




REPUBLIC OF THE PHILIPPINES  
METROPOLITAN NAGA WATER DISTRICT  
40 J. MIRANDA AVENUE, NAGA CITY

# PIPELINES AND APPURTENANCES MAINTENANCE DEPARTMENT

## PROCEDURES AND WORK INSTRUCTIONS MANUAL (PAWIM) (PAMDPW05) WATER DISTRIBUTION AND RESTORATION



	<b>METROPOLITAN NAGA WATER DISTRICT</b>	Document Code: <b>PAMDPW05</b>	
	<b>PROCEDURE</b>	Revision No.:	0
	<b>WATER DISTRIBUTION AND RESTORATION</b>	Effectivity Date:	March 2017
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## 1. PURPOSE

**1.1** The purpose of this document is to identify and describe the procedures of one of the core processes in relation to the MNWD QMS, the Water Distribution and Restoration.

**1.2** The objective of the Water Distribution and Restoration processes are:

- 1.2.1** To guarantee that the approved and paid applications for new connection be properly and without delay connected to the system, except for complicated applications, according to the standards and specifications of the MNWD.
- 1.2.2** To assure that all the Action Implementation Orders (AIOs) are immediately served by its experienced plumbers.
- 1.2.3** To guarantee that the plumbers, pedestrians and motorists are free from harm and/ or any untoward occurrences during and after the implementation of the activities.

## 2. SCOPE

**2.1** The procedure will focus on the Water Distribution and Restoration Division's two (2) sections, these are the following:


- 2.1.1** Water Distribution Section which is responsible for the prompt installation of the new water service connections, reconnection of disconnected water lines and re-tapping of existing water lines, once payment of fees has been made.
- 2.1.2** Restoration Section which is responsible to restore concrete pavement, backfilling of earth-fill and other physical structure affected during the execution of the above activities. It is also responsible for the delivery of signage and manhole cover for safety purposes.

## 3. DEFINITION OF TERMS AND ACRONYMS

Refer to "[Annex A](#)" for the GLOSSARY OF TERMS and "[Annex B](#)" for the ACRONYMS.

## 4. RESPONSIBILITIES

- 4.1 Head of the Division** – Ensures that all the activities and programs are planned, strategized, and properly conducted. Analyze data and reports received for further improvements for nonconformities to the QMS.
- 4.2 Supervisor/Foreman** – Ensures that the activities and programs are implemented efficiently and effectively. Regularly monitors the data and reports submitted including the customer's feedback for possible improvement.
- 4.3 Plumbers** – Ensures that the customers are contented and satisfied by the services rendered through the proper implementation of the procedures.

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**4.4 Office Staff** – Ensures that work procedures are being followed, all the data are well recorded, and documents are properly kept.

## 5. PROCEDURES


### •PROCEDURE DETAILS: WATER DISTRIBUTION

#### 5.1 NEW WATER SERVICE CONNECTION PROCESSING AND INSTALLATION ([Figure 1](#))

- 5.1.1 Person in charge receives Application for NWSC and RS from the CSS, records the details in a log book.
- 5.1.2 Application form is forwarded to WSMF for field inspection, preparation of cost estimate and signing of application form.
- 5.1.3 Documents returned to the person in charge to encode details and cost estimate output. Prepare WSCTC and inform the applicant for the processing of service connection agreement.
- 5.1.4 SICOA checks cost estimates, documents forwarded to Water Sewerage Maintenance Head for checking and signing, and to the DM for signing and approval of WSCTC.
- 5.1.5 Applicant proceeds to the cashier and pays the amount due on cost of materials and other charges.
- 5.1.6 Document is forwarded to WDRD personnel to record the payment and other details, and attach RIS, MR and CFF.
- 5.1.7 Secure permit from DPWH, City, or LGU.
- 5.1.8 Field inspector inspect the availability of in-house connection. After inspection, WSMH assign a plumber to conduct the installation of water service connection.
- 5.1.9 Assigned plumber prepares a DAR. CFF filled-out and DAR signed by the customer.
- 5.1.10 WSMF for cutting and breaking if necessary.
- 5.1.11 Forward documents to the WSMH and DMA for signing.
- 5.1.12 Documents are returned for recording and forward a copy to CSS for billing.

