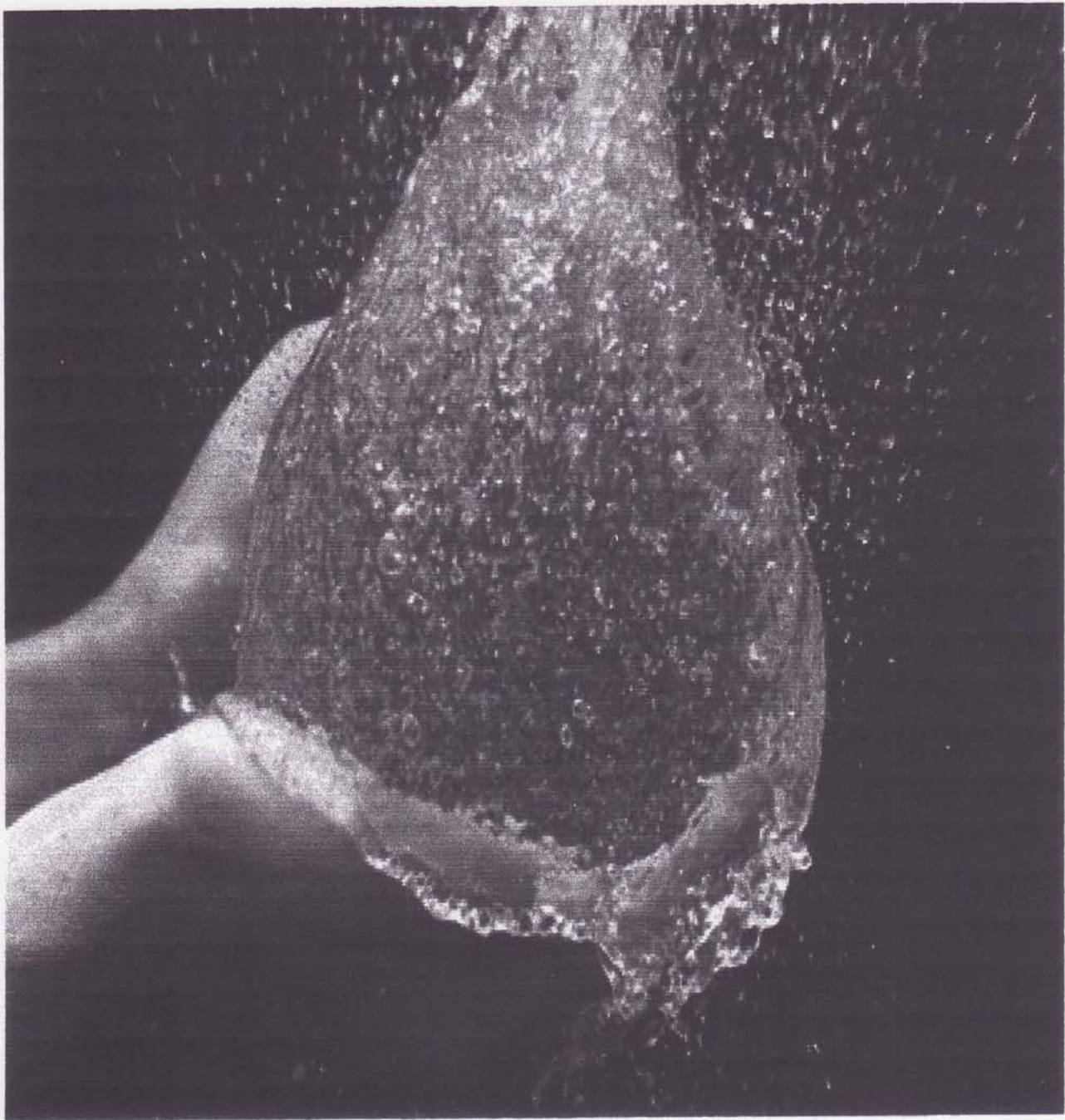


Citizen's Charter
SASMUAN WATER DISTRICT



"Babie Bie ing Danum"



We must all give a hand in conserving our precious
WATER....



