



Corporate Profile and Citizen's Charter



SAN JOSE
WATER
SAN JOSE DEL MONTE CITY
WATER DISTRICT



Your Partner in Progress.

Rd. 1, Brgy. Minuyan, City of San Jose Del Monte, Bulacan

Vision

A respected industry leader and trusted provider of water and septage services, delivering quality service with dedication, integrity, and genuine concern for the community.

Mission

To improve the quality of life of the people we serve by providing 24/7 safe and potable water service and regular septage management service and to provide these services efficiently at the least possible cost and with utmost regard to the environment.

Core Values

Integrity

We believe in the dignity of public service and we acknowledge our accountability as public servants. Thus, we do what we say and we what is right. We employ the highest ethical standards in delivering our service, and demonstrate honesty and fairness in every action that we take.

Customer Satisfaction

We exist for the our customers. We strive to address their needs and expectations to the best of our ability with utmost efficiency, courtesy, and speed.

Excellence

In delivering our service and in the performance of our duties, we have no room for mistakes and we do it "First Time Right". We choose the best people, employ the best practices, and always challenge ourselves to innovate to improve our service.

Teamwork

We promote and support a diverse yet unified team that work together with enthusiasm to meet our common goals. We respect differences in opinion and make the differences work for the betterment of service.

Community

We collaborate inside and outside the organization to maximize our shared knowledge and bring greater value to the community we serve. We support efforts and implement programs that will promote a healthy and vibrant neighborhood, enhance environmental awareness, and protect our water resources.

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About us

The San Jose Del Monte City Water District (San Jose Water) is a government-owned and controlled corporation established on July 22, 1980 by virtue of PD 198, as amended, otherwise known as the Provincial Water Utilities Act of 1973. It is a Category A water district serving the country's 19th most populated city, the City of San Jose Del Monte.

San Jose Water started with only 200 service connections, carried over from the old municipal waterworks system it replaced. In its early years, San Jose Water was beset with problems typical of small water districts such as water turbidity and scarcity, and lack of financial resources to expand the service.

As a stop-gap measure and to appease the growing discontent of the customers, San Jose Water implemented the Tawid-Uhaw Project in the early '90s - structures made up of two communal metered faucets funded by the local government and civic organizations.

In 1995, San Jose Water was able to secure a P154-million from the French and Philippine governments for the implementation of the Comprehensive

Water Supply Improvement Project Phase I. In 1997, the first Water Treatment Plant (WTP) of San Jose Water was completed and inaugurated at Bgy. Minuyan.

Early in 2006, San Jose Water implemented its Comprehensive Water Supply Improvement Project Phase II which was funded by the Japan Bank for International Cooperation (JBIC). Under this project, San Jose Water's second WTP, with a capacity to treat 30,000 cumd, was constructed.

Now with more than 100,000 service connections, San Jose Water is one of the largest water districts in the country, serving all 59 barangays in the city.

San Jose Water is now implementing a comprehensive septage management program after the city government passed an ordinance in 2012 authorizing San Jose Water to collect septage in the city and treat and dispose the same according to prevailing environmental standards. The fully mechanized 60 cumd-capacity septage treatment plant was completed and inaugurated last July 22, 2015.



Major Projects

COMPREHENSIVE WATER SUPPLY SYSTEM PROJECT

San Jose Water implemented its first major project in 1995, the Comprehensive Water Supply System Improvement Project – Phase I, a P154 Million Project bilaterally funded by the French and the Philippine Governments. Under this Project, San Jose Water's first water treatment plant (WTP1) with a 20,000 cumd capacity was completed and inaugurated in 1997.

The second phase of the project started in 2003 and was completed in early 2006. Worth P613 Million, the project was funded by the Japan Bank for International Cooperation. It consisted of an additional water treatment plant (WTP2), capable of processing 30,000 cubic meters of raw water per day from the Angat-Umiray Transbasin Project, and laying of more than 40 kilometers of pipeline.

Meanwhile, activities are underway for the construction of a 10,000 cumd-capacity water treatment plant (WTP3). The construction of the plant will be funded from internally-generated funds.

COMPREHENSIVE SEPTAGE MANAGEMENT PROJECT

San Jose Del Monte City Water District is now implementing a city-wide septage management project. The project is in compliance with various laws, foremost of which is RA 9275 or the Clean Water Act of 2004 which mandates local government units to enact an ordinance imposing a service fee system to meet the necessary expenses for the operation and maintenance of sewerage/septage management facility within their territorial jurisdiction. The said Act also defines the role of water districts, pursuant to PD 198 and other laws.

