

REVISED CITIZEN'S CHARTER

2015

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GENERAL INFORMATION

BRIEF HISTORY

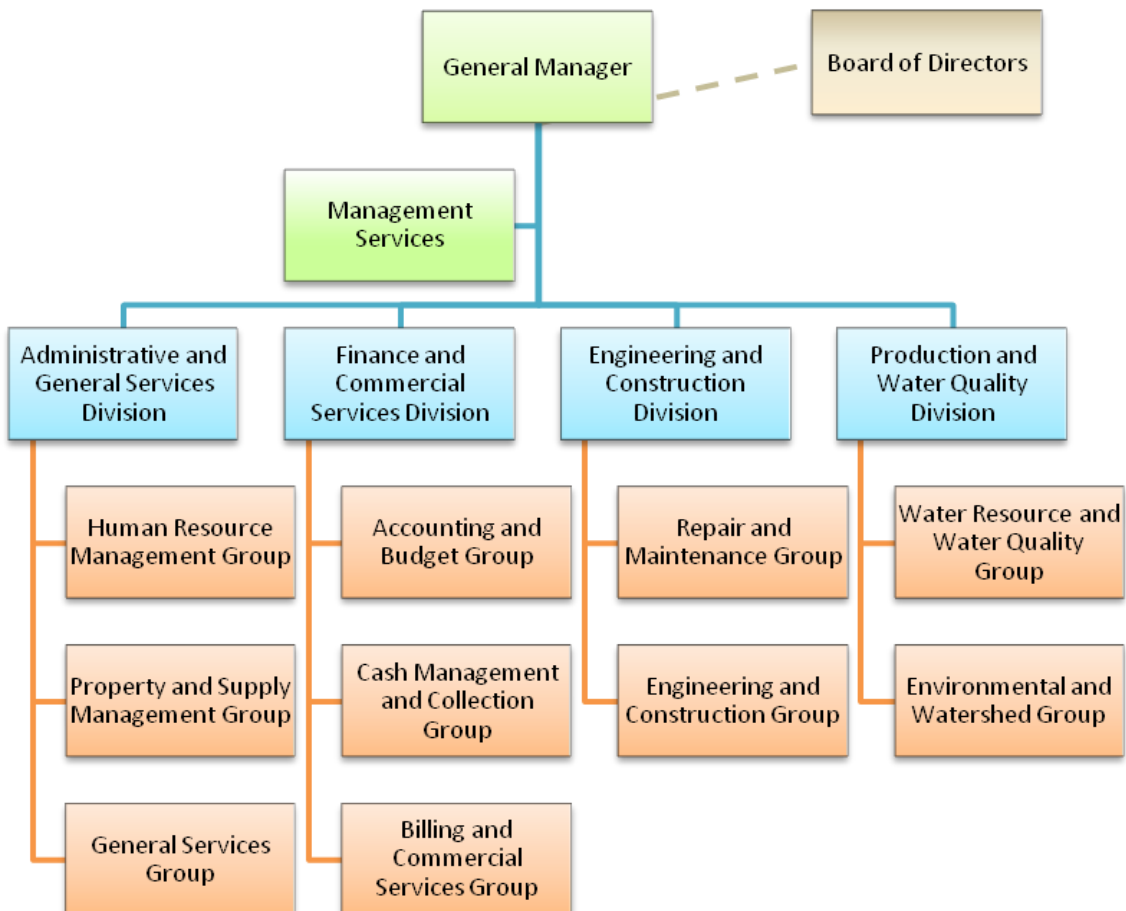
The Sangguniang Bayan of Isabela by virtue of Resolution No. 1109 organized the Isabela Water District (ISAWAD) on June 4, 1987. Upon the filing of the said resolution with the Secretary of the Local Water Utilities Administration (LWUA) pursuant to Section 7 of P.D. 198, ISAWAD was then deemed duly formed and existing on July 5, 1987. It was later issued its Conditional Certificate of Conformance No. 330 on February 10, 1988. Its name was later changed to Isabela City Water District per ISAWAD Board Resolution No. 9, Series of 2001 after a plebiscite in 2001 which converted the then Municipality of Isabela to the City of Isabela.

THE ORGANIZATION

On March 2, 2012, the ISAWAD was re-categorized from a medium-sized water district to Category C pursuant to the Revised Local Water District Manual on Categorization, Re-Categorization, and Other Related Matters (LWD-MaCRO) issued per Department of Budget and Management (DBM) Circular Letter No. 2011-10 dated November 18, 2011. In September 20, 2012, its new Organizational Structure and Staffing Pattern under Category C was approved by the DBM – Regional Office IX.

