

METRO VIGAN WATER DISTRICT

OPERATIONS MANUAL

*A manual of procedures and details in billing, collection
of water bills and service application in the
District's Service Area.*

December 2015

I. INTRODUCTION

This manual has been prepared by Metro Vigan Water District (MVWD) to provide standards and procedures, to develop an understanding on how collection of water bills and installation of new service connections is executed following the District's procedure adopting the LWUA Commercial Practices Manual for Water Districts.

The District's water distribution system includes the municipalities of Bantay, Caoayan, Sta. Catalina, San Vicente, Ilocos Sur and the City of Vigan.

The District requires that before any person installs, repairs, alters, replaces or removes any water service connection, or appurtenance in a public street or private land which water service is in any way connected directly or indirectly to any public water main of the Water District, must first obtain an order from the Customer Service or from the General Manager of the Water District.

This manual is comprised of the General Information of MVWD, Organization and Responsibilities, Operating Procedures (Meter Reading, Billing, Office Collection of Water Bills, Cashier Collection and Service Application Procedure) and Appendices.

II. DEFINITION OF TERMS AND ACRONYMS

MVWD – Metro Vigan Water District

LWUA – Local Water Utilities Administration, is a government-owned and controlled corporation (GOCC) with a specialized lending function mandated by law to promote and oversee the development of water supply systems in provincial cities and municipalities outside of Metropolitan Manila

GOCC – Government Owned and Controlled Corporation are corporations created or established by a special charter or law in the interest of the common good and subject to the test of economic viability.

CSC - Civil Service Commission is an impartial, independent appellate board that hears and decides appeals filed by certain state and municipal civil service employees and candidates seeking public employment.

BOD – Board of Directors of a water district is comprised of five (5)-members from different sectors (Professional, Education, Civic, Women and Business) that are appointed by the City/Municipal Mayor or the Provincial Governor or by the power of a resolution whichever is applicable, who jointly oversee the activities of the Water District.

COR – Collector's Official Receipt is a written acknowledgement that shows money has been received as partial or full payment of bill for water consumptions.

DBP – Development Bank of the Philippines, a government-owned bank serves as the official depository bank of the District and accepts water bill payments for Metro Vigan Water District.

III. GENERAL INFORMATION ABOUT METRO VIGAN WATER DISTRICT

The Metro Vigan Water District was originally established in 1914 and was known as the Singson Waterworks and Sewerage System. The Municipal Government of Vigan operated and managed the waterworks until the Water District was formed in October 29, 1975, the Sangguniang Bayan of Vigan passed Resolution No. 12, forming the Vigan-Bantay Water District (VBWD). Following its formation, the VBWD acquired ownership and management of the entire system in accordance with Presidential Decree (P.D.) No. 198 known as the Provincial Water Utilities Act of 1973. By virtue of Resolution No. 31-A of the Municipal Government of Vigan, all the facilities of the defunct Singson Waterworks and Sewerage System were turned over to the District.

Like any other water district, the VBWD was established for the purpose of acquiring, installing, improving, maintaining and operating the water supply, including the waste water collection, treatment and disposal facilities. To be able to perform these functions, the VMWD obtained technical and financial assistance from the Local Water Utilities Administration (LWUA).

On 15 February 1978, the Conditional Certificate of Conformance 0053 was awarded to the District after it had complied with LWUA's minimum requirements for the certificate program. This certificate entitled the District to all the rights and privileges authorized under P.D. 198.

The Vigan-Bantay Water District was later renamed to Vigan Metro Water District (VMWD) with the assimilation of San Vicente and Sta. Catalina to the service areas of the District.

Vigan Metro Water District was later renamed to Metro Vigan Water District with the inclusion Caoayan to the service area of the District.

On April 28, 2001, a Memorandum of Agreement was signed by the *Agencia Española Cooperacion Internacional (AECI)*, the City Government of Vigan and the Metro Vigan Water District for the implementation of the Integrated Water Supply and Management System of Vigan City with the primary objective of establishing a sustainable water supply system that will ensure access of the communities of Vigan City.

IV. THE WATER DISTRICT AND ITS RESPONSIBILITIES

MVWD's Approved Plantilla of Personnel

Republic of the Philippines
METRO VIGAN WATER DISTRICT
 Category C - Plantilla of Personnel

