

**UTILITY RULES AND REGULATIONS
GOVERNING THE OPERATIONS OF
BINMALEY WATER DISTRICT**

The Board of Directors of the **Binmaley Water District** do ordain as follows:

SECTION 1. WORDS AND PHRASES: For the purpose of these regulations all words used herein in the present tense shall include the future; all words in the plural number shall include the singular number; and all words in the singular number shall include the plural number.

SECTION 2. DEFINITIONS: Whenever in these regulations the following words and phrases set forth in this section are used, they shall, for the purpose of these regulations have the meaning, respectively described in this section:

A. **“BOARD”**: The Board of Directors of the **Binmaley Water District** shall be composed of five citizens of the Philippines who are of voting age and residents within the jurisdiction of the district and representing different sectors/organizations particularly from the civic-oriented, professional, education, business, and women’s organization. They shall exercise and perform its power and duties through the medium of resolution and/or directives. The Board function shall be to establish policy and they shall not engage in the detailed management of the district.

B. **“MANAGEMENT”**: The General Manager, division managers and all employees of the **Binmaley Water District** with valid appointments approved by the Civil Service Commission. Their function is to manage, operate and maintain the water supply system within the territorial boundary of the district.

C. **“DISTRICT”**: The **Binmaley Water District**, its General Manager, appointed officers and any other persons or bodies invested with responsibility and jurisdiction in matters pertinent to said District.

D. **“SERVICE CONNECTION”**: A pipeline or lateral line tap at the water mains leading to an individual household with the provisions of water meter, outlet valve and water meter stand.

E. **“SERVICE CONTRACT”**: A contract executed between the applicant and the water district for installation of service connection. It contains salient features of applicant’s obligation to **Binmaley Water District** including fees and charges to be paid before service connection installation.

F. **“FIRE CONTRACT”** A pipeline taps at the water mains leading to a strategic location line with provision of standpipe provided with hydrant head, gate valve and vault of either manhole or handhole.

G. **“COST”**: Labor, materials, transportation expenses supervision, engineering and all other necessary overhead expenses.



SECTION 3. APPLICATION FOR WATER SERVICE: Any person, firm or office interested of having water service shall file an accomplished application for water service duly signed by the applicant and/or property owner of the premises where services is applied for. An **Application and Contract for Water Service** shall be executed by and between the applicant and the General Manager. The following among others are established, to wit;

APPLICANT TO:

1. Pay water bill on or before due date at the **Binmaley Water District** office to avoid penalty charges and/or disconnection of service; non-receipt or loss of Statement of Account is not a justification for not paying on time.
2. Pay the average amount based on the immediate past three months consumption when the water meter malfunctions or not read due to inaccessibility or unavailability for reading for whatever reason.
3. Pay the minimum charge in case of zero consumption.
4. Pay the total cost of water meter if damaged or lost/stolen based on the current price.
5. Install a water meter protection box immediately after installation of the service that will allow the District's personnel to read and replace water meter anytime.
6. Allow district's personnel to retrieve the water meter and other district properties in case of disconnection of service.
7. Allow District personnel or representative to enter consumer's premises anytime for purposes of performing their official work orders on consumer's connection without being liable for trespassing on dwelling and other related offenses.
8. Pay the penalty charges or surcharges imposed by the water district for late or non-payment of dues.
9. Pay all unpaid overdue accounts and other dues prior to reconnection of service
10. Pay the registered consumption in the water meter due to leakage in the consumer's service in line or within his residence or compound, with or without consumer's knowledge or whether actually consumed or not by the consumer.

BINMALEY WATER DISTRICT TO:

1. Provide with diligence in supplying safe and potable water to every service connection at all times at the lowest cost possible.
2. Notify all registered consumers concerning all changes of the District operational policies and practices.
3. Present to the water-consuming public through a public hearing any change in its water rates.



4. Be vigilant in monitoring, inspection and prosecution of violators of the National Water Crisis Act of 1995 (RA No.8041) and PD 198 Section 31 (d) on water pilferage where water revenue and pressure are affected due to illegal acts.

