



FLORIDABLANCA WATER DISTRICT

Rizal St., Poblacion, Floridablanca, Pampanga

Tel. No. (045)970-0337, (045)970-1466 • Tele/Fax (045)970-1097 • Email: fwdpampanga@yahoo.com

LIST OF FRONTLINE SERVICES

| Offered Services | Fees & Charges | Forms | Processing Time (under normal circumstances per transaction) | Accountable Division |
|--|---|--|--|---|
| Application for Service Connection | Inspection Fee 150.00 Registration Fee 200.00 Tapping Fee 350.00 Water Meter Maint. Fee 1500.00 Guarantee Deposit Residential/Govt. 310.00 Com./Industrial 620.00 Commercial A 542.50 Commercial B 465.00 Commercial C 387.50 Road Crossing Fee National Road 500.00 Brgy. Road 300.00 Materials variable | Service Application and Water Service Contract | Processing -42 mins. Inspection -1 Day Tapping -3 Days | Commercial Services (Customer Service Section) Finance Services Division Engineering (Const. & Maint. Section) |
| Payment on Water Bills & Contract Fees | Due Amount | Official Receipt | 2 minutes | Finance Services (Cashier - Cash Management Section) |
| Bill Verification | none | | Personal -1 min. SMS - 1 min. | Commercial Services (Customer Service Section) |
| Temporary Disconnection of Water Service | Full settlement of outstanding balance | Service Request (SR) | Processing Time - 9 mins. Disconnection within 24 hrs. | Commercial Services (Customer Service Section) |
| Reconnection of Water Service | A. Delinquent Bill B. Reconnection Fee 1. w/in 2 days from discon. 50.00 2. w/in 3-5 days from discon. 100.00 3. after 5 days from discon. 250.00 C. Inspection Fee 100.00 D. Cost of materials, if required variable E. Reactivation fee variable | Maintenance Order (MO) Service Request (SR) | Processing time - 7mins. Reconnection w/in 24 hours Reactivation w/in 24 hours | Commercial Services (Customer Service Section) (Padlocked or Meter) Engineering (Const. & Maint. Section) (Mainline) |
| Water Serviceline Repair | None. Except when concessionaire is accountable for leak (materials and service fees shall be charged) | Maintenance Order (MO) | Wear & Tear - 5 mins. Acct. to Cons - 12 mins Repair w/in 24hrs | Commercial Services (Customer Service Section) Engineering (Const. & Maint. Section) |
| Meter Transfer/ Meter Elevation | 1. Inspection Fee 100.00 2. Service Charge 250.00 3. Materials variable | Maintenance Order (MO) | Processing - 14 mins. Inspection - w/in 24 hrs Transfer - w/in 24hrs | Commercial Services (Customer Service Section) Engineering (Const. & Maint. Section) |

SERVICE GUIDE

PAYMENT OF WATER BILL / FEES & OTHER CHARGES

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| About the Service Pay your water bill on or before the due date as indicated on your billing notice to avoid 10% penalty charge. Water Bills with arrears are scheduled for disconnection. Payment of Reconnection Fee will be required in case the water service was disconnected. | Schedule of Availability of the Service: Monday - Friday 8:00 a.m. - 5:00 p.m. NO NOON BREAK |
| Who may avail of the service? All Concessionaires of the Floridablanca Water District | What are the Requirements? Billing Notice and Cash/Check(php) payment, Promissory Note if on installment basis (Water Service Contract) |

Duration: 2 minutes
How to avail the service?

| Step | Client | FWD | Duration (Under Normal Circumstances) | In-Charge | Fees | Form |
|------|---|---|--|-----------|------------|------------------|
| 1 | Present Billing Notice or Promissory Note or inform teller of the account information | Accept Payment and Issue corresponding Official Receipt | 2 Minutes | Cashier | Amount Due | Official Receipt |

