



Republic of the Philippines
CABAGAN WATER DISTRICT
Cabagan, Isabela
Telefax(078)396-0065

**UTILITY RULES AND REGULATIONS
GOVERNING THE OPERATION OF THE CABAGAN WATER
DISTRICT**

BOARD OF DIRECTORS

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Ms. Editha R. Banguilan - *Secretary*
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Pedro M. Allam ----- *Water/Sewerage Maint. Man A*
Roy T. Miguel ----- *Utility Worker A*
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Production Division

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Alfonso C. Zipagan ----- *Water Resources Fac. Operator A*
Burton M. Tagao ----- *Water Resources Fac. Operator A*
Choi Kenneth D. Gannaban ----- *Water Resources Fac. Operator C*
Rex Flor Z. Atuan ----- *Water Resources Fac. Operator B*
Domingo T. Guingab Jr. ----- *Water Sewerage Maintenance Man C*
Lucas P. Bautista Jr. ----- *Water Sewerage Maintenance Man C*

VISION

To ensure an efficient, sustainable, and financially viable water service provider, delivering the highest quality service to all its concessionaries and prudent steward of the environment.

MISSION

Cabagan Water District commits to be economically viable utility firm that provides sufficient, safe and accessible water at the least possible cost while ensuring sustainability, reliability, protection of public health and preservation of the environment.

CORE VALUES

Serving our customers with Vision, Confidence and PRIDE

P	Professionalism
R	Responsibility
I	Integrity & Ethics
D	Dedication
E	Equality & Fairness

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FOREWARD

The Utility Rules and Regulations (URR) were adopted by the Board of Directors of the Cabagan Water District (CWD) as a general guideline for management and staff on the operation and maintenance for an efficient water system, reliable and potable water for customer satisfaction.

THE UTILITY RULES AND REGULATIONS OF CABAGAN WATER DISTRICT

The Board of Directors of Cabagan Water District does ordain as follows:

Section 1: Title.

The Utility Rules and Regulations (URR) of Cabagan Water District (CWD)

Section 2: Scope

Rules and Policies indicated herein shall apply to all water concessionaires and constituents who wish to avail the services of the water district.

Section 3: Words and Phrases

For the purposes of these regulations, all words used in the present tense shall include the future; all words in the plural form shall include the singular form; all words in the singular number shall include the plural number.

Section 4: Definition of Terms

As stipulated in this URR, the following terms shall mean:

4.1 **Board** – The policy making body of Cabagan Water District.

4.2 **Management** – This refers to the General Manager, Division Managers and managerial staff who runs the day to day affairs of the Water District.

4.3 **Service Connection** – The individual pipeline from water supply mains to the setting of water meter stand.

4.4 **Miscellaneous Service Charges (MSC)** – This refers to the cost of labor, materials, transportation expenses, supervision, engineering cost and all the necessary overhead expenses indicated on the URR and other tariffs officially approved by the Board.

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4.5 **Water Meter** – A water meter is an instrument used for recording the quantity of water passing through a service line.

4.6 **Water District** – This refers to the Cabagan Water District (CWD), a Government Owned and Controlled Corporation based on the Supreme Court’s Decision on G.R. Nos. 9523738 which was promulgated on September 13, 1991 resolution with jurisdiction specified in Sanguniang Bayan of Cabagan in 1981 and P.D. 198 as amended.

4.7 **Master List** – The Official List of Registered Concessionaires of the Water District.

Section 5: Size and Location of Service Connection

Cabagan Water District reserves the right to determine the size of service connections, source of supply, water meter size, and its location with respect to the boundaries of premises to be served.

The location of water meter must be near the CWD main or distribution line where it will be convenient for CWD personnel to access during reading, repairs and disconnection.

Service connection installation from the district mains to the water meter shall be within a public road and/or outside a private property. Unless supported by legal documents, pipelines before and including the water meter must be located outside the private lot for maintenance purposes.

Section 6: Required Fittings for Service Connection

Every service connection installed by Water District shall be equipped with magnetic and ball valve before and after the water meter for exclusive use in controlling and shutting the water supply through the service lateral.

