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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:

Serve 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.;

Attend to you as soon as you enter the premises of the District;

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

Assure you that you will be served by authorized personnel with proper identification;

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

Provide up-to-date information on our policies, programs, activities and services through our website (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 for more information and updates or for online 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) – P 3,917.30
2. Commercial Connection Fee: (Size: 1/2” Ø) – P 4,334.60

HOW TO AVAIL OF THE SERVICE?

Please refer to the next page.
### 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?**

<table>
<thead>
<tr>
<th>Step</th>
<th>Concessionaire</th>
<th>Activity</th>
<th>Duration of Activity</th>
<th>Forms</th>
<th>Person-In-Charge</th>
</tr>
</thead>
</table>
| 1    | Phone-In Concessionaires | - Request for assistance via phone.  
- Go directly to the Customer Service Division (Complaints). | 5 mins. |  
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. | Mario Tabigue |
|      | Walk-In Concessionaires | | 2 mins. | Receive complaint thru phone call | Michele Balgaças/ Mary Jean Ladaran/ Ian Blair Dalman |
|      | | | | | Joel Hinayon/ Donnabelle Sulapas |
| 2    | | Receive and print Maintenance Order / Service Request and submit to supervisor.  
Call through radio/ cellphone the nearest team assigned at the vicinity / area.  
Segregate/classify forms and distribute to assigned team. | 10 mins. | | Michele Balgaças/ Mary Jean Ladaran/ Ian Blair Dalman |
|      | | | 2 mins. | | Joel Hinayon/ Donnabelle Sulapas |
|      | | Receive maintenance order/service request & prioritize as to nature & location.  
1. Conduct repair  
a. Service Line  
b. Mainline & Distribution Line  
2. Change Stolen/ Damage Water Meter  
3. Transfer water meter | | | All Team Leaders |
|      | | | | | All Alternate Team Leaders  
Henrito Perang, Jr./ Henrito Perang, Jr.  
Reymar Pelaez  
Reymar Pelaez |
## 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?

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

### END OF TRANSACTION

<table>
<thead>
<tr>
<th>Step</th>
<th>Activity</th>
<th>Duration of Activity</th>
<th>Forms</th>
<th>Person-In-Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Phone-In Concessionaires • Request for assistance via phone.</td>
<td>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 &amp; Appurtenances Maintenance Department through local area network.</td>
<td>5 mins.</td>
<td>Mario Tabigue</td>
</tr>
<tr>
<td></td>
<td>Walk-In Concessionaires • Go directly to the Customer Service Division (Complaints)</td>
<td>Receive complaint thru phone call.</td>
<td>2 mins.</td>
<td>Michelle Balagtas Mary Jean Ladaran/ Ian Blair Dalman</td>
</tr>
<tr>
<td>2</td>
<td>Concessionaire</td>
<td>Receive and print Maintenance Order / Service Request and submit to supervisor</td>
<td>10 mins.</td>
<td>All Team Leaders All Alternate Team Leaders</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Call through radio/ cellphone the nearest team assigned at the vicinity / area</td>
<td>2 mins.</td>
<td>Michelle Balagtas Mary Jean Ladaran/ Ian Blair Dalman</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Segregate/classify forms and distribute to assigned team.</td>
<td>5 mins.</td>
<td>Joel Hinayon Ian Blair Dalman Donnabelle Sulapas</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Receive maintenance order/service request &amp; prioritize as to nature &amp; location.</td>
<td>Immediately upon receipt of the order/request</td>
<td>Joel Hinayon Ian Blair Dalman Donnabelle Sulapas</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1. Conduct repair a. Service Line b. Mainline &amp; Distribution Line</td>
<td>3-7 days</td>
<td>All Team Leaders All Alternate Team Leaders</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Regular Maintenance (Regular Maintenance)</td>
<td>4-7 days</td>
<td>All Team Leaders All Alternate Team Leaders Henrito Perang, Jr./ Reymar Pelaez</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Transfer Cluster Stand a. Without Tapping b. With Tapping and Crossroads</td>
<td>7 days</td>
<td>All Team Leaders All Alternate Team Leaders</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3-7 days upon receipt of Maintenance Order</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Acknowledge / accept Maintenance Order / Service Request Form</td>
<td>1 min.</td>
<td>All Team Leaders All Alternate Team Leaders</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Supervise &amp; check accomplished repair/activity.</td>
<td>4 hrs.</td>
<td>Joel Hinayon Donnabelle Sulapas</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Return accomplished maintenance order/service request to clerk processor for encoding and materials used to PMMD (Warehouse)</td>
<td>2 mins. per report</td>
<td>All Team Leaders All Alternate Team Leaders Ian Blair Dalman Donnabelle Sulapas</td>
</tr>
</tbody>
</table>

