



# **Ormoc Waterworks System Administration (ORWASA)**

## **External Services**



## 1. New Water Application

In order to provide water supply to a household, the household must have a registered water account. Thus, a water application is the step to make it feasible.

<b>Office or Division:</b>	Ormoc Waterworks System Administration (ORWASA)	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Brgy. Clearance (1 copy)		Barangay Hall
2. Brgy. Certification (1 copy)		Barangay Hall
3. Photocopy of Land Title / CLOA / Deed of Sale / Deed of Donation / Certificate of Occupancy/Awardee or equivalent (1 copy)		Register of Deeds / Lot Owner / Ormoc City Housing Office / Urban Poor President
4. Authorization Letter if not the owner (1 copy)		Lot Owner / Authorized Person
5. Photocopy of Valid ID of Authorized Personnel (1 copy)		Lot Owner / Authorized Person
6. Special Power of Attorney, if necessary (1 copy)		Authorized Person other than heir(s)
7. Extrajudicial Resettlement of Estate, if necessary (1 copy)		Heir(s)
8. Birth Certificate of Authorized Person, if necessary (1 copy)		Heir(s)
9. Sketch Plan for CLOA Holder, if necessary (1 copy)		Lot Owner / Heir(s)
<i>If proof of ownership is Tax Declaration only, provide these following supporting documents below:</i>		
10. Certification from ROD Registry of Deeds, that the lot is not registered with the ROD (1 copy)		Register of Deeds
11. Certification from CENRO that no patent was issued on the property and the property is within or forms part of the alienable and disposable lands (1 copy)		City Environment and Natural Resources Office
12. Proof of payment such as Tax Clearance (1 copy)		City Assessor's Office
13. Proof of how the property was acquired (1 copy)		Lot Owner / Heir(s)
14. Affidavit of two witnesses preferably Brgy Officials attesting the fact of ownership by applicant that he/she has been in open,		Any Authorized Notary Public Office



<p>continuous, exclusive and notorious possession and occupation of the lot by himself/herself or through his/her predecessor-in-interest under a bona fide claim of ownership since time immemorial or since June 12, <a href="#">1945</a>. (1 copy)</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Applicant or his authorized representative proceed to ORWASA and provide sketch for the proposed area for installation</p>	<p>1 Inform applicant about the requirements &amp; the next procedure and Water Applicant's Interview</p>	None	5 minutes	<p><i>Public Utilities Regulation Officer I / Administrative Aide I Ormoc Waterworks System Administration</i></p>
<p>2 Wait for the confirmation text from ORWASA</p>	<p>2 Conduct Pre-inspection / Area Verification in bulk            2.1 After site inspection, pre inspection form will be given to the assigned personnel by the site inspector to verify if there's existing accounts with arrears by the applicant/lot owner.            2.2 If necessary, will seek assistance from the other office such as City Assessors to verify if the declared lot owner by the applicant is the real lot owner or not.            2.3 Once verified, confirmation text will be sent to the applicants.</p>	None	<p>26 days</p> <p>2 days</p> <p>2 days</p>	<p><i>Plumbing and Tinning Inspector I Ormoc Waterworks System Administration</i></p> <p><i>Public Utilities Regulation Officer I Ormoc Waterworks System Administration</i></p>



<p>3. Submit the complete &amp; applicable requirements for water application by the applicant or authorized representative</p>	<p>3 Water Application Requirements Evaluation  3.1 Verify Arrears if there's existing account(s)  3.2 Make an assessment for Installation and Security Deposit fee and Water Meter Purchase</p>	<p>See table below</p>	<p>5 minutes  5 minutes  5 minutes</p>	<p><i>Public Utilities Regulation Officer I Ormoc Waterworks System Administration</i></p> <p><i>Administrative Aide I Ormoc Waterworks System Administration</i></p>
<p>4. Payment of Installation, Security Deposit Fee and Water Meter Purchase</p>	<p>4 Prepare the Application Form and RIS for the Water Meter.  4.1 All payments must be made to the City Treasurer's Office</p>	<p>See table below</p>	<p>5 minutes  25 minutes</p>	<p><i>Administrative Aide I Ormoc Waterworks System Administration</i></p> <p><i>Revenue Collection Clerk I and II City Treasurer's Office</i></p>