Message from the general manager

One of the most important elements of our organization is our water resources. Delivery of this valuable resource to our customers would not be possible without our dedicated team of employees that work day in and day out to ensure your water supply is reliable and of the highest quality possible. All employees from our management staff to our water maintenance workers are provided with the tools and knowledge to better manage a changing business environment. We encourage our employees to set and achieve personal and professional goals and to lead effectively and create a culture of success.

As the Sasmuan Water District continues to grow and flourish our Board of Directors and staff continue a tradition of innovation with their ideas and methods for accomplishing our mission. As we work together and plan for our future, we are.....

“ONE TEAM WITH ONE VISION.

Sincerely,

BEDA M. CARLOS
General Manager

Citizen's Charter
SASMUAN WATER DISTRICT



Vision

Total commitment in the pursuit of elevating man's physical standard of living by expanding our service to all residents.

Mission

It is the mission of the Sasman Water District to serve our customers by delivering a sufficient quantity of high quality water in the most cost-effective and reliable service

SASMUAN Water District Core Values

Service

Environmental stewardship

Reliable, quality water

Value, honor and respect in all relationships

Integrity, accountability and transparency

Customer courtesy

Employee support

Objectives:

1. To provide concessionaires with safe, potable and uninterrupted quality flow of water.
2. To provide reliable service with adequate pressure.
3. A quality water free from objectionable taste, turbidity and other chemical detriments.
4. Establish water rates compatible with the level of service and affordable.
5. Effectively delivered services through sound engineering and state of the art technology.

Citizen's Charter
SASMUAN WATER DISTRICT

**Quality
On Tap!**
Our Commitment  Our Profession



The SASMUAN WATER DISTRICT'S
OFFICIALS AND EMPLOYEES

*Commit to provide our concessionaires
with safe, potable and uninterrupted
quality flow of water*

List of Frontline Services

Type of Service	Fees (in Philippine Peso)	Forms	Processing Time (under normal circumstances per transaction)	Location
<u>Application for Service Connection</u>				
Service Charges:				
a. Application/Investigation fee	50.00	Service Application Form	Within 3 working days after payment of application fee	Commercial Division
b. Meter maintenance fee	990.00			
c. Tapping fees	150.00			
d. Guarantee Deposit	450.00			
Additional Fees:				
<i>Cost of Materials</i>	2,698.00	Materials Requisition Slip		
For STUB-OUT:				
<i>Cost of Materials</i>	781.25			
<i>Excavation Fee (road crossing)</i>	300.00	Zoning Map		
Remarks:				
- Fees and prices of materials vary depending upon the sizes of service connection.				
- Fees, charges and prices of materials are subject to increase in case of inflation				

Applying for Service Connection

About the Service The connection will not be made until it is approved and all charges are paid.	Who may avail of the Service? All residents of Sasmuan, Pampanga
Schedule of Availability of the Service Monday – Friday 8:00 A.M. to 5:00 P.M. NO Lunch Break Saturday 9:00 – 12:00 NN	Primary Requirements: <ul style="list-style-type: none">✓ Application Form✓ Latest Cedula / Residence Certificate✓ Proof of Billing (i.e Electric Bill)✓ Valid I.D. of Owner✓ Orientation Slip✓ Authorization Letter or SPA with Valid I.D. <i>(in case of a representative)</i>
Duration of Tapping: days	within 3 working days

Applying for Service Connection

How to avail of the Service?

