REPUBLIC OF THE PHILIPPINES

ANGELES CITY WATER DISTRICT

CITIZEN'S CHARTER

I. MANDATE

The Anti-Red Tape Authority (ARTA) oversees the implementation of the Ease of Doing Business and Efficient Government Services Delivery Act of 2018 as an attached agency of the Office of the President. Furthermore, the Water District's mandate is contained in Presidential Decree No. 198 as amended by PD Nos. 768 and 1479, otherwise known as the "Provincial Water Utilities Act of 1973", declaring a national policy favoring local operation and control of Water Systems and authorizing the formation of Local Water District and providing for the government and administration of such districts.

II. VISION

"TO PROVIDE ADEQUATE WATER AND SANITATION SERVICES TO THE PEOPLE OF ANGELES CITY."

III. MISSION

"TO PROVIDE OUR CUSTOMERS RELIABLE WATER AND SEPTAGE SERVICES THROUGH RESPONSIBLE AND EFFICIENT MANAGEMENT OF OUR RESOURCES."

IV. SERVICE PLEDGE

We, the Officials and the Employees of the Angeles City Water District are committed to provide and efficiently serve you with adequate, reliable, safe and potable water supply along with our Joint Venture partner, Primewater Infrastructure.

LIST OF SERVICES

EXTERNAL SERVICE PAGE

Application for New Service Connection Page 4
Request for Reconnection of Water Meter (Disconnected for more than 3 months) Page 7
Request for Reconnection of Water Meter (Disconnected not more than 3 months) Page 9
Request for Disconnection of Water Service Connection Page 10
Renewal and/or Application of Senior Citizen's Discount Page 11
Application for Change Name of Account Page 12
Other Frontline Services Page 13

- Repair of Leakages
- Checking of Contested Bill
- Water Meter Concerns
- Water Quality and Other Water Issues
- Checking of Account Classification (Residential, Commercial, Industrial, Government)
- Other Requests (Relocation of Water Meter Stand, Elevate Water Meter, Replacement or insertion of fittings)

Payment of Water Bills Page 14
Meter Reading and Issuance of Statement of Account Page 15

CUSTOMER CARE MANAGEMENT DIVISION

And

ACWD-CONTRACT MONITORING UNIT (ACWD-CMU)

EXTERNAL SERVICES

1. APPLICATION FOR NEW SERVICE CONNECTION

The agency recognizes the rights of every Angeleños to accessible water services to the people of Angeles City thus providing an effective and efficient processing period at a justified cost is vital.

Office or Division:	Customer Care Management Division/ACWD-CMU
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen
	G2B-Government to Business
	G2G-Government to Government
Who may avail:	All bonafide residents of Angeles City.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Any government issued identification cards (1-photocopy & 1- original for verification)	COMELEC Office, SSS, GSIS, LTO, Office of the Senior Citizen's Affair
2. Any of the following Proof of Ownership (1-photocopy)	
2.1 Land Title	Local Registry of Deeds, City Assessor's Office
2.2 Barangay Certificate of Residency	Barangay Hall
2.3 Authorization Letter if property is on lease	Property owner

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit requirements for assessment of application.	1.1 Receive the required documents and check completeness	1.1 None	5 minutes	Customer Care Management Division and ACWD-CMU
	1.2 Encode necessary information to database for preparation of application form.	1.2 None	5 minutes	
	1.3 Printing of application form and endorsement to Service Investigator for assessment of application.	1.3 None	10 minutes	

	1.4 On-site inspection of water service application 1.5 Endorsement of Inspection Report to Customer Service assistant. 1.6 Issuance of Order of Payment to customer.	1.4 None 1.5 None 1.6 None	30 minutes 10 minutes 5 minutes	
			1 Hour & 5 Minutes	
2. Purchase of required materials and payment of applicable fees.	2.1 Acceptance of payment and issuance of Official Receipt. 2.2 Printing of Service Contract and endorsemen	2.1 Inspection Fee-150, Application Fee-100, Tapping Fee-P150 for residential & P200 for Commercial, Reconnection Fee-P100 Relocation Fee-P100 Installation Fee- P15 per meter, Excavation Fee-P40 per meter, Breaking Fee-P8000 x width of concrete Jetting Fee-P350 meter x length of tapping point Cutting Fee-P300 x length of tapping point Processing Fee-P800 2.2 None	10 minutes 15 minutes	Customer Care Management Division and ACWD-CMU

