

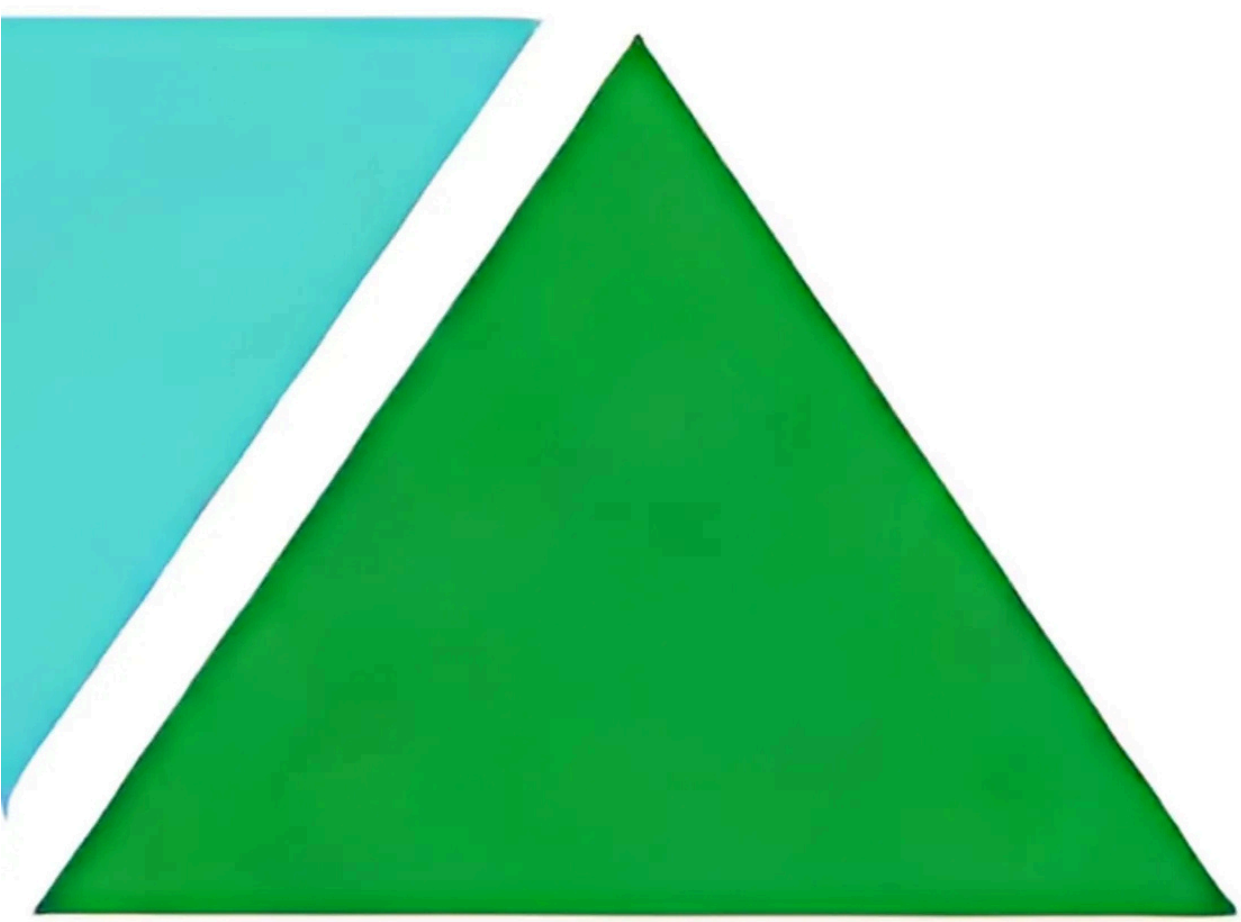


PrimeWater
SAN JOSE DEL MONTE CITY

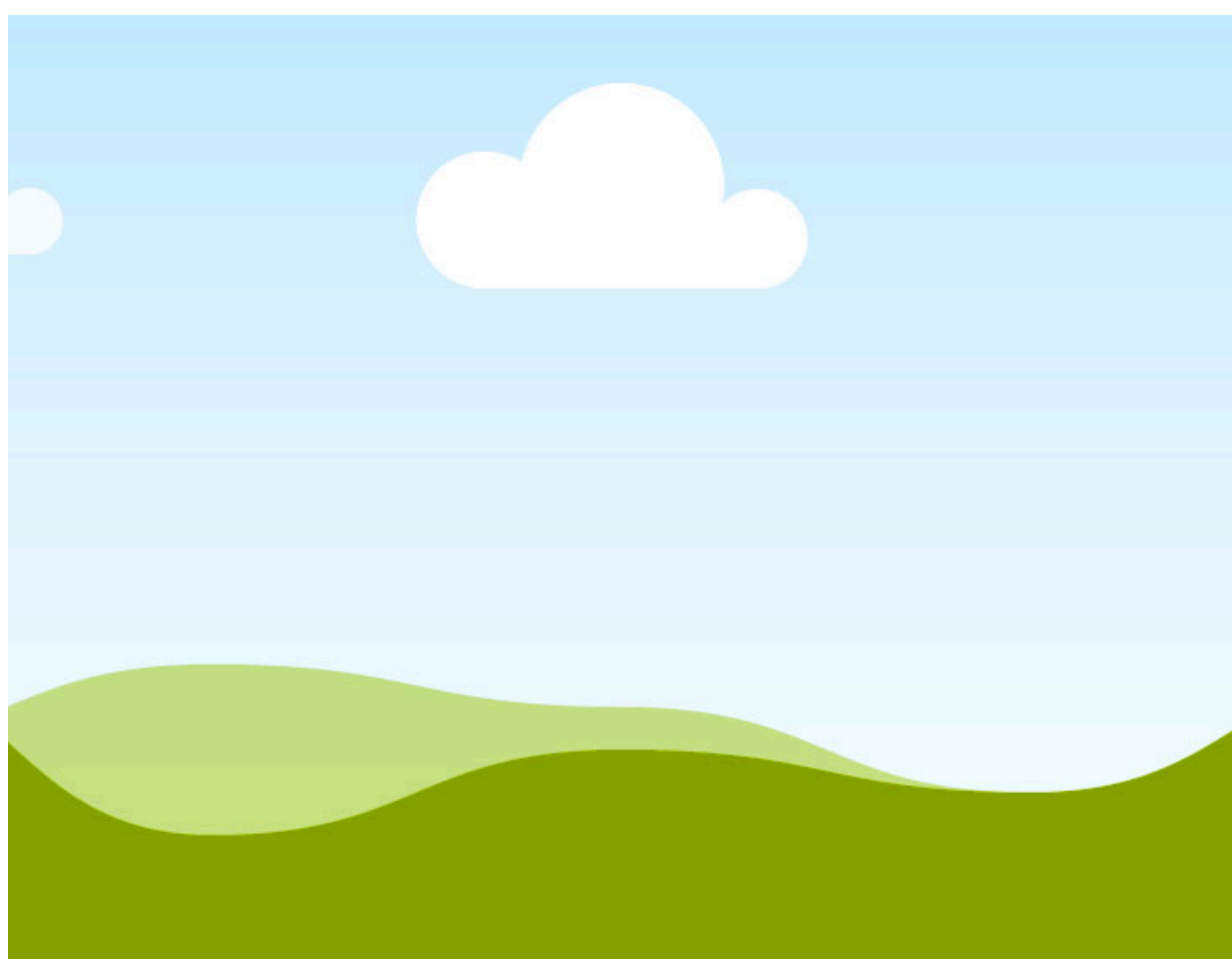
Road1, Brgy. Minuyan, City of San Jose Del Monte, Bulacan