San Jose Water has completed the construction of the septage treatment facility. It started the collection and treatment of septage last April 1, 2015.



Water Quality

San Jose Water guarantees that the water it serves conforms to the standards prescribed by the Philippine National Standards for Drinking Water.

Surface water from Angat Dam is processed at San Jose Water's two water treatment plants, both of which are fitted with modern technology and equipment, to treat a total of 50,000 cum of water per day.



In areas where groundwater is used, deepwells with depth ranging from 600-700 feet are drilled and water produced from underground is disinfected using modern chlorination equipment that runs simultaneously with the pump.

In addition, San Jose Water conducts hourly collection of water samples from randomly selected households for turbidity and chlorine residual testing. Its treatment plants have an online chlorine residual monitoring system and a laboratory equipped with modern technology for water testing. Aside from in-house water testing, water samples are likewise submitted to DOH-accredited laboratories for bacteriological testing. Water sample is also collected at source twice a year for physical and chemical analysis. Results of water quality tests are submitted every month to the Local Water Utilities Administration for regulatory purposes.

San Jose Water also partnered with Korean Water Resources Corporation, the leading water provider in South Korea, to further improve the water quality served by San Jose Water.

Water Sources

San Jose Water uses both surface water from the Angat River and groundwater from carefully selected sites in the city. However, it is now shifting to surface water for all its service areas as water quantity in its groundwater sources has decreased to an alarming level. It gets 50,000 cumd of raw surface water from the Angat River through MWSS Aqueduct No. 6 which traverses the City of San Jose Del Monte on its way to Metro Manila. Very recently, MWSS granted an additional 30,000 cumd to augment San Jose Water's existing water supply to meet the city's increasing water demand.

Service Coverage

San Jose Water serves 100% or 59 out of the city's 59 barangays. It brings safe and potable water through individual piped connection to almost a hundred thousand households, equivalent to around 600,000 people or roughly 60% of the city's population. It expects to cover 80% of the city within the next two years. Out of over 100 subdivisions in the city, more than fifty private subdivisions opted to turn over the responsibility of operating their water systems to San Jose Water.

Accomplishments

The past 35 years witnessed the steady growth of San Jose Water in terms of number of connections, better facilities, and a larger workforce. More than these statistics, economic development in the city is largely attributed to the existence of a reliable water system that provides:

- ❖ safe and potable water twenty-four hours a day to residents, business establishments and other industries in all 59 barangays of the City of San Jose Del Monte;
- ❖ Increase in land value and employment associated with development brought about by immediate access to safe and potable water;
- ❖ Reduced incidence of waterborne and water-related diseases and improved health and sanitation conditions in its service areas;
- ❖ Reduced damages resulting from fire; and
- ❖ Heightened people's trust in the government in delivering basic service.

Prospects and Directions

Getting its strength from more than 250 employees and its direction from a multi-sectoral five-member Board of Directors, San Jose Water continues its journey towards 100% coverage of the city's population.

The MWSS, Local Water Utilities Administration, the Province of Bulacan and San Jose Water have already signed the Memorandum of Agreement for the additional allocation of 30,000 cumd to San Jose Water. With this, San Jose Water is setting its sight towards the implementation of the Comprehensive Water Supply System Improvement Project – Phase III as a response to the long-term and short-term water requirements of the city.

San Jose Water is also looking forward to the implementation of the Bulacan Bulk Water Supply Project which is expected to boost water supply and allow further expansion of water service to a greater number of residents in the City of San Jose Del Monte.



Citizen's Charter

Updated January 2017

APPLYING FOR SERVICE CONNECTION

ABOUT THE SERVICE

Service connection refers to water service which will be installed after submission of all requirements and payment of charges.

WHO MAY AVAIL THE SERVICE

Any resident within the service area of San Jose Water

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 7:00 AM to 5:00 PM (No noon break.)

