



**PrimeWater  
LEMERY**

# **CUSTOMER SERVICE HANDBOOK**

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## LEMERY WATER DISTRICT

### OUR VISION

A more progressive self-reliant, independent, economically, potable water district, committed to provide safe, potable, adequate, dependable and affordable water supply for economic and social progress.

### OUR MISSION

The Lemery Water District is committed to provide safe and potable, adequate, reliable, sustainable piped water supply for domestic, commercial, industrial, agricultural and other uses within the boundaries of Lemery, Batangas

### MANDATE AND FUNCTIONS

Pursuant to Presidential Decree 198 (Provincial Water Utilities Act of 1973), Title II, Chapter II, Section 5, the Lemery Water District was formed as an agency mandated to acquire, install, improve, maintain and operate water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries. It also mandated to provide, maintain and operate wastewater collection, treatment and disposal facilities and conduct other functions and operations incidental to water resource development, utilization and disposal

## OUR CORE VALUES

Lemery Water District embraces this phrase to encourage its employees maintain their momentum towards its growth and development. Also, the phrase is an acronym for the following core values that LEWAD employees shall possess:

### LEWAD

Listening to **E**very **W**ater **D**rop....

“We give hope”

Many people depend on us; Let us work hand in hand for them.

- \* Citizen Centric
- \* People Oriented
- \* Citizen focused and Citizen driven
- \* High priority for Customer Service and Customer Satisfaction

Officer's staff easily accessible and willing to listen

## PERFORMANCE PLEDGE

*We, the Officials and employees of Lemery Water District (Batangas), pledge to carry out our duties and responsibilities with efficiency, effectiveness, enthusiasm, and genuine concern to service. As such, we commit promptly, courteously, compassionately, and adequately act on your request, comments, suggestions and complaint through our Public Assistance Counter (PAC) available from Monday to Friday starting 8:00 AM to 5:00 PM, no noon break and your very urgent concerns through our*

**“ON CALL SKELETAL FORCE”**  
available 24/7.



The Lemery Water District entered into a Joint Venture Agreement (JVA) with Primewater Infrastructure Corporation on April 1, 2014. The JVA covers the development, rehabilitation, improvement, expansion, operations, and maintenance of the water supply system of Lemery. The entity that is carrying out the Joint Venture functions is PrimeWater Lemery. PrimeWater Lemery manages the operations to ensure provision of clean water supply, and quality and reliable services to its customers. The Lemery Water District monitors the performance of PrimeWater Lemery in its compliance with its service obligations to its customers.

Our core activities include, but not limited to:

- Water Production
- Water Supply and Distribution
- Water system maintenance
- Water system upgrade, rehabilitation and expansion

PrimeWater Lemery continues to improve and expand its services in the Municipality of Lemery. It is committed to uplift the lives of the communities it serves through rehabilitation and maintenance of systems and pipelines, expansion in unserved areas, ensuring reliability in its operations, and delivery of excellent customer service.

# CORPORATE VALUES

- Honesty
- Teamwork
- Competitive Spirit
- Cost Consciousness
- Closeness to Customers

## SERVICE PERFORMANCE PLEDGE

We, the officials and employees of Lemery Water District and PrimeWater Lemery, pledge and commit to deliver quality public service as embodied in this Customer's Handbook. In fulfillment of this, we will:

- Serve with honesty and integrity;
- Demonstrate professionalism, aptness, and sensitivity;
- Be prompt and timely in our delivery of services;
- Provide adequate and accurate information to the consuming public;
- Serve our customers with utmost courtesy and politeness;
- Treat everyone with fairness and equality and be consistent in the application of rules and policies;
- Entertain and respond to queries and other customer concerns amiably;
- Provide feedback mechanism;
- Exhibit work flow charts, procedures, fees, and charges in our office;
- Be present and available during office hours and implement the "No Noon Break" policy;
- Provide comfortable waiting area for customers and visitors, and
- Wear proper uniform and identification.

## FEEDBACK AND REDRESS MECHANISM

We appreciate your continuous patronage to the services of Lemery Water District (LEWAD). Your comments and suggestions on how we have served you are important information which we need for the continuous improvement of our services.