The water district is under the control of the Board of Directors composed of five (5) members each representing representing the professional, civic, education, women, and business sectors. Presently, it is composed of 56 regular employees and 3 casual personnel headed by a General Manager and functional units namely, (a) Administrative and General Services Division, (b) Engineering and Construction Division, (c) Finance and Commercial Division, and (d) Production and Water Quality Division each supervised a Division Manager. The water district also currently contracts the services of 11 contractual personnel and 39 job order workers.

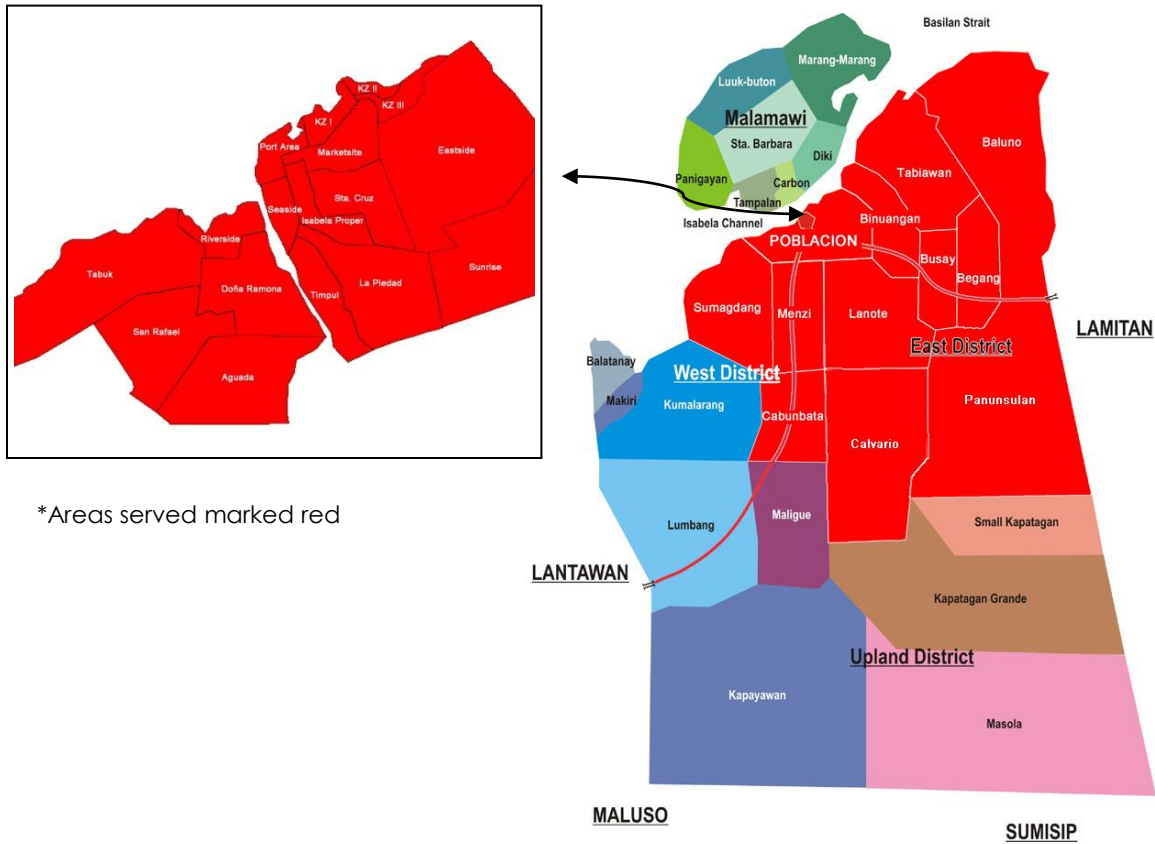
Below is the existing organizational structure of the water district:



SERVICE COVERAGE

Currently, the water district is already serving a total of 28 out of the 45 barangays throughout the city providing the mainland population of about 79,793 with access to safe and potable water.

The map of the service area of the water district is shown below.



For now, the residents from the islands of Malamawi, Lampingan, and Balatanay are being catered with water for drinking from the district's bulk sale station purchased at PhP0.50 per 20-liter gallon. Nevertheless, the water district is currently undertaking a well drilling project to tap a potential source in the island of Malamawi to cater their potable water supply needs in the island.