REQUIREMENTS TO AVAIL THE SERVICE

Proof of Ownership -Transfer Certificate of Title

OTHERS (whichever is applicable):

If applicant is from a subdivision, any of the following:

Authority to Move-In	Notice of Award
Contract to Sell	Deed of Sale
Buyer’s Acceptance	Award given by Developer
Acceptance Sheet	Authority to Occupy
Occupancy Permit	

If applicant is beneficiary of UPAO/NHA, any of the following:

NHA Certification	Notice of Award
Entry Pass/Permit	Contract of Lease
Pagpapatunay	Contract from UPAO/Cert. From HOA

If Representative, aside from proof of ownership:

Special Power of Attorney

- ♦ If the owner authorizes the connection to be registered in the name of the representative, the same must be indicated in the Special Power of Attorney
- ♦ If the owner is based abroad, the Special Power of Attorney must be duly notarized and authenticated by the nearest Philippine consulate office/embassy.

Additional Requirements:

- * Valid government-issued IDs
- * Attend orientation, held every Wed/Fri 9:00a.m. at the San Jose Water Main Office

HOW TO AVAIL THE SERVICE

Please refer to next page.

STEP	CLIENT	SERVICE PROVIDER	DURATION	IN CHARGE	FEES	FORM
PHASE 1						
1	Present requirements for application of Service Connection	Provide Service Application & Construction Order (SACO) form	1 minute	Customer Service Assistant (CSA)		SACO Proof of Ownership
2	Fill-up SACO form	Advise customer to pay the Inspection & Estimate fee	1 minute	CSA		
3	Pay 50.00 inspection fee	Accept payment & issue O.R.	2 minutes	Cashier	P 50.00	
4	Present copy of OR	Schedule applicant for orientation	1 minute	CSA		
END OF TRANSACTION						
PHASE 2						
1	Present copy of Inspection and Estimate (IE) form; or secure copy of IE Form @ WD office	Re-assess IE form and check if all requirements are met; Prepare necessary documents for customer's signature	5 minutes	CSA		
2	Pay installation cost	Accept payment and issue Official Receipt	2 minutes	Cashier	actual estimate; usual range: P4,000.00 to P5,000.00	
3	Present OR for posting	Furnish concessionaire with copy of service contract	1 minute	CSA		
END OF TRANSACTION						

APPLYING FOR SERVICE RECONNECTION

(Bolt and Nut/Pull-out of Water Meter)

ABOUT THE SERVICE

This service refers to reconnection of service which was disconnected at meter stand either through bolt and nut or pull-out of water meter. Concessionaire must first pay the reconnection fee and arrears from water bill before reconnection.

WHO MAY AVAIL THE SERVICE

All concessionaires with disconnected service connection or their authorized representative

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 7:00 AM to 5:00 PM (No noon break.)

REQUIREMENTS TO AVAIL THE SERVICE

For Concessionaires

Copy of Water Bill, valid ID

For Authorized Representative

Copy of Water Bill, notarized authorization from the concessionaire, valid ID of representative and concessionaire

HOW TO AVAIL THE SERVICE

STEP	CLIENT	SERVICE PROVIDER	DURATION	IN CHARGE	FEES	FORM
1	Proceed to Bill Collection Window & request for service reconnection	After verification of record, advise to pay water bill arrears and reconnection fee	2 minutes	Bill Collector		
2	Pay arrears and reconnection fee	Accept payment and issue Official Receipt	2 minutes	Bill Collector	P50.00	Official Receipt
		If water meter was pulled-out (within 7 days from disconnection date), provide concessionaire with a copy of Notice of Calibration and advise to proceed to meter testing shop	1 minute	CSA		Notice of Calibration
3	Witness testing of pulled-out water meter	Test water meter	15 minutes	Instrument Technician		Notice of Calibration

END OF TRANSACTION

APPLYING FOR SERVICE RECONNECTION

(Underground)

ABOUT THE SERVICE

This service refers to reconnection of service which was disconnected from the underground. Concessionaire must first pay the reconnection fee and arrears from water bill before reconnection.

WHO MAY AVAIL THE SERVICE

All concessionaires with disconnected service connection or their authorized representative

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 7:00 AM to 5:00 PM (No noon break.)

