

CATARMAN WATER DISTRICT



OPERATIONS MANUAL

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I.INTRODUCTION

The Operations Manual of Catarman Water District (CWD) contains the general information about the water district, its underlying function, mandates, operating procedures and organization. This manual also provide its readers knowledge about the district’s responsibilities and structure.

This Manual defines the different role and responsibilities of the Board of Directors, General Manager, and Division Head within the organization, the operational control and supervision, and the different operating procedures and the major activities of Catarman Water District.

The Catarman Water District Operation Manual is available on the district’s official website at www.Catarmanwater.com.gov.ph. Printed copies are maintained at the frontdesk of CWD office located at Balite Cor.Quirino Sts. Brgy. J.P. Rizal, Catarman Northern Samar.

II. ABBREVIATIONS

CWD-CATARMAN WATER DISTRICT

LWUA-LOCAL WATER UTILITIES ADMINISTRATION

PD- PRESIDENTIAL DECREE

BOD-BOARD OF DIRECTORS

GM- GENERAL MANAGER

NSC-NEW SERVICE CONNECTION

NRW-NON REVENUE WATER

MO-MAINTENANCE ORDER

PR-PURCHASE REQUEST

PO-PURCHASE ORDER

JO-JOB ORDER

RIS-REQUISITION ISSUANCE SLIP

OR-OFFICIAL RECEIPT

DV-DISBURSEMENT VOUCHER

RFQ-REQUEST FOR QUOTATION

SALN-STATEMENT OF ASSETS, LIABILITIES AND NET WORTH

SOA-STATEMENT OF ACCOUNT

PhilGEPS-PHILIPPINE GOVERNMENT ELECTRONIC PROCUREMENT SYSTEM

BUR-BUDGET UTILIZATION REQUEST

SSI-STOCK AND SUPPLIES INVENTORY

III.GENERAL INFORMATION

A.PROFILE of CWD

The existing water system of Catarman was originally constructed in 1980 by the now defunct Bureau of Public Works and Highways (BPWH) and in 1983 by the Northern Samar Integrated Rural Development Project (NSIRD) The system was designed as level II System (Communal Faucet) and covered only the Poblacion of Catarman. The system facilities included two wells with pump stations, a ground reservoir and transmission/distribution pipelines. The project however, was not put into operation due to some unresolved political and technical issues.

On September 12, 1988, a Conditional Certificate of Conformance No. 359 was issued to newly formed water district by the Local Water Utilities Administration (LWUA). Since 1992, by virtue of the Supreme Court en banc decision, G.R. No. 95237-38 (Davao City Water District, et. al. Vs. CSC, et. Al.), water districts were declared Government Owned and Controlled Corporation (GOCC) with original charter and as such under the jurisdiction of the public respondents Civil Service Commission and Commission on Audit.

Since 1992, by virtue of the Supreme Court en banc decision, G.R. No. 95237-38 (Davao City Water District, et. al. Vs. CSC, et. Al.), water districts were declared Government Owned and Controlled Corporation (GOCC) with original charter and as such under the jurisdiction of the public respondents Civil Service Commission and Commission on Audit. The water district is managed through policies formulated by its Board of Directors in accordance with regulations of LWUA, National Government and other regulatory bodies.

Catarman Water District was created on May 25, 1988, by virtue of Council Resolution No. 88-18(04) approved by the Municipality of Catarman, Province of Northern Samar. The water district started its operation in 1995 pursuant to PD 198, otherwise known as the Provincial Water Utilities Act of 1973 as amended by Presidential Decree No. 768 and 1479. The decree authorized the formation of local water districts and provided for their government and administration to facilitate improvement of local water utilities and granted said administration such powers as are necessary to optimize public service from water utility operations and for other purposes.

At present the Catarman Water District has Five (5) water sources, namely Macagtas, Daganas, Libjo I, & Libjo II but one (1) abandoned due to lack water produced. The district serving twenty six (26) barangays out of Fifty five (55) Barangay's and has a total service connections of 2786 active connections 1865 as of December 2015.



Figure 1: CWD Logo

VISION

A Water District committed to serve with quality and sufficient water supply needs of the community in the Municipality of Catarman, promoting the interest of its concessionaires with a God-fearing and well-motivated workforce.

MISSION

The Catarman Water District is committed to provide safe, potable, adequate, and affordable water to concessionaires; be a model organization that protects and conserves human and natural resources; and is committed to continuously improve and develop our work force in the highest degree of professionalism, productivity service and enhance the technical capability of the workers.

OUR VALUES

- Promote ethical behavior in the conduct of district business.
- Provide responsive customers service and open communication.

STRATEGIC PRIORITIES

- To improve the Catarman Water System by providing a good water quality delivered to its concessionaires.
- To deliver sufficient water supply to the Municipality of Catarman.
- Expanded services to needed Barangay's in the Municipality of Catarman.

