

UTILITY RULES AND REGULATIONS

TALAVERA WATER DISTRICT

SECTION 1. GENERAL TERMS:

BOARD - The Board of Directors of TALAVERA WATER DISTRICT is 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 functions shall be to establish policy and not to 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 TALAVERA WATER DISTRICT.

SERVICE CONNECTION - The tapping of water main and the laying of pipes from the main to the curb line or outside of the property line immediately after the mainline and setting of the water meter following the standard set by the district.

WATER ACCOUNT OPENING REQUEST - is the water service application form for new water service connection.

SERVICE APPLICATION AND CONTRACT PROVISIONS - The contract between the Concessionaires and the District. It contains salient features of applicant's obligation to TALAVERA WATER DISTRICT including fees and charges to be paid before installation of service connection.

SERVICE APPLICATION FEE – The non-refundable initial payment of application for new water service connection upon approval of Water Account Opening Request.

METER MAINTENANCE FEE - The amount paid for the maintenance cost of concessionaire's service connection that will start from its connection up to the time of its permanent disconnection.

METER RENTAL - Payment for the rental of water meter as long as their water service is active. Rental ends upon disconnection.

SERVICE FEE - Cost of labor imposed on concessionaires for certain types of maintenance works such reconnection, meter transfer, change meter, restoration and other related maintenance, construction and repairs works.

EXCAVATION FEE - Payment for the soil excavation, backfill and compaction in preparation for tapping of service connection.

BORING FEE - Payment for the horizontal boring of service connection crossing under concrete or asphalt roads or pavements.

RECONNECTION FEE - Payment for reconnection of service installation.

METER TRANSFER FEE - Payment for transferring of existing service connection to a new location.

RESTORATION FEE - Payment for the restoration of demolished concrete or asphalt pavement to its good condition after the repair or maintenance work or any other structure needing restoration or reconstruction.

OTHER CHARGES - These are additional payment for incidental works that might occur during construction, maintenance or repair works.

SECTION 2. GENERAL POLICY ON WATER SERVICE

1. The TALAVERA WATER DISTRICT agrees to furnish water service to the premises occupied by the *Concessionaire* at the herein address and that the *Concessionaire* hereby agrees to pay on a regular basis said water service based on TALAVERA WATER DISTRICT's present applicable rate schedule which may be modified, altered, and/ or increased by a Resolution of the Board of Directors of TALAVERA WATER DISTRICT, subject to review and approval by the Local Water Utilities Administration.
2. All existing service connection of the *Concessionaires* lawfully acquired and operated by him under an authority from Talavera, Nueva Ecija that has turned over all its assets to the TALAVERA WATER DISTRICT shall be respected by the same and shall henceforth be subjected to the stipulation of this *Contract* and the existing Rules And Regulations of the TALAVERA WATER DISTRICT.
3. The *Concessionaire* hereby agrees to pay his water bill promptly within the first eighteen (18) days after each monthly reading of his water meter upon issuance of *billing notice*. A corresponding surcharge will be imposed on overdue bills after the 18th day. Disconnection follows on 35th day of non-payment.
4. The service connection applies only to the premises, building or establishment mentioned on this application. *Property owner or Concessionaire* shall be held liable for two or more sub-connection under this application. Our *policy* is one water meter for every application.
5. The TALAVERA WATER DISTRICT reserves the right to reclassify the classification of customers account without due notification to the *Concessionaire*.
6. The service connection shall be done only by the authorized personnel of the TALAVERA WATER DISTRICT upon approval and release of the corresponding job order and upon the payment of pertinent fees by the *Concessionaire*.
7. The TALAVERA WATER DISTRICT reserves the right to determine the size of the service connections and their locations with respect to the boundaries of the premises to be served. The laying of the *Concessionaire* service lateral to the meter shall not be done until the location of the service connection has been approved by the TALAVERA WATER DISTRICT or its duly authorized representative.
8. The work of tapping the main connection to the service pipe thereto and laying the pipe from the main to curb line including the digging and filling in of the trench of the street in which a water main is located, will be performed by the employees of the TALAVERA WATER DISTRICT at the rate set forth by the Board of Directors of the TALAVERA WATER DISTRICT.
9. The water meters, valves, curb cocks, meter boxes, locks, seals and other appurtenances connected to the District shall be under the control of the District. The *Concessionaire* shall be held liable and responsible for tampering, interference with and damage to these materials and shall be subjected to penalties prescribed in the utility rules of the TALAVERA WATER DISTRICT. The cost of repairs/ replacement of materials in case of loss shall be to the account of the *Concessionaire*.
10. The *Concessionaire* shall furnish all necessary pipes, appurtenances and materials necessary for the inner connection.
11. Payments or charges for the damaged road pavement in connection with the tapping of service connection shall be assumed by the concessionaire who shall pay the required amount to the owner of the lot.
12. The *Concessionaire* shall allow, consent, and/ or authorize the investigator, meter reader, or any official of the water district to enter to the premises, establishment, or building where the water pipe installation is located for the purpose of performing the duties of such personnel as prescribed in the policies and procedures of the