BILL INQUIRY

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| About the Service Bill verification can be personal or through phone or SMS(Texting) | Who may avail of the service? Concessionaires of FWD |
| Schedule of Availability of the service Monday-Friday 8:00am - 5:00pm | What are the Requirements? - Account name or number - Proper format for SMS Inquiry |

How to avail of the Service

A. WALKED/PHONED IN INQUIRY

Duration: 1 minute

| Step | Client | FWD | Duration (Under Normal Circumstances) | In-Charge | Fees | Form |
|------|---|--|--|----------------------------|------|------|
| 1 | Inform Customer Service Assistant personally or through phone | Open account ledger and provide bill information | 1 minute | Customer Service Assistant | none | n/a |

B. SHORT MESSAGING SYSTEM(SMS)/TEXTING

Duration: 1 minute

| Step | Client | FWD | Duration (Under Normal Circumstances) | In-Charge | Fees | Form |
|------|---|------------------------|--|----------------------------|------|------|
| 1 | Text FWD SMS System using the proper format | FWD SMS System replies | 1 minute | Customer Service Officer B | none | n/a |

REQUEST FOR VOLUNTARY DISCONNECTION OF WATER SERVICE

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| About the Service Voluntary disconnected accounts are subject to reconnection fee if requested for reconnection. They are also subject to reactivation fees if remained disconnected for more than a year. | Who may avail of the service? All concessionaires of Floridablanca Water District with Active Service Connections. |
| Schedule of Availability of the service Monday-Friday, 8:00 a.m. - 5:00 p.m. | What are the requirements: Voluntary Disconnection Clearance, Full payment of accounts and Valid ID |

Duration: Processing - 9 minutes

Disconnection - within 24 hours

How to avail of the Service

| Step | Client | FWD | Duration (Under Normal Circumstances) | In-Charge | Fees | Form |
|------|--|---|--|----------------------------|---------------------|-----------------------------------|
| 1 | Proceed to customer service section & request for disconnection of service | Prepare voluntary disconnection clearance form and photocopy valid ID | 5 minutes | Customer Service Assistant | none | Voluntary Disconnection Clearance |
| 2 | Sign & present the voluntary disconnection clearance to teller for payment | Accept payment and issue corresponding Official Receipt | 2 minutes | Cashier | Amount on clearance | Official Receipt |
| 3 | | Prepare Service Request | 2 minutes | Customer Service Asst. | none | Service Request |
| 4 | | Implement S.R. for disconnection | w/in 24 hours | WMM / Disconnecter | none | Service Request |

APPLICATION FOR SERVICE CONNECTION

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| About the Service The connection will not be tapped/installed until it is approved and all charges are paid | Who may avail of the service? Any individual whose proposed location is within FWD supplied area. |
| Schedule of Availability of the service Monday-Friday, 8:00 a.m. - 5:00 p.m. | What are the Requirements? 1. Photocopy of Community Tax Certificate (sedula) or 2. Photocopy of one(1) valid ID acceptable to FWD (should bear signature, picture and exact address) 3. Official Receipt (OR for Inspection Fee) Additional requirements for Commercial Class 1. Photocopy of Business/Mayor's/DTI permit |
| Duration: Processing: 42 minutes Actual Working Days: 4 days | |

