



**LEMERY WATER DISTRICT**

# **Citizen's Charter**

## **2025 2<sup>nd</sup> Edition**



# UPDATED CITIZEN'S CHARTER

*(Pursuant to Republic Act No. 11032 – Ease of Doing Business and Efficient Government Service Delivery Act of 2018)*

## MANDATE

To provide adequate, safe, and affordable water supply and related services to the residents of Lemery, Batangas in an efficient, sustainable, and customer-oriented manner.

## VISION

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

## MISSION

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

## SERVICE PLEDGE

We, the officials and employees of Lemery Water District, pledge to:

- Serve with integrity, efficiency, and transparency;
- Provide prompt and courteous service to all clients; and
- Continuously improve our systems to ensure customer satisfaction and trust.



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## LEWAD CITIZEN'S CHARTER

### List of Frontline Services

TYPE OF SERVICE	FEES & CHARGES (PHP)		FORMS	PROCESSING TIME (under normal condition)	PERSON RESPONSIBLE
<b>New Water Service connection</b>	For ½ Meter size Cost of Water Meter Installation Fee Digging & Restoration Breaking Jacking  *Prices, fees and charges vary depending on service connection size.	2,000.00 1,500.00 1,500.00 2,000.00 1,000.00  To be computed upon inspection	Application Forms  Assessment and Verification Form	5 Days	Customer Care Division
<b>Payment of Water Bill</b>	Total Amount Due on LEWAD-Primewater Billing Notice		LEWAD-Primewater Billing Notice	5 Minutes	Billing & Collection Division
<b>Reconnection of:</b>  *Padlocked Water Service Connection	Reconnection Fee & Water Bill	Arrears + ₱300 reconnection fee (1month arrears)  Arrears + ₱500 reconnection fee (2-month arrears)	Reconnection Form	1 Day	Field Service Unit of Engineering/Tec hnical Division

<p>*Water Service Connection w/ Removed Water Meter</p> <p>*Permanently Disconnected Meter</p>	<p>Reconnection Fee &amp; Water Bill Plus cost of Fittings, if any</p> <p>Including Material to be used</p>	1,200.00	Water Meter Installation Slip & Assessment and Verification Form	3 Days	Engineering/ Technical Division								
<p>Service &amp; Maintenance Request</p> <p>Customer Complaint: (If It Involves the Meter)</p> <p>*Relocation</p> <p>*Meter Test</p> <p>*Meter Replacement</p> <p>*Vol Disconnection</p> <p>*Re-read Meter</p> <p>Service Request (If it involves the following)</p> <p>*Gate Valve Leak</p> <p>* Service Line Damage</p>	<p>plus, materials to be used</p> <p>Cost of Fittings, if there's any</p>	<table><tr><td>Relocation Fee</td><td>1,000.00</td></tr><tr><td>Digging &amp; Restoration</td><td>1,500.00</td></tr><tr><td>Breaking</td><td>2,000.00</td></tr><tr><td>Jacking</td><td>1,000.00</td></tr></table> <p>plus materials to be used to be computed upon inspection</p>	Relocation Fee	1,000.00	Digging & Restoration	1,500.00	Breaking	2,000.00	Jacking	1,000.00	<p>Maintenance Order Form</p> <p>Assessment and Verification Form</p> <p>Service Request Form</p>	Within 24 Hours	<p>Customer Care Division &amp; Field Service Unit of Engineering/ Technical Division</p> <p>Maintenance Division of Engineering Services</p>
Relocation Fee	1,000.00												
Digging & Restoration	1,500.00												
Breaking	2,000.00												
Jacking	1,000.00												



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*Low Pressure *No Water *Water Quality *Ball Valve *Replacement *Riser Leak/Damage *Tail Piece Leak *Mainline Leak/Damage					
<b>Change Name</b>	No charge if 1 <sup>st</sup> degree relatives Resale	200	Service Request & Assessment and Verification Form	1 Day	Customer Care Division
<b>Voluntary Disconnection</b>	Padlocked Pull-out Permanent				Customer Care Division
<b>Application of Senior Citizen Discount</b>	Free	Free	Senior Citizen's ID	1 day	Customer Care Division



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**LEMERY WATER DISTRICT**  
**IN**  
**PARTNERSHIP WITH PRIMEWATER LEMERY**  
**EXTERNAL SERVICES**

## FRONTLINE SERVICES

### 1. New Water Service Connection Application

Application of new water services for residential, commercial and government accounts. Tapping/Installation of service connection from the distribution line to the requesting customer's service meter line. Service is rendered upon completion of the documentary requirements and the necessary permit/s and payment of fees and charges.