SECTION 4. SERVICE CONNECTION:

1. For new connection, all materials required for installation of service shall be at the expense of the customer.
2. The material and labor cost for maintaining service connection including water meter shall be at the expense of the District.
3. All pipes and fixtures extending from the water meter or lying beyond the customer's water meter shall be installed and maintained by the customer. Materials for the replacement of old service connection lines shall be shouldered by the customer

SECTION 5. SERVICE AND MAINTENANCE FEES/CHARGES: These are financial obligations of applicants and/or concessionaires to be satisfied at different level or stage of application, installation and maintenance of services which shall be paid in full before service action will be undertaken, to wit;

A. Application/Registration Fee : This covers expenses in customer service and/or materials in:

1. Accepting and welcoming applicant to the office
2. Providing copies of the application form to applicant and assist in filling it up
3. Providing initial briefing on how to apply for service connection
4. Informing the applicant of the District rules and regulations, policies and practices including the Water District concept, PD 198 or the Provincial Water Utilities Act of 1973 and specifies the obligations of the District and the concessionaire.
5. Informing the applicant on the step by step procedures such as payment of inspection fee if applicant wants to know how much will he/she spent for the service connection and the feasibility of getting a service. If the inspection is feasible, materials will be estimated. Actual amount to be paid by the applicant will depend on the result of inspection conducted by authorized representative of the Binmaley Water District.
6. Confirming the interested applicant to pay all the amounts due to service connection such as application/registration fee, guarantee deposit, tapping fee, road crossing fee, materials available at BIWAD
7. Final briefing, signing of Application and Contract for Water Service, assigning the schedule date of installation.

Note: Service connection for Commercial/Government shall have the same fees and charges.



B. **Tapping Fee:** This covers service fees in breaking the pavement cover, excavation and exposing of the distribution pipeline, installation of saddle clamp, boring/drilling the distribution pipeline to draw water and installation corporation stop cock or valve. It also includes backfilling of trench excavation.

C. **Guarantee Deposit:** This amount is charged as payment for, partial or full:

1. Future payments of unpaid accounts due after service become inactive
2. This deposit is refundable to the customer without interest once the service becomes inactive and all accounts due are fully paid.

D. **Transfer Fee:** This is collected from a customer who wishes to transfer his/her service from one tapping point to another, to transfer his/her water meter or transfer of his/her service line location.

E. **Reconnection Fee:** This fee covers the cost of disconnection of a service to reconnect or reinstall/reactivate the same. It shall be done upon full payment of water bill arrears including other charges.

F. **Road Crossing Fee;** This amount covers service fees in cutting of road or surface pavement including water used in jetting pipelines or laying/installation of service pipelines from the tapping point/mainline crossing the road to the concessionaire's water meter. It also includes backfilling of trench excavation to protect the pipeline from collapsing and from any damages.

G. **MATERIALS:**

1. For new connection, all materials required for installation of service shall be at the expense of the customer.
2. The material and labor cost for maintaining service connection including water meter shall be at the expense of the District.
3. All pipes and fixtures extending from the water meter or lying beyond the customer's water meter shall be installed and maintained by the customer. Materials for the replacement of old service connection lines shall be shouldered by the customer.

SECTION 6. RATES AND CHARGES: All water rates shall be approved/confirmed by LWUA before implementation. The **Binmaley WD** Board of Directors shall pass a Resolution for implementing the approved/confirmed water rates.

SECTION 7. PROPERTY OWNER'S GUARANTEE: The water charge shall begin when a service connection is installed and a water meter is set. Before the water shall be turned on by the District for any purpose whatsoever, the consumer or his authorized agent shall first sign an application form in which he guarantee the payment of future water bills for services required. The property owner will be held liable for water used or consumed until the District is notified in writing to discontinue the service.



