



# BUTUAN CITY WATER DISTRICT CITIZEN'S CHARTER



*(Revised 2019-4)*



*Replicating Nature's Way*

# CORE VALUES

**C** - Commitment

**L** - Leadership

**I** - Integrity

**E** - Excellence

**N** - Novelty

**T** - Teamwork

**S** - Safety

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## VISION

**A leader in the water and sanitation industry advancing integrated water resource management.**



## MISSION

**Butuan City Water District, a service-oriented entity, endeavors to preserve the environment, deliver quality service and satisfy its customers.**

# BCWD

## Service Pledge

We, the officials and employees of the Butuan City Water District, commit to :

**S**erve you from Monday to Friday, 8:00 A.M. to 5:00 P.M. (No Noon Break), and every Saturday, from 8:00 A.M. to 11:30 A.M.;

**A**ttempt to attend to you as soon as you enter the premises of the District;

**R**espond to your queries or complaint about our services soonest or within the day through our Public Assistance and Complaint Desk and take corrective measures;

**A**ssure you that you will be served by authorized personnel with proper identification;

**P**rovide courtesy lane to those with special needs, such as the differently-abled, pregnant women, and senior citizens;

**P**rovide up-to-date information on our policies, programs, activities and services through our website ([www.bcwd.gov.ph](http://www.bcwd.gov.ph)), telephone numbers 085.3423145/46, facebook, textblast, and print and broadcast media.

*All these we pledge,  
Because YOU deserve no less.*

## Feedback and Redress Mechanism

Please let us know how we have served you by doing the following :

- ✓ Accomplish our Feedback Form provided at the Public Assistance and Complaint Desk.
- ✓ You can also visit our website at [www.bcwd.gov.ph](http://www.bcwd.gov.ph) for more information and updates or for on-line feedback.
- ✓ You can also talk to our PUBLIC ASSISTANCE AND COMPLAINT DESK in-charge or to our CUSTOMER SERVICE DIVISION personnel for assistance either by personal visit to the office or by phone call (085.3423146, Bayantel Hotline No. 143 or PLDT Hotline No. 1622).

**THANK YOU** for helping us continuously improve our services.

## NEW SERVICE CONNECTION *Application*

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8:00 A.M. – 5:00 P.M.

### WHO MAY AVAIL OF THE SERVICE?

(KINSA ANG PWEDE MAKAPATAUD SA PANUBIG)

*-Mga Residente sa Butuan City*

### REQUIREMENTS

1. **Attendance to the Orientation Seminar held every Friday, 9:00 – 11:00 A.M. at the BCWD office**
2. **Barangay Clearance – 3 copies**
3. **Waiver, if applicant is not the owner of the lot/building (duly notarized 4 copies)**
4. **2x2 ID Picture - 1 pc.**

### FEES

(BALAYRONON)

1. **Residential Connection Fee: (Size: 1/2" Ø) – ₱ 3,917.30**
2. **Commercial Connection Fee: (Size: 1/2" Ø) – ₱ 4,334.60**

### HOW TO AVAIL OF THE SERVICE?

Please refer to the next page.

Step	Prospective Concessionaire	Activity	Duration of Activity	Forms	Person-In-Charge
1	Submit 3 copies of Barangay Clearance from the Brgy. Chairman, 4 copies of Waiver duly notarized and 1 copy of 2x2 ID picture.	Receive the needed documents.	5 mins.		Susan Carrido
		Verify from the computer as to whether applicant has long outstanding accounts.	5 mins.		Susan Carrido
		Investigate and estimate proposed service connection lines and corresponding charges, and prepare New Service Connection Inspection Report.	12 hours.		Noel Jaictin
		Prepare sketch and indicate corresponding excavation charges.	20 mins.		Noel Jaictin
2	Attend Orientation Seminar.	Conduct Orientation-Seminar.	2 hours		Marivel Reambonanza
3	Submit New Service Connection Inspection Report, sign Contract and acknowledge the Policy on Water Pilferage/Illegal Connection	Process Application and Contract and other documents for signature of the applicant.	20 mins.	Contract & Policy on Water Pilferage/ Illegal Connection	Susan Carrido
		Issue computer-generated Seminar Number.	5 mins.		Marivel Reambonanza
4	Pay installation charges	Receive the amount and issue corresponding official receipt.	2 mins.	Official Receipt	BCWD Tellers
		Accomplish other supporting documents and assign corresponding service connection number and control number.	20 mins.		Susan Carido
		Verify and approve Service Application Connection Order			
		1. Investigation – Customer Service Asst. A 2. Verification -Customer Service Officer-B 3. Approval – Commercial Department Manager A	5 mins. 10 mins. within the day		Noel Jaictin Marivel Reambonanza Junifer Sombilon
5	Accept and acknowledge water meter receipt and materials installed.	Install service connection.	1-3 days (simple installation)	Water Meter Receipt/ Materials Used	Germanico Pactol/ NSC Installation Team