CUSTOMER SERVICE HANDBOOK

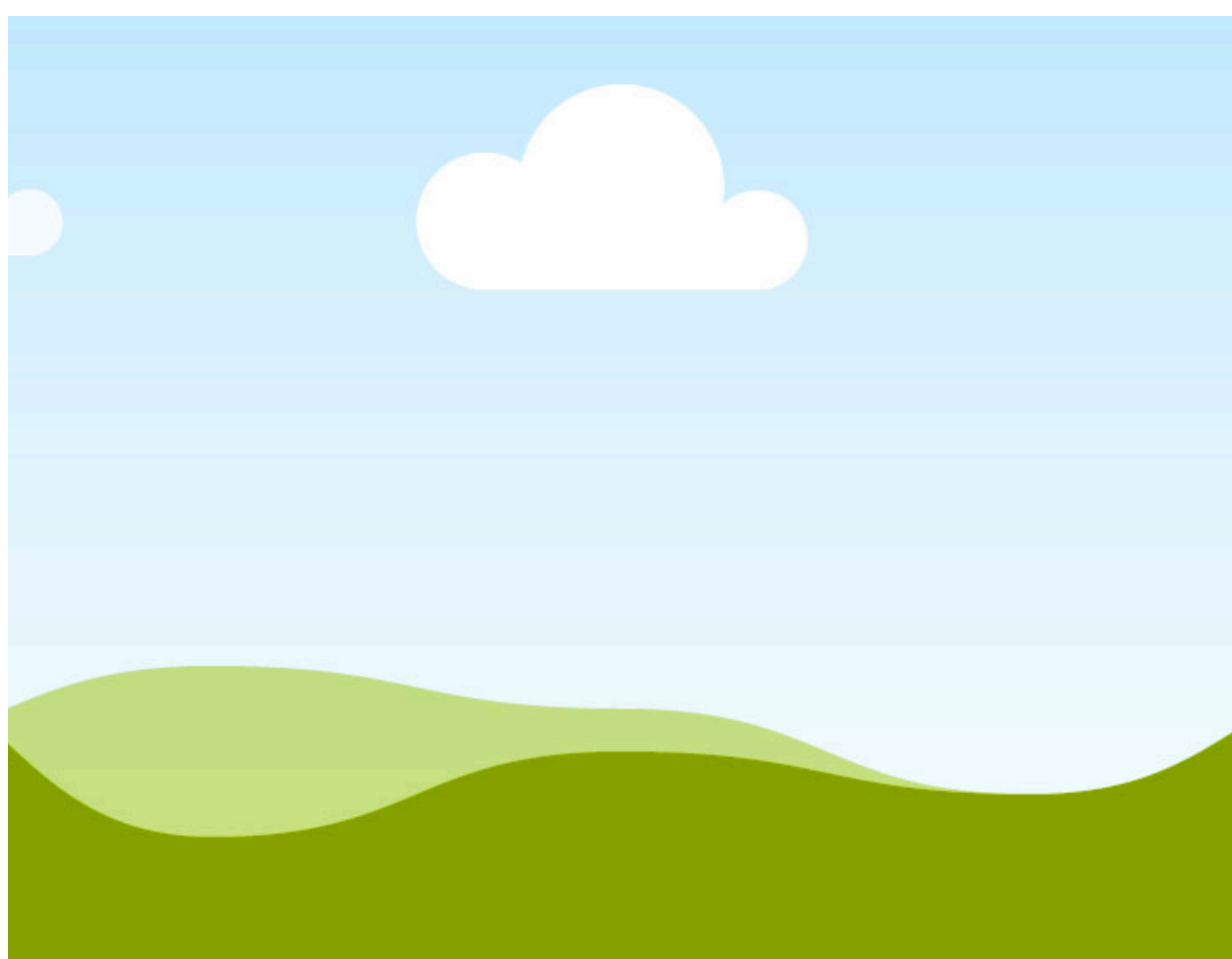




CONTENTS



Corporate Profiles



Vision and Mission Statement

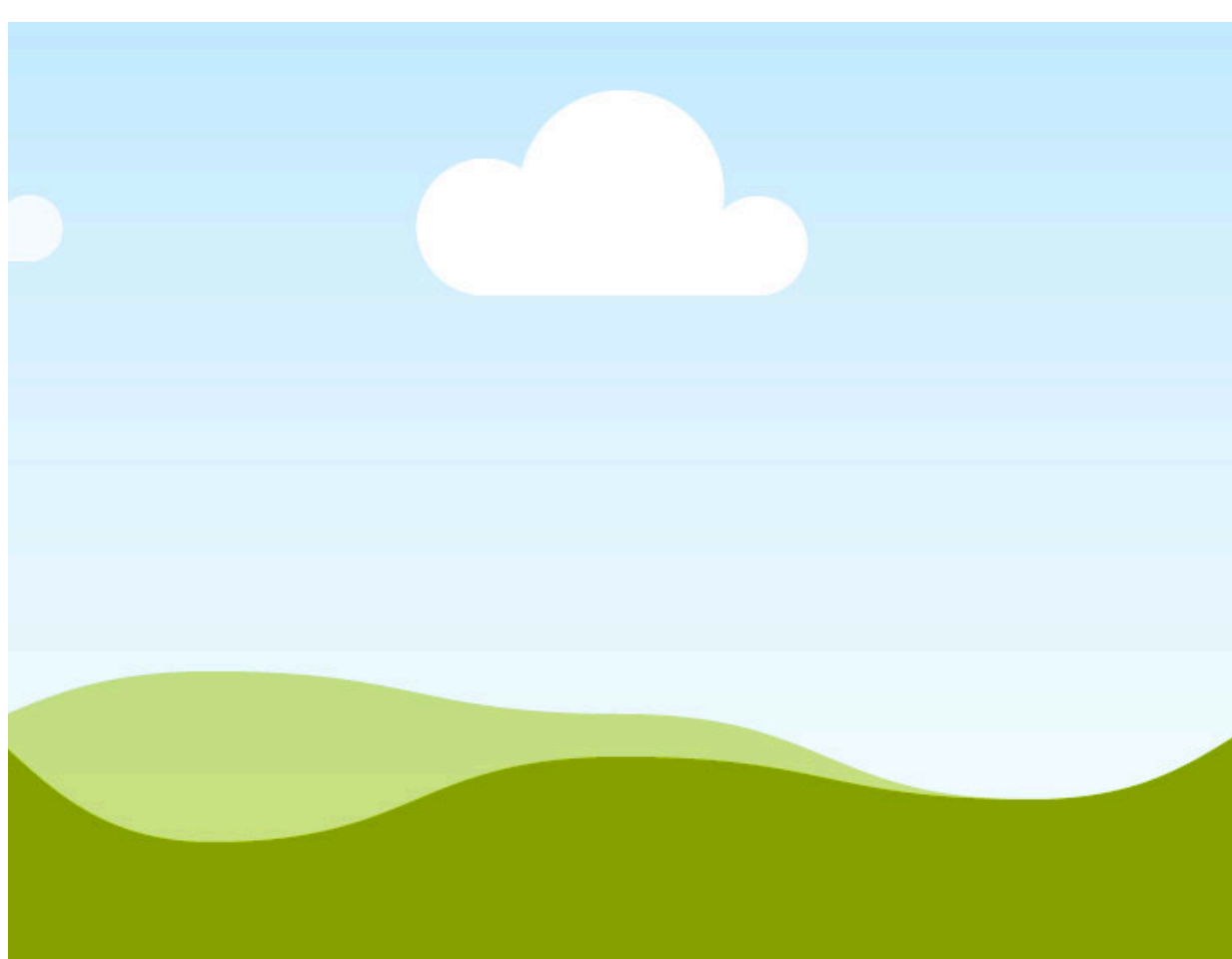
Quality Policy, Objectives, and Corporate Values



Service Performance Pledge

Feedback and Redress Mechanism

List of Frontline Services and Requests



Frequently Asked Questions (FAQs)

Septage Management Program

SAN JOSE DEL MONTE CITY WATER DISTRICT

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 Category A water district serving the country's 19th most populated city, the City of San Jose Del Monte (the "City").

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 90's - 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 P 154 Million loan from the French and Philippine governments for the implementation of the Comprehensive Water Supply Improvement Project Phase 1. In 1997, the first Water Treatment Plant (WTP) of San Jose Water was completed and inaugurated at Brgy. Minuyan.

Early in 2008, 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 of 30,000 cu.m. was constructed.

Now with more than 120,000 service connections, San Jose Water is one of the largest water districts in the country, serving all 62 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 treatment facilities, which were completed in 2015 and 2019 can accommodate a total of 120 cu.m septage daily.

Recently, San Jose Water partnered with Primewater Infrastructure Corp. for the financing, development, rehabilitation, expansion, improvement operation and maintenance of the water supply and septage management systems of San Jose Water.

PRIMEWATER SAN JOSE DEL MONTE CITY

Primewater Infrastructure Corp. – San Jose Del Monte City (Primewater San Jose Del Monte City) is a branch under Primewater Infrastructure Corp., a trusted partner of Filipino communities in the creation of safe and reliable water distribution systems throughout the country.