Section 7: Pressure Conditions

All applicants for new service and transfer connections must adhere to water supply and pressure conditions of the distribution system where location of the proposed connection is applied.

Applicants shall agree that Water District is relieved for any liabilities on damages arising out of low and high pressure and interruption of water services.

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For two (2) storey and above connections residential, commercial, or industrial structures, applicants are advised to install or construct elevated water tank to ensure adequate water supply even during peak hours.

In the absence of elevated water tank, installation of pressure tank after the water meter may be an option provided that water district personnel has the right to investigate plumbing installation at any given time.

Section 8: Application for Service Connection

A person, firm or corporation, either public or private, may avail of the services of water district provided that the following requirements are complied with, to wit:

8.1 Payment for application fee and/or guarantee deposits whichever is applicable to the Water District.

8.2 Transient applicant is required to pay the required application fees. An amount of One Thousand Pesos (P 1,000.00) will be charge and refundable after the project is completed.

8.3 Has attended the orientation seminar for applicant of a new connection. In cases of applicants who has one or more active service connections and who has not attended the seminar for the past three (3) years, he will be required to attend. No proxy/ies will be entertained to attend the said orientation seminar.

8.4 All unpaid accounts of the previous owner or concessionaires where service line will be connected shall be settled prior to the installation of service connection.

8.5 Requirements for new applicant

8.5.1 Accomplished application form

8.6 Application for service connection for apartments, commercial buildings, duplex type residential buildings and other related establishment with multiple water meters under particular ownership must be applied by the owner itself.

8.7 Abandoned service connection materials due to transfer to other barangay will be forfeited in favour of the Water District.



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Section 9: Service Contract

Service contract with affix signature shall serve as the binding agreement between the Water District and the service connection applicant which includes all provisions specified in the service contract and URR.

Section 10: Installation of a Service Connection

10.1 Only CWD plumbers are authorized to install service connection to ensure installations are in accordance to the standards and specifications set by the district.

10.2 Vertical pipe either 25mm or 19mm in diameter designed for clustered water meters must be limited to 6 service connections only.

10.3 Allowable number of service line per single connection from the main is limited to two (2) connections only (dual connection); provided that necessary permit must be secured from the principal concessionaires.

10.4 All commercial building shall be applied and named after the owner of said establishment.

Section 11: Concessionaire's Obligations

11.1 Payment of water bills and other miscellaneous charges shall be made at the office of the CWD or through its authorized collection agents or banks (for current and full payment of water bills). Office collection starts 8:00 in the morning to 5:00 in the afternoon without noon break from Monday to Friday except holidays. Advance payment of water bills maybe accepted but should be accompanied with proper official receipt from the collecting officer.

11.2 Pay water bills on or before due date to avoid penalty charges or disconnection of service. Five per cent (5%) discount if payment before due date and Ten per cent (10%) surcharge after due date.

11.3 If water connection is to be transferred to other areas, the concessionaire has to pay first the estimated materials and closing bill before the request will be acted upon.

11.4 Failure to receive notice of water bills does not relieve a concessionaire of liability. Any amount shall be deemed a debt to CWD.



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11.5 Each concessionaire should provide a box for protection of water meter from physical damages. Any damage to the water meter arising from negligence or carelessness shall be borne by the consumers, except when damage is caused by wear and tear or natural calamities. Bill box must be provided by concessionaire to avoid missing water bills.

11.6 Lost or stolen water meter will be charged to consumer. Cost is based on the existing price.

11.7 The placement of the water meter shall be beside the fence of the concessionaire or in a place convenient and accessible for water district personnel.

11.8 Any connection installed before the scheduled reading date of a particular zone shall be billed accordingly.

11.9 Any request for voluntary disconnection after reading date shall incur a closing bill and shall be settled before cut-off.

11.10 Payment in full of unpaid accounts and others dues prior to reconnection of service.

11.11 Pay average amount based on the highest three months of current year consumption for meter malfunction and damaged meter due to wear and tear.

11.12 Pay the minimum amount for zero consumption.

11.13 Allow the District's personnel representative to enter consumer premises any time for purpose of performing their job without being liable for trespass to dwelling on the property.