REQUIREMENTS TO AVAIL THE SERVICE

For Concessionaires	Copy of Water Bill, valid ID
For Authorized Representative	Copy of Water Bill, notarized authorization from the concessionaire, valid ID of representative and concessionaire

HOW TO AVAIL THE SERVICE

STEP	CLIENT	SERVICE PROVIDER	DURATION	IN CHARGE	FEES	FORM
1	Proceed to Customer Service Window & request for service reconnection	Verify record, assess requirements and payables and advise concessionaire to pay water bill arrears, reconnection fee, and other required fees	2 minutes	Customer Service Assistant		Assessment for Reconnection Form (ARF)
2	Present ARF and pay arrears	Accept payment, issue OR and advise concessionaire to proceed to the cashier	2 minutes	Bill Collector		Official Receipt
3	Present ARF and pay reconnection and other fees	Accept payment, issue OR and advise concessionaire to proceed to the Customer Service Window	2 minutes	Cashier	P500.00 + cost of breaking and restoration (labor and materials + cost of concrete base (P232.00 as of July 2015) + other fees	
4	Return to customer service, present Official Receipt and present ARF	Prepare work order	15 minutes	Customer Service Assistant		Work Order
END OF TRANSACTION						

PAYING THE WATER BILL

ABOUT THE SERVICE

Water bill is the amount that the concessionaire has to pay every month for water consumed on indicated due date. A 10% surcharge will be collected if payment is made after the due date.

WHO MAY AVAIL THE SERVICE

All concessionaires of San Jose Water

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 7:00 AM to 5:00 PM (No noon break.)

REQUIREMENTS TO AVAIL THE SERVICE

- ♦ Statement of Account (old or new)
- ♦ Promissory Note if on installment basis
- ♦ If no/lost water bill :
 - account name or number secured from Customer Service

HOW TO AVAIL THE SERVICE

STEP	CLIENT	SERVICE PROVIDER	DURATION	IN CHARGE	FEES	
1	Present Statement of Account (SoA) or inform collector of any account information and pay water bill	Accept payment and validate Statement of Account or issue Official Receipt	2 minutes	Bill Collector	As stated in water bill/SOA	
		In case of check payment, prepare waiver for signature	2 minutes	Bill Collector		
2	Fill-up waiver in case of check payment			Bill Collector		
END OF TRANSACTION						

SERVICE REQUESTS

ABOUT THE SERVICE

Service requests on the following:

- ♦ Check-up of service connection
- ♦ Change meter
- ♦ Repair/replacement of ball valve
- ♦ Emergency desludging of septic tank

WHO MAY AVAIL THE SERVICE

Any concessionaire of San Jose Water

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 7:00 AM to 5:00 PM. (No noon break.)

REQUIREMENTS TO AVAIL THE SERVICE

Water bill

HOW TO AVAIL THE SERVICE

STEP	CLIENT	SERVICE PROVIDER	DURATION	IN CHARGE	FEES	FORM
1	Proceed to Cust. Service (CS) & give complete account of request	Prepare Service Request Form	1 minute	Customer Service Asst. (CSA)		Service Request Form
2	Pay appropriate fees: For replacement of ball valve For emergency desludging (Mobilization fee)	Accept payment and issue official receipt	2 minutes	Cashier	P234.00 as of July 2015 P500.00	
END OF TRANSACTION						

REQUEST FOR RELOCATION OF SERVICE

ABOUT THE SERVICE

This service refers to the transfer of tapping or transfer to another location.

WHO MAY AVAIL THE SERVICE

All concessionaires of San Jose Water

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 7:00 AM to 5:00 PM. (No noon break.)

(Continued on next page.)

REQUIREMENTS TO AVAIL THE SERVICE

- For transfer tapping - water bill
- For transfer to another location - proof of ownership of the new location

HOW TO AVAIL THE SERVICE

PHASE I

STEP	CLIENT	SERVICE PROVIDER	DURATION	IN CHARGE	FEES	FORM
1	Proceed to Customer Service to file the request and present the documents	Verify the documents and prepare IE for relocation	1 minute	Customer Service Asst. (CSA)		Work Order (WO)
2	Pay inspection fee	Accept payment and issue OR	2 minutes	Cashier	P50.00	
3	Return to Customer Service to present the OR		1 minute	CSA		
END OF TRANSACTION						

PHASE II

STEP	CLIENT	SERVICE PROVIDER	DURATION	IN CHARGE	FEES	FORM
1	Present copy of Inspection & Estimate (IE) form; or secure copy of IE at WD office	Re-assess IE form and check if all requirements are met (<i>if transfer to another location</i>)	5 minutes	CSA		
2	Pay estimated cost	Accept payment and issue O.R.	2 minutes	Cashier	Actual estimate	
3	Return to Customer Service to present the OR	Prepare work order	1 minute	CSA		
END OF TRANSACTION						

REQUEST FOR CHANGE OF OWNERSHIP OF CONNECTION

ABOUT THE SERVICE

Ownership of service connection may be transferred and the account name registered with San Jose Water may be changed

WHO MAY AVAIL THE SERVICE

Any person who acquired, through sale or donation, a house and lot with registered San Jose Water service connection

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 7:00 AM to 5:00 PM (No noon break.)