| <1> Government-Owned and Controlled Corporation (GOCC) | | | | <2> METRO VIGAN WATER DISTRICT - P. Burgos St., Solid West, Vigan City 2700 | | | | | | | | | | |
|--|--|--------------|---------------|---|-----|------|-----------|--------------------|------------|-------------|----------------------------|---|--------------------------------|------|
| ITEM No. | POSITION TITLE | Salary Grade | ANNUAL SALARY | | | Step | Level | NAME OF INCUMBENTS | | | Date of Birth (mm/dd/yyyy) | Date of Original Appointment (mm/dd/yyyy) | Date of Promotion (mm/dd/yyyy) | |
| | | | Authorized | Actual | | | | Last Name | First Name | Middle Name | | | | |
| <3> | <4> | <5> | <6> | <7> | <8> | <9> | <10> | <11> | <12> | <13> | <14> | <15> | <16> | <17> |
| 1 | General Manager C | 26 | 696,336.00 | 696,336.00 | 1 | 2 | BARBA | RUBY | QUINITIO | | 04/07/1964 | 10/01/1984 | 07/16/2014 | |
| 2 | Secretary A | 9 | 192,612.00 | 192,612.00 | 1 | 1 | VIERNES | APPLE | AQUINO | | 03/10/1986 | 08/03/2015 | | |
| 3 | Driver | 4 | 134,172.00 | 134,172.00 | 1 | 1 | VACANT | | | | | | | |
| 4 | Minutes/Agenda Officer B | 11 | 222,588.00 | 222,588.00 | 1 | 2 | VACANT | | | | | | | |
| 5 | Division Manager C, Administrative and General Services Division | 22 | 540,600.00 | 540,600.00 | 6 | 2 | VACANT | | | | | | | |
| 6 | Administration Services Assistant B | 10 | 207,060.00 | 207,060.00 | 1 | 1 | TUGADE | GERALD | ATIBURCIO | | 07/12/1977 | 05/05/2003 | 07/16/2014 | |
| 7 | Storekeeper C | 6 | 162,960.00 | 162,960.00 | 6 | 1 | OBRERO | ELENITA | VERAFLOR | | 09/30/1966 | 07/03/1989 | | |
| 8 | Storekeeper D | 4 | 134,172.00 | 134,172.00 | 1 | 1 | VACANT | | | | | | | |
| 9 | Driver | 4 | 134,172.00 | 134,172.00 | 1 | 1 | ATIBURCIO | RALPH IRVIN | HIPOLITO | | 11/05/1984 | 02/01/2012 | | |
| 10 | Driver | 4 | 134,172.00 | 134,172.00 | 1 | 1 | VACANT | | | | | | | |
| 11 | Administrative Services Aide | 4 | 134,172.00 | 134,172.00 | 1 | 1 | VACANT | | | | | | | |
| 12 | Administrative Services Aide | 4 | 134,172.00 | 134,172.00 | 1 | 1 | VACANT | | | | | | | |
| 13 | Utility Worker A | 3 | 124,812.00 | 124,812.00 | 1 | 1 | VACANT | | | | | | | |
| 14 | Division Manager C, Engineering and Construction/Production and Water Quality Division | 22 | 511,824.00 | 511,824.00 | 1 | 2 | DORIA | CHRISTIAN | QUITORIANO | | 06/26/1983 | 07/01/2009 | 02/01/2012 | |
| 15 | Engineering Assistant B | 8 | 179,172.00 | 179,172.00 | 1 | 1 | VACANT | | | | | | | |
| 16 | Clerk Processor B | 6 | 155,052.00 | 155,052.00 | 1 | 1 | ESCORRA | MARICEL | ALFILER | | 04/09/1987 | 03/23/2015 | | |
| 17 | Water/Sewerage Maintenance Foreman | 14 | 290,628.00 | 290,628.00 | 6 | 1 | ARCE | MARCELINO | BARBO | | 04/26/1951 | 08/01/1976 | | |
| 18 | Utilities/Customer Service Officer B | 14 | 276,528.00 | 276,528.00 | 1 | 2 | FAMA | BERNARDO | FONTANILLA | | 08/24/1958 | 02/03/2014 | | |
| 19 | Plant Equipment/Mechanic C | 8 | 179,172.00 | 179,172.00 | 1 | 1 | VACANT | | | | | | | |
| 20 | Automotive/Train Mechanic B | 6 | 155,052.00 | 155,052.00 | 1 | 1 | UGALDE | JAYSON | UNDIANA | | 11/05/1983 | 08/03/2015 | | |
| 21 | Water Resources Facilities Operator A | 8 | 179,172.00 | 179,172.00 | 1 | 1 | VACANT | | | | | | | |
| 22 | Water Resources Facilities Operator A | 8 | 179,172.00 | 179,172.00 | 1 | 1 | SANTOS | HENRY | SINGSON | | 08/12/1973 | 01/17/1994 | 07/16/2014 | |
| 23 | Water Resources Facilities Operator A | 8 | 179,172.00 | 179,172.00 | 1 | 1 | VALLE | JHON SADIRI | ALISANGCO | | 08/06/1976 | 02/02/2004 | 07/16/2014 | |
| 24 | Water Resources Facilities Operator A | 8 | 179,172.00 | 179,172.00 | 1 | 1 | PACAPADO | ROGER | PALAPALA | | 12/01/1967 | 03/14/1992 | 07/16/2014 | |
| 25 | Water Resources Facilities Operator A | 8 | 179,172.00 | 179,172.00 | 1 | 1 | TUGADE | MANUEL | QUIBA | | 08/19/1960 | 04/01/1997 | 07/16/2014 | |
| 26 | Water Resources Facilities Operator B | 6 | 155,052.00 | 155,052.00 | 1 | 1 | BALBIN | PABLITO | GACAT | | 05/19/1951 | 09/01/1997 | 07/16/2014 | |
| 27 | Water Resources Facilities Operator B | 6 | 155,052.00 | 155,052.00 | 1 | 1 | MADRIAGA | ANTONIO | PARANADA | | 01/17/1984 | 08/05/2014 | | |
| 28 | Water Resources Facilities Operator B | 6 | 155,052.00 | 155,052.00 | 1 | 1 | VACANT | | | | | | | |
| 29 | Water Resources Facilities Operator B | 6 | 155,052.00 | 155,052.00 | 1 | 1 | VACANT | | | | | | | |
| 30 | Water/Sewerage Maintenance Man A | 8 | 179,172.00 | 179,172.00 | 1 | 1 | BALTAZAR | RODRIGO | QUITORIANO | | 10/27/1952 | 09/01/1982 | 07/16/2014 | |