How to avail of the Service

| Step | Client | FWD | Duration <small>(Under Normal Circumstances)</small> | In-Charge | Fees | Form |
|------|---|--|---|----------------------------|---|--|
| 1 | Present requirements for service application & fill-up application form | Process & assist in filling-up service application | 10 minutes | Customer Service Assistant | none | Water Service Application |
| 2 | Pay Inspection Fee | Accept payment and issue OR | 2 minutes | Cashier | P150.00 | Official Receipt(OR) |
| 3 | Upon inspection, assist the inspector/surveyor if necessary | Schedule site inspection of the proposed location | 1 day | Inspector/ Surveyor | none | Water Service Application |
| 4 | Proceed to Customer Service Assistant for briefing & Signing of contract | Prepare Water Service Contract | 20 minutes | Customer Service Assistant | none | Water Service Application & Contract |
| 5 | | Approval of Water Service Contract | 5 minutes | Division Manager | none | Water Service Application & Contract |
| 6 | Pay necessary cost of materials, fees and charges indicated in the contract | Accept payment and issue Official Receipts. | 5 minutes | Cashier | Registration Fee 200.00 Tapping Fee 350.00 Water Maint. Fee 1500.00 Guarantee Deposit Residential 310.00 Com./Industrial 610.00 Com. A 542.50 Com. B 465.00 Com. C 387.50 Road Crossing(Boring) National Road 500.00 Brgy. Road 300.00 Materials Variable | Official Receipt Water Service Application & Contract |
| 7 | <i>End of Transaction</i> | Installation of Service Connection | 3 working days | Water Maintenance Man | none | Service Request (SR) |

REPAIR OF MAINLINE / SERVICE LINE LEAK

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| About the Service | Who may avail of the service? |
| Materials and service fees shall be charged against concessionaires if they are accountable for the leak/s. | Concessionaires and non-concessionaires may report leakages. |
| Schedule of Availability of the service | |
| 24/7 | |
| A. Wear & Tear B. Accountable to Concessionaires | Duration: Processing - 5 minutes Duration: Processing - 12 minutes |
| | Actual Works: within 24 hours Actual Works: within 24 hours |

How to avail of the Service

A. Leak/s due to wear and tear

| Step | Client | FWD | Duration (Under Normal Circumstances) | In-Charge | Fees | Form |
|------|---|---|--|----------------------------|------|-----------------|
| 1 | Inform Customer Service Assistant personally or through phone - SMS using proper format | Inquire about the leaks info (account name, location, etc.) | 5 minutes 1 min. (SMS) | Customer Service Assistant | none | Service Request |
| 2 | | Repair the leak | 24 hours | Water Maintenance Man | none | |

B. Leak/s accountable to concessionaire / non - concessionaire (Note: Follow steps 1-2 of Leak/s due to wear and tear)

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|---|---|---|-----------|----------------------------|---|-----------------------------|
| 3 | Proceed to Customer Service Assistant | Prepare bill of materials and charges | 5 minutes | Customer Service Assistant | none | Bill of materials & charges |
| 4 | Pay the amount indicated in the bill of materials and charges | Accept payment and issue Official Receipt | 2 minutes | Cashier | 1. Service Charge - 250.00 2. Cost of Materials - <i>variable</i> 3. Water Losses - <i>variable</i> | Official Receipt |

REQUEST FOR METER TRANSFER OR METER ELEVATION

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| About the Service | Who may avail of the service? |
| Meter transfer/elevation shall only be allowed for the same establishment/household. | Concessionaires of Floridablanca Water District |
| Schedule of Availability of the service | What are the requirements? |
| Monday-Friday, 8:00 a.m. - 5:00 p.m. | Full payment of charges |
| Duration: | Actual works: 48 hours |
| Processing: 14 minutes | |

How to avail of the Service

| Step | Client | FWD | Duration (Under Normal Circumstances) | In-Charge | Fees | Form |
|------|---|---|--|----------------------------|---|--|
| 1 | Proceed to customer service assistant & request for the service | Prepare Order of Payment | 2 minutes | Customer Service Assistant | | Service Request, Inspection Form, Order of Payment |
| 2 | Proceed to Cashier for payment | Accept Payment and issue corresponding Official Receipt | 2 minutes | Cashier | Inspection Fee - P150.00 | Official Receipt |
| 3 | | Prepare Service Request for Inspection, Inspection Form | 2 minutes | Customer Service Assistant | | Service Request, Inspection Form |
| 4 | | Inspect the site / location | within 24 hours | Inspector / surveyor / WMM | none | Service Request, Inspection Form |
| 5 | Proceed to customer service assistant | Prepare bill of materials & charges | 5 minutes | Customer Service Assistant | 1. Tapping Fee - 350.00 2. Materials - <i>variable</i> | Order of Payment |
| 6 | Present Order of Payment to teller for payment | Accept payment and issue corresponding Official Receipt | 2 minutes | Cashier | Amount on bill of materials & charges | Official Receipt |
| 7 | | Prepare Service Request | 1 minute | Customer Service Assistant | none | Service Request |
| 8 | | Conduct Meter Transfer/Elevation | within 24 hours | Water Maintenance Man | none | Service Request |