Step	Concessionaire	Service Provider	Duration (Under Normal Circumstances)	Person In-Charge	Forms
	Present requirements for application of Service Connection	Check the requirements. Once complete, advise the concessionaire that the field inspector will visit the site.	10 minutes	Customer Service Assistant	Application Form
		Process request of Service Application then inform the concessionaire after site inspection	1 day	Customer Service Assistant / Site Inspector	None
	Pay the application and cost of service materials indicated on the Materials Requisition Slip (MRS).	Accept payment and issue Official Receipt; Forward all documents to Commercial Division for preparation and approval of the Maintenance Order (MO).	10 minutes	Cashier/ Customer Service Assistant	Maintenance Order (MO)
	- End of Transaction -	Installation of Service Connection / Tapping	5 working days	Maintenance Personnel	Maintenance Order (MO)

END OF TRANSACTION -

Paying of Water Bill

<p>About the Service</p> <p>Payments may be made at the Sasmuan Water District main office in #29 Purok Ugnayan, Sta. Lucia, Sasmuan, Pampanga or through our field collectors.</p> <p>The current monthly bill shall be charged a ten percent (10%) penalty fee in case of payment after due date. Partial payment of total bills are accepted.</p>	<p>Who may avail of the Service?</p> <p>All concessionaires of SASMUAN WATER DISTRICT</p>
<p>Schedule of Availability of the Service</p> <p>Monday – Friday 8:00 A.M. to 5:00 P.M.</p> <p>NO Lunch Break</p> <p>Saturday 8:00 A.M. to 12:00 N.N.</p>	<p>What are the requirements?</p> <ul style="list-style-type: none">✓ Water Bill / Statement of Account✓ Cash / Check payment (in Phil. Peso only)✓ Promissory Note if unable to pay
<p>Duration: 5 minutes</p>	

Paying of Water Bill

How to avail of the Service?

Step	Concessionaire	Service Provider	Duration (Under Normal Circumstances)	Person In-Charge	Fees	Forms
1	Present Water Bill or Give Account Information (i.e. Full Name or Address)	Accept payment and issue corresponding Official Receipt	5 minutes	Cashier/ Teller/ Field Collector	Total Amount Due	Water Bill
- END OF TRANSACTION -						

Request for Temporary Service Disconnection

About the Service Disconnection of Service Connection will be made upon application and after all the corresponding fees and obligations are paid. Ss	Who may avail of the Service? All concessionaires of SASMUAN WATER DISTRICT
Schedule of Availability of the Service Monday – Friday 8:00 A.M. to 5:00 P.M. NO Lunch Break Saturday 8:00 A.M. to 12:00 N.N.	What are the requirements? ✓ Full payment of Water Bill
Duration: 2 days	

Request for Temporary Service Disconnection

How to avail of the Service?

Step	Concessionaire	Service Provider	Duration (Under Normal Circumstances)	Person In-Charge	Fees	Forms
1	Proceed to Customer Service and request for temporary service disconnection	Prepare disconnection order and assess accounts due	7 minutes	Customer Service Assistant		Disconnection Form
2		Accept payment and issue corresponding Official Receipt	5 minutes	Cashier	Total Amount Due	
3	- End of Transaction -	Process request and implement disconnection	within 2 days	Customer Service Assistant/ Disconnecter		
- END OF TRANSACTION -						

Applying for Service Reconnection

About the Service Reconnection fee and unsettled accounts must be paid before reconnection of disconnected service connection will be made.	Who may avail of the Service? All concessionaires of SASMUAN WATER DISTRICT
Schedule of Availability of the Service Monday – Friday 8:00 A.M. to 5:00 P.M. NO Lunch Break Saturday 8:00 A.M. to 12:00 N.N.	What are the requirements? ✓ Full payment of water bill, fees and charges
Duration: 1 day	

Applying for Service Reconnection

How to avail of the Service?