| ITEM No. | POSITION TITLE | Salary Grade | ANNUAL SALARY | | | Step | Level | NAME OF INCUMBENTS | | | Date of Birth (mm/dd/yyyy) | Date of Original Appointment (mm/dd/yyyy) | Date of Promotion (mm/dd/yyyy) |
|----------|---|--------------|---------------|------------|---|------|----------|--------------------|------------|-------------|----------------------------|---|--------------------------------|
| | | | Authorized | Actual | | | | Last Name | First Name | Middle Name | | | |
| 31 | Water/Sewerage Maintenance Man A | 8 | 179,172.00 | 179,172.00 | 1 | 1 | OLIVAS | GUILLERMO | REPASO | | 06/25/1952 | 04/01/1980 | 07/16/2014 |
| 32 | Water/Sewerage Maintenance Man A | 8 | 179,172.00 | 179,172.00 | 1 | 1 | RABOT | DELFIN | RABBON | | 12/24/1955 | 05/01/1984 | 07/16/2014 |
| 33 | Water/Sewerage Maintenance Man A | 8 | 179,172.00 | 179,172.00 | 1 | 1 | ACENA | NELSON | TABIOS | | 07/09/1978 | 01/03/2011 | 07/16/2014 |
| 34 | Water/Sewerage Maintenance Man A | 8 | 179,172.00 | 179,172.00 | 1 | 1 | NAVARRO | PERFECTO | PUPA | | 04/18/1959 | 01/03/2011 | 07/16/2014 |
| 35 | Water/Sewerage Maintenance Man A | 8 | 179,172.00 | 179,172.00 | 1 | 1 | FERINO | RUFINO, JR. | FIELDAD | | 09/03/1967 | 06/02/1992 | 07/16/2014 |
| 36 | Water/Sewerage Maintenance Man B | 6 | 155,052.00 | 155,052.00 | 1 | 1 | VACANT | | | | | | |
| 37 | Water/Sewerage Maintenance Man B | 6 | 155,052.00 | 155,052.00 | 1 | 1 | VACANT | | | | | | |
| 38 | Water/Sewerage Maintenance Man B | 6 | 155,052.00 | 155,052.00 | 1 | 1 | VACANT | | | | | | |
| 39 | Water/Sewerage Maintenance Man B | 6 | 155,052.00 | 155,052.00 | 1 | 1 | VACANT | | | | | | |
| 40 | Water Resources Facilities Tender A | 5 | 144,228.00 | 144,228.00 | 1 | 1 | HIDALGO | ADRIANO | LOPEZ | | 09/08/1965 | 01/03/2011 | 07/16/2014 |
| 41 | Water Resources Facilities Tender A | 5 | 144,228.00 | 144,228.00 | 1 | 1 | PIÑON | ANTONIO, JR. | BALDOS | | 05/05/1953 | 07/01/1993 | 07/16/2014 |
| 42 | Division Manager C, Finance and Commercial Division | 22 | 511,824.00 | 511,824.00 | 1 | 2 | ARRANZ | EDUARD VINCENT | CHAN | | 05/05/1979 | 01/02/2013 | |
| 43 | Cashier A | 16 | 322,536.00 | 322,536.00 | 1 | 2 | PALACA | HEIDI | ANTIPORDA | | 07/21/1963 | 04/16/1989 | 07/16/2014 |
| 44 | Cashiering Assistant | 8 | 179,172.00 | 179,172.00 | 1 | 1 | VACANT | | | | | | |
| 45 | Senior Accounting Processor A | 12 | 239,280.00 | 239,280.00 | 1 | 1 | QUINOLA | CHERYLL | QUIAMNO | | 08/16/1983 | 07/01/2009 | 07/16/2014 |
| 46 | Accounting Processor A | 8 | 179,172.00 | 179,172.00 | 1 | 1 | ASCAÑO | ROSEVELINDA | RABAGO | | 01/23/1992 | 08/03/2015 | |
| 47 | Utilities/Customer Service Assistant B | 10 | 207,060.00 | 207,060.00 | 1 | 1 | VACANT | | | | | | |
| 48 | Utilities/Customer Service Assistant B | 10 | 207,060.00 | 207,060.00 | 1 | 1 | VACANT | | | | | | |
| 49 | Utilities/Customer Service Assistant B | 10 | 207,060.00 | 207,060.00 | 1 | 1 | VACANT | | | | | | |
| 50 | Utilities/Customer Service Assistant C | 8 | 188,316.00 | 188,316.00 | 6 | 1 | FERINO | RENATO | FIELDAD | | 11/03/1981 | 09/01/1992 | |
| 51 | Utilities/Customer Service Assistant C | 8 | 188,316.00 | 188,316.00 | 6 | 1 | BAUTISTA | MARIO | FIELDAD | | 07/22/1955 | 02/01/1984 | 11/01/1984 |
| 52 | Utilities/Customer Service Assistant C | 8 | 186,456.00 | 186,456.00 | 5 | 1 | ARCE | ESTEBAN | BARBO | | 08/02/1964 | 03/01/1993 | |
| 53 | Utilities/Customer Service Assistant C | 8 | 179,172.00 | 179,172.00 | 1 | 1 | ALCAIN | GÉRYB | QUEYPO | | 02/03/1990 | 03/23/2015 | |
| 54 | Utilities/Customer Service Assistant C | 8 | 179,172.00 | 179,172.00 | 1 | 1 | ALONZO | ANTHONY | VILLEGAS | | 01/27/1992 | | |
| 55 | Utilities/Customer Service Assistant C | 8 | 179,172.00 | 179,172.00 | 1 | 1 | VACANT | | | | | | |

<19> Total Number of Position Items: 55

I hereby certify to the correctness of the entries and that above Position Items are duly approved and authorized by the agency and in compliance to existing rules and regulations. I further certify that employees whose name appears above are the incumbents of the position.


GERALD A. TUGADE
 Administration Services Assistant
 HRMO

CERTIFIED CORRECT AND APPROVED BY:


RUBY C. BARBA
 General Manager

MANAGEMENT AND STAFF

General Manager

- Plans and directs the basic efforts of all divisions and offices towards achieving the utility goals and objectives within established policies.
- Recommends to the Board short, medium and long term range-programs of the Water District.
- Keep the Board informed as to utility status, responds to formally presented inquiries.
- Proposes policies, rules, regulations and budget for Board action.
- Recommends Board action on awarding of contracts.
- Carries out Board Policies.
- Prepares basic plan to carry out policies on achieving utility objectives and controls utility activities toward that end.
- Evaluate effectiveness of subordinates and projects implemented.

Secretary A

- Provides general secretarial services to the General Manager or other utility officers as directed.
- Take dictations.
- Prepares office correspondences and handles files.
- Arranges travels and conferences for the General Manager and other utility officers.
- Arranges appointments.
- Encode reports.
- Establishes methods and procedures for handling administrative and routine matters and screens incoming phone calls or visitors.
- Keeps office matters confidential.
- Maintains orderly office files.

- Strictly follow procedures for appointment of Board of Directors and prepares appointments for approval of the Provincial Governor.

Driver

- Drives to the assigned destination, the Board of Directors, the General Manager and other employees of the District on official trips.
- Performs minor repairs on service vehicles.
- Keeps logbook records on official trips, gasoline consumption, change oil and greasing.
- Performs other job assignments as designated by the Appointing Authority.

Minutes/Agenda Officer

- Coordinate with the General Manager regarding the meeting Agenda.
- Tasks to coordinate with the Board of Directors on the schedule of meetings.
- Take dictations on to the minutes of meeting.
- Prepares on a hard and soft copy form the Minutes of Meeting and Board Resolution.
- Prepares correspondences for the Board of Directors.
- Keep confidential matters with regards to matters discussed during Board meetings and Board Resolutions approved.
- Arrange appointments for conferences and travels for the Board of Directors.

Division Manager C, Administrative and General Services

- Direct basic efforts of employees under the Administrative Division.
- Evaluates supervisory performance.
- Prepares administrative and management reports and correspondences.
- Establishes office performance standards.

- Coordinates efforts of the Counsel and public relations.
- Oversees security efforts.