**END OF TRANSACTION**

# LEAK REPAIR, CHANGE METER/ STOLEN, TRANSFER WATER METER (Simple Cases)

## SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8:00 A.M. – 5:00 P.M.

## WHO MAY AVAIL OF THE SERVICE?

**BCWD Concessionaires**

## HOW TO AVAIL OF THE SERVICE?

Step	Concessionaire	Activity	Duration of Activity	Forms	Person-In-Charge
1	Phone-In Concessionaires - Request for assistance via phone.  Walk-In Concessionaires - Go directly to the Customer Service Division (Complaints).	Get and log in account name and number of the concessionaire and the details of the complaint to the computer and send request to the Pipeline & Appurtenances Maintenance Department through local area network.	5 mins.		Mario Tabigue
		Receive complaint thru phone call	2 mins.		Michelle Balagtas Mary Jean Ladaran/ Ian Blair Dalman
		Receive and print Maintenance Order / Service Request and submit to supervisor.	10 mins.	Maintenance Order/ Service Request	Michelle Balagtas Mary Jean Ladaran/ Ian Blair Dalman
		Call through radio/ cellphone the nearest team assigned at the vicinity / area.	2 mins.		Joel Hinayon/ Ian Blair Dalman Donnabelle Sulapas
		Segregate/classify forms and distribute to assigned team.	5 mins.		Joel Hinayon/ Ian Blair Dalman Donnabelle Sulapas
		Receive maintenance order/ service request & prioritize as to nature & location.	Immediately upon receipt of the order/ request		All Team Leaders All Alternate Team Leaders
		1. Conduct repair a. Service Line	1-2 days	All Team Leaders All Alternate Team Leaders	
		b. Mainline & Distribution Line	1-3 days		
2. Change Stolen/ Damage Water Meter	1 day	Henrito Perang, Jr./ Reymar Pelaez			
3. Transfer water meter	2 days upon receipt of Maintenance Order	Henrito Perang, Jr./ Reymar Pelaez			



Step	Prospective Concessionaire	Activity	Duration of Activity	Forms	Person-In-Charge
2	Acknowledge / accept Maintenance Order / Service Request Form.	Present Maintenance Order/Service Request Form to concessionaire.	1 min.		All Team Leaders All Alternate Team Leaders
		Supervise & check accomplished repair/ activity.	4 hrs.		Joel Hinayon Donnabelle Sulapas
		Return accomplished maintenance order/ service request to clerk processor for encoding and materials used to PMMD (Warehouse)	2 mins. per report		All Team Leaders All Alternate Team Leaders  Ian Blair Dalman Donnabelle Sulapas

### END OF TRANSACTION

## LEAK REPAIR, CHANGE METER / STOLEN, TRANSFER WATER METER (Complex Cases)

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8:00 A.M. – 5:00 P.M.