DAGANAS

DALAKIT

LIBJO

OLD RIZAL

VII

UEP ZONE 1

UEP ZONE 2

UEP ZONE 3

AVAILABILITY OF INFORMATION: Information on the following on the following subjects can be obtained from the following:

Information Relating to	Located at	Tel. /Telefax
a.) Adm. /Gen. Services	Admin.& Gen. Services	055-5009321
b.)Service Connection Inquiry/Request/Water Bill/ Complaint	Commercial Division	055-5009321
c.)Service Connection Installation/Repairs/Water Quality Inquiry	Engineering & Construction	055-5009321
d.)Financial Reports/ Matters	Accounting Section	055-5009321
e.) Management Concerns	Office of the General Manager	055-5009321

V. ORGANIZATIONAL STRUCTURE CHART



VI. ORGANIZATION AND RESPONSIBILITIES

The water district is currently operating under the regulation of Local Water Utilities Administration (LWUA). It has a policy making body representing different sectors of the locality.

vi.1 DUTIES AND RESPONSIBILITIES

The Board of Directors of a district is composed of five citizens of the Philippines, who are of voting age and residents within the district. One member is a representative of civic-oriented service clubs, one member is a representative of civic-oriented service clubs, one member a representative of professional associations, one member a representative of business sector, one member representative educational institution, and one member a representative of women’s organizations. The district does not have any representative from the administration as sixth member.

Board of Directors- The function of the board shall be to establish policy. Ensures the availability of adequate financial resources and approves annual budget. Appoints the General Manager. Retains legal counsel and consultants for the preparation of feasibility reports. Authorizes acquisition of real properties. Authorizes the General Manager to enter into MOA and maintains good relationship with local authorities and water district constituents.

PROFESSIONAL ASSOCIATIONS - ENGR. LOPE E. DORADO, JR.

Chairman

BUSINESS SECTOR- FRANCISCO DY

Vice-Chairman

EDUCATION INSTITUTION - DR. YOLANDA R. ALIPOSA

Member

CIVIC SECTOR - MR. ANTONIO N. DELA ROSA

Member

WOMEN ORGANIZATIONS - VACANT

vi.2. **General Manager-** The duties of the General Manager and other officers shall be determined and specified from time to time by the board. The general manager, who shall not be a director, shall have full supervision and control of the maintenance and operation of water district facilities, with power and authority to appoint all personnel of the district. Provided, that the appointment of personnel in the supervisory level shall be subject to approval by the Board. The GM has the ultimate decision-making authority in all matters affecting the operation of the district. The current GM of the district is Guido A. Mollejon.

vi.3 **Division Manager**

CWD as Category D, there are four divisions supporting the office of the General Manager, namely Administrative & General Services, Commercial & Engineering Division.

The head of Administrative, Finance & General Services is managed by a Division Manager C. She directs and supervise basic efforts of the division such as purchasing/procurement, maintenance, general services, human resource management, property section, information management, and planning and development.

The head of Commercial Section supervises the utility activities specifically on application for new water service connections, meter readings, billings and collections, marketing, investigations, disconnection, reconnections, maintaining customer records, and other related activities.

The head of Engineering Section is managed by a licensed civil engineer. He directs and supervises the engineering, construction works, repairs, maintenance activities of the water district. He also directs schedules and supervises all operation in production and treatment facilities, programs based on work orders. Control and monitor water quality. Ensures disinfection of mains and conduct water analysis and established minimum quality standards of water supply.

VII. OPERATION CONTROL AND SUPERVISION

vii.1 Administrative Section & General Services

The Administrative sections namely: Human Resource Management, Property & Supplies General Services. The HR carries out the activities namely, Recruitment and Selection, Performance Management, Employees Development, benefits & Reward Management, and Employee relations, Maintains and update HRIS (Human Resource Management System)

The Property & Supplies is the overall in charge of acquisition of new properties equipment, supplies & materials, its utilization and disposition of unserviceable or no longer needed district's equipment. Prepare documents

- **General Services** is under the supervision of the division head maintains inventory of supplies accepts supplies attend cleanliness of the office premises, storeroom and other office location as the need arises. Prepares and attend to plans and programs for team building and other activities of the water district.

vii.2. **The Commercial & Finance Section**

The Accounting & Budget Section, Commercial Section covers bookkeeping, books of accounts, and preparation of financial reports, monitors budget & expenditures. Responsible for management cash flow and ensuring there are enough funds available to meet the day to day expenses and payments. Pay the employees accurately and timely compensation & benefits. Mandatory remittances to pertinent government agencies. Commercial focuses on three major activities billing, meter reading, billing collection, Maintain BCSS (Billing, Collection & Customer Support System). Entertains customer complaints, service connections. Prepares revenue projections and commercial reports. Conducts seminar of applicants of service connection, Disconnect & conduct investigation of new service connection. Validating questionable consumption and connections. The head supervise the billing and collection activities.

