers lose their rights over their tapping and are considered as new customers, if they fail to reopen/reactivate their water service connections within one year from the time it was cut, except for cases of "Voluntary and Temporary Disconnection" as provided in Section 7 of this Chapter Section 5. Payment of Arrearages - Payment of current bill shall be accepted only after arrearages are paid first. Payments of water bills shall be applied in the following order of priority: (a) Fines, penalties, and surcharges; (b) Arrearages in consumption; and

(c) Current consumption.

Payments made after the due date in the water bill shall be subject to a penalty charge and non-payment of water bill for one month will be a cause for disconnection. The amounts of the penalty charge and the reconnection fee are determined by the Board of Directors.

Section 6. Voluntary and Temporary Disconnection — A customer may voluntarily apply for

**Section 6. Voluntary and Temporary Disconnection** – A customer may voluntarily apply for disconnection for any reason, provided his/her outstanding balance is fully settled. A minimal reopening fee will be charged.

Section 7. Anti-pilferage - The Water District shall file civil and/or criminal charges against persons, who

(a) Destroy, damage or interfere with any inlet, reservoir, water mains, water pipelines, machineries, equipment, buildings, and other properties of the water district;

(b) Commit any malicious act that adversely affects the quantity or quality of its water or the flow of its sewerage; or the supply, conveyance, measurement, or regulation thereof, or that unduly prevents or interferes with any of its authorized personnel in the official discharge of his/her duties;

(c) Prevent, obstruct, and interfere with the survey, works, and construction of access road, water mains and distribution network, and any related work of the water district;

(d) Tap, make, or cause to be made any connection with water lines without prior authority from or consent of the water district;

- (e) Install or use tampered water meter; tamper meter with sticks, magnets; reversing water meters; shortening of vane wheels and other devices to steal water or interfere with the accurate registry or metering of water usage; or otherwise cause its diversion in a manner whereby water is stolen or wasted;
- (f) Use or access water services knowing that such services is made available through diversion, tampering, or illegal connection, or without the authorization of water district;
- (g) Steal or pilfer water meters, main lines, pipes and related facilities;
- (h) Knowingly possess stolen or tampered water meters and
- (i) Steal water;

Section 8. Prima-facie Evidence – The occurrence of any of the following circumstances shall constitute prima-facie evidence of theft, pilferage or any unlawful acts enumerated in Section 7 of this Chapter, provided that the customer concerned is immediately informed of the occurrence and that appropriate actions will be taken:

- (a) The existence of illegal or unauthorized tapping to the water main or distribution line;
- (b) The existence of illegal or unauthorized connections such as a reversed meter, shortened vane wheel, bypass, or other connections which adversely affect the registration of the water meter;
- (c) The presence of a bored hole in the glass cover of the water meter or at the back, or on any part of the meter including the vertical vane;
- (d) The presence of tampered and false seals on the water meter,
- (e) The presence of the reversed water meter in the premises, insertion of rod, wire or stick in the water meter, shortened vane wheel, removal or alteration of any part of the meter mechanism, use of magnet and any similar devices that may interfere with the meter registration;
- (f) Destruction of the water meter and other metering accessories;
- (g) Abnormal imprints, traces, or marks found in the water assembly;

Section 9. Penalties – Whenever a prima facie evidence of theft or pilferage is established in accordance with Section 8 hereof, the Water District reserves the right to disconnect the water services, within five (5) days after service of written notice to that effect, provided that the first two days of such disconnection are working days. The disconnection and the denial of appeals for the restoration of the same will be implemented, without the need of a court or administrative order.

The Water District reserves the right to impose penalties and sanctions to offenders pursuant to R.A. 8041 also known as National Water Crisis Act of 1995.

Section 10. Incentives on Reported Illegal Connections – Person/s reporting illegal connections, water meter tampering, water pilferage and similar acts where prima-facie evidence exists shall receive an incentive. Reports shall be treated with high confidentiality.

#### Chapter VI General Provisions on Public Faucet Connections

Section 1. Statement of Policy. - Any entity of the local government unit may apply for a service connection to supply water to a public faucet, by complying with the prescribed process.