TALAVERA WATER DISTRICT or pursuant to the Rules and Regulations that may be hereinafter promulgated without holding such employees or officials liable to trespass into herein stated premises, building or establishment.

13. The service connection shall be in the name of a natural person or judicial entity.

SECTION 3. APPLICATION FOR SERVICE CONNECTION Any person, firm or office interested of having water service shall file and accomplished Water Account Opening Request (WAOR) form duly signed by the applicant and/or property owner of the premises where service is applied for. An initial payment of non refundable Service Application Fee must be paid by the service applicant upon filing and approval of WAOR. Below are the detailed procedures in applying for new service connection:

1. Apply for New Service Connection:
 - a. Submission and Evaluation of Required Documents
 - b. Filling-up and signing of Water Account Opening Request form and Service Application and Contract Provisions form
 - c. After approval of Water Account Opening Request form, payment of the non-refundable service application fee
2. Site Inspection: (by Field Inspector)
 - a. Determination of location, size and class of service connection
 - b. Bill of Materials
3. Release of Materials:
 - a. Full payment of Service Connection Cost Balance
 - b. Issuance of materials
4. Service Connection: (by Maintenance Men)
 - a. Tapping of Service Connection (3 working days for tapping and 5 working days for boring)

Required Documents

A. For Residential Class wherein Applicant is the Lot Owner:

Minimum Required Documents (MRD`s) are:

1. Proof of Ownership, any of the following:
 - a. Lot Title
 - b. Deed of Sale/ Donation
 - c. Official Receipt of Real Property Tax Declaration
 - d. Rights Certification
 - e. Other proof acceptable to TWD
2. Any of the following Identifications:
 - a. Government Issued ID
 - b. Company ID
 - c. School ID (if applicant is 18 years old and above)
 - d. Other identification acceptable to TWD

B. For Residential Class wherein applicant is not the Lot Owner but a member of the family:

Lot Owner

1. MRD
2. Authorization or Consent

Applicant

1. Proof of Relationship to the lot owner
 - a. Birth Certificate
 - b. Marriage Certificate
 - c. Death Certificate
 - d. Adoption Paper
 - e. All of the above, if warranted by TWD
 - f. Other proof acceptable and approved by TWD
2. Identification

C. For Government Class

1. MRD
2. Identification, (Head of Agency)

D. For Commercial Class:

1. MRD
2. Business Permits (BP)
 - a. DTI Permit
 - b. Mayor`s Permit
 - c. Business License

E. If the applicant is not the Lot Owner

Additional Required Documents:

- a. Business Permit
- b. Lease or Rental Contract
- c. Authorization or Consent

***Note:**

1. If application is through a representative, a letter of authorization and identification of the representative and account holder are required.
2. On behalf of the owner, a Special Power of Attorney (SPA) as a legal authorization for an individual, an agent or attorney-in-fact, to make the decisions in behalf of the owner. This can be accepted by TWD provided that a thorough authentication is made.
3. Lot owner is a co-owner of water account if not registered under his name. Both the account Holder and Lot owner share the same right as the real owner of the said account.
4. Only the request of the Water Account Holder, pertaining to his Service Connection and Accounts, is accepted. If the request is not made by the account owner, a letter of authorization and copy of identification of the Authorized Representative is required.
5. There is no need to bring a photocopy of requirements, if original copies were presented. The district can make a digital copy of it.