The Finance is responsible for recording and summarizing financial transactions, preparation of Financial Reports and Properties and Inventory, Budget Preparation, Payroll, Cash collections, Preparation and assist in allocation and distribution of budgets as well as monitoring the budget performance. Also Submits daily cash position and disbursement reports, Prepare check issuance and cash availability to pay expenses.

viii.3. **The Engineering & Technical Section**

This two sections focuses on different activities namely, Repair & Maintenance, expansion projects, installation of service connections, production, water quality, leak detection and leak repairs, ensuring potability and safety of the water produced by conducting scheduled water bacteriological/laboratory tests. Conducts water samples, analysis of water samples, and residual chlorine reading reports. Maintains proper chlorination. Performs other related maintenance works.

VIII. OPERATING PROCEDURES

How to Apply for Water Service Connection

About the Service:

The water service connection will be properly installed upon payment of all fees such as: investigation, registration, and

service and installation fee including the materials to be used; set by the CWD Board of Directors. All fees and rates are subject to change in accordance with the law and concessionaires will be notified prior to the implementation.

**Schedule of Availability of the Service:
New Connection Section**

Commercial Department/Engineering Dep't.

Office Hours:

Monday – Friday
8:00am – 12:00nn
1:00pm – 5:00pm

Steps in Applying for New Service Connection:

Step	Customer	Service Provider	Standard Delivery	In-Charge	Fees	Form
1	Proceed to New Connection Section/Customer Service & Apply for new water service connection	Prepare Inspection Order. Our Investigator will check if applicant have water service entrance line	10 Minutes	Water Maintenance Man-Head/Engineering Dep't	-	Inspection Order
2	Submit the fully accomplished application form, together with the requirements for new applicants	Process application Form, print installation charges & bill of materials form and prepare Contract for water service and encode to the system	10 Minutes	Commercial Dep't	-	Installation Charges Form Bill of Materials Contract for Water Service
		Endorse application form to DM/GM for approval				
3	Present bill of materials to cashier for payment	Process payment and issue O.R	2 Minutes	Cashier	-	Official Receipt
4	Present O.R to New Connections Sign Contract for water service Connections	Give applicant his customer's copy of contract and forward all necessary documents to Engineering Department for Schedule of installation	5 Minutes	Engineering/Commercial Dep't	-	-
5	Agrees upon the scheduled date of installation	Installation of service connection	1-5 working days upon receipt of Engineering's copy of contract	Water Maintenance Crew/Technical	-	-
6	Acceptance of Work done/comments	Post inspection of service connection	after work completion	Water Maintenance Crew/Technical	-	
END OF TRANSACTION						

Paying of Water Bill

About the Service:

It is important to bring the billing notice when paying water bill. If you failed to bring the billing notice with you, please proceed to the customer service center to ask for your account number.

Check payment should be made payable to “Catarman Water District”. At the back of the check, write your Account number and account name.

Please pay your water bill on or before the Payment Due Date as stated in your billing notice. Should your payment Due Date fall on a weekend or holiday, please pay on or before the last working day prior to that date.

Always keep a copy of official receipt as proof of payment.

Penalty Charges

If there is no payment made before due date or if payment is less than the amount due, penalty charges of 10% of the past due amount, is charged to your account. Failure to settle the amount due after 5 days of receipt of Disconnection Notice will result to disconnection of your water service connection.

Reconnection Fee

If you choose to pay your bill after disconnection a Reconnection fee of Php500.00 shall be charged after disconnection.

Schedule of Availability of Service:

Collection Hours:

Monday -Friday
8:00am-5:00pm

NO NOON BREAK

Full Payment of Current Water Bill

How to avail of the Service?

Step	Customer	Service Provider	Standard Delivery	In-Charge	Fees	Form
1	Present billing notice or fill up account information on a paper or inform collector/cashier of any information	Accept Payment and issue Official Receipt	2 Minutes	Teller/Cashier	Total Amount Due	Billing Notice
Partial Payment of Water Bill with arrears 3 or more than a months						
1	Proceed to GM’s approval and verification of your account and accomplished promissory note.	Approval and verification	2min	GM/Cashiering Assistant	Total amount Due	Promissory Note
END OF TRANSACTION						

REQUEST FOR PROMISORY NOTE

Schedule of Availability of Service: Monday to Friday 8:00 a.m.to 5:00p.m.

Payment is until 5:00p.m with no noon break

How to avail of the Service

Step	Customer	Service Provider	Duration of Activity	In-Charge	Fees	Form
1	Proceed to Customer Service & request for promissory note	Verify from BCCSS then promissory note	1 Minutes	Customer Service	No Fees	Promissory Note
2	Sign the PN in agreement with the terms	Approve the request and give one copy of PN to concessionaire	1min	CS		
END OF TRANSACTION						

Request for Service Disconnection

Schedule of Availability of Service: Monday to Friday 8:00 a.m.to 5:00p.m.

Payment is until 5:00p.m with no noon break

How to avail of the Service?