#### 5.2 RE-TAPPING APPLICATION AND INSTALLATION PROCEDURES ([Figure 2](#))

- 5.2.1 Person in charge receives copy of AIO from CSS and record it in a logbook.
- 5.2.2 Document with attached Re-tapping Application form is forwarded to WSMF for field inspection and preparation of cost estimate.
- 5.2.3 Person in charge record details of cost estimate, proceed to SICOA for checking of cost estimate.
- 5.2.4 WSMH reviews and sign of application.
- 5.2.5 DMA for signing and approval.

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- 5.2.6 Applicant pays the amount due on cost estimate and/or other charges.
- 5.2.7 Document is forwarded to personnel assigned to record the details and attach RIS and CFF.
- 5.2.8 Prepare and secure permit (City, DPWH, or LGU) if applicable.
- 5.2.9 Field Inspector conducts inspection for the availability of in-house connection.
- 5.2.10 WSMH schedules the re-tapping and installation of water service connection, assign a plumber to conduct the re-tapping of service connection of the old tapping point.
- 5.2.11 The assigned plumber prepares a DAR after the activity and ask the requesting applicant to sign the AIO and fill-out the CFF.
- 5.2.12 DAR signed by WSMF.
- 5.2.13 DAR signed by DMA.
- 5.2.14 Accomplished Re-tapping Application form to be forwarded for recording.
- 5.2.15 After recording, documents are forward to CSS for billing.

### **5.3 RE-CONNECTION OF WATER SERVICE CONNECTION (PAYMENT MADE AFTER 48 HOURS FROM DISCONNECTION) PROCEDURES ([Figure 3](#))**

- 5.3.1 Front line personnel receives “paid” Application for reconnection from CSS. Front line personnel records application in a logbook. The document is attached with CFF and MR. A RIS is prepared to request a calibrated water meter and other materials needed from property/supplies of Admin Division.
- 5.3.2 DMA for approval and signing.
- 5.3.3 Application for reconnection form is given to plumber C for evaluation. Plumber C assigns a plumber to perform the activity.
- 5.3.4 Secure permit from DPWH, City, or LGU if mainline is close for excavation and breaking of concrete or asphalt pavement.
- 5.3.5 Preparation of DAR follows. CFF filled-out by the customer.
- 5.3.6 Accomplished application for reconnection reviewed and DAR signed by plumber C.
- 5.3.7 DMA for signing of documents.
- 5.3.8 All important details (date and time of installation, name of assigned plumber, etc.) is recorded by the front line personnel. A copy of MR and Application for reconnection is forwarded to CSA and the remaining copies to be filed.

### **5.4 RE-OPENING OF WATER SERVICE CONNECTION PAYMENT MADE WITHIN 48HRS AFTER DISCONNECTION (Same meter) ([Figure 4](#))**

- 5.4.1 Front line personnel receives AIO requesting re-opening of same meter from CSA. The data is recorded in a logbook, and AIO is attached with CFF.
- 5.4.2 AIO signed by the DMA.
- 5.4.3 The said document is forwarded to Plumber C for evaluation and assigning of CSW plumber to perform the activity.

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- 5.4.4 Assigned plumber conducts the re-opening of same meter and after the completion of the said activity, AIO and CFF is signed and filled-out by the customer for acknowledgment. Plumber prepares a DAR specifying the work done.
- 5.4.5 AIO and DAR is reviewed and signed by the Plumber C.
- 5.4.6 Documents are forwarded to the DMA for signing.
- 5.4.7 Front line personnel encode and files accomplished AIO and other documents. Other copy of documents are forwarded to CSS.

### 5.5 MISCELLANEOUS ([Figure 5](#))

- 5.5.1 Complaints arises when customer experiences low pressure, no water, stolen meter, dirty, sandy water etc. The consumer reports and request for inspection to address the problem. To CSS and WDRD receives complaint report. Person in charge receives (from CSS) and prepares AIO, then records the details. AIO is attached with CFF and RIS if needed.
- 5.5.2 AIO is forwarded to the DMA for signing and approval.
- 5.5.3 Approved AIO is given to Plumber C for evaluation and assigning of CSW plumber to conduct the activity.
- 5.5.4 Secure permit from DPWH, City, or LGU if applicable.
- 5.5.5 CSW plumber execute the activity. CFF and AIO signed by the customer and the plumber prepares DAR.
- 5.5.6 DAR and AIO is forwarded to plumber C for review and signing.
- 5.5.7 DMA signs the AIO and DAR.
- 5.5.8 Documents forwarded to the Front line personnel to record important details, and filing of documents.

