

# **BOCAUE WATER**



*Life in Every Drop, Our Concern...*

# *Citizen's Charter*





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## *Vision:*

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*To be a reliable, self-reliant and most valued water service provider.*

## *Mission:*

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*To provide an adequate supply of potable water that meets the demand of all the consumers within the municipality.*

## *Strategic Goals:*

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- *Maintain the highest level of service and result at all times for customer satisfaction.*
- *Enhance sustainability for future demand.*
- *Efficient and technology-advanced integrated water system and sanitation facilities.*
- *A very functional and synchronized machinery of human resources with commitment to the public.*

## *Core Values:*

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- *Honesty and Integrity*
- *Accountability and Responsibility*
- *Commitment to Excellence*
- *Social Responsibility*
- *Environment-friendly*
- *Patriotism and Spirituality*





## ***A GLIMPSE ON BOCAUE WATER DISTRICT @40***



**Engr. Ricardo B. Perez**  
**General Manager**

*Bocaue was a former barrio of the municipality of Meycauayan, province of Bulacan. Bukawe (its original name) was derived from Bukawe trees from the bamboo family, where along the creeks of this province and around its territorial boundaries lay so many trees of this kind.*

*Bocaue is composed of 19 barangays, whose major sources of income are manufacturing, cottage industries, farming, fishing, trading and other commercial businesses. Ever since, Bocaue is also noted for the manufacturing of fabulous pyrotechnic products/firecrackers and still famous up to now.*

*In 1930's, like in many rural areas, people in Bocaue acquire water mostly from wells dug from 10 to 15 ft. deep or by gathering rain water from gutters or by other means. Later, the more affluent ones constructed their own deep wells and installed electric pumps in order to draw sufficient water. In this period, the water supply system became dilapidated already. Until finally, Bocaue townspeople found difficulty in getting safe and potable drinking water.*

*The very first Bocaue Waterworks System (BWS) was initiated and planned by the Municipal Government under the leadership of then Mayor Emiliano Eusebio in 1936 and continued by then Mayor Dominador L. Santos who succeeded the former until its completion in 1938. Since then, all improvements like constructing additional line extensions and pump rehabilitation were made by the succeeding mayors of Bocaue.*

*During the Japanese occupation (1941-1945), only artesian wells built by the government and some associations were operational and being used because the water system facilities during the era were either destroyed or stolen. It was after the liberation when the water system was rehabilitated and restored for operation again under the administration of the Municipal government with the assistance of the Provincial Engineering Office.*

*BWS was taken over by the National Waterworks and Sewerage Authority (NAWASA), an agency of the government created in 1975 to control all waterworks system in the Republic. But it was again transferred to Municipal government in June 1978 pursuant to PD No. 1406. At that time, BWS was servicing only six (6) barangays, where water pressure and its system were still a big problem.*

*In July 06, 1979, Bocaue Water District was born and took over the operation of the system, assumed all the responsibilities in providing adequate and safe water supply and efficient services to its consumers. Upon the issuance of the Certificate of Conditional Conformance (CCC) No. 086 on August 6, 1979 by the Local Water Utilities Administration (LWUA), technical assistance was extended to the WD starting from a Mini-Loan of P245,000.00 for its initial improvement under the Interim Demonstration Program (IDP), awaiting another IIP Loan (Funded by USAID through LWUA) which was granted after Feasibility Study prepared by LWUA Engineers and their foreign consultants. IIP was started on September 1982 and was completed on June 1983 costing almost P5,000,000.00. The said project covered 15.75 km. extension pipelines 3.5 km. pipe replacement, rehabilitation of two (2) old pumps, maintenance of chlorinating machines, activation of 14 fire hydrants and construction of one (1) major well which was located in a lot in Tambubong, Bocaue, Bulacan.*





*At this point, BWD was able to serv fourteen (14) barangays, because of some technical problems, the expected production for the said well did not materialize. Eventually, management targets were not realized, especially the expected number of concessionaires it should serve. Still, Water District must find other ways and means to improve the water pressure and continue serving the rest of the town of Bocaue.*

From 1986, the following pump stations were constructed to augment the rising need for water of Bocaue:

<ul style="list-style-type: none"> <li>• 1986 – Turo Pump Station</li> </ul>	<ul style="list-style-type: none"> <li>• 1994 – Antipona Pump Station Potrero Pump Station</li> </ul>
<ul style="list-style-type: none"> <li>• 1989 – Bambang Pump Station</li> </ul>	<ul style="list-style-type: none"> <li>• 1995 – Boomtown Pump Station</li> </ul>
<ul style="list-style-type: none"> <li>• 1990 – Farmers Pump Station</li> </ul>	<ul style="list-style-type: none"> <li>• 1997 – Tambubong Pump Station (in 1993, the former well became unproductive)</li> </ul>
<ul style="list-style-type: none"> <li>• 1992 – Violeta Pump Station / Sulucan Pump station</li> </ul>	<ul style="list-style-type: none"> <li>• 1999 – Platinum Pump Station</li> <li>• 2001 – El Toro</li> </ul>

*The year 1999 marked the 20<sup>th</sup> Anniversary of Bocaue Water District, a milestone not only for the Management and Staff and its Board of Directors comprising the Water District but also for our valued concessionaires who, along the way, through better and hard times were with us. Visibly, we are proud to say that, gradually, we were able to make essential improvements to provide our present and future concessionaires with adequate, safe and potable water supply.*

*For the years to come, Bocaue Water District wishes to offer extensive services and plans are on our way to cover the areas/barangays not yet served by the Water District.*