Step	Customer	Service Provider	Duration of Activity	In-Charge	Fees	Form
1	Proceed to Customer Service Assistance desk & request for service disconnection	Validate account. If full settlement has been made, prepare M.O./S.R. for request temporary disconnection	5 Minutes	Customer Service Assistant	No Fees	M.O./ Job Order
2	Present Billing notice and pay unsettled account at the Collection Booth/cashier	Accept payment and issue Official Receipt	3 Minutes	Teller	Total Amount Due	O.R
3	Sign J.O/M.O with your name and signature and ask for schedule of disconnection	Process request and schedule disconnection with Disconnection Team	In compliance with agreed schedule	Customer Service Assistant/Disconnection Team		
END OF TRANSACTION						

NO WATER/DIRTY WATER/WATER WITH TASTE OR ODOR
LOW PRESSURE/HIGH PRESSURE
CHANGE METER/METER STUCK-UP/METER TEST/METER LEAK

Schedule of Availability of Service:

Monday-Friday
 8:00am-5:00pm
 No noon break

WHO MAY AVAIL OF THE SERVICE: ALL CWD CONCESSIONAIRES

FEES :(NONE)

HOW TO AVAIL OF THE SERVICE:

Step	Customer	Service Provider	Duration of Activity	In-Charge	Fees	Form
1	Fill out maintenance order form at the frontline desk.	Get personal data of the client and details of request	2mins.	Frontliner /Customer Service		Maintenance Order/Service Request
2	Submit the fully accomplished M.O./S.R.Form	Receive the accomplished M.O. and verify accounts	1min			
		Endorse to technical officer for inspection	1min			
		END OF TRANSACTION				

SPECIAL READING/HIGH CONSUMPTION/LOW CONSUMPTION

Schedule of Availability of Service:

Monday-Friday
 8:00am-5:00pm
 No noon break

WHO MAY AVAIL OF THE SERVICE: ALL CWD CONCESSIONAIRES

HOW TO AVAIL OF THE SERVICE:

Step	Customer	Service Provider	Duration of Activity	In-Charge	Fees	Form
1	Fill out maintenance order/Service Request form at the frontline desk.	Get personal data of the client and details of request	2mins.	Frontliner /Customer Service		Maintenance Order/Service Request Form
2	Submit the fully accomplished M.O. /S.R.Form	Receive the accomplished M.O. and verify accounts	1min	CS		
		Endorse M.O. form to Supervisor/GM for approval	1min	CS		
		Endorse to Meter readers for special reading	1min	CS		
		END OF TRANSACTION				

REQUEST FOR ASSISTANCE /INQUIRIES ON CWD MATTERS WALK-IN OR VIA PHONE

Schedule of Availability of Service:

Monday-Friday
8:00am-5:00pm
No noon break

WHO MAY AVAIL OF THE SERVICE: ALL CWD CONCESSIONAIRES

HOW TO AVAIL OF THE SERVICE:

Step	Customer	Service Provider	Duration of Activity	In-Charge	Fees	Form
1	Accomplish and submit customer information sheet(walk-in) Request for assistance (via phone)	Provide reply to simple queries(walk-in) Get personal data of the client and details of request(via phone) For complex queries or concerns, request the client to fill-up form and advise him/her that the matter will be referred to appropriate office.	5mins.	Frontliner /Customer Service	None	Customer Info.Sheet
		Reply to simple inquiries	15-20mins.	Frontliner /CS		
		Refer to concerned person if request entails it.		Frontliner /CS		
		Log-in calls and clients number		Frontliner /CS		
		END OF TRANSACTION				

Request for Service Reconnection

About the Service:

Request for reconnection of disconnected accounts and obligation paid in full Reconnection.
 A reconnection fee of Php500 shall be charged for disconnection from the mainline accounts.

Schedule of Availability of Service

Monday -Friday

8:00am-5:00pm

NO NOON BREAK

Who May Avail of the Services: All concessionaires with disconnected service connection

Step	Customer	Service Provider	Standard Delivery	In-Charge	Fees	Form
1	Proceed to Customer Service Assistance desk & inquire the status of your account	Validate Customer account if reconnection fee and other remaining balance has been settled, if the account has no penalty	5 Minutes	Customer Service /Comm'l dept.		Billing Notice
2.	Proceed to Senior Customer Service Officer to reconnect customer to the BCCSS(Billing, Collection &Customer Support System	SCSO will reconnect Customer to the sytem	3mins.	CS/Comm'l		
3	Present Billing notice and pay unsettled account together with reconnection fee to the Cashier	Accept payment and issue Official Receipt	3 Minutes	Teller/Cashier	Total Amount Due	Official Receipt
4		Process request, prepare schedule Reconnection with the concerned department	Write concessionaires name at the logbook for recon. Endorse to Engineering Dep't. 1 to 2 working days to reconnect	Customer Service Assist/Commercial Department/Engineering Department		
END OF TRANSACTION						

REQUEST FOR SERVICE REPAIR

STEP	CLIENT	SERVICE PROVIDER	DURATION	INCHARGE	FEEES	FORM
1	Proceed to Customer Service (CS) & give complete account of leak. Leak reporting may also be done through call or email.	Prepare Maintenance Order (MO)	1 minute	Customer Service	None	