Primewater San Jose Del Monte City is a proud partner of San Jose Del Monte City Water District (San Jose Water), the premiere provider of safe and potable water to over 120,000 individuals in the Rising City of San Jose Del Monte, Bulacan.

Primewater San Jose Del Monte City started operations in May 2018 by virtue of a Joint-Venture Agreement with San Jose Water.

Together with the immense experience and professionalism of Primewater Infrastructure Corp. in the delivery of quality services, design of water

systems, construction and installation of transmission lines, and management and operation of water supply and septage management facilities, and the 45 stellar years of San Jose Water in the water service industry, Primewater San Jose Del Monte City has the best possible springboard, and is confident that it will continuously provide for the basic need of every San Joseño – which is the delivery of safe and potable water for its existing concessionaires and its future prospects from various serviceable sectors.

Primewater San Jose Del Monte City, together with its partner, San Jose Water, will continue the pursuit of fulfilling its duty in providing potable, reliable and sustainable water to communities within the City of San Jose Del Monte while ensuring Primewater Infrastructure Corp.'s thrust of "Cascading the Earth's greatest resource to homes across the country".

VISION

To be one of the country's **premier water utility companies.**

MISSION

To provide **potable, reliable and sustainable water** to Filipino Communities.

QUALITY POLICY

We are committed to provide quality service aimed towards meeting customer requirements by supplying safe and reliable water to our communities.

We will develop a competent workforce that aspires for continual growth and development.