11.14 In case of high consumption due to in-house leakages please refer to Billing Adjustment Policy No. 02 series of 2016.

11.15 Report immediately to the District any problems related to water quality, leakage or damage in any portion of his service connection. In case of failure to report the same, the concessionaire may be held liable for the resulting damage and contamination due to his failure.

Section 12: IT IS THE OBLIGATION OF THE CABAGAN WATER DISTRICT TO:

12.1 Provide with diligence safe and sufficient water to every service connection at all times at the lowest cost possible.

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12.2 Notify all registered consumers concerning all charges of the District operational policies and practices.

12.3 Present to the water-consuming public through a public hearing any change in its water rates.

12.4 Be vigilant in monitoring, inspection and persecution of violators of the National Water Crisis Act of 1995 (RA No. 8041) and PD 198 Section 31 (d) on water pilferage where water revenue and pressure are affected due to illegal acts.

Section 13: Maintenance of Service Connections

The Water District shall maintain the service line before the water meter. Materials cost for replacing old service connection lines shall be shouldered by the concessionaire. In house connection materials shall be provided by the concessionaires and will not be the responsibility of the district in case of leakages.

Section 14: Disconnection of Service Connection

The Water District may disconnect a service connection on the following reasons:

14.1 Non-payment of water bills

14.2 Voluntary disconnection

14.3 Illegal connections made (tampering of meters, broken magnetic valves, water pilferage, and other similar acts.)

14.4 A violation of provisions stated on service connection and URR

Section 15: Re-connection of Service Connection

A disconnected connection can be activated only upon full payment of the necessary dues and materials to the Water District. A perennial delinquent concessionaire shall undergo re-orientation seminar before a connection will be re-opened.

Section 16: Master List

The Water District shall maintain list of concessionaires from the very beginning of its operation which consist of active and disconnected consumer with proper classification.



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Section 17: Illegal Connection

A water connection which is not registered and authorized by the Water District is considered illegal connections which are:

17.1 Installation of service connection without an approved application from the Water District.

17.2 Installation of service connection other than authorized personnel of the Water District.

17.3 Unauthorized re-opening of disconnected service connections.

17.4 Usage of water whose intention does not conform to its original application, i.e. water station and car wash business drawing water from their residential connection and other similar cases not stated above.

17.5 Allowing extension of water supply to other household and establishment.

17.6 Unauthorized position adjustment, transfer or any other plumbing works from the water meter stand to the main or distribution line.

17.7 Tampering of meter, usage of jumper, magnets, water pilferage and other similar acts.

Section 18: Tampering of Water District's Property

It is hereby declared unlawful for any person to:

18.1 Destroy, damage, or interfere with any reservoir, pipes, or other works, appliance, machinery, buildings or property of the Water District.

18.2 Do any malicious act which shall injuriously affect the quantity or quality of the water delivered by the water district or the supply, conveyance, measurement or regulation thereof, including prevention of, or interference with the Water District's personnel engaged in the discharge of their duties.

18.3 Prevent, obstruct and interfere with survey works, and construction of access road and water mains and distribution network and any related works of the Water District.



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18.4 Tap, make or cause to be made any connections with water meter lines without prior authority or consent from the Water District.

18.5 Tamper, install or use tampered water meters, sticks, magnets, reversing water meters, shortening or vane wheels, and other devices to steal water or interfere with accurate registry or metering usage, or otherwise result in its diversion in a manner where water is stolen or wasted.

18.6 Use or receive the direct benefit of water services with or without knowledge that the diversion, tampering, or illegal connection existed at the time of that use, or that the use of or receipt was otherwise without authorization of the Water District.

18.7 Steal or pilfer water meters, mainlines, pipes and related facilities of the Water District.

18.8 Knowingly possess stolen or tampered water meter.

18.9 Knowingly or wilfully allow the occurrence of any of the above.

Section 19: Prima Facie Evidence

The presence of any of the following circumstances shall constitute prima facie evidence of theft, illegal connections, pilferage or of any unlawful acts enumerated in Section 17 and 18 thereof:

19.1 Unauthorized tapping to the water main or distribution line.

19.2 Reversed meter, shortened vane wheel, bypass or other connections which adversely affect the registration of the water meter.