CONCESSIONAIRE PROFILE

In the latest results of the Census 2010, the City of Isabela has a total population of 98,002 and an average household size of 5 persons per household. Based on the national growth rate, Isabela City has a projected population of 113,446 in the year 2015.

At present, about 73% of the city's population already has access to the facilities of the water district although only about 43% of the population is actually served. This percentage of actual service is computed based on the average household size and the total number of service connections of the water district as of December 2015.

As of December 2015, the water district already has a total service connection of 9,792 although only 8,295 of which are active. The service connections are divided into the following classifications:

Classifications	No. of Service Connections
Residential	7,511
Government	121
Commercial	181
Semi-Commercial A	129
Semi-Commercial B	264
Semi-Commercial C	63
Bulk/Wholesale	8
TOTAL	

For the year 2015, the consumption pattern per classification registered the following figures:

Classifications	Consumption (in cu.m.)
Residential	2,187,561
Government	183,691
Commercial	123,496
Semi-Commercial A	37,714
Semi-Commercial B	84,399
Semi-Commercial C	29,077
Bulk/Wholesale	29,452
TOTAL	2,675,390



Our Vision

A globally-certified provider of quality and affordable water supply and sanitation service by 2020.

Our Mission

To provide potable, sufficient, and affordable water supply.

To deliver prompt and reliable sanitation service.

To support initiatives promoting health, environmental care, and socio-economic development.

Our Core Values

WISDOM: Our policies will be governed by fair judgement and our plans will be sound and compassionate towards promoting the common good and the well-being of our environment upon which we rely from.

ACCOUNTABILITY: Our actions will center on transparency and moral conduct expected of public servants and will constantly uphold the honor and integrity of public service as a public trust.

TEAMWORK: Our people will work in harmony with each other for the attainment of our shared goals and responsibilities and will always serve with the support and cooperation of the community as partner towards sustainable community and economic development.

EXCELLENCE: Our organization will exist to deliver the finest service and will dedicate their knowledge, talents, and skills towards becoming ever reliable and responsive to the needs of the public.

RESPECT: Our men and women will always promote respect for all individuals regardless of gender, race, religion, ethnicity, and/or status and will always act with courtesy and with care for the welfare of one another.

Our Commitment

To change the lives of the Isabeleños through water supply and sanitation.



CITIZEN'S CHARTER

Frontline Services

The primary services offered by the water district pertains to provision of water supply to those with active service connections and those intending to apply for new service connections or reconnection of existing services connections as well as the payments for these services availed by the concessionaires. As such, of the frontline services offered, the following are the most availed by the concessionaires:

- Application for New Service Connection
- Application for Reconnection of Service Connection
- Payment of Water Bills

The detailed process flows and information on applicable fees and charges for the above-listed frontline services are shown in the succeeding sections.

APPLICATION FOR A NEW SERVICE CONNECTION

Available from Mondays to Fridays from 8:00 A.M. to 5:00 P.M. with No Noon Break

Step	Client	Forms to be Accomplished	Service Provider	Processing Time	Persons Responsible	Fees	Action Time Frame
1	Submit the complete requirements to the Customer Service Assistant (CSA) assigned at the Frontline Service Desk	<ul style="list-style-type: none"> *Attendance to Policy Orientation *Location Sketch of House/ Establishment *Approved Inspection Slip *Road Crossing Permit, if necessary *Photocopy of Valid ID *Barangay Clearance *For tenants, submit accomplished MOA with Landowner and ISAWAD. 	Receive and examine documents submitted and prepare Service Application Construction Order (SACO) with annexes, upon full compliance with the requirements.	15 minutes	Customer Service Assistants	None	Immediately
2	Sign the SACO with the annexes and agree to the terms and conditions of the application.	Annexes: <ul style="list-style-type: none"> *Store Requisition and issue Slip *Service Contract 	Submit the accomplished SACO with annexes to the Division Manager for the endorsement of the service application and return to the client of payment.	3 minutes	Customer Services Assistants and Division Manager	None	Immediately
3	Proceed to the Cashier after approval of SACO and pay only the applicable fees as summarized in the SACO.		Accept the payment, issue an Official Receipt (O.R.) and countersign the SACO with the complete details at the payment.	3 minute	Cashier	PhP1,960.00* *plus cost of Materials for installation which amount may vary depending on the installation requirements and stock availability	Immediately