SECTION 8. WATER BILLS: Water bill is the amount of consumed water due and payable at the **Binmaley Water District** office on or before due date indicated in the Statement of Account. If payment is made after due date, a 10% surcharge shall be imposed to the current bill and if the consumer is in arrears, any payment made shall be applied first to the arrears until he becomes in current status.

Service may be discontinued without further notice if the outstanding account or water bill is **TWO (2) MONTHS** or more irrespective of the amount. Water service will not be reconnected unless payment of full amount have been made, including the prevailing reconnection fees and charges.

Failure to receive an Statement of Account does not relieve the consumer of his/her liability. Any amount due shall be deemed a debt to the **Binmaley Water District**. Any person, firm or corporation failing, neglecting or refusing to pay said indebtedness shall be liable to a civil action in the name of the District, in any court of competent jurisdiction for the amount thereof.

SECTION 9. DISPUTED WATER BILLS: In the event a complaint is made by a consumer that his water bill is exorbitant, a field investigation shall be made to re-read of water meter and to check possible leak after the meter. Should no leak after the meter found, upon request of the consumer, the meter shall be disconnected and subject to a test. In the event the water meter test is within the approved level of accuracy and the consumer continue to question the water bill, a further investigation of the premises where that water meter is serving shall be made by the responsible Officer of the Commercial Division or his representative.

SECTION 10. REFUNDS AND ADJUSTMENT: If, for any reason, a consumer becomes entitled to a refund for overpayment of a closing bill, or other just cause, a request shall be made by the consumer to the District for refund of such overpayment subject to the approval by the General Manager. In the event, the overpayment was made on a bill but not a closing bill, the amount overpaid shall be credited to the consumer's account.

SECTION 11. METERING: It is the declared policy of the **Binmaley Water District** that all consumers are to be metered and that no volume of water is to be delivered without charges except for fighting purposes. The District provides the water meter, however, the consumer shall be held liable for any damage to the water meter due to his negligence of carelessness. It shall be the responsibility of the consumer to protect the meter, gate valve, seals and meter stand from physical damage. The cost of repairs to the water meter, gate valves, seals and meter stand as a result of negligence shall be shouldered by the consumer, If the water meter and its appurtenances are beyond repairs due to negligence, the consumer shall pay the cost of damaged meter and appurtenances at the current market price.

SECTION 12: TAMPERING OF DISTRICT PROPERTY: No one except an employee or representative of the District shall at anytime in any manner operate the curb cock or valve, water meters, distribution and service connection line and other parts of the water system. Any one caught stealing water through tampering of District property or through in any means shall be subjected to the provision stipulated in Section 31 (d) of PD 198, as amended and District Water Pilferage Policy including payment of damages of District properties.



SECTION 13: WATER USED WITHOUT REGULAR APPLICATION BEING MADE: A person, firm or corporation taking possession of premises and using water from an inactive service connection without having made application to the District for reconnection of water service shall be held liable for the water delivered from the date of the last recorded meter reading. A penalty stipulated in Section 31 (d) of PD 198, as amended, shall be imposed. If the water meter is found defective, the quantity of water consumed will be estimated from three months average consumption when the water meter was still functional. The District shall outright disconnect without further notice such illegal connection done by illegal reopening. Reopening again can be made after payment of assessed full amount including penalty.

SECTION 14: SIZE AND LOCATION: The Management reserves the right to determine the size of service connections and their location with respect to the boundaries of the premises of the applicant to be served. The installation of service connection shall not be done until its location has been approved by the management or its authorized representative. The water meter shall be installed outside the property line immediately after the District's distribution line for the purpose of easier meter reading and maintenance.

SECTION 15: GATE VALVE OR CURB COCK: Every service connection installed by the District shall be equipped with gate valve or curb cock after the water meter. Such valve shall be for the exclusive use of the District in controlling the water supply during maintenance works.

SECTION 16: PRESSURE CONDITIONS: All applicants for service connections shall conform to the prevailing pressure conditions and or water service condition at the distribution line along the location of the proposed service connection. They shall also agree to hold the district blameless for any damages arising out of low pressure or high-pressure conditions and interruption of service.