QUALITY OBJECTIVES

Provide quality service

Commitment to continual improvement

Commitment to compliance with regulatory requirements

CORPORATE VALUES



OUR PLEDGE

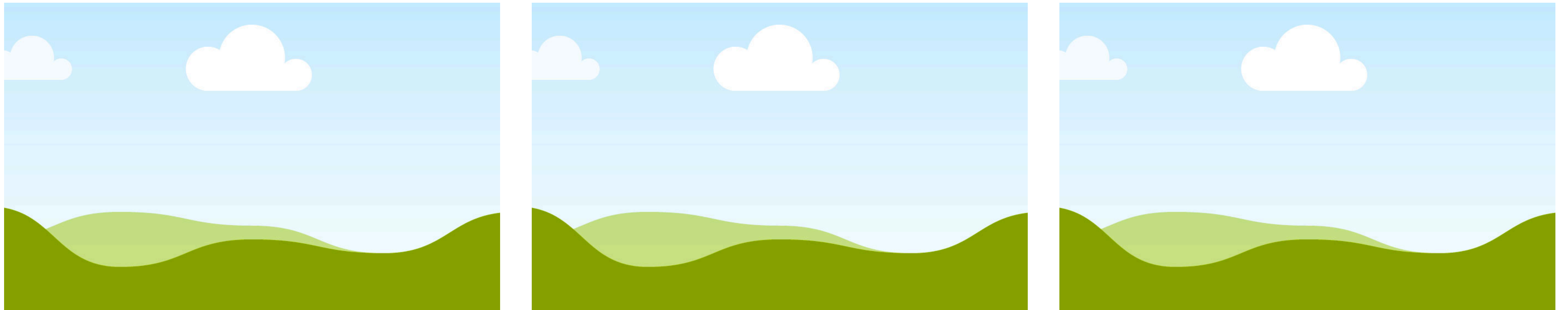


We , the officials and employees of the **San Jose Del Monte City Water District and Primewater San Jose De Monte City**, pledge and commit to deliver quality public service, as embodied in the Customer's Handbook. In fulfillment of this, we shall:

- Serve with honesty and integrity;
- Demonstrate professionalism, aptness and sensitivity;
- Provide adequate and accurate information to the consuming public;
- Serve our customer with utmost courtesy and politeness;
- Treat everyone with fairness and equality, and be consistent in the application of rules and policies;
- Amiably entertain and respond to queries and other customer concerns;
- Provide effective feedback mechanism;
- Exhibit work flow charts, procedures, fees, and charges in our offices;
- Be present and available during office hours, and continue to implement the "No Noon Break" policy;
- Provide comfortable waiting area for customers and visitors; and
- Wear proper uniform and identification card.



FEEDBACK AND REDRESS MECHANISM



We appreciate your continuous patronage to the services of the San Jose Water and Primewater San Jose Del Monte City. Your comments and suggestions on how we have served you are important information which we need for the continuous improvement of our services.

Please let us know of your opinion, may it be a positive one or an opportunity for improvement, by doing any of the following;

- Accomplish the Customer Satisfaction Feedback Form which is available at our Customer Service Windows. Fold it to ensure the privacy of your answers and drop it inside the suggestion box.
- Visit or call San Jose Water / Primewater SJDMC and inform the Customer Care Representative of your comments/suggestion box.
- Send your comments/suggestions through our email addresses:
sjdm_water@yahoo.com
primewatersjdm@gmail.com
- Write your comments/suggestions to:

Engr. Loreto G. Limcolioc
General Manager, San Jose Water

or through

Engr. Lester C. Santos
Branch Manager, Primewater SJDMC

San Jose Water and Primewater SJDMC will respond accordingly to your comments/suggestions.

Thank you very much and we are glad to be of continued service to you.



FRONTLINE SERVICES

1	APPLYING FOR SERVICE CONNECTION	9
----------	--	----------

2	APPLYING FOR SERVICE RECONNECTION	11
----------	--	-----------

3	WATER BILL PAYMENTS	13
----------	----------------------------	-----------

4	SERVICE REQUESTS	
----------	-------------------------	--

4.1	Request for Change of Ownership of Connection	14
4.2	Request for Relocation of Service	15
4.3	Request for Voluntary Service Disconnection	16
4.4	Request for Senior Citizen's Discount	17
4.5	Request for Certification	18
4.6	Filing of Complaints	20
4.7	Other Requests	22

FREQUENTLY ASKED QUESTIONS	24
-----------------------------------	-----------

SEPTAGE MANAGEMENT PROGRAM	28
-----------------------------------	-----------

New Service Connection

1

APPLYING FOR SERVICE CONNECTION

About the Service

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

Who may avail of the Service?

Residents within the service area of San Jose Water and PrimeWater San Jose Del Monte City may avail of the service

Schedule of Availability of Service

Monday to Friday, 7:00 AM to 5:00 PM (No Noon Break)

Requirements to avail of the Service

1. Attend the New Service Connection Orientation Seminar
 - Seminars are held every Friday (except during legal holidays) at our Main Office from 9:00 AM onwards.
2. Proof of Ownership
 - Transfer Certificate of Title or any of the following alternative document **
 - a. Notarized Deed of Sale
 - b. Notarized Contract to Sell
 - c. Authority to Move-in or Authority to Occupy
 - d. Buyer's Acceptance, Acceptance Sheet, or similarly-termed document showing the buyer's acceptance of the unit from the developer*
 - e. Notice of Award, or similarly-termed document showing the buyer's acceptance of the unit from the developer*
 - f. Notarized Contract of Lease
 - g. Deed of Assignment of Rights
3. For Beneficiaries of Government Housing Projects (UPAO, NHA, SHFC, or other government agencies, including LGU.
 - Transfer Certificate of Title or any of the following alternative documents**
 - a. Notarized Notice of Award
 - b. Notarized Deed of Sale
 - c. Notarized Contract to Sell
 - d. Notarized Contract of Lease
 - e. Certification from the government agency concerned (UPAO, NHA, SHFC or similar government agency) that the applicant is a legitimate awardee or occupant of the unit
 - f. Meralco Bill
 - g. Deed of Assignment of Rights*
4. If applying through a Representative:
 - Aside from attending the New Service Connection Orientation Seminar and submitting the above-mentioned requirements, the representative should also present a Special Power of Attorney (SPA)
 - If the owner authorizes the connection to be registered in the name of the representative, the same must be indicated in the SPA.
 - If the owner is based abroad, the SPA must be duly notarized and authenticated by the nearest Philippine Consulate Office or embassy.

*Additional Alternative acceptable document in the absence of proof of ownership

** Customers who submit alternative document/s agree to disconnection of service and/or transfer of the account to the legitimate owner in case a third party subsequently presents a Transfer Certificate of Title.

