LICAB WATER DISTRICT

CITIZEN'S CHARTER

Ease of doing business

2024 (8th Edition)

I. Mandate:

The Licab Water District is a local water district created by the virtue of Resolution No. 01 dated January 2002 of the Municipal Council of Licab, Nueva Ecija. On December 17, 2003, the Certificate of Conditional Conformance No. 603 was issued by the Local Water Utilities Administration to formalize the establishment of Licab Water District.

II. Vision:

Provide safe, potable, affordable and sustainable water supply to all Licabeños where water is efficiently allocated and managed to support life.

III. Mission:

Enhance the quality of life through continuous delivery of potable water and improve the well being of men, women and children of the community.

IV. Service Pledge:

We, the Officials and Employees of LICAB WATER DISTRICT, commit to provide and efficiently serve you with potable, reliable and adequate supply of water.

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List of Frontline Services

Type of services	Fees & Charges		Forms	*Processing Time under normal circumstances per transaction*	Locations
External Services					
1.Payment of Water Bill (LWD office)	Total Due Amount indicated on Water Bill		Water Bill	3 mins	Teller /Collection Unit
2.Payment of Water Bill (online)	Total Due Amount indicated on Water Bill		Water Bill	1 hr & 25 mins	Collection Unit, Commercial Unit and 3rd Party
3. Application for Service Connection	*For 2" x ½" diameter Connection (beside the line)* Water Meter Cost of Materials: Water Meter Guard Excavation Total *For 2" x ½" diameter Connection (across the line dirt road)* Water Meter Cost of Materials: Water Meter Guard Excavation Total *For 2" x ½" diameter Connection (across the line, concrete road)* Water Meter Cost of Materials : Water Meter Guard Excavation Total *For 3" x ½" diameter Connection (beside the line)* Water Meter Cost of Materials : Water Meter Guard Excavation Total *For 3" x ½" diameter Connection (across the line dirt road)* Water Meter Cost of Materials : Water Meter Guard Excavation Total *For 3" x ½" diameter Connection (across the line, concrete road)* Water Meter Cost of Materials : Water Meter Guard Excavation Total *For 4" x ½" diameter Connection (beside the line)* Water Meter Cost of Materials : Water Meter Guard Excavation Total	 1,265.00 1,685.00 776.30 500.00 ₱ 4,226.30 1, 265.00 1,902.73 776.30 1,000.00 ₱ 4,944.03 1, 265.00 1,902.73 776.30 2,730.00 ₱ 6,674.03 1, 265.00 1,818.96 776.30 500.00 ₱ 4,360.26 1, 265.00 2,036.31 776.30 1,000.00 ₱ 5,077.61 1, 265.00 2,036.31 776.30 2,730.00 ₱ 6,807.61 1, 265.00 1,940.68 776.30 500.00 ₱ 4,481.98	Service Application and Construction Order (SACO) Kasunduan sa Serbisyo ng Tubig	1-3 days – Beside 5-7 days – Across and Boring	Commercial Unit, Collection Unit, Engineering Unit, Billing Unit and General Manager's Office

	For 4" x ½" diameter Connection				
	(across the line dirt road)	1, 265.00			
	Water Meter	2,158.03			
	Cost of Materials :	776.30			
	Water Meter Guard	1,000.00			
	Excavation	₱ 5,199.33			
	Total				
	For 4" x ½" diameter Connection				
	(across the line, concrete road)	1, 265.00			
	Water Meter	2,158.03			
	Cost of Materials :	776.30			
	Water Meter Guard	2,730.00			
	Excavation	₱ 6,929.33			
	Total				
	For 6" x ½" diameter Connection				
	(beside the line)	1, 265.00			
	Water Meter	2,329.38			
	Cost of Materials :	776.30			
	Water Meter Guard	500.00			
	Excavation	₱ 4,870.68			
	Total				
	For 6" x ½" diameter Connection				
	(across the line dirt road)	1, 265.00			
	Water Meter	2,546.73			
	Cost of Materials :	776.30			
	Water Meter Guard	1,000.00			
	Excavation	₱ 5,588.03			
	Total				
	For 6" x ½" diameter Connection				
	(across the line, concrete road)	1, 265.00			
	Water Meter				
	Cost of Materials :	2,546.73			
	Water Meter Guard	776.30			
	Excavation	2,730.00			
	Total	₱ 7,318.03			
	For 2" x ½" diameter Connection				
	(beside the line)				
	(cluster type)				
	Installation fee (upper)				
	Installation fee (lower)	₱ 3,786.08			
		₱ 3,785.34			
	For 2" x ½" diameter Connection				
	(across the line, dirt road)				
	(cluster type)				
	Installation fee (upper)				
	Installation fee (lower)	₱ 4,461.24			
		₱ 4,460.49			
	For 2" x ½" diameter Connection				
	(across the line, concrete road)				
	(cluster type)				
	Installation fee (upper)				
	Installation fee (lower)	₱ 6,191.24			
		₱ 6,190.49			
	For 3" x ½" diameter Connection				
	(beside the line)				
	(cluster type)				
	Installation fee (upper)				
	Installation fee (lower)	₱ 3,852.21			
		₱ 3,851.46			
	For 3" x ½" diameter Connection				
	(across the line, dirt road)				
	(cluster type)				
	Installation fee (upper)				
	Installation fee (lower)	₱ 4,527.36			
	For 3" x ½" diameter Connection	₱ 4,526.62			
	(across the line, concrete road)				
	(cluster type)				
	Installation fee (upper)				