Administration Services Assistant B

- Human Resources Management Officer Designate
- Assists in personnel actions.
- Prepares and assists employees in the accomplishment of their Individual Performance Commitment Review.
- Prepares monthly report on Accession and Separation, Project DIBAR for submission to the Civil Service Commission.
- Prepares Notice of Salary Increase/Adjustment (NOSI/NOSA) and Plantilla of Personnel to the Department of Budget and Management.
- Assists employees in the preparation of the Statement of Assets, Liabilities and Networth (SALN)

Storekeeper C

- Receives deliveries and stock materials in storage location.
- Maintains accurate records of inventory.
- Issues parts and materials and prepares Requisition Issue Slip (RIS).
- Recommends for the requisition of materials when stock is running out.

Storekeeper D

- Assists in receiving deliveries and stock materials in storage location.
- Assists in maintaining continuous and accurate inventory.
- Assists in the issuance of parts and materials upon receipts of documented orders.
- Assists in assuming responsibility for securing of stocks.
- Prepares Monthly Materials and Supplies Inventory Journal.

Administration Services Aide

- Assists the Administrative Division in clerical works.
- Does errand task.

Utility Worker A

- Does cleaning of the District's office and surroundings.
- Does errand task.

Division Manager C, Engineering and Construction/Production and Water Quality

- Supervises skilled and semi-skilled technical personnel in the production, treatment and disinfection of water supply and construction of transmission and distribution lines.
- Determines production requirements.
- Attends to all matters necessary to insure 24-hour service to all concessionaires of safe, potable water under established minimum pressure.
- Maintains accurate records as to daily production, equipment operation, machinery, history, levels and pressures and transmission and distribution lines.
- Establishes priorities for economical operation of mechanical equipment.
- Trains employee and establishes safety programs and evaluates employee performance.
- Prepares the necessary comments and recommendations to management.
- Interpret bacteriological, chemical and physical water analysis.
- Ensures proper processing and prepare all necessary documents as Chairman of the Bids and Awards Committee (BAC).

Engineering Assistant B

- Works under the supervision of the Division Manager for Engineering and Production.
- Participates in the development and execution of engineering projects.
- Provides lay-out of pipelines installed around the service area.
- Prepares engineering reports, drafting, files notes and interprets construction plans and specification.
- Prepares lay-outs and drawings of proposed construction project using computerized design software.

Clerk Processor B

- Prepares report on Job Orders issued and prepares lists of monthly report on new connections.
- Monitors inspection report for new water connections.
- Encodes monthly consumption of fountains.
- In-charge in the processing of application for new water connections and prepares monthly report.
- Encodes and updates monitoring of job order accomplished to ledger.
- Files job order for materials issued for new connections, repaired and rehabilitation of service connections.

Water/ Sewerage Maintenance Foreman

- Schedules construction, repair and maintenance programs based upon work orders.
- Insures availability of materials and equipment's to meet construction schedules.
- Conducts an employee safety program.
- Develops standard practices and procedures.
- Develops employee performance standards.

Utilities Services Officer B

- Supervises skilled and semi-skilled technical personnel in the production, treatment and disinfection of water supply.
- Determines production requirements.
- Attends to all matters necessary to insure 24-hour service to all concessionaires of safe, potable water under established minimum pressure.
- Maintains accurate records as to daily production, equipment operation, machinery, history, levels and pressure.

Plant Mechanic C

- Install, maintain, repair and inspect electromechanical equipment and electrical systems.
- Maintain records regarding materials and equipments.
- Repairs all facilities equipment.
- Perform preventive maintenance, diagnosing equipment problem and all necessary repairs.

Automotive Mechanic B

- Maintains and repairs diesel and electric pumps.
- Maintains and keeps in running condition the service vehicles of the District.
- Drives service vehicles.
- Repairs and maintains heavy equipments.

Water Resources Facilities Operator A

- Inspects and maintains water levels and system pressures.
- Starts and stops pumping facilities driven by either electric or diesel engine and motors.
- Lubricates equipments on a prescribed schedule.

- Records pressures, levels and flows.
- Chlorination.
- Performs maintenance tasks.
- Performs routine housekeeping duties.

Water/Sewerage Maintenance Man A

- Taps meter mains under pressure.
- Installs service piping from the main to the customers connection.
- Sets meters, measures, cuts, threads and fasten pipes and tubes of steel or plastic.
- Repairs leaks in all sizes and types of pipe.
- De-clogs sewerages connected to the District.

Disconnection works on delinquent concessionaires with two months arrearages.

Water Resources Facilities Tender A

- Patrols utility production facilities.
- Inspects security conditions within the vicinity.
- Prevents entrance of unauthorized persons to utility property.
- Investigates, records and reports all unusual occurrences.
- Records production and chlorination data.
- Maintains prescribed level of chlorine dosage and residual.
- Inspects and maintains water levels and system pressures.
- Lubricates equipments on a prescribed schedule.
- Records pressures, levels and flows.
- Chlorination.

- Performs maintenance tasks.
- Inspects facilities for malfunction and performs routine housekeeping duties.

Division Manager C, Finance and Commercial

- Directs basic efforts of employees under the Finance and Commercial Division.
- Evaluates supervisory performance.
- Prepares comprehensive financial and commercial reports and correspondences.
- Prepares annual budgets.
- Supervises the maintenance of accurate and up-to-date customer records.
- Enforces utility rules and regulations as to billings, payments, delinquencies and assistance.
- Trains personnel in customer relations.
- Reconciles billings and receipts.
- Pursues collection of delinquent accounts.
- Recommends write-offs as required and prepare management reports relative to commercial activities and status.

Cashier A

- Receives cash or check collections from office collectors, reconciles Collector's Official Receipt to cash received and transfers collection for deposit to depository bank.
- Issues Official Receipt for collections received from collectors and concessionaires.
- Certifies the accuracy of the Daily Cash Position Report.
- Prepares checks for disbursement.
- Prepares cash disbursements summary and cash collection summary (cash book).
- Certifies to the correctness of payrolls.

Cashiering Assistant

- Assists the Cashier in receiving collections from office collectors.
- Reconciles daily water bill payments.
- Accounts for all Collectors Official Receipt issued and prepares accountability report.
- Prepares Daily Cash Position Reports.
- Assists in the preparation of checks and records same at the Book of Accounts.
- Prepares cash disbursement summary and cash collections summary (cash book).
- Prepares payrolls and requires lawful deduction.

Senior Accounting Processor A

- Receives accounting reports from sources and consolidates same into complete statements for management use.
- Prepares all accounting transactions of the utility.
- Prepares disbursement vouchers and checks completeness of attachments.
- Maintains uniform systems of utility expenditure and income accounts.
- Prepares periodic summaries of books of accounts for submission to the Division Manager for Administrative and General Services for preparation of financial statements.