*The current General Manager, Engr. Ricardo B. Perez took office in September 01, 2003. Since then, he prioritized the construction of additional pumping stations, particularly in barangays with insufficient water supply. Hence, in January of 2004, a new pumping station was drilled in Azicate Subdivision on a newly acquired lot with 166 sq. m. land area. This pumping station became operational on 01 April 2004 with a production capacity of eighty gallons per minute (80 gal/m.), thus augmenting the water supply requirement in barangay Lolomboy and Bunlo areas. The project total cost was Two Million (P2.0M) sourced from the internally generated fund of the district.*

*In October of the same year, another pumping station had started drilling operation, this time in barangay Bambang, this site was newly purchased 150 sq. m. property along NIA Road in Sitio Dulo, Bambang. After four (4) months of drilling and construction, the pump station stated its operation in 08 January 2005 with a production capacity of 92 gpm, benefitting the residents of Bambang with clear and potable water. The total project cost was more or less P2.0 Million, with funding source also from the internally generated revenue of the district.*

*Unfortunately, in 08 October 2004, a mild earthquake hit the Bulacan and Metro Manila areas, this natural force of nature affected two (2) existing pumping stations of the district, namely: Sto. Nino Pump Station in Lolomboy and Krus sa Wawa Pump Station in Bambang and was abandoned due to saline water intrusion. Rehabilitation works were undertaken but to no avail with more than 1,300 units of chloride content were measured on water discharge. This event hampered the progress of water supply of the district.*

*Through the years, additional pumping stations were drilled and constructed in order to augment the water supply of the district, considering its increasing concessionaires. The following is the list of Bocaue Water District's newly built pump stations during the incumbency of the current General Manager:*





No.	Pumping	Lot area	Date of Operation	Project cost	Source of Fund
1.	Azicate P.S	166 sq. m.	01 April 2004	P 2,000,000	• BWD-ICG
2.	Bambang-NIA	150 sq. m.	08 January 2005	2,200,000	BWD-ICG
3.	Bagumbayan P.S	50 sq. m.	08 June 2005	2,500,000	BWD-ICG
4.	Turo-By-Pass	361 sq. m.	16 October 2006	7,000,000	BWD-ICG
5.	Duhat 1 P.S	141 sq. m.	10 October 2007	7,000,000	BWD-ICG
6.	Taal P.S	200 sq. m.	02 September 2008	6,800,000	BWD-ICG
7.	Duhat 2 P.S	250 sq. m.	03 July 2009	5,000,000	P5.0 M-LWUA LOAN
8.	Lolomboy P.S	Rental	12 August 2009	1,700,000	BWD-ICG
9.	Taal 2 P.S	300 sq. m.	03 March 2010	7,000,000	LWUA/NLIF
10.	Igulot P.S	150 sq. m.	09 August 2010	10,000,000	LWUA/NLIF
11.	Bunducan P.S	250 sq. m.	11 September 2011	10,000,000	DBP LOAN
12.	Bumducan P.S	150 sq. m.	07 November 2012	4,000,000	BWD-ICG
13.	Taal 3 P.S	249 sq. m.	13 April 2013	6,000,000	BWD-ICG

- BWD-ICG = BOCAUE W.D. –Internal Cash Generation

*In 2013, the Water District had already adopted the concept to harness and develop the available surface water in its jurisdiction. The District invested more than Eight Million Pesos (P8.0M) on a 5.4 hectares fishpond lot and a 3,250 sq. m. adjacent lot which will be converted to a Water Impounding Reservoir (WIR) and Water Treatment Plant (WTP) site respectively. The WIR will have a water carrying capacity of 160,000 cubic meters more or less which is connected to Atubang Creek, a tributary of Bocaue, Balagtas and Guiguinto Rivers. The project involves the procurement of technologically advanced water treatment facility using ultra filtration system and reverse osmosis to purify the brackish water currently available on site.*

*The District had already executed the implementation of this project under the provision of RA 9184, otherwise known as the Government Procurement Reform Act. Hence, on October 16, 2013, the District Bids and Awards Committee conducted the bidding for the Supply, Operation and Maintenance of Water Treatment Facility for Brackish water under the Bulk Water Supply Contract. Accordingly, on 17 December 2013 Bocaue Water District and Matten Technologies, Inc. signed the contract for the Supply of treated water at P 17.00 per cubic meter, inclusive of taxes with no price adjustment for the first two (2) years of operation.*

*Upon completion of these two (2) component projects, the water Impounding Reservoir and the Water Treatment Plant respectively, BWD will have sufficient treated potable water supply for its concessionaire's satisfaction. Furthermore, future demand can be easily met with the provision for additional modular treatment facility to increase its production capacity. Hence, management entered into a Bulk Water Supply Agreement with Sta. Maria Water District on a Government to Government basis.*

*Unfortunately, in 2014, when Matten Technologies, Inc. mobilized to start the construction of the Water Treatment Facility in Barangay Bagumbayan, some residents of Green Farm Subdivision opposed the project. Consequently, the District looked for possible site along the Bocaue River and purchased a lot in Barangay Tambubong. The Water Treatment Plant Facility was constructed in the area and became operational in June 2015 with raw water sourced from a dug well along the river banks. Due to some financial difficulties, Matten Technologies, Inc. transferred its rights to Chemical Research Product Industrial Sales, Inc. which continue the Water Treatment Plant operation until May 2019 when the raw water quality in the shallow well drilled within the vicinity of the plant sites became too high in chloride content (high salinity) which was beyond the 5,000 TDS (Total Dissolved Solids) threshold specified in the contract.*



