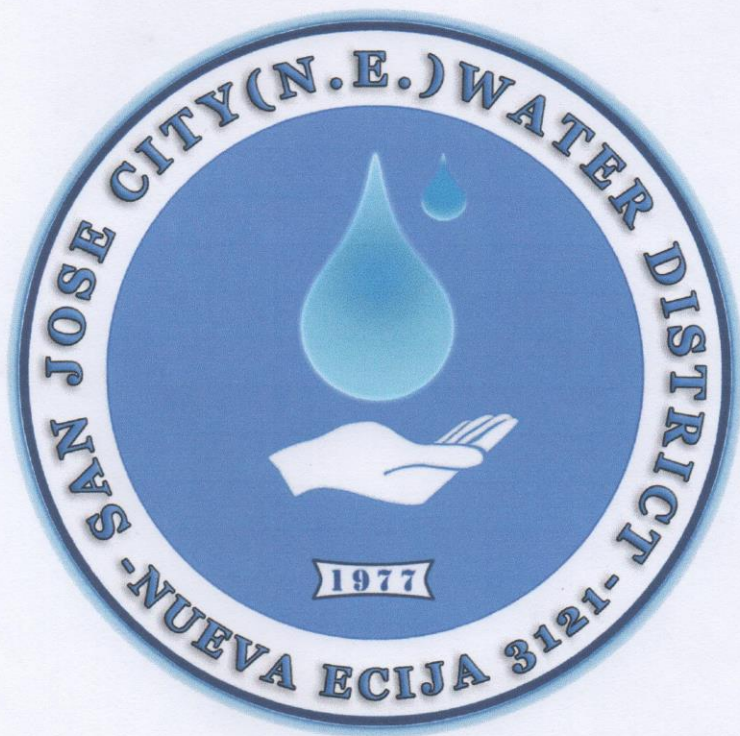


**San Jose City (N.E.) Water District**  
***Citizen's Charter***







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## **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.



## Feedback/Comments/Suggestions/Complaints



**SAN JOSE CITY (N.E.) WATER DISTRICT**  
Abar 1<sup>st</sup>, 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.**

**2) 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 Deposit	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 100.00

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)

Transfer of Tapping - Php 575.00 + Materials

Relocation of Water 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 Nine 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.**



## **9. Customer Service: Senior Citizen, PWD,Pregnant Women (W/ or W/O Arrears)**

- A. Get priority number.**
- B. Wait for your number.**
- C. Present and pay bill to Teller 1 (Priority lane)**
- D. Wait for the Official Receipt.**

### **9.1 If NO Billing Notice:**

- A. Inform PACD No Billing Notice.**
- B. Fill-up form / Return to PACD.**
- C. Wait for your number.**
- D. Pay bill to Teller 1.**
- E. Wait for the Official Receipt.**