Accounting Processor A

- Prepares all necessary attachments/documents to support disbursements.
- Assists the Senior Accounting Processor in receiving accounting reports from sources for consolidation.
- Assists the Senior Accounting Processor in maintaining uniform systems of utility expenditure and income accounts.

- Prepares periodic summaries.
- Prepares miscellaneous invoices.

Customer Service Assistant C (Field Personnel)

- Visits each customer meter.
- Records readings.
- Subtracts readings from previous readings.
- Verifies condition of meter.
- Performs minor maintenance and cleans vicinity of meter location.
- Reports defects and leaks before meters.
- Receives cash utility payments and receipts same after reading of meters and stationed at Solid West Office.
- Reconciles daily transactions to cash received and transfers same to the Cashier and received receipt thereof.

Customer Service Assistant C (Posting and Billing Officer)

- Prepares meter reading sheets.
- Post water meter readings and consumptions.
- Prepares water and sewer bills.
- Posts utility payments, prepares daily collection reports and monthly collection summary.
- Prepares billing adjustment memos.
- Prepares billing summaries and ageing of accounts.

V. OPERATIONAL CONTROL AND SUPERVISION

General:

1. Coordinates with Local Water Utilities Administration, Civil Service Commission and Commission on Audit with regards to projects, concerns, issues and other matters to avoid violations to any laws, policies and regulations.
2. Complies with Presidential Decree No. 198 (Provincial Water Utilities Act of 1973) and LWUA requirements.
3. Enhance transparency and enforce accountability, by maintaining a transparency seal in the website (www.metroviganwd.gov.ph).
4. Strictly mandates the Republic Act No. 9485 known as the Anti-Red Tape Act.
5. Strictly follows Water District Policies.
6. Water District employees attends to trainings and seminars to develop and be more knowledgeable on the operation of the District.
7. Secures 24/7 availability of water supply.
8. Implements Disaster Risk Reduction and Water Safety Plan.
9. Maintains operation records.
10. Machineries, equipments and service vehicles are check daily to avoid breakdowns.
11. Quick response to damaged and leaking water lines to avoid high percentage of non-revenue water.
12. Strictly apprehends illegal connections.

VI. BILLING AND COLLECTION PROCEDURES

TABLE OF CONTENTS

I. BILLING AND COLLECTION BASIC FEATURES

II. METER READING PROCEDURE

- Detailed Procedure

III. BILLING PROCEDURE

- Detailed Procedure

IV. OFFICE COLLECTION PROCEDURE

- Detailed Procedure

V. CASHIER'S COLLECTION PROCEDURE

- Detailed Procedure

VI. SERVICE APPLICATION

- Detailed Procedure

I. Billing and Collection Basic Features

METER READING

1. Water meters are read monthly in each service area on the 1st, 3rd, 5th, 7th and 9th day of the month. Zones in a service area are grouped per barangay/location to achieve a system whereby water meters of an area are read within a period of one day. Water meter readings are submitted to the Customer Service Assistant for billing.
2. The meter reader records the amount consumed on the reading sheet. Any material fluctuation in the consumption should be investigated by making a second reading, while still on the site.
3. In case of any service complaints from the concessionaire, the meter reader reports the complaints to the Technical Division for proper action.

BILLING

1. Water bills are prepared the day of the meter reading after all water meters in each zones are read.
2. A Summary of Consumption on each zone will be printed as a hard copy of the District and a reference to concessionaires paying their bills without their water bills.
3. Water bills are distributed to the concessionaires the next day the bills had been prepared.

COLLECTION (Collectors Official Receipt)

1. The collection of water bills payments is done at the District's office located at P. Burgos St., Solid West, Vigan City, or at the District's depository bank, Development Bank of the Philippines, located at Florentino St., Vigan City.
2. Water payments received for partial or full payment are issued a Collector's Official Receipt (COR) to acknowledgement the payment.
3. Due date of monthly bills are computed 14-days after the billing date and this is indicated in the Statement of Accounts distributed to concessionaires. Payments after the due date are imposed of 10% penalty charges on the amount due. Water bills still unpaid on subsequent billings are imposed of 3% penalty charges.

COLLECTION (Cashier's Official Receipt)

A Cashier's Official Receipt is issued for the following payments on:

- Fittings;
- Registration Fee for new connection;
- Change Name;
- Re-opening Fee;
- Transfer Connection Fee
- Collections on Water and Sewer Bills (Office and Bank Collectors)

USE OF ACCOUNT NUMBERS

An account number is used to identify each service connection as to location, consumer class, meter size and the concessionaire's number. It also facilitates the tabulation or recapitulation of certain data like the breakdown of annual metered billings for each consumer class, and meter size, which is useful in rate study.

The account number consists of eight to nine digits (000-00-0000 or 000-00-00000). The first three digits represent the zone code; the fourth and fifth, consumer classification code; and the last four to five digits represent the concessionaire account number. Concessionaires in each Meter Reading Book will be numbered consecutively from number 001 taking into consideration potential concessionaires within the service area including vacant lots which will be reserved with a corresponding account number.

The assignments of account numbers to the various service connections is done in such a way as to facilitate the meter reading and the posting of the meter reading and consumption to the Customer Ledger Cards. This is done by arranging the Meter Reading Cards in a Meter Reading Book according to the most convenient meter reading route, so that the Meter Reader will not have to back track in his route. Thereafter, the Customer Ledger Cards are arranged in the same manner as to corresponding Meter Reading Cards before both cards are assigned account numbers.

In order to keep track of existing account numbers and to control the number of concessionaires in each meter reading book, a master list of service connections is prepared.

II. Meter Reading Procedure

Meter Reading Detailed Procedure

CUSTOMER SERVICE ASSISTANT C

1. Based on the scheduled zone assignments, receives from the Customer Service Assistant the following:

- **Meter Reading Sheet** grouped per Zones.

The Meter Reading Sheet corresponds to the service connections scheduled to be read during the day. The Customer Service Assistant prints-out a copy of the meter reading sheet with previous readings

2. Observes the condition of the service connection and water meters and watches out for any service defect; ensures that District regulations are not violated.