New Service Connection

PHASE 1 (Submission of Application)				
	CLIENT	SERVICE PROVIDER	DURATION	IN-CHARGE
STEP 1	Present requirements for application of Service Connection	Encode information details on CSUMS & prepare ticket for inspection and estimate	1 Minute	Customer Service Assistant (CSA)
STEP 2		Schedule Applicant for Orientation	2 Minutes	Customer Service Assistant (CSA)
PHASE 2 (Processing of Application)				
	CLIENT	SERVICE PROVIDER	DURATION	IN-CHARGE
STEP 1	Attend orientation seminar.	Conduct Orientation Seminar	1 Hour	Customer Service Assistant (CSA)
STEP 2	Present copy of Certification form at Primewater.	Re-assess Application and check if all requirements are met; prepare necessary documents for customer's signature	5 Minutes	Customer Service Assistant (CSA)
STEP 3		Inspection & Estimate	3 days	Technical Dept. Inspector
STEP 4	Pay installation fee	Accept payment and issue Official Receipt (O.R.)	2 Minutes	Teller
STEP 5	Present O.R. for posting	Furnish concessionaire with copy of service contract	1 Minute	Customer Service Assistant (CSA)
STEP 6		Prepares Transmittal & JO for NC Installation to Technical Dept.	3 Minutes	Customer Service Assistant (CSA)
PHASE 3 (Implementation of NC)				
	CLIENT	SERVICE PROVIDER	DURATION	IN-CHARGE
STEP 1		Implementation of JO (Job Order)	30 Days	Engineering Head

Service Reconnection

2

APPLYING FOR SERVICE CONNECTION

(from Temporary Disconnection due to non payment of arrears)

About the Service

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

Who may avail of the Service?

All concessionnaires 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 of the Service

For concessionnaires

Copy of Water Bill
Valid ID

For Authorized Representative

Copy of Water Bill
Authorization (from concessionnaire) Valid ID
(representative and concessionnaire)

	CLIENT	SERVICE PROVIDER	DURATION	IN-CHARGE	FEES	FORMS
STEP 1	Proceed to Customer Service Assistant (CSA) & request for service reconnection	After verification of record, advise to pay water bill arrears and reconnection fee	2 Minutes	Customer Service Assistant (CSA)		
STEP 2	Pay arrears & reconnection fee	Accept payment and issue Official Receipt (O.R.) If water meter was pulled-out (within 7 days from disconnection date) Provide concessionnaire with a copy of Notice of Calibration and advise to proceed to meter testing shop	2 Minutes	Teller	If Bolt and Nut Disconnection : P 220.00 + Arrears If Mainline Disconnection : P 500.00 + cost of breaking and restoration (labor and materials + cost of concrete base	Official Receipt (O.R.) Notice of Calibration
STEP 3	Witness testing of pulled-out Water Meter	Test water meter	15 Minutes	Instrument Technician		Notice of Calibration
STEP 4		Reconnection	2 days	Technical Dept.		

Service Reconnection

2

APPLYING FOR SERVICE CONNECTION

(from Voluntary Disconnection of Service)

About the Service

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

Who may avail of the Service?

All concessionnaires 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 of the Service

For concessionnaires

Copy of Water Bill
Valid ID

For Authorized Representative

Copy of Water Bill
Authorization (from concessionnaire) Valid ID
(representative and concessionnaire)

	CLIENT	SERVICE PROVIDER	DURATION	IN-CHARGE	FEES	FORMS
STEP 1	Proceed to Customer Service Assistant (CSA) & request for service reconnection	Verify record, assess requirements and advise concessionnaire to pay water bill arrears, reconnection fee and other required fees	2 Minutes	Customer Service Assistant (CSA)		
STEP 2	Pay arrears, reconnection fee and other fees	Accept payment, issue OR and advise concessionnaire to proceed to the teller	2 Minutes	Teller	If Bolt and Nut Disconnection : P 220.00 + Arrears If Mainline Disconnection : P 500.00 + cost of breaking and restoration (labor and materials + cost of concrete base	
STEP 2	Return to customer service, Present Official Receipt	Prepare Ticket	15 Minutes	Customer Service Assistant (CSA)		Ticket
STEP 4		Reconnection	within 2 days for Bolt & Nut and within 10 days for Mainline	Technical Dept.		

3

WATER BILL PAYMENT AND PROCESSING

About the Service

The Water Bill is the amount that the concessionnaires 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 of the Service?

All concessionnaires of San Jose Water / PrimeWater SJDMC.

Schedule of Availability of Service

Monday to Friday, 7:00 AM to 5:00 PM (No Noon Break)

Requirements to avail of the Service

- Service Invoice (SI) old or new
- if no water bill :
 - Account name or Account number secured from Customer Service.

CLIENT		SERVICE PROVIDER	DURATION	IN-CHARGE	FEES	FORMS
Present Service Invoice or inform collector of any account information and pay water bill (For check payments, fill out waiver)	CASH PAYMENTS	Accept payment and validate Service Invoice	2 Minutes	Teller	As stated in water bill / SI	Official Receipt
	CHECK PAYMENTS	Receive payment and Issue Collection Receipt (CR)	2 Minutes	Teller	As stated in water bill / SI	Official Receipt

Note :

- Concessionnaires may alternatively opt to pay through our accredited payment partners below:
- CIS Bayad Centers Cebuana Lhuillher
 - ECpay
 - Western Union
 - 7-eleven
 - Tambunting Pawnshop /Shopee
 - Local Payment Partners (LPP)
 - GCash
 - Pay Maya
 - Go Tyme
- Sinag Pawnshop
 - Robinson’s Malls**
 - Villarica Pawnshop
 - USSC**
 - Bancnet
 - 2GO
- Express Pay
 - SM Hypermarket
 - True Money
 - Savemore
 - SM Bills Payment
 - Lazada
 - Primewater App

**With Payment Center Service Charge of P5.00 on top of water bill

Service Requests

4.1

SERVICE REQUEST

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 / PrimeWater SJDMC may be changed .

Who may avail of the Service?

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

Schedule of Availability of Service

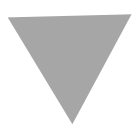
Monday to Friday, 7:00 AM to 5:00 PM (No Noon Break)

Requirements to avail of the Service

- Copy of Deed of Sale or Deed of Donation ; and
- Valid Government-issued ID
NHA Certificate (latest)
Transfer Certificate of Title
Transfer/ Waiver of Rights

	CLIENT	SERVICE PROVIDER	DURATION	IN-CHARGE	FEES	FORMS
STEP 1	Present proof of ownership	Prepare ticket for the request	1 Minute	Customer Service Assistant (CSA)		Service Request Form
STEP 2		Prepare transfer ownership letters and notify the original owner	10 Days	Customer Service Assistant (CSA)		SAI Form
STEP 3	Pay registration and notarial fee	Accept payment ** and issue Official Receipt	2 Minutes	Teller	Registration Fee P 50.00 Notarial Fee P75.00	
STEP 4		Furnish concessionnaire with a new copy of service contract	1 Minute	Customer Service Assistant (CSA)		

** If no objection is received from original account owner.



Service Requests

4.2

SERVICE REQUEST

Request for Relocation of Service

About the Service

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

Who may avail of the Service?