Step	Client	Forms to be Accomplished	Service Provider	Processing Time	Persons Responsible	Fees	Action Time Frame
4	Return the SACO to the CSA by the PACD		Receive the SACO for recording and forward to the Engineering and Construction Division for their action.	1 minute	Customer Services Assistants	None	Within 2 Working Days
END OF TRANSACTION							

Important Reminders for Concessionaires:

- ORIENTATION SEMINARS to which attendance is required for the processing of applications for New Service Connection as well as other services such as Reconnection of Old Accounts, Transfer of Ownership are held every Tuesdays at 8:00 A.M., except when the same has been declared a holiday.
- To facilitate immediate processing of service applications, all requirements must duly complied with.
- For concessionaires who opt to purchase materials outside of those provided as standard materials for every service application, it must be ensured that the same are ready prior to the approval of the application and/or scheduled installation.
- Service installation shall be on a first-come, first-served basis, however, no service installation shall be undertaken without the concessionaire or any representative at the residence on the day of the scheduled installation. Otherwise, applicants must inform the CSA ahead of the date of availability for the appropriate re-scheduling of the installation only during regular work days.
- In house plumbing installation is not covered by the service applications.

APPLICATION FOR RECONNECTION

Available from Mondays to Fridays from 8:00 A.M. to 5:00 P.M. with No Noon Break

Step	Client	Forms to be Accomplished	Service Provider	Processing Time	Persons Responsible	Fees	Action Time Frame
1	Submit the complete requirements to the Customer Service Assistant (CSA) assigned at the Frontline Service Desk	<ul style="list-style-type: none"> *Approved inspection Slip (for domain connections only) *Road Crossing Permit, if necessary *Photocopy of Valid ID *For representatives, submit Letter of Consent from the registered owner duly certified by the Barangay Chairman together with a photocopy of a valid ID of the authorized representative. *Proof of settlement of outstanding accounts 	Receive and examine documents submitted and prepare Service Application Construction Order (SACO) with annexes, upon full compliance with the requirements.	10 minutes	Customer Service Assistants	None	Immediately
2	Sign the SACO with the annexes and agree to the terms and conditions of the application.	Annexes: <ul style="list-style-type: none"> *Store Requisition and issue Slip *Service Contract 	Submit the accomplished SACO with annexes to the Division Manager for the endorsement of the service application and return to the client of payment.	3 minutes	Customer Services Assistants 7 Division Manager	None	Immediately
3	Proceed to the Cashier after approval of SACO and pay only the applicable fees as summarized in the SACO.		Accept the payment, issue an Official Receipt (O.R.) and countersign the SACO with the complete details of the payment.	3 minute	Cashier	PhP300.00* *if application for reconnection is made more than [5] days form disconnection	Immediately

Step	Client	Forms to be Accomplished	Service Provider	Processing Time	Persons Responsible	Fees	Action Time Frame
						PhP150.00** **if application for reconnection is made within [5] days from disconnection *with applicable cost of materials, as may be deemed necessary, for re-installation.	
4	Return the SACO to the CSA ay the PACD		Receive the SACO for recording and forward to the Engineering and Construction Division for their action.	1 minute	Customer Services Assistants	None	Within 2 Working Days for Dormant Accounts and Within the Day for Recent Disconnection
END OF TRANSACTION							

PAYMENT FOR WATER BILLS

Available from Mondays to Fridays from 8:00 A.M. to 5:00 P.M. with No Noon Break, on Saturdays and Holidays from 8:00 A.M. to 12:00 P.M.

Step	Client	Forms to be Accomplished	Service Provider	Processing Time	Persons Responsible	Fees	Action Time Frame
1	Present the water bill for payment to the Teller.	None	Retrieve account information and verify the amount for payment based on amount due on billing notice, approved Promissory Note, and/or Order of Payment.	1 minute	Tellers	None	Immediately
2	Give or check payment to Teller.	None	Accept the Payment and issue on Official Receipts (O.R.).	1 minute	Tellers	*Amount as indicated in the Billing Notice, approved Promissory Note and/or Order of Payment	Immediately
END OF TRANSACTION							