### WHO MAY AVAIL OF THE SERVICE?

BCWD Concessionaires

### HOW TO AVAIL OF THE SERVICE?

Step	Prospective Concessionaire	Activity	Duration of Activity	Forms	Person-In-Charge
1	<b>Phone-In Concessionaires</b> - Request for assistance via phone.  <b>Walk-In Concessionaires</b> - Go directly to the Customer Service Division (Complaints)	Get and log in account name and number of the concessionaire and the details of the complaint to the computer and send request to the Pipeline & Appurtenances Maintenance Department through local area network.	5 mins.		Mario Tabigue
		Receive complaint thru phone call.	2 mins.		Michelle Balagtas Mary Jean Ladaran/ Ian Blair Dalman

Step	Concessionaire	Activity	Duration of Activity	Forms	Person-In-Charge		
2		Receive and print Maintenance Order / Service Request and submit to supervisor	10 mins.	Maintenance Order / Service Request	Michelle Balagtas Mary Jean Ladaran/ Ian Blair Dalman		
		Call through radio/ cellphone the nearest team assigned at the vicinity / area	2 mins.		Joel Hinayon Ian Blair Dalman Donnabelle Sulapas		
		Segregate/classify forms and distribute to assigned team.	5 mins.		Joel Hinayon Ian Blair Dalman Donnabelle Sulapas		
		Receive maintenance order/ service request & prioritize as to nature & location.	Immediately upon receipt of the order/ request		All Team Leaders All Alternate Team Leaders		
		1. Conduct repair a. Service Line	3-7 days		All Team Leaders All Alternate Team Leaders		
		b. Mainline & Distribution Line	4-7 days				
		2. Regular Maintenance (Regular Maintenance)	7 days		Henrito Perang, Jr./ Reymar Pelaez		
		3. Transfer Cluster Stand a. Without Tapping b. With Tapping and Crossroads	3-7 days upon receipt of Maintenance Order		All Team Leaders All Alternate Team Leaders		
		2	Acknowledge / accept Maintenance Order / Service Request Form	Present Maintenance Order/ Service Request Form/ Materials to concessionaire.	1 min.		All Team Leaders All Alternate Team Leaders
				Supervise and check accomplished repair/activity.	4 hrs.		Joel Hinayon Donnabelle Sulapas
Return accomplished maintenance order/service request to clerk processor for encoding and materials used to PMMD (Warehouse)	2 mins. per report.				All Team Leaders All Alternate Team Leaders Ian Blair Dalman Donnabelle Sulapas		

### END OF TRANSACTION

# RESPONSE TO “WATER QUALITY” COMPLAINTS

## SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8:00 A.M. – 5:00 P.M.

## WHO MAY AVAIL OF THE SERVICE?

BCWD Concessionaires

## HOW TO AVAIL OF THE SERVICE?

Step	Prospective Concessionaire	Activity	Duration of Activity	Forms	Person-In-Charge
1	<b>Phone-In Concessionaires</b> - Request for assistance via phone.  <b>Walk-In Concessionaires</b> - Go directly to Customer Service Division (Complaints).	Take account name and account number of the concessionaire and the nature / details of complaints.	5 mins.		Mario Tabigue
		Log in all details of the complaint/s to the computer and send service request to Production & Distribution Department/ Water Quality Division through local area network.	5 mins.		Mario Tabigue
		Receive and print Service Request.	2 mins.	Service Request Form	Jhestie Zaportiza
		Take action on concessionaire's complaint/s			
		- Flushing Activity - Water Analysis (if necessary)	2 days 5 days		Felipe Delalamon/ Aldo Lofranco Meinheart Catacte/ Leah Cabonce
2	Acknowledge & sign Service Request Form.	Present Service Request Form to the concerned concessionaire.	2 mins.	Service Request Form	Felipe Delalamon/ Aldo Lofranco