3. Reads meters and indicates the reading on the Meter Reading Sheet.

5. Upon completion, the Customer Service Assistant submits the Meter Reading Sheet to the Billing and Posting Officer.

III. Billing Procedure

Billing Detailed Procedures

CUSTOMER SERVICE ASSISTANT C

1. The Posting and Billing Officer shall post to the computer read consumptions per zone.

2. After printing the Statement of Account, the Meter Reader of the particular zone distributes the Statement of Accounts the following day.

3. Concessionaires are given 14-days grace period to fully pay their water and sewer accounts, otherwise, a penalty of 10% will be added to the consumption after the due date. An additional penalty of 3% will be added if water accounts remains unpaid in the next billing period.

IV. Office Collection Procedure – P. Burgos St., Solid West Office

CUSTOMER SERVICE ASSISTANT C

1. The concessionaire presents the Statement of Account to the District's frontline officers to process the payment.
2. A Collector's Official Receipt will be issued acknowledging the payments.
3. The Posting Officer will then post the payment after being remitted to the Cashier.

IV. Bank Collection Procedure – Development Bank of the Philippines

BANK TELLER

1. Secures a queue number from the Security Guard and waits for the number to be called/served.
2. The bank accommodates current and full payment of accounts upon presentation of the Statement of Account.
3. A Collector's Official Receipt will be issued acknowledging the payment.
4. The Bank teller forwards to the District, the duplicate copy of the issued Collector's Official Receipt and summary of the accounts collected for posting.

V. CASHIER'S COLLECTION PROCEDURE

Cashier Collection Detailed Procedure

CASHIER

For Customer Service Assistants

1. Office collectors remit their accumulated collections to the Cashier at 4:30 in the afternoon for acknowledgement and recording. The Cashier tallies the Collector's Official Receipts received and the cash or check being remitted. After tallying the Cashier turns-over the Collector's Official Receipts to the Posting Officer for posting in concessionaires individual ledgers and printing of summary of collections per collector.

For Bank Teller

1. The bank teller forwards to the District, a printed copy of the total collections with the attached duplicate copy of the Collector's Official Receipt issued for acknowledgement.

For New Connections and Other Related Payments

1. Payment of Fittings - Secure a Statement of Account from the Clerk Processor and present to the Cashier for payment.
2. Change Name Fee - the concessionaire presents a consent from the registered owner indicating the reason for the change and a valid Identification Card. If the registered owner is deceased, the nearest kin presents the Death Certificate of the deceased registered owner and a Birth Certificate and a valid Identification Card to prove his identity and relationship to the deceased.
3. Re-opening Fee - Proceeds to the Commercial Division and presents intent to have the disconnected water line reconnected. Arrears should be paid in fully paid with the Re-opening. Re-connection of service line will be accomplished within the day upon availability of the Water/Sewerage Man
4. Transfer Connection Fee – Proceeds to the Commercial Division and presents intent to transfer the service line or tapping point of the connection. A Job Order Form will be prepared for inspection for possible tapping point indicating the service connection fittings necessary for the transfer. After inspection, the concessionaire pays for the fittings at the Cashier's office or requests for the inclusion of the amount of the fittings in the next Statement of Account.

VI. SERVICE APPLICATION PROCEDURE

Service Application Detailed Procedure

1. Receives request for a new service connection from the applicant.
2. Applicant accomplishes an Inspection/Estimate Report Form and submits to the Clerk Processor for scheduling.
3. The Inspection Team inspect the possible tapping point and an assessment of all the materials necessary for the connection from the distribution line/tapping point up to the water meter. A copy of the estimate is given to the applicant for reference.
4. The applicant proceeds to the Metro Vigan Water District office. Brings the Inspection/Estimate Report Form, a Barangay Certificate of Residency, a valid Identification Card and two-(2) 1x1 size ID pictures as requirements for the application of a new water connection.
5. The Applicant fills up the Application for Membership

6. The Clerk Processor explains the provisions and conditions under the Contract for Water Service. If amenable to the provisions and conditions, the applicant affixes his/her signature in the Contract for Water Service.
7. After approval of the application, the applicant proceeds to the Cashier for payment of necessary fees and charges.
8. The water connection shall be installed within two to three days.

CLERK PROCESSOR

1. The Clerk Processor requests the applicant to fill up an Inspection/Estimate Report Form for scheduling.
2. After inspection, the Clerk Processor requests the Applicant to fill up the Application for Membership and an estimate cost of the water connections fees and charges are presented to the applicant.
3. The Clerk Processor prepares the Contract for the Water Service, explains the terms and conditions under the Contract.
4. If amenable to the terms and conditions, the applicant affixes his/her signature to the Contract for Water Service and have the Contract approved by the Division Manager – Operation and the General Manager.
5. The Clerk Processor prepares a Job Order for the installation of the water connection.
6. The Clerk Processor files the Contract for Water Service.

APPENDICES

Job Order Form (Front)

Republic of the Philippines
METRO VIGAN WATER DISTRICT
Burgos St., Solid West, Vigan City 2700, Ilocos Sur
Tel No.: (077) 674-0870 / 674-0893

Job Order No.: _____
Date Filed: _____

Account Name/Registered Name: _____ Name of Filer: _____
Registered Address: _____ Contact No.: _____
Nature of Complaints: _____

FOR OFFICE USE ONLY

Old Reading: _____ Issue New Meter
New Reading: _____ Return Old Meter
Meter No. _____ Issue Old Meter with Reading
Date Disconnected: _____

ENGR. BERNARDO F. FAMA
Utilities Service Officer

Date Accomplished: _____ Plumber/Crew Assigned: _____

I HEREBY CERTIFY THAT THE JOB ORDER HAS BEEN COMPLETED AS PER DISTRICT STANDARDS.