All concessionnaires of San Jose Water / PrimeWater SJDMC

Schedule of Availability of Service

Monday to Friday, 7:00 AM to 5:00 PM (No Noon Break)

Requirements to avail of the Service

For Transfer Tapping – Water Bill

For Transfer to Another Location – Proof of Location

PHASE 1						
	CLIENT	SERVICE PROVIDER	DURATION	IN-CHARGE	FEES	FORMS
STEP 1	Proceed to Customer Service to file request and present documents	Verify the documents and prepare IE for relocation	1 Minute	Customer Service Assistant (CSA)		Service Request Form
STEP 2		Inspection & Estimate	3 days	Technical Dept. Inspector		
PHASE 2						
	CLIENT	SERVICE PROVIDER	DURATION	IN-CHARGE	FEES	FORMS
STEP 1		Re-assess IE form and check if all requirements are met (if transfer to another location)	5 Minutes	Customer Service Assistant (CSA)		
STEP 2	Pay estimated cost	Accept payment and issue Official Receipt	2 Minutes	Teller	Actual Estimate	Official Receipt
STEP 3	Return to Customer Service & present Official Receipt	Prepare ticket / job order	1 Minute	Customer Service Assistant (CSA)		
STEP 4		Transfer/Relocation of Service Connection	3 days	Technical Dept.		

Service Requests

4.3

SERVICE REQUEST

Request for Voluntary Service Disconnection

About the Service

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

Who may avail of the Service?

Any concessionnaire 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 of the Service

For concessionnaires	Copy of Water Bill Filled-out request for voluntary disconnection form
For Authorized Representative	Copy of Water Bill Filled-out request for voluntary disconnection form Written Authorization and Government-issued ID (of concessionnaire)

	CLIENT	SERVICE PROVIDER	DURATION	IN-CHARGE	FEES	FORMS
STEP 1	Proceed to Customer Service Assistant (CSA) & request for voluntary disconnection	Verify record and the requirements submitted ; advise concessionaire to pay water bill; prepare request	5 Minutes	Customer Service Assistant (CSA)		Request for Voluntary Disconnection Form
STEP 2	Pay water Bill	Accept payment and issue Collection Receipt (C.R.)	2 Minutes	Teller		
STEP 3	Return to Customer Service and present Official Receipt	Prepare ticket fo Voluntary Disco	1 Minute	Customer Service Assistant (CSA)		
STEP 4		Implementation of Voluntary Disconnection	10 days	Technical Dept.		

4.4

SERVICE REQUEST

Request 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 of the Service?

Senior Citizen residents of the City of San Jose Del Monte whose water 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 of the Service

- For Senior Citizens

Certificate of residency from concerned barangay;
Valid government-issued ID bearing birthdate
or Senior Citizen ID
- For Authorized Representative

Same requirements as above and written authorization from the
the applicant.

	CLIENT	SERVICE PROVIDER	DURATION	IN-CHARGE	FEES	FORMS
STEP 1	Proceed to Customer Service Assistant (CSA) & request for application of discount	Verify submitted requirements, then provide application form Citizen's discount	5 Minutes	Customer Service Assistant (CSA)		Application for Senior Citizen's Discount
STEP 2	Fill out application form	Advise applicant to wait 1 week for actual visit	1 Minute	Customer Service Assistant (CSA)		

Service Requests

4.5

SERVICE REQUEST

Request for Certification

About the Service

A certification may be issued to concessionnaires who are in need of documentary requirements for any legal purposes.

Who may avail of the Service?

All concessionnaires of San Jose Water / PrimeWater SJDMC.

Schedule of Availability of Service

Monday to Friday, 7:00 AM to 5:00 PM (No Noon Break)

Requirements to avail of the Service

No requirements are needed for concessionaires of San Jose Water / Primewater SJDMC.
For residents of FVR with disconnected service, settlement of outstanding balance.

	CLIENT		SERVICE PROVIDER	DURATION	IN-CHARGE	FEES	FORMS
STEP 1	Proceed to Customer Service Assistant (CSA) & give complete details of request	FOR FVR CONNECTIONS	Verify concessionaire record through system Verify on records if with existing disconnected service and advise concessionaire to pay outstanding balance (if any)	5 Minutes	Customer Service Assistant (CSA)		
STEP 2	Pay outstanding balance	FOR FVR CONNECTIONS	Issue Collection Receipt (CR)	1 minute	Teller	Arrears as assessed	

4.5

SERVICE REQUEST

Request for Certification

	CLIENT		SERVICE PROVIDER	DURATION	IN-CHARGE	FEES	FORMS
STEP 3	Return to Customer and present the Official Receipt		Print Certification as existing concessionnaire of San Jose Water / PrimeWate SJDM	3 Minutes	Customer Service Assistant (CSA)		Certification Clearance
		FOR FVR CONNECTIONS	For residents with disconnected services print Certificate of No Outstanding Balance; for residents with no service connection , print certification				
STEP 4		FOR FVR CONNECTIONS	Advise concessionnaire to secure copy of certification and / or clearance upon signature	3 Days	Customer Service Assistant (CSA)		
STEP 5	Issuance of Certification and / or Clearance	FOR FVR CONNECTIONS	Provide copy of Certification and / or Clearance	1 Minute	Customer Service Assistant (CSA)		Certification Clearance

4.6

FILING OF COMPLAINT

About the Service

Concesssionaires who are dissatisfied with any of the services provided may file a complaint or inquire in person or through other channels (phone call, text message, email, and/ o Facebook message)

Who may avail of the Service?

