



City Waterworks Department



Processing of Water Service Application

The City Waterworks Department (CWD) offers this service to residents of San Carlos City who want to avail of water service connection within the area of service coverage

Office or Division:	CWD Administrative & Finance, and Operations Divisions
Classification:	Complex
Type of Transaction:	G2C -Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government
Who may Avail:	All residents of legal age, business entities and government offices in San Carlos City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Lot Owner Duly Fill-out Application Form Lot Title or Deed of Sale (1 photocopy) Excavation Permit, if application (1 photocopy) Government issued Identification Card (1 photocopy) Community Tax Certification, current year (1 photocopy)</p>	City Waterworks Department Register of Deeds City Engineer's Office BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO City Treasurer's Office
<p>Govt. Home lot Beneficiary Duly Fill-out Application Form Certificate of Occupancy (1 photocopy) Excavation Permit, If applicable (1 photocopy) Government Issued Identification Card (1 photocopy) Community Tax Certificate, current year (1 photocopy)</p>	City Waterworks Department City Mayor's Office City Engineer's Office BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO City Treasurer's Office
<p>Applicant with owner's consent Duly Fill-out Application Form Consent of Lot owner (Lot Owner required to sign on the Application Form) Lot Title (1 photocopy) Excavation Permit, if applicable (1 original copy) Government Issued Identification Card (1 photocopy) Community Tax Certificate, current year (1 photocopy)</p>	City Waterworks Department Lot Owner Register of Deeds City Engineer's Office BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO
<p>Business Establishment Duly Fill-out Application Form</p>	City Treasurer's Office City Waterworks Department Register of Deeds City Engineer's Office Applicant Applicant BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO



<p>Lot Title or Deed of Sale (1 photocopy), if lot owner</p> <p>Excavation Permit, if applicable (1 original copy)</p> <p>Contract of Lease, if applicable (photocopy)</p> <p>Board Resolution or Secretary's Certificate for the Authorized Representative</p> <p>Government Issued Identification Card (1 photocopy)</p> <p>Community Tax Certificate, current year (1 photocopy)</p> <p>Government Office</p> <p>Duly Fill-out Application Form</p> <p>Certification that funds are available for the payment of monthly water bills</p> <p>Government Issued Identification Card (1 photocopy)</p> <p>Community Tax Certificate, current year (1 photocopy)</p> <p>Representative</p> <p>Special Power of Attorney / (1 photocopy)</p> <p>Government Issued Identification Card of person being represented (1 photocopy)</p> <p>Government Issued Identification Card of Representative (1 photocopy)</p> <p>Community Tax Certificate, current year (1 photocopy)</p>	<p>City Treasurer's Office</p> <p>City Waterworks Department</p> <p>Applicant</p> <p>BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO</p> <p>City Treasurer's Office</p> <p>Citizen or Client being represented</p> <p>BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO</p> <p>BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO</p> <p>City Treasurer's Office</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to CWD Consumers Services Section and attend Orientation Seminar	1.1 Check completeness of documents submitted and process	None	10 minutes	Clerk Designate
	1.2 Submit Water Service Application to the Office of the City Mayor	None	1 day	Job Order Staff
		None	2 hours	Job Order Staff



	<p>1.3 Conduct Orientation Seminar</p> <p>1.4 Conduct site inspection as to location of the applicant's house/property to the appropriate stub-out and Provide Sketch Plan of the proposed Water Service Connection</p>	None	1 day	Plumber II & JO - Plumbers
2. Inform CWD Customer Services Section that water service pipeline is ready for tapping	<p>2.1. Conduct inspection of applicant's pipeline layout</p> <p>2.2 Review completeness of requirements / Supporting documents</p>	<p>None</p> <p>None</p>	<p>1 day</p> <p>5 minutes</p>	<p>Job Order Staff</p> <p>Sup. Admin Officer</p>
3. Pay required fees	3.1 Accept payment and Issue Official Receipt	<p>Fixed Fees: For Barangays 1,2,3,4,5,6, Palampas, Punao, Rizal, Buluangan, Ermita, & San Juan:</p> <p>Registration Fee 100.00 Installation Fee 200.00 Stub-out Allocation Cost 500.00 Inspection Fee 200.00 Filing Fee 50.00 Orientation Fee 30.00 TOTAL Php 1,080.00</p>	5 minutes	Revenue Collection Clerk I & Collection Clerk- Designates



