

BUSTOS WATER DISTRICT CITIZEN'S CHARTER

APPLYING FOR SERVICE CONNECTION

About the service

All service connection applications shall only be processed upon full payment of corresponding fees and submission of complete requirements.

Schedule of availability of the service

Monday to Friday – 8:00 am to 5:00 pm, no noon break

Who may avail of the service?

All residents of Bustos covered by our service area, residents of Culihanin and portion of San Jose, Plaridel, Bulacan

What are the requirements to avail of the service?

- Proof of ownership or proof of billing for the property address being applied for
- Valid ID of the applicant

How to avail of the service?

Step	Client	Service Provider	Duration (Under normal circumstances)	In-Charge	Fees	Form
1	Present the needed requirements for application of service connection	Validate the requirements presented by the applicant	3 mins	Customer Service Assistant	None	1.Application for Water Service Application 2.Water Service Contract
2	Fill-up and sign the application forms	Check the completeness and correctness of the needed information	3 mins	Customer Service Assistant	None	3.Memorandum Receipt for Water Meter 4.Signature Card 5.Paalala sa mga Tagatangkilik 6. Deed of Undertaking
3	Pay the necessary fees	Accept payment and issue corresponding Official Receipts	3 mins.	Cashier	P2,400.00	1. Official Receipt
END OF TRANSACTION						

PAYING OF WATER BILL

About the Service

The concessionaires may pay their water bill through office collection or field/barangay collection.

Payment before due date entitles the concessionaire to a **5% discount** on current water bill and **10% penalty** will be levied on water bill paid after due date.

Schedule of Availability of the Service

Monday to Friday – 7:30 am to 5:00 pm, no noon break

Who may avail of the Service?

All concessionaires of Bustos Water District

What are the Requirements to avail of service?

Any of the Following:

- Billing Notice
- Old water bill receipt
- Account no. or meter no.

How to avail of the service?

Step	Client	Service Provider	Duration (Under normal circumstance)	In-Charge	Fees	Form
1	Present the billing notice or simply inform the teller of the account information	Accept payment and issue corresponding water bill receipt	3mins/receipt	Teller/ Collector	Amount due	1. Water Bill Receipt/ Acknowledgement Receipt
END OF TRANSACTION						

REQUEST FOR CHANGE OF PROPERTY OWNERSHIP

About the Service

Request for change of property ownership can emanate either from the original owner or the new property owner provided the consent was given by the original owner, otherwise, proof of property ownership will be required.

Schedule of Availability of the Service

Monday to Friday – 8:00 am to 5:00 pm, no noon break

Who may avail of the service?

All concessionaires of the Bustos Water District

What are the requirements to avail of the service?

- Valid ID of the original owner
- Valid ID of the new owner
- Proof of property ownership

How to avail of the service?

Step	Client	Service Provider	Duration (Under normal circumstances)	In-Charge	Fees	Form
1	Present the needed requirements for application for change of property ownership	Validate the requirements presented by the applicant	3 mins	Customer Service Assistant	None	1.Application Form for Change of Property Ownership 2.Application for Water Service Application
2	Fill-up and sign the application forms	Check the completeness and correctness of the needed information	3 mins	Customer Service Assistant	None	3.Water Service Contract 4.Memorandum Receipt for Water Meter 5.Signature Card 6.Paalala sa mga Tagatangkilik 7. Deed of Undertaking
3	Pay the necessary fees	Accept payments and issue corresponding Official Receipts	3 mins.	Cashier	P100.00	1. Official Receipt
END OF TRANSACTION						

REQUEST FOR TEMPORARY/ PERMANENT DISCONNECTION

About the service

The concessionaires can request for a temporary or permanent disconnection, provided that all obligations are fully paid. However, the maximum length of time for temporary disconnection is up to 6 months only, otherwise meter will be pulled out.

Schedule of Availability of service

Monday to Friday- 8:00 am to 5:00 pm, no noon break

What may avail of service?

All concessionaires of Bustos Water District

What are the requirements to avail of the service?

Valid ID of the owner and/or authorized representative

How to avail the service?