ENGR. CHRISTIAN Q. DORIA
Division Manager C, Engineering and
Construction/Production and Water Quality Division

Concessionaire/Representative Signature: _____

CONCESSIONAIRE'S FEEDBACK

Satisfied Poor
 Not Satisfied Very Poor

Signature over Printed Name _____

Other Comments and Suggestions: _____

Job Order Form (Back)

_____ Male adoptor 1/2
 _____ Male adoptor 3/4
 _____ Male adoptor 1"
 _____ Male adoptor 1 1/2
 _____ Male adoptor 2"
 _____ PE tubing 1/2
 _____ PE tubing 3/4
 _____ PE tubing 1"
 _____ PE tubing 2"
 _____ PE elbow 1/2
 _____ PE elbow 3/4
 _____ PE elbow 1"
 _____ PE tee 1/2
 _____ PE tee 3/4
 _____ PE tee 1"
 _____ Teflon tape
 _____ Ball valve 1/2
 _____ Ball valve 3/4
 _____ Swing valve 1/2
 _____ Swing valve 3/4
 _____ GI close nipple 1/2
 _____ GI close nipple 3/4
 _____ GI coupling 3/4
 _____ GI coupling 1/2

_____ GI elbow 1/2
 _____ GI elbow 3/4
 _____ GI elbow reducer 3/4 x 1/2
 _____ GI pipe 1/2
 _____ GI pipe 3/4
 _____ GI pipe 1"
 _____ GI plug 1/2
 _____ GI plug 3/4
 _____ GI tee 1/2
 _____ GI tee 3/4
 _____ Nipple 3/4 x 24
 _____ Nipple 3/4 x 18
 _____ Nipple 3/4 x 12
 _____ Nipple 3/4 x 6
 _____ Nipple 3/4 x 4
 _____ Nipple 3/4 x 3
 _____ Nipple 3/4 x 2
 _____ Nipple 1/2 x 24
 _____ Nipple 1/2 x 18
 _____ Nipple 1/2 x 12
 _____ Nipple 1/2 x 6
 _____ Nipple 1/2 x 5
 _____ Nipple 1/2 x 4

_____ Nipple 1/2 x 3
 _____ Nipple 1/2 x 2
 _____ St. Elbow 1/2
 _____ St. Elbow 3/4
 _____ Union Coupling 1/2
 _____ Union Coupling 3/4
 _____ Union Coupling 1"
 _____ Union Coupling 1 1/2
 _____ Union Coupling 2"
 _____ STC 2"
 _____ STC 3"
 _____ STC 4"
 _____ STC 6"
 _____ STC 8"

Additional Materials/Fittings:

Water Rates

*Approved as per Local Water Utilities Administration (LWUA) Board of Trustees
Resolution No. 137, Series of 2001.*

| METRO VIGAN WATER DISTRICT | | | | | | |
|-----------------------------------|-------------------------|---------------------------|------------------------------------|--------------|--------------|--------------|
| <u>WATER RATES</u> | | | | | | |
| Classification | Size (Meter) | Minimum Charge | Commodity Charges per cu.m. | | | |
| | | | 11-20 | 21-30 | 31-40 | 41-up |
| RESIDENTIAL/GOVERNMENT | ½ | ₱ 215.50 | 25.00 | 26.00 | 27.15 | 28.45 |
| RESIDENTIAL/GOVERNMENT | ¾ | ₱ 332.80 | 25.00 | 26.00 | 27.15 | 28.45 |
| RESIDENTIAL/GOVERNMENT | 1 | ₱ 645.60 | 25.00 | 26.00 | 27.15 | 28.45 |
| RESIDENTIAL/GOVERNMENT | 1 ½ | ₱ 1,584.00 | 25.00 | 26.00 | 27.15 | 28.45 |
| RESIDENTIAL/GOVERNMENT | 2 | ₱ 3,930.00 | 25.00 | 26.00 | 27.15 | 28.45 |
| RESIDENTIAL/GOVERNMENT | 3 | ₱ 7,058.00 | 25.00 | 26.00 | 27.15 | 28.45 |
| RESIDENTIAL/GOVERNMENT | 4 | ₱ 14,096.00 | 25.00 | 26.00 | 27.15 | 28.45 |
| COMMERCIAL - FULL | ½ | ₱ 411.00 | 50.00 | 52.00 | 54.30 | 56.90 |
| COMMERCIAL - FULL | ¾ | ₱ 645.60 | 50.00 | 52.00 | 54.30 | 56.90 |
| COMMERCIAL - FULL | 1 | ₱ 1,271.20 | 50.00 | 52.00 | 54.30 | 56.90 |
| COMMERCIAL - FULL | 1 ½ | ₱ 3,148.00 | 50.00 | 52.00 | 54.30 | 56.90 |
| COMMERCIAL - FULL | 2 | ₱ 7,840.00 | 50.00 | 52.00 | 54.30 | 56.90 |
| COMMERCIAL - FULL | 3 | ₱ 14,096.00 | 50.00 | 52.00 | 54.30 | 56.90 |
| COMMERCIAL - FULL | 4 | ₱ 28,172.00 | 50.00 | 52.00 | 54.30 | 56.90 |
| COMMERCIAL - A | ½ | ₱ 362.10 | 43.75 | 45.50 | 47.50 | 49.75 |
| COMMERCIAL - A | ¾ | ₱ 567.40 | 43.75 | 45.50 | 47.50 | 49.75 |
| COMMERCIAL - A | 1 | ₱ 1,114.80 | 43.75 | 45.50 | 47.50 | 49.75 |
| COMMERCIAL - A | 1 ½ | ₱ 2,757.00 | 43.75 | 45.50 | 47.50 | 49.75 |
| COMMERCIAL - A | 2 | ₱ 6,862.50 | 43.75 | 45.50 | 47.50 | 49.75 |
| COMMERCIAL - A | 3 | ₱ 12,336.50 | 43.75 | 45.50 | 47.50 | 49.75 |
| COMMERCIAL - A | 4 | ₱ 24,653.00 | 43.75 | 45.50 | 47.50 | 49.75 |
| COMMERCIAL - B | ½ | ₱ 313.25 | 37.50 | 39.00 | 40.70 | 42.65 |
| COMMERCIAL - B | ¾ | ₱ 489.20 | 37.50 | 39.00 | 40.70 | 42.65 |
| COMMERCIAL - B | 1 | ₱ 958.40 | 37.50 | 39.00 | 40.70 | 42.65 |
| COMMERCIAL - B | 1 ½ | ₱ 2,366.00 | 37.50 | 39.00 | 40.70 | 42.65 |
| COMMERCIAL - B | 2 | ₱ 5,885.00 | 37.50 | 39.00 | 40.70 | 42.65 |
| COMMERCIAL - B | 3 | ₱ 10,577.00 | 37.50 | 39.00 | 40.70 | 42.65 |
| COMMERCIAL - B | 4 | ₱ 21,134.00 | 37.50 | 39.00 | 40.70 | 42.65 |
| COMMERCIAL - C | ½ | ₱ 264.40 | 31.25 | 32.50 | 33.90 | 35.55 |
| COMMERCIAL - C | ¾ | ₱ 411.04 | 31.25 | 32.50 | 33.90 | 35.55 |
| COMMERCIAL - C | 1 | ₱ 802.08 | 31.25 | 32.50 | 33.90 | 35.55 |
| COMMERCIAL - C | 1 ½ | ₱ 1,975.20 | 31.25 | 32.50 | 33.90 | 35.55 |
| COMMERCIAL - C | 2 | ₱ 4,908.00 | 31.25 | 32.50 | 33.90 | 35.55 |
| COMMERCIAL - C | 3 | ₱ 8,818.40 | 31.25 | 32.50 | 33.90 | 35.55 |
| COMMERCIAL - C | 4 | ₱ 17,616.80 | 31.25 | 32.50 | 33.90 | 35.55 |
| BULK/WHOLESALE | ½ | ₱ 606.50 | 75.00 | 78.00 | 81.45 | 85.35 |