2.		Implementation of MO by Eng'g & Construction	3 days	Engineering Assistant/aide		
3.	Acceptance of work done; sign the MO	Post Inspection Of service connection	2 minutes	Concessionaires/authorized representative		
END OF TRANSACTION						

REQUEST FOR CHANGE NAME AND CHANGE OF OWNERSHIP OF WATER CONNECTION

step	Client	Service Provider	Duration	In charge	Fees	Form
1	Present proof of ownership/waiver	Provide Service Application & Maintenance Order(SAMO) form & service contract	2 minutes	CS		
2	Fill up Service request form	Prepare transfer ownership /change name form/MO	1min.	CS		
3	Pay inspection fee &Approval fee for Change of ownership	Accept payment issue O.R.	2mins.	Cashier	50.00	
4		Inspector investigate the transfer of ownership forward to Head for approval	2mins.	Investigator		
5		Edit name at BCSS to change to name of new owner	2mins.	Investigator		
END OF TRANSACTION						

Billing Inquiry

For inquiries regarding your water bill, you may contact our Customer Service Assistance at telephone nos. **(055) 500-9321**

Customer Service Assistance/Complaint Desk
CATARMAN WATER DISTRICT

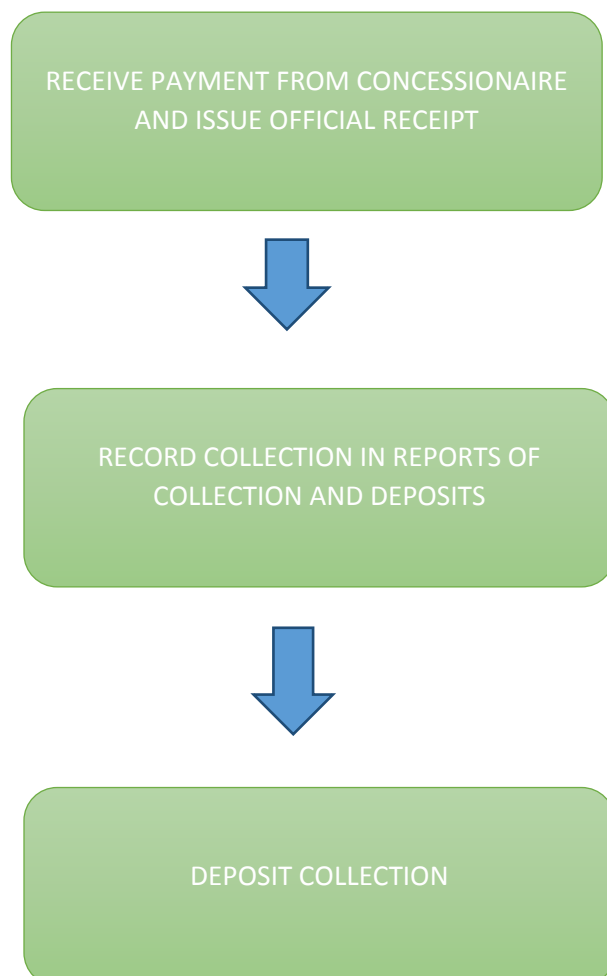
Questions about your Water Bill

For questions about your billing notice, for any change regarding your account t and other concern, please call our Customer Service at telephone nos. **(055) 500-9321**