Please let us know how we have served you by doing any of the following:

- Accomplish the Customer Satisfaction Feedback Form (CSFF) which is available at the Customer Care Division. Fold it to ensure the privacy of your answers and drop it inside the suggestion box.
- Visit or call the Lemery Water District and PrimeWater Lemery office and inform the Customer Service Assistant of your comments/suggestions.
- Send your comments/suggestions to the following e-mail addresses:
  - Lemery Water District - lemerywd@yahoo.com
  - PrimeWater Lemery - eprime\_lemery@yahoo.com
- Write your comments/suggestions to:
  - Engr. Hydee DL Ramirez,  
General Manager  
Lemery Water District
  - Ms. Cristina S. Lipa  
Branch Manager  
PrimeWater Lemery
  - Office address:  
Lemery Water District and PrimeWater Lemery  
Carnero Subdivision, Sangalang Street  
Lemery, Batangas  
4209
- Send your comments/suggestions to our Facebook Account: PrimeWater Lemery.
- Call us at (043) 409-3071 or text us at 0998-863-9228.

Lemery Water District and PrimeWater Lemery will respond to your comments/suggestions at the soonest possible time.

## LIST OF PRIMEWATER LEMERY

### FRONTLINE SERVICES

- I. New Service Connection
- II. Service Reconnection
- III. Service Disconnection
- A. Disconnection by LEWAD & PRIMEWATER LEMERY
- B. Voluntary Disconnection
- IV. Complaints and Various Maintenance Services
- V. Payments of Bills
- VI. Other Services
  - A. Senior Citizen's Utility Discount/PWD
  - B. Request for Change of Account Name
  - C. How to Read Your Statement of Account and Disconnection Notice

### I. NEW SERVICE CONNECTION

#### About the Service:

Tapping /installation of service connection from the distribution line to the requesting customer's service meter line. Availing of the service requires applicant's information, submission of required documents, and payment of fees and charges.

#### Who may avail of the service?

The service is extended to all residents, commercial and government entities of Lemery within the service coverage area of LEWAD and PrimeWater.

#### Where is the service available?

- LEWAD Prime Water Lemery Main Office, Carnero Subdivision, Sangalang Street, Lemery, Batangas
- Customer Service Section

#### Schedule of availability of the service:

Main Office	
Days (except legal holidays)	Time
Monday to Friday	8:00 AM – 5:00 PM
Saturday	8:00 AM – 12:00 NN

#### 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.
  - Original copy of Barangay Certification/Clearance.
  - Copy of proof of ownership (land title, deed of sale)
- ⇒ 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.

## II. SERVICE RECONNECTION

### About the Service:

Reconnection of water service involves the restoration of water supply service of consumers whose service connections have been previously disconnected. Payment of reconnection fee, cost of materials, and other outstanding balances on water bill, if any, is a pre-requisite for the restoration of water supply service.

### Who may avail of the service?

Registered concessionaires of Prime Water Lemery and Lemery Water District with disconnected water service connection/s.

### Where is the service available?

- LEWAD Prime Water Lemery Office, Carnero Subdivision, Sangalang Street, Lemery, Batangas
- Customer Service Section of the Commercial Services Department

### Schedule of availability of the service:

Main Office	
Days (except legal holidays)	Time
Monday to Friday	8:00 AM – 5:00 PM
Saturday	8:00 AM – 12:00 NN

### What are the requirements to avail the service?

- For voluntary disconnected accounts
  - Present account owner's one (1) valid ID
- For delinquent accounts
  - Payment of outstanding balance on water bill including reconnection fees and other charges

NEW SERVICE APPLICATION PROCEDURES		
STEP	PROCESS	PERSON IN CHARGE
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.	Technical Personnel
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. Construction and Maintenance Team will install the service connection. Then, concessionaire will sign the Job Order as an acknowledgment of installation of his connection.	Construction and Maintenance Team
END OF TRANSACTION		
TOTAL DURATION = 5 to 7 working days – under normal circumstances		