19.3 The presence of a bored hole in the glass cover of the water meter, or at the back of any part of the meter including the vertical line.

19.4 The presence of tampered or fake seals on the water meter. Inspection of a tampered water meter shall be done in the presence of the registered concessionaire or any person to witness the proceedings.

19.5 The presence of the reversed water meter in the premises, insertion of rod, wire or stick in the water meter, shortened vane wheel, removal or alteration of any part of the



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water meter mechanism, use of magnet and any similar devices which interfere with meter registration.

19.6 Destruction of water meter protection and other metering accessories, or

19.7 Abnormal imprints, traces or marks found in the water meter assembly.

Section 20: Special Aggravating Circumstances

The following shall be considered as special aggravating circumstances.

20.1 When the violation committed is in conspiracy with at least another person, both of whom shall be considered as principals.

20.2 When the offense is committed, or in connivance with private plumber, officer, employee of the Water District, who shall also be considered as principals

20.3 Or when the violation is coupled with the same from a source which is illegal, unregistered, unauthorized or a source with a tampered water meter.

20.4 In the event that special aggravating circumstances found to be in consistent to the Water District URR, first offense will be held punishable by permanent disconnection.

Section 21: Penalties

The Water District will conduct an investigation and evaluation on any reported, detected illegal connection and if prima facie evidence of theft and pilferage exists, in accordance with Section 17, 18, and 19 of the URR, the Water District will immediately disconnect the water services without need of a court or administrative order. Restoration thereof shall only be done if the provision of this section will be followed for the first three (3) offenses.

Any person who violates Section 17, 18 and 19 of the URR shall be fined with monetary penalties as follows:

First Offense	:	P 6,000.00
Second Offense	:	P 9,000.00
Third Offense	:	Permanent Disconnection



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In addition to the penalties above, the offender shall pay the cost of the water stolen plus the damages on the properties of the Water District.

If the offender is a juridical person, the penalty shall be imposed on the Chairman, President, General Manager, Administrator, and the Officers thereof who shall knowingly permitted, or are otherwise responsible for the commission of the offense.

In addition to the penalties that may be imposed by the Water District, Any person who shall violate Section 17, 18 and 19 of the URR may be dealt with under the provision of Republic Act 8041 and PD 198 as amended and by the proper court is punishable by imprisonment of six (6) months to two (2) years and pay the actual cost of materials and water resulted from stealing, obstruction of services and damages of properties.

Provided, however, that if the offender is assisted in the commission of the crime by a plumber, officer, or employee of the Water District, the said employee, officer or plumber shall be punished by imprisonment of two (2) years to six (6) years aside from administrative charges. Provide, further, that if the water stolen for profit or resale, the offender shall be punished by an imprisonment of six (6) years to twelve (12) years under the provision of Republic Act 8041 and PD 198 as amended.

Section 22: Incentives for Reported Illegal Connections

Any person or employee who reported illegal connections, tampering of water meters, water pilferage and similar acts where a prima facie evidence exists will receive an incentive of One Thousand Pesos (P1,000.00), with proper documentation. His report will be treated confidential. Payment is upon full collection of charges and fee levied from the reported illegal acts.

Section 23: Usage of Electrical and Mechanical Suction Pump

It is strictly prohibited for any person, firm or corporation to use electrical and/or mechanical suction pump directly in their service lines in order to augment the supply of water in their premises. Such activity is equivalent to tampering of water district property.

Section 24: Maintenance of Water pressure and shutting down of Well for Emergency Repairs

The Water District is responsible for the maintenance of pressure within the system and reserves the right to discontinue the service in occurrence and emergency repairs. It is

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advised to store water for their use during emergency shut off of water supply.

Section 25: Fire Protection Capacity

The Water District may install and maintain pipeline capacity and additional hydrants for fire protection purposes: Provided, that prior agreement has been executed with the public entity (Bureau of Fire Protection) having principal fire protection responsibility within the district whereby Water District will be reimbursed over the reasonable life of said facilities for the cost of installation and operation of such fire protection capacity and facilities (Chapter VII, Section 32 of PD 198, as amended).

