

UTILITY RULES AND REGULATIONS GOVERNING
THE OPERATION OF THE
LICAB WATER DISTRICT

The Board of Directors of the Licab Water District hereby enacts this utility rules and regulations governing the operation of Licab Water District:

SECTION 1. GENERAL TERMS:

“BOARD” The Board of Directors of Licab Water District shall be composed of five citizens of the Philippines who are of voting age and residents within the jurisdiction of the district. One member representing civic-oriented service club, one member representing professional association, one member representing business, commercial or financial organizations, one member representing educational institutions, and one member representing women's organization. The Board of directors shall exercise and perform its power and duties through resolutions and / or directives. Its function shall be to establish policy and it shall not engage in the detailed management of the district.

“MANAGEMENT” is composed of General Manager and its staff with valid appointments made by Civil Service Commission. Their function is to manage, and implement the operation of water district.

“DISTRICT” The Licab Water District is a government owned and controlled corporation (GOCC) following Supreme Court Ruling dated March 12, 1992 and pursuant to PD No. 198, as amended.

“SERVICE CONNECTION” A pipeline or lateral tap at the water district mains leading to an individual household with provisions of water meter, outlet valve and meter stand.

“SERVICE CONTRACT” A contract executed between the applicant and the water district for a new service connection. It contains salient features of applicant's obligation to Licab Water District including fees and charges to be paid before service connection shall be installed.

“FIRE CONNECTION” A pipeline taps at the water mains leading to a strategic location line with provision of standpipe provided with hydrant head, gate valve and vault of either manhole or hand hole.

SECTION 2: APPLICATION FOR WATER SERVICE: Any person, firm or office interested of having water service shall file an accomplished Application for Water Service duly signed by the applicant and/or property owner of the premises where service is applied for. The Memorandum of Agreement (MOA) shall be executed by and between the applicant and the General Manager duly acknowledged before a notary public if water supply and pipeline is available, and after all fees and charges are paid by the applicant.

Once applicant has been approved it shall be the obligation of the water consumer to:

1. Pay water bill on or before the due date to avoid penalty charges and/or disconnection of service; non-receipt or loss of bills is not a justification for not paying on time. Bills shall be paid at the office;
2. Pay the average amount based on the highest three months of current year consumption when the water meter malfunction or not read due to inaccessibility or unavailability for reading for whatever reason;
3. Pay the minimum charge in case of zero consumption except for the first bill which will be computed as actual consumption (minimum days of initial connection with actual consumption is 25 days);
4. Pay the cost of damage to the meter assembly or total cost of the meter if lost;
5. Allow the installation of water meter outside the perimeter fence of the concessionaire's house to avoid any problem that will be encountered by the meter reader;
6. Install a water meter protection box immediately after installation of service that will allow the District's personnel to read and replace water meter anytime;
7. Allow District's personnel to retrieve other District properties in case of disconnection of service;
8. Allow District personnel or representatives to enter Consumer's premises anytime for purpose of performing their job without being liable for trespass to dwelling on the property;
9. Pay the penalty charges or surcharges imposed by the water district for late or non-payment of dues;
10. Pay all unpaid overdue accounts and other dues prior to reconnection of service; and
11. Pay the registered consumption in the meter due to leakage in the Consumer's service in- house line or within his residence or compound, with or without Consumer's knowledge or whether actually consumed or not consumed by the consumer.

IT IS THE OBLIGATION OF THE LICAB WATER DISTRICT TO:

1. Provide with diligence safe and potable water to every service connection at all times at the lowest cost possible.
2. Notify all registered consumers concerning all changes of the District's operational policies and practices.
3. Present to the water-consuming public through a public hearing any change in its water rates.
4. Be vigilant in monitoring, inspection and prosecution of violators of the National Water Crisis Act of 1995 (RA No. 8041) and PD 198 Section 31(d) on water pilferage where water revenue and pressure are affected due to illegal acts.

SECTION 3: SERVICE CONNECTION AND MAINTENANCE:

- a) For new connections, the materials and labor required for service connections shall be at the expense of the customer;
- b) The material and labor cost for maintaining mainline connection shall be at the expense of the District;
- c) All pipes and fixtures extending from the meter installed beyond the customer's meter shall be maintained by the customer. Materials cost for replacing service lines and mainline connection including water meter damaged by human activities shall be shouldered by the customers or the party who caused the damage;

SECTION 4: FEES AND CHARGES: The applicant for water service shall pay in full the following fees and charges before actual installation is undertaken. (Amount of fees to be determined thru board resolution)

A. FOR NEW RESIDENTIAL CONNECTION: As defined below.

1. Service Charge
 - a. Inspection / Investigation Fee
 - b. Customer Service Fee
 - c. Registration/ Application fee
2. Concrete Breaking Fee
3. Cost of materials including Water Meter
4. Tapping Fee/ Installation Fee
5. Boring / Cutting Fee
6. Restoration Fee
7. Legal Fee

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.

