



BATAc WATER DISTRICT
and
PRIME WATER BATAc

CITIZEN'S CHARTER
2019 (1st Edition)



I. Mandate:

Pursuant to Presidential Decree 198 (Provincial Water Utilities Act of 1973), Title II, Chapter II, Section 5, the Batac Water District was formed as an agency mandated to acquire, install, improve, maintain and operate water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries. It is also mandated to provide, maintain and operate wastewater collection, treatment and disposal facilities and conduct other functions and operations incidental to water resource development, utilization and disposal within, as are necessary or incidental to said purpose. On October 18, 2018, Batac Water District entered into a Joint Venture Agreement (JVA) with PrimeWater Infrastructure Corporation pursuant to 2013 Revised NEDA Guidelines. The JVA covers the development, rehabilitation, improvement, expansion, operation and maintenance of the water supply system of the City of Batac. The entity that is carrying out the JV functions is PrimeWater Batac. PrimeWater Batac manages the operations while Batac Water District monitors the performance of PrimeWater Batac in its compliance with its service obligations indicated in the JV Agreement.

II. Vision:

The BATAc WATER DISTRICT envisions itself to be a world-class provider of safe, potable and affordable water to every home in the City of Batac.

III. Mission:

It is the mission of the men and women of Batac Water District to deliver 24 hours a day safe, potable and affordable water at the most convenient way to the people of Batac. It is also the mission of the Batac Water District to help protect, preserve and maintain the Mother Earth the very source of its existence.

IV. Service Pledge:

We, the officials and employees of Batac Water District and PrimeWater Batac, commit to:

S = erve you from Monday to Friday from 8:00 a.m. to 5 p.m. with no noon break, on Saturdays from 8:00 a.m. to 12 n.n., and even beyond if needed;

E = xert all efforts in providing you safe, potable, dependable and affordable water;

R =espond to your complaint about our services the soonest through our publicassistance desk and take corrective measures

V = alue your needs and the mother earth and above all

E = stablish a system that will foster a culture of continuous improvement because you deserve no less



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**BATAC WATER DISTRICT
and PRIMEWATER BATAC
Frontline Services**



External Services

1. Collection of Water Bills

Collection of water bills is rendered at PrimeWater Batac office located at the Batac Water District Office Building, Government Center, Brgy. 16 Quiling Sur, City of Batac, Ilocos Norte and Accredited Payment Centers.

BWD and PWB do not accept partial payment. A penalty of charge of 25% shall be imposed in addition to the water charge if the payment is not made on or before the due date as indicated in the latest Statement of Account. The on-time payment of concessionaires is encouraged to help in the improvement of the water supply, services, and programs for the people of the City of Batac.

Office or Division:	PRIMEWATER BATAC			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C), Government to Business (G2B) and Government to Government (G2G)			
Who may avail:	Registered concessionaires of Batac Water District and PrimeWater Batac			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For office payments: Latest Statement of Account. (Old receipts or any billing information if SOA is not available)		PrimeWater Batac Office (if SOA was not received from the meter reader)		
For Payment Centers: Statement of Accounts with updated payments only (without arrears)		PrimeWater Batac Office (if SOA was not received from the meter reader)		
For check payments: Payable to PrimeWater Infrastructure Corporation				
BIR forms 2306 (for government agencies only) and 2307 if taxes are withheld from payments				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON(S) RESPONSIBLE
1) Present to the designated teller the Statement of Account (old receipts / billing information in the absence of SOA)	1) Receive, review or verify the figures in the SOA with the system.	None	2 minutes	<i>Branch Manager</i> PrimeWater Batac
	1.1) Inform the client of the discrepancies if there's any	None	3 minutes	<i>Branch Manager</i> PrimeWater Batac



2) Pay the water bill to the designated teller.	2) Receive payment and issue the corresponding Official Receipt	Amount of water bills	3 minutes	Branch Manager PrimeWater Batac
	TOTAL	Amount of water bills to be paid	8 minutes	
END OF TRANSACTION				

PrimeWater Batac accepts payments made from its accredited payment centers as follows:



In partnership with





**CIS BAYAD CENTER



CEBUANA LHULLIER



**LBC



ECPAY



**WESTERN UNION



7-ELEVEN



TAMBUNTING PAWNSHOP



SINAG PAWNSHOP



**ROBINSON'S MALLS



**VILLARICA PAWNSHOP



RD PAWNSHOP



**USSC SERVICE STORE



BANCNET



2GO



EXPRESSPAY



SM HYPERMARKET



***TRUE MONEY



GCASH



COINS.PH



METRO GAISANO



SM BILLS PAYMENT

PLEASE USE YOUR 14-DIGIT ATM REFERENCE NUMBER AND 12-DIGIT ACCOUNT NUMBER WHEN PAYING
 **with payment center service charge of 5 pesos on top of the bill

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2. Complaints and Various Maintenance Services

Batac Water District and PrimeWater Batac are dedicated to provide unwavering customer services by firmly responding to the complaints and continuously providing various maintenance orders/services to the concessionaires to assure them of uninterrupted and potable water supply. Complaints and various maintenance services include leakages (mainline and service line), checking of water meters, low pressure, no water supply, water quality issues, high consumption and changing or upgrading of water meters.

Office or Division:	PRIMEWATER BATAC			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C), Government to Business (G2B) and Government to Government (G2G)			
Who may avail:	Registered concessionaires of Batac Water District and PrimeWater Batac			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON(S) RESPONSIBLE
VOLUNTARY DISCONNECTION				
1) Inform the Customer Service Assistant of the details of the request or complaints through walk-in or phone calls.	1) Acknowledge the request or complaint. Provide explanations to the client if necessary.	None	5 minutes	<i>Branch Manager PrimeWater Batac</i>
	1.1) Prepare the necessary Job Order Form and any other documents for the accomplishment of the said request or complaint and submit to the In-house Maintenance Team/	None	5 minutes	<i>Branch Manager PrimeWater Batac</i>



	Contractor			
	1.2) Perform the Service Job Order	None	Within one working day from the time the request or complaint is acknowledged	<i>Branch Manager PrimeWater Batac</i>
	1.3) Submit the Job Order Form to the Territory Officer for inspection	None	5 minutes	<i>Branch Manager PrimeWater Batac</i>
	1.4) Inspect the accomplished Job Order	None	15 minutes	<i>Branch Manager PrimeWater Batac</i>
2) Sign the Job Order as an acknowledgement that the request or complaint was acted upon.	2) Submit the documents to the Customer Service Assistant for proper recording in the system	None	5 minutes	<i>Branch Manager PrimeWater Batac</i>
	2.1) BWD (CMU) monitors the implementation of various maintenance & service requests / complaints	None	15 minutes after the submission of Weekly Accomplishment Report of PrimeWaterBatac	<i>General Manager Batac Water District</i>
	TOTAL	None	1 day & 50 minutes	
END OF TRANSACTION				

3. Disconnection of Water Service

The Disconnection Service means that the service connection has been ceased by either the concessionaire (Voluntary Disconnection) or by the BatacWater District and PrimeWater Batac. Full settlement of any outstanding obligation shall be required to avail the disconnection of service.



Office or Division:	PRIMEWATER BATAc			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C), Government to Business (G2B) and Government to Government (G2G)			
Who may avail:	Registered concessionaires of Batac Water District and PrimeWater Batac			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON(S) RESPONSIBLE
VOLUNTARY DISCONNECTION				
1) Inform the Commercial Section Staff of the request for disconnection	1) Verify from the system if the client has still unpaid account.	None	3 minutes	<i>Branch Manager PrimeWater Batac</i>
	1.1) In case there is unpaid account, inform the client to settle the account before the request shall be granted.	None	1 minute	<i>Branch Manager PrimeWater Batac</i>
2) Pay the outstanding balance on water bill to the Commercial Section Staff	2) Receive payment and issue the corresponding Official Receipt.	Outstanding balance on water bills	3 minutes	<i>Branch Manager PrimeWater Batac</i>
	2.1) Prepare the Job Order Form and submit to the In-house Maintenance Team/ Contractor	None	5 minutes	<i>Branch Manager PrimeWater Batac</i>
	2.2) Perform	None	One working	