REQUIREMENTS TO AVAIL THE SERVICE

1. Copy of Deed of Sale or Deed of Donation; and
2. Valid government-issued ID

HOW TO AVAIL THE SERVICE

STEP	CLIENT	SERVICE PROVIDER	DURATION	IN CHARGE	FEES	FORM
1	Present proof of ownership	Provide Service Application & Construction Order (SACO) form and Service Contract	1 minute	Customer Service Asst. (CSA)		SACO
2	Fill up SACO form	Prepare transfer ownership form	1 minute	CSA		
3	Pay registration and notarial fee	Accept payment and issue Official Receipt	2 minutes	Cashier	P50.00 P75.00	
4		Furnish concessionaire with copy of service contract	1 minute	CSA		
END OF TRANSACTION						

REQUEST FOR PROMISSORY NOTE

ABOUT THE SERVICE

Promissory note is a request for extension of due date for payment by a concessionaire with two months unpaid water bill.

WHO MAY AVAIL THE SERVICE

All concessionaires or their authorized representative

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 7:00 AM to 5:00 PM (No noon break.)

REQUIREMENTS TO AVAIL THE SERVICE

- For concessionaires : Copy of the water bill
- For authorized representative : Copy of water bill and written authorization from concessionaire

HOW TO AVAIL THE SERVICE

STEP	CLIENT	SERVICE PROVIDER	DURATION	IN CHARGE	FEES	FORM
1	Proceed to Cust. Service & request for promissory note	Verify from BCS then issue promissory note	1 minute	Customer Service Asst. (CSA)		PN Form
2	Sign the PN in agreement with the terms	Approve the request and give one copy of the PN to concessionaire	1 minute	CSA		
END OF TRANSACTION						

REQUEST FOR VOLUNTARY SERVICE DISCONNECTION

ABOUT THE SERVICE

Voluntary disconnection from meterstand or underground may be requested. Any outstanding water bill must be paid prior to the request.

WHO MAY AVAIL THE SERVICE

Any concessionaire with active service connection or his authorized representative

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 7:00 AM to 5:00 PM (No noon break.)

REQUIREMENTS TO AVAIL THE SERVICE

- For Concessionaires : Copy of water bill
Filled-up request for voluntary disconnection form
- For Authorized Representative : Copy of water bill
Filled-up request for voluntary disconnection form
Written authorization and identification card of concessionaire

HOW TO AVAIL THE SERVICE

Please refer to next page.

STEP	CLIENT	SERVICE PROVIDER	DURATION	IN CHARGE	FEES	FORM
1	Proceed to Cust. Service & request for voluntary disconnection	Verify record and the requirements submitted; prepare request form	1 minute	Customer Service Asst. (CSA)		Request for Voluntary Disconnection Form
2	Pay water bills	Accept payment and issue OR	2 minutes	Bill collector		
3	Return to Cust. Service and present Official Receipt	Inform concessionaire of the 7-day notice to account owner before disconnection	1 minute	CSA		
END OF TRANSACTION						

APPLYING FOR SENIOR CITIZEN'S DISCOUNT

ABOUT THE SERVICE

Senior citizen's discount is granted to qualified senior citizens in compliance with the provisions of RA 7342, as amended by RA 9994

WHO MAY AVAIL THE SERVICE

Senior citizen residents of the City of San Jose Del Monte whose service connection is registered under their names

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 7:00 AM to 5:00 PM (No noon break.)

REQUIREMENTS TO AVAIL THE SERVICE

For senior citizens : Certificate of residence from the concerned barangay; valid government-issued ID bearing birthdate or Senior Citizen ID

For authorized representative : Same requirements as above and written authorization from the applicant

HOW TO AVAIL THE SERVICE

STEP	CLIENT	SERVICE PROVIDER	DURATION	IN CHARGE	FEES	FORM
1	Proceed to Cust. Service & present requirements for application of discount	Verify submitted requirements, then provide application form for Senior Citizen's discount	5 minutes	Customer Service Asst. (CSA)		Application for Senior Citizen's Discount
2	Fill-up application form	Advise applicant to wait for actual visit	1 minute	CSA		
END OF TRANSACTION						

FILING OF COMPLAINT and INQUIRIES ON STATUS OF WATER SERVICE

ABOUT THE SERVICE

Concessionaires who are dissatisfied with the service or having water service interruption may file a complaint or inquire in person or through text message, email, or call.

