



SANTA MARIA WATER DISTRICT CITIZEN'S CHARTER

SERVICE TITLE: POTABLE WATER SUPPLY

OFFICE ADDRESS: Cendaña corner Munar Streets, Poblacion West, Santa Maria, Pangasinan 2440

WEBSITE: www.smwd-pangasinan.gov.ph

SERVICE DESCRIPTION:

Deliver clear and potable Water to everhouseholds with Service Connections within the Area of Coverage in the town of Santa Maria, Pangasinan.

CORPORATE VISION:

Santa Maria Water District envisions to be a world class provider of safe and potable water in Eastern Pangasinan.

CORPORATE MISSION:

Santa Maria Water District will continue to supply dependable, safe and quality water, delivered to its consumers in an efficient, affordable and responsive manner.

THE FORMATIVE YEAR:

SANTA MARIA DISTRICT was established February 26, 1996 by virtue of SB Resolution No. 96-10 approved and adopted by the local legislative body on even date. It affirmed among others the organization and formation of SANTA MARIA DISTRICT, creation of the 5-member Board of Directors, appointed and initial terms of office of the Board of Directors title pursuant to Sec. 3, Title I of PD No. 198 as amended. Its establishment was duly recognized and confirmed by the Local Water Utilities Administration (LWUA) with Certificate No. 554, Conditional Certificate of Conformance issue and signed by the LWUA Administrator and Chairman of the Board of Trustees April 22, 1996.

SANTA MARIA DISTRICT is a government-owned and controlled corporation as resolved by the Supreme Court November 12, 1992. It is an autonomous agency free from political influence and independent of any local government and which entity take charge and operate the local water utility on a self-supporting and business-like manner.

The primary and ultimate goal and purpose of SANTA MARIA WATER DISTRICT is to provide an adequate, safe and viable waterworks system to the people residing in the district.

SERVICE STANDARDS:

1. Installs water meter and service lines to new connections after full payment of charges/fees within the day or depending upon the volume of scheduled technical tasks but not later than the next two (2) days.
2. Receives complaints thru telephone or personal reports and acts immediately within the day.
3. For all other services as reconnection, transfer of service lines, change registered name, voluntary disconnection the Water District will respond immediately after paying the required charges and/or submission of required documents.

4. For billings-statement of accounts for water bills will be prepared and be sent to concessionaires as follows:

| | |
|--|---------------------------------------|
| Poblacion East Poblacion West Paitan | Every first working day of the month |
| San Alejandro San Mariano Cuangao Namagbagan | Every second working day of the month |
| San Vicente (Book 1) San Patricio Pilar | Every third working day of the month |
| San Vicente (Book 2) Cauplasan, Bugarin Imus Santa Rosa | Every fourth working day of the month |
| Libsong, Sta Cruz Calitang, Samon Bantog, Capandanan | Every fifth working day of the month |
| San Pablo Pataquid Caboluan Bal-loy, Dalayap | Every six working day of the month |

5. An orientation to new service applicants will be provided by Ms. Kim S. Romero and Mr. Marvin P. Natividad or duly authorized representative of the commercial section.

Fees will be computed by the Water District Water Maintenance Man after surveying the location of the new service applicant.

6. Disconnected concessionaires for three (3) months shall be sent a notice/demand for settlement by our Legal Counsel. Nonpayment of arrearages will result to legal/ court action.

7. Disconnection Team Schedule:

Every 10th day after Due Date
8:00 A.M. to 3:00 P.M.

8. Due Date Schedule:

Every 12th day after billing date

REPAIRS/MAINTENANCE/OTHER SERVICES TO BE NEEDED BY THE WATER DISTRICT CLIENTS/ CUSTOMERS/ CONCESSIONAIRES WOULD BE PROVIDED BY THE WATER DISTRICT PERSONNEL BASED ON THE WATER DISTRICT SERVICE STANDARDS.

CLIENTS:

ALL SMWD CONCESSIONAIRES WITHIN THE AREA OF JURISDICTION IN THE FOLLOWING BARANGAYS:

Pump Station 1 (Poblacion West)

- | | |
|-------------------|-----------------|
| a. Poblacion East | e. Bal-loy |
| b. Poblacion West | f. San Patricio |
| c. San Alejandro | g. Santa Rosa |
| d. San Mariano | h. San Vicente |

Pump Station 2 (Sta. Cruz)

- | | |
|--------------|-------------|
| i. Sta. Cruz | j. Libsong |
| k. San Pablo | l. Pataquid |
| m. Caboluan | |

Pump Station 3 (Bantog)