	the Service Job Order for Disconnection		day from completion of requirements	<i>Branch Manager PrimeWater Batac</i>
	2.3) Submit the Job Order Form to the Territory Officer for inspection	None	5 minutes	<i>Branch Manager PrimeWater Batac</i>
	2.4) Inspect the newly-disconnected service line	None	15 minutes	<i>Branch Manager PrimeWater Batac</i>
3) Sign the Job Order as an acknowledgment of disconnection of water service.	3) Submit the documents to the Commercial Section Staff for proper recording in the system	None	10 minutes	<i>Branch Manager PrimeWater Batac</i>
	3.1) BWD (CMU) monitors the disconnection of service connection	None	15 minutes after the submission of Weekly Accomplishment Report of PrimeWater Batac	<i>General Manager Batac Water District</i>
	TOTAL	Amount of outstanding balance on water bills	1 day & 57 minutes	
END OF TRANSACTION				
DISCONNECTION BY BATAc WATER DISTRICT AND PRIMEWATER BATAc				
<p>Batac Water District and PrimeWater Batac shall have the right and authority to disconnect the water services of any delinquent concessionaires incurring one month arrears as reflected in the Statement of Account (SOA), except on Saturdays, Sundays and Holidays. Disconnection will take place 5 days after receipt of the second month SOA, with or without the consent of concessionaire.</p>				



Batac Water District and PrimeWater Batac shall also have the right and authority to immediately disconnect the water service of concessionaires when evidence of theft, pilferage, and other serious violation exists in accordance with Anti-Pilferage and Illegal Connection.

4. New Service Connection

This frontline service is the topmost service of the Batac Water District to residents of the City of Batac who want to have safe, potable and affordable water at their most convenient way. It is the tapping/installation of service connection from the distribution line to the requesting customer's service meter line. Availing of the service requires applicant's information, submission of required documents, and payment of fees and charges.

Office or Division:	PRIMEWATER BATAC			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C), Government to Business (G2B) and Government to Government (G2G)			
Who may avail:	All residents, commercial and government entities of Batac City within the service coverage area of BWD and PrimeWater Batac			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One photocopy of one (1) Valid ID: Driver's License, Passport, Company ID, Voter's ID, GSIS ID, PRC ID, and other government issued IDs		LTO, DFA, Company, COMELEC, GSIS, PRC, and other government agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON(S) RESPONSIBLE
1) Inform the Commercial Section Staff of the request for installation of service	1) Identify if the location of the area requested for installation is within the service coverage area of Batac Water District and PrimeWater Batac.	None	3 minutes	<i>Branch Manager PrimeWater Batac</i>
	1.1) If within the service coverage area, inform the	None	1 minute	<i>Branch Manager PrimeWater Batac</i>



	<p>applicant of the requirement</p> <p>1.2) Orient the applicant of the fees required to be paid, the materials included in the PHP 3,000.00 application fee, computation of excess materials (if there's any) and other relevant information</p>	None	5 minutes	<i>Branch Manager PrimeWater Batac</i>
2) Submit the requirement to the Commercial Section Staff	2.1) Review the submitted requirement	None	2 minutes	<i>Branch Manager PrimeWater Batac</i>
	2.2) Print the Application Form, Water Service Contract and Job Order Form	None	3 minutes	<i>Branch Manager PrimeWater Batac</i>
3) Sign the Application Form and Water Service Contract and pay the Application fee to the Commercial Section Staff	3) Receive and review the Application Form and Water Service Contract	None	2 minutes	<i>Branch Manager PrimeWater Batac</i>
	3.1) Receive payment and issue the corresponding Official Receipt	PHP 3,000.00	3 minutes	<i>Branch Manager PrimeWater Batac</i>