*In 2017 and in anticipation of the operation of bulk water supply from the Bulacan Bulk Water Supply Project, Bocaue Water District applied for a sixty million (Php60.0M) loans from Local Water Utilities Administration (LWUA) to finance the water supply infrastructure projects for Fiscal Year 2018-2019 such as:*

<b>Bunducan Ground Reservoir</b>	-	<b>1,100 cubic meters capacity</b>
<b>Tambubong Ground Reservoir</b>	-	<b>600 cubic meters capacity</b>
<b>Bambang Ground Reservoir</b>	-	<b>500 cubic meters capacity</b>
<b>Wakas-Bambang Pipelines</b>	-	<b>2,500 LM (12", 10", 8", 6"ø PVC Pipes)</b>
<b>Biñang 1<sup>st</sup> – Igulot Pipelines</b>	-	<b>600 LM (12", 10", &amp; 8"ø PVC Pipes)</b>
<b>Lolomboy – Bunducan Pipelines</b>	-	<b>800 LM (12", 10", &amp; 5" ø PVC Pipes)</b>
<b>Batia Pipelines</b>	-	<b>5,000 LM (8" &amp; 6" ø PVC Pipes)</b>

*In January 2019, the Bulacan Bulk Water Supply Project (BBWSP) officially commenced commercial operation in supplying treated bulk water to stage 2 water districts including Bocaue Water District.*

*To better serve our concessioners and sustain the improvement of the District's water infrastructures, the following projects and programs are lined up for future implementation:*

- 1.0 Pipe replacement along McArthur Highway (Wakas-Lolomboy)*
- 2.0 Pipe replacement (old distribution pipelines on various barangays)*
- 3.0 Additional ground Water Reservoir (Taal and Tambubong)*
- 4.0 Non-Revenue Water (NRW) Program*
- 5.0 Procurement of Vacuum Trucks for Sanitation Program*

**BOCAUE WATER DISTRICT**

**BY:**

**ENG. RICARDO BPerez**

**General Manager**

**December 16, 2019**





***We the Official and Employees  
of Bocaue Water District,  
bind ourselves to the best of  
our ability to provide efficient,  
reliable and adequate supply  
of potable water.***