	Installation fee (lower) *For 4" x ½" diameter Connection (beside the line) (cluster type)* Installation fee (upper) Installation fee (lower) *For 4" x ½" diameter Connection (across the line, dirt road) (cluster type)* Installation fee (upper) Installation fee (lower) *For 4" x ½" diameter Connection (across the line, concrete road) (cluster type)* Installation fee (upper) Installation fee (lower) *For 6" x ½" diameter Connection (beside the line) (cluster type)* Installation fee (upper) Installation fee (lower) *For 6" x ½" diameter Connection (across the line, dirt road) (cluster type)* Installation fee (upper) Installation fee (lower) *For 6" x ½" diameter Connection (across the line, concrete road) (cluster type)* Installation fee (upper) Installation fee (lower) Notarial Fee for Service Contract Fees and Charges 1.Service Charge a. Inspection/ Investigation fee b. Customer Service fee c. Registration/ Application fee 2.Tapping fee / Installation fee Note: -Fees, charges and prices of materials are subject to increase in case of inflation. -Prices, fees and charges varies on service connection size. Note: Service Connection for Commercial/Industrial/Government shall have the same charges and fees. Actual amount to be paid by the applicant will depend on the result on inspection /investigation to be conducted by Licab Water District authorized representative.	₱ 6,257.36 ₱ 6,256.62 ₱ 3,887.28 ₱ 3,886.54 ₱ 4,562.44 ₱ 4,561.69 ₱ 6,292.44 ₱ 6,291.69 ₱ 4,122.46 ₱ 4,121.71 ₱ 4,797.61 ₱ 4,796.87 ₱ 6,527.61 ₱ 6,526.87 ₱ 200.00 ₱ 50.00 ₱ 50.00 ₱ 50.00 ₱ 50.00			
4. Other Service Request - Complaints for Service line leak	1.Service Charge 2.Bill of Materials 3.Re-tapping / Re-installation	₱ 50.00 (actual costs) ₱ 50.00	Complaints and Action Taken Form & MO	Minor repair 4 hours Major repair 12 hours	Commercial Unit, Collection Unit and Engineering Unit
5. Other Service Request – Re-reading of water meter, low pressure/no water	1.Service Charge 2.Bill of Materials 3.Re-tapping / Re-installation	₱ 50.00 (actual costs) ₱ 50.00	Complaints and Action Taken Form & MO	3 hours	Commercial Unit and Engineering Unit

6. Other Service Request for Relocation or Transfer of Water Meter	1.Service Charge 2.Bill of Materials 3.Re-tapping / Re-installation 4.Labor Cost – For relocation of Water Meter. 0 – 3 meters 4 – 6 meters 7 – 11 meters 12 meters and longer Relocation or transfer of meter from one place to another depends upon the materials that will be used, and the total labor cost. Note: Costing of other charges shall be based on charging of new service connection plus the cost of labor	₱ 50.00 (actual costs) ₱ 50.00 ₱ 230.00 ₱ 480.00 ₱ 580.00 mainline relocation (same as new service connection)	Complaints and Action Taken Form & MO	2 hours	Commercial Unit, Collection Unit and Engineering Unit
7. Request for Temporary / Voluntary Service Disconnection	1. Service charge 2.Service Maintenance fee *The maximum length of time for temporary disconnection is six (6) months, provided that all obligations are fully paid.	₱ 50.00 ₱ 50.00	Maintenance Order (MO)	1 hour & 30 mins	Commercial Unit, Collection Unit, Billing Unit & Engineering Unit
8. Request for Reconnection due to Involuntary Disconnection (Ordinary)	1.Service Charge 2.Reconnection fee If disconnected for less than 6 months Note: - Reopening of closed connection shall be done upon full payment of arrears and other charges. Costing of other charges shall be based on the cost/amount of new connection.	₱ 50.00 Full payment of water bill + ₱ 100.00	Maintenance Order (MO)	30 mins	Commercial Unit, Billing Unit & Engineering Unit
9. Request for Reconnection due to Involuntary Disconnection (mainline and pull-out)	1.Service Charge 2.Reconnection fee If disconnected for 6 months and above (mainline disconnection) Note: - Reopening of closed connection shall be done upon full payment of arrears and other charges. Costing of other charges shall be based on the cost/amount of new connection.	₱ 50.00 Full payment of water bill + ₱ 500.00 + Cost of Materials, if there is any	Maintenance Order (MO)	9 hours & 30 mins	Commercial Unit, Collection Unit, Billing Unit & Engineering Unit
10.Request for Reconnection due to Voluntary Disconnection	1.Service 2.Service Maintenance fee 3.Reconnection fee a. If disconnected for less than 6 months = Full payment of water bill + Cost of Materials, if there is any b. If disconnected for 6 months and above (for mainline disconnection) = Full payment of water bill + Cost of Materials, if there is any	₱ 50.00 ₱ 50.00 Full payment of water bill + ₱ 100.00 Full payment of water bill + ₱ 500.00 + Cost of Materials, if there is any	Maintenance Order (MO)	1 hour & 30 mins	Commercial Unit, Collection Unit, Billing Unit & Engineering Unit

