



IRIGA CITY WATER DISTRICT

RUFINO LLAGAS SR. ST., SAN ROQUE, IRIGACITY
Tel. Nos. (054) 299-6504*Telefax (054) 299-5709

QUALITY MANAGEMENT SYSTEM (QMS) /IRIGA CITY WATER DISTRICT (ICWD) OPERATION MANUAL

RULE I - MISSION/VISION/GOAL

SECTION 1. MISSION

To provide Adequate, Safe and Affordable water to the people of Iriga City.

SECTION 2. VISION

The Iriga City Water District as a hallmark of efficient public service providing the best quality of water to every resident of Iriga.

SECTION 3. GOAL

We are at your service.

RULE II - OBJECTIVES

1. To achieve maximum capability and efficiency in all key areas of operation.
2. To safeguard, maintain and improve existing water sources, facilities and appurtenances.
3. To expand water service to as many consumer as may be permitted by the present and future water system facilities.
4. To take active role in environmental protection and management program particularly in the watershed area.
5. To develop additional water sources for the future needs of the populace.



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RULE III - GENERAL PROVISIONS

DEFINITION OF TERMS.

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 meanings, respectively describe to them in this section.

"BOARD" :

- The Board of Directors of the Iriga City Water District (ICWD) appointed pursuant to PD 198 as amended. The Board 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.

"MANAGEMENT" :

- The General Manager, Division Managers and Supervisors of ICWD. Their function is to manage and supervise the operation of the district.

"DISTRICT" :

- The Iriga City Water District (ICWD), a government owned and controlled corporation (GOCC) created and exists pursuant to and under PD 198 as amended.

"CONSUMER" :

- Refers to any individual or juridical entity, private or public, availing of and provided with water service by ICWD.

"COMMERCIAL/INDUSTRIAL CONNECTIONS" :

- Service connections that are directly and indirectly using water in the furtherance of and in connection with their business.



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"SERVICE CONNECTION":

- The tapping of water mains and the laying of pipes from the main to the service lines and the setting of the meter.

"WATER METER":

- A measuring device installed to determine the water consumption of every connection.

"SERVICE CONTRACT":

- A contract for water service connection between the ICWD and consumer.

"TRANSMISSION LINES":

- Pipelines that are used for conveying water from the spring and deep well sources to reservoir and distribution lines.

"DISTRIBUTION LINES"

- Pipelines that are laid for distributing water from transmission lines to service laterals.

"LATERAL LINES":

- Pipe lines from the distribution line to water meter.

"WATER PRESSURE":

- Refer to the force of water in the pipeline expressed in weight per square meter unit.

"COST":

Labor, materials, supervision, engineering and all other necessary expense of service connection.



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RULE IV - SERVICE CONNECTION

SECTION 1. APPLICATION FOR SERVICE.

Any person, whether natural or juridical, private or public, interested of having water connection shall file an accomplished application for Service Connection Form duly signed by applicant and/or property owner of the premises where the service is applied for. After inspection by the District and found that the water supply and pipeline are available in the area and after all fees and charges are paid by the applicant, a Service Contract shall be executed by and between the applicant and the District through its General Manager whereby the following, among others are established, to wit;

1. The DISTRICT agrees to provide water service to the premises applied for by the consumer based on the DISTRICT's applicable rates and charge schedule which may be reasonably modified by a resolution of the Board of Directors of the DISTRICT, subject to review and approval by the Local Water Utilities Administration (LWUA);
2. The DISTRICT reserves the right to determine the kind of materials, including water meters, to be used in the water connection, and their location within the premises to be served. The laying of the consumer's water connection shall not be done until the location thereof has been approved by the DISTRICT;
3. In the laying of the consumer's water connection, the work of tapping the main connection to the service pipe, including the necessary excavation of areas where the main connection is located and the filling-up thereof shall be done by the employees of the DISTRICT upon payment by the CONSUMER of the fees prescribed by the DISTRICT;
4. Damage to the road pavements resulting from the tapping of the main connection to the service pipe shall be charged to the CONSUMER who shall pay the same to office of the DISTRICT;
5. The DISTRICT shall not be held responsible for any interruption of water supply beyond its control and



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for damages resulting from low or high pressure of the same;