REQUEST FOR SERVICE RECONNECTION / REACTIVATION OF WATER SERVICE

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| About the Service - Inactive accounts for a year or less are subject to Reconnection Charges. - Inactive accounts for more than a year are subject to Reactivation Charges. | Who may avail of the service? All Concessionaires of Floridablanca Water District with disconnected service connection. |
| Schedule of Availability of the service Monday-Friday, 8:00 a.m. - 5:00 p.m. | What are the requirements: - Payment of unpaid water bills and other fees or charges. - Reconnection Clearance |

A. RECONNECTION **Duration:** Processing - 12 minutes **Actual Works -** within 24 hours

How to avail of the Service

| Step | Client | FWD | Duration <small>(Under Normal Circumstances)</small> | In-Charge | Fees | Form |
|------|---------------------------------------|---|---|----------------------------|--|------------------------|
| 1 | Proceed to Customer Service Assistant | Prepare Reconnection Clearance | 5 min. | Customer Service Assistant | none | Reconnection Clearance |
| 2 | Proceed to Cashier for payment | Accept Payment and Issue corresponding Official Receipt | 2 min. | Teller | 1. Outstanding Balance (water bill and contract) 2. Reconnection Fee A. w/in 2 days from disconnection - P 50.00 B. w/in 3-5 days from disconnection - 100.00 C. after 5 days from disconnection - 250.00 | Official Receipt |
| 3 | | Prepare Service Request | 5 min. | Customer Service Assistant | none | Service Request |
| 4 | <i>End of Transaction</i> | Conduct Reconnection | within 24 hours | Water Maintenance Man | none | Service Request |

B. REACTIVATION **Duration:** Processing - 19 minutes **Actual Works -** within 48 hours

How to avail of the Service

| Step | Client | FWD | Duration <small>(Under Normal Circumstances)</small> | In-Charge | Fees | Form | |
|------|---------------------------------------|---|---|------------------------------------|---|---|------------------|
| 1 | Proceed to Customer Service Assistant | Prepare Reconnection Clearance | 5 min. | Customer Service Assistant | none | Reconnection Clearance | |
| 2 | Proceed to Cashier | Accept Payment and Issue corresponding Official Receipt | 2 min. | Cashier | Inspection Fee P150.00 | Official Receipt | |
| 3 | | Prepare Service Request | 5 min. | Customer Service Assistant | none | Service Request | |
| 4 | | Conduct Site Inspection | w/in 24 hours | Water Meter Maintenance Man | | | |
| 5 | Proceed to Customer Service Assistant | Prepare Reconnection Clearance | | Customer Service Assistant | | Reconnection Clearance | |
| 6 | Proceed to Cashier for payment | Accept Payment and Issue corresponding Official Receipt | 2 min. | Teller | 1. Outstanding Balance (water bill and contract) 2. Reconnection Fee A. w/in 2 days from disconnection B. w/in 3-5 days from disconnection C. after 5 days from disconnection 3. Cost of materials, if any 4. Reactivation Fee (disconnected for more than 1 year) 5. Update Guarantee Deposit | <i>variable</i> P 50.00 100.00 250.00 <i>variable</i> <i>variable</i> <i>variable</i> | Official Receipt |
| 7 | | Prepare Service Request | | Customer Service Assistant | | Service Request | |
| 8 | <i>End of Transaction</i> | Implement M.O. for Reconnection | within 24 hours | Water Maintenance Man/ Reconnector | none | Service Request | |