SCHEDULE OF WATER RATES

Classification of Connection per LWUA Guidelines	Minimum Charge (Php)	Commodity Charge (Php per cu.m. in excess of minimum)			
	0-10 cu.m. consumption	11-20 cu.m. consumption	21-30 cu.m. consumption	31-40 cu.m. consumption	41-up cu.m. consumption
RESIDENTIAL / GOVERNMENT	160.00	17.60	19.50	21.50	24.00
COMMERCIAL / INDUSTRIAL	320.00	35.20	39.00	43.00	48.00
SEMI-COMMERCIAL A	280.00	30.80	34.13	37.63	42.00
SEMI-COMMERCIAL B	240.00	26.40	29.25	32.25	36.00
SEMI-COMMERCIAL C	200.00	22.00	24.38	26.88	30.00

*Approved per ISAWAD B.O.D. Resolution No. 40, S. 2013, dated June 1, 2013 and confirmed by the LWUA per B.O.T. Resolution No. 027, S. 2013, dated April 29, 2013.



CITIZEN'S CHARTER

Other Related Services

Meanwhile, as part of the maintenance of the existing service connections, the following are the services which the concessionaires may opt to avail subject to applicable fees and charges:

- Relocation of Service Connection
- Transfer of Account Ownership
- Water Meter Replacement

The procedure for replacement of water meter is not fixed since it is only consequent of the conduct of meter investigations, meter calibrations, or due to fortuitous events, hence, the process for meter replacement shall vary according to the conditions requiring such.

On the other, the other services listed below pertains to account-related requests and transactions which the concessionaires may avail without service fees and charges namely:

- Application for Senior Citizen Discount (SCD) Privilege
- Request for Temporary Disconnection
- Request for Promissory Note on Payment of Water Bill
- Request for Re-Classification of Account
- Request for Copy of Statement of Account
- Request for Repair of Leaks or Defects within the Water Meter
- Request for Investigation on High Water Consumption
- Request for Conduct of Meter Test/Calibration
- Request for Repair on Complaints Related to Water Supply

The processing of requests for availment of these related services and the timeframe of action shall vary on a case-to-case basis depending on the nature of the requests and the extensiveness of the work to be undertaken, however, the standard procedures and periods of action are shown in the succeeding sections.

APPLICATION FOR RELOCATION

Available from Mondays to Fridays from 8:00 A.M. to 5:00 P.M. with No Noon Break

Step	Client	Forms to be Accomplished	Service Provider	Processing Time	Persons Responsible	Fees	Action Time Frame
1	Submit the complete requirements to the Customer Service Assistant (CSA) assigned at the Frontline Service Desk	<ul style="list-style-type: none"> *Approved inspection Slip *Photocopy of Valid ID *For representatives, submit Letter of Consent from the registered owner duly certified by the Barangay Chairman together with a photocopy of a valid ID of the authorized representative. *Proof of settlement of outstanding accounts *Barangay Clearance (for relocation to a different address/residence) 	Receive and examine documents submitted and prepare Service Application Construction Order (SACO) with annexes, upon full compliance with the requirements.	10 minutes	Customer Service Assistants	None	Immediately
2	Sign the SACO with the annexes and agree to the terms and conditions of the application.	Annexes: *Store Requisition and issue Slip	Submit the accomplished SACO with annexes to the Division Manager for the endorsement of the service application and return to the client of payment.	3 minutes	Customer Services Assistants and Division Manager	None	Immediately
3	Proceed to the Cashier after approval of SACO and pay only the applicable fees as summarized in the SACO.		Accept the payment, issue an Official Receipt (O.R.) and countersign the SACO with the complete details of the payment, O.R. number, date and amount paid.	3 minute	Cashier	PhP500.00* *plus cost of materials, as may be deemed necessary for the relocation.	Immediately

Step	Client	Forms to be Accomplished	Service Provider	Processing Time	Persons Responsible	Fees	Action Time Frame
4	Return the SACO to the CSA by the PACD		Receive the SACO for recording and forward to the Engineering and Construction Division for their action.	1 minute	Customer Services Assistants	None	Within 2 Working Days if at the same address and within 3 Working Days if to another address
END OF TRANSACTION							