### 5.6 RESTORATION ([Figure 6](#))

- 5.6.1 Person in charge receives and encodes the request for restoration issue and print AIO (may it be concrete restoration, asphalt overlay, delivery of steel plates or back filling) with CFF.
- 5.6.2 Documents forwarded to WSMF for recording, evaluation, and assigning AIO.
- 5.6.3 DMA documents sign and approve.
- 5.6.4 Plumber receives the AIO and assigned to perform the activity will prepare a requisition containing request materials (gravel and sand, cement for concrete pavement, asphalt for overlay, if necessary, and any other needed materials). Requisition form is signed by WSMF and DMA. DAR to be prepare by the plumber, CFF to be fill-out and AIO to be sign by the requesting customer as acknowledgment.
- 5.6.5 AIO and DAR submitted to WSMF for signing.
- 5.6.6 Forward the documents to the DMA for signing.
- 5.6.7 Signed document is received by the person in charge to record the accomplished AIO and DAR. Filing of documents follows.

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## 6. FORMS AND TEMPLATES

### 6.1 WATER DISTRIBUTION

- 6.1.1 Assignment Implementation Order form – “[PAMD02](#)”
- 6.1.2 Daily Accomplishment Report form – “[PAMD04](#)”
- 6.1.3 Customer Feedback form – “[PAMD09](#)”
- 6.1.4 Water Service Connection Terms and Condition form – “[PAMD10](#)”
- 6.1.5 Application for Reconnection form – “[PAMD11](#)”
- 6.1.6 Memorandum Receipt form – “[PAMD12](#)”
- 6.1.7 Application for Re-tapping form – “PAMD14”

### 6.2 RESTORATION

- 6.2.1 Requisition and Issue Slip – “[PAMDF05](#)”

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	<b>ANNEX A</b>	Revision No.:	0
	<b>GLOSSARY OF TERMS</b>	Effectivity Date:	March 2017
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<b>TERMS</b>	<b>DEFINITION</b>
<b>CLOSURE AT CORPORATION COCK</b>	IT IS THE CLOSURE OF VALVE IN A SERVICE PIPE OF A BUILDING NEAR ITS JUNCTION WITH THE DISTRICT WATER MAIN, USUALLY DONE WHENEVER THE CUSTOMER WAS NOT ABLE TO PAY THE BILLED ACCOUNTS AFTER 60 DAYS FROM THE DATE OF DISCONNECTION.
<b>ELEVATION OF METER AND SERVICE CONNECTION</b>	RISES THE HEIGHT OF THE WATER METER ALREADY SETTLED IN THE GROUND LEVEL. RISES THE HEIGHT OF THE SERVICE CONNECTION SETTLED BELOW OR UNDER DRAINAGES.
<b>NEW WATER SERVICE CONNECTION</b>	IS A TYPE OF CONNECTION WITH NO ACCESS TO THE DISTRICT EXISTING WATER MAIN. THE INSTALLATION OF A SERVICE LINE IS FROM THE IDENTIFIED LOCATION AGREED UPON BY THE CUSTOMER AND THE DISTRICT INSPECTOR GUIDED BY THE DISTRICT EXISTING POLICY ON NEW WATER SERVICE CONNECTION
<b>RECONNECTION OF SERVICE CONNECTION</b>	IT IS THE RESTORATION OF WATER SUPPLY OF CUSTOMER WHOSE SERVICE CONNECTION HAVE BEEN PREVIOUSLY DISCONNECTED WHOSE PAYMENTS WERE MADE AFTER 48HRS FROM THE TIME OF DISCONNECTION
<b>RELOCATION</b>	AN ACTIVITY WHEREIN WATER METER IS TRANSFERRED TO ANOTHER LOCATION DUE TO A REPORT OF OBSTRUCTION.
<b>RE-OPEN OF SAME METER</b>	IT IS THE RESTORATION OF WATER SUPPLY OF CUSTOMER WHOSE PAYMENTS WERE MADE WITHIN 48HOURS FROM THE TIME OF DISCONNECTION.
<b>RESTORATION</b>	AN ACT OF RETURNING SOMETHING TO ITS ORIGINAL CONDITION AFTER THE ACTIVITY HAS BEEN DONE.
<b>RE-TAPPING</b>	A CONNECTION WHEREIN WATER SERVICE CONNECTION IS TRANSFERRED FROM ITS ORIGINAL TAPPING POINT TO ANOTHER.
<b>SUB-CONNECTION</b>	A SERVICE CONNECTION WHEREIN THE SERVICE CONNECTION IS CONNECTED TO AN EXISTING WATER SERVICE CONNECTION AND WATER