**END OF TRANSACTION**

# RESPONSE TO “NO WATER” COMPLAINTS

## SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8:00 A.M. – 5:00 P.M.

## WHO MAY AVAIL OF THE SERVICE?

BCWD Concessionaires

## HOW TO AVAIL OF THE SERVICE?

Step	Prospective Concessionaire	Activity	Duration of Activity	Forms	Person-In-Charge
1	<b>Phone-In Concessionaires</b> - Request for assistance via phone.  <b>Walk-In Concessionaires</b> - Go directly to the Customer Service Division (Complaints).	Take account name and number of the concessionaire and the nature and details of complaint/s.	5 mins.		Mario Tabigue
		Log in all details of the complaint/s to the computer and send service request/ maintenance order to the Pipeline & Appurtenances Maintenance Dept. through the local area network.	5 mins.		Mario Tabigue
		Receive and print Service Request/Maintenance Orders.	10 mins.	Service Request Form/ MO	Michelle Balagtas
		Take action on the concessionaire's complaints.	2 days (simple cases)		Joel Hinayon Leonardo Jugarap/ Henrito Perang, Jr./ Randy Awa/ Nelson Magsigay/ Richard Aninipoc/ Eric Navales/ Janus Christian Meña/ Menardo Pienconaves/ Dexter Cupay/ Patrocenio Aborque/ Edwin Dacula/ Christoper Lumagbas
2	Acknowledge & sign Service Request Form/ Maintenance Order.	Present the Service Request Form / Maintenance Order to the concerned concessionaire.	2 mins.	Service Request Form/ MO	

*Note: The Customer Service Division in-charge shall coordinate first with the Production & Distribution Department regarding the status of operation before making a Service Request*

**END OF TRANSACTION**

## PAYMENT OF DISCONNECTED SERVICE CONNECTION

### SERVICE DESCRIPTION

#### Reconnection

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8:00 A.M. – 5:00 P.M.

Saturday, 8:00 - 11:30 A.M.

### WHO MAY AVAIL OF THE SERVICE?

BCWD Concessionaires whose Service Connections have been disconnected.

### REQUIREMENT

For non-owners or tenants, Authorization Letter from the registered owner.

### RECONNECTION FEE

₱ 100.00 per Board Resolution No. 140-2017 dated Dec. 4, 2017

### SERVICE FEE

₱ 100.00 (for Re-Install Water Meter) Board Resolution No. 140-2017 dated Dec. 4, 2017

### INSPECTION FEE

₱ 100.00 (for Accounts Closed from year 2000 and earlier) Board Resolution No. 140-2017 dated Dec. 4, 2017

### HOW TO AVAIL OF THE SERVICE?

Step	Prospective Concessionaire	Activity	Duration of Activity	Person-In-Charge
1		Get priority number near the entrance door and wait for number to be flashed at queuing system for Overdue Bills.		
2		Present overdue water bill at the Customer Services Division Counter # 2.	Receive overdue water bill and scan / print ledger / statement of accounts.	Riza Josephine Pagay
			Prepare reconnection charges.	Riza Josephine Pagay

Step	Prospective Concessionaire	Activity	Duration of Activity	Person-In-Charge
		Forward to CSO-B / OIC- Commercial Services Department if payment is below 75%.	1 min.	Riza Josephine Pagay/ Marievel Reambonanza /Junifer Sombilon
		Approve or disapprove payment amount (for those below 75%).	2 mins.	Junifer Sombilon / Marievel Reambonanza
3		Wait for number to be flashed at the queuing system for collection	30 mins.	
4		Pay amount to the Teller.	2 mins.	Jennifer Badana BCWD Tellers - Marrie Vic Beltran/ Nalyne Dorilag/ Amelita Militante/ Archibald Ricafort
5		Present official receipt & copy of reconnection charges at the Customer Services Department Counter # 6.	2 mins.	Mario Tabigue
			1 day	Kit Irvin Montera

### END OF TRANSACTION

## PAYMENT OF WATER BILLS & OTHER FEES

### SERVICE DESCRIPTION

Payment of :

1. Water Bills
2. Installation Charges
3. Water Analysis
4. Water Meter Calibration
5. Other Fees

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday, 8:00 A.M. - 5:00 P.M.

Saturday, 8:00 A.M. - 11:30 A.M.

### WHO MAY AVAIL OF THE SERVICE?

All BCWD Concessionaires and Outside Clients

### HOW TO AVAIL OF THE SERVICE?

Please refer to the next page.