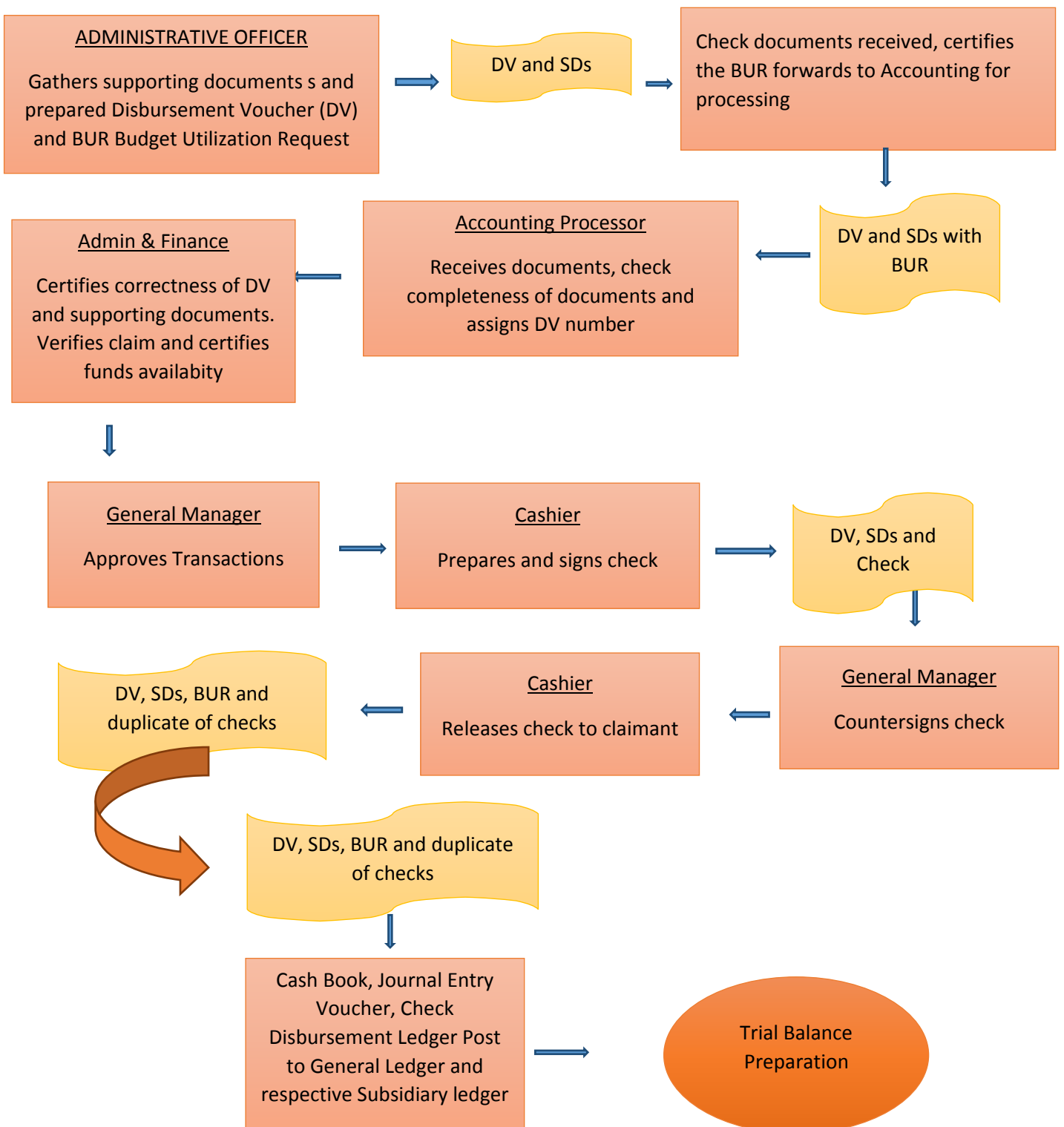
- Accomplish our concessionaire complaint/feedback form and put it in the drop box
- Send your feedback through e-mail at catarmanwater@yahoo.com or thru our website catarmanwaterdistrict.gov.ph
- Talk to our Officer at the CWD office.

WORKFLOW CHARTS

RECEIPT AND COLLECTION PROCESS

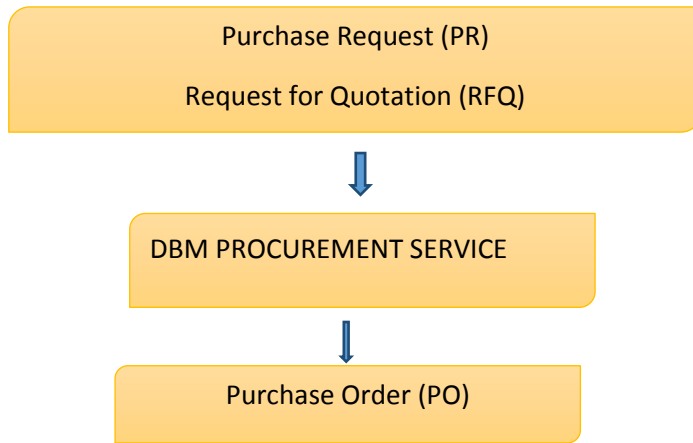


DISBURSEMENT PROCESS



PROCUREMENT PROCESS

OFFICE SUPPLIES:



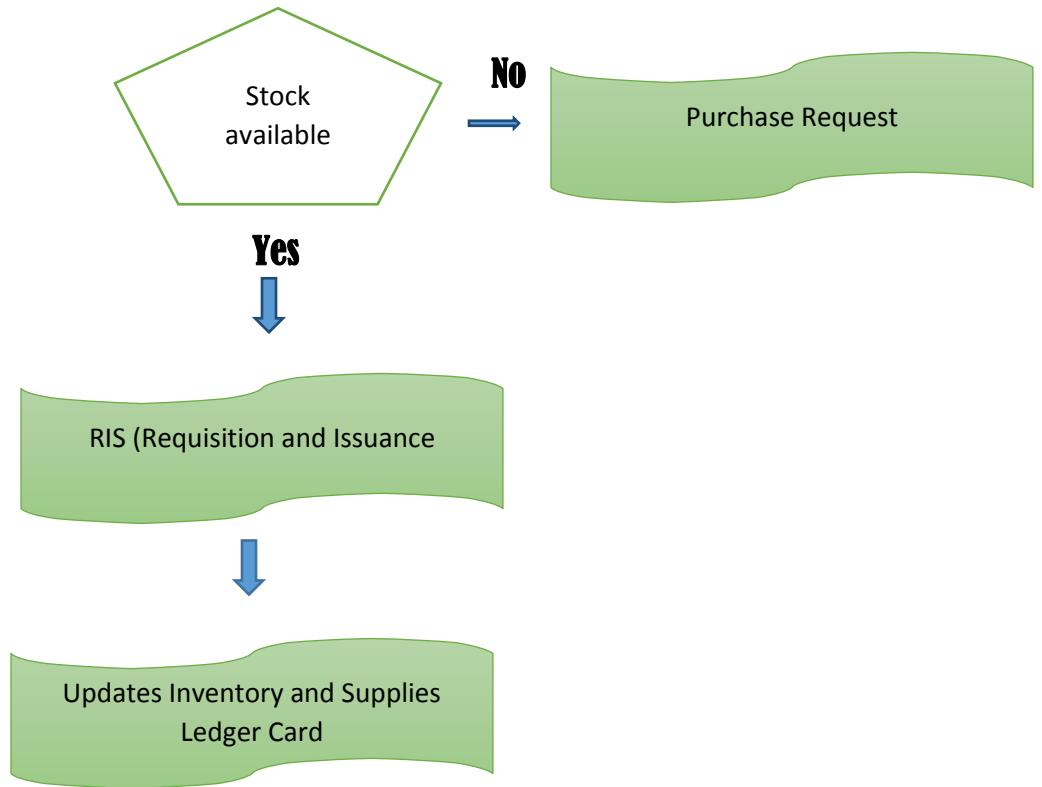
MERCHANDISE:



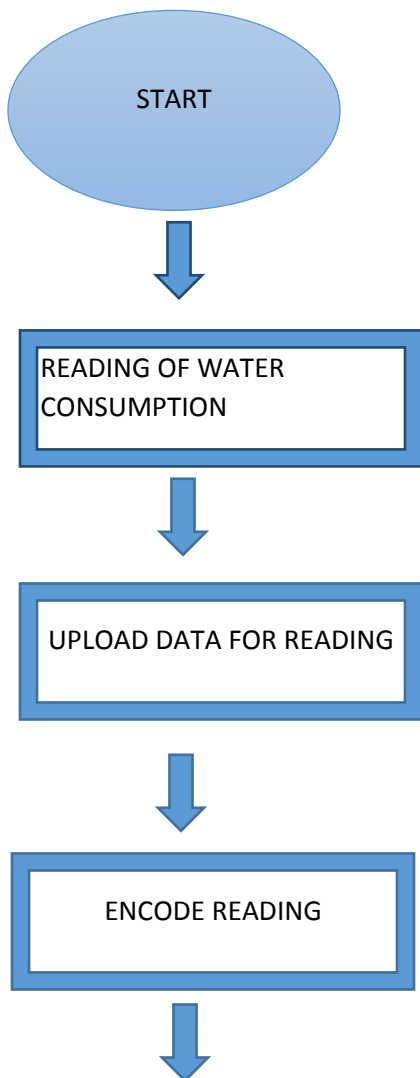
RECEIPTS OF DELIVERIES OF INVENTORY

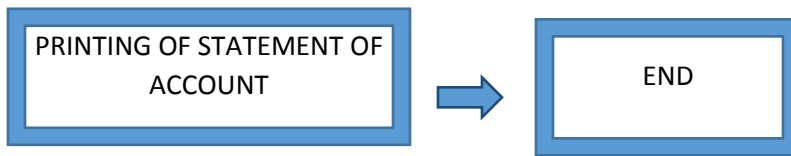


ISSUANCE OF OFFICE SUPPLIES



BILLING





Complaint Redress Mechanism

The Catarman Water District would be glad to hear your comments and/or suggestions regarding the service/s we provide to you. Any misconduct of our employees during any transaction/s will be properly addressed. Complaint and compliment forms are available at our office.

As you share your comments and suggestions with us, our weaknesses become our strength. We want to hear you voice because you are part of the CWD.

CATARMAN WATER DISTRICT CONCESSIONAIRES COMPLIMENT FORM

Name									Time:	
Address:									Date:	
Contact No.										
Organization/Agency										
Nature of complaint										
Name:										
Address:										
Contact No.										
Organization/Agency										
Name of Person Complimented:										
Nature of compliment:										
Facts and Incident										
Desired action from our office										
I hereby certify that the information I have provided above are true and correct.										
Name & Signature of Concessionaire							Concessionaires Account NO.			

