

San Jose City (N.E.) Water District
Citizen's Charter





MANDATE

Pursuant to Presidential Decree No. 198 (Provincial Water Utilities Act of 1973), the San Jose City (N.E.) Water District was formed for the purpose of the following:

- Acquiring, installing, improving, maintaining and operating water supply and distribution system for domestic, industrial, municipal and agricultural uses for residents and lands within boundaries of such district*
- Providing, maintaining and operating waste water collection, treatment, and disposal facilities; and*
- Conducting such other functions and operations incidental to water resource development, utilization and disposal within such district, as are necessary or incidental to said purpose.*

(Presidential Decree No. 198, Chapter II, Sec. 5)

Vision

To provide sufficient, potable and affordable water supply to all 38 Brgys. of San Jose City, Nueva Ecija.

Mission

Ensure sustainable water resources, provide sufficient potable water at reasonable cost and deliver quality services.

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Feedback/Comments/Suggestions/Complaints



SAN JOSE CITY (N.E.) WATER DISTRICT
Abar 1st, Maharlika Hi-Way
San Jose City Nueva Ecija

To All Our Valued Concessionaires,

To help us improve our services, kindly give your valuable comments, suggestions and/or complaints by filling up this form. Rest assured that your concerns will be given our utmost attention.

Date: _____
Type of Transaction (please specify): _____
Counter No. _____ / Name of SJCWD Personnel _____

Concessionaire's Name _____
Account Name _____
Address _____
Contact No. _____

How would you rate our overall service? _____
(5- Excellent / 4- Very Good / 3- Good / 2- Needs Improvement 1-Poor)

Feedbacks/Comments/Suggestions/Complaints

Thank You very much for your support.

From the Management and Staff of San Jose City Water District.

Requirements

- 1) Attend **NEW SERVICE CONNECTION ORIENTATION** for New Service Connection Application and request for Change of Account Name **ONLY**.

Submit Documents

2.1 Proof of Identity (any of the list below):

- a. Passport
- b. LTO Driver's License
- c. Postal ID
- d. Voter's ID

2.2 Barangay Clearance

2.3 Proof of Ownership

2.3.1 For Private Property

- a. Land Title

2.3.2 For Renter/Lessee of a Privately Owned Lot

- a. Photocopy of current and notarized lease Contract; and
- b. Photocopy of Land Title

Payment of Necessary Fess and Charges

New Service Connection Fee (Subject to change)

Classification	Material Cost	Labor Cost	Guarantee	Total Fee
*Residential/Government	Php 3,060.00	Php 765.00	Php 675.00	Php 4,500.00
*Commercial A	Php 3,060.00	Php 765.00	Php 1,350.00	Php 5,175.00
*Commercial B	Php 3,060.00	Php 765.00	Php 1,012.00	Php 4,837.00
*Tondod	Php 3,060.00	Php 765.00	Php 555.00	Php 4,380.00

Change of Account Name (Subject to change) Php 300.00

Replacement of Stolen Meter - Php 2,000.00

Reconnection of Water Service (Subject to change) - Php 200.00

Transfer of Water Meter (Subject to change)

T-Connection Php 575.00 + Materials

Relocate Meter Php 275.00 + Materials

Water Rates

Classification	Pipe Size	Description	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	Over 50
1	1/2"	RESIDENTIAL 1/2"	225.00	23.65	25.45	27.80	30.65	34.10
	1"	RESIDENTIAL 1"	720.00	23.65	25.45	27.80	30.65	34.10
	2"	RESIDENTIAL 2"	4,500.00	23.65	25.45	27.80	30.65	34.10
12	3"	Residential 3"	8,100.00	23.65	25.45	27.80	30.65	34.10
	4"	RESIDENTIAL 4"	16,200.00	23.65	25.45	27.80	30.65	34.10
	3/4"	RESIDENTIAL	360.00	23.65	25.45	27.80	30.65	34.10
2	1/2"	GOVERNMENT 1/2"	225.00	23.65	25.45	27.80	30.65	34.10
	1"	GOVERNMENT 1"	720.00	23.65	25.45	27.80	30.65	34.10
	2"	GOVERNMENT 2"	4,500.00	23.65	25.45	27.80	30.65	34.10
3	1/2"	COMMERCIAL A - 1/2"	450.00	47.30	50.90	55.60	61.30	68.20
	1"	COMMERCIAL A - 1"	1,440.00	47.30	50.90	55.60	61.30	68.20
	2"	COMMERCIAL A - 2"	7,875.00	41.35	44.50	48.65	53.60	59.65
32	3"	WALTER MART	16,200.00	47.30	50.90	55.60	61.30	68.20
4	1/2"	COMMERCIAL B - 1/2"	337.50	35.45	38.15	41.70	45.95	51.15
	2"	COMMERCIAL B - 2"	1,440.00	47.30	50.90	55.60	61.30	68.20
42	1"	COMMERCIAL B 1"	1,080.00	35.45	38.15	41.70	45.95	51.15
5	1"	RESIDENTIAL A - 1"	720.00	23.65	25.45	27.80	30.65	34.10
	1/2"	RESIDENTIAL A - 1/2"	185.00	19.50	21.00	23.00	25.50	28.00
6	1/2"	BULK/WHOLESALE	675.00	70.95	76.35	83.40	91.95	102.30
7	1/2"	TONDOD 1/2"	185.00	19.50	21.00	23.00	25.50	28.00

Our Eight Frontline Services

1. New Connection:

- A. Inquiry on application.**
- B. Submit Requirements.**
- C. Fill up Service Application and Construction Order (SACO) and Service Application Form (SAF).**
- D. Pay required fees and cost of materials.**
- E. Await schedule of new service connection.**

2. Reconnection:

- A. Proceed to Customer Service Assistant (CSA).**
- B. Bring reconnection Order Form to Cashier for payment.**

3. Re-Apply:

- A. Inquiry or re-application.**
- B. Wait the inspector for site inspection and estimate cost of payment.**
- C. Pay required fees, cost of materials, Pay unsettled account (if any).**

4. Payment of Bill:

- A. Proceed to Teller's Booth.**
- B. Wait for the Official Receipt.**

5. Temporary Disconnection:

- A. Proceed to Customer Service Assistant (CSA).**
- B. Pay unsettled account to Teller's Booth (if any).**

6. Repair/Maintenance:

- A. Report for complaint/s to Customer Service Assistant (CSA)**
- B. Await schedule assign to appropriate crew for action.**

7. Relocation of Water Meter:

- A. Proceed to Customer Service Assistant (CSA) and state purpose.**
- B. Wait for inspector for site inspection and estimate additional materials (if any).**
- C. Pay and cost of additional materials (if any).**

8. Change of Name:

- A. Proceed to Customer Service Assistant (CSA) to submit requirements and fill up forms.**
- B. Wait for the Official Receipt.**