Step	Concessionaire / Client	Activity	Duration of Activity	Forms	Person-In-Charge
<b>1</b>	Get form/account & control number & corresponding amount : <b>a. Water Bills / Commercial Department</b> <b>b. Installation Charges</b> -Commercial Department <b>c. Water Meter Calibration</b> – Commercial Department <b>d. Water Analysis</b> -Production & Distribution Department/ Water Quality Division  <b>e. Other Fees –</b> <b>e.1 Certification (OGM)</b> <b>e.2 Bidding &amp; Security Fees</b> (Admin Dept.) <b>e.2.1 Bidding Fee</b> <b>e.2.2 Bid/Security/ Performance Bond</b> <b>e.3 Accounts Receivable</b> (Finance Dept.).	Issue form/account & control number & corresponding amount.	10 mins.		<b>Commercial Dept.</b> – Wilma Yebes/ Susan Carrido  <b>Production &amp; Distribution Dept./ Water Quality Division</b> – Meinheart Catacte/ Leah Cabonce  <b>OGM – Iris Abiera Admin Dept. –</b> Renelyn Torralba  <b>Finance Dept. –</b> Emma B. Lupiba
<b>2</b>	Get priority number near the entrance door and wait for the number to be flashed on the queuing system.		30 mins.		
<b>3</b>	Pay corresponding amount.	Process payment & issue official receipt.	2 mins.	Official Receipt	Jennifer Badana <b>BCWD Tellers</b> - Marrie Vic Beltran/ Nalyne Dorilag/ Amelita Magtibay/ Archibald Ricafort

**END OF TRANSACTION**

## PAYMENT OF WATER BILLS AT COLLECTING AGENTS

### SERVICE DESCRIPTION

Payment of Water Bills

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Sunday, 8:00 A.M. - 6:00 P.M.

- Delpolo Pawnshop (Libertad Highway)
- C5 Hardware (Rosewood Arcade)
- Berry Happy Mart (Pizzaro St., J.P. Rizal)
- JPL Bayad Center (Ampayon Market)
- Tam Payment and Remittance Center (Wing-On Corporate Bldg.)

### WHO MAY AVAIL OF THE SERVICE?

All BCWD Concessionaires

### HOW TO AVAIL OF THE SERVICE?

Step	Prospective Concessionaire	Activity	Duration of Activity	Forms	Person-In-Charge
<b>1</b>	Present water bills and pay corresponding amount.	Process payment & issue official receipt.	2 mins.	Official Receipt	- Delpolo Pawnshop - C5 Hardware - Berry Happy Mart - JPL Bayad Center - Tam Payment and Remittance Center

**END OF TRANSACTION**

## PAYMENT OF WATER BILLS AT COLLECTING BANKS

### SERVICE DESCRIPTION

Payment of Water Bills

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday, 9:00 A.M. - 3:30 P.M.

- Veterans Bank (J. C. Aquino Avenue, Butuan City)

### WHO MAY AVAIL OF THE SERVICE?

All BCWD Concessionaires

### HOW TO AVAIL OF THE SERVICE?

Step	Concessionaire / Client	Activity	Duration of Activity	Forms	Person-In-Charge
1	Present water bills and pay corresponding amount.	Process payment & issue official receipt.	2 mins.	Official Receipt	- Veterans Bank

**END OF TRANSACTION**

## PROCUREMENT / PAYMENT OF HDPE PIPES

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday, 8:00 A.M. - 5:00 P.M.

### WHO MAY AVAIL OF THE SERVICE?

All BCWD Concessionaires and Outside Client

### HOW TO AVAIL OF THE SERVICE?

*Please refer to the next page.*

Step	Prospective Concessionaire	Activity	Duration of Activity	Forms	Person-In-Charge
<b>FULL PAYMENT</b>					
1	Proceed to the Property & Materials Management Division (Warehouse) and request for procurement of HDPE pipes.	Issue Store Requisition Slip (SRS).	5 mins.	SRS	<b>PMMD (Warehouse)</b> – Efen Joseph Dumanon/ Louie Tancinco / Nicolas Tinaco
2	Get priority number near the entrance door and wait for the number to be flashed on the queuing system.		10 mins.		
3	Pay the corresponding amount.	Process payment & issue official receipt.	2 mins.	Official Receipt	Jennifer Badana <b>BCWD Tellers</b> - Marrie Vic Beltran/ Nalyne Dorilag/ Amelita Magtibay/ Archibald Ricaforte
4	Go back to the Property & Materials Management Division (Warehouse) and claim HDPE pipes.	Release HDPE pipes	2 mins.		<b>PMMD (Warehouse)</b> – Efen Joseph Dumanon/ Louie Tancinco / Nicolas Tinaco
5	Present SRS copy to the guard at the Guard House	Release of procured HDPE pipes from the BCWD premises	2 mins.		Security Guard

**END OF TRANSACTION**

## PROCUREMENT / PAYMENT OF HDPE PIPES

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday, 8:00 A.M. - 5:00 P.M.