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	METER IS INSTALLED BESIDE, ON TOP OR BELOW THE EXISTING WATER METER.
<b>TAPPING</b>	A SERVICE CONNECTION WHEREIN THE WATER SERVICE CONNECTION IS TAPPED/CONNECTED DIRECTLY TO THE MAIN LINE.
<b>CLOSURE AT CORPORATION COCK</b>	IT IS THE CLOSURE OF VALVE IN A SERVICE PIPE OF A BUILDING NEAR ITS JUNCTION WITH THE DISTRICT WATER MAIN, USUALLY DONE WHENEVER THE CUSTOMER WAS NOT ABLE TO PAY THE BILLED ACCOUNTS AFTER 60 DAYS FROM THE DATE OF DISCONNECTION.

**METROPOLITAN NAGA WATER DISTRICT**

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**ANNEX B**

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0

**ACRONYMS**


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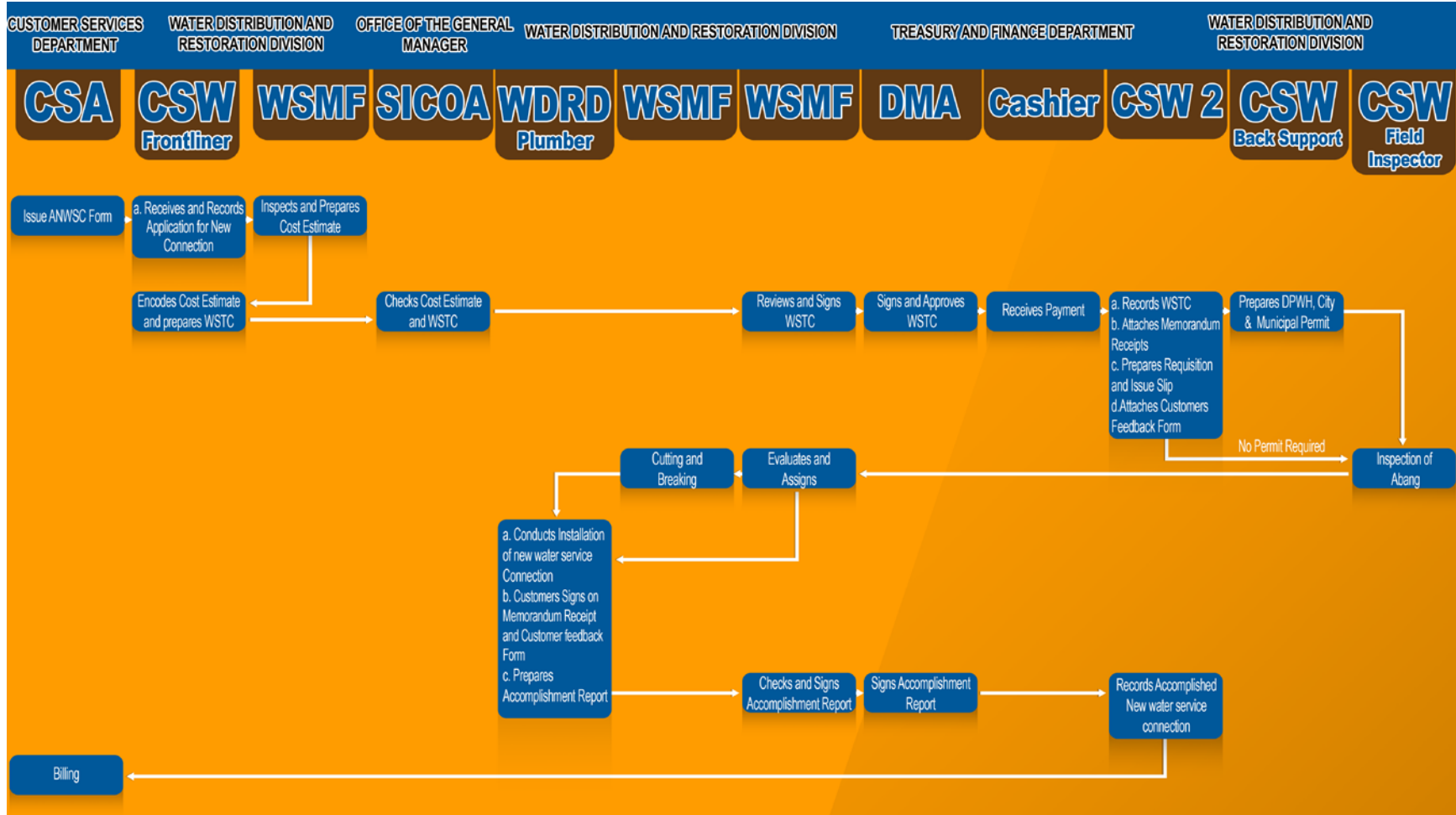
