

## **PANANAW**

*Sariling Atin, Para sa Atin  
na makatutugon sa  
pangangailangang Pantubig,  
Pangkalusugan at Kalinisan*

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## **MISYON**

*Makapaghatid ng Malinis,  
Maasahan at Sapat  
na Serbisyo ng Tubig*

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## **Performance Pledge**

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

## TALAVERA WATER DISTRICT

042 Diaz Street, Pag-asa  
District, Talavera,  
Nueva Ecija 3114

Phone: 044-9406703/044-9585371  
Email: talaverawd@outlook.com



# TWD

*Citizen's Charter*

## List of Frontline Services

## Applying for Service Connection

Types of services	Fees & charges	Forms	Processing time under normal circumstances per transactions	Locations																															
Application for Service Connection	<table border="1"> <thead> <tr> <th rowspan="2">Service Application Fee:</th> <th colspan="3">Meter Size</th> </tr> <tr> <th>1/2"</th> <th>3/4"</th> <th>1"</th> </tr> </thead> <tbody> <tr> <td>Residential/Government</td> <td>4800</td> <td>5000</td> <td>5600</td> </tr> <tr> <td>Commercial A</td> <td>5000</td> <td>5400</td> <td>6400</td> </tr> <tr> <td>Commercial B</td> <td>4900</td> <td>5300</td> <td>6100</td> </tr> <tr> <td>Commercial C</td> <td>4900</td> <td>5100</td> <td>5800</td> </tr> <tr> <td>Commercial H</td> <td>5100</td> <td>5600</td> <td>6700</td> </tr> <tr> <td>Bulk Sale</td> <td>5500</td> <td>6100</td> <td>7900</td> </tr> </tbody> </table>	Service Application Fee:	Meter Size			1/2"	3/4"	1"	Residential/Government	4800	5000	5600	Commercial A	5000	5400	6400	Commercial B	4900	5300	6100	Commercial C	4900	5100	5800	Commercial H	5100	5600	6700	Bulk Sale	5500	6100	7900	Service Application and Contract Provision (SACP)	4.5 days & 10 min  2.5 days & 10 min	Public Assistance and Complaints Desk (PACD); Commercial Department
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Excavation & Boring fee (if crossing road) <i>Additional cost of ₱10/m, if service line exceeds 12 m</i>	800																																		
Excavation <i>Additional cost of ₱10/m, if service line exceeds 3 m</i>	200																																		
Cost of Materials: <i>(Per Diameter of Pipes Connection and Type of Pipes)</i>																																			
<table border="1"> <thead> <tr> <th>Pipes</th> <th>1 1/4"</th> <th>1 1/2"</th> <th>2"</th> <th>2 1/2"</th> <th>3"</th> <th>4"</th> <th>6"</th> <th>8"</th> </tr> </thead> <tbody> <tr> <td>PE</td> <td>2176</td> <td>2176</td> <td>2332</td> <td>2549</td> <td>2551</td> <td>2902</td> <td>3200</td> <td>3768</td> </tr> <tr> <td>PVC</td> <td>-</td> <td>-</td> <td>2108</td> <td>-</td> <td>2360</td> <td>2469</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Pipes	1 1/4"	1 1/2"	2"	2 1/2"	3"	4"	6"	8"	PE	2176	2176	2332	2549	2551	2902	3200	3768	PVC	-	-	2108	-	2360	2469	-	-								
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Note: <i>Fees, charges and prices of materials are subject to increase in case of inflation. Prices, fees and charges varies on service connection size.</i>																																			
Water Bill Payment	Total Due Amount indicated on Water Bill	Water Bill	3 min	Cashier																															
Request for Temporary/Permanent Service Disconnection	Full settlement of all obligations, if there is any	Stop Service Request	68 min	Public Assistance and Complaints Desk (PACD); Commercial Department																															
Request for Start Service Reconnection; Padlocked Connection Disconnected on Mainline	₱50 + Cost of Materials, if there is any  ₱200 + Cost of Materials, if there is any	Action Report (AR)	68 min	Public Assistance and Complaints Desk (PACD); Commercial Department  Engineering Department																															

## Feedback and Redress Mechanism

Please let us know how we have served you by doing any of the following:

- 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.
- Accomplish our Feedback Form available in the offices and put it in the suggestion box to be found at the waiting area of our office
- Send your feedback through e-mail ([talaverawd@outlook.com](mailto:talaverawd@outlook.com))
- Talk to our Officer of the Day
- Or write to GM Leandro Jun C Lacsamana

Satisfied or not with our service, your written/verbal complaints shall immediately be attended to by the Officer of the Day at the Public Assistance and Complaints Desk. You can also send feedback in case you are contented with the services we provide.

Thank you very much for helping us continuously improve and we will always be of service to you.

### About the Service

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

### Who may avail of the Service?

All bonafide residents within the service area of TWD

### Schedule of Availability of the Service:

Monday – Friday  
8 am – 5 pm

NO Lunch Break

Duration: Tapping : 3 days  
Boring : 5 days

### What are the minimum requirements?

Any one(1) photo copy of the following and bring the original copy for authentication

#### For Residential Class:

Minimum Required Documents (MRD\*)

1. Proof of Ownership (any one of the following)
  - Lot Title
  - Tax Declaration
  - Certificate of Award
  - Government Issued ID
    - \* Passport
    - \* PRC Card
    - \* Company ID
    - \* Any other ID acceptable to TWD
  - Deed of Sale/Donation
  - Rights
  - Any other proof acceptable to TWD
2. Proof of Identification (any one of the following)
  - \* Driver's License
  - \* GSIS/SSS Card
  - \* School ID (for 18 yrs old and above)
  - \* Any other ID acceptable to TWD

*(All ID's should bear signature, picture and exact address)*

#### ♦ Additional Requirements if Applicant is not the Lot Owner:

- Authorization or Consent
- Proof of relationship to the Lot Owner

#### For Government Class:

1. MRD\*
2. Identification (Head of Agency)

#### For Commercial Class:

1. MRD\*
2. Business Permits
  - DTI
  - Business License
  - Mayor's Permit

#### ♦ Additional Requirements if Applicant is not the Lot Owner:

- Lease or Rental Contract
- Authorization or Consent

### How to avail of the Service

Step	Client	Service Provider	Duration (under normal circumstances)	In-Charge	Fees	Form
1	Present requirements for application of Service Connection	Fill-up Water Account Opening Request (WAOR) Form	5 min	Customer Service Asst		WAOR
2	Check for the correctness of data encoded on SACP if found correct, please sign	Process request of service application then inform client after site inspection	1 day	Customer Service Asst/ Field Inspector		SACP
3	END OF TRANSACTION					
4	Present customer copy of SACP. Pay necessary cost of materials, fees and charges indicated.	Accept payment and issue Official Receipt. Forward all docs to Commercial Department for preparation and approval of Maintenance Order	5 min	Cashier		
5	END OF TRANSACTION	Installation of Service Connection Tapping Boring	1 day 3 days	Maintenance Crew		
6	Acceptance of Work done Comments & Suggestions Other Requests	Post Inspection of Service Connection	3 hours	Field Inspector		
<b>END OF TRANSACTION</b>						