

RULE I - MISSION/VISION/GOAL

SECTION 1 . VISION

THE BATO WATER DISTRICT IS THE SERVICE-ORIENTED INSTITUTION COMMITTED TO THE HIGHEST LEVELS OF EXCELLENCE IN LOCAL WATER UTILITY SYSTEMS WITHIN ITS JURISDICTION.

SECTION 2 . MISSION

THROUGH ITS COMPETENT, HIGHLY MOTIVATED AND EFFECTIVE HUMAN RESOURCES, THIS SELF RELIANT, ECONOMICALLY VIABLE AND SERVICE-ORIENTED INSTITUTION SHALL, TO THE SATISFACTION OF THE CONSUMING PUBLIC. PROVIDES QUALITY AND EFFICIENT WATER SERVICE.

SECTION 3 . GOALS

- SUSTAINED FINANCIAL CAPABILITY
- IMPROVED SYSTEMS AND RELIABLE OPERATIONS
- EXPANDED SERVICE CONNECTION COVERAGE
- ENCREASED ORGANIZATIONAL EFFECTIVENESS
- SECURED, CONTROLLED, AND MANAGED WATER SOURCES AND CORRESPONDING RECHARGE AREAS AND WATERSHEDS

RULE II - OBJECTIVES

- 1 . To serve all areas within our vicinity with clean , sufficient and potable water supply.
- 2 . To take care of our existing water sources and maintain its facilities.
- 3 . To have an additional pumping facilities and water sources for the future needs of the new constituents.
- 4 . To protect the watersheds areas.
- 5 . To expand coverage of our water system to supply more consumers.

RULE III - GENERAL PROVISIONS

DEFINITION OF TERMS.

All of the regulations, words and phrases which is used in this section have their own meanings, which describe to them.

"BOARD OF DIRECTORS"

- The Board of Directors of the Bato Water District (BWD) is appointed pursuant to PD 198 as amended. The function of the Board shall be to establish policy the shall not engage in the detailed management of the District.

"GENERAL MANAGER"

- The function of the General Manager is to manage and supervise the operation of the District.

"CASHIER"

- Its function is to receive in or give out money in the District.

"DISTRICT"

- Bato Water District (BWD), is a Government Owned and Controlled Corporation (GOCC) created and existing pursuant to and under PD 198 as amended, with Conformance Certificate No. 437.

"CONSUMER"

- Any individual that utilizes the services of the District.

"WATER METER"

- An instrument used for recording the quantity of water consumed by the consumers.

"SERVICE CONNECTION"

- Tapping of water connections from the main distribution line to the consumers.

"SERVICE CONTRACT"

- It is a contract between the District and Consumers for the water service connection applied.

"DISTRIBUTION LINES"

- It is the pipelines laid for distributing the water from transmission line to the end users.

"TRANSMISSION LINES"

- It is the pipelines used for conveying water from the deep well sources to reservoir and distribution lines.

RULE IV - SERVICES

SECTION 1. APPLICATION OF WATER SERVICE

Any person, establishments, private or public, interested of the services of the Water District can apply in the District's Office and fill up the Application Form duly signed by the applicant and/or the property owner where the service is applied for. After the inspection by the District's employee in-charge and known that there is an available water supply in the area and before all fees and charges be paid, a Service Contract shall be executed by and between the applicant and the District through its General Manager whereby the following, among others are established, to wit;

1. The DISTRICT agrees to provide water service to the CONSUMER given address and be charge for consumption based on the DISTRICT'S duly approved water rates by the Board of Directors of the District and the Local Water Utilities Administration.
2. The CONSUMER agrees that when the water rates and other charges are increased, modified or amended reasonably, the CONSUMER shall interpose no objection provided due notice is served to all concerned;
3. The DISTRICT reserves the right to determine the size and location of the water meter;
4. Charges for the digging, filling and restoration in connection with the tapping of the service connection shall be assumed by the CONSUMER, however all works from the water mains up to the water meter shall be done by the district personnel only;
5. Tapping or connection not applied with the DISTRICT is deemed illegal and shall be penalized according to the penalties provided from the Water Crisis Act (WCA) of 1995;

6. The consumer shall secure the necessary excavation permit and shall be responsible for the restoration of road pavements and other damages as a result of the service connection. In case unnecessary incidents happen due to the excavation of road pavements, the liability shall be assumed solely by the CONSUMER and the DISTRICT shall not be held liable;
7. The CONSUMER agrees to refrain from giving, selling or allowing sub-connection from his/her service connection;
8. Should the CONSUMER be a tenant or renting the premises where the service is installed, he shall secure the conformity of the land/building owner to be jointly and severally liable for any obligation which his tenant CONSUMER may have left unpaid to the DISTRICT when CONSUMER vacates the premises where service is installed;
9. Consumers shall notify the DISTRICT when as owners, transfer the ownership of the property or were as tenant, leaves the premises to pay whatever current accounts he/she has with the DISTRICT;
10. The DISTRICT shall not be liable for service interruptions beyond its control;
11. All water bills, service charges and other dues are payable at the office of the DISTRICT or in places designated by the DISTRICT;
12. All water bills shall be immediately due and demandable and shall be considered delinquent if not paid on the due date indicated on the water bill. Service may be disconnected if the water bill is not paid within TWO (2) months. In case of disconnection, no connection shall be made unless CONSUMER pays all the amount due, with the additional charges that the DISTRICT may impose and a reconnection fee of P50.00 when the arrearages is paid within 1 week, P100.00 when the arrearages is paid within 3 to 4 weeks and P500.00 from 1 month and beyond;
13. Charges of ten percent (10%) penalty will be imposed on unpaid or overdue water bills;
14. DISTRICT employees shall have the right to enter the premises of the CONSUMER during reasonable hours in the presence of the owner or a witness in case the owner is out, in the performance of their official functions and duties;