All concessionaires of San Jose Water / PrimeWater SJDMC

Schedule of Availability of Service

Monday to Friday, 7:00 AM to 5:00 PM (No Noon Break)

Requirements to avail of the Service

Government-Issued ID/s for presentation

	CLIENT	SERVICE PROVIDER	DURATION	IN-CHARGE	FEES	FORMS
STEP 1	Proceed to Customer Service and give complete details of complaint	Receive and record complaint; create ticket	3 Minutes	Customer Service Assistant (CSA)		
STEP 2	Receive copy of Service Invoice (SI) or inform/feedback regarding complaint	Provide Service Invoice and / or feedback*** regarding complaint	3 Minutes	Customer Service Assistant (CSA)		Service Invoice (SI)

*** Concessionaires may be provided with feedback (if applicable) regarding their complaint upon verification of CSA/ Accounts officer/ attending staff. This is only applicable for complaints received through other channels, including phone call, text messages, Facebook messsages and email.

4.6 FILING OF COMPLAINT

ERRONEOUS READING						
CLIENT		SERVICE PROVIDER	DURATION	IN-CHARGE	FEES	FORMS
Proceed to Customer Service and give complete details of complaint		Create Ticket regarding Error in Reading	3 Minutes	Customer Service Assistant (CSA)		
	FOR OTHER CONNECTIONS	Receive and record complaint; for ticket creation				
		Forward the Ticket to concerned billing personnel for verification of account; make necessary adjustments if any; close Ticket	10 minutes	Account Officer (AO)		
	FOR OTHER CONNECTIONS					
		Provide concessionaire with copy of water bill or inform/feedback regarding adjustment, if any.	3 Minutes	Customer Service Assistant (CSA)		Service Invoice (SI)
	FOR OTHER CONNECTIONS					

4.7

OTHER REQUESTS

(Check-up of Service Connection, Change of Water Meter, Repair / Replacement of Ball Valve, Emergency Desludging of Septic Tank)

About the Service

Concessionnaires may request for the following services from San Jose Water / PrimeWater SJDM:

- Check-up of Service connection
 - Change Meter
 - Request Billing History
- Repair and / or Replacement of Ball Valve
 - Emergency Desludging of Septic Tank

Who may avail of the Service?

All concessionnaires of San Jose Water / PrimeWater SJDM:

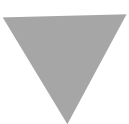
Schedule of Availability of Service

Monday to Friday, 7:00 AM to 5:00 PM (No Noon Break)

Requirements to avail of the Service

- Copy of Water Bill
- Written Authorization of Concessionaire (for requests for billing history)

	CLIENT	SERVICE PROVIDER	DURATION	IN-CHARGE	FEES	FORMS
STEP 1	Proceed to Customer Service and give complete details of request	Prepare ticket / job order for the request	3 Minutes	Customer Service Assistant (CSA)		
STEP 2	Pay appropriate Fees	Accept payment and issue Collection Receipt (C.R.)	2 Minutes	Teller	For Ball Valve Replacement: For emergency Desludging: (Mobilization Fee) P500.00 plus P700.00/cu.m or less, computed based on the actual volume desludged	Collection Receipt (CR)
STEP 3		Implementation of Service Request and closing of Ticket	7 days	Technical Department		





FREQUENTLY ASKED QUESTIONS

How much do we pay for water?

Where do I pay my water bill?

When should I pay my bill?

What if I don't pay my bill?

How much is the reconnection fee?

Can I remove the bolt and nut after paying the bill?

What is the meter maintenance fee?

Can I read my own meter?

Are we still going to pay for water that leaked after the meter?

How about the leaks before the meter?

There is no water in our faucet. What could be the problem?

Do I need to enroll my number to receive your announcements?

What are the illegal acts under the Water Crisis Act?

What if I know somebody who is doing an illegal act?

FREQUENTLY ASKED QUESTIONS

How much do we pay for water?

Effective May 16, 2023*, the water rate is as follows

Minimum Charge	0 – 5 cu.m.	- P 212.50
Commodity	6 – 10 cu.m.	- P 42.50/m3 p
	11 – 20 cu.m.	- P 46.90/m3
	21 – 30 cu.m.	- P 51.60/m3
	31 – 40 cu.m	- P 56.50/m3
	41 cu.m pataas	- P61.60/m3

under the Joint Venture Agreement , Primewater San Jose Del Monte City will continue the Php 80.00 discount given to consumers who consume 10 cubic meters and below. Meanwhile, customers who consume 11 cubic meters and above will still be granted a discount of Php 10.00.

Where do I pay my water bill?

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

1. Main Office, Road 1 Brgy. Minuyan III
- 2.Extension Office, Phase G, Francisco Homes

(Please check the schedule with our Customer Service Assistants as it varies from month to month)

Customers may also pay at any of the following accredited payment centers:

- CIS Bayad Centers Cebuana Lhuillher
- ECpay
- Western Union
- 7-eleven
- Tambunting Pawnshop/ Shopee
- Local Payment Partners (LPP)
- GCash
- Pay Maya
- Go Tyme
- Sinag Pawnshop
- Robinson's Malls
- Villarica Pawnshop
- USSC
- Bancnet
- 2GO
- Express Pay
- SM Hypermarket
- True Money
- Savemore
- SM Bills Payment
- Lazada
- Primewater App

When should I pay my bill?

If paying at any San Jose Water / Primewater SJDM offices, the bill must be settled on or before the due date stated in the Service Invoice. If payment will be made at the accredited payment centers, payment must be done at least one day before the due date.

What if I don't pay the bill?

San Jose Water / Primewater SJDMC 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 /Primewater SJDM will temporarily disconnect your water service at the meter stand by using bolt and nut or pull-out the water meter.

How much is the reconnection Fee?

A fee of P220.00 has to be paid prior to reconnection. For service that has been disconnected underground reconnection fee of P500.00 plus cost of concrete base and the cost of breaking and restoration (labor & materials) shall be collected.

- NWRB Approved.

FREQUENTLY ASKED QUESTIONS

Can I remove the bolt and nut after paying the bill?

No. Only personnel from San Jose Water/ Primeater SJDMC is authorized to reconnect the service. Any attempt of the concessionaire to remove the bolt and nut after he has paid 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 customer for the cost of maintaining the efficiency of the water meter. Once every five years, San Jose Water / Primewater SJDMC will calibrate the customer's water meter or replace it. If necessary the monthly minimum maintenance fee of P10.00 is reflected in the monthly water bill.

Csn I read my own meter?

Customers 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 / Primewater SJDMC 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. Customers are advised to immediately repair any leak that occurs after the meter to avoid an increased consumption and consequent increase in water bill.