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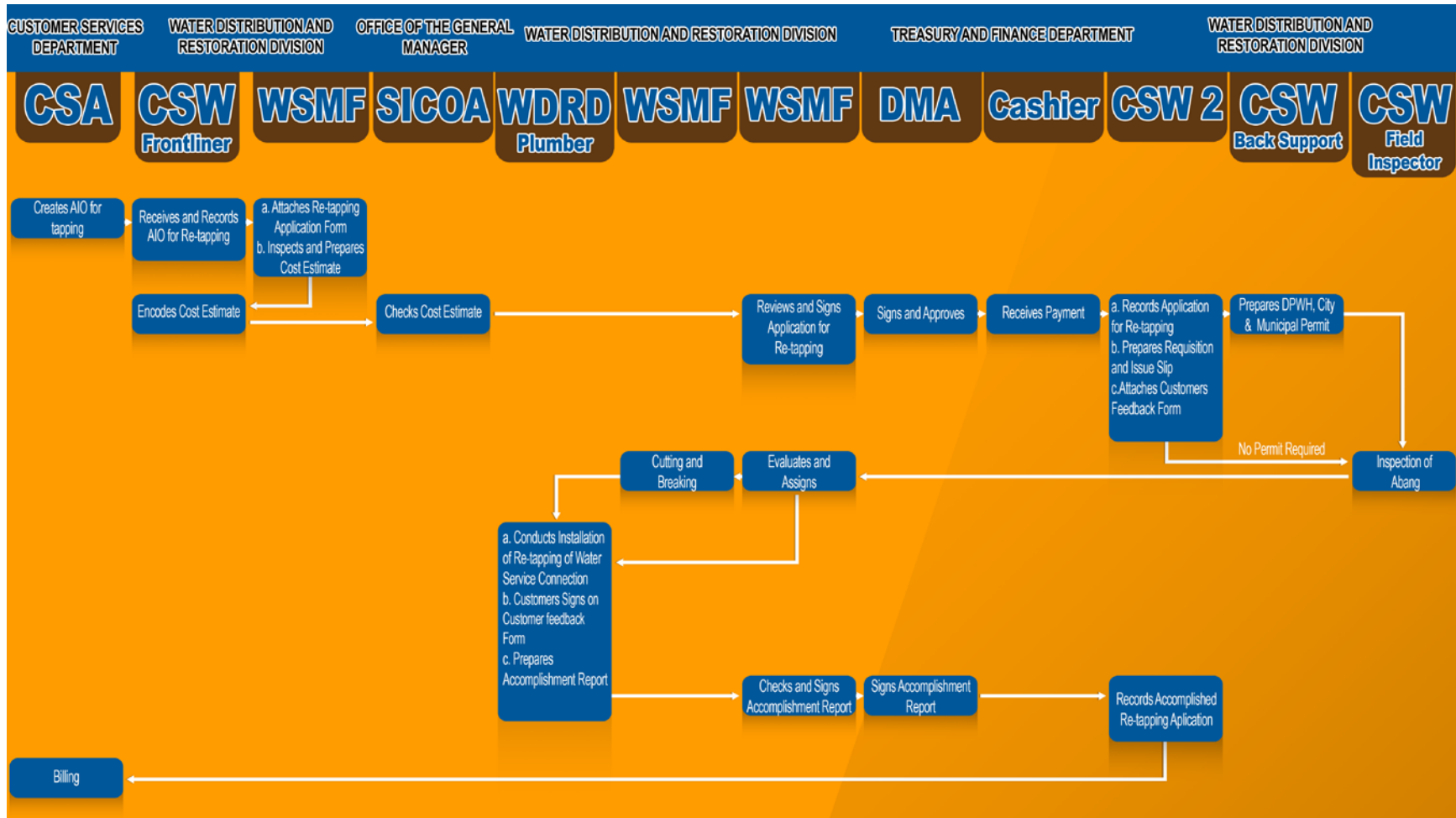
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<b>ACRONYM</b>	<b>DEFINITION</b>
<b>CFF</b>	Customer Feedback Form
<b>CP</b>	City Permit
<b>DPWH</b>	Department of Public Works & Highways
<b>MP</b>	Municipal Permit
<b>MR</b>	Memorandum Receipt
<b>RIS</b>	Requisition and Issue Slip
<b>RS</b>	Route Slip
<b>WSCTC</b>	Water Service Connection Terms And Conditions
<b>DAR</b>	Daily Accomplishment Report
<b>WSMH</b>	Water Sewerage Maintenance Head
<b>WSMF</b>	Water Sewerage maintenance Foreman
<b>DMA</b>	Division Manager A
<b>ICOA</b>	Senior Internal Control Officer A
<b>AIO</b>	Assignment Implementation Order
<b>LGU</b>	Local Government Unit
<b>CFF</b>	Customer Feedback Form
<b>CP</b>	City Permit