APPLICATION TRANSFER OF ACCOUNT OWNERSHIP/CHANGE OF ACCOUNT NAME

Available from Mondays to Fridays from 8:00 A.M. to 5:00 P.M. with No Noon Break

Step	Client	Forms to be Accomplished	Service Provider	Processing Time	Persons Responsible	Fees	Action Time Frame
1	Submit the complete requirements to the Customer Service Assistant (CSA) assigned at the Frontline Service Desk	*Attendance to Policy Orientation *Photocopy of Valid ID *Barangay Clearance *For Representatives, submit Letter of Consent from the registered owner with photocopy of valid ID and to be certified by the Barangay Chairman *Proof of settlement of outstanding account.	Receive and examine documents submitted and prepare Service Application Construction Order (SACO) with annexes, upon full compliance with the requirements.	5 minutes	Customer Service Assistants	None	Immediately
2	Sign the SACO and agree to the terms and conditions of the application.		Submit the accomplished SACO to the Division Manager for the endorsement of the service application and return to the client of payment.	3 minutes	Tellers	*Amount as Indicated in the OP	Immediately
3	Proceed to the cashier after approval of SACO and pay only the applicable fees as summarized in the SACO.		Receive the duplicate copy of the OP for Recording.	3 minute	Cashier	PhP250.00	Immediately
4	Return the SACO to the CSA by the PACD		Receive the SACO for recording and forward to the Customer Accounts Unit for immediate action.	1 minute	Customer Services Assistants	None	Within the Day
END OF TRANSACTION							

APPLICATION FOR AVAILMENT/RENEWAL OF SENIOR CITIZEN'S DISCOUNT (SCD) PRIVILEGE

Available from Mondays to Fridays from 8:00 A.M. to 5:00 P.M. With No Noon Break and on Saturdays and Holidays from 8:00 A.M. to 12:00 P.M.

Step	Client	Forms to be Accomplished	Service Provider	Processing Time	Persons Responsible	Fees	Action Time Frame
1	Submit the duly accomplished 7 signed application/renewal form with the complete requirements to the Customer Services Assistant (CSA) assigned at the Frontline Service Desk.	<p>*Application Form for Availment of Senior Citizen's Discount Privilege *Senior Citizen's I.D Card *Voter's I.D. Card *Proof of Residency/Barangay Clearance *Recent 2"x 2" Photo *Renewal form for subsequent years to be filed on or before date of birth of the Senior Citizen.</p> <p>**For applications thru a representative due to the incapacity at the senior citizen to process the same, an Authorization Letter executed by the applicant and duly certified by the City Social Welfare Development Office together with the copy of the Voter's I.D. Card at the authorized representative shall be required in addition to the above-listed requirements.</p>	Receive and examine the documents submitted and forward the application/renewal form to the Division Manager for endorsement upon compliance with the requirements.	3 minutes	Customer Services Assistants and Division Manager	None	Immediately
END OF TRANSACTION							

REQUEST FOR TEMPORARY DISCONNECTION

Available from Mondays to Fridays from 8:00 A.M. to 5:00 P.M. with No Noon Break

Step	Client	Forms to be Accomplished	Service Provider	Processing Time	Persons Responsible	Fees	Action Time Frame
1	Inform the Customer Services Assistant (CSA) assigned at the Frontline Service Desk of the specific details of the account.	*Request for Temporary Disconnection *Maintenance Order	Retrieve account information, prepare the Maintenance Order & Request for Temporary disconnection for signing by the Client, submit to the Division Manager for endorsement, and forward to the Engineering and Construction Division for their action.	5 minutes	Customer Services Assistants and Division Manager	None	Within 24 hours
END OF TRANSACTION							

REQUEST FOR PROMISSORY NOTE

Available from Mondays to Fridays from 8:00 A.M. to 5:00 P.M. with No Noon Break

Step	Client	Forms to be Accomplished	Service Provider	Processing Time	Persons Responsible	Fees	Action Time Frame
1	Present current water bill to the Customer Services Assistant (CSA) assigned at the Frontline Service Desk.	*Promissory Note	Retrieve account information, prepare the Promissory Note for signing by the Client, submit request to the Division Manager for approval and issue a copy to the client for reference.	3 minutes	Customer Services Assistants and Division Manager	None	Immediately
END OF TRANSACTION							

REQUEST FOR RE-CLASSIFICATION OF ACCOUNT

Available from Mondays to Fridays from 8:00 A.M. to 5:00 P.M. with No Noon Break

Step	Client	Forms to be Accomplished	Service Provider	Processing Time	Persons Responsible	Fees	Action Time Frame
1	Explain the details of the requested to the Customer Service Assistant (CSA) assigned at the Frontline Service Desk.	*Maintenance Order	Prepare the Maintenance Order for signing by the Client, submit to the Division Manager for endorsement and inform the client to return after 5 working days for the result of the investigation.	5 minutes	Customer Services Assistants and Division Manager	None	Within 5 Working Days
END OF TRANSACTION							