		<p>For Barangays Codcod, Quezon, Bagonbon, Prosperidad, & Nataban:</p> <p>Registration Fee 100.00 Installation Fee 200.00 Inspection Fee 200.00 Filing Fee 50.00 Orientation Fee 30.00 TOTAL Php 1,080.00</p> <p>Security Deposit For Barangays 1,2,3,4,5,6, Palampas, Punao, Rizal:</p> <p>Meter Size = ½" 360.00 Meter Size = ¾" 576.00 Meter Size = 1" 1,152.00 Meter Size = 1½" 2,880.00 Meter Size = 2" 7,200.00</p> <p>For Barangays Bagonbon, Prosperidad, Quezon, & Codcod:</p> <p>Meter Size = ½" 150.00 Meter Size = ¾" 240.00 Meter Size = 1" 480.00 Meter Size = 1½" 1,200.00 Meter Size = 2" 3,000.00</p> <p>For Barangays Buluangan, Ermita, San Juan, & Nataban:</p> <p>Any Meter Size 300.00 Calibration Fee - depending on Size of Water Meter:</p> <p>Meter Size = ½" 125.00 Meter Size = ¾" 175.00 Meter Size = 1" 225.00 Meter Size = 1½" 275.00 Meter Size = 2" 325.00</p>		
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	Verify that payments collected are proper and correct	None	5 minutes	Assessment Clerk III
	3.3. Approve Installation of Water Meter	None	5 minutes	City Govt. Dept. Head I
	3.4 Install Water Meter	None	1 day	Plumber II/ all JO - Plumbers
	Total	none	4 Days, 2 hours & 30 minutes	
End of transaction				



The City Waterworks Department (CWD) attends to the concerns of registered consumers pertaining to their needs for change of meter size or replacement of defective meter.

Office or Division:		CWD Administrative & Finance, and Operations Divisions		
Classification:		Simple		
Type of Transaction:		G2C -Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government		
Who may Avail:		All registered water service consumers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Government Issued Identification Card (1 photocopy) Community Tax Certificate, current year (1 photocopy)			BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO City Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Form & submit requirements to CWD Consumers Services Section	1.1 Check completeness of documents submitted 1.2 Get the final reading of water meter	None	10 minutes	Clerk Designate Plumber II/ all JO - Plumbers
2. Pay the required fees	2.1 Accept payment and issue Official Receipt	Alteration Fee Fixed Fees: For Barangays 1,2,3,4,5,6, Palampas, Punao, Rizal, Buluangan, Ermita, & San Juan: 200.00 300.00 For Barangays Codcod, Quezon, Bagonbon, Prosperidad, & Nataban:	5 minutes	Revenue Collection Clerk I/ Collection Clerk-Designates



3. Pay required fees	3.1 Accept payment and Issue Official Receipt	Meter Size = ½" 125.00 Meter Size = ¾" 175.00 Meter Size = 1" 225.00 Meter Size = 1½" 275.00 Meter Size = 2" 325.00	5 minutes	
	2.2 Verify that payments collected are proper and correct	None	5 minutes	Assessment Clerk III
4. Submit Water Meter for calibration	3.1. Receive Water Meter and forward to the Pipelines Maintenance Section	None	1 day	Job Order Staff
	3.2 Perform Calibration, if meter is purchased outside of CWD	None	1 hour	Job Order Staff
	3.3 Install Calibrated Water Meter	None	1 hour	Plumber II / all JO - Plumbers
	Total	none	1 day, 2 hours & 25 minutes	
End of transaction				



Processing of Request for Change of Stub-out

The City Waterworks Department (CWD) caters to the requests for transfer of water meters to another stub-out