### WHO MAY AVAIL OF THE SERVICE?

All BCWD Concessionaires and Outside Client

### HOW TO AVAIL OF THE SERVICE?

*Please refer to the next page.*

Step	Concessionaire / Client	Activity	Duration of Activity	Forms	Person-In-Charge
<b>INSTALLMENT</b>					
<b>1</b>	Go to the Customer Service Division for promissory note.	Issue promissory note/ partial payment. Approve promissory note.	15 mins. 5 mins.	Promissory Note	<b>Commercial Dept.</b> – Susan Carrido  Junifer Sombilon
<b>2</b>	Proceed to the Property & Materials Management Division (Warehouse) and request for procurement of HDPE pipes through loan scheme and get SRS Form.	Prepare Store Requisition Slip (SRS).	5 mins.	SRS	<b>PMMD (Warehouse)</b> – Efren Joseph Dumanon/ Louie Tancinco / Nicolas Tinaco
<b>3</b>	<b>Partial Payment :</b> Get priority number near the entrance door and wait for the number to be flashed on the queuing system.		10 mins.		
<b>4</b>	Pay corresponding amount.	Process payment & issue official receipt.	2 mins.	Official Receipt	Jennifer Badana <b>BCWD Tellers -</b> Marrie Vic Beltran/ Nalyne Dorilag/ Amelita Magtibay/ Archibald Ricaforte
<b>5</b>	Return to the Customer Service Division and present O.R.	Get and record the O.R. number and amount	5 mins.	Official Receipt	Susan Carrido
<b>6</b>	Return to the Property & Materials Management Division (Warehouse) and claim the HDPE pipes.	Release HDPE pipes.	15 mins.	Official Receipt/ SRS	<b>PMMD (Warehouse)</b> – Efren Joseph Dumanon/ Louie Tancinco / Nicolas Tinaco
<b>7</b>	Present SRS copy to the guard at the Guard House.	Release of procured HDPE pipes from the BCWD premises.	5 mins.		Security Guard

### END OF TRANSACTION

## WATER ANALYSIS FOR OUTSIDE SAMPLES

### SERVICE DESCRIPTION

Physical-Chemical Analysis & Bacteriological Analysis

### SCHEDULE OF AVAILABILITY OF SERVICE

Phy-Chem Analysis :

Monday–Thursday, 8:00 AM - 12:00 Noon/  
1:00 PM - 4:00 PM

Bacte Analysis :

Monday–Thursday, 8:00 AM - 12:00 Noon/  
1:00 PM - 3:00 PM

### WHO MAY AVAIL OF THE SERVICE?

Neighboring Water Districts, Government & Private Firms,  
Private Individuals

### FEES:

#### A. Phy-Chem Analysis

**Mandatory Parameters (8 parameters):**

₱ 3,000.00 per sample (Water Districts)  
₱ 3,000.00 per sample (Refilling Station/ Non-Water Districts)  
₱ 4,500.00 per sample (Mining Firms)

**Primary and Secondary Parameters (17 parameters):**

₱ 2,500.00 per sample (Water Districts)  
₱ 3,000.00 per sample (Refilling Stations/ Non-Water District)  
₱ 4,000.00 per sample (Mining Firms)

#### Individual Parameters

Temperature : ₱ 100.00 per sample  
Odor : ₱ 100.00 per sample  
Total Dissolved Solids : ₱ 200.00 per sample  
Specific Conductance : ₱ 200.00 per sample  
Turbidity : ₱ 200.00 per sample  
Color : ₱ 200.00 per sample  
Salinity : ₱ 200.00 per sample  
Total Suspended Solids: ₱ 200.00 per sample  
pH : ₱ 200.00 per sample  
Iron : ₱ 300.00 per sample  
Manganese : ₱ 350.00 per sample  
Chloride : ₱ 350.00 per sample  
Sulfate : ₱ 300.00 per sample  
Total Hardness : ₱ 300.00 per sample  
Magnesium Hardness : ₱ 200.00 per sample  
Calcium : ₱ 300.00 per sample  
Nitrate : ₱ 400.00 per sample  
Fluoride : ₱ 300.00 per sample  
Chlorine Residual : ₱ 250.00 per sample  
Copper : ₱ 300.00 per sample

Please refer to the next page.

