



# **Santa Maria**

**WATER DISTRICT**

**"YOUR WATER, OUR OBLIGATION  
YOUR CONVENIENCE, OUR SERVICE"**

## **SANTA MARIA WATER DISTRICT**

**CITIZEN'S CHARTER**

2025 (1<sup>st</sup> Edition)



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## **I. Vision**

To be a world-class water supply and sewerage service provider.

## **II. Mission**

1. To provide adequate, reliable, and potable water supply and sewerage services
2. To provide excellent and responsive customer service with the highest degree of professionalism and competence
3. To protect and preserve the environment for sustainable community development

## **III. Core Values**

Competence, Responsibility, Unity, Service, Accountability, Integrity, Dedication.

## **IV. Service Pledge**

We, the official and employees of SANTA MARIA WATER DISTRICT commit to:

**S** – erve our concessionaires with the best of our abilities in providing adequate, reliable, potable, and affordable water supply and sewerage services.

**M** – aintain responsiveness towards concessionaires' complaints and requests and provide the appropriate resolution at all times.

**W** – ork together with full commitment in the pursuance of our mission and vision.

**D** – eliver our highest level of professionalism with dignity at all times.

## **V. Mandate**

The Santa Maria Water District (SMWD) is a government-owned and controlled corporation (GOCC) created by virtue of PD 198, also known as the Provincial Water Utilities Act of 1973, and was issued Certificate of Conformance (CCC) No. 310 by the Local Water Utilities Administration (LWUA) on September 26, 1986 is mandated to:

1. Acquiring, installing, improving, maintaining, and operating water supply and distribution systems for domestic, industrial, municipal, and agricultural uses for residents and lands within the boundaries of Santa Maria, Bulacan.
2. Conducting such other functions and operations incidental to water resource development, utilization, and disposal within Santa Maria, as are necessary or incidental to said purpose.



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# **Central/Head Office Internal Services**

### 1. Request for Certification

The Santa Maria Water District employees may request for Certification such as Certificate of Employment, Travel Authority, among others, as needed by the SMWD officials and employees.

Office or Division:		Administrative			
Classification:		Simple			
Type of Transaction:		G2C - Government to Client			
Who may avail:		All Employees of Santa Maria Water District (Existing and Separated)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1.One (1) copy of HRS-FR-010 Employee Request		Human Resource Division			
PROCEDURE IN REQUESTING FOR CERTIFICATION					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1. Submit one (1) duly accomplished Employee Request Form (ERF)	1.1. Check the completeness of information (Type of Certification, purpose, and signature of employee)	HRS-FR-010 Employee Request	None	1 day	Human Resource Personnel (Human Resource Division)
	1.2. Prepare the Certification for approval of the Department Manager and General Manager	Certification			
	1.3. Approve and sign the Certification			1 day	Department Manager and General Manager
	1.4. Photocopy and notify the employee on the availability of the original copy of Certification			1 day	Human Resource Personnel (Human Resource Division)
TOTAL:			None	3 days	
END OF TRANSACTION					

### 2a. Application for Leave

The Santa Maria Water District employees with appointment issued in the civil service whether career or non-career service may apply for leave of absence whether with pay or without pay.

Type of Leaves: Vacation Leave, Sick Leave, Forced Leave, Special Leave Privilege, Solo Parent Leave, Maternity Leave, Paternity Leave, Rehabilitation Leave, Ten Day Leave under RA 9262, Special Leave Benefits for Woman under RA 9710, Study Leave, and Terminal Leave.

<b>Office or Division:</b>		Administrative			
<b>Classification:</b>		Complex			
<b>Type of Transaction:</b>		G2C - Government to Client			
<b>Who may avail:</b>		All Career and Non-Career Employees of Santa Maria Water District			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Two (2) copies of CSC Form No. 6 / HRS-FR-001 Application for Leave of Absence  <i>* Medical certificate as attachment if leave of absence is more than five (5) successive days or application is filed in advance.</i>			Human Resource Division  Government or Private Physician		
<b>APPLICATION FOR LEAVE PROCEDURE</b>					
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FORMS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Submit two (2) duly accomplished Application for Leave of Absence	1.1. Recommendation of immediate supervisor	CSC Form No. 6 / HRS-FR-001 Application for Leave of Absence	None	1 day	Immediate Supervisor
	1.2. Check the completeness of information (Office/Department, Name, Date of filing, Position, Salary, Type of leave, Details of Leave, Number of applied days, Date of leave, and Signature of employee)				Human Resource Personnel (Human Resource Division)
	1.3. Receive Application for Leave of Absence				Human Resource Personnel (Human Resource Division)
	1.4. Certify and compute employee leave balance				Human Resource Personnel (Human Resource Division)
	1.5. General Manager or Authorized Representative act on the application of leave <i>General Manager or Authorized Representative shall act within 5 working days after receipt otherwise deemed approved</i>			5 days	General Manager or Authorized Representative
	1.6. Release one (1) copy of application of leave to the concerned employee			1 day	Human Resource Personnel (Human Resource Division)
<b>TOTAL:</b>			<b>None</b>	<b>7 days</b>	
<b>END OF TRANSACTION</b>					



### 2b. Application for Work Absence

The Santa Maria Water District employee with appointment under Project-Based, Job Order, or Contract of Service status may apply for work absence.

<b>Office or Division:</b>		Administrative			
<b>Classification:</b>		Complex			
<b>Type of Transaction:</b>		G2C - Government to Client			
<b>Who may avail:</b>		Project-Based, Job Order, or Contract of Service Employees of Santa Maria Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1. Two (2) copies of HRS-FR-007 Application for Work Absence  <i>* Medical certificate as attachment if leave of absence is more than five (5) successive days or application is filed in advance.</i>		Human Resource Division  Government or Private Physician			
<b>APPLICATION FOR WORK ABSENCE PROCEDURE</b>					
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FORMS</b>	<b>FEES TO BE PAID</b>	<b>PROCESING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Submit two (2) duly accomplished Application for Work Absence	1.1. Recommendation of immediate supervisor	HRS-FR-007 Application for Work Absence	None	1 day	Immediate Supervisor
	1.2. Check the completeness of information (Name, Date Filed, Position, Daily Compensation, Reason for absence, Number of days applied, Date of absence, and Signature of employee)				Human Resource Personnel (Human Resource Division)
	1.3. Receive Application for Work Absence				Human Resource Personnel (Human Resource Division)
	1.4. Certify and verify employee work absence				Human Resource Personnel (Human Resource Division)
	1.5. Department Manager act on the Application for Work Absence  <i>Department Manager shall act within 5 working days after receipt otherwise deemed approved</i>			5 days	Department Manager
	1.6. Release one (1) copy of Application for Work Absence			1 day	Human Resource Personnel (Human Resource Division)
<b>TOTAL:</b>			<b>None</b>	<b>7 days</b>	
<b>END OF TRANSACTION</b>					

### 3. Request for Monetization

The Santa Maria Water District employees may request to monetize a maximum of thirty (30) days vacation leave/service credits.

<b>Office or Division:</b>	Administrative
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who may avail:</b>	Career and Non-career employees of Santa Maria Water District

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Two (2) copies of CSC Form No. 6 / HRS-FR-001 Application for Leave of Absence <i>* HRS-FR-008 Waiver for Monetization (if the employee already availed the allotted 15days for the year)</i> <i>* Justification Letter with supporting documents for those who wished to avail of the special monetization.</i>	Human Resource Division

PROCEDURE IN REQUESTING FOR MONETIZATION					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1.Submit two (2) duly accomplished Application for Leave	1.1. Check the completeness of information (Office/Department, Name, Date of filing, Position, Salary, Details of Leave, Number of applied days, and Signature of employee)  <i>* if with Waiver for monetization, check and verify the qualification of employee to be waived</i>	CSC Form No. 6 / HRS-FR-001 Application for Leave of Absence and HRS-FR-008 Waiver for Monetization	None	1 day	Human Resource Personnel (Human Resource Division)
	1.2. Receive Application for Leave of Absence				
	1.3. Certify and compute employee leave balance				
	1.4. General Manager or Authorized Representative act on the monetization	CSC Form No. 6 / HRS-FR-001 Application for Leave of Absence		2 days	General Manager or Authorized Representative
	1.5. Provide one (1) copy of monetization to Finance Division			1 day	Human Resource Personnel (Human Resource Division)

CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1.Submit two (2) duly accomplished Application for Leave	1.6. Certify available budget and prepare Budget Utilization Request	FSD-FR-002 Budget Utilization Request		1 day	Senior Corporate Accounts Analyst (Accounting and Financial Management)
	1.7. Prepare Bank Payroll Register	None			Human Resource Personnel (Human Resource Division)
	1.8. Prepare Disbursement Voucher	FIN 004 Disbursement Voucher		2 days	Financial Planning Analyst (Accounting and Financial Management)
	1.9. Certify Disbursement Voucher				Department Manager (Admininstrative & General Services Department)
	1.10. Approve the Disbursement Voucher				General Manager
	1.11. Upload Bank Payroll Register file to Landbank weAccess	None		1 day	LBP WeAccess Maker
	1.12. Approve uploaded Bank Payroll Register at Landbank weAccess				LBP WeAccess Authorizer
	1.13. Notify employee on the availability of monetization thru Automated Teller Machine (ATM)				LBP WeAccess Authorizer
TOTAL:			None	7 days	
END OF TRANSACTION					



#### 4. Application of Flexi-time and Time Off-Setting

The Santa Maria Water District employees may request to change their time schedule within the day/month and offsetting of services rendered beyond the regular working hours.