6. The DISTRICT reserves the right to shut-off water supply whenever absolutely necessary and no action for damages shall lie against the DISTRICT with respect thereto. Whenever practicable, the DISTRICT shall notify the CONSUMER before the shut-off and shall state the possible length of the time thereof;
7. All facilities previously installed in the consumer's premises under the management of the former Iriga City Water System shall belong to the DISTRICT;
8. This contract is not transferrable and shall be accompanied by a duly approved written application for water service connection in a form prescribed by the DISTRICT;
9. The CONSUMER agrees to absolutely refrain from selling his water supply from the DISTRICT and from allowing water connection to premises other than the one applied for;
10. All water bills, service charges and other fees shall be paid directly to the office of the DISTRICT. The CONSUMER agrees to pay all water bills in accordance with the cyclic method of billing and collection being implemented by the DISTRICT;
11. The CONSUMER agrees to pay the DISTRICT the following:
 - I. For New Service Connection (Exclusive of Materials):
 - A. Dual Tapping: ₱ 2,200.00

Registration Fee	300.00
Service Fee	300.00
Notarial Fee	100.00
Meter Maintenance Fee	1,500.00
Crossroad/restoration	1,500.00
 - B. Mainline Tapping: ₱ 2,500.00 (Exclusive of Materials)
(W/out Restoration)

Registration Fee	300.00
Service Fee	600.00
Notarial Fee	100.00
Meter Maintenance Fee	1,500.00



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II. For Reconnection	
A. Standard	500.00
B. Mainline	1,000.00
III. For Transfer of Meter (Exclusive of Materials)	
A. Service Fee for Dual Tapping	300.00
B. Service Fee for Mainline Tapping	600.00
C. Other Charges	
IV. Change of Name of Consumer	100.00

The CONSUMER agrees to any reasonable increase of water rates and charges related to items II, III and IV above-mentioned and shall interpose no objection to the same provided that notice with respect thereto shall have been served to the CONSUMER prior to the implementation thereof. The present schedule of water rates is hereto attached and made an integral part of this contract;

12. The CONSUMER agrees to allow the DISTRICT's authorized representatives to enter his premises while they are in the performance of their official functions and duties and especially for the purpose of conducting inspection on the consumer's in-house plumbing installations. If without any valid reason, the authorized representatives of the DISTRICT are prevented from entering the consumers premises, the DISTRICT reserve the right to disconnect the service, after due notice, directly from the DISTRICT's main and all expenses of said disconnection shall be reimbursed by the consumer before the service is reconnected;
13. The responsibilities, duties and obligations of the DISTRICT with regard to the maintenance of pipeline installations are limited up to the water meter only;
14. The DISTRICT, through its authorized representatives, shall have the right to conduct in-place water meter tests and shall have the option to replace water meter whenever under-reading is suspected. On the other hand, the CONSUMER may request the DISTRICT for an accuracy test of water meter in his premises subject to rules and regulations of the DISTRICT;



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15. All water meters, service lines, curb cocks and valves connected to the DISTRICT's mains shall be under the control and supervision of the DISTRICT. However, the CONSUMER shall be held liable for any damage to the aforesaid materials by reason of his fault or his negligence, and the corresponding cost of repair shall be included in the immediately succeeding water bill.
16. In addition to the ground mentioned in Par. 12 hereof, the DISTRICT reserves the right to disconnect service lines from the mains based on any of the following grounds:
 - a. Non-payment of water bills plus penalties for at least two (2) months.
 - b. Unreasonable use of water.
 - c. Illegal water connection.
 - d. Tampering of water meter or its seal.
 - e. Repairs by the DISTRICT of lines to which it is directly responsible.
 - f. Refusal of the CONSUMER to make the necessary repairs for leaking service lines.
 - g. Causes beyond the DISTRICT's control.
 - h. Violation of any of the term of this contract. In all of the above cases, due notice shall be made prior to disconnection.
17. If two (2) connections exist in one (1) premises and are registered under the same CONSUMER, any irregularity in the use of water in one shall be a ground for the disconnection of both, after due notice.
18. Water bill shall be sent to the CONSUMER at least five (5) days prior to its due date. Payment may be made even without the bill. A surcharge of ten percent (10%) of unpaid and overdue water bill shall be added thereto plus two percent (2%) for every month in penalty provided that notice shall have been served to the CONSUMER prior to the implementation thereof.