- | | |
|------------|---------------|
| n. Bantog | o. Capandanan |
| p. Dalayap | q. Namagbagan |
| r. Cuangao | s. Paitan |

Pump Station 4 (Cal-litang)

- | | |
|------------------|---------------|
| t. Cal-litang | u. Samon |
| v. Pilar | w. Sitio Imus |
| x. Sitio Bugarin | y. Cauplasan |

REQUIREMENTS:

APPLICANTS FOR NEW CONNECTIONS:

1. Application Form (Filled-up & notarized)
2. Valid ID ex. Government ID, Voter's, Passport, Senior Citizen etc.
3. Others, as required (Certificate of Ownership)

FOR CHANGE OF REGISTERED NAME:

1. Fill up Form
2. Submit proof of change of name as:
 - a. Authorization/proper endorsement letter
 - b. Death Certificate

FOR VOLUNTARY DISCONNECTION OF SERVICE LINE:

1. Fill up request for disconnection of service line.
2. No reconnection fee for the first 5 months.
3. Should you wish to extend our request for temporary disconnection fill-up another request form before the expiration of the first request.
4. Failure to fill-up extension request will be charged for reconnection fee.

SCHEDULE OF AVAILABILITY OF SERVICES:

1. APPLICATION FOR WATER CONNECTION:

MONDAY TO FRIDAY
8:00 A.M. to 5:00 P.M.

2. INSTALLATION OF WATER METER AND SERVICE LINE TO NEW CONCESSIONAIRES:

MONDAY TO FRIDAY
8:00 A.M. to 5:00 P.M.
Until the connection will completed within the day or the next two (2) days.

3. METER READING/BILLINGS:

Every first six (6) working days of the month.

4. COLLECTIONS:

MONDAY TO FRIDAY
8:00 A.M. to 5:00 P.M.

5. REPAIRS/MAINTENANCE:

MONDAY TO FRIDAY
8:00 A.M. to 5:00 P.M.
AS THE NEED ARISES/ANYTIME
Depends upon the leakage case:
MINOR CASES - within the day
MAJOR CASES - immediately

6. OTHER SERVICES/COMPLAINTS/REPORTS:

MONDAY TO FRIDAY
8:00 A.M. to 5:00 P.M.
TO BE ACTED IMMEDIATELY

7. SUPPLY/DELIVERY OF POTABLE WATER:

24 hours everyday

8. WATER INTERRUPTION DUE TO PREVENTIVE MAINTENANCE / LEAK REPAIRS IN MAIN TRANSMISSION & DISTRIBUTION LINES:

Information dissemination thru formal notice sent to the Concessionaires.

ILLEGAL CONNECTION FEE:

Ranges from minimum of Php 2,000.00 to maximum of Php 6,000.00 in addition to the recovery charges of Santa Maria Water District formula.

NEW SERVICE CONNECTION FEE:

| | | |
|----------|-----|----------|
| 1/2 inch | Php | 3,000.00 |
| 3/4 inch | Php | 4,425.00 |
| 1 inch | Php | 4,561.92 |
| 2 inches | Php | 9,123.84 |

BORING FEE:

| | | |
|---------------------------|-----|----------|
| Brgy. Road | Php | 1,200.00 |
| Municipal/Provincial Road | Php | 2,200.00 |
| National Road | Php | 3,000.00 |
| River Dike | Php | 4,000.00 |

P.E. TUBING FEE

| | | |
|----------|-----|-------------|
| 1/2 inch | Php | 22.50/METER |
| 3/4 inch | Php | 36.25/METER |
| 1 inch | Php | 56.25/METER |

SERVICE CONNECTION FEE INCLUSIVE OF:

Meter, Saddle Clamp, Plastic Adapter, Brass Ball Valve with Lockwing, G. I. Elbow Reducer, Elbo, Nipple and P.E. Tubing 5meters.

RECONNECTION FEE: (Involuntary Disconnection)

| From Date of Disconnection up to 2 days | NONE |
|---|------|
| 3rd DAY UP TO 10th DAYS | 100 |
| 11th DAY UP TO 5 months | 200 |
| More than 5 months | 300 |

METER TRANSFER FEE: (materials needed is PHP 200.00)

METER MAINTENANCE FEE:

Php 10.00/month

TEE CONNECTION:

Php 34.35

CHANGE NAME:

Php 100.00

SCHEDULE OF APPROVED WATER RATES AS PER

LWUA BOARD RESOLUTION NO. 135 S. 2006

APPROVED ON JULY 4, 2006, EFFECTIVE AFTER

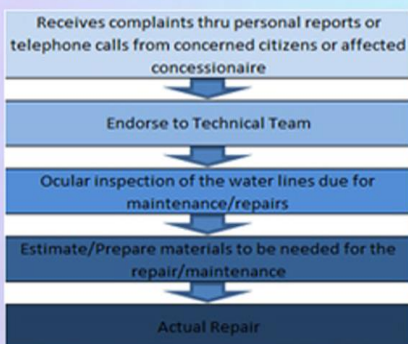
THE LAPSE OF 7 CALENDAR DAYS POSTING A REQUIRED BY LAW

| CLASSIFICATION | SIZE | MINIMUM CHARGE | COMMODITY CHARGES | | | |
|------------------|------|----------------|-------------------|--------|--------|--------|
| | | 0-10 | 43,059.00 | 21- 30 | 31- 40 | 41- UP |
| Residential/Govt | 1/2" | 218.00 | 22.60 | 23.95 | 25.70 | 27.75 |
| | 3/4" | 348.80 | 22.60 | 23.95 | 25.70 | 27.75 |
| | 1" | 697.60 | 22.60 | 23.95 | 25.70 | 27.75 |
| Comm/Industrial | 1/2" | 436.00 | 45.20 | 23.95 | 25.70 | 27.75 |
| | 3/4" | 697.60 | 45.20 | 23.95 | 25.70 | 27.75 |
| | 1" | 1,395.20 | 45.20 | 23.95 | 25.70 | 27.75 |
| Commercial A | 1/2" | 381.50 | 39.55 | 41.90 | 44.95 | 48.55 |
| | 3/4" | 610.40 | 39.55 | 41.90 | 44.95 | 48.55 |
| | 1" | 1,220.80 | 39.55 | 41.90 | 44.95 | 48.55 |
| Commercial B | 1/2" | 327.00 | 33.90 | 35.90 | 38.55 | 41.60 |
| | 3/4" | 523.20 | 33.90 | 35.90 | 38.55 | 41.60 |
| | 1" | 1,046.40 | 33.90 | 35.90 | 38.55 | 41.60 |
| Commercial C | 1/2" | 272.50 | 28.28 | 29.90 | 32.10 | 34.65 |
| | 3/4" | 436.00 | 28.28 | 29.90 | 32.10 | 34.65 |
| | 1" | 872.00 | 28.28 | 29.90 | 32.10 | 34.65 |
| Bulk / Wholesale | 1/2" | 654.00 | 67.80 | 71.85 | 77.10 | 83.25 |
| | 3/4" | 1,046.40 | 67.80 | 71.85 | 77.10 | 83.25 |
| | 1" | 2,092.80 | 67.80 | 71.85 | 77.10 | 83.25 |

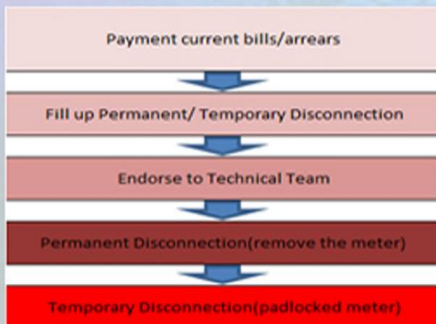
FRONTLINE SERVICES OFFERED: NEW CONNECTIONS:



REPAIRS/MAINTENANCE OF SERVICE LINES: COMMERCIAL SERVICES:



PERMANENT/TEMPORARY DISCONNECTION/RECONNECTION/ DISCONNECTIONS:



RECONNECTIONS:



DURATION OF ACTIVITIES:

1. APPLICATION/ORIENTATION/PAYMENT FOR NEW CONNECTION
15 to 30 MINUTES
2. ESTIMATION /INSTALLATION OF WATER METER AND SERVICE LINES FOR NEW CONNECTION
within the day or the next day but not later than 2 days
3. METER READING
2 to 3 minutes every water meter
4. BILLING AND DISTRIBUTION OF STATEMENT OF ACCOUNTS
every first 4 working days of the month
5. COLLECTIONS
2 to 3 minutes every concessionaire
6. REPAIRS/MAINTENANCE
within the day
7. OTHER SERVICES/COMPLAINTS/REPORTS
Immediately as the need arises

OFFICERS IN CHARGE:

1. APPLICATION/ORIENTATION/PAYMENT FOR NEW SERVICE CONNECTION
KIM S. ROMERO
GENEVIVE J. TROPA
2. ESTIMATION/INSTALLATION OF WATER METER AND SERVICE LINES FOR NEW CONNECTION
NICASIO P. LUNA JR.
LUCIANO G. DIAZ JR.
3. METER READING/Preparation and DISTRIBUTION OF STATEMENT OF ACCOUNT
EDWIN C. MEJIA
MARVIN P. NATIVIDAD
4. COLLECTION (OFFICE COLLECTION ONLY)
GENEVIVE J. TROPA
5. REPAIRS & MAINTENANCE
LUCIANO G. DIAZ JR.
JUANITO P. DARANGANG
JOSEPH V. PAGADOR
6. DISCONNECTION TEAM
NICASIO P. LUNA JR.
EDWIN C. MEJIA
ALFREDO M. TUGADE
7. OTHER SERVICES/COMPLAINTS/REPORTS
GM ANTONIO N. JUNIO
MARJORIE C. OCAMPO
ENGR. JUANITO M. CLARO

FEEDBACK AND COMPLAINTS PROCEDURES:

For your inquiries, complaints and suggestion, kindly fill up the SMWD clients feedback form or call the following officers for immediate actions:

ADMINISTRATIVE SECTION:

- Complaints against the conduct of its employees and its services
- Fixers
- Payments to suppliers

Ms. MARJORIE C. OCAMPO
Telefax 075-632-4696
09985947840

Ms. MARILYN C. CALDERON
Telefax 075-632-4696
09295707291

Mr. FERDINAND C. SORIANO
Telefax 075-632-4696
09778365657

COMMERCIAL SECTION:

- *Service application
- *Meter Reading and Distribution
- *No Billing
- *High Consumption/Doubtful High Consumption
- *Account Inquiry
- *Disconnection/Reconnection

Ms. KIM S. ROMERO
Telephone No. 075-632-4696
09155323118

Mr. MARVIN P. NATIVIDAD
Telephone No. 075-632-4696
09985967531

ENGINEERING SECTION:

- *Leak repairs
- *Estimate of service connection
- *No water pressure
- *Dirty Water/ Illegal Connection
- *Dirty/ Murky water
- *Foul Odor

Engr. JUANITO M. CLARO
Telephone No. 075-632-4696
09121480350

Ms. MARY JOAN P. NAVARRO
Telephone No. 075-632-4696
09124608589

Mr. NICASIO P. LUNA JR.
Telephone No. 075-632-4696
09193944939

ADMINISTRATIVE SERVICES AND OTHER ADMINISTRATIVE FUNCTIONS

(Provides Accounting, Cashiering Storekeeping, Human Resources Services and Other Administrative functions. Its clients are the officials, employees of the SANTA MARIA WATER DISTRICT Suppliers, Regulatory Government and Private Agencies)

To: MARJORIE C. OCAMPO
GENEVIVE J. TROPA
075-632-4696

PRODUCTION SERVICES

Provides efficient housekeeping and caretaking of the Pump Station of the District. The source of the supply is the groundwater thru submersible pump sets, provides 24 hours water supply, provides no water interruption with the aid of generator sets. Maintains standard chlorine treatment levels for safe and potable water supply.

To:
PUMP STATION 1
MARK JONATHAN O. CABAÑA
ALBERT I. CACHILA
JOHN KENNETH M. GOTERA
RONALD M. REYES

PUMP STATION 2
ISMAEL P. BAUTISTA II

PUMP STATION 3
ARIEL P. CORPUZ

PUMP STATION 4
MARLON BRANDON A. CANTAWA

PERFORMANCE PLEDGE:

We, the officials and employees of the SANTA MARIA WATER DISTRICT pledge and commit to deliver quality public service as promised in this SMWD's Citizen's Charter. Specifically we will:

- *Serve with integrity
- *Ensure the public with prompt and timely service
- *Respond to complaints
- *Value customers and provides comfortable waiting area
- *Incorrigibly polite and courteous
- *Consistent in applying rules
- *Efficient in demonstrating gender sensitivity and appropriate behavior and professionalism
- *Faithfully wear proper uniform and identification
- *Instant feedback mechanism
- *Ready and available during office hours
- *Sufficient display procedures, fees and charges
- *Treat everyone equally

So Help Us God

REDRESS:

If somehow you think that we have not provided you proper service and action to your queries please contact the General Manager, Mr. ANTONIO N. JUNIO at 075-632-4696 or 09985866340.

Email us at:
smwd554_1996@yahoo.com

REPUBLIC OF THE PHILIPPINES SANTA MARIA WATER DISTRICT

Cendafia corner Munar
Streets, Poblacion West, Santa Maria,
Pangasinan 2440

CITIZEN'S CHARTER



**SAVE WATER
SAVE LIFE**