B. FOR REOPENING OF CLOSED CONNECTION: (applicable to voluntary request for padlocked and connections that had been locked for 2 reading periods or more)

1. Service Charge
2. Service Maintenance Fee
3. Reconnection Fee

Note: Reopening of Commercial/Industrial/Government service connections shall have the same charges and fees. 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.

C. FOR REPAIR OF LEAKING WATER METER ASSEMBLY:

1. Service Charge
2. Bill of Materials (actual costs)
3. Re-tapping/ Re-installation

Note: Costing of other charges shall be based on charging of new service connection.

D. FOR RELOCATION OF ACTIVE OR INACTIVE CONNECTION:

1. Service Charge
2. Bill of Materials (actual costs)
3. Re-tapping/ Re-installation

Note: Costing of other charges shall be based on charging of new service connection plus the cost of labor

E. FOR METER CHECKING:

1. Service Charge

F. REQUEST FOR VOLUNTARY DISCONNECTION

1. Service Charge

CHARGES AND FEES:

1. Service Charge: This covers Registration, Inspection, and Customer service fees depending on the prevailing policy of Licab Water District.

- a. Registration/Application Fee – this covers efforts to receive, evaluate, and enroll in unregistered service connection into the Official Service Connection Record of the District.
 - b. Investigation/inspection Fee – the fee covers the expenses incurred in making field visits to the applicant/ concessionaire premises to gather information to be used as basis for the approval/disapproval of application for service or reconnection of disconnected service and or verify complaints/requests, among which, but not limited to the following:
 - Availability of distribution line and adequacy of water pressure or supply;
 - Original or re-application;
 - Status of account;
 - Relative location of the building/premises in the Block Census Map;
 - Water demand level and size of needed service connection;
 - Needed service connection materials and economical method of installation;
 - Verification of proposed customer account number; and
 - Decision of the application
 - Meter Check
 - Leak repair in the meter assembly
 - Request for voluntary disconnection
 - Relocation of inactive/active connection
 - Repair of leaking water meter assembly
 - Re-opening of closed connection
 - c. Customer Service Fee – this covers payment of administrative expenses such as cost of forms/materials for application, customer ledger, and meter reading card. It also covers personnel service in attending and briefing applicants on the requirements for getting a service, the important provisions of District policies, rules and regulations, and the salient features of the water district concept. It also covers the efforts for the execution or perfection of a service Contract.
2. Tapping/Installation Fee: This fees cover payment of labor in the excavation, installation of saddle clamp and corporation stop valve in order to tap service connection line from the distribution line. Labor for backfilling of excavation is included, (Materials and labor to restore the original surface pavement are not included).
 3. Boring/Cutting Fee: This fee covers the cost of labor for boring or cutting of concrete pavement necessary for laying of service connection pipelines. Labor and materials for surface restoration are not included.
 4. Concrete Breaking and Restoration Fees: These fees cover the cost of labor and materials for breaking and restoring concrete pavement. It is estimated depending on the actual area of concrete breakage and size of distribution line where service connection shall be tapped and they are treated separately.

5. Legal fee Charges: For the notarial fee of the service connection contract.

6. Service maintenance fee: This fees cover the maintenance of service line connecting the meter while the water supply is temporarily close.

SECTION 6: RATES AND CHARGES: All water rates shall be approved / confirmed by LWUA before implementation. The Licab Water District Board of Directors shall pass a Resolution for implementing the approved/confirmed water rates.

SECTION 7: PROPERTY OWNER'S GUARANTEE: The water charge shall begin when a service connection is installed and a water meter is set. Before the water shall be turned on by the District for any purpose whatsoever, the consumer or his authorized agent shall first sign an application form in which it guarantees the payment of future water bills for services required. The property owner will be held liable for water used or consumption until the District is notified in writing to discontinue the service.