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19. Water connection installed before the 16th or thereafter shall be billed at the end of the following month.
20. Averaging of consumption for the past six (6) months or less, as the case may be, shall be made in the following cases:
 - a. The water meter is malfunctioning resulting to under reading
 - b. The water meter is malfunctioning resulting to over reading
 - c. The water meter is not functioning
21. Substantial amount of water bill due to in-house leakage or any cause beyond the DISTRICT's control shall be paid in full by the CONSUMER.
22. Connections without prior approval from the DISTRICT before and after the water meter are illegal. In this respect, proper action shall be made by the DISTRICT pursuant to pertinent laws.
23. Legal but unused water connection for whatever reason shall be billed the minimum charge every month;
24. A CONSUMER whose service line has been disconnected from the water service for more than one (1) year shall be considered as a new applicant and shall comply with the requirements thereof for purposes of reconnection;
25. Claims for refund shall be in writing, stating the reason therefore, and subject to the district's rules and regulations;
26. Any complaint on water service shall be forwarded directly to the DISTRICT's main office. The complaint must be in writing, stating therein the identity of the complainant and his address.
27. The competent courts of the City of Iriga shall be the exclusive venue of any legal action arising out of this contract.



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SECTION 2. RULES GOVERNING THE INSTALLATION FOR NEW SERVICE CONNECTION;

1. No installation for new service connection shall be made until the service contract is executed, corresponding fees are paid and materials certified correct.
2. No employee of the district shall receive payment from the applicant for new service connection other than the authorized and approved fees and cost.
3. Use of old fittings and accessories in new connection are prohibited.
4. Installation should be completed at the earliest possible time. In case a problem is encountered that cause the delay, management should be informed for remedial actions.
5. Penalties shall be imposed to concerned employee for violating the above rules in accordance with the Civil Service Rules.

SECTION 3. DEFINITION OF VARIOUS CHARGES AND FEES

1. REGISTRATION FEE

This covers works to receive, evaluate and enroll water connection application into the Official Service Connection Record of the District. It also includes the expenses incurred in making field visits to the applicants premises, to gather information to be used as basis for the approval/disapproval of application of service connection or for service reconnection among which, but not limited to the following;

- Availability of distribution/lateral lines and adequacy of water pressure or water supply.
- Water demand level and size of needed connection.
- Status of application whether original or re-application and status of account.



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- Classification of connection.
- Needed service connection materials and economic method of installation.
- Proper location of meter installation.
- Verification of proposed customer account number.
- Decision on the application.

This also includes administrative expenses such as cost of forms/materials for application, customer ledger, meter reading sheet and electronic data production. It also covers personnel service in attending and briefing/orientation of applicant, efforts for the execution or perfection of a Service Contract.

2. SERVICE FEE

- Covers cost of labor for the installation of pipes depending on the types of pipes, size and complexity of installation. It includes the cost of excavation and backfilling.

3. METER MAINTENANCE FEE

- This charge covers the cost of repair and maintenance of water meter payable upon application and non-refundable. It shall be used for the repair and maintenance of water meter to restore it to normal condition of standard registration efficiency. It shall also involve labor, spare parts and other materials used in retrieval, cleaning, replacement and reinstallation, provided said replacement is not caused by the negligence of the consumer.

4. TAPPING FEE

- Covers payment of labor in the excavation, installation of saddle/service clamp and control stop or control valve to tap service connection line from the mains. This include labor for backfilling and ordinary compaction. Materials and labor to restore the original surface pavement is not included.



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5. RECONNECTION FEE

- Covers payment of ₱500.00 for the return/reconnection of the disconnected water meter after 24 hours after disconnection.

6. TRANSFER OF WATER METER

- Covers payment transfer of water meter from one place to another location at the request of the consumer.

7. CHANGE OF NAME OF CONSUMER

- Covers the payment for the change of account name of the consumer. A letter of authorization shall be required from the requesting person approving/authorizing the change of name.

8. NOTARIAL FEE

- Covers cost for notarization of the water service connection between the applicant/consumer and the ICWD.

9. CROSSROAD FEE

- Covers the cost of labor and equipment for cutting/breaking/boring of concrete pavement or any other kind of pavement where the installation will necessary run across.

10. RESTORATION FEE

- Covers cost of restoring concrete pavement or any other type of pavement to its similar original condition.

SECTION 4.SIZE AND LOCATION.