There is no water in our faucet. What could be the problem?

Assuming that the customer is not in arrears and his service was not temporarily disconnected, there might be an on-going leak repair which affects water distribution in the area. As much as possible San Jose Water/Primewater SJDMC announces any scheduled water interruption beforehand through text blast and Facebook update. However, there are instances of emergency leak repairs and other maintenance works wherein San Jose Water / Primewater SJDMC can only inform the public at the soonest time possible.

Do I need to enroll my number to receive your announcement?

The customer needs to fill up the Contact Number Form at any of our Customer Service windows so that their mobile number can be encoded into our Text Blast System. Once encoded, customer will receive advisories and reminders regarding water supply service.

FREQUENTLY ASKED QUESTIONS

What if I know somebody who is doing and illegal act?

Anybody who has information about illegal activities concerning water supply may report the same to

Main Office , Blk. 9 lot 19 Brgy Minuyan
City of San Jose del Monte, Bulacan

0917-5069797
0917-5069292

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

What are the illegal acts under the PD 198 and Water Crisis Act?

Under Presidential decree 198 and Republic Act 8041 or the Water Crisis Act, the following acts are illegal:

- Reconnection of disconnected water service
- Opening of fire hydrants
- Reselling of water for profit
- Meter tampering
- Connection to stub-outs

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



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/PrimeWater SJDM 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. As a result of the Joint Venture Agreement with PrimeWater, this service is being provided by PrimeWater.

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.

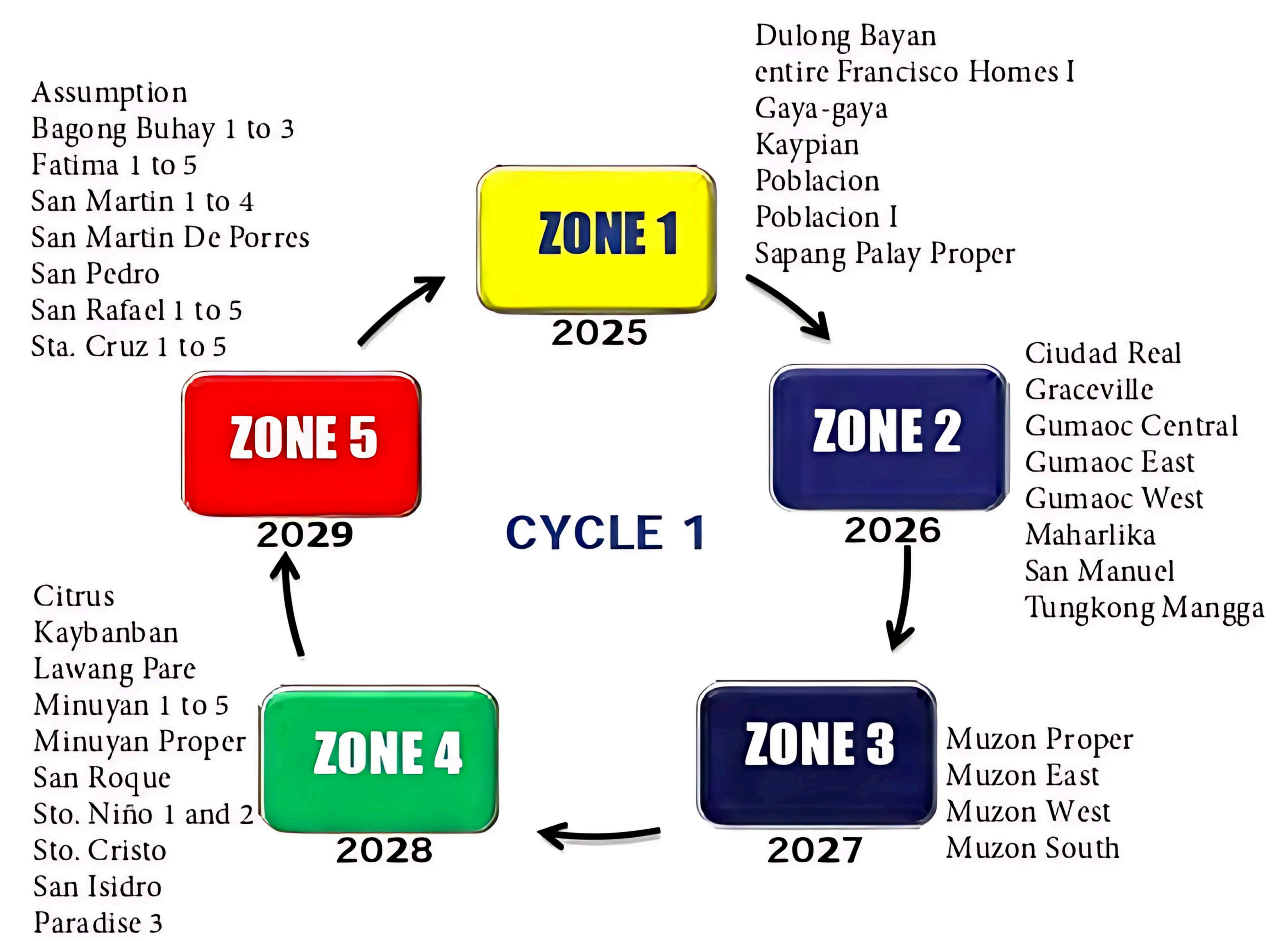
Violations include lack of septic tank, non-compliance with prescribed standards as to location, size and material, and improper sludge disposal.

WHERE DOES SAN JOSE WATER BRING THE COLLECTED SEPTAGE?

PrimeWater SJDM hauls the septage to the 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. the city is divided into five septage collection zones with the following schedule of collection:



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

You have to request for emergency desludging and pay a mobilization fee amounting to P500.00 plus P700/ cu.m or less, computed based on the actual volume desludged.

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 customers of San Jose Water/ PrimeWater regardless of collection schedule.

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. Customers will have to talk with San Jose Water’s Customer Service Representatives for more details. The septage fee will 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 P1,407.60 in a five-year period, equivalent to only P0.77/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

Main Office
Road 1, Brgy. Minuyan,
City of San Jose Del Monte,
Bulacan

Extension Office
Francisco Homes, Brgy. Narra,
City of San Jose Del Monte,
Bulacan

Contact Numbers:

Main Office: +63 917 5069797
: +63 917 5069292