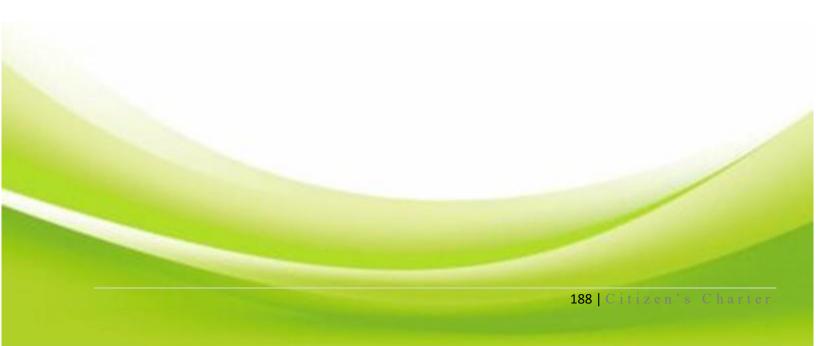


City Waterworks Department





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 REC	QUIREMENTS	WHERE TO SECURE			
Lot Owner					
Duly Fill-out Application	Form	City Waterworks Department			
Lot Title or Deed of Sale	(1 photocopy)	Register of Deeds			
Excavation Permit, if app	lication (1	City Engineer's Office			
photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG,			
Government issued Ident	tification Card (1	PhilHealth, LTO			
photocopy)		City Treasurer's Office			
Community Tax Certificat	tion, current year (1				
photocopy)		City Waterworks Department			
Govt. Home lot Beneficia	-	City Mayor's Office			
Duly Fill-out Application		City Engineer's Office			
Certificate of Occupancy		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG,			
Excavation Permit, If app	licable (1	PhilHealth, LTO			
photocopy)		City Treasurer's Office			
Government Issued Iden	tification Card (1				
photocopy)		City Waterworks Department			
Community Tax Certificat	te, current year (1	Lot Owner			
photocopy)					
Applicant with owner's o		Register of Deeds			
Duly Fill-out Application		City Engineer's Office			
Consent of Lot owner (Lo		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG,			
sign on the Application F	orm)	PhilHealth, LTO			
Lot Title (1 photocopy) Excavation Permit, if app	licable (1 original	City Transurar's Office			
	incapie (I oligiliai	City Treasurer's Office City Waterworks Department			
copy) Government Issued Iden	tification Card (1	Register of Deeds			
photocopy)		City Engineer's Office			
Community Tax Certificat	te current vear (1	Applicant			
photocopy)	ic, current year (1	Applicant			
Business Establishment		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG,			
Duly Fill-out Application	Form	PhilHealth, LTO			



Lot Title or Deed of Sale (1 photocopy), if lot	
owner	City Treasurer's Office
Excavation Permit, if applicable (1 original	City Waterworks Department
сору)	Applicant
Contract of Lease, if applicable (photocopy)	BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG,
Board Resolution or Secretary's Certificate	PhilHealth, LTO
for the Authorized Representative	
Government Issued Identification Card (1	City Treasurer's Office
photocopy)	Citizen or Client being represented
Community Tax Certificate, current year (1	BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG,
photocopy)	PhilHealth, LTO
Government Office	BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG,
Duly Fill-out Application Form	PhilHealth, LTO
Certification that funds are available for the	City Treasurer's Office
payment of monthly water bills	
Government Issued Identification Card (1	
photocopy)	
Community Tax Certificate, current year (1	
photocopy)	
Representative	
Special Power of Attorney / (1 photocopy)	
Government Issued Identification Card of	
person being represented (1 photocopy)	
Government Issued Identification Card of	
Representative (1 photocopy)	
Community Tax Certificate, current year (1	
photocopy)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit	1.1 Check	None	10 minutes	Clerk Designate
required	completeness			
documents	of documents			
to CWD	submitted and			
Consumers	process			
Services		None	1 day	Job Order Staff
Section and	1.2 Submit			
attend	Water Service			
Orientation	Application to			
Seminar	the Office of			
	the City Mayor			
		None	2 hours	Job Order Staff