	t to customer			
		Sum of all applicable fees Sample: Inspection Fee+ Application Fee+ Excavation Fee (P40 X 8 meters) = Total Fees	25 Minutes	
			50 minutes	
3. Signing of Contract	3.1 Acceptance of signed contract and printing of Job-Order forms. 3.2 Endorse Job-Order form to Maintenance Division for execution.	3.1 None 3.2 None	5 minutes 15 Minutes	Customer Care Management Division or ACWD-CMU
			20 minutes	
	Total	Sum of all applicable fees Sample: Inspection Fee+ Application Fee+ Excavation Fee (P40 X 8 meters) = Total Fees	2 Hour & 15 Minutes	

2. REQUEST FOR RECONNECTION OF WATER METERS (DISCONNECTED FOR MORE THAN 3 MONTHS)

The agency recognizes the rights of every Angeleños to accessible water services to the people of Angeles City thus providing an effective and efficient processing period at a justified cost is vital.

Office or Division:	Customer Service Division
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen
	G2B-Government to Business
	G2G-Government to Government
Who may avail:	All customers of Prime Water Infrastructure Angeles City Branch

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Any government issued identification cards (1-photocopy & 1- original for verification)	COMELEC Office, SSS, GSIS, LTO, Office of the Senior Citizen's Affair
2. Authorization Letter if property is on lease	Property owner

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit requirements for assessment of application.	1.1 Receive the required documents and check completeness	1.1 None	5 minutes	Customer Care Management Division or ACWD-CMU
	1.2 Printing of application form and endorsement to Service Investigator for assessment of application.	1.2 None	10 minutes	
	1.3 On-site inspection of water service application	1.3 None	30 minutes	
	1.4 Endorsement of Inspection Report to Customer Service Assistant.	1.4 None	10 minutes	
	1.5 Issuance of			

	Order of Payment to customer.	1.5 None	5 minutes	
			1 Hour	
2. Purchase of required materials and payment of applicable fees	2.1 Acceptance of payment and issuance of Official Receipt. 2.2 Endorse Job-Order form to Reconnection Team	2.1 Inspection Fee-150 Application Fee-100, Tapping Fee-P150 for residential & P200 for Commercial, Reconnection Fee-P100 Relocation Fee-P100 Installation Fee- P15 per meter, Excavation Fee-P40 per meter, Breaking Fee-P8000 x width of concrete Jetting Fee-P350 meter x length of tapping point Cutting Fee-P300 x length of tapping point Processing Fee-P800 Water Bill (Arrearages) 2.2 None	10 minutes 15 minutes	Customer Care Management Division or ACWD-CMU
			25 Minutes	
	Total	Sum of all applicable fees Sample: Inspection Fee+ Reconnection Fee+ Water Bill = Total Fees	1 hour & 25 minutes	

3. REQUEST FOR RECONNECTION OF WATER METERS (DISCONNECTED NOT MORE THAN 3 MONTHS)

The agency recognizes the rights of every Angeleños to accessible water services to the people of Angeles City thus providing an effective and efficient processing period at a justified cost is vital.

Office or Division:	Customer Care Management Division/ACWD-CMU
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen
	G2B-Government to Business
	G2G-Government to Government
Who may avail:	All customers of Prime Water Infrastructure Angeles City Branch

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Any government issued identification cards (1-photocopy & 1- original for verification)	COMELEC Office, SSS, GSIS, LTO, Office of the Senior Citizen's Affair
2. Authorization Letter if property is on lease	Property owner

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit requirements for assessment of application.	1.1 Verify customer's ledger and issue order of payment.	None	10 minutes	Customer Care Management Division or ACWD-CMU
2. Payment of total amount due.	2.1 Process Reconnection Order & inform customer the reconnection schedule.	2.1 Reconnection fee- Php100.00 Water Bill- (if any)	10 minutes	Customer Care Management Division or ACWD-CMU
	Total	Php 100.00 + Water Bill (if any)	20 minutes	

4. REQUEST FOR DISCONNECTION OF WATER SERVICE CONNECTION

The basic services that we provide is not limited in ensuring access to water services; we also uphold people's rights to disconnection of services at their discretion.