FEES TO BE SETTLED	
Service Connection Charge	Php 1,150.00
Application Fee	Php 200.00
Water Meter	Php 2,000.00
Materials	Subject to the unit/quantity to be determined by the Technical Personnel

**RULES ON RECONNECTION OF DISCONNECTED SERVICE CONNECTION**

A disconnected water service can be reactivated only if the following requirements are complied with:

- A delinquent concessionaire who is seeking reconnection of the service connection shall pay the following fees:
  - Arrears and penalties.
  - Reconnection Fee
  - Incidental Expenses

**RECONNECTION OF DISCONNECTED SERVICE LINE/MAIN LINE (PULL-OUT METER) & WATER METER LINE (PADLOCK)**

SERVICE RECONNECTION PROCEDURES		
STEP	PROCESS	PERSON IN CHARGE
1	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.	Technical Personnel, Customer Accounts Assistant (CAA) and Customer Service Assistant (CSA)
		Inspection/reconnection schedule will be done within 1-2 working days from completion of requirements.
END OF TRANSACTION		
TOTAL DURATION = 2 to 3 working days – under normal circumstances		

FEES TO BE SETTLED	
Reconnection Fee (Pull-out Meter)	Php 1,200.00
Reconnection Fee (Temporary Disconnection)	Php 150.00
Outstanding Balance and Other Fees	To be determined by CAO/CSA

**III. DISCONNECTION**

About the Service:

The Disconnection Service means that the service connection has been ceased by either the concessionaire (Voluntary Disconnection) or by the Lemery Water District and PRIMEWATER Lemery. Full settlement of any outstanding obligation shall be required to avail the connection of service.

Who may avail of the service?

Registered concessionaires of PrimeWater Lemery and Lemery Water District..

Where is the service available?

- LEWAD PrimeWater Lemery Office, Carnero Subdivision, Sangalang Street, Lemery, Batangas
- Customer Service Section of the Commercial Services Department

Schedule of availability of the service:

Main Office	
Days (except legal holidays)	Time
Monday to Friday	8:00 AM – 5:00 PM
Saturday	8:00 AM – 12:00 NN

**DISCONNECTION BY LEWAD AND PRIMEWATER LEMERY**

**RULES ON DISCONNECTION OF ACCOUNTS**

WAD-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.

VD-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 with Anti-Pilferage and Illegal Connection.

**VOLUNTARY DISCONNECTION**

**What the Service:**

Voluntary disconnection of service connection means cutting-off of water supply voluntarily.

**What are the requirements to avail the service?**

Registered concessionaires of PrimeWater Lemery and Lemery Water District.

VOLUNTARY DISCONNECTION PROCEDURE			
STEP	PROCESS	PERSON IN CHARGE	PROCEDURE TIME (Under Normal Circumstances)
	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.	Customer Service Assistant	To be accomplished within 1 to 2 working days from completion of requirements.
<b>END OF TRANSACTION</b>			
TOTAL DURATION = 1 to 2 working days – under normal circumstances			



**PrimeWater  
LEMERY**

**Office Address:**

**Carnero Subdivision, Sangalang St.,  
Lemery, Batangas**

**Contact Numbers:**

**(043) 409-3071 / 0998-863-9228**

**E-mail Addresses:**

**Lemery Water District  
[lemerywd@yahoo.com](mailto:lemerywd@yahoo.com)**

**PrimeWater Lemery  
[epremelemery@yahoo.com](mailto:epremelemery@yahoo.com)**



**Options to Avail the Service:**

- Visit the LEWAD PrimeWater Lemery Office, Carnero Subdivision, Sangalang Street, Lemery, Batangas
- Call us at (043) 409-3071 or text us at 0998-863-9228.

PROCEDURE	
COMPLAINTS AND MAINTENANCE SERVICE/ORDERS	ACTION TIME
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 below, from the time the complaint or request is acknowledged:	
leakages Mainline Service Line	Within 24 hours 1- 3 working day/s
Check Meter Low Pressure to Water Water Quality Issues High Consumption	Within 24 hours
Change/Transfer/Upgrade Meter	1-2 day/s

**IV. COMPLAINTS AND VARIOUS MAINTENANCE SERVICES**

**About the Service:**

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/services to the concessionaires to assure them of uninterrupted and potable water supply.