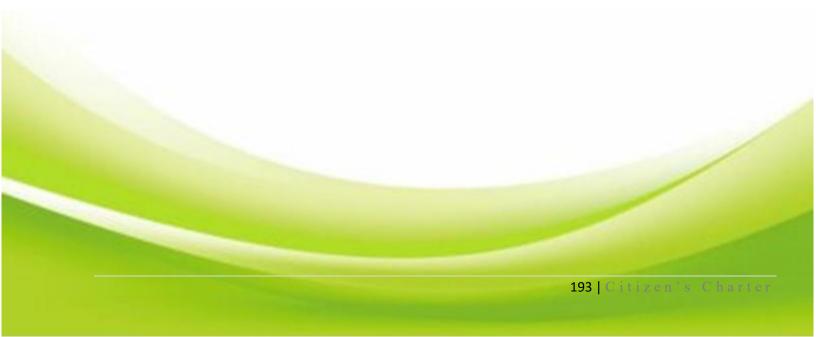
	1.3 Conduct Orientation	None	1 day	Plumber II & JO - Plumbers
	Seminar	None	1 ddy	Tumbers
	1.4 Conduct site			
	inspection as to			
	location of the			
	applicant's			
	house/property			
	to the			
	appropriate			
	stub-out and			
	Provide Sketch			
	Plan of the			
	proposed Water Service			
	Connection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



For Barangays Codcod,	
Quezon, Bagonbon,	
Prosperidad, & Nataban:	
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	
Security Deposit	
For Barangays 1,2,3,4,5,6,	
Palampas, Punao, Rizal:	
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	
For Barangays Bagonbon,	
Prosperidad, Quezon, &	
Codcod:	
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	
For Barangays Buluangan,	
Ermita, San Juan, & Nataban:	
Any Meter Size 300.00	
Calibration Fee - depending	
on Size of Water Meter:	
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	



Verify that	None	5 minutes	Assessment Clerk					
payments			III					
collected are								
proper and	None	5 minutes						
correct			City Govt. Dept.					
3.3. Approve	None	1 day	Head I					
Installation of								
Water Meter	Water Meter Plumber II/ all JC							
3.4 Install			- Plumbers					
Water Meter								
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 Div	ision:	CWD Ad	CWD Administrative & Finance, and Operations Divisions					
Classification	n:	Simple						
Type of Tran	Type of Transaction: G2C - Gove			vernment to Citizen; G2B - Government to Business Entity; G2G -				
		Governr	ment to Government					
Who may Av	ail:	All regis	tered water s	ervice cons	sumers			
CHEC	KLIST OF REC	QUIREME	NTS		WHERE T	O SECURE		
Governmen	t Issued Iden	tification	Card (1	BIR, Post	Office, DFA, PSA	A, SSS, GSIS, PAG-IBIG,		
photocopy)				PhilHealt				
Community 1	ax Certificat	e, current	t year (1	City Treas	urer's Office			
photocopy)			1		1			
CLIENT STEPS	AGENCY A	CTIONS	FEES TO I	BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Fill-out	1.1 Check		Nor	ne	10 minutes	Clerk Designate		
Request	completene	ss of						
Form &	documents							
submit	submitted					Plumber II/ all JO -		
requireme		2 Get the final				Plumbers		
nts to CWD	reading of v	vater						
Consumers	meter							
Services								
Section	2.1.4				E universita a	Deveryon Callesting Clark		
2. Pay the	2.1 Accept	ndicauo	Alteration F Fixed Fees:	ee	5 minutes	Revenue Collection Clerk		
required fees	payment a Official Rec					I/ Collection Clerk-		
iees		leiht	For Baranga 1,2,3,4,5,6,	ays		Designates		
			Palampas, F	Dunao				
			Rizal, Bulua	-				
			Ermita, & Sa	-				
			200.00					
			300.00					
			For Baranga	iys				
			Codcod, Qu	ezon,				
			Bagonbon,					
			Prosperidad	1, &				
			Nataban:					