SECTION 4. CLASSIFICATION OF SERVICE CONNECTION The general class of connections of customer is dependent on how water is used, such as:

1. **RESIDENTIAL CLASS** This is a connection whereby water is purely used for domestic needs such as for drinking, washing, cooking, bathing, watering small gardens, washing of private cars, etc. This is the lowest rate block with a factor of 1.0.
2. **GOVERNMENT CLASS** This class uses water primarily for public service and not intended to generate profit. Excluded here are public buildings or offices operated for profit. The rate class is the same as the residential class at factor 1.0.
3. **COMMERCIAL CLASS** This class includes all building used as place for conducting business transactions and generating profit. This class has sub classifications, which ranges from factor 1.25 to 2.00. This classes are as follows, to wit:
 - a. **Commercial C (Factor 1.25):** Covered herein are apartments whose owners assume payment of water bills using one central water meter.
 - b. **Commercial B (Factor 1.50):** Business establishments indirectly using water in their day to day operation such as:
 - Sari-sari stores
 - Vulcanizing and repair shops
 - Other premises utilized for selling foods or services including premises used for living quarters
 - c. **Commercial A (Factor 1.75):** Business establishments directly using water in their day to day operations such as:
 - Photo services
 - Dental and medical clinics
 - Warehouses
 - Groceries
 - Gift shops
 - Offices, including government
 - Drug stores
 - Wholesale and retail outlets
 - Furniture shops
 - Fish and meat stalls
 - d. **Commercial H (Factor 2.0):** Business establishments drawing water from the water system for the purpose of directly/indirectly enhancing their business such as:
 - Rest houses
 - Hotel, lodges and the likes
 - Cafeterias managed by cooperatives, corporations, etc
 - Ice cream parlors
 - Beer houses
 - Bars, night clubs and disco pub
 - Restaurants
 - Gasoline stations
 - Bus stations or terminals
 - CHB and concrete products manufacturers
 - Theatres/Cable Multi networks

- Confectionaries and bakeries
 - Ice plants
 - Private schools
 - Boarding house
 - Billiard halls and other games and entertainment places
 - Any residential user who sells or supplies water to others
4. BULK/ WHOLESale This class uses water to sell/vend water without transforming it into another product or supplies water to other for a fee such as bottled water manufacturer. Vending water includes sale to tankers or by containers to contractors, ships, airplanes, trucks and for factory use. This rate class is at factor 3.0.
- 4.1 Special Service Connection – This is a type of connections intended for Operators, Contractors and other similar firms. This is classified as Bulk/Wholesale.

SECTION 5. FEES AND CHARGES The applicant for water service and/or customers shall pay in full the following fees and charges before actual water service installation are undertaken.

a. NEW CONNECTION:

1. Service Application Fee
2. Excavation Fee
3. Boring Fee
4. Service Fee
5. Other Charges
6. Bill of Materials

Note: Actual amount to be paid by the applicant will depend on the result on pre-inspection to be conducted by TALAVERA WATER DISTRICT authorized representative.

b. START SERVICE (RECONNECTION):

1. Meter Maintenance Fee
2. Meter Rental
3. Reconnection Fee
4. Service Fee

Note: Reconnection shall be done upon full payment of arrears and other charges. Meter Maintenance fee and Meter Rental shall be charged if service connection is permanently disconnected on mainline.

c. REPAIR WORKS:

1. Bill of Materials
2. Service Fee
3. Other Charges

Note: Prices of materials are subject to change without prior notice.

SECTION 6. RATES The District may sell under its control under schedule of rates and charges as may be determined by the Board, to any and all water users within the district. Said schedule of rates may provide for differential rates

for different categories of use and different quantity blocks. The District, as far as practicable, shall fix such rates and charges for water as will result in revenues which will:

- a. Provide for reimbursements from all new water customers for the cost of installation of new service and/or meters;
- b. Provide for revenue for all water deliveries and services performed by the District;
- c. Pay the operating expenses of the District;
- d. Provide for the maintenance and repairs of the water works;
- e. Provide a reasonable surplus for replacement, extension and improvements; and
- f. Pay the interest and principal and provide a sinking fund for the payment of debts of the district as they become due and establish a fund for reasonable reserves.