The District reserves the right to determine the size of service connections and their locations with respect to the boundaries of the premises to be served. The laying of consumer/s lateral to the meter shall not be done until the location of the service connection have been approved by the Designated Official or Employee of the District.



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SECTION 5.ACCESS TO PROPERTY.

Authorized employees or representatives of the District shall be allowed to enter, upon notice, any consumer's premises in the performance of their duties such as; doing repair work, inspection, testing and other routine work from time to time.

SECTION 6.VALVES AND GATE/CONTROL VALVE.

Every mainline service connection installed by the District shall be equipped with a gate control valve, which valve shall be for the exclusive use of the district in controlling the water supply through service lateral.

SECTION 7.PRESSURE CONDITION.

All applicants for service connection or water service shall be required to accept such conditions of pressure and service as are provided by the distributing system at the location of the proposed connection, and shall agree to hold the district blameless and without fault for any damage arising out of low pressure or high pressure conditions or interruptions of service.

SECTION 8.MAINTENANCE OF SERVICE CONNECTION.

The service laterals extending from the water main to the meter including the meter stand shall be maintained by the district. All pipes and fixtures extending from the meter or laying beyond the consumer's meter shall be installed and maintained by the owner of the property.

SECTION 9.DAMAGE THROUGH LEAKING PIPES AND FIXTURE AFTER METER.

The jurisdiction and responsibility of the district shall end at the meter and the district will in no case be liable for damages beyond the meter.



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SECTION 10. CLASSIFICATION OF SERVICE CONNECTION.

1. **RESIDENTIAL/DOMESTIC.** Water service connection to residential houses for domestic purposes.
2. **GOVERNMENT OFFICES.** Water service connection to government offices and establishments.
3. **COMMERCIAL/INDUSTRIAL.** Water service connections to persons or institutions for direct or indirect use of water for commercial or industrial purpose.
4. **BULK/WHOLESALE.** Water service connection for the purpose of reselling the same without transforming into a new product.

RULE V. WATER BILLS

SECTION 1. WATER BILLS.

Water bill shall be sent to the consumer at least five (5) days prior to its due date. Payment maybe made even without the bill. A surcharge of ten percent (10%) of unpaid and overdue water bill shall be added thereof plus two percent (2%) for every month in penalty provided that notice shall have been served to the consumer prior to the implementation thereof.

Failure to receive a bill does not relieve consumer of liability. Any amount due shall be deemed a debt to the District and any person, firm or corporation failing, neglecting or refusing to pay said indebtedness shall be liable to the District.

SECTION 2. SUPPLY FROM FIRE HYDRANT.

- a. An applicant for temporary use of water from a fire hydrant must secure a permit thereupon from the district and pay the fees or charges which may be required by the District.
- b. Any consumer desiring to have a fire hydrant installed shall file an application with the ICWD and pay the fees as may be required and imposed by ICWD provided that the hydrant and materials as well as the



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maintenance and repair thereof shall be at the expense of consumers.

RULE VI. WATER METERS.

SECTION 1.DAMAGE TO METER.

The District reserves the right to set and maintain a meter on any connection. The consumer shall be held liable for any damage to the meter due to his fault or negligence. It shall be the responsibility of the consumer/owner of the property to protect the meter from physical damage. The cost of repairs to the meter or inlet valve as a result of such physical damage shall be included in the next water bill.

SECTION 2.METER TESTING.

When the accuracy of a water meter is questioned, the district, upon request will cause an official test to be made at its own expense. The consumer shall be duly notified of the time and place of such test and may be present before any test will be made by the district.

SECTION 3.TAMPERING WITH DISTRICT PROPERTY.

No one except an employee or representative of the District shall operate the meter, main gate valves of the District's system or interfere with meters or their connections, street mains or other parts of the water system.

RULE VII.RULES GOVERNING WATER SYSTEMS OF SUBDIVISIONS AND OTHER HOUSING PROJECTS WITHIN THE TERRITORIAL JURISDICTION OF THE IRIGA CITY WATER DISTRICT.

All subdivision owners and/or developers shall comply with the following requirements prior to issuance of a Memorandum of Agreement or a Certificate of Waiver by the district:

1. Submission of the following subject to district's approval:



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- Water supply system and concrete overhead tank plans.
- Blow-off and fire hydrant designs, pipes, fittings, flow meter specifications.