SECTION 8: WATER BILLS: Water bill is the amount of consumed water due and payable at the office of Licab Water District on or before the due date. If payment is made after the due date, 5% surcharge shall be imposed to the current bill and if the consumer is in arrears, any payments shall be applied first to the arrears until he becomes in current status. Service may be discontinued without further notice if payment of the water bill is not made before the date such bill becomes delinquent. Water service will not be opened again except payment of full amounts have been made, including the prevailing reconnection fee and other charges.

Failure to receive a bill does not relieve consumer of liability. Any amount due shall be deemed a debt to Licab Water District. Any person, firm, or corporation failing, neglecting or refusing to pay said indebtedness shall be liable to a civil action in the name of said District, in any court of competent jurisdiction for the amount hereof.

The consuming public who cannot pay their due bill subject to disconnection may avail of a relief by applying for a promissory note subject to the approval of the management and no limit per applying of Promissory Note.

Stoppage Fee - this covers payment of administrative expenses such as cost of forms, customer ledger, and meter reading card.

In the case of two or more dwellings on the same lot or compound with a delinquent (disconnected account- illegal connection and or pulled-out account) a new application cannot be permitted until the delinquent account is settled. The management shall refer to the Board for a final ruling.

SECTION 9: DISPUTED WATER BILLS: In the event a complaint is made by a consumer that his water bill is exorbitant, a field investigation shall be made to inspect the meter and to check possible leak after the meter. Should no leak after the meter is found, upon request of the consumer, the meter shall be disconnected and be subject to a test upon it as set forth in Section 12 hereof. In the event the water meter test is within the approved level of accuracy and the consumer continue to question

the water bill, a further investigation of the premises where that meter is serving shall be made by the responsible representative from water district. Should said investigation find no reason to adjust said bill, the management shall refer the disputed bill amounting to 19,999 and below for staggered payment up to 6 months, 20,000 – 100,000 with 5% discount plus staggered payment up to 1 year and 101,000 and above with 5% discount plus staggered payment up to 2 years to the Board for a final ruling, subject to the right of the consumer to appeal said ruling.

SECTION 10: REFUND AND ADJUSTMENTS: If, for any reason, a consumer becomes entitled to a refund for overpayment of a closing bill, or other just cause, a demand shall be made by the consumer to the district for refund of such overpayment subject to the approval by the Board and a Warrant shall be issued to the consumer in the amount of said overcharge. In the event, the over payment was made on a bill but not a closing bill, the amount overpaid shall be credited to the consumer's account.

SECTION 11: METERING: It is the declared policy of the Licab Water District that all consumers are to be metered and that no volume of water is to be delivered without charges except for firefighting purposes.

The furnishing of free water to the public at public faucet is function of local government units. Any such government body may make application for the installation of a service connection for the purpose of supplying water to a public faucet. All water consumed through a public faucet will be charged at the lowest rate block of the district schedule of rates.

The Concessionaire pays the meter, however, the consumer shall be held liable for any damage to the meter due to his negligence or carelessness. It shall be the responsibility of the consumer to protect the meter, gate valve, meter and seal as a result of negligence shall be shouldered by the consumer and it shall be included in the next water bill. If the meter and its appurtenances are beyond repairs due to negligence, the consumer shall pay the cost of the damaged meter and appurtenances at the current market price.

SECTION 12: METER TESTING: When the accuracy of a water meter is being questioned, the District upon request will cause an official test to be made (**with a charge to the requesting party unless proven that the meter is defective**). The consumer shall be notified of the time and place of such test and shall be present before any test shall be made.

The meter under questioned shall be tested on variable rates of delivery. If the average registration is more than 2% in the excess of the actual quantity of water passed through the meter, the District shall refund to the consumer the over charged based on the test for the prior six months, unless it can be shown that the error was due to some cause for which the date can be ascertained. In the latter case, the overcharge shall be computed back to the certain date and not beyond such times.

SECTION 13: TAMPERING OF DISTRICT PROPERTY: No one except an employee or representative of the District shall at any time in any manner operate the curb cock or valve, water meters, distribution line, street mains and other parts of the water system. Anyone caught stealing water through tampering of District property or

through in any means shall be subjected to the provision stipulated in Section 31(d) of PD 198, as amended and District Water Pilferage Policy. The violators shall also pay for the damage of District properties.

SECTION 14: WATER USED WITHOUT REGULAR APPLICATION BEING MADE:

A person, firm or corporation taking possession of premises and using water from an inactive service connection without having made application to the District for reconnection of water service shall be held liable for the water delivered from the date of the last recorded meter reading. A penalty stipulated in Section 31 (d) of PD 198, as amended, shall be imposed. If the meter is found defective, the quantity water consumed will be estimated from three months average consumption when the water meter was still functional. The District shall outright disconnect without further notice such illegal connection done by illegal reopening. Reopening again can be made after payment of assessed full amount including penalty.