	3.2) Submit the Application Form and Job Order Form to the Territory Officer for inspection.	None	5 minutes	<i>Branch Manager PrimeWater Batac</i>
	3.3) Conduct an on-site inspection and prepare bill of materials for the excess materials (if there's any) to be handed to the applicant.	None	One working day from submission of complete requirements	<i>Branch Manager PrimeWater Batac</i>
4) Pay the excess materials to the Commercial Section Staff	4) Receive payment and issue the corresponding Official Receipt.	Amount of excess materials (depends upon the distance from the tapping point)	3 minutes	<i>Branch Manager PrimeWater Batac</i>
	4.1) Provide the Property Supply Officer with the complete list of needed materials for the installation.	None	15 minutes	<i>Branch Manager PrimeWater Batac</i>
	4.2) Issue the materials to the Territory Officer	None	15 minutes	<i>Branch Manager PrimeWater Batac</i>
	4.3) Turn-over the materials and Job Order Form to the Contractor	None	10 minutes	<i>Branch Manager PrimeWater Batac</i>



	4.4) Install service connection	None	One working day after the conduct of on-site inspection	<i>Branch Manager PrimeWater Batac</i>
	4.5) Submit the Job Order Form to the Territory Officer for inspection	None	5 minutes	<i>Branch Manager PrimeWater Batac</i>
	4.6) Inspect the newly-installed service line	None	30 minutes	<i>Branch Manager PrimeWater Batac</i>
5) Sign the Job Order as an acknowledgement of installation of his/her connection	5) Submit the documents to the Commercial Section Staff for proper recording in the system	None	15 minutes	<i>Branch Manager PrimeWater Batac</i>
	5.1) Batac Water District (CMU) monitors the installation	None	15 minutes after PrimeWater Batac submits its accomplishment report	<i>General Manager Batac Water District</i>
	TOTAL	PHP 3,000.00 + amount of excess materials (if there's any)	2 days, 2 hours & 12 minutes	
END OF TRANSACTION				



5. Request For A Change In Account Name

This service is for concessionaires who would like to update their account name or ownership.

Office or Division:	PRIMEWATER BATAc			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Registered concessionaires of Batac Water District and PrimeWater Batac			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presentation of the following to the Customer Service Assistant: One valid government issued ID of the existing account holder		LTO, DFA, Company, COMELEC, GSIS, PRC and other government agencies		
Death certificate of existing account holder (if deceased) and marriage certificate (if existing account holder changed her civil status)		City Hall (Office of the Civil Registrar), NSO		
One valid government issued ID of the new account holder		LTO, DFA, Company, COMELEC, GSIS, PRC and other government agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON(S) RESPONSIBLE
1) Inform the Customer Service Assistant of the request for a change in Account Name	1) Inform the client of the requirements to be submitted.	None	5 minutes	<i>Branch Manager PrimeWater Batac</i>
2) Present to the Customer Service Assistant the requirements	2) Receive and review the requirements	None	5 minutes	<i>Branch Manager PrimeWater Batac</i>
	2.1) Update the account of the client in the system.	None	5 minutes	<i>Branch Manager PrimeWater Batac</i>
TOTAL		None	15 minutes	
END OF TRANSACTION				



6. Senior Citizen's Utility Discount

The Senior Citizens Utility Discount is provided to qualified concessionaire pursuant to Article 12, Section of the Implementing Rules of the R.A. 9994, also known as the Expanded Senior Citizens Act of 2010.

Office or Division:	PRIMEWATER BATAC			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Registered concessionaires of Batac Water District and PrimeWater Batac who is 60 years old and above at the time the Senior Citizen's discount is applied for.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of age and citizenship: Submission of one photocopy of OSCA ID (actual OSCA ID will be presented to the Customer Service Assistant)		Office of the Senior Citizen's Affairs		
Statement of Account which is registered under the applicant's name				
Original copy of Barangay Certificate/Clearance		Office of the Barangay Chairman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON(S) RESPONSIBLE
1) Inform the Customer Service Assistant of the request to apply for the Senior Citizen Utility Discount	1) Inform the client of the requirements to be submitted.	None	5 minutes	<i>Branch Manager PrimeWater Batac</i>
	1.1) Provide the client with the Senior Citizen Utility Discount Form.	None	2 minutes	<i>Branch Manager PrimeWater Batac</i>
2) Submit the duly filled-up and signed Senior Citizen Utility Discount Form together with the requirements to the Customer Service Assistant	2) Receive and review the Senior Citizen Utility Discount Form and check the completeness of the submitted requirements.	None	5 minutes	<i>Branch Manager PrimeWater Batac</i>
	2.1) Orient the client of the guidelines on	None	5 minutes	<i>Branch Manager PrimeWater</i>