**Who may avail of the service?**

Registered concessionaires of PrimeWater Lemery and Lemery Water District..

**Where is the service available?**

- LEWAD PrimeWater Lemery Office , Carnero Subdivision, Sangalang Street, Lemery, Batangas
- Customer Service Section of the Commercial Services Department

**Schedule of availability of the service:**

Main Office	
Days (except legal holidays)	Time
Monday to Friday	8:00 AM – 5:00 PM
Saturday	8:00 AM – 12:00 NN

**List of Accredited Payment Center**



- ❖ fast
- ❖ convenient
- ❖ accessible



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



In partnership with



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

**V. PAYMENT OF BILLS**

**About the Service:**

Payment of bills is rendered at PrimeWater Lemery Office located at Carnero Subdivision, Sangalang Street, Lemery, Batangas and Accredited Payment Centers.

**Who may avail of the service?**

Registered concessionaires of PrimeWater Lemery and Lemery Water District.

**Schedule of availability of the service:**

Main Office	
Days (except legal holidays)	Time
Monday to Friday	8:00 AM – 5:00 PM
Saturday	8:00 AM – 12:00 NN

**What are the requirements to avail the service?**

- For Office Payments: Statement of Account. In case there is no available SOA, old receipt, billing information may be accepted.
- For Payment Centers: Statement of Accounts are accepted. Only accounts without arrears are accepted at payment centers.
- Cash or check
- For payment of water bill with taxes withheld, payor must bring BIR form 2307 (Additional BIR form 2306 for government agencies.)

## NOTICE OF INTERRUPTION OF WATER SUPPLY

### Out the Service:

uant to the Local Water Utilities Administration (LWA) Memorandum Circular No. 005-18 dated February 15, 2018, Lemery Water District and PrimeWater District shall announce all scheduled water service interruptions in all covered service areas for at least (3) days before the scheduled interruption with exception of water interruptions due to emergency repairs/works. Advisories to concessionaires will be made through the following:

Posting via the official Facebook account: <https://www.facebook.com/PrimeWaterLemery>  
 Sending of text messages through SMS text blasting of Notice to all Brgy. Chairman and Commercial establishments to inform concessionaires about the water service interruption.

In cases of emergency repairs and maintenance work which may affect the service areas, communication shall be undertaken for concessionaires' information at the earliest possible time.

Alternative water supply will be provided to customers in the event that a water interruption will exceed 24 hours.

Payment centers procedures for payment of bills may vary according to the set rules of the establishment.

STEP	PROCESS	PERSON IN CHARGE	TIME
1	Proceed to the designated teller and present the Statement of Account (in absence of SOA, old receipts / billing information may be presented). Concessionaire will make the necessary payment either in cash or check then Teller will issue an official receipt.	Teller	Up to 5 minutes to complete transaction at the counter

## RULES ON PAYMENT OF BILLS

LEWAD-PWLemery 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.

**A. SENIOR CITIZEN'S UTILITY DISCOUNT**

**about the Service:**

provisions in granting the Senior Citizens Utility Discount pursuant to Article 2, Section of the Implementing Rules of the R.A. 9994, also known as the Expanded Senior Citizens Act of 2010.

The grant of five percent (5%) discount relative to the monthly utilization of water households with senior citizens.

The individual water service connection is registered in the name of the senior citizen residing therein.

The monthly consumption should not exceed thirty cubic meters (30m<sup>3</sup>).

The privilege is granted per household regardless of the number of senior citizens residing therein.

There shall be annual renewal of application to the PrimeWater Lemery.

The service can be availed upon of subscription to Primewater Lemery.

**Who may avail of the service?**

Registered concessionaires of PrimeWater Lemery and Lemery Water District who fall under the senior citizen age - 60 years old and above.

**What are the requirements to avail the services?**

Proof of age and citizenship: Office of the Senior Citizens Affairs – OS-A ID

Proof of Billing: Applicant's Registered Name.