<b>Office or Division:</b>	Administrative				
<b>Classification:</b>	Complex				
<b>Type of Transaction:</b>	G2C - Government to Client				
<b>Who may avail:</b>	All Employees of Santa Maria Water District				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1.One (1) copy of HRS-FR-006 Request for Flexi-Time/ Off-Setting			Human Resource Division		
<b>PROCEDURE IN REQUESTING FOR FLEXI-TIME/TIME OFF-SETTING</b>					
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FORMS</b>	<b>FEES TO BE PAID</b>	<b>PROCESING TIME</b>	<b>RESPONSIBLE PERSON</b>
1.Submit one (1) duly accomplished Request for Flexi-time/Time off-setting	1.1.Recommendation of immediate supervisor	HRS-FR-006 Request for Flexi-Time/ Off-Setting	None	1 day	Immediate Supervisor
	1.2. Check the completeness of information (Date and Time Filed, Employee Name, Date and time To Report on/Reported on, Date and time Not to Report on/Did Not Report on, Purpose/Justification, Signature of Employee, and Signature Immediate Supervisor)				Human Resource Personnel (Human Resource Division)
	1.3. Verify request on the approved work schedule				
	1.4. General Manager or Authorized Representative act on the request for flexi-time/time off-setting			2 days	
<b>TOTAL:</b>			<b>None</b>	<b>3 days</b>	
<b>END OF TRANSACTION</b>					

**5. Application of Overtime**

The Santa Maria Water District employees may request to render overtime service.

<b>Office or Division:</b>		Administrative				
<b>Classification:</b>		Complex				
<b>Type of Transaction:</b>		G2C - Government to Client				
<b>Who may avail:</b>		All Employees of Santa Maria Water District				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>			
1. One (1) copy of HRS-FR-002 Authorization to Render Overtime Work 2. One (1) copy of HRS-FR-003 Overtime Accomplishment Report			Human Resource Division			
<b>PROCEDURE IN REQUESTING FOR OVERTIME</b>						
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FORMS</b>	<b>FEES TO BE PAID</b>	<b>PROCESING TIME</b>	<b>RESPONSIBLE PERSON</b>	
1. Submit one (1) duly accomplished Authorization to Render Overtime Work	1.1. Recommendation of immediate supervisor	HRS-FR-002 Authorization to Render Overtime Work	None	1 day	Immediate Supervisor	
	1.2. Check the completeness of information (Date and Time Filed, Date and time of overtime, Employee Name, Initials of employee, Purpose/ Justification, and Signature of Immediate Supervisor)				Human Resource Personnel (Human Resource Division)	
	1.3. Verify the request in the approved work schedule and the need for Overtime Services					
	1.4 General Manager or Authorized Representative act on the Authorization to Render Overtime Work			2 days	General Manager or Authorized Representative	
2. Submit one (1) duly accomplished Individual/Group Accomplishment Report after the Rendition of Overtime Work	2.1 Recommended by immediate supervisor	HRS-FR-003 Overtime Accomplishment Report			1 day	Immediate Supervisor
	2.2. Check if with complete details (Employee Name, Position, Department/ Division/Section, Date of Filing, Date and time of overtime, Actual hours rendered, Activities/Tasks Done, Signature of immediate supervisor)			1 day	Human Resource Personnel (Human Resource Division)	
	2.3. Verify accomplishment report in the previously approved Overtime Authorization and actual time logs					
	2.4. Department Manager/General Manager approve the Accomplishment Report		2 days			Department Manager and General Manager
<b>TOTAL:</b>			<b>None</b>	<b>7 days</b>		
<b>END OF TRANSACTION</b>						



**6. Request for Updated Service Record**

The Santa Maria Water District employees may request an Updated Service Record for reference and other purposes it may be used.

<b>Office or Division:</b>		Administrative			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2C - Government to Client			
<b>Who may avail:</b>		Career and Non-Career employees of Santa Maria Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1. One (1) copy of HRS-FR-010 Employee Request		Human Resource Division			
<b>PROCEDURE IN REQUESTING FOR UDPATED SERVICE RECORD</b>					
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FORMS</b>	<b>FEES TO BE PAID</b>	<b>PROCESING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Submit one (1) duly accomplished Employee Request Form (ERF)	1.1. Check the completeness of information (Employee Name, Date Filed, check updated Service Record, purpose, and signature of employee)	HRS-FR-010 Employee Request	None	1 day	Human Resource Personnel (Human Resource Division)
	1.2. Prepare the updated Service Record				
	1.3. General Manager or any authorized representative approve and sign the updated Service Record	CSC Form No. 67 Service Record		1 day	General Manager or Authorized Representative
	1.4. Notify employee on the availability of the original copy of Service Record			1 day	Human Resource Personnel (Human Resource Division)
<b>TOTAL:</b>			<b>None</b>	<b>3 days</b>	
<b>END OF TRANSACTION</b>					



### 7a. Request for PAG-IBIG Loan Application

SMWD employees regardless of status may avail loans offered by the Home Development Mutual Fund (HDMF) or Pag-IBIG.

<b>Office or Division:</b>	Administrative Services				
<b>Classification:</b>	Complex				
<b>Type of Transaction:</b>	G2C - Government to Client G2G - Government to Government				
<b>Who may avail:</b>	Existing employees of Santa Maria Water District				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. One (1) copy of HRS-FR-010 Employee 2. One (1) photocopy of latest HRS-FR-022 Payroll Payment Slip 3. Signed one (1) Certification of Agreement 4. One (1) Pag-IBIG Loan Application Form <i>HQL-SLF-065 Multi-Purpose Loan Application Form</i> <i>HQL-SLF-066 Calamity Loan Application Form</i> 5. One (1) photocopy of Pag-IBIG Loyalty Card or Payroll Account/Disbursement Card  6. One (1) photocopy of atleast one (1) valid ID  7. Selfie photo holding the valid ID(s) and Pag-IBIG Loyalty Card			Human Resource Division		
			Downloadable forms at <a href="http://www.pagibigfund.gov.ph">www.pagibigfund.gov.ph</a>		
			Pag-IBIG		
			Employee/Pag-IBIG		
			LTO, BIR, GSIS, SSS, DFA, POST OFFICE, COMELEC, PRC, PHILHEALTH & PSA		
			Employee		
<b>PROCEDURE IN REQUESTING FOR LOAN APPLICATION (PAG-IBIG)</b>					
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FORMS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Submit one (1) duly accomplished Employee Request Form (ERF) and one (1) duly accomplished PAGIBIG Loan Application Form ( <i>Multi-Purpose Loan Application Form or Calamity Loan Application Form</i> ) and requirements	1.1. Check the completeness of informations in ERF (Employee Name, Date Filed, Types of Loan Application, New/Renewal, purpose, and signature of employee) and Pag-IBIG Loan Application Form and requirements	HRS-FR-010 Employee Request	None	1 day	Human Resource Personnel (Human Resource Division)
	1.2. Approve the ERF and Pag-IBIG Loan Application Form	and HQL-SLF-065 Multi-Purpose Loan Application Form / HQL-SLF-066 Calamity Loan Application Form		5 days	General Manager (Office of the General Manager)
	1.3. Scanned the Pag-IBIG Loan Application and requirements and upload to <i>* If not a Loyalty Card holder, submission will be made upon visit to the nearest Pag-IBIG Branch.</i>			1 day	Fund Coordinator (FC)
<b>TOTAL:</b>			<b>None</b>	<b>7 days</b>	
<b>END OF TRANSACTION</b>					

### 7b. Request for GSIS Loan Approval

SMWD Employees with appointment issued in the civil service whether career or non-career service may avail different loans offered by the Government Service Insurance System (GSIS).

<b>Office or Division:</b>	Administrative Services				
<b>Classification:</b>	Complex				
<b>Type of Transaction:</b>	G2C - Government to Client G2G - Government to Government				
<b>Who may avail:</b>	Career and Non-Career employees of Santa Maria Water District				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. One (1) copy of HRS-FR-010 Employee Request			Human Resource Division		
2. One (1) Photocopy of latest HRS-FR-022 Payroll Payment Slip					
3. Signed one (1) Certification of Agreement					
<b>PROCEDURE IN REQUESTING FOR LOAN APPLICATION (GSIS)</b>					
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FORMS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Submit one (1) duly accomplished Employee Request Form (ERF)	1.1. Check the completeness of informations (Employee Name, Date Filed, Types of Loan Application, New/Renewal, purpose, and	HRS-FR-010 Employee Request	None	1 day	Human Resource Personnel (Human Resource Division)
	1.2. Computation of estimated loan balance/s, leave credits with monetary value, and GSIS Premium Payments			1 day	General Manager or Authorized Representative
	1.3. General Manager or any authorized representative act on the request of loan application			5 days	Human Resource Personnel (Human Resource Division)
1.4. Notify Employee on the action on request					
2. Apply Loans to GSIS Touch mobile application	2.1. Action to the Loan Application at <a href="http://www.cert.gsis.gov.ph">www.cert.gsis.gov.ph</a> (approval of AAO is within 7 calendar days upon filing of loan)				Agency Authorized Officer
<b>TOTAL:</b>			None	7 days	
<b>END OF TRANSACTION</b>					



### 7c. Request for LandBank Loan Application

SMWD Employees with Permanent appointment issued in the civil service may avail Salary Loan offered by the Landbank of the Philippines