11. Request for Promissory Note	Stoppage fee	₱ 50.00	Promissory Note	1 hour	Commercial Unit, Collection Unit, Engineering Unit and Billing Unit
12. Request for Change of Ownership	Application fee	₱ 50.00	Change of Ownership Form	30 mins	Commercial Unit, Collection Unit and Billing Unit
13. Request for Senior Citizen Discount	None		Senior Citizen Form	30 mins	Commercial Unit and Billing Unit
14.Request for Change of Classification of Service Connection	None		Change of Classification of Service Connection	10 mins	Commercial Unit, Collection Unit, Billing Unit and General Manager's Office
Internal Services					
1.Application for Leave	None		Application for Leave Form	10 mins	HRD/Administrative Unit
2.Request for Certificate of Employment	None		Certificate of Employment Form	10 mins	HRD/Administrative Unit

LICAB WATER DISTRICT

EXTERNAL SERVICES

1. Payment of Water Bill (LWD Office)

Pay your Water Bill on or before the 15th day of date billed or 14 days from the date of reading. Your Water Bill have 5% penalty charge upon non- payment of due amount after the Due Date.

Office or Unit:	Collection Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of LICAB WATER DISTRICT			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Water Bill and Cash/Check (Php) payment, Statement of account if no/lost water bill.		Given to concessionaires during distribution of billing notice		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Present Water Bill Or Inform cashier of any account information	1. Accept payment and Issue corresponding Official Receipt	Total Due Amount	3 mins	Teller/Collection Unit
END OF TRANSACTION				
Total Processing Time			3 mins	

2. Payment of Water Bill (online)

- If payment is being made on or before due date, pay the amount as stated in the water bill.
- If payment is being made after due date, pay the amount stated in the water bill + 5% penalty

Office or Unit:	Collection Unit / Commercial Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of LICAB WATER DISTRICT			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Water Bill		Given to concessionaires during distribution of billing notice		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Go to Bills payment and select Water Utilities in the biller categories. 2. Search and select Licab Water District. 3. Enter your Account number, Account name and Amount. 4. Click Next and Confirm	1. Upon receipt of the 3rd party report on the next working day, process the payment.	Total Due Amount	1 hr and 25 mins	Collection Unit and Commercial Unit
END OF TRANSACTION				
Total Processing Time			1 hr and 25 mins	

3. Applying for Service Connection

The connection will not be made until it is approved and all charges are paid.

Office or Unit:	Commercial Unit / Collection Unit / Engineering Unit / General Manager's office / Billing Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	New Clients of Licab Water District

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Application Form (SACO) and Kasunduan sa Serbisyo ng tubig 2.1 Barangay Certificate of Residency or 1 valid Government I.D. **All ID's should bear signature, picture and exact address.*	1. Customer Service Desk 2. Provided by the applicant
1 Service Application and Construction Order (SACO)	LWD- Commercial Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service	1.Received the applicant and check if the applicant has no existing records or pending accounts in the system, Inform the applicant of the requirements needed and provide Initial Inspection Form and Maintenance Order for initial inspection		7 mins	Commercial Unit
2.Fill-out Initial Inspection form and maintenance order for initial inspection	2.Accept filled-out Initial Inspection form and maintenance order, verify if data are correct		3 mins	Commercial Unit
3. Proceed to Cashier and pay for inspection fee	3. Accept payment and issue Official Receipt	Inspection/Investigation fee = ₱ 50.00	6 mins	Collection Unit
	4. Receive Maintenance Order (with OR number) from the cashier. And forward Initial Inspection Form and Maintenance Order to Engineering Unit/ encode and tag in GIS the initial Information		3 mins	Collection Unit, Commercial Unit, Engineering Unit
End of Transaction	5.Conduct Initial Inspection		14 mins	Engineering Unit
4. Proceed to Customer Service and present requirements for application of Service Connection	6. Accept fully accomplished Initial Inspection form and maintenance order. Inform client about the result of initial inspection	2" Beside = ₱ 4,226.30 Across = ₱ 4,944.03 Boring = ₱ 6,674.03 3" Beside = ₱ 4,360.26 Across = ₱ 5,077.61 Boring = ₱ 6,807.61 4" Beside = ₱ 4,481.98 Across = ₱ 5,199.33 Boring = ₱ 6,929.33 6" Beside = ₱ 4,870.68 Across = ₱ 5,588.03	4 mins	Commercial Unit and Engineering Unit
	7. Accept the requirements from the applicant. Provide the applicant a Service Application/ Construction Order (SACO) and other forms needed.		10 mins	Commercial Unit
5. Fill-out a Service Application/ Construction Order (SACO) and other forms needed for Service Connection 6. Check for the correctness of data	8. Accept filled-out application form verify if data in SACO are correct, then orient the client of the internal rules & regulation of LWD		10 mins	Commercial Unit