Section 2.\*General Provisions. – The following shall govern water service connections for public faucets:

(a) Applications for the installation of public faucets may be filed by the Barangay or City Council through a resolution, or by the City Mayor through a request letter.

(b) The General Manager shall approve the application after an investigation confirms the socio-

economic status of the community where the public faucet will be installed.

(c The barangay chairman or any authorized barangay official shall represent all users of the public faucet, hence the monthly water bill shall be sent to him/her, and he/she will be responsible for the payment thereof. The barangay treasurer or chairman shall guarantee the payment the water bills.

(d) All public faucets shall be classified as Government connection and properly installed with  $\frac{1}{2}$  inch

Water Meter.

#### Chapter VII

Section. 1. Domestic, Commercial, Irrigation, and Industrial Service Connection. -

(a) Each parcel of land under a separate ownership must be provided with a separate service connection, and any violation thereof shall be a sufficient cause for the disconnection of the service connection until said violation has been resolved and the corresponding fees or penalties are settled by the customer/s.

(b) When a property that has been provided with a service connection is subdivided, the service

connection shall be considered as belonging, to the lot or parcel of land where it is situated.

#### Chapter VIII Fire and Protective Service Connection

Section. 1. Fire Hydrants. – Rules governing fire hydrants

(a) All fire hydrants shall be the property of the district, and shall be used by the City Fire Department only for firefighting.

(b) Other government agencies who want to withdraw water from fire hydrants for purposes other than firefighting must submit a written request to the General Manager, secure his/her written approval, and pay the corresponding fees.

(c) Withdrawal of water from a fire hydrant for private use must have a written permit from the district,

and the actual volume of water withdrawn shall be duly paid for by the user.

(d) Each applicant shall provide the fire hose to connect the hydrant to the water tank.

(e) The district may install and maintain pipeline capacity and additional hydrants for fire protection purposes: Provided, That prior agreement has been executed with the public entity having principal fire protection responsibility within the district whereby the district will be reimbursed over the reasonable maintenance of said facilities for the cost of installation and operation of such fire protection capacity and facilities (Section 32 of PD 198 as amended by Sec. 7 of PD 1479).

#### Chapter IX Policy Guidelines for Unserved Areas and Subdivisions

Section 1. Basic Rules and Procedures. - The following provisions shall govern the extension of water service connection to the residents of subdivisions and other unserved areas.

(a) Residents of barangays, sitios, subdivisions (cluster of houses) within the CWD's jurisdiction desiring to avail of its water services shall submit an appropriate formal request to the General Manager, and such request should contain the following information: a1. The name and location of the area where the requested pipeline shall be installed; a2. The total number of households in said area; a3. A list of the names of households which commit to apply for service connection; a4. The estimated distance in meters to the nearest CWD water main (b) The letter request shall be endorsed through a resolution by the concerned Barangay Council or the City Council. (c) Upon receipt of the duly endorsed request, the Water District shall conduct a survey, cost estimates and evaluation as to the technical and economic viability of the requested connection. The General Manager shall inform the requesting party of the results of the survey and evaluation and his/her corresponding decision within one month. (d) The extension of water service to residential subdivisions shall be governed by the provisions of the "Subdivision distribution lines" (Chapter IV, Sec.11) Section 2. Rules and Procedures for Water Service Connection for Residents Outside CWD's jurisdiction. (a) Residents of barangays, sitios, or subdivisions outside the CWD's jurisdiction who want to avail of the District's water services, shall a1. secure a resolution from the concerned Sangguniang Bayan or Water District/Waterworks, indicating that they have no plans of providing water services to such community a2. write a formal request to that effect to the General Manager of CWD (b) The General Manager or his/her authorized representative shall conduct an ocular inspection of the area involved and undertake a feasibility study to determine the viability of the proposed pipeline extension project. (c) The General Manager shall make a report on the results of the feasibility study and his/her recommendations, to the Board of Directors, which shall then decide on the matter.

Section 3. Guidelines for Evaluating and Approving Extension projects to Unserved Areas.