	the grant of the Senior Citizen's Utility Discount based from the Expanded Senior Citizen's Act of 2010.			Batac
	2.2) Update the account of the client in the system	None	5 minutes	<i>Branch Manager</i> PrimeWater Batac
	TOTAL	None	22 minutes	
END OF TRANSACTION				

7. Service Reconnection

This involves the restoration of water supply service of consumers whose service connections have been previously disconnected. Payment of reconnection fee, cost of materials, and other outstanding balances on water bill, if any, is a prerequisite for the restoration of water supply service.

Office or Division:	PRIMEWATER BATAC			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C), Government to Business (G2B) and Government to Government (G2G)			
Who may avail:	Registered concessionaires of Batac Water District and PrimeWater Batac with disconnected water service connection/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(FOR VOLUNTARY DISCONNECTED ACCOUNTS)				
Payment of reconnection fees		PrimeWater Batac Office		
Payment of incidental expenses		PrimeWater Batac Office		
(FOR DELINQUENT ACCOUNTS)				
Payment of outstanding balance on water bill		PrimeWater Batac Office		
Payment of reconnection fees		PrimeWater Batac Office		
Payment of incidental expenses		PrimeWater Batac Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-INGTIME	PERSON(S) RESPONSIBL E
1) Inform the Commercial Section Staff of the reconnection.	1) Verify the name of the client from the list of	None	2 minutes	<i>Branch Manager</i> PrimeWater Batac



	<p>disconnected concessionaires if he/she has arrears.</p> <p>1.1) Identify if the desired reconnection date falls within 3 years from the date of last disconnection.</p> <p>1.2) If the client has arrears, give the statement of account and advise the client to pay.</p>	<p>None</p> <p>None</p>	<p>2 minutes</p> <p>1 minute</p>	<p><i>Branch Manager PrimeWater Batac</i></p> <p><i>Branch Manager PrimeWater Batac</i></p>
<p>2) Pay the outstanding balance on water bill and reconnection fee to the Commercial Section Staff</p>	<p>2) Receive payment and issue the corresponding Official Receipt.</p> <p>If: Reconnection date falls within 3 years from the date of last disconnection</p> <p>Reconnection date falls beyond 3 years from the date of last disconnection</p>	<p>PHP 500.00 and arrears if there's any</p> <p>Taken as new connection of PHP 3,000.00 and arrears if there's any</p>	<p>3 minutes</p>	<p><i>Branch Manager PrimeWater Batac</i></p>
	<p>2.1) Prepare the Job Order</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Branch Manager PrimeWater Batac</i></p>



	Form and submit to the Territory Officer for inspection. 2.2) Conduct an on-site inspection to identify the amount of incidental expenses to be collected.	None	15 minutes	<i>Branch Manager PrimeWater Batac</i>
3) Pay the incidental expenses to the Commercial Section Staff (if any)	3) Receive payment and issue the corresponding Official Receipt.	Incidental expenses (depends upon the materials needed to reconnect the service line)	3 minutes	<i>Branch Manager PrimeWater Batac</i>
	3.1) Provide the Property Supply Officer with the list of materials for reconnection.	None	3 minutes	<i>Branch Manager PrimeWater Batac</i>
	3.2) Issue the materials to the Territory Officer	None	5 minutes	<i>Branch Manager PrimeWater Batac</i>
	3.3) Turn-over the materials and Job Order Form to the In-house Maintenance Team/ Contractor	None	3 minutes	<i>Branch Manager PrimeWater Batac</i>
	3.4) Perform the Service Job Order for	None	One working day after the conduct of on-	<i>Branch Manager PrimeWater Batac</i>



