



Republic of the Philippines
LEMERY WATER DISTRICT
Carnero Subd., Sangalang St., Lemery, Batangas

Tel No.: (043) 740-3792 /409-3071
Fax No.: (043) 740-3792
E-mail Add.: lemerywd@yahoo.com

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY/LGU: LEMERY (BATANGAS) WATER DISTRICT (LEWAD)

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: [/] Yes [] No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
New Water Service Connection	PD 198 as amended	Section 27 "Sale of Water"	Board Resolution No. 017 s, 2014 (A resolution approving the implementation of new policy for operations of Lemery Water District in partnership with	July 01, 2014	None

¹ Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

² Cite section number and quote provision identified in the governing law



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			Primewater Infrastructure Corporation effective July 01, 2014		
Payment of Water Bill	PD 198 as amended	Section 37 "Rates and Charges"	Board Resolution No. 017 s, 2014 (A resolution approving the implementation of new policy for operations of Lemery Water District in partnership with Primewater Infrastructure Corporation effective July 01, 2014	July 01, 2014	None
Reconnection of: + Padlocked Water Service Connection + Water Service Connection w/ Removed Water Meter + Permanently Disconnected Meter	PD 198 as amended	Section 37 "Rates and Charges"	Board Resolution No. 017 s, 2014 (A resolution approving the implementation of new policy for operations of Lemery Water District in partnership with Primewater Infrastructure Corporation effective July 01, 2014	July 01, 2014	None



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			Corporation effective July 01, 2014		
Service & Maintenance Request Customer Complaint: (If it involves the Meter) *Relocation *Meter Test *Meter Replacement *Vol Disconnection *Re-read Meter Service Request (if it involves the following) *Gate Valve Leak *Service Line Damage *Low Pressure	PD 198 as amended	Section 37 "Rates and Charges"	Board Resolution No. 017 s, 2014 (A resolution approving the implementation of new policy for operations of Lemery Water District in partnership with Primewater Infrastructure Corporation effective July 01, 2014	July 01, 2014	None



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*No Water *Water Quality *Ball Valve *Replacement *Riser Leak/Damage *Tail Piece Leak *Mainline Leak/Damage					
Surcharge (for late payment)	PD 198 as amended	Section 37 "Rates and Charges"	Board Resolution No. 017 s, 2014 (A resolution approving the implementation of new policy for operations of Lemery Water District in partnership with Primewater Infrastructure Corporation effective July 01, 2014	July 01, 2014	None
Change Name	PD 198 as amended	Section 37 "Rates and Charges"	Board Resolution No. 017 s, 2014	July 01, 2014	None



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			(A resolution approving the implementation of new policy for operations of Lemery Water District in partnership with Primewater Infrastructure Corporation effective July 01, 2014		



(4) SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: I. NEW SERVICE CONNECTION						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid	
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
What are the requirements to avail the service? • Photocopy of one (1) Valid ID: Driver's License, Passport, Company ID, Voter's ID, GSIS ID, PRC ID, and other government issued IDs.	RA 9485 "The Anti-Red Tape Act Of 2007"	1. Upon the completion of forms and submission of requirements, the Technical Personnel will conduct an on-site inspection and will prepare bill of materials that will be handed to the applicant. 2. The Applicant must present the Official Receipt of the Bill of Materials and must be given an orientation before signing the Water Service Contract.	LEWAD & Primewater Lemery Customer Service Handbook/Citizen's Charter	1. Inspection will be done within 1-2 working days from submission of complete requirements. 2. Service Connection installation will be	Service Connection Charge	Php1,150.00
					Application Fee	Php 200.00
					Water Meter	Php2,000.00
					Materials	Subject to the unit/quantity to be determined

³ Please note that one table is to be filled-up per Government Service.

To fill up:

- List down all requirements applicable to the government service
- Per requirement, cite legal basis/rationale why requirement is essential
- Steps/Procedures should be listed in the Client's perspective
- If applicable, legal basis of each step/procedure may be indicated in column 4
- Input the total processing time for the service in working days and/or hours
- Input the sum of all fees paid for the service



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<ul style="list-style-type: none"> Original copy of Barangay Certification/Clearance. Copy of proof of ownership (land title, deed of sale) <p>⇒ If the proof of ownership is not under the name of the requesting customer, the customer must provide an authorization letter from the land owner and a copy of valid I.D.</p>		<p>Construction and Maintenance Team will install the service connection. Then, concessionaire will sign the Job Order as an acknowledgement of installation of his connection.</p>		<p>completed within 1-3 working days from inspection.</p> <p>Total duration is 5 to 7 working days under normal circumstances.</p>	<table border="1"> <tr> <td></td> <td>by the Technical Personnel</td> </tr> <tr> <td></td> <td></td> </tr> </table>			by the Technical Personnel		
						by the Technical Personnel				
TOTAL					Php3,350.00 plus material cost					