WHO MAY AVAIL THE SERVICE

All concessionaires of San Jose Water

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 7:00 AM to 5:00 PM (No noon break.)

REQUIREMENTS TO AVAIL THE SERVICE

None.

HOW TO AVAIL THE SERVICE

STEP	CLIENT	SERVICE PROVIDER	DURATION	IN CHARGE	FEES	FORM
1	Proceed to Cust. Service & give complete account of the problem. Complaints and inquiries may also be done through call, text, or email.	Prepare Maintenance Order (MO) or Service Request depending on nature of complaint or inquiry	1 minute	Customer Service Asst. (CSA)		Service Request (SR)
END OF TRANSACTION						

Frequently Asked Questions

HOW MUCH DO WE PAY FOR WATER?

Effective June 1, 2008*, the water rate of San Jose Water is as follows:

Minimum Charge	0-10 cum	-	P280.00
Commodity	11-20 cum	-	P30.95/cum
	21-30 cum	-	P34.00/cum
	31-40 cum	-	P37.25/cum
	41cum up	-	P40.55/cum

WHERE DO I PAY MY BILL?

San Jose Water has no field collector. Payment of water bill may be made at the following offices nearest you:

1. Main Office, Road 1, Brgy. Minuyan III
2. Extension Office, Phase G, Francisco Homes I
3. Collection Office, Sarmiento Homes, Brgy. Muzon.
4. Collection Office, Poblacion (please check the schedule as it varies from month to month)

Concessionaires may also pay at any accredited USSC-CIS Bayad Center nationwide at least one day before due date. Please be informed that Bayad Center imposes a service charge of P10.00. You need to present your latest copy of water bill upon payment.

WHEN SHOULD I PAY MY BILL?

If paying at any of the San Jose Water offices, the bill must be settled on or before the due date stated in the Statement of Account. If payment will be made at the Bayad Center, payment must be done at least one day before the due date.

WHAT IF I DON'T PAY MY BILL?

San Jose Water imposes a penalty, equivalent to 10% of the water bill, if it is not settled on or before the due date. On the second month of non-payment, San Jose Water will temporarily disconnect your water service at the meter stand by using bolt and nut. San Jose Water may also pull-out the water meter.

** as presented in the public hearing held on November 2000 and affirmed by the Local Water Utilities Administration through LWUA Board Resolution No. 70, s. 2008*

HOW MUCH IS THE RECONNECTION FEE?

A fee of P50.00 has to be paid prior to reconnection. For service that has been disconnected underground, a reconnection fee of P500.00 plus cost of concrete base (P232.00 as of July 2015), and the cost of breaking and restoration (labor and materials) shall be collected.

CAN I REMOVE THE BOLT AND NUT AFTER PAYING THE BILL?

No. Only the crew from San Jose Water is authorized to reconnect the service. Any attempt of the concessionaire to remove the bolt and nut after he has paid the bill will render him criminally liable under Republic Act 8041 or the Water Crisis Act for illegal reopening of disconnected water service.

WHAT IS METER MAINTENANCE FEE?

The Meter Maintenance Fee (MMF) is the share of the concessionaire for the cost of maintaining the efficiency of the water meter. Once every five years, San Jose Water calibrates the concessionaire's water meter or replaces it, if necessary. The monthly MMF is P10.00 and is reflected in the monthly water bill.

CAN I READ MY OWN METER?

Concessionaires are encouraged to read their own water meter so that they will be able to monitor their water consumption. However, for purposes of water bill, only the reading done by San Jose Water meter readers is recognized.

ARE WE STILL GOING TO PAY FOR WATER THAT LEAKED AFTER THE METER?

Yes. Water that leaked after the meter is deemed consumed and used by the consumer. Concessionaires are advised to immediately repair any leak that occurs after the meter to avoid an increased consumption and consequent increased in water bill.

HOW ABOUT LEAKS THAT OCCURRED BEFORE THE METER?