SECTION 15: SIZE AND LOCATION: The Water District reserves the right to determine the size of service connections and their location with respect to the boundaries of the premises of the applicant to be served. The installation of service connection shall not be done until its location has been approved by the management or its authorized representative.

The water meter shall be installed outside the property line immediately after the District's distribution line for the purpose of easier meter reading and maintenance and to minimize water wastage along "spaghetti" or very long service connection lines.

SECTION 16: CURB COCK or GATE VALVE: Every service connection installed by the District shall be equipped with a curb cock or gate valve after the water meter. Such valve shall be for the exclusive use of the District in controlling the water supply during maintenance works.

It is further provided that, if the gate valve is damaged by the consumer's use to an extent requiring replacement, such replacement shall be made at the consumer expense.

SECTION 17: PRESSURE CONDITION: All applicants for service connections shall conform to the prevailing pressure conditions and or water service condition at the distribution line along the location of the proposed service connection. They shall also agree to hold the District blameless for any damages arising out of low pressure or high-pressure conditions and interruption of service.

SECTION 18: CROSS CONNECTION: No person, firm, or corporation shall install or maintain any physical connection between any private source of water supply and the District water supply; that Licab Water District warrants to maintain emergency connections with other utilities serving domestic water.

SECTION 19: TURNING WATER SUPPLY ON AND OFF: A service fee shall be imposed for turning on or shutting off water supply when requested by the consumer for closing of an old account or the beginning of a new one. If the District representative is in any way prevented from disconnecting service connection for non-payment of water bills or for any infractions of the District Utility Rules and Regulations, the District

may take any further steps it deems necessary to effect disconnection and full cost of such efforts plus the cost of reconnection must be paid in full before service will be restored. The said amount plus outstanding bills shall be required to be paid by the consumer before service will be renewed.

A service maintenance fee shall be collected on a monthly basis to those who requested for a temporary closing of water supply. (Amount of fees to be determined thru board resolution).

The District, upon request, day and night and without charge will shut off the water supply for emergency and pipeline repair purposes at the curb cock or valve, and that the District will turn on the water supply after repairs are made.

SECTION 20: DAMAGE THROUGH LEAKING PIPES AND FIXTURES: When turning on the water supply as requested by the consumer and the house or building is vacant in that instance, the District shall check to ascertain if water is running in the inside of the house or building. If such case is found, the water will be left shut off at the curb cock or valve on the outlet side of the meter. The jurisdiction and responsibility of the District shall end at the meter. The District will in no case be liable for damages beyond the meter.

SECTION 21: MAINTENANCE OF WATER PRESSURE AND SHUTTING DOWN FOR EMERGENCY REPAIRS: The district shall not accept any responsibility for the maintenance of pressure and it reserves the right to discontinue service while making emergency repairs for other causes, which in the discretion of the District necessitates such discontinuance.

SECTION 22: FIRE AND PROTECTIVE SERVICE CONNECTION:

- a) This service shall be used only for water consumed in extinguishing fires. Upon the completion of the installation, the valve governing the same shall be closed and shall remain so until a written order is received from the owner of the premises serve by the reason of the installation, maintenance, use, fluctuation of pressure, or interruption of supply.
- b) If water is used through the fire connection for any purpose other than extinguishing of fires, the District shall have the right to place a meter on the fire connection at the owner's expenses or to shut off the entire water supply from such premises. Upon the installation of such meter, the rates as adopted by resolution under the provisions of Section 6 herein shall apply.
- c) The District shall have the right to take a domestic, commercial or industrial service from the fire connection at the curb to supply the same premises to which the fire service connection belongs. The District shall also have the right to determine the proportion of the installation cost properly chargeable to each connection if such segregation of costs becomes necessary.
- d) The District reserves the right to install on all fire connection a gate valve of a type approved by the Board of Fire Underwriters and to equip the same with a by-pass meter; such installation shall be at the expense of the owner of the

property and the regular domestic water rates as set forth by resolution hereof shall apply for all water used through such service except for fire protection purpose only.