2. Compliance with the following terms and conditions:

- 2.a Tank capacity is 50 gallons per capita per day.
- 2.b construction of pump house and installation of an electric pump and other necessary appurtenances.
- 2.c Submission of vicinity map and drainage plan.
- 2.d Construction of water supply facilities, pipe laying and interconnection works require the presence of a district representative without any fee.
- 2.e Any form of deviation or revision of the approved water supply system plan requires a written approval by the district prior to actual construction.
- 2.f If for any reason the development of any lot necessitates adding, changing or moving of water mains, said works shall be at the sole expense of the developer/owner.
- 2.g The developer/owner shall pay the prescribed technical fee prior to issuance of a Certificate of Temporary Waiver if the district in the meantime cannot serve the needs of the subdivision or prior to the issuance of a Memorandum of Agreement.

The following technical fees are not refundable:

No. of Unit/Houses	Technical fee
With less than 25 units	₱ 5,000.00
26 to 50 units	10,000.00
51 to 75 units	15,000.00
76 to 100 units	20,000.00
101 to 200 units	25,000.00 plus
Over 200 units	50.00 per Additional unit



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2.h The developer/owner is required to hydrotest the completed water system with their own equipment, materials and labor and in the presence of a district representative without fee. Results must be acceptable to the district.

2.i The developer/owner shall secure a water permit from the NWRB in case of drilling a well for their own meter source. The Certificate of Temporary Waiver may be terminated by the district at its sole option and take over the operation and, maintenance of the water supply system of a certain subdivision or housing project.

2.j After the completion of the water supply system and confirmed in writing by the district, the same shall be considered automatically donated to the district with or without a donation paper.

2.k Non-compliance by the developer or owner of any of the above stated terms and conditions or with the approved water supply system plan shall cause the district to disallow the tapping of the subdivision's line to the district's mainline until the deficiencies or violations are rectified to the satisfaction of the district.

2.l Non-compliance of the approved water supply system plan in any subdivision shall cause the district not to entertain any additional application in the future from said subdivision owner or developer.



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RULE VIII. PROHIBITIONS AND PENAL PROVISION.

Section 8 (Anti Pilferage), 9 (Prima Facie Evidence), 10 (Special Aggravating Circumstances) and 11 (Penalties) of Republic Act 8041 otherwise known as the National Water Crisis Act are hereby adopted and incorporated herein.

RULE IX. RATES AND CHARGES.

All Water Rates and Charges shall be set by a formal resolution of the Board of Directors of the District.

RULE X. FINAL PROVISIONS

SECTION 1. REPEALING CLAUSE.

If any section, subsection, sentence, clause or phrase of these regulations is, for any reason, held to be unconstitutional, illegal or unlawful, such section, subsection, sentence, clause or phrase shall not affect the validity of the remaining portion of the regulations.

SECTION 2. AMENDMENTS.

These Rules and Regulations may be altered, modified, amended or repealed by a Board resolution duly adopted and approved.

SECTION 3. EFFECTIVITY DATE.

These Rules and Regulations shall take effect January 14, 2016 as per approved Resolution No. 01 Series 2016

GENERAL INFORMATION

Address, phone number, e-mail address, website address, hours of operation and directories.



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HOURS OF OPERATION

The Iriga City Water District has 24 hour, 7 days a week, 365 days a year service for emergencies. Division within the Agency have regular hours of operation whole year round for customer service. They are as follows:

Customer Service and Collections

7:00 AM - 6:00 Pm
Monday to Friday

Administrative and Finance Services

8:00 AM - 5:00 PM
Monday to Friday

Engineering and Maintenance Services

7:00 AM - 5:00 PM
Monday to Saturday

Pump Operation

12:00 MN - 8:00 AM
8:00 AM - 4:00 PM
4:00 PM - 12:00 MN
Monday to Sunday

CONTACT NUMBERS

ICWD has a 24-hour HOTLINE
(054) 299-4672
(054) 299-2220
(054) 299-6504

TELEFAX NUMBER

(054) 299-5709

E-MAIL ADDRESS

irigawd@yahoo.com

WEBSITE ADDRESS

www.irigacitywater.gov.ph

LOCATION

The Iriga City Water District office is located at:
Rufino Llagas Sr. Street, San Roque, Iriga City



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