	Reconnection		site inspection	
	3.5) Submit the Job Order Form to the Territory Officer for inspection	None	2 minutes	<i>Branch Manager PrimeWater Batac</i>
	3.6) Inspect the newly-reconnected service line	None	15 minutes	<i>Branch Manager PrimeWater Batac</i>
4) Sign the Job Order as an acknowledgment of reconnection of water service	4) Submit the documents to the Customer Service Assistant for proper recording in the system	None	3 minutes	<i>Branch Manager PrimeWater Batac</i>
	4.1) BWD (CMU) monitors the service reconnection request	None	15 minutes after the submission of Weekly Accomplishment Report of PrimeWater Batac	<i>General Manager Batac Water District</i>
	TOTAL	PHP 500.00 (or PHP 3,000.00) + arrears (if there's any) + incidental expenses	1 day, 1 hour & 15 minutes	
END OF TRANSACTION				

8. Transfer of Water Service Connection

Service connection can be transferred from one place to another provided that there is an available service line in the area. The transfer of water service connection shall not be made until it is approved and charges are paid.



Office or Division:	PRIMEWATER BATAc			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C), Government to Business (G2B) and Government to Government (G2G)			
Who may avail:	Registered concessionaires of Batac Water District and PrimeWater Batac			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment of PHP 160.00 transfer meter fee		PrimeWater Batac Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-INGTIME	PERSON(S) RESPONSIBLE
1) Inform the Commercial Section Staff of the request for transfer of water connection.	1) Inform the client of the charges for a transfer of water service connection.	None	3 minutes	<i>Branch Manager PrimeWater Batac</i>
2) Pay the transfer meter fee to the Commercial Section Staff	2) Receive payment and issue the corresponding Official Receipt.	PHP 160.00	5 minutes	<i>Branch Manager PrimeWater Batac</i>
	2.1) Prepare the Job Order Form and submit to the Contractor	None	5 minutes	<i>Branch Manager PrimeWater Batac</i>
	2.2) Perform the transfer of water service connection	None	4 hours	<i>Branch Manager PrimeWater Batac</i>
	2.3) Submit the Job Order Form to the Territory Officer for inspection	None	5 minutes	<i>Branch Manager PrimeWater Batac</i>
	2.4) Inspect the transfer of water service connection	None	15 minutes	<i>Branch Manager PrimeWater Batac</i>



3) Sign the Job Order as an acknowledgement of transfer of water service connection.	3) Submit the documents to the Customer Service Assistant for proper recording in the system	None	5 minutes	Branch Manager PrimeWater Batac
	3.1) BWD (CMU) monitors the implementation of the transfer of water service connection	None	15 minutes after the submission of Weekly Accomplishment Report of PrimeWater Batac	General Manager Batac Water District
	TOTAL	PHP 160.00	4 hours & 53 minutes	
END OF TRANSACTION				

Internal Services

1. Collection of JV share from PrimeWater Batac

Office or Division:	PRIMEWATER BATAc			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	PrimeWater Batac			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) For check payments: Payable to Batac Water District				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-INGTIME	PERSON(S) RESPONSIBLE
1) Present to the Senior Accounting Processor A the check payment and the related documents for JV share and JV share for loan amortization	1) Receive, review or verify the check payment against the billing pursuant to the JVA	None	10 minutes	General Manager Batac Water District
	1.1) Submit to the General Manager the check payment	None	3 minutes	General Manager Batac Water District



	1.2) Issue the corresponding official receipt for check payment	None	5 minutes	General Manager Batac Water District
	1.3) Return the check payment to the Senior Accounting Processor A together with the official receipt	None	3 minutes	General Manager Batac Water District
	1.4) Sign the receiving copy and return to PrimeWater Staff together with the Official Receipt	None	3 minutes	General Manager Batac Water District
	1.5) Prepare deposit slip of the check payment	None	5 minutes	General Manager Batac Water District
	1.6) Deposit check payment to Land Bank – Batac	None	15 minutes	General Manager Batac Water District
	TOTAL	None	44minutes	
END OF TRANSACTION				