5. Wait for the plumbing materials to be given by the Inspector to the applicant for purchase	5 Estimate of materials	None	1 hour	<i>Plumbing and Tinning Inspector I Ormoc Waterworks System Administration</i>
6 Once materials is purchased, inform ORWASA via text or walk in	6 Assign plumber for installation work	None	1 hour	<i>Job Order (Plumber) Ormoc Waterworks System Administration</i>
	<b>TOTAL</b>	<b>Please refer table below</b>	<b>30 Days, 2 Hours and 50 Minutes</b>	

<b>FEES</b>				
	<b>Size of Meter</b>			
	<b>1/2" Ø</b>	<b>3/4" Ø</b>	<b>1" Ø</b>	<b>1 1/2" to 2" Ø and above</b>
Security Deposit Fee	Php 1,000.00	Php 1,500.00	Php 2,000.00	Php 3,000.00
Installation Fee	Php 600.00	Php 900.00	Php 1,200.00	Php 1,700.00
Water Meter	Php 3,000.00	Php 3,120.00	Php 4,500.00	Php 31,580.00



## 2. Water Meter Reading

To be able to know consumer's monthly consumption and pay the corresponding values of the consumption utilized.

<b>Office or Division:</b>	Ormoc Waterworks System Administration (ORWASA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All ORWASA Registered Accounts			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Received water bill given by the meter reader	1. Read the water meter correctly in the assigned areas	None	2 days	<i>Administrative Aide I - Plantilla (Meter Reader) / Meter Reader II</i> Ormoc Waterworks System Administration
2. Pay the water bill to CTO	2. Upload the data in the system that are already read and Download the area that are yet to be read 2.1 All payments to the CTO	None	15 minutes 25 minutes	<i>Public Utilities Regulation Officer I / Meter Reader II</i> Ormoc Waterworks System Administration  <i>Revenue Collection Clerk I and II</i> City Treasurer's Office
	<b>TOTAL</b>		<b>2 Days and 40 Minutes</b>	



### 3. Water Reconnection

Reconnect accounts that are disconnected more than a year or less than a year.

<b>Office or Division:</b>	Ormoc Waterworks System Administration (ORWASA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All ORWASA Registered Accounts			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.	Water Account Statement of Accounts (1 copy)	Ormoc Waterworks System Administration (ORWASA)		
2.	Reconnection Assessment (1 copy)	Ormoc Waterworks System Administration (ORWASA)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicant or his authorized representative proceed to ORWASA to reopen account	1. Ask for the water account intend to be reopen	None	5 minutes	<i>Public Utilities Regulation Officer I / Administrative Aide I</i> Ormoc Waterworks System Administration



<p>2. Wait for the confirmation text from ORWASA for those accounts that are disconnected more than a year. For those less than a year that are disconnected may proceed to next step.</p>	<p>2. Conduct Pre-inspection / Area Verification in bulk            2.1 After site inspection, pre inspection form will be given to the assigned personnel by the site inspector to verify if there’s existing accounts with arrears by the applicant/lot owner.            2.2 Once verified, confirmation text will be sent to the applicant.</p>	<p>None</p>	<p>3 days  1 day</p>	<p><i>Plumbing and Tinning Inspector I</i> Ormoc Waterworks System Administration  <i>Public Utilities Regulation Officer I / Administrative Aide I</i> Ormoc Waterworks System Administration</p>
<p>3. Wait for the assessment to be given by the ORWASA</p>	<p>3. Verify Arrears of the reopen account(s)            3.1 Make an assessment for Reopening Fee and Water Meter Purchase, if necessary</p>	<p>See table below</p>	<p>5 minutes 5 minutes</p>	<p><i>Public Utilities Regulation Officer I / Administrative Aide I</i> Ormoc Waterworks System Administration</p>