SECTION 17: CROSS CONNECTIONS: No person, firm, or corporation shall install or maintain any physical connection between any private source of water supply and the District water supply: provided, however, that **Binmaley Water District** warrants to maintain emergency connections with other utilities serving domestic water.

SECTION 18: TURNING WATER SUPPLY ON AND OFF: The District, upon request, day and night and without charge will shut off the water supply for emergency and pipeline repair purposes at the gate valve or service cock, and that the District will turn on the water supply after repairs are made.

If the District representative is in any way prevented from disconnecting service connection for non-payment or water bills or for any infractions of the District Utility Rules and Regulations, the district may take any further steps it deems necessary to effect disconnection and full cost of such efforts plus the cost of reconnection must be paid in full before service will be restored. The said amount plus outstanding bills and required guarantee deposit shall be required to be paid by the consumer before service will be reconnected.



SECTION 19: DAMAGE THROUGH LEAKING PIPES AND FIXTURES: When turning on the water supply as requested by the consumer and the house or building is vacant in that instance, the District shall check to ascertain if water is running inside the house or building. If such case is found, the water will be left shut off at the curb cock or valve on the outlet side of the meter. The jurisdiction and responsibility of the District shall end at the meter. The District will in no case be liable for damages beyond the water meter.

SECTION 20: MAINTENANCE OF SERVICE AND CONNECTIONS: The service line extending from the water main to the water meter including the water meter itself shall be maintained by the District. All pipes and fixtures extending from the water meter or lying beyond the customer water meter shall be installed and maintained by the owner of the property or the concessionaire.

SECTION 21: MAINTENANCE OF WATER PRESSURE AND SHUTTING DOWN FOR EMERGENCY REPAIRS: The District shall not accept any responsibility for the maintenance of pressure and it reserves the right to discontinue service while making emergency repairs or for other causes, which in the discretion of the District necessitates such discontinuance.

SECTION 22: CLASSIFICATION OF SERVICE CONNECTION:

- a) Each parcel of land under separate ownership must be provided with separate service, or else the District will classify the said connection as full commercial although the water use is purely domestic
- b) Two or more dwelling units under one ownership and on the same lot may be supplied through the same service, provided, however, that the District shall reserve the right to limit the number of dwelling units of the area of the land to be supplied by one service connection.
- c) Domestic Class – This is a service whereby water is purely used for domestic needs such as drinking, cooking, washing, watering plants and bathing. Its water rate falls on the lowest level.
- d) Government Class – This class uses water primarily for public service, not intended for profit. Examples are city, municipal, provincial and national government buildings or offices. The rate is the same as the domestic consumer.
- e) Semi-commercial Class – connections where business is existing which requires mayor’s permit/license. Examples are machine and auto repair shops, optical, furniture & jewelry shops, fruit and vegetable stands barber and dress shops, general merchandise, private and law offices, etc. wherein capitalization is less than P40,000.00 and water rates is 1.5 of the domestic rate.
- f) Commercial Class – These are establishments drawing water from the water system for the purpose of directly/indirectly enhancing their business such as resorts, restaurants, hotels, motels, inns, carinderia, canteen with 4 or more tables, supermarkets, bakeshops, bottling company, electric companies, commercial banks, piggery & other agricultural



business, boarding houses & duplex houses having one connection, etc. Water rate is twice the domestic rate.

g) Bulk or Wholesale – These are connectors who sell/vend water without transforming it into another product. Vending water includes sale to tankers or by containers or pail to individual. Water rate is 3 times the domestic rate.



ADOPTED, SIGNED AND APPROVED this _____ day of _____, _____ under Board Resolution No. _____ dated _____.

MR. AMADO L. AQUINO
Chairman

MR. JUAN T. CASTRO
Vice- Chairman

MRS. LEONOR C. DELOS ANGELES
Board Secretary

MR. RODOLFO B. CEREZO
Member

MRS. ANITA U. URBANO
Member