<b>Office or Division:</b>	Administrative Services				
<b>Classification:</b>	Complex				
<b>Type of Transaction:</b>	G2C - Government to Client G2G - Government to Government				
<b>Who may avail:</b>	Permanent employees of Santa Maria Water District				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. One (1) copy of HRS-FR-010 Employee Request 2. One (1) Photocopy of latest HRS-FR-022 Payroll Payment Slip 3. One (1) Landbank Loan Application Form with Certification of Agreement			Human Resource Division		
<b>PROCEDURE IN REQUESTING FOR LOAN APPLICATION (PAG-IBIG)</b>					
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FORMS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Submit one (1) duly accomplished Employee Request Form (ERF)	1.1. Check the completeness of information (Employee Name, Date Filed, Types of Loan Application, New/Renewal, purpose, and signature of employee) and attached requirements	HRS-FR-010 Employee Request	None	1 day	Human Resource Personnel (Human Resource Division)
	1.2. Compute estimated loan balance/s, and leave credits with monetary value			1 day	General Manager or Authorized Representative
	1.3. General Manager or any authorized representative act on the request of loan application				
	1.4. Notify employee on the approval of loan application				
2. Submit one (1) duly accomplished LandBank Loan Application Form and Certification of Agreement	2.1. Check the completeness of information on the submitted Loan Application Form	LandBank Loan Application Form		1 day	Human Resource Personnel (Human Resource Division)
	2.2. Prepare the LBP - Electronic Salary Loan	electronic Salary Loan BC List		3 days	General Manager (Office of the General Manager)
	2.3. General Manager approve the LBP - Electronic Salary Loan				
	2.4. Submit Over-the-counter the signed Salary Loan Application Form to LBP Branch				
<b>TOTAL:</b>			<b>None</b>	<b>7 days</b>	
<b>END OF TRANSACTION</b>					



## 8. Request for Change of Name

Employees of SMWD may request for update of their records due to marriage, annulment, changes in their name (first, middle or last), and etc.

<b>Office or Division:</b>	Administrative Services
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Client G2G - Government to Government
<b>Who may avail:</b>	Existing employees of Santa Maria Water District

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished one (1) HRS-FR-010 Employee Request	Human Resource Division
2. One (1) original or authenticated copy of the following documents: a. Birth Certificate b. Marriage Contract c. Court Decision/Order d. any document that will support the request	Philippine Statistical Authority (PSA) or Civil Registrar's Office
3. One (1) PhilHealth Member's Request Form (PMRF)	Downloadable forms at <a href="http://www.pagibigfund.gov.ph">www.pagibigfund.gov.ph</a>
4. One (1) Pag-IBIG Member's Data Request (MDR) form	Downloadable forms at <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a>
5. Two (2) Authorization Letter	Human Resource Division

PROCEDURE IN REQUESTING FOR CHANGE OF ACCOUNT NAME					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit one (1) duly accomplished Employee Request Form	1.1. Check the completeness of information (Employee Name, Date Filed, information to be updated, and signature of employee)	HRS-FR-010 Employee Request	None	1 day	Human Resource Personnel (Human Resource Division)
	1.2. Verify the supporting document/s attached to the ERF	Birth Certificate / Marriage Contract / Court Decision			
	1.3. General Manager or Authorized Representative approve the request	HRS-FR-010 Employee Request		1 day	General Manager or Authorized Representative
	1.4. Update employee's records on all database files	None		1 day	Human Resource Personnel (Human Resource Division)
	1.5. Request for replacement of ID	MIS-FR-002 Internal Data Request			Human Resource Personnel (Human Resource Division)
	1.6. Provide forms and list of requirements needed for updating of records	PhilHealth Member's Request Form (PMRF) and Pag-IBIG Member's Data Request (MDR) form			Human Resource Personnel (Human Resource Division)
2. Submit duly accomplished forms and requirements	2.1. Check the completeness of information on the submitted form/s and requirements		None	1 day	Human Resource Personnel (Human Resource Division)
	2.2. Prepare Agency Remittance Advise (ARA) Form E	GSIS ARA Form E			Human Resource Personnel (Human Resource Division)
	2.3. Upload the Agency Remittance Advise (ARA) Form E to GSIS Membership			3 days	GSIS Agency Authorized Officer
	2.4. Submit the signed PhilHealth Member's Request Form (PMRF) and the required attachment to PHIC Office	PhilHealth Member's Request Form (PMRF)		upon visit to their respective offices	Human Resource Personnel (Human Resource Division)
	2.5 Submit the signed Member's Data Request (MDR) form and the required attachment to Pag-IBIG Office	Member's Data Request (MDR) form			Human Resource Personnel (Human Resource Division)
TOTAL:			None	7 days	
END OF TRANSACTION					

### 9. Request for replacement of the Employee ID

Employees of SMWD may request to replace their ID for the following reasons:

*Lost of ID*

*Faded ID*

<b>Office or Division:</b>	Administrative Services					
<b>Classification:</b>	Complex					
<b>Type of Transaction:</b>	G2C - Government to Client					
<b>Who may avail:</b>	Existing and new employees of Santa Maria Water District					
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>			
1. One (1) copy of HRS-FR-010 Employee Request			Human Resource Division			
* Affidavit of Lost			Law Office			
<b>PROCEDURE IN REQUESTING FOR REPLACEMENT OF IDENTIFICATION CARD</b>						
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FORMS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>RESPONSIBLE</b>	
1. Submit one (1) duly accomplished Employee Request Form (ERF)	1.1. Check if with complete details (Others: replacement of ID, purpose/reason, and signature of employee)	HRS-FR-010 Employee Request	None	1 day	Human Resource Personnel (Human Resource Division)	
	1.2. Department Manager/General Manager approved the Employee Request Form			2 days	General Manager or Authorized Representative	
	1.3. Prepare Internal Data Request for the replacement of ID	MIS-FR-002 Internal Data Request			1 day	Human Resource Personnel (Human Resource Division)
	1.4. Recommend Internal Data Request			2 days		MIS Personnel (Office of the General Manager)
	1.5. Approve Internal Data Request					1 day
	1.6. Printing of Identification Card (ID)	Identification Card (ID)		1 day	MIS Personnel (Office of the General Manager)	
	1.7. Notify employee on the availability of Identification Card (ID)				Human Resource Personnel (Human Resource Division)	
<b>TOTAL:</b>			<b>None</b>	<b>7 days</b>		
<b>END OF TRANSACTION</b>						

## **Central/Head Office External Services**



### 1a. Application for New Water Service Connection

SMWD may accept new water meter service connection application as well as payment of all fees and charges.

<b>Office or Division:</b>	Customer Services, Engineering and Construction Divisions
<b>Classification:</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Client G2B - Government to Business G2G - Government to Government
<b>Who may avail:</b>	This service may be availed by all residents and those with businesses in the Municipality of Santa Maria, Bulacan.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<b>For Individual</b>	
1. One (1) Photocopy of any Government issued ID of Concessionaire	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA
2. Proof of Lot Ownership (One (1) Clear or Colored Photocopy of any of the following documents): a. Land Title b. Notarized Deed of Absolute Sale / Notarized Contract to Sell	Registry of Deeds Notary Public
3. Proof of Residency Original copy of Certificate of Residency indicating the exact address of the property applying for water connection	Barangay Hall
4. Payment of initial fees and charges	
<b>Additional if through representative</b>	
5. One (1) original, and signed authorization letter with the agency's letter head issued by the head of the agency	Agency/Company
6. One (1) photocopy of any Government issued ID of authorized representative	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA
<b>For Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship</b>	
1. Proof of Business Identification (Clear Photocopy of any of the following documents) a. Certificate of Registration, Articles of Incorporation and By-Laws duly registered b. Joint Venture Agreement and / or Contract for Single Proprietorship and Partnership	Security and Exchange Commission (SEC) Cooperative Development Authority (CDA) Department of Trade and Industry (DTI) Notary Public
2. Proof of Authorization a. Clear Photocopy of Notarized Secretary's Certificate authorizing the Corporation, Foundation, Cooperative, Joint Venture or Partnership b. For Single Proprietorship, the owner may issue an authorization letter to a representative to transact in his behalf.	Corporation(Legal Department) / Notary Public Business Owner
3. Proof of Identification Clear photocopy of any government issued ID cards of the Secretary of Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship and the duly authorized representative	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA
4. Proof of Lot Ownership (Clear or Colored Photocopy of any of the following documents) a. Land Title b. Notarized Deed of Absolute Sale / Notarized Contract to Sell c. Notarized Contract of Lease / Lease Agreement if the Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship is not the lot owner <b>**Additional Requirements:</b> * Original copy of Notarized Affidavit of Consent signed by the lot owner/s. Note: Sample affidavit will come from the Customer Services Division. *Clear photcopy of any government issued ID cards of lot owner/s	Registry of Deeds Notary Public Notary Public Notary Public LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA
5. Proof of Residency Original copy of Certificate of Residency indicating the exact address of the property applying for connection	Barangay Hall
6. Payment of Initial fees and charges	
<b>For Government Agency</b>	
1. Proof of Identification of the Head of the Agency (Clear photocopy of government issued ID cards)	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA
2. Proof of Lot Ownership (Clear or Colored Photocopy of any of the following documents) a. Land Title b. Notarized Deed of Absolute Sale / Notarized Contract to Sell / Notarized Deed of Donation	Registry of Deeds Notary Public
3. Proof of Availability of Funds (Original copy) issued by the Head of the Agency	Government Agency
4. Payment of initial fees and charges	
<b>Situational requirement</b>	
Original copy of Excavation Permit	Land Transportation Office (LTO) Barangay Hall for Barangay Road Provincial Engineering Office (PEO) for Provincial Road Department of Public Works and Highways (DPWH) for National Road