inputted on SACO if found correct, then sign the SACO		Boring = ₱ 7,318.03 2'' (cluster type) Beside (installation fee upper) = ₱ 3,786.08 Beside (installation fee lower) = ₱ 3,785.34 Across (installation fee upper) = ₱ 4,461.24 Across (installation fee lower) = ₱ 4,460.49 Beside (installation fee upper) = ₱ 6,191.24 Beside (installation fee lower) = ₱ 6,190.49 3'' (cluster type) Beside (installation fee upper) = ₱ 3,852.21 Beside (installation fee lower) = ₱ 3,851.46 Across (installation fee upper) = ₱ 4,527.36 Across (installation fee lower) = ₱ 4,526.62 Beside (installation fee upper) = ₱ 6,257.36 Beside (installation fee lower) = ₱ 6,256.62 4'' (cluster type) Beside (installation fee upper) = ₱ 3,887.28 Beside (installation fee lower) = ₱ 3,886.54 Across (installation fee upper) = ₱ 4,562.44 Across (installation fee lower) = ₱ 4,561.69 Beside (installation fee upper) = ₱ 6,292.44 Beside (installation fee lower) = ₱ 6,291.69 6'' (cluster type) Beside (installation fee upper) = ₱ 4,122.46 Beside (installation fee lower) = ₱ 4,121.71 Across (installation fee upper) = ₱ 4,797.61 Across (installation fee lower) = ₱ 4,796.87 Beside (installation fee upper) = ₱ 6,527.61 Beside (installation fee lower) = ₱ 6,526.87 Notarial fee = ₱ 200.00 Fees & Charges 1.Service Charge a. Customer Service fee = ₱ 50.00 b. Registration/ Application fee = ₱ 50.00 2.Tapping fee/ Installation fee		
7. Get the copy of SACO	9. Forward to General Manager for approval.		10 mins	General Manager, Commercial Unit, Collection Unit and Engineering Unit
8. Proceed to Cashier and pay necessary cost of materials, fees and charges indicated in SACO	10. Accept payment and issue Official Receipt. Forward all documents to Customer Service for preparation and approval of maintenance order and inspection form and forward to Engineering Unit			
End of Transaction	11.Receive Maintenance Order thru – GIS or Customer Service and inspection form. Then installation of Service Connection whether Beside, Across and Boring 1 - 3 days - Beside 5 - 7 days – Across and Boring		23 mins	Engineering Unit
9. Acceptance of Work done Comments & Suggestions Other Requests	12.Forward SACO to meter reader for account number creation		5 mins	Commercial Unit and Billing Unit
	13. Conduct post inspection of newly installed water meter and service line		1 hour & 4 mins	Engineering Unit
	14.Accept from Engineering Head the accomplished Post Inspection Form, Accomplished Maintenance Order and Complete Set of Service Application/Construction Order (SACO)		1 min	Commercial Unit and Engineering Unit

		= ₱ 50.00		
Total Processing Time			Beside: 1-3 days Across or Boring : 5-7 days	

Other Service Request

4. Complaints for Service Line Leak

Cost of Materials must be paid before the repair of service request

Minor Repair: 4 hours
Major Repair: 12 hours

Office or Unit:	Commercial Unit / Collection Unit / Engineering Unit
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Concessionaires with request for inspection and repair of service line before water meter

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Payment of fees and charges 2.Request form	1.Provided by the concessionaire 2.Customer Service Desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service and indicate request whether it is for leaks/minor repair and other service required	1. Assist concessionaire and provide Complaints and Action Form	1.Service Charge = ₱ 50.00 2.Bill of Materials = (actual costs) 3.Re-tapping / Re-installation = ₱ 50.00	2 mins	2 mins	Commercial Unit
2.Fill-out Complaints and Action form	2.Accept filled-out Complaints and Action form and indicate whether it is for leaks and other possible complaints or other service required.		2 mins	2 mins	Commercial Unit
3. Payment of Service Charge	3. Accept payment and Issue corresponding Official Receipt		5 mins	5 mins	Collection Unit and Commercial Unit
4.End of Transaction	4. Encode and tag in the GIS. Forward Complaints and Action form and fill-out Maintenance Order for site inspection. Inform the concessionaire about the result of site inspection.		2 mins	2 mins	Commercial Unit and Engineering Unit
	5.Conduct site inspection		1 hr & 20 mins	1 hr & 20 mins	Engineering Unit
5. Proceed to Cashier for the payment of materials if there is any	6.Inform the concessionaire of the materials to be used		1 min	1 min	Collection Unit and Commercial Unit
	7. Accept payment and Issue corresponding Official Receipt		6 mins	6 mins	

	8. Process request and implement repair		2 hrs. & 20 mins.	10 hrs. & 20 mins.	Engineering Unit
6. Acceptance of work done by signing in the Action Taken Form	9. Accomplish Action Taken Report Form / Maintenance Order		2 mins	2 mins	Commercial Unit and Engineering Unit
END OF TRANSACTION					
Total Processing Time			4 hours	12 hours	

Other Service Request

5. Re-reading of Water Meter, Low Pressure/No water

Cost of Materials must be paid before the repair of service request

Office or Unit:	Commercial Unit / Engineering Unit
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Concessionaires with request for inspection of service line before water meter

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Payment of fees and charges 2.Request form	1.Provided by the concessionaire 2.Customer Service Desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service	1. Process request and provide Complaints and Action Form	1.Service Charge = ₱ 50.00 2.Bill of Materials = (actual costs) 3.Re-tapping / Re-installation = ₱ 50.00	2 mins	Commercial Unit
2.Fill-out Complaints and Action Form and check/verify the status of concessionaire's account.	2.Accept filled-out Complaints and Action Form and check / verify the status of concessionaire's account.		3 mins	Commercial Unit
	3. Prepare and fill-out Maintenance Order and encode and tag in the GIS for Re-reading of water meter		3 mins	Commercial Unit and Engineering Unit
	4.Forward to Engineering Unit the Complaints and Action form and Maintenance Order to implement re-reading of water meter, low pressure/ no water and other service required.		2 mins	Commercial Unit and Engineering Unit
3. Acceptance of work done by signing in the Action Taken Form	5.Process request and implement repair (whether it is for leaks, re-reading of water meter, low pressure/ no water and other service required)		2 hrs and 40 mins	Commercial Unit, Engineering Unit
	6. Accomplish Action Taken Report Form / Maintenance Order		10 mins	Engineering Unit
END OF TRANSACTION				
Total Processing Time			3 hours	

