



**Republic of the Philippines**  
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## **Narrative FOI Feedback Report**

During the period covering CY 2025 to early CY 2026, the Lemery Water District (LEWAD), through its Freedom of Information (FOI) mechanism, received and processed several requests and complaints coursed through different platforms, including eFOI, the National Water Resources Board (NWRB), and the Anti-Red Tape Authority (ARTA). All requests were handled in accordance with existing FOI guidelines, with due consideration to timeliness, completeness of response, and coordination with concerned agencies.

### **FOI Requests – Quarters 1 to 3, 2025**

For the first three quarters of 2025, several FOI entries were recorded as N/A, indicating that no formal FOI requests requiring action were received during those periods. One request in Q3 2025, however, was formally endorsed by the NWRB and processed under the standard FOI procedure.

The request involved an urgent complaint regarding poor water service in Ayao-Iyao, Lemery, Batangas. LEWAD acted promptly on the endorsed request and successfully completed the processing within the prescribed period. The request was received on 24 August 2025 and resolved by 10 September 2025, with a total processing time of 14 working days. No fees were charged, and the request did not involve any appeal. Coordination was undertaken with Primewater and the Local Water Utilities Administration (LWUA) to ensure that the concern was properly addressed.

### **FOI Request – Quarter 4, 2025**

In Q4 2025, LEWAD received a complaint against Primewater Lemery, Batangas, which was coursed through the ARTA FOI platform due to the alleged failure to provide the requested information. The complaint, which included a tracking number, was officially received on 26 December 2025 and processed under the standard FOI procedure.

Following validation and internal coordination, the request was successfully resolved and formally closed on 8 January 2026, within 10 working days. The processing was completed free of charge, with no appeal filed by the requesting party. It was also noted that the complainant was duly informed that failure to comply with the information request would result in the matter being considered closed, consistent with FOI and ARTA guidelines.



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## **Overall Assessment**

Overall, LEWAD demonstrated compliance with the principles of transparency, accountability, and responsiveness in handling FOI requests. All actionable FOI concerns during the period under review were processed within the allowable timelines, free of charge, and with proper coordination with partner agencies. The FOI mechanism continues to serve as an effective channel for addressing public concerns and reinforcing LEWAD's commitment to good governance.

### **Assessment on Customer Service Performance of Primewater CY 2025**

An assessment on the customer service performance of Primewater was conducted by the Lemery Water District (LEWAD) from December 3 to 4, 2025. The assessment was based on a customer satisfaction survey administered to ten (10) walk-in consumers who personally transacted at the office during the said period. The survey aimed to gauge customer perceptions on both personnel-related services and overall service delivery, particularly in relation to water supply and billing services.

## **Personnel Performance**

Results of the survey indicate that respondents generally expressed a high level of satisfaction with Primewater's personnel. Most respondents rated the following aspects as Highly Satisfied or Satisfied:

- The manner in which personnel handled customer concerns;
- The promptness and professionalism demonstrated during transactions; and
- The ability of personnel to clearly and correctly answer customer queries.

These results reflect that Primewater personnel are perceived to be courteous, responsive, and knowledgeable in dealing with consumers' concerns, which contributes positively to the overall customer experience.

## **Service Delivery Performance**

In terms of service delivery, the assessment likewise shows favorable results, with the majority of respondents expressing satisfaction with:



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- Timeliness of water bill distribution;
- Availability and accessibility of payment facilities and payment options;
- Responsiveness of the customer care hotline; and
- Accuracy of billing statements.

However, water supply in the area emerged as the most notable concern among respondents. While a significant number of consumers still expressed satisfaction, this area recorded the highest number of dissatisfied responses compared to other service indicators. This suggests intermittent or inconsistent water supply experienced by some consumers and highlights the need for focused attention and improvement in this aspect of service.

#### Areas Affected

The concerns raised by respondents were reported in the following Barangay and areas:

- District II
- Cahilan
- Sangalang
- Sambal Ilaya
- District I
- Poblacion
- Sambal Ibaba

These areas accounted for a total of eleven (11) reported instances, indicating that water supply concerns are not isolated to a single location but are experienced across several service areas.

#### Overall Assessment

Based on the results of the assessment, it is evident that the majority of respondents are satisfied or highly satisfied with Primewater's customer service performance, particularly in terms of personnel conduct, billing accuracy, and payment-related services. The limited negative feedback gathered from the survey provides valuable insights and guidance for service enhancement.

Notably, the issue on water supply in certain areas requires priority attention, as it directly affects customer satisfaction and service reliability. Addressing this concern



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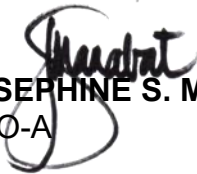


through system improvements, infrastructure rehabilitation, or operational adjustments will further enhance service delivery and reinforce consumer trust.


## Conclusion

The assessment confirms that Primewater generally delivers acceptable to commendable customer service within the service areas of the respondents. Continuous monitoring, customer feedback mechanisms, and targeted corrective actions—especially on water supply issues—are essential to sustain service excellence and improve overall customer satisfaction within the Lemery Water District service areas.

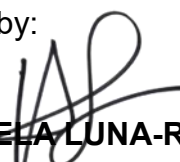
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