APPLICATION FOR NEW WATER SERVICE CONNECTION PROCEDURE					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Get queue number.	1. Call queue number	Queue Stub	None	20 minutes	Customer Service Assistant (Customer Services Division)
2. Proceed to the customer services area and submit complete requirements for Application of Service Connection.	2.1 Check the completeness and accuracy of the requirements. 2.2 Verify if the applicant has an existing disconnected account and/or if the applicant has an existing active account. 2.3 Scan submitted documents. 2.4 Prepare the Order of Payment for Application Fee and Service Connection Charge.	Order of Payment	None	15 minutes	Customer Service Assistant (Customer Services Division)
	2.5 Transfer Queue number to bills payment counter	Queue Stub			
3. Proceed to Bills Payment Counter and present the Order of Payment for application fee and service connection charge.	3.1 Call Queue number	Queue Stub	Application Fee - PHP 150.00 Service Connection Charge - PHP 350.00 *Both are non-refundable	10 minutes	Utilities Service Assistant (Accounting and Financial Management Division)
	3.2 Check and verify the Order of Payment.	Order of Payment			
	3.3 Accept payment and issue Service Invoice. 3.4 Advise applicant to present Service Invoice to the Customer Service Assistant.	Service Invoice			
4. After payment, proceed to customer services area, present Service Invoice and sign the application form and contract.	4.1 Guide the applicant in the proper filling-out and signing of application form and contract. 4.2 Prepare Pre-Installation Inspection Report form and schedule applicant for the New Service Connection Orientation. 4.3 Advise the applicant to wait for the text message from SMWD regarding the payment of water meter and fittings	Service Application Form, Contract of Service, Pre-Installation Inspection Report & Orientation schedule slip	None	20 minutes	Customer Service Assistant (Customer Services Division)
TOTAL:			PHP 500.00	1 hour & 5 minutes	
END OF TRANSACTION					



### 1b. Payment of Approved New Water Service Connection

The SMWD Office accepts payment for approved new water service connection application.

<b>Office or Division:</b>	Customer Services Division and Accounting and Financial Management Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Client G2B - Government to Business G2G - Government to Government
<b>Who may avail:</b>	Applicants with approved New Water Service Connection Application in Santa Maria Water District

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Communication from SMWD Text message from SMWD informing the schedule of payment of the applicant with approved New Water Service Connection Application.	Santa Maria Water District thru Customer Services Division

PAYMENT OF APPROVED NEW WATER SERVICE CONNECTION PROCEDURE						
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON	
1. Get queue number.	1. Call queue number.	Queue Stub	None	20 minutes	Customer Service Assistant (Customer Services Division)	
2. Proceed to the customer services area and present the text message about the approved application for new water service connection.	2.1 Issue the Order of Payment and advise applicant to pay corresponding guarantee deposit, meter cost and fittings.	Order of Payment	Guarantee Deposit: 1. Residential - PHP 480.00 2. Government - PHP 480.00 3. Sub Commercial C - PHP 600.00 4. Sub Commercial B - PHP 720.00 5. Sub-Commercial A- PHP 840.00 6. Commercial - PHP 960.00 Meter Cost - PHP 1,955.00 Cost of Materials/Fittings: 1. Cash - PHP 3,708.00 2. Installment Basis - PHP 3,708.00 (maximum of six (6) months)  ***The installment basis applies to approved residential applications only  *** Fees, charges and cost of materials are subject to change in case of inflation. *** Additional fittings may be billed depending on the need of the installer at the time of installation.	5 minutes	Customer Service Assistant (Customer Services Division)	
	2.2 Transfer queue number to bills payment counter	Queue Stub		20 minutes	Utilities Service Assistant (Accounting and Financial Management Division)	
3. Proceed to Bills Payment Counter and pay the corresponding Guarantee Deposit, Meter Cost and Fittings.  Note: Follow up requirements must be presented to Customer Service Assistant before processing of payment.	3.1 Call queue number	Order of Payment		10 minutes		
	3.2 Check and verify the Order of Payment					
	3.3 Accept payment and issue Service Invoice	Service Invoice				
3.4 Advise applicant to present Service Invoice to the Customer Service Assistant.						
4. Return to the customer services area and present the Service Invoice.	4.1 Check and verify Service Invoice presented. Indicate the Service Invoice number, amount and date of payment on the application form.	None		5 minutes	Customer Service Assistant (Customer Services Division)	
	4.2 Issue Service Order					
	4.3 Concessionaire will be advised with the possible date of water meter installation					
TOTAL:			TOTAL FEES: (per classification)	1 hour		
			Residential and Government:			PHP 6,143.00
			Sub-Commercial C -			PHP 6,263.00
			Sub-Commercial B -			PHP 6383.00
			Sub-Commercial A -			PHP 6,503.00
			Commercial -	PHP 6,623.00		
END OF TRANSACTION						

END OF TRANSACTION



## 2. Payment of Water Bill and other fees

The SMWD Office accepts payment for the corresponding amount of water consumption and other fees. This is indicated in the Statement of Account delivered for the month by SMWD Meter Reader to the concessionaire after the actual reading of water meter.

<b>Office or Division:</b>	Accounting and Financial Management Division				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C - Government to Client G2B - Government to Business G2G - Government to Government				
<b>Who may avail:</b>	Existing concessionaires of Santa Maria Water District				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Current Statement of Account ***Order of Payment in case of unavailability of Statement of Account and if concessionaire opted for installment payment of meter cost and cost of materials/fitings			Santa Maria Water District thru Meter Readers  ***Santa Maria Water District thru Customer Service Assistant		
<b>PROCEDURE IN PAYMENT OF WATER BILL AND OTHER FEES</b>					
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FORMS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Get queue number.	1. Call queue number.	Queue Stub	None	20 minutes	Utilities Service Assistant (Accounting and Financial Management Division)
2. Proceed to Bills Payment Counter and present the current Statement of Account or Order of Payment.	2. Check and verify the Statement of Account or Order of Payment.	Statement of Account, Order of Payment	Total amount of water bill and other charges indicated in the Statement of Account or Order of Payment.	5 minutes	
3. Pay the water bill and other fees indicated in the Statement of Account or Order of Payment and check the accuracy of the Service Invoice issued.	3. Accept payment and issue Service Invoice.	Service Invoice		5 minutes	
<b>TOTAL:</b>			<b>Total amount of water bill and other charges indicated in the Statement of Account</b>	<b>30 minutes</b>	
<b>END OF TRANSACTION</b>					



### 3. Request for Temporary Disconnection of Water Service

SMWD concessionaires may request for temporary disconnection of their water service to avoid monthly charges on water bill if they will not be using water from their service connection due to vacancy of residence, transfer of place of residency, temporary leaving from their residency or any other reasons.

<b>Office or Division:</b>	Customer Services and Customer Accounts Divisions
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Client G2B - Government to Business G2G - Government to Government
<b>Who may avail:</b>	Existing concessionaires of Santa Maria Water District

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>For Individual</b>	
1. Full payment of outstanding balance of the account.	
2. Statement of Account or Service Invoice.	Santa Maria Water District through Meter Readers or Utilities Service - Treasury
3. One (1) photocopy of any valid Government issued ID of concessionaire	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA
<b>Additional if through representative</b>	
4. One (1) original and signed authorization letter from the account holder	Account Holder
5. One (1) photocopy of any Government issued ID of authorized representative	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA
<b>For Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship</b>	
1. Full payment of outstanding balance of the account.	
2. Statement of Account or Service Invoice.	Santa Maria Water District through Meter Readers or Utilities Service Assistant - Treasury
3. Proof of Authorization	
A. One (1) Clear Photocopy of Notarized Secretary's Certificate authorizing the Corporation, Foundation, Cooperative, Joint Venture or Partnership	Corporation(Legal Department) / Notary Public
B. For Single Proprietorship, the requestor must present DTI permit as proof of ownership	DTI
*Additional if processing through representative:	
a. One (1) original and signed authorization letter from the owner and;	Owner
b. One (1) clear photocopy of any valid Government issued ID of the authorized representative	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA
4. Proof of Identification	
One (1) Photocopy of any valid government issued ID of the Secretary of Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship and the duly authorized representative	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA
<b>For Government Agency</b>	
1. Full payment of outstanding balance of the account.	
2. Statement of Account or Service Invoice.	Santa Maria Water District through Meter Readers or Utilities Service Assistant - Treasury
3. Proof of Identification	
One (1) Photocopy of any valid government issued ID and;	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA
One (1) Photocopy of company ID bearing the photo, signature, and designation at the agency/company	Head of the Agency/Company
<b>Additional if through representative</b>	
4. One (1) original and signed authorization letter with the agency's letter head issued by the head of the agency	Agency/Company
5. One (1) photocopy of any Government issued ID of authorized representative	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA

#### PROCEDURE IN REQUESTING FOR TEMPORARY DISCONNECTION OF WATER SERVICE

CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Get queue number.	1. Call queue number.	Queue Stub	None	20 minutes	Customer Service Assistant (Customer Services Division)
2. Proceed to Customer Services Area to request for temporary disconnection of service.	2.1 Check and verify the account and the submitted requirements. Advise concessionaire of possible Statement of Account to receive indicating the last consumption to settle, if any.	Complaints and Requests Form		10 minutes	
	2.2 Issue disconnection order.	Disconnection Order		30 minutes	Utilities Service Assistant (Customer Accounts Division)
	2.3 Execution of disconnection order on site. 2.4 Completion and uploading of disconnection order on the system.			7 hours	Customer Service Assistant - Field Services (Customer Services Division)
TOTAL:			None	1 day	
END OF TRANSACTION					



#### 4. Request for Permanent Disconnection of Water Service

SMWD concessionaires may request for permanent disconnection of their water service if they will no longer need water service connection on a permanent basis due to vacancy of residence, transfer of place of residency, temporary or permanently leaving from their residency or any other reasons.