Other Service Request

6. Relocation or Transfer of Water Meter

Cost of Materials must be paid before the relocation of water meter

Office or Unit:	Commercial Unit / Collection Unit / Engineering Unit
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Concessionaires with request for relocation or transfer of water meter

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Payment of fees and charges 2.Request form	1.Provided by the concessionaire 2.Customer Service Desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service and request for relocation of water meter	1. Assist concessionaire and process request for relocation of water meter. Check / verify the status of concessionaire's account	1.Service Charge = ₱ 50.00 2.Bill of Materials = (actual costs) 3.Re-tapping/ Re-installation = ₱ 50.00 4.Labor Cost – For relocation of Water Meter. 0 – 3 meters = ₱ 230.00 4 – 6 meters = ₱ 480.00 7 – 11 meters = ₱ 580.00 12 meters & longer = mainline relocation (same as new service connection) Relocation or transfer of meter from one place to another depends upon the materials that will be used, and the total labor cost. Note: Costing of other charges shall be based on charging of new service connection plus the cost of labor	2 mins	Commercial Unit
	2.Prepare Complaints and Action Form and maintenance order and inform concessionaire for the inspection of old and new location of water meter, and cost of materials to be used. Encode and tag in the GIS the initial information		2 mins	Commercial Unit and Engineering Unit
2. Proceed to Cashier for the payment of service charge for initial inspection	3. Accept payment and Issue corresponding Official Receipt		6 mins	Collection Unit
	4. Receive Maintenance Order from the cashier, and prepare for initial inspection		14 mins	Commercial Unit and Engineering Unit
End of Transaction	5.Accept fully accomplished Complaints and Action Form and maintenance order. Inform client about the result of site inspection and the materials needed for relocation.		3 mins	Commercial Unit and Engineering Unit

	Encode and tag in the GIS the initial information			
3.Proceed to Cashier for the payment of the materials needed for relocation	6.Accept payment and Issue corresponding Official Receipt		6 mins	Collection Unit
	7. Process request and implement relocation		1 hr and 27 mins.	Commercial Unit and Engineering Unit
4. Acceptance of work done	8. Accomplish Maintenance Order			Engineering Unit
END OF TRANSACTION				
Total Processing Time			2 hours	

7. Request for Temporary / Voluntary Service Disconnection

The maximum length of time for temporary disconnection is six (6) months, provided that all obligations are fully paid.

Office or Unit:	Commercial Unit / Collection Unit / Billing Unit / Engineering Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Concessionaires of Licab Water District that has a request for temporary service disconnection

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Payment of fees and charges 2.Request form	1.Provided by the concessionaire 2.Customer Service Desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service	1. Assist concessionaire and process request for temporary service disconnection	Full settlement of all obligations, if there is any 1. Service Charge = ₱ 50.00 2. Service Maintenance fee = ₱ 50.00	5 mins	Commercial Unit
2.Fill-out Maintenance Order	2. Accept filled-out Maintenance Order check/verify if the data are correct		2 mins	Commercial Unit
3. Proceed to cashier and present maintenance order, statement of accounts and pay	3. Accept payment and Issue corresponding Official Receipt		5 mins	Collection Unit
	4.Encode and tag in the GIS and forward to disconnector		2 mins	Commercial Unit
	5. Process request and implement disconnection		1 hr and 10 mins	Commercial Unit, Engineering Unit, Billing Unit
4. Acceptance of work done	6. Receive fully Accomplished Maintenance Order from Engineering and forward to Billing Unit			
	7.Temporary disconnection of service connection		6 mins	Billing Unit, Commercial Unit
END OF TRANSACTION				
Total Processing Time			1 hour & 30 mins	

8. Request for Reconnection of Involuntary Disconnection

Reopening of closed connection shall be done upon full payment of arrears and other charges. Costing of other charges shall be based on charging new connection plus the cost of labor.

*If disconnected for less than 6 months (Ordinary Reconnection): 30 mins

Office or Unit:	Collection Unit / Billing Unit / Engineering Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	All concessionaires with disconnected service connection

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Payment of fees and charges 2.Request form	1.Provided by the concessionaire 2.Customer Service Desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cashier and request for service reconnection	1.Check/verify the concessionaire's account	1.Service Charge = ₱ 50.00 2.Reconnection fee a. If disconnected for less than 6 months = Full payment of water bill + ₱ 100.00 b. If disconnected for 6 months and above (for mainline disconnection) = Full payment of water bill + ₱ 500.00 + Cost of Materials, if there is any	2 mins	Collection Unit
2. Full payment of water bill plus the amount of reconnection fee	2. Accept payment and Issue corresponding Official Receipt 3. Indicate OR number and issue Maintenance Order to Reconnector (via call)		5 mins	Collection Unit
	4. Receive issued Maintenance Order (via call) and implement reconnection. Forward Maintenance Order to reconnector.		8 mins	Collection Unit Engineering Unit
	5.Receive and accomplish Maintenance Order from cashier and forward to billing unit		5 mins	Engineering Unit Billing Unit
	6.Reconnection of service connection request to billing collection system		10 mins	Billing Unit
END OF TRANSACTION				
Total Processing Time			30 mins	

8.1 Request for Reconnection of Involuntary Disconnection

Reopening of closed connection shall be done upon full payment of arrears and other charges. Costing of other charges shall be based on charging new connection plus the cost of labor.