Section 26: Private Fire Hydrant

A person, firm, or establishment who may want to have their own fire hydrant shall shoulder the cost of materials (in cases where the Bureau of Fire Protection cannot provide them) and the only responsibility of the Water District is the installation and maintenance of the said fire hydrant, Provided: that the person, firm or establishment will sign a memorandum of agreement/contract that the water from that fire hydrant will only be used for fire fighting purposes.

Person, firm or establishment who wants to have a fire hydrant near its premises but outside the private area must shoulder the cost of materials and fittings. The water withdrawn from the hydrant is strictly to be used for fire fighting purposes only.

For fire hydrants within a private area, materials, fittings and labor expenses must be shouldered by the requestor. Fire hydrants installed must be equipped with meter and billed in a monthly basis with classification of bulk/wholesale.

Section 27: Water Meter

The Water District as the rightful owner of the water meter, reserves the right to set and maintain a water meter on any connection. Disconnected water meters must be deposited to the CWD for proper storage. All water meters shall remain property of the Water District.

Section 28: Location of Water Meter

All water meters should be installed outside the boundary line of a property which will be convenient for the meter readers, plumbers and personnel of the Water District to read, maintain and disconnect.

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Section 29: Meter Testing

When the accuracy of a water meter is questioned, the Water District upon request will cause an official test to be made which will be as follows:

29.1 The Concessionaire shall be duly notified of the time and place for the conduct of such test and may be present before any such test will be made.

29.2 Result of the conducted procedures will be the basis for any adjustment in the billing.

Section 30: Computation of Billing Adjustment

Billing Adjustment Policy formulated on November 25, 2016 adopted and approved by the Board of Director during their meeting on the following:

30.1 Waiving of Penalties and Surcharges derived from late payment

Case 1: May apply to establishments and government agencies whose funding for such are source out from their respective Central Offices and Private Schools.

Case 2: May apply to LGU-Cabagan, and their subsidiaries.

Case 3: May apply to consumers whose billing are under protest and are subject to billing adjustments and verification.

30.2 In-House Leak

Water loses are located after the water meter and within the in-house plumbing system of the consumer.

For minimum consumption (1-10 cubic meter), no adjustment required, apply regular water rates.

For billing exceeding the minimum consumption, actual consumption divided by 2.

30.3 Defective Water Meter

In cases wherein the results of the investigation fall under the following circumstances, average for the last three months consumption will be applied.



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1. For zero consumption
2. For billing exceeding the minimum 10 cubic meter consumption
3. In cases of unforeseen events like typhoon and etc.
4. On fast, slow and stuck up water meters

Section 31: Refund

If for any reason a concessionaire is entitled to a refund such as overpayment of a closing bill or other just cause, a request shall be made by him to the Water District. In the event the overpayment was made on a bill, the amount overpaid shall be credited to the concessionaires account.

Refund on service connection materials will be charged an amount equivalent to 5% of the total materials paid.

Section 32: Bills under Protest

All disputed bills must be filed to the Water District before due date for immediate investigation. Disputed bills filed after due date will incur surcharge and penalties.

Result of investigation will be considered final and executory.

Any over or underpayment made by the concessionaire as a result to the findings of the investigation will automatically offset to the subsequent bill.

Section 33: Conversion Factors and Definitions in Determining the Classification of Connections

33.1 Residential (Domestic) and Government

Persons and establishments drawing water from the services of the Water District which they use for day to day living such as cooking, washing, bathing, drinking, flushing toilets and other domestic usage to sustain their everyday life and operations.

33.2 Commercial

Persons and establishments drawing water from the service of the Water District for purposes of using water in their day to day operations directly or indirectly in order to promote the sale of goods or occupation to produce a saleable product like food, goods and services within the locality classified as follows, to wit:

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33.2.1 Commercial A

Any establishment with a valid issued Business Permit to operate using water not to exceed 40 cubic meters per month shall be charge at a conversion rate of 1.5 of the residential rate.