GOVERNMENT SERVICE: <u>II. SERVICE RECONNECTION</u>						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid	
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
What are the requirements to avail the service?	RA 9485 "The Anti-	RULES ON RECONNECTION OF DISCONNECTED SERVICE CONNECTION	LEWAD & Primewater Lemery Customer Service	Inspection/reconnection schedule will	Reconnection Fee (Pull-out Meter)	Php1,200.00



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<p>✚ For voluntary disconnected accounts - Present account owner's one (1) valid ID</p> <p>✚ For delinquent accounts - Payment of outstanding balance on water bill including reconnection fees and other charges</p>	<p>Red Tape Act Of 2007</p>	<p>A disconnected water service can be reactivated only if the following requisites are complied with:</p> <ul style="list-style-type: none"> • A delinquent concessionaire who is seeking reconnection of the service connection shall pay the following fees: • Arrears and penalties • Reconnection Fee • Incidental Expenses <p>Technical Personnel/CAA will perform on-site inspection and reconnection after the concessionaire presents the Official Receipt of the necessary fees and the CSA validated their requirements. Then, concessionaire will sign the Job Order as an acknowledgement of his water service reconnection.</p>	<p>Handbook/Citizen's Charter</p>	<p>be done within 1-2 working days from completion of requirements.</p> <p>Total Duration is 2-3 working days under normal circumstances</p>	<table border="1"> <tr> <td data-bbox="1653 312 1874 459">Reconnection Fee (Temporary Disconnection)</td> <td data-bbox="1883 312 2076 459">Php150.00</td> </tr> <tr> <td data-bbox="1653 459 1874 604">Outstanding Balance and Other Fees</td> <td data-bbox="1883 459 2076 604">To be determined by CAO/CSA</td> </tr> </table>	Reconnection Fee (Temporary Disconnection)	Php150.00	Outstanding Balance and Other Fees	To be determined by CAO/CSA
Reconnection Fee (Temporary Disconnection)	Php150.00								
Outstanding Balance and Other Fees	To be determined by CAO/CSA								
TOTAL				Php1,350.00 plus outstanding balance and other fees					



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GOVERNMENT SERVICE: <u>III. DISCONNECTION</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<p>What are the requirements to avail the service?</p> <p>Registered concessionaires of Primewater Lemery and Lemery Water District</p>	<p>RA 9485 "The Anti-Red Tape Act of 2007"</p>	<p>A. DISCONNECTION BY LEWAD AND PRIMEWATER LEMERY</p> <p>RULES ON DISCONNECTION OF ACCOUNTS</p> <p>LEWAD-PW Lemery shall have the right and authority to disconnect the water services of any delinquent concessionaires incurring one (1) month arrears as reflected on the Statement of Account, except on Saturdays, Sundays and Holidays. Disconnection will take place 72 hours after receipt of the second month SOA, with or without the consent of concessionaire.</p> <p>LWD-PWL shall also have the right and authority to immediately disconnect the water service of concessionaires when evidence of theft, pilferage, and other serious violation exists in accordance</p>		<p>To be accomplished within 1 to 2 working days from completion of requirements.</p> <p>Total Duration is 1 to 2 working days under normal circumstances</p>	<p>No fee</p>



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		<p>with Anti-Pilferage and Illegal Connection.</p> <p>B. VOLUNTARY DISCONNECTION</p> <p><i>About the Service:</i> Voluntary disconnection of service connection means cutting-off of water supply voluntarily.</p> <p>Once the requirement is submitted and corresponding fees have been paid, the Disconnection will be performed by the CSA and job order will be signed by the concessionaire for acknowledgement.</p>			
				TOTAL	0.00

GOVERNMENT SERVICE: <u>IV. COMPLAINTS AND VARIOUS MAINTENANCE SERVICES</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		



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	<p>Lemery Water District and Primewater Lemery are dedicated to provide unwavering customer services by firmly responding to the complaints and continuously providing various maintenance orders/service s to the concessionaire s to assure them of uninterrupted and potable water supply.</p>	<p>Upon receiving the complaints and/or maintenance orders, Lemery Water District and PRIMEWATER Lemery have 24 hours to acknowledge the report by directly contacting and giving feedback to the customer. Resolution of complaints or maintenance orders shall follow the timeline be-low, from the time the complaint or request is acknowledged:</p>		<p>COMPLAINTS AND MAINTENANCE SERVICE/ORDERS</p> <table border="0"> <tr> <td>Leakages</td> <td>Within 24 hours</td> </tr> <tr> <td>Mainline Service Line</td> <td>1- 3 working day/s</td> </tr> <tr> <td>Check Meter</td> <td>Within 24 hours</td> </tr> <tr> <td>Low Pressure No Water</td> <td></td> </tr> <tr> <td>Water Quality Issues</td> <td></td> </tr> <tr> <td>High Consumption</td> <td></td> </tr> <tr> <td>Change/Transfer /Upgrade Meter</td> <td>1-2 day/s</td> </tr> </table>	Leakages	Within 24 hours	Mainline Service Line	1- 3 working day/s	Check Meter	Within 24 hours	Low Pressure No Water		Water Quality Issues		High Consumption		Change/Transfer /Upgrade Meter	1-2 day/s	<p>No Fee</p>
Leakages	Within 24 hours																		
Mainline Service Line	1- 3 working day/s																		
Check Meter	Within 24 hours																		
Low Pressure No Water																			
Water Quality Issues																			
High Consumption																			
Change/Transfer /Upgrade Meter	1-2 day/s																		
TOTAL					0.00														