*If disconnected for 6 months and above (Mainline and Pull-out): 9 hours and 30 mins

Office or Unit:	Commercial Unit / Collection Unit / Billing Unit / Engineering Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	All concessionaires with disconnected service connection

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Payment of fees and charges 2.Request form	1.Provided by the concessionaire 2.Customer Service Desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service and request for service reconnection	1.Check/verify the concessionaire's account	1.Service Charge = ₱ 50.00 2.Reconnection fee a. If disconnected for less than 6 months = Full payment of water bill + ₱ 100.00 b. If disconnected for 6 months and above (for mainline disconnection) = Full payment of water bill + ₱ 500.00 + Cost of Materials, if there is any	2 mins	Commercial Unit
	2.Issue Maintenance Order and forward to Engineering Unit for assessment of the reconnection (within the day)			Commercial Unit Engineering Unit
	3.Assess the nature of reconnection		1 hr	Engineering Unit Commercial Unit
	4.Receive assessment from Engineering Unit and create Quotation of Materials. Inform the concessionaire of the Assessment result		5 mins	Engineering Unit Commercial Unit
2. Proceed to cashier and pay water bill, reconnection fee, and other materials needed	5. Accept payment and Issue corresponding Official Receipt		5 mins	Collection Unit
	6. Forward Maintenance Order to reconnector			
	7. Process request and implement reconnection		8 hrs	Collection Unit
	8. Forward accomplished Maintenance Order to Billing Unit		8 mins	Engineering Unit Billing Unit
	9.Reconnection of service connection request to billing and collection system		10 mins	Billing Unit
END OF TRANSACTION				
Total Processing Time			9 hrs & 30 mins	

9. Request for Reconnection due to Voluntary Disconnection

Reopening of closed connection shall be done upon full payment of arrears and other charges. Costing of other charges shall be based on charging new connection plus the cost of labor.

Office or Unit:	Commercial Unit / Billing Unit / Engineering Unit / Collection Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	All concessionaires with request of voluntary disconnection

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Payment of fees and charges 2.Request form	1.Provided by the concessionaire 2.Customer Service Desk

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to Customer Service & request for reconnection	1. Check/verify the concessionaire's account and provide Maintenance Order for reconnection	1.Service Charge = ₱ 50.00 2.Service Maintenance fee = ₱ 50.00 3.Reconnection fee a. If disconnected for less than 6 months = Full payment of water bill + ₱ 100.00 b. If disconnected for 6 months and above (for mainline disconnection) = Full payment of water bill + ₱ 500.00 + Cost of Materials, if there is any	1 min	Commercial Unit
2.Fill-out Maintenance Order	2. Accept filled-out Maintenance Order		3 mins	Commercial Unit
3. Proceed to Cashier for payment of charges	3. Accept payment and issue corresponding Official Receipt		4 mins	Collection Unit
	4.Receive Maintenance Order and Process request, encode and tag in the GIS and implement reconnection		2 mins	Commercial Unit
	5.Process request and implement reconnection		1 hr & 10 mins	Engineering Unit
4. Acceptance of work done	6. Receive fully accomplished Maintenance Order from Engineering Unit then forward to Billing Unit		4 mins	Engineering Unit
	7.Reconnection of service connection request to billing and collection system then forward to Customer Service for filing		6 mins	Billing Unit Commercial Unit
END OF TRANSACTION				
Total Processing Time			1 hour & 30 mins	

10. Request for Promissory Note

Request for staggered payment and stoppage of disconnection

Process the request for Promissory Note

Office or Unit:	Commercial Unit / Collection Unit / Billing Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Concessionaires with the request for Promissory Note

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Payment of fees and charges 2.Request form	1.Provided by the concessionaire 2.Customer Service Desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service and request for Promissory Note	1. Assist concessionaire and check/verify status of concessionaire's account	Stoppage fee = ₱ 50.00	2 mins	Commercial Unit
	2.Provide promissory note form		3 mins	Commercial Unit
2.Fill-out promissory note then indicate the details needed and check for the correctness of data inputted	3.Accept filled-out promissory note check/verify if the data are correct. And file promissory notes for staggered payment		6 mins	Commercial Unit
3. Proceed to cashier if the request is for stoppage of Disconnection, present statement of accounts and pay. Forward Official Receipt to Customer Service	4. Accept payment and Issue corresponding Official Receipt		3 mins	Collection Unit
	5. Indicate Official Receipt number in the promissory note then create List of Concessionaire with Promissory Note and forward to Billing Unit before disconnection date		20 mins	Commercial Unit and Billing Unit
	6.Check and verify to Billing system unpaid concessionaire's accounts then forward to disconnector		7 mins	Billing Unit and Engineering Unit
	7.Conduct actual disconnection and indicate the last reading		7 mins	Disconnector
	8.Disconnect in the Billing System the unpaid account and receive the updated List of Concessionaires with Promissory Note from the disconnector		12 mins	Billing Unit and Disconnector
END OF TRANSACTION				

11. Request for Change of Ownership

Process the request for Change of Ownership

Office or Unit:	Commercial Unit / Billing Unit / Collection Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Concessionaires with request for Change of Ownership

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Payment of fees and charges 2.Request form	1.Provided by the concessionaire 2.Customer Service Desk