# Citizen's Charter

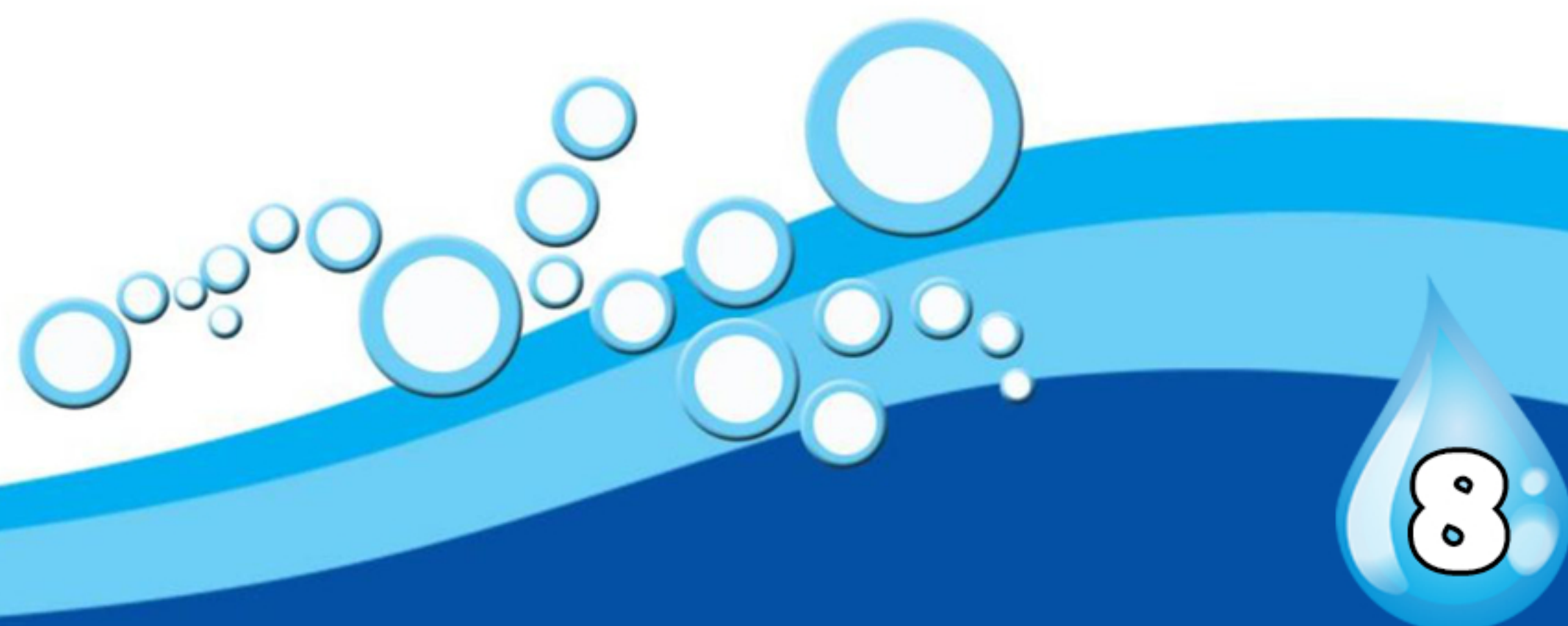




## **BARANGAY WITH WATER SERVICE LINES/CONNECTIONS**

<i>Biñang I</i>	<i>011</i>
<i>Poblacion</i>	<i>021</i>
<i>Sulucan</i>	<i>031</i>
<i>Bagumbayan</i>	<i>041</i>
<i>Bambang</i>	<i>051</i>
<i>Antipona</i>	<i>061</i>
<i>Wakas</i>	<i>071</i>
<i>Caingin</i>	<i>081</i>
<i>Biñang II</i>	<i>091</i>
<i>Turo</i>	<i>101</i>
<i>Lolomboy</i>	<i>111</i>
<i>Taal</i>	<i>121</i>
<i>Bunlo</i>	<i>131</i>
<i>Potrero</i>	<i>141</i>
<i>Azicate</i>	<i>142</i>
<i>Tambubong</i>	<i>151</i>
<i>Duhat</i>	<i>161</i>
<i>Igulot</i>	<i>171</i>
<i>Bunducan</i>	<i>181</i>
<i>Bolacan</i>	<i>191</i>
<i>Batia*</i>	<i>20</i>

*\*Note: Expected operation by 2<sup>nd</sup> quarter of 2020*





# ***APPLYING FOR SERVICE CONNECTION***

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## **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 Bocaue Water District.

## **Schedule of Availability of the Service:**

Monday – Friday  
8:00 am – 5:00 pm  
**No Noon Break**

## **What are the documentary requirements?**

- Barangay Certificate of Residency/Clearance
- Any Government Issued ID
- Proof of ownership
  - Land Title (original to be presented for verification)
- Proof of Billing (MERALCO for further verification if necessary)
- Additional Requirements for Commercial/Industrial Class:
  - Land Title (TCT) of Owner of Building
  - SPA/Legal Authorization for representatives

**\*ALL ID'S SHOULD BEAR SIGNATURE, PICTURE AND EXACT ADDRESS.**

### **Mandatory requirement:**

The applicant or his/her representative is required to attend the orientation scheduled every Thursday at 1:30 PM onwards prior to payment of the necessary water service application and installation fees.





## ***NEW CONNECTION APPLICATION***

**SCHEDULE of AVAILABILITY of SERVICE: Monday to Friday 8:00 AM - 5:00 PM**

All new connection applicants should secure the following requirements upon filing.

- Residence certificate
- Owner's consent (for tenants)
- Barangay excavation permit

*New connections shall be installed 5 working days upon full payment.*

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES/ CHARGES	FORMS
1	Ask for application form for new connection  Fill out Application Form	Interview client and ask for pertinent requirements  Issue application form	5 minutes	Customer Service Assistant –A  <b>CSA-A</b>	NONE	Application Form
2	Present filled out application form and payment fee	Accept payment for new connection application  Issue Official Receipt	5 minutes	Cashier – A	250.00	Official Receipt
3	Present application form to CSA- A for processing	Stamp acknowledgement of payment at the application form	1 minute	Customer Service Assistant – A  <b>CSA – A</b>	NONE	
4	Wait for notification on schedule of returning to office for further steps after the site inspection	Conduct site inspection and advise client to come back to WD office on schedule  Process application form and prepare itemized list of materials & fees	3 working days	Customer Service Officer – A		Application Form, Itemized List and location map sketch
5	A. Return to office and ask for processed application form  B. Submit barangay clearance	Assess total amount of materials and other miscellaneous fees	15 minutes	Customer Service Assistant A	NONE	Itemized List and Application Form
6	Present bill of materials & other fees	Prepare & Issue Order of Payment	5 minutes	Customer Service Assistant A	NONE	Order of Payment



7	Present Order of Payment for billed materials & other miscellaneous fees  Pay the total amount due	Stamp "PAID" at the forms presented  Issue Official Receipt	5 minutes	Cashier – A	Total assessed amount	Official Receipt
8	Present Official Receipt for action	Process application and forward to Division Manager and GM for approval	5 minutes	Customer Services Assistant – A		Application Form

**End of Transaction**

*For immediate posting in preparation to the second quarter evaluation for Report Card Survey of the Civil Service Commission as mandated by ARTA 2007.*

## ***NEW CONNECTION CHARGES AND FEES***

### **FEES AND CHARGES**

Residential/Government	- ½" diameter	₱ 2,500.00
Commercial	- ½" diameter	₱ 3,000.00
	- 1" diameter	₱ 8,000.00
	- 2" diameter	₱ 25,000.00
	- 3" diameter	₱ 40,000.00
	- 4" diameter	₱ 80,000.00

MATERIALS COST: Variable based on size of water main pipes

EXCAVATION/RESTORATION COST: Variable based on location

**Note:**

- *Fees, charges and prices of materials are subject to increase in case of inflation*
- *Prices, Fees and charges varies on service connection sizes*
- *Excavations Fees and Charges varies based on Barangay Road Infrastructure*





## ***REOPENING OF DISCONNECTION SERVICE LINE***

### **Schedule of Availability of Service: Monday to Friday 8:00 AM – 5:00 PM**

- All inactive accounts shall file reopening of service line for reactivation
- Reconnection of reactivated accounts shall be done immediately

<b>Step</b>	<b>Concessioner</b>	<b>Service Provider</b>	<b>Duration of Activity</b>	<b>Person in Charge</b>	<b>Fee</b>	<b>Form</b>
1	Apply for reopening of disconnected water service	Determine the status of concessioner's account  Orient client of reopening promo (if there's any)  Determine the total amount to be paid  Prepare Service Request (SR) and Maintenance Order (MO) Form	10 minutes	Customer Services Assistant – B	NONE	Service Request and Maintenance Order Form
2	Present SR & MO to the assigned officer	Prepare & Issue Order of Payment  Return SR and MO to concessioner	10 minutes	Admin. Services Officer – A	NONE	Order of Payment
3	Present S.R. and M.O to the assigned officer  Pay the total assessed amount	Issue Official Receipt  Stamp SR and MO with PAID	2 minutes	Cashier- A	Arrears + 200.00 for residential arrears + 500.00 commercial	Official Receipt