**AAS Method**

- Arsenic : ₱ 1,100.00 per sample
- Cadmium : ₱ 1,100.00 per sample
- Chromium : ₱ 1,100.00 per sample
- Copper : ₱ 700.00 per sample
- Iron : ₱ 700.00 per sample
- Lead : ₱ 1,100.00 per sample
- Manganese : ₱ 700.00 per sample
- Potassium : ₱ 700.00 per sample
- Sodium : ₱ 700.00 per sample

**B. Bacteriological Analysis**

- MFTF : ₱ 1,100.00 per sample
- Enzyme Substrate : ₱ 1,100.00 per sample
- HPC : ₱ 1,100.00 per sample

**HOW TO AVAIL OF THE SERVICE?**

Step	Client	Activity	Duration of Activity	Forms	Person-In-Charge
1	Submit letter-request addressed to the General Manager for approval.	Receive and endorse letter for GM's approval.	2 mins.		Iris Abiera
2	Wait for GM's approval.	Approve or disapprove client's request.	1 day		GM Anselmo Sang Tian
		Receive letter from OGM indicating GM's action.	5 mins.		
3	Upon approval, contact/ see laboratory personnel for scheduling and further instruction.	Determine payable account for the corresponding tests	5-10 mins.	Payment Form	<b>Water Quality Div.</b> Meinheart Catacte/ Leah Cabonce
		Release Request for Water Analysis and sampling bottles if needed	5 mins.	Chain of Custody Form	<b>Water Quality Div.</b> Meinheart Catacte/ Leah Cabonce
		Assign schedule for submission of sample.			
4	Pay corresponding amount to the Teller	Issue official receipt upon payment	20 mins.	Official Receipt	Jennifer Badana <b>BCWD Tellers -</b> Marrie Vic Beltran/ Nalyne Dorilag/ Amelita Magtibay/ Archibald Ricaforte
5	Submit sample and completely filled-up Request for Water Analysis Form on scheduled date.	Analysis of sample.	5-15 days	Chain of Custody Form	<b>Water Quality Div.</b> Meinheart Catacte/ Leah Cabonce
		Prepare, encode & sign test results.	1 day		
		Sign / noted the test results	1 day		
		Final review of signed test results and file "For Release"			
6	Get laboratory test results & sign the Laboratory Outgoing Logbook.	Release duly signed test results with stamp "RELEASED"	15 mins.		Clerk Processor (Laboratory)

**END OF TRANSACTION**



**CLIENT COMPLAINT/FEEDBACK FORM**



Name : \_\_\_\_\_

Address : \_\_\_\_\_

Email Address (if any): \_\_\_\_\_

Contact Number(s) (if any): \_\_\_\_\_

Organization / Agency: \_\_\_\_\_

Person(s) Complained of: \_\_\_\_\_

Nature of Complaint: \_\_\_\_\_

When did it happen? \_\_\_\_\_

Facts of the Complaint: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Desired Action from our Office : \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature : \_\_\_\_\_

Date : \_\_\_\_\_



## Online Billing Inquiry

**Keep track of your water consumption!**

Know your monthly water bill.

Enroll in our Online Billing Inquiry.

To enroll, visit [www.bcwd.gov.ph](http://www.bcwd.gov.ph), click "OBI" in the site header, fill up required fields then click Sign Up.

You need to register User Name, Control Number (found at the top left corner of your blue bill), and password.

To view your account, log in to OBI using username and password you registered.



Republic of the Philippines  
**Butuan City Water District**

Gov. J.A. Rosales Ave., Butuan City  
Tel. Nos. (085) 342-3145; 341-6374  
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