CATARMAN WATER DISTRICT CONCESSIONAIRES COMPLAINT/FEEDBACK FORM

CU.M CONSUMED	RES. & GOV'T	COMMERCIAL			
		1.25%	1.50%	1.75%	200%
0-10 cu.m Flat Rate	204	255	306	357	408
11-20 cu.m.	23.4	29.25	35.1	40.95	46.8
11	227.40	284.25	341.10	397.95	454.80
12	250.80	313.50	376.20	438.90	501.60
13	274.20	342.75	411.30	479.85	548.40
14	297.60	372.00	446.40	520.80	595.20
15	321.00	401.25	481.50	561.75	642.00
16	344.40	430.50	516.60	602.70	688.80
17	367.80	459.75	551.70	643.65	735.60
18	391.20	489.00	586.80	684.60	782.40
19	414.60	518.25	621.90	725.55	829.20
20	438.00	547.50	657.00	766.50	876.00
21-30 cu.m.	26.65	33.31	39.98	46.64	53.30
21	464.65	580.81	696.98	813.14	929.30
22	491.30	614.12	736.96	859.78	982.60
23	517.95	647.43	776.94	906.42	1,035.90
24	544.60	680.74	816.92	953.06	1,089.20
25	571.25	714.05	856.90	999.70	1,142.50

Name:			
Address:			
Contact No.			
Organization/Agency			
Name of Person Complaint			
Nature of complaint			
When did it happened			
Facts of complaint			
Desired action from our office			
I hereby certify that the			

Name & Signature of Complainant			

Appendices

Appendix A

APPROVED WATER RATES AND CLASSIFICATION

26	597.90	747.36	896.88	1,046.34	1,195.80
27	624.55	780.67	936.86	1,092.98	1,249.10
28	651.20	813.98	976.84	1,139.62	1,304.40
29	677.85	847.29	1,016.82	1,186.26	1,355.70
30	704.50	880.60	1,056.80	1,232.90	1,409.00
31-40 cu.m.	30.15	37.69	45.23	52.76	60.3
31	734.65	918.29	1,102.03	1,285.66	1,469.30
32	764.80	955.98	1,147.26	1,338.42	1,529.60
33	794.95	993.67	1,192.49	1,391.18	1,589.90
34	825.10	1,031.36	1,237.72	1,443.94	1,650.20
35	855.25	1,069.05	1,282.95	1,496.70	1,710.50
36	885.40	1,106.74	1,328.18	1,549.46	1,770.80
37	915.55	1,144.43	1,373.41	1,602.22	1,831.10
38	945.70	1,182.12	1,418.64	1,654.98	1,891.40
39	975.85	1,219.81	1,463.87	1,707.74	1,951.70
40	1,006.00	1,257.50	1,509.10	1,760.50	2,012.00
41 up cu.m	33.9	42.38	50.85	59.33	67.8
41	1,039.90	1,299.88	1,559.95	1,819.83	2,079.80
42	1,073.80	1,342.26	1,610.80	1,879.16	2,147.60
43	1,107.70	1,384.64	1,661.65	1,938.49	2,215.40
44	1,141.60	1,427.02	1,712.50	1,997.82	2,283.20
45	1,175.50	1,469.40	1,763.35	2,057.15	2,351.00
46	1,209.40	1,511.78	1,814.20	2,116.48	2,418.80
47	1,243.30	1,544.16	1,865.05	2,175.81	2,486.60
48	1,277.20	1,596.54	1,915.90	2,235.14	2,554.40
49	1,311.10	1,638.92	1,966.75	2,294.47	2,622.20
50	1,345.00	1,681.30	2,017.60	2,353.80	2,690.00

Appendix B.

How to Compute your Water Bill

Water meters are read monthly on scheduled dates. Individual meter readings are then encoded to their corresponding assigned account numbers. The amount of water consumed is derived by deducting the previous reading (last month) from the current reading.

Cubic Meter Consumed	RESIDENTIAL	COMMERCIAL			
		1.25	1.50	1.75	2.00
0-10 cu.m.	P 204	P 255	P 306	P 357	P 408
11-20 cu.m.	P 23.40/m3	P 29.25/m3	P 35.10/m3	P 40.95/m3	P 46.80/m3
21-30 cu.m.	P 26.65/m3	P 33.31/m3	P 39.98/m3	P 46.64/m3	P 53.30/m3
31-40 cu.m	P 30.15/m3	P 37.69/m3	P 45.23/m3	P 52.76/m3	P 60.30/m3

41 up	P 33.90/m3	P 42.38/m3	P 50.85/m3	P 59.33/m3	P 67.80/m3
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Monthly bill is then computed based on our approved water rates according to the amount of water consumed. The result is then printed on your water bill as the amount due, along with your arrears (unpaid amount last month) and other charges. If any. Water bill will be given right after the meter reader reads the water meter because of the “Read and Bill” .Otherwise, your bill will be subjected to a 10% penalty charge.

**CATARMAN WATER DISTRICT
CONCESSIONAIRES COMPLIMENT FORM**

Name:									
Address:									
Contact No.									
Organization/Agency									
Name of Person Complimented:									
Nature of compliment:									
Facts and Incident									
Desired action from our office									
I hereby certify that the information I have provided above are true and correct.									
Name & Signature of Concessionaire				Concessionaires Account NO.					

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