Step	Concessionaire	Service Provider	Duration (Under Normal Circumstances)	Person In-Charge	Fees	Forms
1	Proceed to Customer Service and request for service reconnection	Assess the corresponding fees and prepare Maintenance Order (M.O.) for reconnection	10 minutes	Customer Service Assistant		Customer Ledger Card (CLC) Maintenance Order (M.O.)
2		Accept payment and issue corresponding Official Receipt	5 minutes	Cashier	Total Amount Due	
3	- End of Transaction -	Submit the M.O. to Engineering Division for the implementation.	2 days	Customer Service Assistant/ Disconnecter		
- END OF TRANSACTION -						

Applying for Service Reconnection

About the Service Reconnection fee and unsettled accounts must be paid before reconnection of disconnected service connection will be made.	Who may avail of the Service? All concessionaires of SASMUAN WATER DISTRICT
Schedule of Availability of the Service Monday – Friday 8:00 A.M. to 5:00 P.M. NO Lunch Break Saturday 8:00 A.M. to 12:00 N.N.	What are the requirements? ✓ Full payment of water bill, fees and charges
Duration: 1 day	

Applying for Meter Transfer or Meter Elevation

About the Service The service is available to concessionaire, provided it will supply the same establishment/household.	Who may avail of the Service? All concessionaires of SASMUAN WATER DISTRICT
Ss Schedule of Availability of the Service Monday – Friday 8:00 A.M. to 5:00 P.M. NO Lunch Break Saturday 8:00 A.M. to 12:00 N.N.	What are the requirements? ✓ Full payment of charges
Duration: 2 days	

Applying for Meter Transfer or Meter Elevation

How to avail of the Service?

Step	Concessionaire	Service Provider	Duration (Under Normal Circumstances)	Person In-Charge	Fees	Forms
1	Proceed to Customer Service Assistant and request for service	Prepare job order for inspection	3 minutes	Customer Service Assistant		Job Order (J.O.)
2		Inspect the site/location	1 day	Inspector		
3	Proceed to C.S.A.	Prepare bill of materials and charges	5 minutes	Customer Service Assistant	materials	
4	Present the bill of materials & charges to teller	Accept payment & issue corresponding O.R.	2 minutes	Teller	Amount on bill of materials & charges	Official Receipt
5		Prepares Job order	2 minutes	C.S. A.		Job Order
6		Process the Job Order	1 day	W.M.M.		Job Order

Request for Service Line Leak Repair

About the Service Materials and service fees shall be charged against concessionaire/s if found accountable for the leak/s Ss	Who may avail of the Service? Concessionaires & non concessionaires may report leakages
Schedule of Availability of the Service Monday – Friday 8:00 A.M. to 5:00 P.M. NO Lunch Break Saturday 8:00 A.M. to 12:00 N.N.	
Duration: 2 days	

Request for Service Line Leak Repair

How to avail of the Service?

Step	Concessionaire	Service Provider	Duration <i>(Under Normal Circumstances)</i>	Person In-Charge	Fees	Forms
1	Inform C.S.A. personally or through phone	Inquire about the leaks information (account name, location etc.)	5 minutes	C.S.A.		Job Order
2		Repair Leak	1 day	W.M.M.		Job Order
- END OF TRANSACTION -						

Feedback and Redress Mechanism

We are gathering feedbacks on how we can further improve our services for your satisfaction. Please let us know how we have served you by doing any of the following:

- ↓ Accomplish our Feedback Form available in the office and put it in the Suggestion Box located at the Cashier**
- ↓ Send your feedback through e-mail (sasmuanwd@yahoo.com)**
- ↓ Call us at our Tel. No. (045) 436-0421**

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Officer of the Day at the Customer Service Desk.

THANK YOU for your continuously helping us in improving our services.

Feedback Form

(PANANAW O PUNA)

Please let us know how we served you.

(Ipaalam po ninyo sa amin kung paano po naming kayo napaglingkuran)

You may use this form for compliments, complaints, or suggestions .

(Maaaring gamitin ito sa papuri, reklamo o inyong mungkahi)

Simply check the corresponding box .

(Paki lagyan po lamang ng tsek ang kahon na naaayon)

Compliment
(Papuri)

Complaint
(Reklamo)

Suggestion
(Mungkahi)

Person(s)/Unit/Office concerned or involved: _____

(Mga tao/pangkat/tanggapan na may kinalaman sa papur, reklamo, o mungkahi)

Facts or Details Surrounding the Incident.