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



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 Administra	tive 8	k Finance, and	d Operations Div	visions	
Classification: Simple							
Type of Transaction: G2C - Governmen			nt to (to Citizen; G2B - Government to Business Entity; G2G -			
	Government to (nment			
Who may Avail:		All registered wa	egistered water service consumers				
CHECKLIST (OF REC	QUIREMENTS			WHERE TO	SECURE	
Government Issued	d Iden	tification Card (1		BIR, Post Of	fice, DFA, PSA, S	SSS, GSIS, PAG-IBIG,	
photocopy)				PhilHealth, I			
Community Tax Cer	tificat	e, current year (1		City Treasure	er's Office		
photocopy)						Γ	
CLIENT STEPS	AGE	NCY ACTIONS	FE	EES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill-out	1.1 Ch	eck documents		None	10 minutes	Clerk Designate	
Request Form &	submi	tted & forward					
	to Pipeline						
	Maintenance Section						
CWD Consumers							
Services Section							
	1.2 Perform site			None	1 day	Job Order Staff	
	inspe						
		request for		None	5 minutes	all Job Order Staff	
		fer is found					
		opriate after					
	-	ction, advise					
		t to pay the red fees,					
	-	wise, advise					
	client						
		 ccept payment	Δl+	eration Fee	5 minutes	Revenue Collection	
	and issue Official			ed Fees:	Similares	Clerk I/ Collection	
	Recei			Barangays		Clerk- Designates	
				,3,4,5,6,			
				ampas,			
				nao, Rizal,			
				uangan,			
			Erm	nita, & 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 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 r	ninutes
E	nd 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 Gove	rnment			
Who may Avail:	All residents of legal	age, business entities and government offices in San			
	Carlos City				
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE			
Lot Owner					
Lot Title or Deed of Sale	(1 photocopy)	Register of Deeds			
Excavation Permit, if app	lication (1	City Engineer's Office			
photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG,			
Government issued Iden	tification Card (1	PhilHealth, LTO			
photocopy)		City Treasurer's Office			
Community Tax Certifica	tion, current year (1				
photocopy)		City Mayor's Office			
Govt. Home lot Benefici	ary	City Engineer's Office			
Certificate of Occupancy	(1 photocopy)	BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG,			
Excavation Permit, If app	olicable (1	PhilHealth, LTO			
photocopy)		City Treasurer's Office			
Government Issued Iden	tification Card (1				
photocopy)		Lot Owner			
Community Tax Certifica	te, current year (1	Register of Deeds			
photocopy)		City Engineer's Office			
Applicant with owner's	consent	BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG,			
Consent of Lot owner (Lo	ot Owner required to	PhilHealth, LTO			
sign on the Application F	orm)	City Treasurer's Office			
Lot Title (1 photocopy)					
Excavation Permit, if app	licable (1 original	Register of Deeds			
сору)		City Engineer's Office			
Government Issued Iden	tification Card (1	Applicant			
photocopy)		Applicant			
Community Tax Certifica	<mark>te, current y</mark> ear (1	BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG,			
photocopy)		PhilHealth, LTO			
Business Establishment		City Treasurer's Office			
Lot Title or Deed of Sale	(1 photocopy), if lot				
owner					



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					
3.2 Verify that payments collected are proper and correct	For Barangays Codcod, Quezon, Bagonbon, Prosperidad, & Nataban: <u>300.00</u> 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					



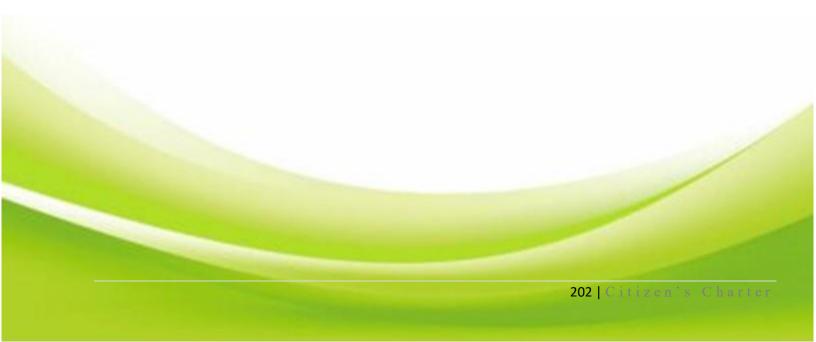
Processing of Request for Permanent Closure of Water Service Connection