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	<b>FLOWCHART</b>		Revision No.:	0
	<b>NEW CONNECTION PROCESS FLOW (FIGURE 1)</b>		Effectivity Date:	March 2017
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	<b>RE-TAPPING PROCESS FLOW (FIGURE 2)</b>		Effectivity Date:	March 2017
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	<b>FORMS</b>		Revision No.: 0
	<b>APPLICATION FOR RECONNECTION</b>		Effectivity Date: March 2017
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Republic of the Philippines  
**METROPOLITAN NAGA WATER DISTRICT**  
 40 J. Miranda Avenue, Naga City

**APPLICATION FOR RECONNECTION**

No. \_\_\_\_\_  
 Date: \_\_\_\_\_

APPLICANT : \_\_\_\_\_  
 ADDRESS : \_\_\_\_\_  
 ACCOUNT NO. : \_\_\_\_\_

I hereby apply for Reconnection of my Water Service Connection located at \_\_\_\_\_ under Account No. \_\_\_\_\_ closed for:

1. Non-payment of water bills \_\_\_\_\_
2. Others : \_\_\_\_\_

I hereby certify that I have no past or present delinquency or accountability with Metropolitan Naga Water District.

I hereby permit any Authorized Representatives of the MNWD to enter the premises of my residence and/or building to enable them to perform their official duties.

I understand that a **TEN (10%) percent penalty charge** will be imposed on unpaid or overdue water bills.

**I am willing to abide to whatever subsequent water rate increase that might be imposed. That should I default in the payment of any of my monthly water bills, the District, without prior notice, is authorized to disconnect my Water Service Connection.**

I agree to notify the MNWD when, as owner, I transfer the ownership of the property, or when as a tenant, I leave the premises and pay whatever current accounts I have with the Water District.

I will conform to all the rules and regulations and implementing guidelines of the Metropolitan Naga Water District now existing or which may hereafter be issued or promulgated.

I understand that the MNWD shall not be responsible for the interruption of the service due to causes beyond its control and to disconnect the water service connection upon violation of any of the term of this contract.

I agree to abide with all the foregoing.