**End of Transaction**





## ***PAYMENT OF WATER BILL***

**Schedule of Availability of Service: Monday to Friday 8:00 AM – 5:00 PM**

- Statement of Account is necessary in paying your water bill

Step	Concessionaire	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	Present Statement of Account	Browse concessionaire account number to check the total amount to be paid	1 minute	Customer Services Assistant – B	Total Amount due	
2	In the absence of statement of account, simply inform the person in-charge of client's account name		1 minute	Customer Services Assistant – B		
3	Pay the amount due	Accept Payment and issue Official Receipt	1 minute	Customer Services Assistant – B		Official Receipt

**End of Transaction**

**Note: Payment facilities in four (4) SM payment centers will soon be opened to facilitate payment of water bills. Further announcement/notification will be posted.**

## ***FILING OF COMPLAINT***

You may file complaints for **NO WATER, DIRTY WATER, and BUSTED SERVICE LINE BEFORE METER, METER LEAK, LOST METER.**

- Who may file a complaint: Registered active concessionaire of the BWD
- All complains shall be acted upon the next working day of filing

Step	Concessionaire	Service Provider	Duration of Activity	Fee	Person in Charge	Form
1	File complaint with the PACD Officer	Determine client's complaint	5 minutes	NONE	Public Assistance/ Complaints Desk Officer (PACD Officer)	Service Request and Maintenance Order Form

**End of Transaction**



## ***FILING OF REQUEST***

### **Schedule of Availability of Service: Monday to Friday 8:00 AM – 5:00 PM**

You may file complaints for **METER TRANSFER, METER CHECK AND CALIBRATION, METER REPLACEMENT, CHANGE OF ACCOUNT NAME, DISCONNECTION, and REPAIR.**

- Who may file a complaint: Registered active concessionaire of the BWD
- All complains shall be acted upon the next working day of filing.

Step	Concessionaire	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	File request to the Officer of the day	Determine client's request	5 minutes	Officer of the Day	NONE	Service Request and Maintenance Order Form

**End of Transaction**

## ***BILLING STATEMENT INQUIRY***

- All concessionaires may inquire about their;
  1. None tending of Statement of Account
  2. High Consumption
  3. Meter Reading Verification
  4. Water Bill Penalties and Amortizations
- No charging fees

Step	Concessionaire	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	Inquire from the Officer of the Day	Determine the nature of inquiry. Respond to all inquiries and make necessary action	5 minutes	Officer of the Day		Computer Generated Ledger and Statement of Accounts

**End of Transaction**





# ***WATER PILFERAGE VIOLATION SETTLEMENT***

- Apprehended Water Pilferage Violators such as:
  1. Illegal Connections/ By Pass Connections
  2. Unauthorized Reopening of Disconnected Service Line
  3. Tampering
  4. Use of Detachable Gadgets to alter Meter reading

Violators should settle their acts of violation within given period of time at **BWD Office**

<b>Step</b>	<b>Concessionaire</b>	<b>Service Provider</b>	<b>Duration of Activity</b>	<b>Person in Charge</b>	<b>Fee</b>	<b>Form</b>
1	Present notice of violation issued by apprehending field officer to the Officer of the Day	Determine the kind of violation committed  Explain the gravity of the violation	15 minutes	Officer of the Day	NONE	Notice of violation and Inspection and Investigation Report Form
2	Get Inspection and Investigation Report (IIR) and present to CSO-A	Prepare and issue IIR Report (in duplicate copy)  Endorse client to assigned officer for fine charge assessment				
3	Present the notice of violation together with the IIR Form issued by the CSO – A  Get the fine charge assessment form	Assess fine charge depending on the kind of violation and the CSO – A recommendation in accordance with the existing policy  Prepare and issue fine charge assessment form	15 minutes	Division Manager – B		Fine Charge Assessment Form
4	Present Fine Charge Assessment Form	Prepare & Issue Order of Payment	5 minutes	Admin. Services Officer A	As stated	Order of Payment
5	Present Order for payment of fine charge pay the amount due	Accept payment for the assessed fine charge	2 minutes	Cashier – A	As assessed	Official Receipt

**End of Transaction**





## ***ISSUANCE OF PROMISSORY NOTE***

### **Schedule of Availability of Service: Monday to Friday 8:00 AM to 5:00 PM**

- Active accounts with two (2) months arrears and above are subject for disconnections.
- All promissory notes shall be issued two days prior to zone's scheduled due date.
- Service connections with delinquent accounts shall be disconnected two days after the due date.

