



## **FREQUENTLY ASKED QUESTIONS:**

### **A. What are the requirements for new service application?**

The documents required for new service application are:

Residential:

- a) Filled up application form
- b) Barangay permit (original copy)
- c) Valid ID with signature (photocopy) i.e. GSIS, SSS, Company ID, Voter's ID or Driver's license
- d) Lot title/tax declaration/contract of lease if renter (photocopy of one of any)
- e) Cedula (photocopy)
- f) Sketch of location
- g) Mayor's permit (After payment of tapping fees and materials)
- h) Concrete cutting permit from Barangay (if necessary for across the road tapping)

Corporation:

- a) Copy of board resolution/secretary's certificate
- b) Photocopy of lease of contract (if renter)
- c) Filled up application form
- d) Barangay permit
- e) Valid ID of authorized representative/applicant (photocopy)
- f) Mayor's permit
- g) Excavation permit (if necessary)

### **B. What are the requirements for re-opening of inactive connection**

- a) Bill of previous connection
- b) Filled up service application
- c) Valid ID with signature (photocopy)
- d) Sketch of location
- e) Reconnection fee (Php300 or Php150.00)
- f) Authorization letter/photocopy of valid ID with signature (If not account owner)
- g) Request letter for reconnection

### **C. How to change account name**

If consumer is already deceased:

- a) Photocopy of death certificate
- b) Valid ID
- c) Cedula
- d) Proof of ownership (title, lot occupancy, tax declaration)
- e) Registration fee of Php170.00

If newly acquired/purchased properties:

- a) Photocopy of deed of absolute sale/lot title
- b) Filled up service application form
- c) Valid ID with signature
- d) Cedula
- e) Previous water bill
- f) Authorization letter/photocopy of valid ID with signature (If not account owner)
- g) Registration fee of Php170.00

### **D. What are the fees and charges for:**

Installation & tapping fee for residential	2,340.00
Installation & tapping fee for commercial	3,105.00
Registration fee for change of account name	170.00
Reconnection fee (upon disconnection)	150.00
Reconnection fee (after 30 days)	300.00
Service connection transfer fee	480.00

### **E. What is the monthly minimum charge for a residential account?**

The minimum charge for residential connection is Php280.00 with 0-10 cubic meters in usage. The minimum charge is imposed regardless of non-usage as long as the account is in active status.

### **F. How much is the penalty charge for late payment?**

A 10% penalty charge is imposed on the current water bill if not paid on or before the scheduled due dates.

### **G. When is my service line due for disconnection?**

As per BOD Res. No. 26, S. 2019, water bills with one (1) month arrears that remain unpaid after due date shall be disconnected from GMAWD provision services. There is no notice of disconnection shall be issued since the water bill statement or the statement of account serves as the notice of disconnection. all the details in the account is already indicated on it. This disconnection policy took effect on October 2019 billing.

## **H. Shall my service connection be disconnected if I have no statement of account?**

If there is no water bill statement received, it is advised to coordinate with the billing section of GMAWD to verify/check the amount of your monthly bill. Failure to receive a bill does not relieve consumer of obligation to pay and does not forfeit the right of GMAWD to disconnect the water services.

## **I. What are the different classifications of service connection?**

Service connections are classified according to establishments and usage:

Residential use	For domestic consumption only
Full Commercial	Business establishments directly using water in their day to day operations
Commercial A	Business establishments indirectly using water in their day to day operations
Commercial B	Small business establishments with or without permit to operate with a capital of not more than Php10,000.
Commercial C	Apartments whose owners assume payment of water bills using one central water meter