SECTION 23: SUPPLY FROM FIRE HYDRANTS:

- a) An application for temporary use of water from a fire hydrant must secure a permit thereupon from the District and pay the regular fee charge for the installation and removal of a meter to be installed on said hydrant, or in case of an unmetered installation, for the permits required for such usage.
- b) Each applicant shall provide himself with a hydrant wrench necessary to operate such hydrant, and install a separate shut off valve with restricting edifice to minimize damage for hydrant and mains. If hydrant is damaged by the consumer's use to any extent requiring repair or replacement, such repair or replacement shall be made at the customer's expense.

SECTION 24: CLASSIFICATION OF SERVICE CONNECTION:

- a) Each parcel of land under separate ownership must be provided with separate service, or else the District will classify the said connection as full commercial although the water use is purely domestic.
- b) Two or more dwelling units under one ownership and on the same lot may be supplied through the same service, provided, however, that the District shall reserve the right to limit the number of dwelling units of the area of land to be supplied by one service connection.
- c) When property provided with a service is subdivided, each service shall be considered as belonging to the lot or parcel of land upon which it fronts.
- d) Generally, if service installed to a building or compound used both as domestic and commercial, the connection may be classified to the higher classification. In cases that a commercial service connection is used partly as bulk/wholesale, then such connection shall be bulk/wholesale.
- e) Domestic Class – This is a service connection whereby water is purely used for domestic needs such as drinking, cooking, washing, watering plants and bathing. Its water rate falls on the lowest level.
- f) Government Class - This class uses water primarily for public service, not intended for profit. Examples are City, municipal, provincial and national government buildings or offices. The rate is the same as the domestic consumer.
- g) Semi – commercial Class:

Semi – commercial Class B (1.5)– connection where business existing which requires Mayor's permit/license. Examples are sari-sari stores, carinderia w/ 3

tables, machine shop, bakeries, optical, flower, welding, junk, vulcanizing, jewelry, furniture shops, radio/TV appliance dealers, tinsmith, mirror, auto repair, fruit stands, vegetable stands, barber, general merchandise, dress shops, canteens, photo, tailoring, private offices, insurance companies, law offices, agricultural and poultry supplies, farm supplies store, etc. Capitalization more than P41,000.00. Water rates are 1.5 of the domestic rate.

Semi- commercial Class C (1.25) - connection where business existing which requires Mayor's permit/license. Examples are sari-sari stores, carinderia w/ 2 tables, machine shop, bakeries, optical, flower, welding, junk, vulcanizing, jewelry, furniture shops, radio/TV appliance dealers, tinsmith, mirror, auto repair, fruit stands, vegetable stands, barber, general merchandise, dress shops, canteens, photo, tailoring, private offices, insurance companies, law offices, agricultural and poultry supplies, farm supplies store, etc. Capitalization more than P10,000.00 but less than 40,000.00.

- h) Commercial Class (2.0)– These are establishments drawing water from the water system for the purpose of directly/indirectly enhancing their business such as private schools, resort, restaurants, hotels, motels, inn, disco house, beer house, ice cream house, canteen with 4 or more tables, supermarket, bakeshop, marble factory, bottling company, cement factory, oil manufacturing, ice plants, electric plants, sugar centrals, bus terminals, gas station, laundry shops, cinemas/theatres, telephone company, construction company, rice, corn, and copra dealers, private lanes, rice mills, sawmills, chemical factories, rural banks, commercial banks, billiard halls and other games and other entertainment places, piggery, any residential user who sells or supplies water to others, boarding houses and duplex houses having one connection. Water rate is twice the domestic rate.

Commercial A (1.75) - These are establishments drawing water from the water system for the purpose of directly/indirectly enhancing their business such as General merchandise, photo services, dental and medical clinic, warehouses, groceries, gift shops, private offices, drugstores, wholesale and retail outlets, fish and meat stalls in public markets with individual water meters

- i) Bulk or Wholesale – These are connectors who sell/vend water without transforming it into another product. Vending water includes sale to tankers or by containers or pail to individual. Water rate is 3 times the domestic rate.

SECTION 25: MAIN EXTENSION – All types of water system expansion in subdivision shall be based on the subdivision policy of Licab Water District.

SECTION 26: SEPERABILITY CLAUSE: If in any section, sub-section, sentence, clause, or phrase of these regulations is, for any reason, held to be unconstitutional, illegal, or unlawful, such decision shall not affect the validity of the remaining portion of the regulations. The Board of Directors of Licab Water District hereby declares that it would have adopted these regulations irrespective of the fact that may one or more section, sub-section, sentence, clause, or phrase is declared unconstitutional, illegal or void.

Revised by Board Resolution No. 49 Series of 2023, dated September 07, 2023.