<b>Office or Division:</b>	Customer Services Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Client G2B - Government to Business G2G - Government to Government
<b>Who may avail:</b>	SMWD concessionaires with temporarily disconnected water service who wish to permanently disconnect their account. Active accounts should be requested to disconnect temporarily first for billing purposes prior disconnecting permanently

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>For Individual</b>	
1.Full payment of outstanding balance of the account.	
2. Statement of Account	Santa Maria Water District through Meter Readers
3. One (1) photocopy of any valid Government issued ID of concessionaire	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA
<b>Additional if through representative</b>	
4. One (1) original, and signed authorization letter from the account holder	Account Holder
5. One (1) Photocopy of any Government issued ID of authorized representative	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA
<b>For Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship</b>	
1.Full payment of outstanding balance of the account.	
2. Statement of Account	Santa Maria Water District through Meter Readers
3. Proof of Authorization	
A. One (1) Clear Photocopy of Notarized Secretary's Certificate authorizing the Corporation, Foundation, Cooperative, Joint Venture or Partnership	Corporation(Legal Department) / Notary Public
B. For Single Proprietorship, the requestor must present DTI permit as proof of ownership	DTI
*Additional if processing through representative:	
a. One (1) original and signed authorization letter from the owner and;	Owner
b. One (1) clear photocopy of any valid Government issued ID of the authorized representative	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA
4. Proof of Identification	
One (1) photocopy of any valid government issued ID of the Secretary of Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship and the duly authorized representative	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA
<b>For Government Agency</b>	
1.Full payment of outstanding balance of the account.	
2. Statement of Account	Santa Maria Water District through Meter Readers
3. Proof of Identification	
One (1) Photocopy of any valid government issued ID and;	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA
One (1) Photocopy of company ID bearing the photo, signature, and designation at the agency/company	Head of the Agency/Company
<b>Additional if through representative</b>	
4. One (1) original and signed authorization letter with the agency's letter head issued by the head of the agency	Agency/Company
5. One (1) photocopy of any Government issued ID of authorized representative	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA

#### PROCEDURE IN REQUESTING FOR PERMANENT DISCONNECTION OF WATER SERVICE

PROCEDURE IN REQUESTING FOR PERMANENT DISCONNECTION					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Get Queue number	1. Call Queue number	Queue Stub	None	20 minutes	Customer Service Assistant (Customer Services Division)
2. Proceed to Customer Services Area to request for permanent disconnection	2.1 Check and verify the account and submitted requirements.	Complaints and Requests Form		1 hour	
	2.2. Issue Service Order to permanently disconnect the account. 2.3 Advise concessionaire on the possible date of execution of permanent disconnection	Service Order			
TOTAL			None	1 hour and 20 minutes	
END OF TRANSACTION					



## 5. Request for Reconnection of Water Service

SMWD concessionaires with temporarily disconnected accounts may request the reconnection of their service upon settlement of arrears and reconnection fee if they were disconnected due to non-payment. Concessionaires who requested their account to be temporarily disconnected may also request its reconnection upon submission of requirements and settlement of the reconnection fee.

<b>Office or Division:</b>	Customer Services and Customer Accounts Divisions	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Client G2B - Government to Business G2G - Government to Government	
<b>Who may avail:</b>	SMWD concessionaires with temporarily disconnected water service who wish to reactivate their water service.	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<b>For Individual</b>	
1.Full payment of outstanding balance of the account.		
2. Statement of Account or Service Invoice.		Santa Maria Water District through Meter Readers or Utilities Service Assistant - Treasury
3. One (1) photocopy of any valid Government issued ID of concessionaire		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA
	<b>Additional if through representative</b>	
4. One (1) original and signed authorization letter from the account holder		Account Holder
5. One (1) photocopy of any Government issued ID of authorized representative		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA
	<b>For Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship</b>	
1.Full payment of outstanding balance of the account.		
2. Statement of Account or Service Invoice.		Santa Maria Water District through Meter Readers or Utilities Service Assistant - Treasury
3. Proof of Authorization		
A. One (1) Clear Photocopy of Notarized Secretary's Certificate authorizing the Corporation, Foundation, Cooperative, Joint Venture or Partnership		Corporation(Legal Department) / Notary Public
B. For Single Proprietorship, the requestor must present DTI permit as proof of ownership		DTI
*Additional if processing through representative:		Owner
a. One (1) original and signed authorization letter from the owner and;		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA
b. One (1) clear photocopy of any valid Government issued ID of the authorized representative		
4. Proof of Identification		
One (1) Photocopy of any valid government issued ID of the Secretary of Corporation, Foundation, Cooperative, Joint Venture,Partnership or Single Proprietorship and the duly authorized representative		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA

For Government Agency					
1.Full payment of outstanding balance of the account.					
2. Statement of Account or Service Invoice.		Santa Maria Water District through Meter Readers or Utilities Service Assistant - Treasury			
3. Proof of Identification One (1) Photocopy of any valid government issued ID and; One (1) Photocopy of company ID bearing the photo, signature, and designation at the agency/company		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA Head of the Agency/Company			
Additional if through representative					
4. One (1) original, and signed authorization letter with the agency's letter head issued by the head of the agency		Agency/Company			
5. One (1) photocopy of any Government issued ID of authorized representative		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA			
*Applicable only for accounts with concessionaires request for temporary disconnection and/or for accounts with more than 60 days temporary disconnected due to non-payment. Otherwise, only the statement of account and full payment of the account is needed to present/comply if requesting to restore water service connection.					
PROCEDURE IN REQUESTING FOR RECONNECTION OF WATER SERVICE					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Get queue number.	1. Call queue number.	Queue Stub	None	20 minutes	Customer Service Assistant (Customer Services Division)
2. Proceed to Customer Services Area to request for reconnection of service.	2.1 Check and verify the documents submitted. Check for the outstanding balance of the account. Inform concessionaire on possible date of restoration of water service connection.	Complaints and Requests Form	Reconnection fee -PHP 100.00 plus outstanding water bill balance and other charges if there are any .	20 minutes	
	2.2 Issue Order of Payment.	Order of Payment			
	2.3 Transfer queue to Bills Payment Counter	Queue Stub			
3.1. Proceed to the Bills Payment counter with the Order of Payment.	3.1 Call queue number.			20 minutes	Utilities Service Assistant (Accounting and Financial Management Division)
	3.2 Check and verify the Order of Payment.	Order of Payment		5 minutes	
	3.3 Accept payment and issue Service Invoice.	Service Invoice		5 minutes	
3.2. Check and verify the Service Invoice.	3.4 Issue Reconnection Order <b>Note:</b> Payments received with reconnection fee through online payment after 5:00PM will be processed on the next working day.		None	50 minutes	Customer Services Assistant (Customer Services Division)
	3.5 Reconnection on site.	Reconnection Order		6 hours upon receipt of Reconnection order	Customer Service Assistant - Field Services (Customer Services Division)
	3.6 Completion and uploading of reconnection order on the system.				
TOTAL			Reconnection fee - PHP 100.00 plus outstanding water bill balance and other charges if there are any .	1 day	
END OF TRANSACTION					



## 6. Request for Change of Account Name

SMWD concessionaires may update their records with SMWD through supersedure if there is a change in ownership such as death of the account holder and acquiring of property.

<b>Office or Division:</b>	Customer Services Division and Accounting and Financial Management Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Client
	G2B - Government to Business
<b>Who may avail:</b>	Existing concessionaires of Santa Maria Water District

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. Deceased account holder to transfer to surviving spouse</b>	
1. One (1) Photocopy of any Government issued ID of the surviving spouse	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA
2. One (1) Photocopy of Death Certificate	PSA
3. One (1) Photocopy of Marriage Certificate	PSA
<b>Additional if through representative</b>	
4. One (1) original and signed authorization letter	Account Holder
5. One (1) Photocopy of any Government issued ID of the authorized representative	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA
<b>B. Deceased account holder to transfer to heir:</b>	
1. One (1) Photocopy of any Government issued ID of the heir	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA
2. One (1) Photocopy of Death Certificate of both parents	PSA
3. One (1) Photocopy of Birth Certificate	PSA
4. One (1) Original copy of Affidavit of transfer of rights of the outgoing concessionaire Note: Sample affidavit will come from the Customer Services Division.	Notary Public
5. Proof of Lot Ownership One (1) Clear or Colored Photocopy of any of the following documents: a. Land Title b. Notarized Deed of Absolute Sale / Notarized Contract to Sell	Registry of Deeds Notary Public
6. Proof of Residency One (1) Original copy of Certificate of Residency indicating the exact address of the property where the account of water meter is located	Barangay Hall
<b>Additional if through representative</b>	
7. One (1) original and signed authorization letter	Account Holder
8. One (1) Photocopy of any Government issued ID of authorized representative	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA
<b>C. Sold Property:</b>	
1. One (1) Photocopy of any Government issued ID of previous and present lot owners	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA
2. Proof of Lot Ownership One (1) Clear or Colored Photocopy of any of the following documents: a. Land Title b. Notarized Deed of Absolute Sale / Notarized Contract to Sell	Registry of Deeds Notary Public
3. Proof of Residency One (1) Original copy of Certificate of Residency indicating the exact address of the property where the account of water meter is located	Barangay Hall
4. One (1) Original copy of Affidavit of transfer of rights of the outgoing concessionaire Note: Sample affidavit will come from the Customer Services Division.	Notary Public
<b>Additional if through representative</b>	
5. One (1) original and signed authorization letter	Account Holder
6. One (1) photocopy of any Government issued ID of authorized representative	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA

PROCEDURE IN REQUESTING FOR CHANGE OF ACCOUNT NAME					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING	RESPONSIBLE PERSON
1. Get queue number.	1. Call queue number.	Queue Stub	None	20 minutes	Customer Service Assistant (Customer Services Division)
2. Submit the complete set of requirements <b>Note:</b> for the situation of transferring the rights of ownership to the surviving spouse, the transaction will end after submitting the requirements and signing the application form	2.1 Check the validity and completeness of requirements submitted and guide the concessionaire in filling out the new application form. For the surviving spouse, assist the concessionaire in signing the application form and contract and end the transaction. Otherwise, proceed to step  2.2 Prepare the Order of Payment for the change of account name fee and other necessary charges.  2.3 Transfer Queue number to the bills payment counter	Service Application Form	Change of account name fee - PHP 50.00 *Fee is waive if transferring to the surviving spouse	10 minutes	Customer Service Assistant (Customer Services Division)
		Order of Payment			
		Queue Stub			
	3. Proceed to Bills Payment counter and present the Order of Payment for the supersedure fee. Check the accuracy of the service invoice	3.1 Call Queue Number		Order of Payment	
3.2 Check and verify the Order of Payment. 3.3 Accept payment and issue service invoice					
3.4 Advise the concessionaire to return to the customer service area and present the service invoice					
4. After payment, proceed to customer services area, present Service Invoice and sign the application form and contract.	4.1 Guide the applicant in the signing of application form and contract.	Service Invoice	None	15 minutes	Customer Service Assistant (Customer Services Division)
	4.2 Issue Service Order for the change of account name	Service Order			
	4.3 Advise the concessionaire to wait for the text message from SMWD once the request is approved				
TOTAL:			Change of account name fee - PHP 50.00	1 hour and 15 minutes	
END OF SECOND VISIT TRANSACTION					



### 7. Request for Waiver

New service applicants who wish to avail the services of another local water district who's water services deemed nearer to his place may request for a waiver to allow them.

<b>Office or Division:</b>	Customer Services Division and Engineering Division				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C - Government to Client G2B - Government to Business G2G - Government to Government				
<b>Who may avail:</b>	Resident of Santa Maria who wants to avail the services of another water district.				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. One (1) Photocopy of any Government issued ID of the applicant			LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA		
2. Proof of Lot Ownership (One(1) Clear or Colored Photocopy of any of the following documents): a. Land Title			Registry of Deeds		
<b>PROCEDURE IN REQUESTING FOR WAIVER</b>					
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FORMS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Get Queue	1. Call Queue number	Queue Stub	None	20 minutes	<i>Customer Service Assistant</i> (Customer Services Division)
2. Proceed to customer services area to request for waiver and sign the complaints and requests form.	2.1 Check the validity and completeness of requirements submitted. Issue complaints and requests form and pre-installation inspection report	Complaints and Requests Form & Pre-Installation Inspection Report	None	15 minutes	<i>Customer Service Assistant</i> (Customer Services Division)
	2.2 Prepare the Order of Payment	Order of Payment			
	2.3 Transfer Queue number to the bills payment counter	Queue Stub			
3. Proceed to Bills Payment counter with the order of payment to settle.	3.1 Call Queue number		Waiver Fee - PHP 50.00	20 minutes	<i>Utilities Service Assistant</i> (Accounting and Financial Management Division)
	3.2 Check and verify the Order of Payment	Order of Payment		10 minutes	
	3.3 Accept payment and issue service invoice				
	3.4 Advise to return to the customer services area and present the service invoice	Service Invoice			
4. Check the accuracy of service invoice and return to the Customer Services Area and present the service invoice	4.1 Indicate the service invoice number, amount and date of payment on the complaints and requests form	Service Invoice	None	10 minutes	<i>Customer Service Assistant</i> (Customer Services Division)
	4.2 Advise concessionaire to wait for the text message from SMWD on the possible date to get waiver				
<b>TOTAL</b>			<b>PHP 50.00</b>	<b>1 hour and 15 minutes</b>	
<b>END OF TRANSACTION</b>					

### 8a. Request for Transfer of Tapping and Water Meter

Existing SMWD concessionaires may request for transfer meter and tapping to different location or different baranggay if the concessionaire wishes to use the same water meter or any other reason is subject to SMWD management approval.

Office or Division:	Customer Services Division		
Classification:	Simple		
Type of Transaction:	G2C - Government to Client G2B - Government to Business G2G - Government to Government		
Who may avail:	Existing concessionaires of Santa Maria Water District with active account		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Individual			
1. One (1) photocopy of any valid Government issued ID of the concessionaire		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA	
2. Proof of Lot Ownership on the exact property applying for transfer of water meter One (1) clear or colored photocopy of all pages of any of the following documents: a. Land Title b. Notarized Deed of Absolute Sale / Notarized Contract to Sell		Registry of Deeds Notary Public	
3. Proof of Residency One (1) original copy of Certificate of Residency indicating the exact address of the property applying for transfer of water meter		Barangay Hall	
Additional if through representative			
4. One (1) original and signed authorization letter from the account holder		Account Holder	
5. One (1) photocopy of any valid Government issued ID of representative		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA	
Situational requirement			
a. Notarized affidavit of consent <b>Note:</b> Sample affidavit will come from the Customer Services Division.		Notary Public	
b. One (1) photocopy of any valid Government issued ID of lot owner/s		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA	
**Death Certificate, Birth Certificate, Marriage Certificate, Authorization to pass private property, and/or Excavation Permit should be submitted if required		PSA Lot Owner Land Transportation Office (LTO) Barangay Hall for Barangay Road Provincial Engineering Office (PEO) for Provincial Road Department of Public Works and Highways (DPWH) for National Road	
For Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship			
1. Proof of Authorization A. One (1) Clear photocopy of Notarized Secretary's Certificate authorizing the Corporation, Foundation, Cooperative, Joint Venture or Partnership B. For Single Proprietorship, the requestor must present DTI permit as proof of ownership *Additional if processing through representative: a. One (1) original and signed authorization letter from the owner and b. One (1) clear photocopy of any valid Government issued ID of the authorized representative		Corporation(Legal Department) / Notary Public  DTI  Owner LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA	
2. Proof of Identification One (1) clear photocopy of any valid government issued ID of the Secretary of Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship and the duly authorized representative		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA	
3. Proof of Lot Ownership One (1) clear or colored photocopy of any of the following documents: a. Land Title b. Notarized Deed of Absolute Sale / Notarized Contract to Sell c. Notarized Contract of Lease / Lease Agreement if the Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship is not the lot owner		Registry of Deeds Notary Public Notary Public	
5. Proof of Residency One (1) original copy of Certificate of Residency indicating the exact address of the property applying for transfer of water meter		Barangay Hall	



Situational requirement					
a. Notarized affidavit of consent <b>Note:</b> Sample affidavit will come from the Customer Services Division	Notary Public				
b. One (1) photocopy of any valid Government issued ID of lot owner/s	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA				
**Death Certificate, Birth Certificate, Marriage Certificate, Authorization to pass private property, and/or Excavation Permit should be submitted if required	PSA Lot Owner Land Transportation Office (LTO) Barangay Hall for Barangay Road Provincial Engineering Office (PEO) for Provincial Road Department of Public Works and Highways (DPWH) for National Road				
For Government Agency					
1. Proof of Identification One (1) Photocopy of any valid government issued ID and; One (1) Photocopy of company ID bearing the photo, signature, and designation at the agency/company	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA Head of the Agency/Company				
2. Proof of Lot Ownership One (1) clear or colored photocopy of any of the following documents: a. Land Title b. Notarized Deed of Absolute Sale / Notarized Contract to Sell / Notarized Deed of Donation	Registry of Deeds Notary Public				
3. Proof of Availability of Funds One (1) Original copy issued by the Head of the Agency	Government Agency				
Additional if through representative					
4. One (1) original and signed authorization letter with the agency's letter head issued by the head of the agency	Agency/Company				
5. One (1) photocopy of any Government issued ID of authorized representative (with photo & signature)	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA				
Situational requirement					
One (1) Original copy of Excavation Permit and/or Authorization to pass private property	Land Transportation Office (LTO) Barangay Hall for Barangay Road Provincial Engineering Office (PEO) for Provincial Road Department of Public Works and Highways (DPWH) for National Road				
PROCEDURE IN REQUESTING FOR TRANSFER OF TAPPING AND WATER METER					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Get queue number.	1. Call queue number.	Queue Stub	None	20 minutes	Customer Service Assistant (Customer Services Division)
2. Proceed to customer services area to request for transfer of Tapping and Water Meter, sign the complaints and requests form, and submit complete requirements.	2.1 Check the validity of request, documents submitted, and the status of account.	Complaints and Requests form		20 minutes	
	2.2 Issue pre-inspection form and advise concessionaire of fees to be settled once request is checked and verified on site.	Pre-Installation Inspection Report		20 minutes	
	2.3 Advise concessionaire to wait for the text message from SMWD on the schedule of payment for transfer meter				
TOTAL:			None	1 hour	
END OF TRANSACTION					

## 8b. Request for Transfer Of Water Meter (Meter Site only)

Existing concessionaires may request for transfer of meter site only due to leakage or for his convenience and any other reason subject to SMWD management approval.

due to leakage or for his convenience and any other reason subject to CMVPS Management Approval.