\_\_\_\_\_  
 Signature of Applicant

CONFORME:

\_\_\_\_\_  
 Lot/House Owner or Authorized Representative

**STATEMENT OF ACCOUNTS:**

PARTICULARS	AMOUNT	REMARKS:
Reconnection Charges	P _____	
Water Consumption Assessment	_____	
Fine _____	_____	
Others _____	_____	
<b>TOTAL</b>	<b>P _____</b>	
Paid under OR# _____	_____	
Date _____	_____	

Prepared by: \_\_\_\_\_

Checked by: \_\_\_\_\_


Noted by: \_\_\_\_\_

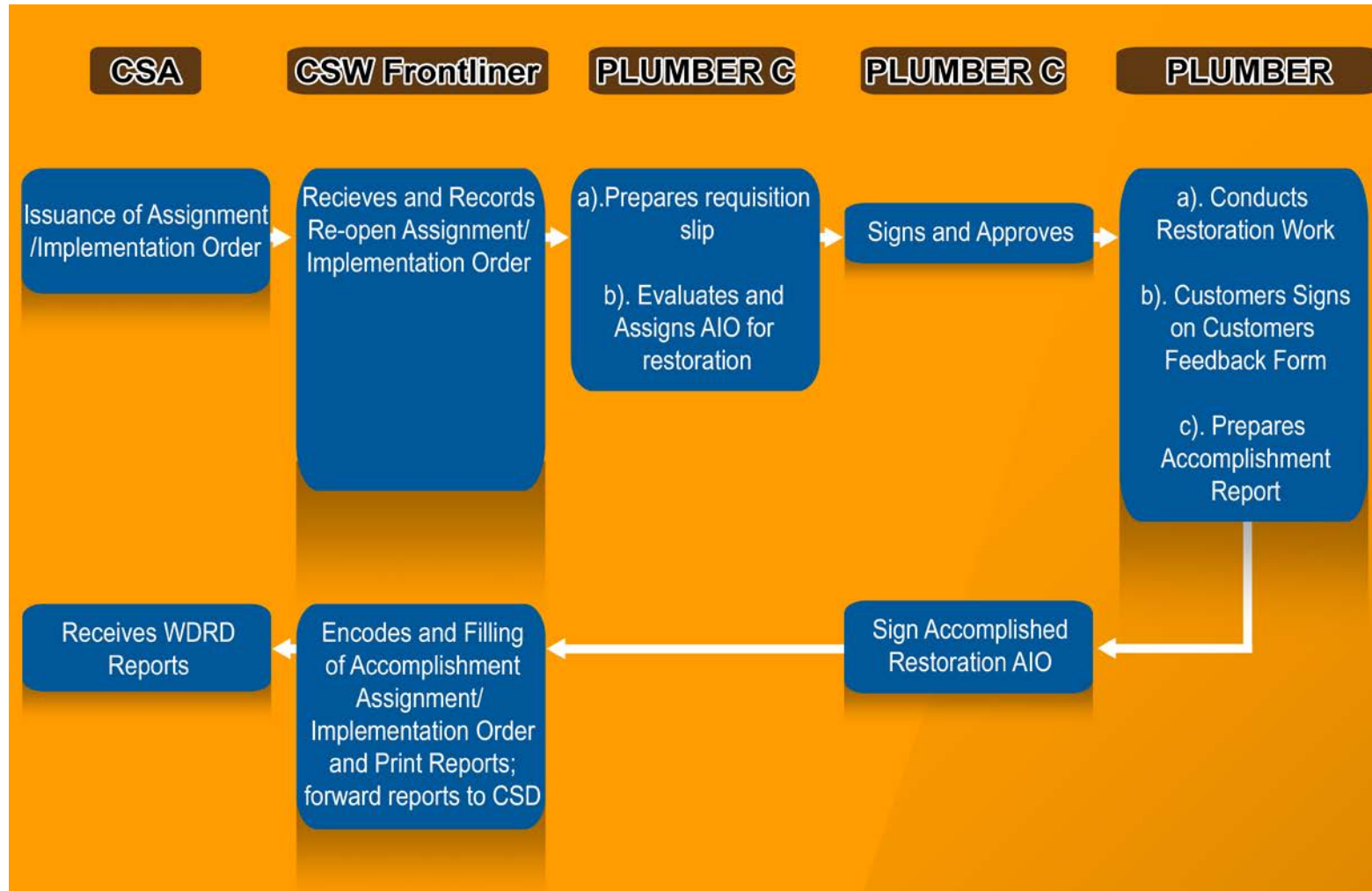
**ANTONIO MANUEL G. PABILEÑA**  
 Supervising Utilities/ Customer Service Officer