15. The DISTRICT or any of its authorized representatives shall have right to conduct inspections on the CONSUMER's household plumbing installations. The duties, responsibilities and obligations of the DISTRICT maintenance in the installation of the pipeline is limited up to the meter only. All works beyond and after the meter shall be borne by the CONSUMER;
16. The CONSUMER shall be held liable for any loss or damage to the water meter. When the accuracy of the water meter is questioned, the DISTRICT upon request of the CONSUMER will conduct official test of the water meter in accordance with the existing rules and regulations of the DISTRICT;
17. When the water meter malfunctions and does not register the water that passes through it, the average consumption for the last three (3) months shall be the basis of charges for the present bill.
18. The DISTRICT shall initiate the installation of the service applied for by the CONSUMER only after full payment of all the required charges are paid to the DISTRICT, however the DISTRICT may refuse service installation when in its opinion, such as installation will be prejudicial to the DISTRICT;
19. The DISTRICT reserves the right to disconnect or discontinue existing service connection for any of the following:
 - a.) For fraudulent use of water;
 - b.) For non-payment of delinquent water bills;
 - c.) For repair;
 - d.) If entry to the consumers premises is denied to the district personnel in the performance of their official duties;
 - e.) For non-compliance and violation of the rules and terms of this contract
 - f.) For causes that are beyond the control of the District;
 - g.) Steal, pilfer water meters, mainline pipes and any related or ancillary facilities;
 - h.) Steal water for profit or use;
 - i.) Knowingly possess stolen or tampered water meter;
 - j.) Assault any employees of the District in the performance of their duties.

20. In case of court litigation which may arise between the District and consumer, the case will be filed in the Municipal Trial Court of Nabua, Camarines Sur;
21. The DISTRICT has the right to disconnect service connection of any registered concessionaires who is deceased already unless otherwise the current consumers apply for change of name/registration and the district has the right to forfeit any service connection of concessionaires who are disconnected for a minimum of 3 years with arrearages;
22. The CONSUMER finally agrees to abide by the rules and regulations of the DISTRICT.

SECTION 2 . RULES GOVERNING THE INSTALLATION FOR NEW SERVICE CONNECTION;

1. No installation of new connection shall be done until the service contract is executed and the corresponding fees are paid and the needed permits is completed if ever.
2. Employee of the district is not allowed to receive payment from the applicant for new service connection only the authorized personnel is allowed.
3. Installation should be done first come first serve basis. In case of delay the management should be informed.
4. Use of sub-standard materials for new connection is prohibited.
5. Penalties shall be imposed to concerned employee if they violate the above rules in accordance with the Civil Service Rules.

SECTION 3 . DEFINITION OF CHARGES AND FEES

1 . APPLICATION FEE

This covers works to receive, evaluate and apply water connection into the District. It also includes the expenses incurred in making field visits to the applicants premises, to gather information to be used as basis for the approval/disapproval of application of the service connection.

2 . WATER METER SERVICE CHARGE

It covers the usage of the water meter and it shall be used for the repair, maintenance and replacement of the said meter, provided said replacement is not caused by negligence of the consumer.

3 . RECONNECTION FEE

A payment of Php. 50.00 for 2 weeks, Php. 100.00 for 3 weeks and Php. 500.00 for 1 month beyond for the reconnection of the disconnected water meter.

4 . TRANSFER OF WATER METER

Payment for transferring water meter from one place to another location at the request of the consumer.

5 . CHANGE OF NAME OF CONSUMER

for the change of account name of the consumer. A letter of authorization/certification shall be required from the requesting person authorizing/certifying the change of name.

6 . NOTARIAL FEE

Payment for the notarization of the water service contract between the applicant/consumer and the District.

7 . CROSSROAD/BORING FEE

Payment for the cost of labor and equipment for cutting/breaking/boring of concrete pavement or any other kind of pavement where installation will run across.

8 . RESTORATION FEE

Payment for the restoration of concrete pavement or any other type of pavement to its original condition.

SECTION 4 . SIZE AND LOCATION

The District has the right to determine the size of the service connections and the locations with respect to the boundaries of the premises to be served. The laying of the consumers connection to the meter shall not be done until the location has been approved by the designated Personnel or Employee of the District.

SECTION 5 . ACCESS TO PROPERTY

Upon notice authorized employees of the District shall be allowed to enter to the consumer's premises in the performance of their duties such as; doing repair work, inspection, testing and other routine work from time to time.