Office or Division:	Customer Services, Engineering and Construction and Maintenance Divisions
Classification:	Simple
Type of Transaction:	G2C - Government to Client
	G2B - Government to Business
	G2G - Government to Government
Who may avail:	Existing concessionaires of Santa Maria Water District with active account/s.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Individual	
1. One (1) photocopy of any valid of concessionaire	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PS
Additional if through representative	
2. One (1) original and signed authorization letter from the account holder	Account Holder
3. One (1) photocopy of any valid Government issued ID of authorized representative (with photo & signature)	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA
Situational requirement	
A. Authorization to pass private property, and/or Excavation Permit	Lot Owner Land Transportation Office (LTO) Barangay Hall for Barangay Road Provincial Engineering Office (PEO) for Provincial Road Department of Public Works and Highways (DPWH) for National Road
For Corporation, Foundation, Cooperative, Joint Venture, Partnership	
1. Proof of Authorization A. One (1) Clear Photocopy of Notarized Secretary's Certificate authorizing the Corporation, Foundation, Cooperative, Joint Venture or Partnership B. For Single Proprietorship, the requestor must present DTI permit as proof of ownership *Additional if processing through representative: a. One (1) original and signed authorization letter from the owner and; b. One (1) clear photocopy of any valid Government issued ID of the authorized	Corporation(Legal Department) / Notary Public  DTI  Owner  LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA
2. Proof of Identification One (1) clear photocopy of any valid government issued ID of the Secretary of Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship and the duly authorized representative	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA



Situational requirement					
A. Authorization to pass private property, and/or Excavation Permit		Lot Owner, Baranggay Hall			
For Government Agency					
1. Proof of Identification One (1) Photocopy of any valid government issued ID bearing the photo, and signature AND One (1) Photocopy of company ID bearing the photo, signature, and designation		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO  Head of the Agency/Company			
Additional if through representative					
2. One (1) original and signed authorization letter with the agency's letter head issued by the head of the agency/company		Agency/Company			
3. One (1) Photocopy of any Government issued ID of authorized representative		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA			
Situational requirement					
A. Authorization to pass private property, and/or Excavation Permit		Lot Owner Land Transportation Office (LTO) Barangay Hall for Barangay Road Provincial Engineering Office (PEO) for Provincial Road Department of Public Works and Highways (DPWH) for National Road			
PROCEDURE IN REQUESTING FOR TRANSFER OF TAPPING AND WATER METER (METER SITE ONLY)					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Get Queue number	1. Call Queue number	Queue Stub	None	20 minutes	Customer Service Assistant (Customer Services Division)
2. Proceed to customer services area to request for transfer of Tapping and Water Meter, submit the documents and sign on the complaints and requests form.	2.1 Check the validity of request, the documents submitted, and status of account.	Complaints and Requests form		20 minutes	
	2.2 Issue pre-inspection form and advise concessionaire of fees to be settled once request is checked and verified on site. 2.3 Advise concessionaire to wait for the text message from SMWD on the schedule of payment for transfer meter	Pre-Installation Inspection Report		20 minutes	
TOTAL:			None	1 hour	
END OF TRANSACTION					

### 8c. Payment of Approved Transfer of Tapping and Water Meter

The SMWD Office accepts payment for approved requests for transfer of tapping and water meter

<b>Office or Division:</b>	Customer Services Division and Accounting and Financial Management Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Client G2B - Government to Business G2G - Government to Government
<b>Who may avail:</b>	Existing concessionaires of Santa Maria Water District with approved request for transfer of tapping and

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Communication from SMWD  Text message from SMWD informing the concessionaire of the approved request for transfer of tapping and water meter	Santa Maria Water District through Customer Services Division

#### PAYMENT OF APPROVED REQUEST FOR TRANSFER OF TAPPING AND WATER METER PROCEDURE

CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Get Queue number	1. Call Queue number	Queue Stub	None	20 minutes	Customer Service Assistant (Customer Services Division)
2. Proceed to the customer services area and present the approved request for transfer of tapping and water meter text message.	2.1 Advise concessionaire to pay necessary fees for the approved request of transfer tapping and water meter. 2.2 Encoding of fittings to be billed. 2.3 Prepare the Order of Payment. 2.4 Transfer queue number to Bills payment counter.	Order of Payment  Queue Stub	Transfer Meter Fee -PHP 350.00; plus the cost of fittings approved by the inspector	30 minutes	
3. Settle the necessary fees for the request for transfer of tapping and water meter	3.1 Call queue number 3.2 Accept payment and issue service invoice 3.3 Advise the concessionaire to return to the customer services area and present the service invoice	Service Invoice		20 minutes	Utilities Service Assistant (Accounting and Financial Management Division)
4.1 Check the accuracy of the service invoice and return to the customer services area	4.1 Check and verify the service invoice. Indicate the service invoice number, amount and date of payment on the complaints and requests form 4.2 Advise concessionaire on the possible date of transfer meter	None		5 minutes	
				10 minutes	Customer Service Assistant (Customer Services Division)
<b>TOTAL</b>			<b>Transfer Meter Fee - P350.00 + cost of fittings approved by the inspector</b>	<b>1 hour and 25 minutes</b>	

END OF TRANSACTION



**9. Application for Senior Citizen Discount**

SMWD provides Senior Citizen Discount if the water meter is registered under the name of the applicant residing therein for atleast one (1) year. The privilege is granted per household, regardless of the number of Senior Citizen residing therein, and the monthly water consumption does not exceed thirty (30) cubic meters. Five 5% Discount will only be applied for the first 30 cubic meters.

<b>Office or Division:</b>		Customer Services Division			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2C - Government to Client			
<b>Who may avail:</b>		All qualified senior citizen concessionaires of Santa Maria Water District			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Statement of Account			Santa Maria Water District through Meter Readers		
2. Proof of Identification One (1) clear photocopy of any government issued ID with indicated date of birth			LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA		
<b>Additional if through representative</b>					
3. One (1) original and signed authorization letter from the account holder			Account holder		
4. One (1) photocopy of any valid Government issued ID of authorized representative			LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA		
<b>PROCEDURE IN APPLICATION FOR SENIOR CITIZEN DISCOUNT AVAILMENT</b>					
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FORMS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Get Queue number	1. Call Queue number	Queue Stub	None	20 minutes	Customer Service Assistant (Customer Services Division)
2. Proceed to Customer Service Area to apply for Senior Citizen Discount	2. Check and verify proof of identification and statement of account. Check if with discount granted (if with multiple account)	Complaints and Request Form		10 minutes	
3. Sign the Senior Citizen Discount Availment form	3.1 Issue Senior Citizen Discount availment form 3.2 Advise the concessionaire on the possible date of on-site validation of senior citizen discount application	Senior Citizen Discount Availment form		15 minutes	
<b>TOTAL</b>			<b>None</b>	<b>45 minutes</b>	
<b>END OF TRANSACTION</b>					

## 10. Check the Accuracy of Water Meter

SMWD conducts testing the accuracy of water meter to check and test the precision of the water meter. It is conducted for accounts with complaints on water meter, if the account is due for reconnection and is disconnected for more than 6 months, and/or with company initiated requests.

<b>Office or Division:</b>	Customer Services Division				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C - Government to Client G2B - Government to Business G2G - Government to Government				
<b>Who may avail:</b>	Existing concessionaires of Santa Maria Water District				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1. Statement of Account		Santa Maria Water District through Meter Readers			
2. One (1) photocopy of any valid Government issued ID		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA			
<b>REQUESTING FOR THE ACCURACY OF WATER METER PROCEDURE</b>					
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FORMS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Get queue number.	1. Call queue number.	Queue Stub	PHP100.00 (to be billed)	20 minutes	Customer Service Assistant (Customer Services Division)
2. Proceed to Customer Service Area to request for accuracy test	2.1 Check the validity of request and status of account.	Complaints and Request Form		10 minutes	
	2.2 Issue Maintenance and Inspection Order 2.3 Advise the concessionaire to wait for the text message from SMWD on their schedule for accuracy testing	Maintenance and Inspection Order		10 minutes	
<b>TOTAL:</b>			<b>NONE</b>	<b>40 minutes</b>	
<b>END OF TRANSACTION</b>					



# 11. Complaints on Water Quality and Adequacy

SMWD Concessionaires with complaints on water quality and/or water adequacy may request for Production Inspection Order to verify and address water quality or quantity concern

Office or Division:		Customer Services Division			
Classification:		Simple			
Type of Transaction:		G2C - Government to Client G2B - Government to Business G2G - Government to Government			
Who may avail:		Existing concessionaires of Santa Maria Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Details of account		Santa Maria Water District			
COMPLAINTS ON WATER QUALITY AND ADEQUACY PROCEDUR					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE
1. Get Queue number	1. Call Queue number	Queue Stub	None	20 minutes	Customer Service Assistant (Customer Services Division)
2. Proceed to Customer Service Area to request for checking of quality/supply	2.1 Check the validity of request and status of account	Complaints and Request Form		30 minutes	
	2.2 Issue Production and Inspection Order	Production and Inspection Order		10 minutes	
	2.3 Forward to Water Resource Division				
TOTAL:			None	1 hour	
END OF TRANSACTION					

12. Request for Leak Repair

SMWD Concessionaires and all concerned citizens with reports on leaks (Main Line, Supply Line, Meter Stand) may request for Maintenance and Inspection Order. Leak repair is done when leak is before the concessionaire's water meter.