Inspection/Estimate Report for New Water Connection (Front)

Republic of the Philippines
METRO VIGAN WATER DISTRICT
Burgos St.,Solidwest,Brgy. IV,Vigan City 2700,Ilocos Sur

INSPECTION / ESTIMATE REPORTFOR NEW CONNECTION

_____ Date

Name of Applicant: _____

Address: _____

Contact Number: _____

Date Inspected: _____

Remarks/Recommendations: _____

REQUIREMENTS:

- ❖ **2 pcs. 1 x 1 PICTURES (Latest)**
- ❖ **BRGY. CERTIFICATE (Proof of Residency)**
- ❖ **1 VALID ID (Photocopy)**
Any of the following:
 - Postal ID
 - Driver's License
 - SSS ID
 - Passport (not expired)
 - Company ID
 - Senior Citizen ID
 - Phil Health ID (with Picture)
 - TIN ID
 - GSIS/E-Card ID
 - Voters ID

| | |
|-----------------------|----------------|
| 1. Registration Fee | <u>₱</u> _____ |
| 2. Water Meter | <u>₱</u> _____ |
| 3. Tapping Fee | <u>₱</u> _____ |
| 4. Materials/Fittings | <u>₱</u> _____ |
| 5. Labor/Push Drive | <u>₱</u> _____ |
| 6. Total | <u>₱</u> _____ |

*Applicant's Signature
Or Representative Requesting
Inspection*

Inspected by: _____
(MVWD Personnel)

Approved by: **ENGR. CHRISTIAN Q. DORIA**
*Division Manager C, Engineering
and Construction/Production and
Water Quality Division*

Inspection/Estimate Report for New Water Connection (Back)

**Note: ALL MATERIALS FROM TAPPING POINT
(MAINLINE) UNTIL METER SHALL BE PURCHASED
FROM MVWD**

PLASTIC

G.I.

Application and Contract for Water Service (Front)

Republic of the Philippines
METRO VIGAN WATER DISTRICT
P. Burgos St., Solid West, Vigan City
Telephone No. 674-0870, 674-0893

APPLICATION AND CONTRACT FOR WATER SERVICE

Application for water service to be supplied by the METRO VIGAN WATER DISTRICT (MVWD) to

at

Applicant hereby agrees:

1. Applicant warrants to abide with all present and future rules regulations and policies of MVWD.
2. MVWD's responsibility for water service/connection/installation shall be until and up to the water meter/s, ie., any installation, repair, upkeep of facilities or equipment and the equality of such connections/facilities/equipment after the water meter/s shall be the responsibility of the applicant.
3. This water service contract shall be on a month to month basis, automatically renewed for the succeeding months, unless otherwise voluntarily terminated by either party.
4. In case of termination of this agreement fifteen - (15) days to notice shall be given to the other party.
5. Application shall pay the sum of **P500.00** for Registration Fee excluding water meter and other materials necessary for the supply of water to the applicant.
6. The water consumption as measured by the water meter/s as read by MVWD representative/s shall be presumed to be correct and consumed by the applicant.
7. Applicant agrees that he/she shall pay MVWD for water serve and supplied within fourteen (14) days from presentation of the bill without need of any other demand.
8. Any unpaid amount of more than fourteen (14) days shall earn interest at the legal rate.
9. Applicant agrees that its water service will be cut if its outstanding bill remains unpaid for two (2) months or more.
10. Applicant shall promptly notify MVWD in case, as owner of the premises supplied, the applicant-owner shall alienate applicant owner/s ownership, possession/occupation of the premises serve; or as tenant or occupant of the premises supplied, the applicant tenant shall vacate the premises. In case of change of ownership, occupation and/or possession of the serve premises without notice to MVWD, water consumed thereat shall be presumed used by the applicant-tenant.
11. Applicant shall exercise the care of a good father of a family over MVWD's water meter/s and other equipment installed in applicant's premises.
12. Applicant shall be responsible for any intentional or negligent damage, destruction or loss of/to MVWD's water meter/s and the other equipment installed within applicant's premises.
13. Applicant shall allow the entry of MVWD/s representative/s into the serve premises to perform their official functions.
14. MVWD shall not be responsible for any service interruption service due to fortuitous events or causes beyond their control.
15. MVWD shall have the right and privilege to disconnect the water service of applicant upon violation of any provision/s of this agreement as well as MVWD's policies, rules, and regulations.
16. Applicant shall not allow any interconnection and/or sub-connection in applicant's MVWD water connection without prior written authority from MVWD.

Application and Contract for Water Service (Back)

17. Any unauthorized reconnection, interconnection and/or sub-connection in applicant's premises shall be presumed to be with the knowledge of and/or done by the applicant.
18. In case of disconnection of water service for any cause, a reconnection fee of **P350.00** shall be paid.
19. In case of litigation, MVWD shall be entitled for payment of damaged/s it may be sustained, interest/s, plus attorney's fee of 25% of the total sum claimed but not less than P25,000.00, and as such relief's granted by the courts.
20. It is hereby agreed that the venue of any and all action/s connected with, in relation or arising out of this agreement shall be in, Vigan City, Ilocos Sur.
21. Applicant warrants that he/she read and understood this entire agreement/contract.

Date: _____, at Vigan City.

Applicant's Signature Over Printed Name

Prepared by:

MARICEL A. ESCORA
Clerk Processor B

Recommending Approval:

CHRISTIAN Q. DORIA
Division Manager, Engineering
and Const./Production and Water
Quality Division

Approved by:

RUBY Q. BARBA
General Manager

Registration Fee: **P** _____
Water Meter: _____
Fittings _____
Push Drive _____
Total: **P** _____ - **OR#** _____