Office or Division:	CWD Administrative & Finance, and Operations Divisions			
Classification:	Simple			
Type of Transaction:	G2C -Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government			
Who may Avail:	All registered water service consumers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Government Issued Identification Card (1 photocopy) Community Tax Certificate, current year (1 photocopy)			BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO City Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Form & submit requirements to CWD Consumers Services Section	1.1 Check documents submitted & forward to Pipeline Maintenance Section	None	10 minutes	Clerk Designate
	1.2 Perform site inspection	None	1 day	Job Order Staff
	1.3 If request for transfer is found appropriate after inspection, advise Client to pay the required fees, otherwise, advise client ...	None	5 minutes	all Job Order Staff
	3.1 Accept payment and issue Official Receipt	Alteration Fee Fixed Fees: For Barangays 1,2,3,4,5,6, Palampas, Punao, Rizal, Buluangan, Ermita, & San	5 minutes	Revenue Collection Clerk I/ Collection Clerk- Designates



		Juan: 200.00 300.00 For Barangays Codcod, Quezon, Bagonbon, Prosperidad, & Nataban: 300.00		
	3.2 Verify that payments collected are proper and correct	None	5 minutes	Assessment Clerk III
	3.3. Approve request for transfer of water meter to another stub-out	None	5 minutes	City Govt. Dept. Head I
	3.3 Transfer Water Meter to appropriate Stub-out	None	1 day	Plumber II All JO - Plumbers
	Total	none	2 days & 30 minutes	
End of transaction				



Processing of Request for Transfer of Service Connection to another Location

The City Waterworks Department (CWD) caters to the requests of consumers to transfer their connection to another location or address within the area of service coverage of our water service utility.

Office or Division:	CWD Administrative & Finance, and Operations Divisions
Classification:	Complex
Type of Transaction:	G2C -Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government
Who may Avail:	All residents of legal age, business entities and government offices in San Carlos City
CHECKLIST OF REQUIREMENTS	
<p>Lot Owner Lot Title or Deed of Sale (1 photocopy) Excavation Permit, if application (1 photocopy) Government issued Identification Card (1 photocopy) Community Tax Certification, current year (1 photocopy)</p> <p>Govt. Home lot Beneficiary Certificate of Occupancy (1 photocopy) Excavation Permit, If applicable (1 photocopy) Government Issued Identification Card (1 photocopy) Community Tax Certificate, current year (1 photocopy)</p> <p>Applicant with owner's consent Consent of Lot owner (Lot Owner required to sign on the Application Form) Lot Title (1 photocopy) Excavation Permit, if applicable (1 original copy) Government Issued Identification Card (1 photocopy) Community Tax Certificate, current year (1 photocopy)</p> <p>Business Establishment Lot Title or Deed of Sale (1 photocopy), if lot owner</p>	<p>Register of Deeds City Engineer's Office BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO City Treasurer's Office</p> <p>City Mayor's Office City Engineer's Office BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO City Treasurer's Office</p> <p>Lot Owner Register of Deeds City Engineer's Office BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO City Treasurer's Office</p> <p>Register of Deeds City Engineer's Office Applicant Applicant BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO City Treasurer's Office</p>
WHERE TO SECURE	



Excavation Permit, if applicable (1 original copy) Contract of Lease, if applicable (photocopy) Board Resolution or Secretary's Certificate for the Government Issued Identification Card (1 photocopy) Community Tax Certificate, current year (1 photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Form and submit required documents to CWD Consumers Services Section	1.1 Check completeness of documents submitted	None	10 minutes	Clerk Designate
	1.2 Conduct site inspection as to location of the proposed pipeline from the applicant's property/house to the appropriate stub-out and Provide Sketch Plan of the proposed Water Service Connection	None	1 day	Plumber II/all JO - Plumbers
2. Embed pipelines from house/property up to the tapping point or stub-out	2.1. Conduct inspection of applicant's pipeline layout	None	1 day	Job Order Staff
	2.2 Review completeness of requirements /Supporting documents	None	5 minutes	Sup. Admin Officer
	3.1 Accept payment and Issue Official Receipt	Alteration Fee Fixed Fees: For Barangays	5 minutes	Revenue Collection Clerk I/ Collection Clerk- Designates