Feedback and Complaints Mechanism

Batac Water District and PrimeWater Batac greatly value your comments and suggestions regarding our service delivery. Your feedback will help us to further improve our services and to maintaining customer satisfaction. Batac Water District and PrimeWater Batac will respond to your comments/suggestions at the soonest possible time.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Accomplish the Customer Satisfaction Feedback Form (CSFF) which is available at the Billing Section. Fold it to ensure the privacy of your comments/suggestions and drop it in the suggestion box also located at the Billing Section.
How feedbacks are processed	<p>Every Monday morning, the Contract Monitoring Unit (CMU) opens the suggestion box, compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the employee concerned and they are required to answer within three (3) days after the receipt of the feedback.</p> <p>The answer to the feedback shall be relayed to the citizen.</p>
How to file a complaint	<p>Visit the Batac Water District and PrimeWater offices located at the Government Center, Brgy. 16-S Quiling Sur, City of Batac, Ilocos Norte and inform the Customer Service Assistant of your complaints.</p> <p>The Customer Service Assistant will provide a Complaint Form. Accomplish it and drop it in the box provided for. Make sure to provide the following information: Name of the person being complained Incident Evidence</p>
How complaints are processed	The Complaints Officer opens the complaints box on a daily basis and



	<p>evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the employee concerned for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of the Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may: Visit the Batac Water District and PrimeWater offices located at the Government Center, Brgy. 16-S Quiling Sur, City of Batac, Ilocos Norte</p> <p>Call at (077) 792-3026 and (077) 792-2350, or text at 0919-081-3001.</p> <p>Send to the following e-mail addresses: batacwaterdistrict@yahoo.com primewaterbatac@yahoo.com</p>
<p>Contact Information of ARTA, PCC and CCB</p>	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



Concessionaire/Client Feedback Form

Thank you for visiting BATAc WATER DISTRICT and PRIMEWATER BATAc and availing our services. Because we want to serve you better, please answer the following questions relevant to your visit:

Name: _____
 Address: _____
 Service/s availed: _____

OUR OFFICE	YES	NO
1. Is the office clean and orderly?		
2. Did you feel comfortable?		
3. Was there a long waiting line of customers?		
OUR FRONTLINERS		
1. Is the employee in-charge available?		
2. Is the employee in-charge knowledgeable?		
3. Is the employee in-charge accommodating?		
4. Were you received properly?		
5. Were your needs attended promptly?		
6. Were you made to wait long?		
REQUIREMENTS		
1. Were you made aware of the requirements?		
2. Was there so many additional requirements?		
OUR OFFICERS		
1. Was the authorized official(s) available?		
2. Did it take him/her long to sign the documents?		
OUR INFORMATION		
1. Is the needed document available?		
2. Is the document well-organized?		
3. Is the data complete?		
4. Is the data relevant to your request?		
5. Are instructions clear, brief and concise?		

Other Comments/Suggestions:

Thank you very much.



LIST OF OFFICES

Office	Address	Contact Information
Batac Water District	Government Center, Brgy. 16-S Quiling Sur, City of Batac, Ilocos Norte	(077) 792-3026 batacwaterdistrict@yahoo.com FB page: Batac Water District
PrimeWater Batac	Batac Water District Office Building Government Center, Brgy. 16-S Quiling Sur, City of Batac, Ilocos Norte	(077) 792-2350 0919-081-3001 primewaterbatac@yahoo.com

Notice of Interruptions of Water Supply

Pursuant to the Local Water Utilities Administration (LWUA) Memorandum Circular No. 005-18 dated February 15, 2018, Batac Water District and PrimeWaterBatac shall announce all scheduled water service interruptions in all covered service areas for at least three (3) days before the scheduled interruption with the exception of water interruptions due to emergency repairs/works.




Advisories to concessionaires shall be done through the following:

- Posting at the Batac Water District website: <https://www.batacwd.gov.ph>
- Posting via the official Facebook page: https://www.facebook.com/Batac_Water_District/
- Sending of text messages through SMS text blast
- Posting on conspicuous places of the premises to inform concessionaires about the water service interruption.