SENIOR CITIZEN'S DISCOUNT PROCEDURE		PERSON IN CHARGE
STEP	PROCESS	
	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.	Customer Service Assistant (CSA)

**VII. OTHER SERVICES**

**Who may avail of the service?**

Registered concessionaires of PrimeWater Lemery and Lemery Water District.

**Where is the service available?**

- LEWAD PrimeWater Lemery Main Office, Carnero Subdivision, Sangalang Street, Lemery, Batangas
- Customer Service Section

**Schedule of availability of the service:**

Main Office	
Days (except legal holidays)	Time
Monday to Friday	8:00 AM – 5:00 PM
Saturday	8:00 AM – 12:00 NN

### C. HOW TO READ YOUR STATEMENT OF ACCOUNT & DIS-CONNECTION NOTICE

**STATEMENT OF ACCOUNT**

Account No. : 5528-1044-1547  
 Name : REYES, FILOMENA  
 TR Reference Number: 059173991117  
 Address : MATINGAUN II LEMERY, BANGAS  
 Meter No. : 15264688  
 Classification : Residential 1/2

Billing Month : 2019/11  
 Billing Period: 2019/10/05 to 01/01/2016  
 Billing Date : 2019/11/17  
 Present Rtg : 544  
 Previous Rtg : 535  
 Units (DUK) : 9

Basic Charge : 193.00  
 TX WAT : 23.16  
 TOTAL CURRENT BILL : 216.16  
 Amount due for the current month : 216.16  
 Unpaid amount from previous month : 21.82  
 Penalty incurred (10% of the previous bill) : 453.94  
 Total amount to be paid before due : 475.56  
 Total amount to be paid after due : [blank]

Water Header Name: South2  
 Date and Time Read: 11/17/2016 12:10:55 PM

**OR CHECK PAYMENTS:**  
 PLEASE PREPARE, PAYABLE TO, PRIMEWATER INFRASTRUCTURE CORP.  
 using parsipin and balape ng arrears, kung aeron man,  
 using 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.

### B. REQUEST FOR CHANGE OF ACCOUNT NAME

About the service:

Concessionaires who would like to update the account name/ownership.

What are the requirements to avail the services?

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.

CHANGE OF ACCOUNT NAME PROCEDURE			
STEP	PROCESS	PERSPON IN CHARGE	TIME
1	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.	Customer Service Assistant (CSA)	Up to 10 minutes from submission and verification of requirements

**FEEES TO BE SETTLED**

Change Name Fee Php 200.00

- Use fewer cooking and dining utensils and dishes to cut down on the water needed for dishwashing.
- When boiling water, fill the kettle with just enough for your needs.
- Never waste water served during meals; drink it up!
- Don't let the water run when you wash the dishes by hand, and collect the greywater for other purposes.
- Water your plants after 5 p.m when temperature is cooler to minimize evaporation. Water them only when necessary. Spread a layer of mulch around plants and trees to retain water and reduce evaporation.
- Harvest rainwater through the gutter and use the water collected for your essential needs.

## WATER CONSERVATION TIPS

- Every little drip counts. Replace worn out sapatilya (washers and fix all leaky pipes, water containers and toilet tanks.
- Place a brick, a jug with stones or a bottle filled with water inside the toilet tank to cut in water used in every flush.
- Avoid flushing the toilet unnecessarily. Put discarded tissues in the bin rather than in the toilet bowl.
- Collect water dripping from air conditioners; use it to wash your mop, water the plants or flush the toilet.
- Reuse towels and wear clothes such as pants twice or more before washings.
- Organize your laundry schedule and wait until you have a full load before you use the washing machine.
- Keep a bucket in the bathroom and laundry area for the grey water. Use this water to flush your toilet, clean the laundry area and car port or to dampen dusty road.
- Wash fruits and vegetables in a pan instead of running water from the tap; reuse the water for watering the plants.
- Do not throw rice wash down the drain, use it for washing dishes by hand, and collect the grey water for other purposes.
- Thaw frozen meat in the refrigerator overnight, not on running water.
- Use laundry water for cleaning used bottles, cans and other recyclables, blinds, rugs, doormats, and car wheels.