**VIRGINIA I NERO**  
 DMA, Commercial

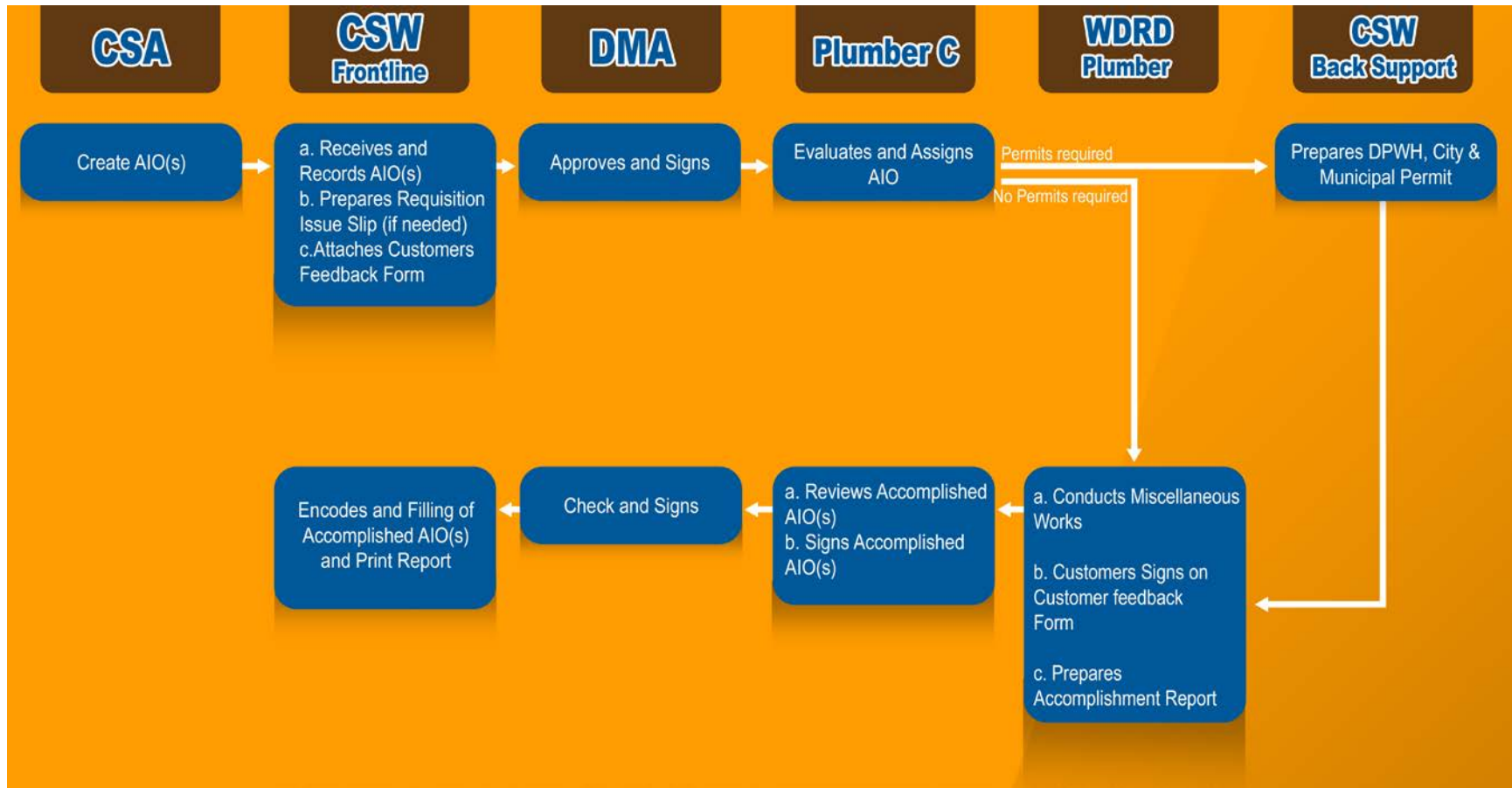
Date Disconnected: \_\_\_\_\_

**ILLEGAL CONNECTION:**  Positive  Negative  
 Validated by: \_\_\_\_\_

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	<b>FLOWCHART</b>		Revision No.: 0
	<b>RE-OPENING OF WATER SERVICE CONNECTION (Same Meter) (FIGURE 4)</b>		Effectivity Date: March 2017
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	<b>MISCELLANEOUS (FIGURE 5)</b>		Effectivity Date: March 2017
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<b>RESTORATION (FIGURE 6)</b>		Effectivity Date:	March 2017
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