Water that is lost from leak before the meter is not charged to the concessionaire. However, San Jose Water encourages reporting of water leaks in the distribution line so that water will not be wasted. Concessionaires who report a leak in the mainline are given tokens of appreciation when the leak is confirmed and there is no other person who has previously reported the same leak.

THERE IS NO WATER IN OUR FAUCET. WHAT COULD BE THE PROBLEM?

Assuming that the concessionaire is not in arrears and his service was not temporarily disconnected, there might be an ongoing leak repair which affects water distribution in the area. As much as possible, San Jose Water announces any scheduled water interruption beforehand through Text Blast. However, there are emergency leak repairs and other maintenance works for which no prior announcement can possibly be made.

DO I NEED TO ENROL MY NUMBER TO RECEIVE YOUR ANNOUNCEMENTS?

You need to fill up the Contact Number Form at any of our Customer Service windows so that your mobile number can be encoded into our Text Blast system. Once encoded, you will receive advisories and reminders regarding water supply service.

WHAT ARE THE ILLEGAL ACTS UNDER THE WATER CRISIS ACT?

Under Republic Act 8041 or the Water Crisis Act, the following acts are illegal:

- ◆ reconnection of disconnected water service
- ◆ meter tampering
- ◆ opening of fire hydrants
- ◆ connection to stub-outs
- ◆ reselling of water for profit

San Jose Water will immediately take the appropriate legal action against anybody caught violating the law.

WHAT IF I KNOW SOMEBODY WHO IS DOING AN ILLEGAL ACT?

Anybody who has information about illegal activities concerning water supply may report the same to San Jose Water at the following numbers:

Main Office, Sapang Palay	0917-5069797; 044-8150378
Extension Office, Francisco Homes	0917-5069292; 044-8152171

You may also email us at sjdm_water@yahoo.com or message us through the contact form at sanjosewater.gov.ph.

The informant will receive a cash reward of P1,000.00 upon confirmation of the report. The identity of the informant will be treated with strict confidentiality.



COMPREHENSIVE SEPTAGE MANAGEMENT PROGRAM

WHAT IS SEPTAGE?

Septage is the sludge produced on individual onsite wastewater disposal systems, principally septic tanks and cesspools.

WHAT IS SEPTAGE MANAGEMENT?

Septage management is the regular desludging and collection of septage from septic tanks, proper treatment of collected septage, and disposal of biosolids and effluents in accordance with prevailing environmental standards.

WHY IS THERE A NEED TO DESLUDGE AND COLLECT SEPTAGE?

If septic tanks are not deslugged, septage may overflow and emit a very foul smell, and contaminate groundwater and surface water resources which can cause a variety of water-related diseases.

WHAT ARE THE LEGAL BASES FOR THE SEPTAGE MANAGEMENT PROGRAM?

The Septage Management Program of San Jose Water is being implemented in compliance with Clean Water Act and City Ordinance 2012-48-11. It is also in compliance with the continuing mandamus issued by the Supreme Court in 2008 requiring select provinces, including the Province of Bulacan, to participate in the rehabilitation of Manila Bay. Bulacan is included because our waters drain into Manila Bay.

WHAT IS THE FREQUENCY OF SEPTAGE COLLECTION?

As provided in City Ordinance 2012-48-11, septic tanks of all residential and commercial structures in the city are required to be deslugged once every five years.

I DON'T WANT MY SEPTIC TANK TO BE DESLUGGED. WHAT IS MY LIABILITY?

The Ordinance has set penalties for owners of structures who violate the Ordinance, as follows:

First Offense	- Warning
Second Offense	
Residential	- P1,250.00
Commercial/Industrial	- 2,500.00
Third and Succeeding Offense/s	
Residential	- P2,500.00 or 6 months imprisonment or both at the discretion of the proper court
Commercial/Industrial	- P5,000.00 or 1 year imprisonment, or both at the discretion of the proper court. Failure to comply shall also result in the cancellation of business permits.

Violations include lack of septic tank, non-compliance with prescribed standards as to location, size and material, and improper sludge disposal.

WHEN WILL SAN JOSE WATER START THE COLLECTION OF SEPTAGE?