Office or Division:	Customer Care Management Division/ACWD-CMU
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
	G2B-Government to Business
	G2G-Government to Government
Who may avail:	All customers of Prime Water Infrastructure Angeles City Branch

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Any government issued identification cards (1-photocopy & 1- original for verification)	COMELEC Office, SSS, GSIS, LTO, Office of the Senior Citizen's Affair
2. Authorization Letter if with authorized representative.	Account Owner

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inform the Customer Service Assistant for the disconnection request, present requirements and payment outstanding waterbill, if any.	1.1 Verify customer's ledger and issue order of payment, if any.	None	10 minutes	Customer Care Management Division or ACWD-CMU
2. Payment of total amount due.	2.1 Process Disconnection Order & inform customer of the schedule.	2.1 Water Bill- (if any)	10 minutes	Customer Care Management Division or ACWD-CMU
	Total	Water Bill (if any)	20 minutes	

5. RENEWAL and/or APPLICATION OF SENIOR CITIZEN'S DISCOUNT

To ensure that all senior citizens have access to vital water services and receive the discounts and privileges granted under applicable laws.

Office or Division:	Customer Care Management Division/ACWD-CMU
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All senior citizen customers of Prime Water Infrastructure Angeles City Branch

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Senior Citizen's Identification Card of the account owner	Senior Citizen's Affair's Office
2. In absence of the owner, a recent photo holding the customer's Senior Citizen's ID.	Account Owner

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-out and submit application form to customer service assistant.	1.1 Verify records & issue order of payment, if any and discuss the policies and other information relative to the application.	None	10 minutes	Customer Care Management Division or ACWD-CMU
2. Payment of total amount due, if any.	2.1 Process request for Senior Citizen's Discount.	2.1 Water Bill- (if any)	10 minutes	Customer Care Management Division or ACWD-CMU
	Total	Water Bill (if any)	20 minutes	

6. APPLICATION FOR CHANGE NAME OF ACCOUNT

To uphold the rights of all customers and ensure the recognition and protection of their legal authority concerning their water service accounts.

Office or Division:	Customer Care Management Division/ACWD-CMU
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
	G2B-Government to Business
	G2G-Government to Government
Who may avail:	All customers of Prime Water Infrastructure Angeles City Branch

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Any government issued identification cards (1-photocopy & 1- original for verification)	COMELEC Office, SSS, GSIS, LTO, Office of the Senior Citizen's Affair
2. Any of the following Proof of Ownership (1-photocopy)	
2.1 Land Title	Local Registry of Deeds, City Assessor's Office
2.2 Barangay Certificate of Residnecy	Barangay Hall
2.3 Authorization Letter if property is on lease	Property Owner

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inform and submit to the Customer Service Assistant the corresponding requirements.	1.1 Verify records & issue order of payment, if any.	None	10 minutes	Customer Care Management Division or ACWD-CMU
2. Payment of total amount due, if any.	2.1 Acceptance of payment and issuance of Official Receipt, if any	2.1 AF= P100.00 RF= P100.00 PF= P800.00 *No Fees required on spouse Water Bill, if any.	10 minutes	Customer Care Management Division or ACWD-CMU
3. Signing of Contract	Printing and issuance of duly signed Service Contract.	None	4 minutes	Customer Care Management Division or ACWD-CMU
	Total	Php1000 + Water Bill (if any)	24 minutes	

7. OTHER FRONTLINE SERVICES

- **Repair of leakages (Mainline, Service line, Meter Stand)**
- **Checking of Contested Bill (High and Low Consumption)**
- **Water Meter Concern (Broken Meter, Old Meter, Stuck Up Meter, Defective Meter, Meter Testing)**
- **Water Quality and other Water Issues (Low Pressure, No Water, Dirty Water)**
- **Checking of Account Classification (Residential, Commercial, Industrial, Government)**
- **Other Request (Relocation of Meter Stand, Elevate Water Meter, Replacement or insertion of Fittings)**

To ensure the adequate and reliable provision of quality water services to our customers through efficient, responsive, and timely handling of frontline requests.