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GOVERNMENT SERVICE: <u>V. PAYMENT OF BILLS</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<p><i>What are the requirements to avail the service?</i></p> <p><input type="checkbox"/> For Office Payments: Statement of Account. In case there is no available SOA, old receipt, billing information may be accepted.</p> <p><input type="checkbox"/> For Payment Centers:</p>	<p>PD 198 and RA 9485 "The Anti-Red Tape Act Of 2007"</p>	<p>RULES ON PAYMENT OF BILLS LEWAD-PW Lemery does not accept partial or one (1) month payment for concessionaires with two (2) months arrears. The on-time payment of concessionaires is encouraged to help in the improvement of the water supply, services, and programs for the people of Lemery.</p> <p>Proceed to the designated teller and present the Statement of Account (in absence of SOA, old receipts / billing information may be presented).</p>		Up to 5 minutes to complete transaction at the counter	Actual bill as indicated in the SOA



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<p>Statement of Accounts are accepted. Only accounts without arrears are accepted at payment centers.</p> <p><input type="checkbox"/> Cash or check</p> <p><input type="checkbox"/> For payment of water bill with taxes withheld, payor must bring BIR form 2307 (Additional BIR form 2306 for government agencies.)</p>		<p>Concessionaire will make the necessary payment either in cash or check then Teller will issue an official receipt.</p> <p>Payment centers procedures for payment of bills may vary according to the set rules of the establishment.</p>			
TOTAL					



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LIST OF ACCREDITED PAYMENT CENTERS

❖ *fast*
❖ *convenient*
❖ *accessible*

You can pay your PrimeWater bills at any of our accredited payment partners



In partnership with

PrimeWater
LEMERY



CEBUANA
LHULLIER



USSC
SERVICE STORE



true
money



PayMaya

PLEASE USE YOUR 14-DIGIT ATM REFERENCE NUMBER
AND 12-DIGIT ACCOUNT NUMBER WHEN PAYING



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GOVERNMENT SERVICE: VI. NOTICE OF INTERRUPTION OF WATER SUPPLY					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
	<p>Pursuant to the Local Water Utilities Administration (LWUA) Memorandum Circular No. 005-18 dated February 15, 2018, Lemery Water District and Primewater Lemery shall announce all scheduled water service interruptions in all covered service areas for at least three (3) days before the scheduled interruption with the exception of water interruptions due to emergency repairs/works.</p> <p>Advisories to concessionaires will be done through the following:</p> <p><input type="checkbox"/> Posting via the official Facebook account: https://www.facebook.com/PrimeWaterLemery</p> <p><input type="checkbox"/> Sending of text messages through SMS text blast</p>	<p>Advisories to concessionaires will be done through the following:</p> <p><input type="checkbox"/> Posting via the official Facebook account: https://www.facebook.com/PrimeWaterLemery</p> <p><input type="checkbox"/> Sending of text messages through SMS text blast</p> <p><input type="checkbox"/> Sending of Notice to all Brgy. Chairman and Commercial establishment to inform concessionaires about the water service interruption.</p> <p><input type="checkbox"/> In cases of emergency repairs and maintenance work which may affect the service areas, communication shall be undertaken for concessionaires' information at the soonest possible time.</p>			No Fee



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	<input type="checkbox"/> Sending of Notice to all Brgy. Chairman and Commercial establishment to inform concessionaires about the water service interruption. <input type="checkbox"/> In cases of emergency repairs and maintenance work which may affect the service areas, communication shall be undertaken for concessionaires' information at the soonest possible time. Alternative water supply will be provided to customers when water interruption will exceed 24 hours.	Alternative water supply will be provided to customers when water interruption will exceed 24 hours.			
TOTAL					0.00

GOVERNMENT SERVICE: <u>VII. OTHER SERVICES</u> A. SENIOR CITIZEN'S UTILITY DISCOUNT					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid



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<p>1. Proof of age and citizenship: Office of the Senior Citizens Affairs – OS-CA ID</p> <p>2. Proof of Billing: Applicant’s Registered Name.</p>	<p>Provisions in granting the Senior Citizens Utility Discount pursuant to Article 12, Section of the Implementing Rules of the R.A. 9994, also known as the Expanded Senior Citizens Act of 2010.</p> <ul style="list-style-type: none"> <input type="checkbox"/> The grant of five percent (5%) discount relative to the monthly utilization of water households with senior citizens. <input type="checkbox"/> The individual water service connection is registered in the name of the senior citizen residing therein. <input type="checkbox"/> The monthly consumption should not exceed thirty cubic meters (30m3). <input type="checkbox"/> The privilege is granted per household regardless of the number of senior citizens residing therein. <input type="checkbox"/> There shall be annual renewal of application to the Primewater Lemery. <input type="checkbox"/> The service can be availed upon of subscription to Primewater Lemery. 	<p>Once the submitted requirements and information are verified and processed into the system by the CSA, the Concessionaire will sign the Senior Citizen Utility Discount Form.</p>	<p>Board Resolution No. 017 s, 2014 (A resolution approving the implementation of new policy for operations of Lemery Water District in partnership with Primewater Infrastructure Corporation effective July 01, 2014</p>	<p>Five (5) minutes under normal circumstances</p>	<p>No Fee</p>
TOTAL					0.00



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GOVERNMENT SERVICE: VII. OTHER SERVICES										
B. REQUEST FOR CHANGE OF ACCOUNT NAME										
SERVICE INFORMATION										
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid					
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis							
1. Authorization letter and one (1) valid government issued ID from the account owner. 2. For deceased account owners, a death certificate and marriage certificate should be presented 3. For Newly acquired property, a copy of Deed of Sale. 4. One (1) valid government issued ID of the new account owner 5. Payment for Change Name.		After CSA's requirement verification and the payment of the application fee, the Concessionaire will present the official receipt and Orientation will be given to the concessionaire who will later sign and receive a copy of the new water service contract.	Board Resolution No. 017 s, 2014 (A resolution approving the implementation of new policy for operations of Lemery Water District in partnership with Primewater Infrastructure Corporation effective July 01, 2014	Up to 10 minutes from submission and verification of requirements	<table border="1"> <tr> <td>No Charge</td> <td>If 1st Degree relatives</td> </tr> <tr> <td>Php200.00</td> <td>Resale</td> </tr> </table>	No Charge	If 1 st Degree relatives	Php200.00	Resale	
No Charge	If 1 st Degree relatives									
Php200.00	Resale									
TOTAL					Php200.00					



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GOVERNMENT SERVICE: VII. OTHER SERVICES

C. HOW TO READ YOUR STATEMENT OF ACCOUNT AND DISCONNECTION NOTICE

STATEMENT OF ACCOUNT

Accnt No. : 5528-1044-1547 → *PrimeWater account number*
 Name : REYES, FILOMENA → *Account owner*
 Old Acct No.: → *Account number used for Payment*
 ATM Reference Number: 05501239981117
 Bill Number : 09425
 Address : MATINGAIN II LEMERY, BATANGAS
 Meter No. : 15264888
 Classification : Residential 1/2

Billing Month : 2019/11 → *Month Billed*
 Billing Period: 2019/10/05 to 01/01/2016 → *Billing Period Covered*
 Due Date : 2019/11/17 → *Payment due date before penalty*
 Present Rdg : 544
 Previous Rdg : 535
 Cons. (CUM) : 9 → *Cubic meter consumed for the month*

Basic Charge 193.00
 12% VAT 23.16
TOTAL CURRENT BILL 216.16 → *Amount due for the current month*
 Balance from last bill 216.16 → *Unpaid amount from previous month*
 OTHER CHARGES 21.62 → *Penalty incurred (10% of the previous bill)*
 Penalty Balance
TOTAL AMOUNT DUE 453.94 → *Total amount to be paid before due*
 AMOUNT AFTER DUE 475.56 → *Total amount to be paid after due*

Meter Reader Name: South2
 Date and Time Read: 1/1/2016 12:03:55 PM → *Reading Date*

Barcode

Remarks:
 FOR CHECK PAYMENTS:
 PLEASE PREPARE, PAYABLE TO, PRIMEWATER INFRASTRUCTURE CORP.
 Huwag pansinin ang halaga ng arrears, kung meron man,
 kung ito ay bayad na.
 This is NOT valid as Official Receipt.

To avoid penalty, please pay your bill
 on or before 2019/11/17
 THANK YOU.

TOTAL

0.00




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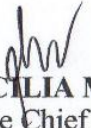
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TOTAL	0.00
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Prepared by:


JOSEPHINE S. MANABAT
Administration Services Assistant A

Noted by:


MARIA CECILIA M. MENDOZA
Administrative Chief C/Officer-in-Charge