REQUEST FOR COPY OF ACCOUNT LEDGER AND/OR STATEMENT OF ACCOUNT

Available from Mondays to Fridays from 8:00 A.M. to 5:00 P.M. with No Noon Break

Step	Client	Forms to be Accomplished	Service Provider	Processing Time	Persons Responsible	Fees	Action Time Frame
1	Inform the Customer Services Assistant (CSA) assigned at the Frontline Service Desk about the details of the account.	None	Retrieve the account information, print a copy of the account ledger of the Client for the period as requested, submit to the Division Manager for approval, and issue copy to the Client.	3 minute	Customer Services Assistants and Division Manager	None	Immediately
END OF TRANSACTION							

REQUEST FOR REPAIR OF LEAKS OR DEFECTS WITHIN THE WATER METER

Available from Mondays to Fridays from 8:00 A.M. to 5:00 P.M. with No Noon Break

Step	Client	Forms to be Accomplished	Service Provider	Processing Time	Persons Responsible	Fees	Action Time Frame
1	Inform the Customer Services Assistants (CSA) assigned at the Frontline Service Desk on the details of the service to be requested.	*Service Request Slip or *Maintenance Order	Prepare the Service Request Slip or Maintenance Order, Record the request and forward to the Engineering and Construction Division for their action.	3 minutes	Customer Services assistants	None	Within 24 hours
END OF TRANSACTION							

REQUEST FOR INVESTIGATION ON HIGH WATER CONSUMPTION

Available from Mondays to Fridays from 8:00 A.M. to 5:00 P.M. with No Noon Break

Step	Client	Forms to be Accomplished	Service Provider	Processing Time	Persons Responsible	Fees	Action Time Frame
1	Explain the details of request to the Customer Services Assistant (CSA) assigned at the Frontline Service Desk about the details of the account.	*Maintenance Order	Retrieve account information, prepare Maintenance Order for signing by the Client, submit to the Division Manager for endorsement and inform the Client to return after 4 working days for the result at the investigation and/or meter calibration.	3 minutes	Customer Services Assistants and Division Manager	None	Within 4 working Days
END OF TRANSACTION							

REQUEST FOR CONDUCT OF METER TEST/CALIBRATION

Available from Mondays to Fridays from 8:00 A.M. to 5:00 P.M. with No Noon Break

Step	Client	Forms to be Accomplished	Service Provider	Processing Time	Persons Responsible	Fees	Action Time Frame
1	Explain the details of request to the Customer Services Assistant (CSA) assigned at the Frontline Service Desk about the details of the account.	*Maintenance Order	Retrieve account information, prepare Maintenance Order for signing by the Client, submit to the Division Manager for endorsement and inform the Client to return after 4 working days for the result at the investigation and/or meter calibration.	3 minutes	Customer Services Assistants and Division Manager	None	Within 4 working Days
END OF TRANSACTION							

REQUEST FOR REPAIR ON COMPLAINTS RELATED TO WATER SUPPLY AVAILABILITY AND/OR QUALITY

Available from Mondays to Fridays from 8:00 A.M. to 5:00 P.M. with No Noon Break

Step	Client	Forms to be Accomplished	Service Provider	Processing Time	Persons Responsible	Fees	Action Time Frame
1	Inform the Customer Services Assistant (CSA) assigned at the Frontline Service Desk on the details of the service to be requested.	*Service Request Slip or *Maintenance Order	Prepare the Service Request Slip or Maintenance Order, record the request and forward to the Engineering and Construction Division for their action.	3 minutes	Customer Service Assistants	None	Within 24 hours
END OF TRANSACTION							

We are committed to improve the quality of our services through your help. For your feedbacks, comments, or suggestions on this charter and the services of the water district, please feel free to:

(1) Drop them on the Suggestion Box located at the Waiting Area, Ground Floor, ISAWAD Building

(2) Write a letter to:

**MS. ALELI C. ALMODOVAR,
General Manager, Isabela City Water District,
C. P. Garcia St., Isabela City**

For other concerns, you may contact us through any of the following:

Landline: (062) 200 7418 / (062) 200 7671

Mobile Number: 0917 527 1379

Please provide your complete name, address, and other contact information so we could give you immediate feedback as to the action taken on your concern.