<b>Step</b>	<b>Concessionaire</b>	<b>Service Provider</b>	<b>Duration of Activity</b>	<b>Person in Charge</b>	<b>Fee</b>	<b>Form</b>
1	Approach the assigned officer and state his/her registered account name and account number	Determine the due date and arrears of the concessionaire  Provide and accomplish Promissory Note	1 minute	Officer of the Day	NONE	Promissory Note Form
2	Sign the accomplished promissory note	Advise concessionaire to pay their arrears before the promised date	5 minutes	Officer of the Day		
3		Provide a copy of the Promissory Note to the concessionaire	1 minute	Division Manager		

**End of Transaction**





# ***AVAILMENT OF SENIOR CITIZEN DISCOUNT***

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**Schedule of Availability of Service: Monday to Friday 8:00 AM to 5:00 PM**

- Concessionaires at their Senior Age (Legal Tenant) may apply for Senior Citizen Discount Card

Requirements to Submit:

- Senior Citizen Card (Xerox copy)
- Latest Official Receipt (Water Bill)
- 2 pcs. 1 x 1 I.D. Picture

## **APPLICANT TO FILE PERSONALLY**

<b>Step</b>	<b>Concessionaire</b>	<b>Service Provider</b>	<b>Duration of Activity</b>	<b>Person in Charge</b>	<b>Fee</b>	<b>Form</b>
1	Fill out application form	Provide Application for Senior Citizen's Discount	2 minutes	Customer Services Assistant - A		Application Form for SCDA
2	Pay the application fee	Issue Official Receipt	2 minutes	Cashier - A	P 50.00	Official Receipt

**End of Transaction**



## Pagpapakabit ng Serbisyo ng Tubig

Para sa kaalaman ng lahat ng may nais na mgakaroon ng instalasyon ng tubig mula sa BOCAUE WATER DISTRICT, ang mga sumusunod na mga hakbang at pamamaraan ang dapat malaman:

1. Magsadya sa Commercial Division para sa pagpapatala. Ang Application Fee ay P250.00 (pagpapatala, pagbibista at pagpoproseso ng papel) at ang nasabing halaga ay hindi na maaari pang maibalik o ma-refund kung sakaling umatras ang nag-aapply ng koneksyon. Magdala ng photocopy ng sedula upang isumite kasabay ng Application Form.
2. Maghintay sa loob ng hindi lalagpas sa tatlong (3) araw ng pagbista ng Inspector na siyang magsusukat/mag-eestima upang malaman ang materyales na gagamitin sa pag-iinstalasyon.
3. Humingi ng kapahintulutan mula sa Punong Baranggay dala ang Excavation Permit form na magmumula sa Water District o kaya ay sa DPWH kung kinakailangan bago makabitan ng linya. Ang aplikante ang may pananagutan ng pagsasauli ng nasirang kalsada at hindi ang Water District.
4. Ang lahat ng magpapakabit ay kakabitan ng kuntador (water meter) upang mula rito ay malaman ang nagamit na tubig. Ang metro ng tubig ay pahiram lamang subalit ang pangangalaga nito ay nakaatang sa nagpakabit nito. Ang tagatangkilik ang mananagot sa pagkasira at pagkawala nito.
5. Ang pagkukumpuni ng instalasyon ng linya magmula sa punong tubo hanggang sa kuntador ay may kaukulang bayad sa labor base sa bigat ng Gawain na irerekomenda ng tubero sa hepe ng departamento. Ang may-ari din po ang siyang babalik sa anomang gastusin sa napalitang materyales.
6. Ang Minimum Charge/Taripa (para sa 0-10 cu.m.) po na ipinatutupad sa kasalukuyan ay P250.00 (tax included) kung Residential classification at may kaukulang rate para sa Commercial classification maubos man o hindi ang 10 metro kubiko.
7. Kung sakaling wala kayong natanggap na Statement of Account, mangyari po lamang na magsadya o tumawag sa opisina ng Water District sa telepono bilang 692-1659 upang mabatid ang inyong bayarin. Huwag pong palampasin ang ika-15 ng buwan upang makaiwas sa multa. Dapat gawing nasa oras ang pagbabayad ng tubig. Lahat ng may bayarin sa tubig na higit sa isang (1) buwan ay makakakita ng babala na naroroon sa Statement of Account bago ito ay maputulan ng serbisyo sa tubig paglampas ng due date na hindi pa nakakabayad.