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	f Transaction: G2C - Govern		nent to Citizen; G2B - Government to Business Entity; G2G -				
		Government t	o Government				
Who may Avail:			All registered water service consumers				
		QUIREMENTS		WHERE TO SECURE			
Government Issue	d Iden	tification Card					
photocopy)				PhilHealth, LTO			
Community Tax Cer	tificat	e, current year	(1	(1 City Treasurer's Office			
photocopy)					DDOOFCOINC		
CLIENT STEPS	AGEN	ICY ACTIONS		S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill-out	1.1 C		Ν	lone	10 minutes	Clerk Designate	
Request Form &	•	leteness of					
submit		ments					
requirements to CWD Consumers	subm	itted					
Services Section							
	1 2 T;	ake final	Ν	lone	1 hour	Plumber/ Utility Worker II	
		reading of water		ione	111001		
	meter and prepare						
		tatement of					
	ассоц	int					
2. Pay the	2.1 A	ccept	W	/ater	5 minutes	Revenue Collection Clerk I/	
required fees	• •	ent and issue		umption		Collection Clerk-	
	Offici	al Receipt	-	outed up		Designates	
				ne final			
				ding of			
			water meter, and arrears				
			/surcharge, if				
		/30		any			
	2.2 V	Verify that		lone	5 minutes	Assessment Clerk III	
	paym	-					
	collec	ted are					
	prope	er and correct					



	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 Gover		rnment				
Who may Avail:		All registered water s	ervice consun	ners		
CHECKLIST	OF REC	QUIREMENTS	WHERE TO SECURE			
Government Issue	ed Iden	tification Card (1	BIR, Post Of	fice, DFA, PSA, S	SSS, GSIS, PAG-IBIG,	
photocopy)			PhilHealth,	LTO		
Community Tax Cer	rtificat	e, current year (1	City Treasure	er's Office		
photocopy)						
Death Certificate (1	L photo	сору)	Local Civil Re	gistrar Office		
Marriage Contract	(1 pho	tocopy)	Local Civil Registrar Office			
CLIENT STEPS	4	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON RESPONSIBLE	
			BE PAID	TIME		
1. Fill-out		heck completeness of	None	10 minutes	Clerk Designate	
Request Form &	docui	ments submitted				
submit						
requirements to						
CWD Consumers						
Services Section						
		rocessing of the	None	30 minutes	Clerk Designate	
		cation for change of				
	name	e of consumer				
	1.3 A	pprove request of the	None	10 minutes	City Govt. Dept. Head I	
application for change of						
	name	e of consumer				
		Tota		50 minutes		
		End o	f 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:		ces Divi	sion, CWD Or	perations Divisio	n	
	CWD Technical Services Division, CWD Operations Division Complex					
	G2C -Government to Citizen; G2B - Government to Business Entity; G2G -					
	Government to Government					
Who may Avail:	Government Offices and Schools					
CHECKLIST OF REQ	UIREMENTS		w	HERE TO SECUR	E	
Duly Approved Request for	^r Installation,	Office of the City Mayor, San Carlos City				
Rehabilitation, and/or Mai	ntenance Works	orks				
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)		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 approved projec					
	- minor repair/rehabilita works	ition	None	3-5 days	Engineer III / Engineer I	
	- major repair/ rehabilitation we	orks	None	15-20 days	Plumber/ Utility Worker II	
	- Installation works		None	30-45 days	Plumber/ Utility Worker II	
2. Acceptance of Complete		2.1 Turn-over		1 day	Engineer III /	
Work	completed project				Engineer I	
	Total none 5 hours & 30 minutes					
End of transaction						

longer need the service.