<b>Office or Division:</b>		Customer Services Division			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2C - Government to Client G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>		All concerned citizens / SMWD Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Details of account			Santa Maria Water District		
2. Location of Leak					
<b>PROCEDURE IN REQUESTING FOR LEAK REPAIR</b>					
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FORMS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Get queue number.	1. Call queue number.	Queue Stub	None	20 minutes	Customer Service Assistant (Customer Services Division)
2. Proceed to Customer Service Area to request for leak repair.	2.1 Check the validity of request and status of account.	Complaints and Request Form		20 minutes	
	2.2 Issue Maintenance and Inspection Order.	Maintenance and Inspection Order		10 minutes	
	2.3 Forward to concerned division.				
<b>TOTAL</b>			<b>None</b>	<b>50 minutes</b>	
<b>END OF TRANSACTION</b>					



FEEDBACK AND COMPLAINTS MECHANISM																													
How to send feedback	<ul style="list-style-type: none"> <li>• Direct Message through FB Page <a href="https://www.facebook.com/santamariawaterdistrict">https://www.facebook.com/santamariawaterdistrict</a></li> <li>• Send e-mail through <a href="mailto:smwdbulacan@yahoo.com">smwdbulacan@yahoo.com</a> or <a href="mailto:smwdcustomercare@smwdbulacan.gov.ph">smwdcustomercare@smwdbulacan.gov.ph</a></li> <li>• Write letter addressed to Office of the General Manager (OGM) and will be endorsed to Records Assistant or OGM's Secretary for receipt</li> <li>• Fill-up Feedback Form available Public Assistance and Complaints Desk (PACD); put the accomplished form inside the drop box located at PACD table.</li> <li>• Contact our Official Hotlines: <b>0917-883-7693 (Globe), 0918-920-7693 (Smart), 0925-526-7693(Sun) and landline (044)815-3363</b></li> </ul>																												
How feedbacks are processed	<ul style="list-style-type: none"> <li>• Through Official FB Page: Dedicated Customer Service Assistant (CSA) checks and answers all FB messages before the day ends and will be endorsed to the Management or to the concerned Division.</li> <li>• Through E-mail: CSA will collate feedbacks and will be forwarded to the Records Assistant's e-mail for documentation. The Records Assistant will endorse the e-mail to OGM.</li> <li>• Through Feedback Form: Feedback forms are reviewed by the OGM. Necessary improvements are communicated to concerned Division for implementation. Commendations are communicated to respective employees and division.</li> </ul>																												
How to file a complaint	<ul style="list-style-type: none"> <li>• Direct message through FB Page <a href="https://www.facebook.com/santamariawaterdistrict">https://www.facebook.com/santamariawaterdistrict</a></li> <li>• Send e-mail through <a href="mailto:smwdbulacan@yahoo.com">smwdbulacan@yahoo.com</a> or <a href="mailto:smwdcustomercare@smwdbulacan.gov.ph">smwdcustomercare@smwdbulacan.gov.ph</a></li> <li>• Walk-in concessionaires may file complaint personally to the CSA who will document the concessionaire's statement. CSA will then print and let the concessionaire sign the Complaints and Request Form.</li> <li>• Submit written complaints to CSA addressed to the General Manager, Engr. Carlos N. Santos Jr. which will be endorsed to the Records Assistant or Secretary of the OGM.</li> <li>• Verbal complaint through our <b>official hotlines; 0917-883-7693 (Globe), 0918-920-7693 (Smart), 0925-526-7693(Sun) and landline (044)815-3363</b></li> </ul>																												
How complaints are processed	<p><b>1. Through FB Page:</b></p> <ul style="list-style-type: none"> <li>• Customer Service Assistant checks all FB messages of the district every working day, and endorses the complaint to the concerned Division or Section.</li> <li>• The concerned Division or Section will conduct investigation, and provide appropriate response to the complaint.</li> <li>• The CSA will then update/respond to the complaint of the concessionaire.</li> </ul> <p><b>2. Through E-mail:</b></p> <ul style="list-style-type: none"> <li>• Records Assistant daily checks the email and endorses the complaint to the OGM.</li> <li>• General Manager (GM) endorses the complaint to the concerned division to conduct investigation and provide resolution and/or appropriate response to the OGM.</li> <li>• The GM sends response through <a href="mailto:smwdbulacan@yahoo.com">smwdbulacan@yahoo.com</a>.</li> </ul> <p><b>3. Walk-in Complaints:</b></p> <ul style="list-style-type: none"> <li>• CSA prepares the Complaints and Request (CAR) Form which will be forwarded to the concerned Division or Section.</li> <li>• The concerned Division/Section conducts investigation, issue orders then indicate or attach the findings in the CAR form to be forwarded to the CSA. The CSA will then provide a response or relay the findings to the complainant.</li> </ul> <p><b>4. Written Complaint/Letter:</b></p> <ul style="list-style-type: none"> <li>• Written complaints will be received directly by the Records Assistant or the Secretary of OGM. CSA will create Complaints and Request Form to document the submission of the complaint.</li> <li>• Letter/Complaint will be endorsed to the Head of the concerned Division or Section. Investigation will be conducted, and provide the answer to the complaint. Findings will be forwarded to the Head of the concerned Division.</li> <li>• The Head of the concerned Division will forward the findings of the complaint to the OGM for approval.</li> <li>• OGM will send the response through the Head of the concerned Division.</li> </ul> <p><b>5. Verbal Complaint through our Official Hotlines:</b></p> <ul style="list-style-type: none"> <li>• CSA will document the statement of the concessionaire accurately through Complaints and Request Form.</li> <li>• Complaint will be forwarded to the concerned Division/Section.</li> <li>• The concerned Division/Section conducts investigation, issue orders then indicate or attach the findings in the CAR form to be forwarded to the CSA.</li> <li>• The CSA will then provide a response or relay the findings to the complainant.</li> </ul>																												
Contact information of CCB, PCC, ARTA	<p>Para sa mga reklamang ukol sa:</p> <ul style="list-style-type: none"> <li>• Kotong/Suhol/Red Tape</li> <li>• Pakikipagsabwatan sa fixer</li> <li>• Tigil Serbisyo tuwing lunch break</li> <li>• Walang tao sa Public Assistance &amp; Complaints Desk (PACD)</li> <li>• Walang Citizen's Charter ang Ahensya</li> <li>• Dagdag bayarin o requirements na wala sa Citizen's Charter</li> <li>• Hindi magalang sa kliyente</li> <li>• Walang special lane para sa senior citizen, buntis o may kapansanan</li> <li>• At iba pang sagabal sa mahusay na serbisyo</li> </ul> <p>Maaring dumulog sa:</p> <p><b>Contact Center ng Bayan (CCB)</b></p> <table border="1"> <tr> <td>Mag-text sa</td><td>0908-881-6565</td></tr> <tr> <td>Tumawag sa</td><td>1-6565*</td></tr> </table> <p>Mula 8am to 5pm, Lunes hanggang Biyernes</p> <p>Maari ring dumulog sa mga sumusunod na ahensya:</p> <p><b>Presidential Complaints Center (PCC)</b></p> <table border="1"> <tr> <td>Magpadala ng sulat sa pamamagitan ng:</td><td></td></tr> <tr> <td>E-mail</td><td><a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></td></tr> <tr> <td>Postal office</td><td>PCC Official address: Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila</td></tr> <tr> <td>Fax</td><td>(02)-8736-8621</td></tr> <tr> <td>Tumawag sa</td><td>(02)-8736-8645</td></tr> <tr> <td></td><td>(02)-8736-8603</td></tr> <tr> <td></td><td>(02)-8736-8629</td></tr> <tr> <td></td><td>(02)-8736-8621</td></tr> <tr> <td></td><td>8888</td></tr> </table> <p><b>Anti-Red Tape Authority (ARTA)</b></p> <table border="1"> <tr> <td>Tumawag sa</td><td>(02)-8478-5091</td></tr> <tr> <td></td><td>(02)-8478-5093</td></tr> <tr> <td></td><td>(02)-8478-5099</td></tr> </table>	Mag-text sa	0908-881-6565	Tumawag sa	1-6565*	Magpadala ng sulat sa pamamagitan ng:		E-mail	<a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>	Postal office	PCC Official address: Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila	Fax	(02)-8736-8621	Tumawag sa	(02)-8736-8645		(02)-8736-8603		(02)-8736-8629		(02)-8736-8621		8888	Tumawag sa	(02)-8478-5091		(02)-8478-5093		(02)-8478-5099
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	(02)-8478-5099																												

Office	Address	Contact Information
Central/Head Office	#302 J.P. Rizal St., Poblacion, Santa Maria, Bulacan	(044) 815-3238 (PLDT) (044) 815-3363 (PLDT) 0917-883-7693 (Globe)



This is to certify to that the processes on the Santa Maria Water District's 2025 Citizen's Charter (1<sup>st</sup> Edition) is reviewed and correct.

APPROVED BY:

SGD

**ENGR. CARLOS N. SANTOS JR.**  
General Manager