## ***PAGBABAYAD NG TUBIG***

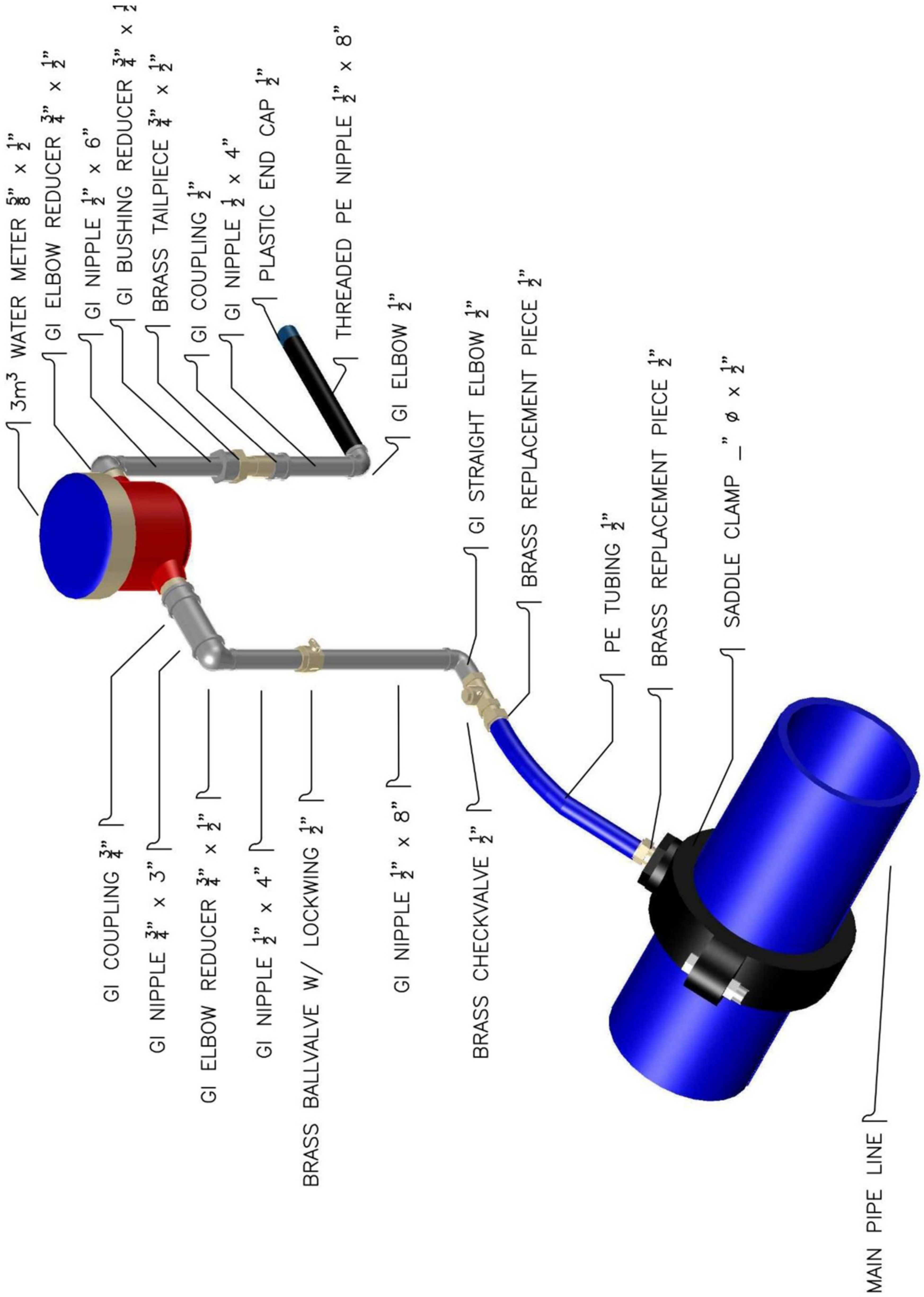
1. Ang pagbabayad ng tubig ay sa tanggapan ng Water District na nasa Biñang 2<sup>nd</sup>, Bocaue, Bulacan, kung saan bukas kami mula Lunes hanggang Biyernes (ika-8 ng umaga hanggang ika-5 ng hapon). Wala po kaming Field Collector na magbabahay-bahay para maningil ng bayad sa tubig.
2. Sa mga ipinadadalang Water Bill o Statement of Account ay may nakasaad na halaga para sa nagamit na tubig at due date. Subalit kung hindi makabayad sa araw na nabanggit, ito ay papatawaan ng karagdagang 10% na multa base sa current bill at 1% surcharge base naman sa halaga ng natirang utang ng nakaraang buwan.
3. kung sakaling hindi makabayad ng tubig sa loob ng dalawang buwan, ang linya po ng inyong tubig ay mapuputol pansamantala. Kung ito ay inyong pabubuksang muli, kinakailangan muna pong bayaran ang pagkakautang, ang reconnection fee at iba pang kaukulang deposito. Kung sakali naman na hindi ito maipapa-kabit muli pagkaraan ng ilang buwan, ito ay tuluyan ng ipapaputol sa main line.

## ***SCHEDULE NG KASALUKUYANG WATER RATES***

	<b>Minimum Charge</b>	<b>11-20 cu.m.</b>	<b>21-30 cu.m.</b>	<b>31-40 cu.m.</b>	<b>41-50 cu.m.</b>	<b>51-Above cu.m.</b>
<b>Domestic/Gov't</b>	250.00	27.00	29.50	32.50	36.00	40.00
<b>Comm'l/Indust'l</b>	500.00	54.00	59.00	65.00	72.00	80.00
<b>Commercial</b>						
<b>A</b>	437.00	47.25	51.60	56.85	63.00	70.00
<b>B</b>	375.00	40.50	41.25	48.75	54.00	60.00
<b>C</b>	312.50	33.75	36.85	40.60	45.00	50.00
<b>Bulk/Wholesale</b>	750.00	81.00	88.50	97.50	108.00	120.00