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to Customer Service and request for Change of Ownership	1. Assist concessionaire and check / verify status of concessionaire's account, inform the requestor of the requirements needed for Change of Ownership	Application Fee = ₱ 50.00	5 mins	Commercial Unit
2. Fill-out Change of Ownership form and provide requirements. Check for the correctness of data inputted.	2. Accept the requirements check and verify if the data are correct then orient new concessionaire regarding the LWD policies		8 mins	Commercial Unit
3. Proceed to Cashier for payment	3.Accept payment and issue corresponding Official Receipt		6 mins	Collection Unit
	4.Accept fully accomplished Change Ownership form from Cashier and forward to Billing Unit		3 mins	Commercial Unit Collection Unit and Billing Unit
	5. Change old account name to new account name in the Billing and Collection System and forward to Customer Service		8 mins	Billing Unit and Commercial Unit
END OF TRANSACTION				
Total Processing Time			30 mins	

12. Request for Senior Citizen Discount

Process the application for Senior Citizen Discount, the Senior Citizen should avail the 5% discount in every water consumption, but not exceed to 30 cubic meter.

Office or Unit:	Commercial Unit / Billing Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	All Senior Citizens who has active account in the Water District who requested to avail the discount

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.1valid Senior Citizen I.D 2.Request form	1.Provided by the concessionaire 2.Customer Service Desk

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to Customer Service and request for Senior Citizen Discount	1. Assist concessionaire and check / verify status of concessionaire's account, inform the requestor of the requirements needed for Senior Citizen Discount	None	5 mins	Commercial Unit
2.Fill-out the application form for Senior Citizen Discount and provide requirements. Check for the correctness of data inputted.	2. Accept the requirements check and verify if the data are correct then orient the Senior Citizen regarding LWD policy on the annual renewal of Senior Citizen status		13 mins	Commercial Unit
	3. Update applicant's record in the Billing and Collection System and forward to Customer Service for filing		12 mins	Commercial Unit and Billing Unit
	4.Renewal of Senior Citizen membership anually			Commercial Unit and Billing Unit
END OF TRANSACTION				
Total Processing Time			30 mins	

13. Request for Change of Classification of Service Connection

Process request for Change of Classification of Service Connection

Office or Unit:	Commercial Unit / Billing Unit / Engineering Unit / General Manager's office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Concessionaires of Licab Water District that has a request for change of classification of Service Connection

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request form	Customer Service Desk

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to Customer Service and request for change of classification of Service Connection	1. Assist concessionaire and check / verify status of concessionaire's account	None	2 mins	Commercial Unit
	2. Accomplish change classification form and forward to Billing Unit/Engineering Unit		6 mins	Commercial Unit Billing Unit
	3. Conduct investigation regarding the request of classification and submit the result of investigation to the General Manager		2 mins	Commercial Unit, Billing Unit, Engineering Unit and General Manager
	4.Upon approval input in the Billing and Collection System (BCS)			
END OF TRANSACTION				
Total Processing Time			10 mins	

LICAB WATER DISTRICT

INTERNAL SERVICES

1. cApplication for Leave

Process the request for application for leave.

Office or Unit:	Administrative Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens (employee)
Who may avail:	Licab Water District employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Maternity Leave, Special Leave Privileges, Forced/Mandatory Leave, Study Leave, Parental/Solo Leave,VAWC Leave, Vacation Leave,	
1a. Signed Leave Form	
2.Paternity Leave	Admin/H.R
2a. Signed Leave Form	
2b. Photocopy of marriage certificate	Admin/H.R
3.Rehabilitation Leave	Provided by the employee
3a. Signed Leave Form	
3b. Medical Certificate	Admin/H.R
3c. Evidence of injury cause by actual performance of duty	Provided by the employee Provided by the employee
4. Sick Leave	
4a. Signed Leave Form	Admin/H.R
4b. if 5 days or more should have a medical certificate	Provided by the employee
5. Special Leave Benefits for Women	Provided by the employee
5a. Signed Leave Form	
5b. Medical Certificate	
5c. Clinical Summary	Admin/H.R Provided by the employee Provided by the employee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the HR and request to file a leave	1.Print LWD official leave form	none	5 mins	HR / Administrative Unit
2.Sign the leave form application	2.The leave form should be signed by the General Manager	none	2 mins	General Manager
3.Wait for the approval	3.The action should be relay whether approved or disapproved	none	2 min	HR / Administrative Unit
4.None	4.File the leave form for reference purposes	none	1 min	HR / Administrative Unit
END OF TRANSACTION				
Total Processing Time			10 mins	

2. Request for Certificate of Employment

Process the request for certificate of employment.