For a prospective water service extension project costing at least Php 50,000.00 a survey shall be conducted in order to determine if the following requirements for approval are met:

(a) The prospective customers have a proven commitment and capacity to pay;

(b) At least fifty percent (50%) of the households intend to connect to the proposed distribution system;

(c) The expected return on investment (ROI) of the proposed extension project is twenty percent (20%) or more per year;

(d) The proposed project is technically viable; and

(e) For areas outside the CWD's jurisdiction, its capacity is such that the extension project shall not adversely affect its water service to its existing customers.

### Section 4. Guidelines on the sharing of cost of extension projects and related fees

(a) Generally, for extension projects within the CWD's jurisdiction, the cost shall be shared by the CWD and the project proponents, with the CWD shouldering forty percent (40) and the proponents, sixty percent (60%) thereof. (reverse) Where the ROI of the project exceeds fifty percent (50%), the General Manager may recommend to the Board an increase in the District's share of the cost.

(b) For subdivisions even within the jurisdiction, the private developer shall bear all cost of labor and materials for the installation of the service extension to his/her residential subdivisions. The provisions of "Subdivision distribution lines" (Chapter IV, Sec.11) shall apply to the extension of water service to these private subdivisions.

(c) For any project outside of the CWD jurisdiction, the total project cost shall be charged to the proponent. The proponent shall pay the amount of project cost to the CWD upon approval of the

project as precondition to the implementation of the project.

(d) The General Manager may negotiate that projects that are charged fully to the proponent may be implemented by phases, such that full payment for one phase is a precondition to start work on that phase. In all cases, agreements must be beneficial or advantageous to the District.

(e) Only the CWD shall undertake the feasibility study or program of work, and the fee shall not

exceed ten percent (10%) of the total project cost.

Section 5. Guidelines on technical matters of general application

(a) The plans, design and specifications of the distribution facilities shall be submitted and evaluated by the District to ensure compliance with the LWUA/CWD standards.

- (b) The developer/proponent subdivision shall be responsible for ensuring that the proposed pipe network and the appurtenances of the subdivision requesting for said service extension should conform to the provisions of the Rules and Standards for Economic and Socialized Housing Projects to implements Batas Pambansa Blg. 220. and executive Order No. 648 of the Human Settlement Regulatory Commission to implement PD No.s 957, 126, 1344, and other related laws.
- (c) The installation of the service extension shall be undertaken solely by the District to prevent or minimize leaks, non-revenue water, substandard materials, and poor workmanship
- (d) If the above rules and provisions are complied with, subdivision houses shall be given individual service connections pursuant to the existing policy of the District, and shall be classified accordingly,
- (e) The mains donated to the District after final inspection and acceptance, shall be maintained by the District, otherwise it shall have no maintenance responsibilities hence shall provide only one mother meter for the whole subdivision.
- (f) There shall be no refunding of any costs for the laying of any mains within the development or otherwise.
- (g) If, for any reason, the development of any lot or tract requires any movement or change in any existing pipelines or facilities of the District, the costs of such movements or changes shall be borne by the developer of the land otherwise the Water District reserves the option to seek legal remedies;
- (h) The owner or developer shall furnish the District an as-built drawing/plan done by a civil engineer showing all existing and new water mains in the site when the development of such site is completed prior to its acceptance by the district
- (i) Whenever such review requires certain changes or revisions, the District may refuse water service to the lot or tract until such changes or revisions are made.

### Chapter X Final Provisions

**Section 1. Separability Clause. –** If, for any reason, any section, subsection, sentence, clause or phrase of these regulations is held to be unconstitutional, illegal or void, such decision shall not affect the validity of the remaining portion of this URR.

Section. 2. Repealing Clause. All memoranda, guidelines, rules or parts thereof, inconsistent herewith are hereby repealed or modified accordingly.

Section 3. Effectivity. This Utility Rules and regulations shall take effect immediately following approval.

Done this 4th day of Monh, 2017

VICTORIANO C. NAVARRETE

Chairman

Vige Chairman

ROLANDO T. KO

Member

Secretary/Treasurer

Member