In cases of emergency repairs and maintenance works, communication shall be undertaken at the soonest possible time to concessionaires of affected service areas. Alternative water supply will be provided to customers if water interruption exceeds 24 hours.



How to Read Your Statement of Account & Disconnection Notice


 In partnership with 
 Batac City, Ilocos Norte
 Tel. No. 792 2350
 TOLL FREE: 247-222-887-884
 POWERED BY 

STATEMENT OF ACCOUNT

Acct No. : 4 0 1 5 - 9 0 8 3 - 2 7 9 3
Name : JUAN DE LA CRUZ
 Old Acct No. : 051-256-34
 ATM Reference Number : 0123456789101
 Bill Number : 02135
 Address : BGY. 1 RICARTE BATAK CITY, ILOCOS NORTE
 Meter No. :
 Classification : Residential 1/2


Billing Month : 2020/02
 Billing Period : 2020/01/06 to 2020/01/30
 Due Date : 2020/02/21
 Present Rdg : 2894
 Previous Rdg : 2884
 Cons. (CUM) : 10

Basic Charge	300.00
12% VAT	36.00
TOTAL CURRENT BILL	336.00

Balance from last bill	-5.04
OTHER CHARGES	
Reconnection Fee	0.00
Promissory Note Amount	0.00
Penalty Balance	0.00

TOTAL AMOUNT DUE	330.96
AMOUNT AFTER DUE	414.96

Meter Reader Name: Von Gabriel
 Date and Time Read: 2020/01/30 11:49:27 AM



Remarks:

12% Value Added Tax will be charged to the consumers effective January 01, 2020

FOR CHECK PAYMENTS:
 PLEASE PREPARE, PAYABLE TO, PRIMEWATER INFRASTRUCTURE CORP.
 Huwag pansinin ang halaga ng arrears, kung meron man,
 kung ito ay bayad na.
 This is NOT valid as Official Receipt.

To avoid penalty, please pay your bill
 on or before 2020/02/21
 THANK YOU.

- PrimeWater account number
- Account owner
- Account number used for Payment Centers

- Month billed
- Billing period covered
- Payment due date before penalty
- Cubic meter consumed for the month
- Basic Charge
- Value Added Tax (12%)
- Amount due for the current month
- Unpaid amount from previous month
- Penalty to be incurred (25% of previous bill)
- Total amount to be paid before due date
- Total amount to be paid after due date
- Reading date



Water Conservation Tips

- Every little drip counts. Replace worn out sapatilya (washers) and fix all leaky pipes, water containers and toilet tanks.
- Place a brick, a jug with stones or a bottle filled with water inside the toilet tank to cut in water used in every flush.
- Avoid flushing the toilet unnecessarily. Put discarded tissues in the bin rather than in the toilet bowl.
- Collect water dripping from air conditioners; use it to wash your mop, water the plants or flush the toilet.
- Reuse towels and wear clothes such as pants twice or more before washings.
- Organize your laundry schedule and wait until you have a full load before you use the washing machine.
- Keep a bucket in the bathroom and laundry area for the greywater. Use this water to flush your toilet, clean the laundry area and car port or to dampen dusty road.
- Wash fruits and vegetables in a pan instead of running water from the tap; reuse the water for watering the plants.
- Do not throw rice wash down the drain, use it for washing dishes by hand, and collect the greywater for other purposes.
- Thaw frozen meat in the refrigerator overnight, not on running water.
- Use laundry water for cleaning used bottles, cans and other recyclables, blinds, rugs, doormats, and car wheels.
- Use fewer cooking and dining utensils and dishes to cut down on the water needed for dishwashing.
- When boiling water, fill the kettle with just enough for your needs.
- Never waste water served during meals; drink it up!
- Don't let the water run when you wash the dishes by hand, and collect the greywater for other purposes.
- Water your plants after 5 p.m. when temperature is cooler to minimize evaporation. Water them only when necessary. Spread a layer of mulch around plants and trees to retain water and reduce evaporation.
- Harvest rainwater through the gutter and use the water collected for your essential needs.