Office or Unit:	Administrative Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens (employee)			
Who may avail:	Licab Water District's current and former employees/board of directors			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1.Certificate of Employment Form		Admin/H.R		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Write a letter of request address to the General Manager	1.Print LWD Certificate of Employment	none	5 mins	HRD / Administrative Unit and General Manager
2. Fill-out the Certificate of Employment Form check for the correctness of data inputted. And submit the accomplished Form to the office of HRD	2. The form should be signed by the General Manager	none	5 mins	HRD / Administrative Unit and General Manager
END OF TRANSACTION				
Total Processing Time			10 mins	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	• Write your comment/ suggestions on "Post-Inspection" box of the Action Report which will be given to you after every maintenance work were done and checked by our field inspector/investigator. • Write your comment/ suggestions on "Suggestion" box to be found in front of the teller's section. • Send your feedback through e-mail (licabwd@yahoo.com) • Talk to our Officer of the Day • Or write to Ms. Anne Lorelie DL. Laureta – General Manager
How feedbacks are processed	• If the feedback is positive it is the kind of feedback which is more or less acceptable or satisfactory to the concessionaire. It signifies that everything is on the right track and no corrective measure regarding communication is necessary. • If the feedback is negative suggests that the communication has not been effective and some correction, adjustment or re-assessment is required in the process. a. Assist immediately the concessionaire who gives a negative feedback. b. Forward the negative feedback to the General Manager for proper action. c. Inform the complainant of the action taken. d. Request the complainant for feedback.
How to file a complaint	Proceed to Customer Service and fill-out Complaints and Action Form, Indicate whether it is for leaks, re-reading of water meter, low pressure / no water and other service required.
How complaints are processed	• The Customer Service will process request for Complaints and Action form. • Inform the complainant if necessary materials should be paid, if none, fill-out Maintenance Order. • The Customer Service will process request and forward the maintenance order to the Plumber for proper action. • Inspection of Engineering Unit for the Action of the Plumber. • Acceptance of the Complainant of the Action Taken.
Contact Information of CCB,	• CCB - 0908-881-6565 or 1-6565

PCC, ARTA	• LWD – 0925-815-8581/2/3 (044) 950 1397 • PCC – 0997-891-2419 • ARTA - 478-5091/478-5093/478-5099

LICAB WATER DISTRICT

Office	Address	Contact Information
Licab Water District	Real Street Brgy. Poblacion Sur Licab N.E	(044) 950 1397
		0925 – 815 - 8581
		0925 – 815 - 8582
		0925 – 815 - 8583
ARTA	Gf HPGV Building, 395 Senator Gill Puyat Avenue, Makati City	478-5091
		478-5093
		478-5099
PCC	San Cristobal Licab, N.E	0997 – 891 - 2419

Control No: ___
(Bersyon para sa online pagsisiyasat)

LICAB WATER DISTRICT
Real St. Brgy. Poblacion Sur Licab, Nueva Ecija

TULUNGAN MO KAMI NA MAS MAPABUTI ANG AMING MGA PROSESO AT SERBISYO!

Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikitransaksyon sa mga tanggapan ng gobyerno. Makakatulong ang inyong karanasan sa kakatapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal.

Maaari ring piliin na hindi sagutan ang pagsisiyasat na ito.

Uri ng Kliyente: ☐Mamamayan ☐Negosyo ☐Gobyerno (Empleyado o Ahensya)

Petsa: _____ Oras ng simula ng transaksyon: ____ Oras ng matapos ang transaksyon: ____

Kasarian: ☐ Lalaki ☐Babae Edad:_____

Rehiyon:_____ Uri ng transaksyon o serbisyo: _____

PANUTO: Lagyan ng tsek (√) ang iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensya/opisina ng goberyno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.

CC1 Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?

☐1. Alam ko ang CC at nakita ko ito sa napuntahang opisina
☐2. Alam ko ang CC pero hindo ko ito nakita sa napuntahang opisina
☐3. Nalaman ko ang CC nang makita ko ito sa napuntahang opisina
☐4. Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina (lagyan ng tsek ang N/A sa CC2 at CC3 kapag ito ang iyong sagot)

CC2 Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay….

☐1. Madaling makita
☐2. Medyo madaling makita
3. Mahirap makita, sa paanong paraan:
☐Maliit ang sulat
☐Hindi maayos ang pinag lagyan
☐4. Hindi makita
☐5. N/A

CC3 Kung alam ang CC (nagtsek sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo?

☐1. Sobrang nakatulong
☐2. Nakatulong ng kaunti
☐3. Hindi nakatulong
☐4. N/A

PANUTO:

Para sa SQD 0-8, lagyan ng tsek (√) ang hanay na pinakaangkop sa inyong sagot.

	Lubos na hindi sumasan gayon	Hindi sumasan gayon	Walang kinikilinga n	Sumasan gayon	Labis na sumasan gayon	N/A Not Applicable
SQD0. Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.						
SQD1. Makatwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon.						
SQD2. Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay.						
SQD3. Ang mga hakbang sa pagproseso, kasama na ang pagbabayad ay madali at simple lamang.						
SQD4. Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito.						
SQD5. Nagbabayad ako ng makatwirang halaga para sa aking transaksyon. (Kung ang serbisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.)						
SQD6. Pakiramdam ko ay patas ang opisina sa lahat, o 'walang palakasan', sa aking transaksyon.						
SQD7. Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin.						
SQD8. Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin.						

SERBISYONG TUBIG	
Linaw ng tubig sa aming lugar	☐ Malinaw ☐ Malabo
- Kung malabo gaano kadalas at anong oras? _____	
Lasa ng chlorine sa tubig ng Licab Water District sa aming lugar	☐ Walang lasa ☐ Matapang ang Chlorine
Amoy ng tubig ng Licab Water District sa aming lugar	☐ Wala ☐ Mabaho
- Kung mabaho gaano kadalas at anong oras? _____	
Lakas ng pressure ng tubig sa aming lugar	☐ Malakas ☐ Mahina
- Kung mahina gaano kadalas at anong oras? _____	

Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo (opsyonal):

_____

_____

Email address (opsyonal): _____

Numero ng telepono (opsyonal): _____

MARAMING SALAMAT!