33.2.2 Commercial B

Any establishment with a valid issued Business Permit to operate using water exceeding 40 cubic meters per month shall be charge at a conversion rate of 2.0 of the residential rate.

33.3 Bulk or Wholesale

These are connectors who sell/vend water without transforming it into another product. Vending water includes sale to mall shops, tankers or by containers or pail to individual. Water rates will depend on the size of service connection.

Section 34: Water Rates and Charges

All water rates and charges shall be approved by the Local Water Utilities Administration (LWUA) before implementation. The Cabagan Water District Board of Directors shall pass a Resolution for the implementation of the approved/confirmed water rates.

The following are the schedule of rates based on Board Resolution No. 06 series of 2011.

Classification	Size	Minimum Charge	Commodity Charges			
			11-20	21-30	31-40	41 Up
Residential/ Government	½"	204.00	30.10	36.10	43.40	43.40
	¾"	326.40	30.10	36.10	43.40	43.40
Commercial A	½"	408.00	60.20	72.20	86.80	86.80
	¾"	652.80	60.20	72.20	86.80	86.80
Commercial B	½"	306.00	45.15	54.15	65.10	65.10
	¾"	489.60	45.15	54.15	65.10	65.10
Bulk/Wholesale	½"	612.00	90.30	108.30	130.20	130.20
	¾"	979.20	90.30	108.30	130.20	130.20



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Section 35: Water Bills

Water Bills is the amount of consumed water due and payable through Field and Office Collection and at SM Savemore, Inc. on or before due date. Discount has been established to attract consumer giving them 5% discount before due date. If payment made after due date a 10% surcharge shall be incorporated in the current bill.

Failure to receive a bill does not relieve the consumer of liability. Any amount due shall be deemed a debt to the Cabagan Water District. Any person, firm or corporation failing, neglecting or refusing to pay said indebtedness shall be liable to a civil action in the name of CWD, in any court of competent jurisdiction for the amount thereof.

Section 36: Miscellaneous Service Charge

The following are the miscellaneous Service charge of the Water District under Operation and Maintenance Policy No. 01 series of 2016 as amended, adopted and approved last November 25, 2016.

A. Registration /Membership Fee	P	100.00
B. Installation/Tapping	P	300.00
C. Meter Rental	P	1,500.00
D. Customer's Deposit		
a. Residential Applicants	P	408.00
b. Commercial Applicants	P	1,000.00
E. All service connection Materials are to be provided by the water District at the cost of the applicant depends on estimation.		
F. Excavation Cost:		
a. Earth		
1/2" -		70.00 per linear meter
3/4" -		100.00 per linear meter
b. Concrete		
1/2" -		170.00 per linear meter
3/4" -		200.00 per linear meter

(Restoration to be done by the Cabagan Water District)

G. Reconnection Fee	P	300.00
H. Transfer Fee	P	100.00
I. Inspection Fee	P	100.00
J. Plus the cost of additional materials that maybe determined prior and/or during installation.		

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Section 37: Change of Registered Name of a Service Connection

In cases wherein there will be changes to be made on the name of a registered concessionaire for any acceptable reason, the concessionaire concerned has to present to the Water District any valid identification to that effect.

Section 38: SEPARABILITY CLAUSE

If any section, subsection, sentence, clause or phrase of this Utility Rules and Regulations for any reason is held to be unconstitutional, illegal or unlawful, such decision shall not affect the validity of the remaining portion of these rules and regulations. The Board of Directors of Cabagan Water District hereby declares that it would have adopted these regulations irrespective of the fact that may one or more section, subsection, sentence, clause or phrase is declared unconstitutional, illegal or void.

Adopted, Signed and Approved by Board Resolution No. 17 Series of 2019, dated September 06, 2019.

Certified Correct:

Sgd. EDITHA R. BANGUILAN
BOD, Secretary

APPROVED:

Sgd. DIR. ESTER Z. ANTONIO
BOD, Chairman

Sgd. DIR. OLIVER U. MASIGAN
BOD, Vice Chairman

Sgd. DIR. RODOLFO G. TAGUINOD
BOD, Member

Sgd. DIR. LILIA S. BAGUNU
BOD, Member



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"Water is life, Save it"