Step	Client	Service Provider	Duration (Under normal circumstances)	In-Charge	Fees	Form
1	Proceed to the Customer Service and request for a temporary/permanent disconnection of service	Prepare Service Request for Temporary/Permanent Disconnection. Verify if there is any unpaid water bill to be settled	3 mins	Customer Service Assistant	None	1. Service Request 2. Request for Temporary/Permanent Disconnection
2	Pay outstanding bill if there's any	Accept payment and issue corresponding Receipt	3 mins	Teller/ Cashier	Outstanding bill (if any)	1. Water Bill Receipt/ Acknowledgement Receipt/ Official Receipt
END OF TRANSACTION						

REQUEST FOR SERVICE RECONNECTION

About the Service

Reconnection of disconnected service shall commence upon payment of reconnection fee and all obligation.

No reconnection fee if the request was made within the day the service was disconnected.

Schedule of availability of service

Monday to Friday – 8:00 am to 5:00 pm, no noon break

Who may avail of the service?

All concessionaires of Bustos Water District

What are the requirements to avail of the service?

Valid ID of the owner and/or authorized representative

How to avail the service?

Step	Client	Service Provider	Duration (Under normal circumstances)	In-Charge	Fees	Form
1	Proceed to the Customer Service and apply for a reconnection	Prepare Service Request. Verify if there is any unpaid water bill to be settled	3 mins.	Customer Service Assistant	None	1. Service Request
2	Pay outstanding bill and reconnection fee/other charges if there's any	Accept payment and issue Official Receipt	3 mins.	Teller/ Cashier	<ul style="list-style-type: none"> • Outstanding bill (if there's any) • Reconnection Fee - P150.00 (for temporary disconnected)/ Php500.00 (for pull-out meter) 	1. Water Bill Receipt/ Acknowledgement Receipt 2. Official Receipt
END OF TRANSACTION						

OTHER SERVICE REQUEST

About the service

The concessionaires may request for other services such as transfer, relocation, calibration and change of meter, water leaks and other complaints.

Schedule of availability of service

Monday to Friday – 8:00 to 5:00 pm, no noon break

Who may avail of the service?

All concessionaires of Bustos Water District

What are the requirements to avail of the services?

Valid ID of the owner and/or authorized representative

How to avail of the service?

Step	Client	Service Provider	Duration (Under normal circumstances)	In-Charge	Fees	Form
1	Proceed to the Customer Service and make the necessary request	Prepare Service Request. Verify the details of the request	3 mins	Customer Service Assistant	None	1. Service Request
2	Pay the necessary charges, if there's any	Accept payment and issue corresponding Official Receipt	3 mins	Cashier	Charges: <ul style="list-style-type: none"> • <i>Transfer Fee</i> – P750.00 + Cost of materials to be used (if there's any) • <i>Meter Relocation</i> – P150.00 + Cost of materials to be used (if there's any) • <i>Calibration Fee</i> – P150.00 • <i>Change Meter</i> – P810.00 • <i>Repair</i> – Cost of materials to be used for the repair (if there's any) 	1. Official Receipt
END OF TRANSACTION						

APPLICATION/RENEWAL FOR SENIOR CITIZEN'S DISCOUNT

About the service

All qualified Senior Citizens may apply for the 5% Senior Citizen's Discount, as provided in Article 12 of the Republic Act No. 9994, also known as the Expanded Senior Citizens Act of 2010.

Schedule of availability of service

Monday to Friday – 8:00 to 5:00 pm, no noon break

Who may avail of the service?

Concessionaires, whose household meter is registered under the name of the senior citizen residing therein for at least a year, provided that the monthly consumption does not exceed 30 cu.m. of water.

What are the requirements to avail of the services?

- Valid ID of the applicant
- Proof of age and citizenship
- Proof of billing/water bill
- Proof of residence
- Annual renewal

How to avail of the service?

Step	Client	Service Provider	Duration (Under normal Circumstances)	In-Charge	Fees	Form
1	Present the needed requirements	Verify if the senior citizen is qualified as per provision of the law. Process the application	3 mins	Customer Service Assistant	None	1. Application for Senior Citizens' Discount
END OF TRANSACTION						