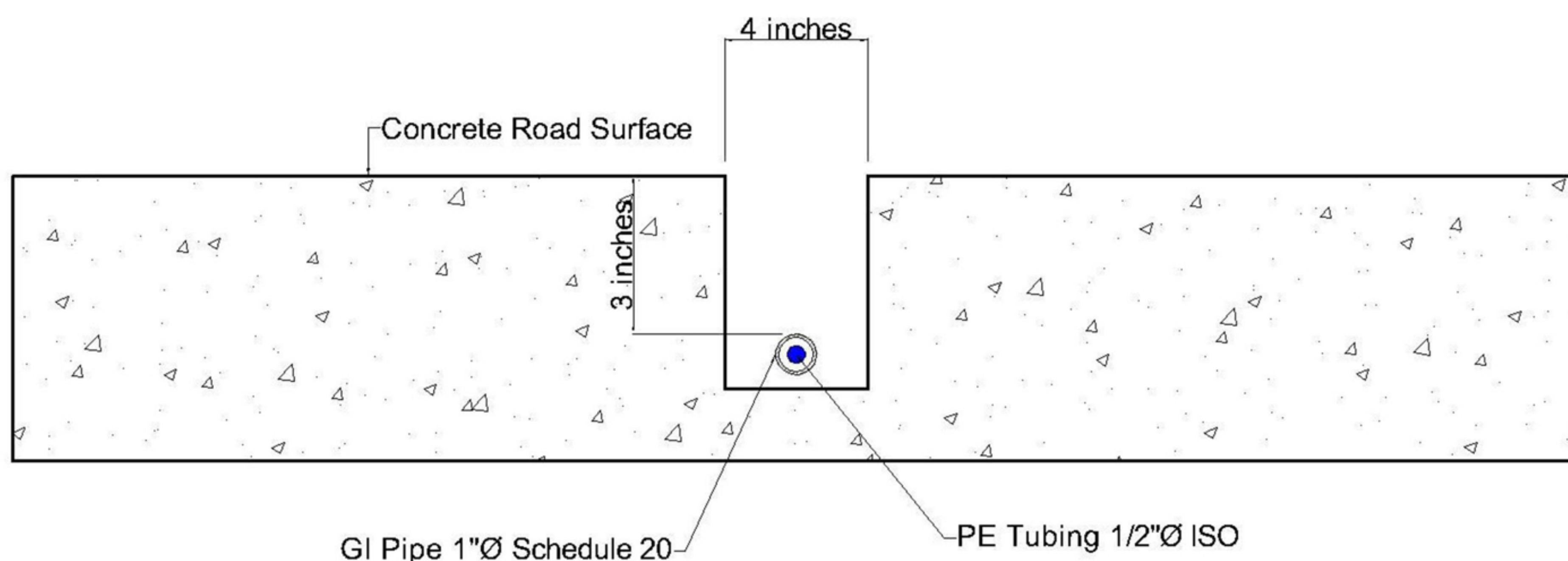
# NEW SERVICE CONNECTIONS STANDARD DETAILS





## ***ROAD CROSSING WORKS (STANDARD DETAILS)***

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**Labor, Materials and Equipment 450.00/Meter**  
(Includes Concrete Cutting, Breaking and Restoration)

Materials:

GI Pipes Schedules 20 (1"Ø)

₱ 673.00/Pc

PE Tubing 1/2" ISO

₱ 18.00/Meter

Note: Applicable only to Barangay and Municipal Roads

Prices may change any time due to increase in material cost.

## ***FEEDBACK AND REDRESS MECHANISM***

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

- Write your comment/ suggestion on "Post-Inspection" box of the Action Report which will be given to you after every maintenance work was done and checked by our inspector/investigator.
- Accomplish our Feedback Form available in the office and put it in the suggestion box found at the waiting area of our office.
- Send your feedback through e-mail ([bocaue\\_wd@yahoo.com](mailto:bocaue_wd@yahoo.com))
- Talk to our Officer of the Day
- Or write to GM Engr. Ricardo B. Perez (General Manager of Bocaue Water District)
- For more inquiries, you may:

Call at no.: (044) 692-1659

Call or text: 0933-829-5904/0933-829-5905 (SUN)

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Officer of the Day at the Customer Service 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 always be of service to you.





# FEEDBACK FORMS

## (PANANAW O PUNA)

Please let us know how we served you.

*Ipaalam po ninyo sa amin kung paano namin kayong napaglingkuran.*

You may use this form for compliments, complaints or suggestion.

*Maaaring gamitin ito para sa papuri, reklamo o mungkahi.*

Simply check the corresponding box.

*Mangyari-itsek lamang ang kahong naayon.*

Compliment  
*(Papuri)*

Complaint  
*(Reklamo)*

Suggestion  
*(Mungkahi)*

Person(s)/Unit/Office concerned or involved: \_\_\_\_\_

*(Mga) Tao/Pangkat/Tanggapanna may kinalaman sa papuri, reklamo o mungkahi*

Facts or Details Surrounding the Incidents

*(Kaganapan o detalyeng bumabalot sa pangyayari)*

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(Please use additional sheet/s if necessary)

*(Mangyaring gumamit ng karagdagang papel kung kinakailangan)*

Recommendation(s)/Suggestion(s)/Desired Action from our Office

*(Rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming tanggapan)*

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(Please use additional sheet/s if necessary)

*(Mangyaring gumamit ng karagdagang papel kung kinakailangan)*

Name (Pangalan)	Office/Agency (OPTIONAL) (Tangagapan/Ahensya)
Address	E-mail Address (if any) Telepono
Service Account No.	Contact Number(s) (if any) (Telepono)
Signature (Lagda)	Date (Petsa)






# ***WATER RATE COMPARISION***

**(WITH COMMON EXPENSESE)**


**1 cu.m. (PHP 25.00)                   = 1,000 liters**  
**=     5 drums**  
**=     52 pails**  
**=  264 gallons**

**1 cu.m..... Php 25.00**

1 bottle of mineral water  Php 20-25.00


1 cup noodles.....  Php 20-25.00

1 bottle of San Miguel Beer  Php 45.00

1.5 liters of soft drinks....  Php 65.00

1 kilogram of Rice.....  Php 37-50.00

1 loaf of Gardenia Bread  Php 65-70.00

1 kilogram of Sugar.....  Php 60.00

100 grams Nescafe...  Php 80-100.00





## ***WATER RATE COMPARISION***

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10 cu. m. (Minimum rate per Month)

1 Pack of Cigarette		Php 120-150.00
1 Tray of Eggs		Php 150-180.00
1 kilo of Chicken		Php 150-180.00
1 kilo of Beef....		Php 220-250.00
2 cups of Milkteas		Php 200-250.00
500ml Fundador....		Php 250-300.00
1 cinema ticket...		Php 300.00
1 dozen of Donuts		Php 300.00

❖ The above samples are just few of the things and products people consume these days.