4. Payment of Reconnection Fee and Water Meter Purchase, if necessary	4 Prepare RIS for the Water Meter and record reconnection Official Receipt Number. 4.1 All payments must be made to the City Treasurer's Office	See table below	5 minutes  25 minutes	<i>Administrative Aide I</i> Ormoc Waterworks System Administration  <i>Revenue Collection Clerk I and II</i> City Treasurer's Office
5. Wait for ORWASA Personnel in the area	5 Assign plumber for reconnection work	None	1 hour	<i>Job Order (Plumber)</i> Ormoc Waterworks System Administration
<b>TOTAL</b>		<b>Please refer table below</b>	<b>4 Days, 1 Hour and 45 Minutes</b>	

<b>FEES</b>				
	<b>Size of Meter</b>			
	<b>1/2" Ø</b>	<b>3/4" Ø</b>	<b>1" Ø</b>	<b>1 1/2" to 2" Ø and above</b>
Reconnection Fee	Php 300.00	Php 600.00	Php 1,200.00	Php 2,400.00



#### 4. Replacement of Defective Water Meters

Replace reported defective water meter since water meter efficiency can be affected.

<b>Office or Division:</b>	Ormoc Waterworks System Administration (ORWASA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All ORWASA Registered Accounts			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.	Water Account Statement of Accounts (1 copy)	Ormoc Waterworks System Administration (ORWASA)		
2.	Change Water Meter Assessment (1 copy)	Ormoc Waterworks System Administration (ORWASA)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. As notice is received, visit ORWASA immediately for change meter.	1. Serve notice of change meter to the consumer. 1.1 Given Grace Period to change meter	None	4 hours  5 days	<i>Public Utilities Regulation Officer I / Non Revenue Water Personnel</i> Ormoc Waterworks System Administration
2. Wait for the assessment to be given by the ORWASA	2. Verify Arrears of the defective meter account(s) 2.1 Make an assessment for Water Meter Purchase	None	5 minutes  5 minutes	<i>Public Utilities Regulation Officer I / Administrative Aide I</i> Ormoc Waterworks System Administration



<p>3. Payment of Water Meter Purchase</p>	<p>3. Prepare RIS for the Water Meter and record OR Number of the paid fees. 3.1 All payments must be made to the City Treasurer's Office</p>	<p>Php 3,000.00 (Cash)  Php 83.34 / month (payable for 3 years)</p>	<p>5 minutes  25 minutes</p>	<p><i>Administrative Aide I Ormoc Waterworks System Administration</i>  <i>Revenue Collection Clerk I and II</i> City Treasurer's Office</p>
	<p><b>TOTAL</b></p>	<p><b>Php 3,000.00</b></p>	<p><b>5 Days, 4 Hours and 40 Minutes</b></p>	



## 5. Illegal Connections Identification

Illegal connection is one of the contributors of the Non Revenue Water, prevent any leakages and illegal connections to minimize NRW by ocular inspection.

<b>Office or Division:</b>	Ormoc Waterworks System Administration (ORWASA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All ORWASA Registered Accounts			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.	Water Account Statement of Accounts (1 copy)	Ormoc Waterworks System Administration (ORWASA)		
2.	Illegal Connection Fee Assessment (1 copy)	Ormoc Waterworks System Administration (ORWASA)		
<b>CLIENT STEPS</b>		<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
1. As notice is received, visit ORWASA immediately for settlement of illegal.		1. Serve notice of violation to the consumer. 1.1 Given Grace Period to settle illegal connection.	None	4 Hours  10 days
2. Wait for the assessment to be given by the ORWASA		2. Verify Arrears of the illegal account(s) 2.1 Make an assessment for Illegal Fee	None	5 minutes  5 minutes
				<i>Public Utilities Regulation Officer I / Non Revenue Water Personnel Ormoc Waterworks System Administration</i>
				<i>Public Utilities Regulation Officer I / Administrative Aide I Ormoc Waterworks</i>