### 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 AVOID THE SERVICE?
BCWD Concessionaires

### HOW TO AVOID THE SERVICE?

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

### 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 AVOID THE SERVICE?
BCWD Concessionaires

### HOW TO AVOID THE SERVICE?

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

### END OF TRANSACTION

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.
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 AVAL 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 AVAL OF THE SERVICE?

<table>
<thead>
<tr>
<th>Step</th>
<th>Prospective Concessionaire</th>
<th>Activity</th>
<th>Duration of Activity</th>
<th>Person-In-Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>Get priority number near the entrance door and wait for number to be flashed at queuing system for Overdue Bills.</td>
<td></td>
<td>Riza Josephine Pagay</td>
</tr>
<tr>
<td>2</td>
<td>Present overdue water bill at the Customer Services Division Counter # 2.</td>
<td>Receive overdue water bill and scan / print ledger / statement of accounts.</td>
<td>10 mins.</td>
<td>Riza Josephine Pagay</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Prepare reconnection charges</td>
<td>1 min.</td>
<td>Riza Josephine Pagay</td>
</tr>
</tbody>
</table>

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 AVAL OF THE SERVICE?
All BCWD Concessionaires and Outside Clients

HOW TO AVAL OF THE SERVICE?

Please refer to the next page.
### 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 AVAL OF THE SERVICE?
All BCWD Concessionaires

#### HOW TO AVAL OF THE SERVICE?

<table>
<thead>
<tr>
<th>Step</th>
<th>Prospective Concessionaire</th>
<th>Activity</th>
<th>Duration of Activity</th>
<th>Forms</th>
<th>Person-In-Charge</th>
</tr>
</thead>
</table>
| 1    | 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 |
| 2    | Get priority number near the entrance door and wait for the number to be flashed on the queuing system. | 30 mins. | - Delpolo Pawnshop
- C5 Hardware
- Berry Happy Mart
- JPL Bayad Center
- Tam Payment and Remittance Center |
BCWD Tellers - Marrie Vic Beltran/
Nalyn Garcia
Amelita Magtibay/ Archibald Ricaforte |

**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 AVOID THE SERVICE?
All BCWD Concessionaires

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

FULL PAYMENT

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

PROCUREMENT / PAYMENT OF HDPE PIPES

SCHEDULE OF AVAILABILITY OF SERVICE
Monday – Friday, 8:00 A.M. - 5:00 P.M.

WHO MAY AVOID THE SERVICE?
All BCWD Concessionaires and Outside Client

HOW TO AVOID THE SERVICE?
Please refer to the next page.
### 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):**
  - P 3,000.00 per sample (Water Districts)
  - P 3,000.00 per sample (Refilling Station/ Non-Water Districts)
  - P 4,500.00 per sample (Mining Firms)

- **Primary and Secondary Parameters (17 parameters):**
  - P 2,500.00 per sample (Water Districts)
  - P 3,000.00 per sample (Refilling Stations/ Non-Water District)
  - P 4,000.00 per sample (Mining Firms)

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

Please refer to the next page.
### AAS Method

<table>
<thead>
<tr>
<th>Substance</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arsenic</td>
<td>₱1,100.00 per sample</td>
</tr>
<tr>
<td>Cadmium</td>
<td>₱1,100.00 per sample</td>
</tr>
<tr>
<td>Chromium</td>
<td>₱1,100.00 per sample</td>
</tr>
<tr>
<td>Copper</td>
<td>₱700.00 per sample</td>
</tr>
<tr>
<td>Iron</td>
<td>₱700.00 per sample</td>
</tr>
<tr>
<td>Lead</td>
<td>₱1,100.00 per sample</td>
</tr>
<tr>
<td>Manganese</td>
<td>₱700.00 per sample</td>
</tr>
<tr>
<td>Potassium</td>
<td>₱700.00 per sample</td>
</tr>
<tr>
<td>Sodium</td>
<td>₱700.00 per sample</td>
</tr>
</tbody>
</table>

### B. Bacteriological Analysis

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

### HOW TO AVOID THE SERVICE?

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