WATER RATE CHARGES January 2005

URI	Sukat ng Linya	Minimum	11-20	21-30	31-40	41-50	51-up
Residential	1/2"	180.00	18.30	18.70	19.30	20.10	21.00
	3/4"	288.00	18.30	18.70	19.30	20.10	21.00
	1"	576.00	18.30	18.70	19.30	20.10	21.00
Government	1/2"	180.00	18.30	18.70	19.30	20.10	21.00
	3/4"	288.00	18.30	18.70	19.30	20.10	21.00
	1"	576.00	18.30	18.70	19.30	20.10	21.00
Commercial A	1/2"	315.00	32.00	32.70	33.75	35.10	36.75
	3/4"	504.00	32.00	32.70	33.75	35.10	36.75
	1"	1,008.00	32.00	32.70	33.75	35.10	36.75
Commercial B	1/2"	270.00	27.45	28.05	28.95	30.15	31.50
	3/4"	432.00	27.45	28.05	28.95	30.15	31.50
	1"	864.00	27.45	28.05	28.95	30.15	31.50
Commercial C	1/2"	225.00	22.85	23.35	24.10	25.10	26.25
	3/4"	360.00	22.85	23.35	24.10	25.10	26.25
	1"	720.00	22.85	23.35	24.10	25.10	26.25
Commercial H	1/2"	360.00	36.60	37.40	38.60	40.20	42.00
	3/4"	576.00	36.60	37.40	38.60	40.20	42.00
	1"	1,152.00	36.60	37.40	38.60	40.20	42.00
Bulk/Wholesale	1/2"	540.00	54.90	56.10	57.90	60.30	63.00
	3/4"	864.00	54.90	56.10	57.90	60.30	63.00
	1"	1,728.00	54.90	56.10	57.90	60.30	63.00

As per Approved Board Resolution LWUA No. 080-2001
Talavera Water District No. 01-2001 Public Hearing Date 18 Jan 2001

SECTION 7. SIZE AND LOCATION The TALAVERA WATER DISTRICT reserves the right to determine the size of the service connections and their locations with respect to the boundaries of the premises to be served. The laying of the

Concessionaire service lateral to the meter shall not be done until the location of the service connection has been approved by the TALAVERA WATER DISTRICT or its duly authorized representative.

SECTION 8. WATER BILLS

1. The *Concessionaire* hereby agrees to pay his water bill promptly within the first eighteen (18) days after each monthly reading of his water meter upon issuance of *billing notice*.
2. A corresponding surcharge of 1% (one percent) will be imposed on overdue bills after the 18th day.
3. Non-payment on the 35th day from the Date Billed will cause disconnection of water service connection. The Date Billed counts as the first day and the Disconnection Date is the 35th day.
4. Paying water bill before and not on Disconnection Date to avoid cancellation of water service.
5. Payment of Reconnection Fee on Disconnection Date will stop the scheduled disconnection in case wherein water service has not yet been stopped.
6. Reconnection Fee and Cost of Materials (if applicable) must be paid before reconnection of disconnected service connection.
7. If payment is made by check, make payment payable to TALAVERA WATER DISTRICT.

SECTION 9. STOP SERVICE

1. The TALAVERA WATER DISTRICT reserves the right to shut off the water supply whenever necessary and no action for damages shall be imposed to the Water District. Whenever practicable, the Water District shall notify stoppage of water services or the reduction of water pressure in any area.
2. The TALAVERA WATER DISTRICT reserves the right to disconnect the existing service lines for the following reasons:
 - for the prevention of fraudulent use of water
 - for non-payment of water bills
 - for repairs
 - for violation of any of the terms of this contract
 - for cases beyond control

SECTION 10. TAMPERING

1. The water meters, valves, curb cocks, meter boxes, locks, seals and other appurtenances connected to the District shall be under the control of the District.
2. The *Concessionaire* shall be held liable and responsible for tampering, interference with and damage to these materials and shall be subjected to penalties prescribed in the utility rules of the TALAVERA WATER DISTRICT.
3. The cost of repairs/ replacement of materials in case of loss shall be to the account of the *Concessionaire*.

SECTION 11. REFUNDS AND ADJUSTMENTS

If, for any reason, a customer becomes entitled to a refund such as overpayment of a closing bill, or other just cause, a demand shall be made in writing by said customer to the district for refund of such overpayment and subject to approval of the General Manager.

A warrant shall be issued to the customer in the amount of said overcharge, or In the event the overpayment was made on a bill which is not a closing bill, the amount overpaid shall be credited to the customer's account.

SECTION 12. SEPARABILITY CLAUSE

1. The *Concessionaire* finally agrees to observe the Rules and Regulations laid down by the TALAVERA WATER DISTRICT that are basic and above the *Contract*, for an effective water service. Said rules are subject to revision by the TALAVERA WATER DISTRICT.
2. This *Contract* shall not be binding upon the TALAVERA WATER DISTRICT unless it is signed by the *Concessionaire and/ or property owner and/ or tenant and/ or occupant and/ or representative* and duly accepted by the General Manager or the authorized officer of TALAVERA WATER DISTRICT.