(Kaganapan o detalyeng bumabalot sa pangyayari)

Please use additional sheet/s if necessary.

(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Citizen's Charter
SASMUAN WATER DISTRICT



Recommendation(s)/Suggestion(s)/Desired Action from our Office.
(*Rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming tanggapan*)

NAME (OPTIONAL): _____
(*Pangalan*)

Address : _____
(*Tirahan*)

Contact Number(s) : _____
(*Telepono*)

Date : _____
(*Petsa*)

Signature : _____
(*Lagda*)

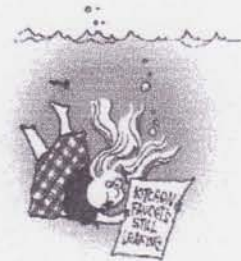
Please use additional sheet/s if necessary.
(*Mangyaring gumamit ng karagdagang papel kung kinakailangan*)



Ways to Save Water

Have you ever been interested in knowing what you can do to save water, but weren't sure how to go about it? Well, here are some tips to help you out. While all of the tips won't apply, most will be helpful in saving our most precious resource—**WATER!**

- Fix or report leaky faucets, running toilets, or sprinkler problems. Saves at least 20 gallons per day for every leak.
- Install water-saving showerheads and Ultra Low-Flush Toilets. Saves 500 to 800 gallons per month.
- Run only full loads in the washing machine and dishwasher. Saves 300 to 800 gallons per month.
- Shorten your shower time. Even a one or two-minute reduction can save up to 700 gallons per month.
- Keep a bottle of drinking water in the refrigerator. This beats the wasteful habit of running tap water to cool it for drinking. Saves 200 to 300 gallons a month.



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Quality
On Tap!
Our Commitment  Our Profession

ANTI-FIXER CAMPAIGN

The Anti-Red Tape Law (R.A. 9485) imposes stiff penalties on fixers: imprisonment of as long as six years, or a fine up to P200,000 or both.

Labanan ang fixers!

Report the name of the fixer, name and location of government office, date and type of transaction to the following:

Office of the Ombudsman 0926-6994703

(02) 927-4102

(02) 927-2404

Civil Service Commission 0917-3398272

(02) 932-0111

Fix the Fixers!

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Email address: sasmuanwd@yahoo.com

Fax No. (045) 900-1101

Tel No. (045) 436-0421

Citizen's Charter
SASMUAN WATER DISTRICT



WATER RATES

Pipe Size	Connection Charges	Code	Code	Rate Code	Minimum Charges	11 to 20 cu.m.	21 to 30 cu.m	31 to 40 cu.m	41 to 50 cu.m	51 cu. and up
1/2"	Government	1	2	P	170.00	17.75	18.45	18.80	18.80	18.80
3/4"	Residential	1	3	P	272.00	17.75	18.45	18.80	18.80	18.80

Pipe Size	Connection Charges	Code	Code	Rate Code	Minimum Charges	11 to 20 cu.m.	21 to 30 cu.m	31 to 40 cu.m	41 to 50 cu.m	51 cu. and up
1/2"	Semi-Comm. A	3	2	A	297.50	31.05	32.25	32.90	32.90	32.90
1/2"	Semi-Comm. A	3	2	B	255	26.60	27.65	28.20	28.20	28.20
1/2"	Semi-Comm. A	3	2	C	212.50	22.15	23.05	23.50	23.50	23.50
1/2"	Full Comm.	3	2	I	340.00	35.50	36.90	37.60	37.60	37.60

Email address: sasmuanwd@yahoo.com

Fax No. (045) 900-1101

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Citizen's Charter
SASMUAN WATER DISTRICT



The staff and Board of Directors of the SASMUAN WATER DISTRICT welcome and value your comments and recommendations.

This is YOUR water district, **be involved!!!!**

SASMUAN WATER DISTRICT

#29 Purok Ugnayan, Sta. Lucia, Sasmuan, Pampanga



(045) 436-0421



(045) 900-1101



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