SECTION 6 . GATE / CONTROL VALVES

All service connections installed by the District should have a gate/control valves, in which the gate/control valves is exclusive only for the use of the District in controlling the water supply through its services.

SECTION 7 . MAINTENANCE OF SERVICE CONNECTION

All service connections from the distribution line to the meter including the meter stand shall be maintained by the District. All pipe lines from the meter to the consumer's premises/property shall installed and maintain by its owner.

SECTION 8 . DAMAGE/LEAKING PIPELINES AND FIXTURES BEFORE AND AFTER THE METER.

The responsibility of the District for the repair of damage/leaking pipelines shall end at the meter and the district is not liable for damages beyond/after the meter.

SECTION 9 . CLASSIFICATION OF SERVICE CONNECTION

- 1 . **RESIDENTIAL** . service connection to a residential building for domestic use.
- 2 . **GOVERNMENT** . service connection to a government buildings.
- 3 . **COMMERCIAL/INDUSTRIAL** . service connection to a business or institutions for or indirect use of water commercial or industrial purposes.
- 4 . **BULK/WHOLESALE** . service connection for reselling the same Without transforming into new product.

RULE V . WATER METERS

SECTION 1 . DAMAGE TO METER

BWD reserves the right to set and maintain a meter on any connection. The consumer shall be held liable for any damage to the meter due to his negligence. It is the responsibility of the consumer to protect the meter from physical damage and loss. The cost of repairs and loss of the meter shall charge to the consumer.

SECTION 2 .METER TESTING

If the accuracy of the meter is questioned by the consumer, the District upon request will test the meter and if it is already defective the District will replace it without charge to the consumer.

SECTION 3 . OPERATING WITH DISTRICT'S PROPERTIES.

Only the authorized employees of the District is allowed to operate the meter, main gate valves , water pumps and other parts of the water systems.

RULE VI . WATER BILLS

SECTION 1 . WATER BILL

The water bill shall be sent to the consumers at least five (5) days before its due date. Payment should be made even without the bill . A penalty of ten percent (10%) of unpaid and overdue water bill shall be charge to the consumer.

Failure to receive water bill does not relieve the consumer for his/her liability . Any amount due shall be deemed a debt to the District and any person, firm or corporation failing, neglecting or refusing to pay the said bill shall be liable to the district.

SECTION 2 . SUPPLY FROM FIRE HYDRANT

- a. Any person uses water from a fire hydrant must secure a permit from the District and pay the fees or charges which may be required by the District.
- b. Any consumers desiring to have a fire hydrant installed in his/her premises shall file an application with the District and pay such fees as may be required and impose by the District, provided that the hydrant and materials , as well as the maintenance thereof shall be at the expense of the consumer.

RULE VII . PROHIBITIONS AND PENAL PROVISION

Section 8 (Anti-Pilferage), Section 9 (Prima Facie Evidence), And Section 11 (Penalties) of republic Act 8041 otherwise known as the NATIONAL WATER CRISIS ACT OF 1995 " are hereby adopted and incorporated herein.

RULE VIII . RATES AND CHARGES

A District may sell water under its control, under schedules of rates and charges as may be determined by the Board, to any and all water users within the District . Said schedule may provide for differential rates for different categories of use and different quantity blocks. The District, as far as practicable, shall fix such rates and charges for water as will result in revenues.

RULE IX . FINAL PROVISION

SECTION 1 . REPEALING CLAUSE.

If any sections, subsections, sentence, clause or phrase of these rules and regulations for any reason, held to be unconstitutional, illegal or unlawful, such section, subsection, sentence, clause or phrase shall not affect the validity of the remaining portion of the rules and regulations.

SECTION 2 . AMENDMENTS.

These Rules and Regulations or portions thereof, inconsistent with this Rule are hereby amended, repealed or modified accordingly by a Board resolution duly adopted and approved.

SECTION 3 . EFFECTIVITY DATE.

These Rules and Regulations shall take effect April 13, 2016 as Per approved Board Resolution No. 2016-07 Series of 2016.

GENERAL INFORMATION

The Bato Water District has a 24 hours water supply to the Ten (10) Barangays within its vicinity.

Customer Service and Collections

8:00 AM - 5:00 PM
Monday to Friday

Administrative and Finance Services

8:00 AM - 5:00 PM
Monday to Friday

Maintenance Services

8:00 AM - 5:00 PM
Monday to Friday

Pump Operation

Pump 1

2:00 AM - 12:00 PM
1:00 PM - 10:00 PM

Pump 2

3:00 AM - 12:00 PM
1:00 PM - 9:00 PM

Pump 3

4:00 AM - 8:00 AM
10:00 AM - 12:00 PM
3:00 PM - 5:00 PM

Telefax and Globe Number

(054) 277-4269
0917-659-4777

E-MAIL ADDRESS

bwd_batocamsur@yahoo.com


WEBSITE ADDRESS

www.batowdcamsur.gov.ph

LOCATION

The Bato Water District office is located at:
Zone 1, Santiago, Bato, Camarines Sur

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ENGR. PAUL RAYMOND L. BONNEVIE
General Manager D