Office or Division:	Customer Care Management Division/ACWD-CMU			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
	G2B-Government to Business			
	G2G-Government to Government			
Who may avail:	All customers of Prime Water Infrastructure Angeles City Branch			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Account Details		Primewater Angeles City Branch Office and/or Statement of Account		
1.1 Account Name				
1.2 Account Number				
1.3 Account Address				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inform the Customer Service Assistant of the type of frontline services needed.	1.1 Verify records/details relevant to the nature of frontline service requested and prepare appropriate documents.	None	10 minutes	Customer Care Management Division or ACWD-CMU
	1.2 Forward requested frontline service to concerned unit for appropriate action.			Customer Care Management Division or ACWD-CMU
	Total	None	10 minutes	

8. PAYMENT OF WATER BILLS

To provide an efficient and convenient payment of collection services for customers.

Office or Division:	Customer Care Management Division/ACWD-CMU
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
	G2B-Government to Business
	G2G-Government to Government
Who may avail:	All customers of Prime Water Infrastructure Angeles City Branch

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Account Details	Primewater Angeles City Branch Office and/or Statement of Account
1.1 Account Name	
1.2 Account Number	
1.3 Account Address	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present any of the following: Billing Statement/Account Number/Account Name and/or	1. Validate total amount due.	None	2 minutes	Administrative Head or ACWD-CMU
2. Pay applicable amount & accept Official Receipt.	2 Issuance of Official Receipt	Total Amount Due.	5 minutes	Administrative Head or ACWD-CMU
	Total	Total Amount Due	7 minutes	

9. METER READING AND ISSUANCE OF STATEMENT OF ACCOUNT (ON-FIELD)

To provide customers with accurate and reliable billing and meter-reading services, ensuring transparency and accountability in water service management.

Office or Division:	Customer Care Management Division/ACWD-CMU			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
	G2B-Government to Business			
	G2G-Government to Government			
Who may avail:	All customers of Prime Water Infrastructure Angeles City Branch			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		N/A		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Accept printed Statement of Account	1.1 Meter reader to input current water meter readings to HANDHELD DEVICE.	None	2 minutes	Billing Head Or ACWD-CMU
	1.2 Printing of Statement of Account and issuance to customer.	None	2 minutes	Billing Head Or ACWD-CMU
	Total	None	4 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback	Answer the client feedback form and drop it at the designated drop box in front of Public Assistance and Complaints Desk (PACD) Contact info: • +63 45 458 0384 • +63 45 458 0382 • +63 45 458 0371 • +63 45 458 0372 Email: angelescitywd@gmail.com.ph
How feedback is processed	Every Monday, the Management Committee opens the drop box and compiles and records all feedback submitted Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the concerned party. For inquiries and follow-ups clients may contact the aforementioned telephone numbers:
How to file a complaint	Fill in the client Complaint Form or any form of written document by the complainant. Drop it at the designated drop box in front of PACD. Complaints can also be filed via telephone. In any forms of complaints, the complainant must provide the following information: • Name • Incident • Evidence For inquiries and follow-ups clients may contact the aforementioned telephone numbers:
How complaints are processed	The Designated PACD Officer shall open, evaluate and submit each complaint to the Office of the General Manager on a daily basis. Upon evaluation, the Complaints Officer/s upon instruction of the General Manager shall start the investigation and forward the complaint to the relevant office for their explanation The Complaints Officer/s will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client/complainant For inquiries and follow-ups clients may contact the aforementioned telephone numbers:
Contact Information of CCB,PCC,ARTA	ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC:8888 CCB: 0908-881-6565 (SMS)

ANGELES CITY
WATER DISTRICT

ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT OF THE PHILIPPINES