				System Administration
3. Payment of Violation	3. Record OR Number of the paid fees. 3.1 All payments must be made to the City Treasurer's Office	See table below	5 minutes 25 minutes	<i>Administrative Aide I</i> Ormoc Waterworks System Administration  <i>Revenue Collection Clerk I and II</i> City Treasurer's Office
	<b>TOTAL</b>	See table below	<b>10 Days, 4 Hours and 40 Minutes</b>	

FEES				
	Offenses			
	1 <sup>st</sup> Offense	2 <sup>nd</sup> Offense	3 <sup>rd</sup> and succeeding Offenses	Other(s)
Violation Fee	Php 2,000.00	Php 3,000.00	Php 5,000.00	Pay equivalent value of stolen water or value of the damaged facilities



## 6. Change Name Fee & Transfer Location of Water Meter

Change Name to update the name of the current user of water account. Transfer Location of Water Meter is applicable if the user will transfer to other location.

<b>Office or Division:</b>	Ormoc Waterworks System Administration (ORWASA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All ORWASA Registered Accounts			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. For Change Name & Transfer Location – Photocopy of Land Title / Deed Of Sale / Deed of Donation / CLOA or equivalent (1 copy)		Lot Owner / Heir(s) / Register of Deeds		
2. Change Name or Transfer Fee Assessment, whichever is applicable (1 copy)		Ormoc Waterworks System Administration (ORWASA)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicant or his authorized representative proceed to ORWASA for change name of account or transfer water meter to other location	1. Ask for the water account intend to change name or transfer to other location	None	5 minutes	<i>Public Utilities Regulation Officer I / Administrative Aide I Ormoc Waterworks System Administration</i>
2. Wait for the assessment to be given by the ORWASA for change name	2. Verify arrears of intend account to change name and arrears 2.1 Make an assessment for Change Name Fee	None	5 minutes 5 minutes	<i>Public Utilities Regulation Officer I / Administrative Aide I Ormoc</i>



				Waterworks System Administration
3. For transfer water meter to other location, wait for the confirmation text from ORWASA	<p>3 Conduct Pre-inspection / Area Verification in bulk</p> <p>3.1 After site inspection, pre inspection form will be given to the assigned personnel by the site inspector to verify if there's existing accounts with arrears by the applicant/lot owner.</p> <p>3.2 Once verified, confirmation text will be sent to the applicant.</p> <p>3.3 Verify arrears of intended to transfer water account</p> <p>3.4 Make an assessment for Transfer Water Meter Fee</p>	None	<p>3 days</p> <p>1 day</p> <p>5 minutes</p> <p>5 minutes</p>	<p><i>Plumbing and Tinning Inspector I</i> Ormoc Waterworks System Administration</p> <p><i>Public Utilities Regulation Officer I</i> Ormoc Waterworks System Administration</p>
4. Payment of Change Name Fee or Transfer Water Meter, whichever is applicable.	<p>5 Record Change Name Fee or Transfer Water Meter Official Receipt Number.</p> <p>5.1 All payments must be made to the City Treasurer's Office</p>	See table below	<p>5 minutes</p> <p>25 minutes</p>	<p><i>Administrative Aide I</i> Ormoc Waterworks System Administration</p> <p><i>Revenue Collection Clerk I and II</i></p>



				City Treasurer's Office
	<b>TOTAL (FOR CHANGE NAME)</b>	<b>See table below</b>	<b>45 Minutes</b>	
	<b>TOTAL (FOR TRANSFER WATER METER LOCATION)</b>	<b>See table below</b>	<b>4 Days and 45 Minutes</b>	

<b>FEES</b>	
Change Name Fee	Php 600.00
Transfer Fee	Php 600.00