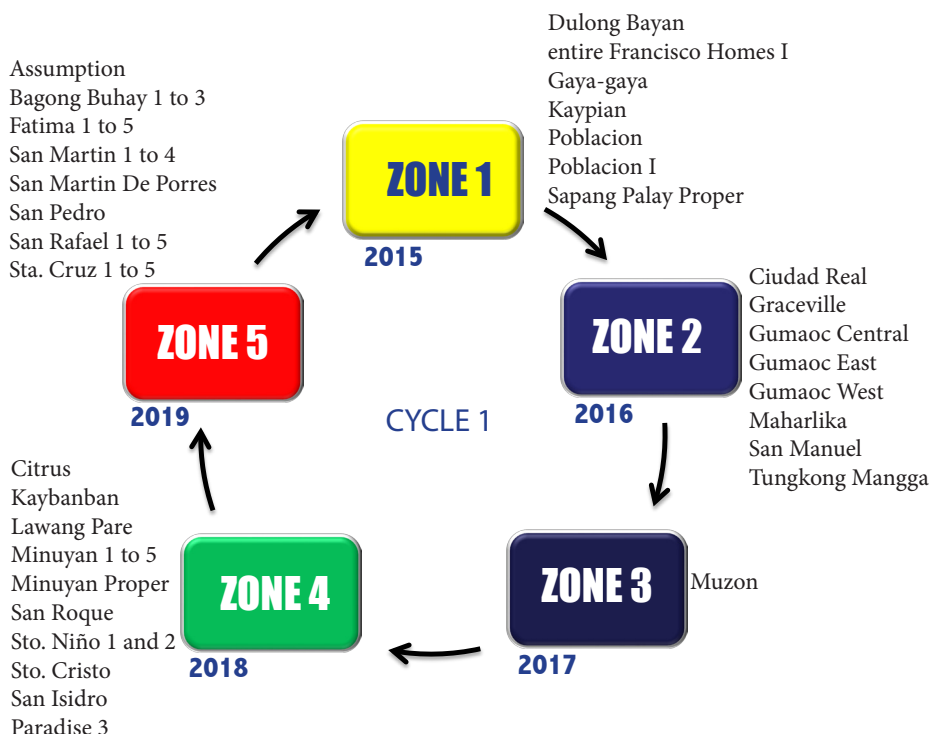
San Jose Water started the collection of septage last April 1, 2015.

WHERE DOES SAN JOSE WATER BRING THE COLLECTED SEPTAGE?

San Jose Water hauls the septage to its septage treatment plant situated at Road 1, Barangay Minuyan. The treatment plant is fully mechanized and is capable of processing 60 cubic meters of septage per day.

WHEN IS MY SCHEDULE FOR SEPTAGE COLLECTION?

To be able to comply with the required 5-year cycle, San Jose Water has divided the city into five septage collection zones with the following schedule of collection:



WHAT IF MY SEPTIC TANK ALREADY REQUIRES DESLUDGING BUT OUR AREA IS STILL NOT WITHIN THE SCHEDULE?

You have to request for emergency desludging and pay a mobilization fee amounting to P500.00.

HOW MUCH DO WE PAY FOR THE SERVICE?

Septage fee is equivalent to 6.8% of the monthly water bill.

I BELONG TO SEPTAGE COLLECTION ZONE 5. DOES THIS MEAN THAT I WILL HAVE TO PAY THE SEPTAGE FEE EVEN IF I AM NOT YET SCHEDULED FOR SEPTAGE COLLECTION?

Yes, the septage fee will be collected from all concessionaires of San Jose Water starting April 1, 2015.

WILL I STILL PAY FOR SEPTAGE FEE AFTER 2019?

Yes. The collection and payment of septage fee will be on a continuing basis because desludging of septic tanks will be done every five years.

HOW MUCH IS THE SEPTAGE FEE FOR THOSE WITHOUT WATER SERVICE CONNECTION?

Septage fee for non-concessionaires of San Jose Water depends on lot size:

- If lot area is 150 square meters or smaller - P3,000.00
- If lot area exceeds 150 square meters - P4,000.00

The septage fee wil have to be paid in full and in cash.



Mobile Desludgers	San Jose Water
Cost of service ranges from P5,000.00 to P6,000.00	Septage fee is only 6.8% of water bill. For the minimum consumption of 10 cum, the septage fee would cost only P1,142.40 in a five-year period, equivalent to only P0.63/day.
Payment is made in full and in cash	Payment is on monthly installment basis
No septage treatment facility	Has a fully-mechanized treatment plant which treats septage in accordance with environmental standards



CONTACT US:

SAN JOSE DEL MONTE CITY WATER DISTRICT

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