		1,2,3,4,5,6, Palampas, Punao, Rizal, Buluangan, Ermita, & San Juan: 200.00 300.00 For Barangays Codcod, Quezon, Bagonbon, Prosperidad, & Nataban: 300.00		
	3.2 Verify that payments collected are proper and correct	None	5 minutes	Assessment Clerk III
	3.3. Approve Installation of Water Meter to the new location applied for	None	5 minutes	City Govt. Dept. Head I
	3.4 Install Water Meter	None	1 day	Plumber II/all JO - Plumbers
	Total	none	3 Days, & 30 minutes	
End of transaction				



Processing of Request for Permanent Closure of Water Service Connection

Registered consumers can request for permanent closure of their account when they no longer need the service.

Office or Division:	CWD Administrative & Finance, and Operations Divisions			
Classification:	Simple			
Type of Transaction:	G2C -Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government			
Who may Avail:	All registered water service consumers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Government Issued Identification Card (1 photocopy) Community Tax Certificate, current year (1 photocopy)			BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO City Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Form & submit requirements to CWD Consumers Services Section	1.1 Check completeness of documents submitted	None	10 minutes	Clerk Designate
	1.2 Take final reading of water meter and prepare bill/statement of account	None	1 hour	Plumber/ Utility Worker II
2. Pay the required fees	2.1 Accept payment and issue Official Receipt	Water Consumption computed up to the final reading of water meter, and arrears /surcharge, if any	5 minutes	Revenue Collection Clerk I/ Collection Clerk- Designates
	2.2 Verify that payments collected are proper and correct	None	5 minutes	Assessment Clerk III



	2.3. Pull out water meter	None	4 minutes	Plumber/ Utility Worker II
3. Receive pulled out meter	3. Have the receipt of pulled out meter acknowledged by the consumer	None	10 minutes	Plumber/ Utility Worker II
	Total	none	5 hours & 30 minutes	
End of transaction				



Processing of Request for the Change of Name by the Surviving Spouse

The Surviving Spouse of the late Registered Consumer can request for an application for change of name of the water connection service.

Office or Division:	CWD Administrative & Finance, and Operations Divisions			
Classification:	Simple			
Type of Transaction:	G2C -Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government			
Who may Avail:	All registered water service consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued Identification Card (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO		
Community Tax Certificate, current year (1 photocopy)		City Treasurer's Office		
Death Certificate (1 photocopy)		Local Civil Registrar Office		
Marriage Contract (1 photocopy)		Local Civil Registrar Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Form & submit requirements to CWD Consumers Services Section	1.1 Check completeness of documents submitted	None	10 minutes	Clerk Designate
	1.2 Processing of the application for change of name of consumer	None	30 minutes	Clerk Designate
	1.3 Approve request of the application for change of name of consumer	None	10 minutes	City Govt. Dept. Head I
	Total	none	50 minutes	
End of transaction				



Installation, Rehabilitation, and Maintenance of Water System at Government-Owned Facilities

Registered consumers can request for permanent closure of their account when they no longer need the service.

Office or Division:	CWD Technical Services Division, CWD Operations Division			
Classification:	Complex			
Type of Transaction:	G2C -Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government			
Who may Avail:	Government Offices and Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Approved Request for Installation, Rehabilitation, and/or Maintenance Works		Office of the City Mayor, San Carlos City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for approval of Installation, rehabilitation, or maintenance works of water system from the Office of the City Mayor	1.1 Prepare Program of Works (POW)	None	1 day	Engineer III / Engineer I
	1.2 Review & submit POW to the Office of the City Mayor for approval	None	1 day	City Govt. Dept. Head I
	1.3 Perform Implementation of approved project			
	- minor repair/rehabilitation works	None	3-5 days	Engineer III / Engineer I
	- major repair/ rehabilitation works	None	15-20 days	Plumber/ Utility Worker II
	- Installation works	None	30-45 days	Plumber/ Utility Worker II
2. Acceptance of Completed Work	2.1 Turn-over completed project	None	1 day	Engineer III / Engineer I
	Total	none	5 hours & 30 minutes	
End of transaction				