Office	Primewater Lemery Office					
Classification	Simple					
Type of Transaction	G2C-Government to Citizen, G2B- Government to Business, G2G- Government to Government					
Who may avail	All					
Steps/Process	Client Action	Requirements	Fees to be paid	Processing Time	Responsible Office/Person	
1. Inquiry and submission of application form	Submit duly accomplished application form with requirements	<ul style="list-style-type: none"><li>• Proof of ownership or authorization</li><li>• Valid ID</li><li>• Barangay clearance</li><li>• Plumbing plan (if applicable)</li></ul> Official receipt  Photocopy of proof of ownership & Photocopy of any valid ID		1 hour	Customer Service Assistant	
			Water meter			2,000.00
			Installation Fee			1,500.00
			Digging & Restoration			1,500.00
			Breaking			2,000.00
			Jacking			1,000.00
(depending on meter size and materials and on the result of inspection of Primewater Lemery)						
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2. Site inspection	Allow inspection of site/premises		As assessed	1–2 working days	Engineering Division
3. Evaluation and approval	Wait for evaluation and approval notice		—	1 working day	General Manager/ Engineering Division
4. Payment of connection fees	Pay assessed fees at cashier		<b>As assessed</b>	1 working day	Cashier
5. Installation of service line	Wait for installation schedule			Within 3–5 working days after payment	Engineering Division





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## 2. Water Bill Payment

Acceptance of payment of water bills at Primewater Lemery Office

<b>Office</b>		Primewater Lemery Office			
<b>Classification</b>		Simple			
<b>Type of Transaction</b>		G2C-Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail</b>		All			
Steps/Process	Client Action	Requirements	Fees to be paid	Processing Time	Responsible Office/Person
1. Present water bill or account number	Present billing statement	Water Bill	Based on consumption	5–10 minutes	Cashier
2. Payment and issuance of receipt	Pay bill and receive Official Receipt	Cash or Check payment method			
3. Processing of Payment for Water Bills	Pay on the cashier	Notice Water Bill			
4. Payment of Water Without water Bill	Give the registered name and account number to the teller and wait until it is entered in the computer	BIR Form 2307			
<b>NOTE:</b> PAYMENT OF WATER BILLS AT PAYMENT CENTERS Payment centers have different processes for the receipt of payment depending on their company’s own procedure. It is important that the concessionaires bring their current Billing Notice to be able to pay in any of our payment partners.					

### 3. Request for Reconnection of Water Service

Reconnection of service connection involves the restoration of water service of consumers whose service connections have been newly disconnected not exceeding 24 hours after disconnection due to delinquency of account.

<b>Office</b>	Primewater Lemery Office				
<b>Classification</b>	Simple				
<b>Type of Transaction</b>	G2C-Government to Citizen, G2B- Government to Business, G2G- Government to Government				
<b>Who may avail</b>	All				
Steps/Process	Client Action	Requirements	Fees to be paid	Processing Time	Responsible Office/Person
1. Request for reconnection	Submit request form	Service request form	-	3 minutes	CSA
2. Inspection and Assessment		Assessment and verification form	-	1 day	Inspector
3. Settlement of unpaid bills and reconnection fee	Settle all arrears	Billing statement	Arrears + ₱300 reconnection fee (1 month arrears)	30 minutes	Cashier
4. Reconnection of water service	Wait for reconnection	Service Invoice	Arrears + ₱500 reconnection fee (2 months arrears)	Within 24 hours after payment	Maintenance Division
5. Processing of reconnection	Settled unpaid bills	Any valid ID	P1200 plus materials to be used	3 to 5 days	Cashier

#### 4. Voluntary Disconnection of Water Service Connection

Voluntary disconnection of service connection connotes cutting-off water supply upon the request of the account owner. Full settlement of an outstanding obligations shall be required to avail of the requested disconnection.

<b>Office</b>	Primewater Lemery Billing & Collections and Technical Division				
<b>Classification</b>	Simple				
<b>Type of Transaction</b>	G2C-Government to Citizen, G2B- Government to Business, G2G- Government to Government				
<b>Who may avail</b>	All Concessionaires of LEWAD and Primewater with active service connections				
Client Steps	Agency Action	Requirements	Fees to be paid	Processing Time	Responsible Office/Person
1. Request disconnection of water service connection and submit the copy of valid ID and authorization letter (if applicable)	Verify the account being requested for disconnections particularly on any outstanding bills/other payables	<ul style="list-style-type: none"> <li>Photocopy of Valid ID of account owner requesting the disconnection</li> <li>Authorization letter from the account owner if the requesting party is a representative</li> </ul>	outstanding bills and other payables	2 minutes	Customer Service Division
2. Pay any outstanding bill/other payables	Accept the payment			2 minutes	Cashier
3. Sign at the Request Form	Prepare the job order for the disconnection of the account Disconnect the water service	<ul style="list-style-type: none"> <li>Full payment of water bill and any other outstanding balance of account</li> </ul>		3 to 5 days	Technical Division

## 5. Request for Relocation/Transfer of Water Meter

A concessionaire may request for transfer of water line tapping to the nearest distribution line or transfer of connection/ meter to another location.

Office	Primewater Lemery (CCD and Technical Division)												
Classification	Simple												
Type of Transaction	G2C-Government to Citizen, G2B- Government to Business, G2G- Government to Government												
Who may avail	All concessionaires of LEWAD and Primewater Lemery with active service connection												
Client Steps	Agency Action	Requirements	Fees to be paid	Processing Time	Responsible Office/Person								
1. File request form	Check the account in the system and prepare job order for inspection	Valid ID, Proof of ownership or authorization	None	2 minutes	Customer Service Division								
	Conduct actual inspection of the account		None	2 minutes	Inspector								
	Assessment of materials & Labor costs needed to the transfer		<table><tr><td>Relocation Fee</td><td>1,000.00</td></tr><tr><td>Digging &amp; Restoration</td><td>1,500.00</td></tr><tr><td>Breaking</td><td>2,000.00</td></tr><tr><td>Jacking</td><td>1,000.00</td></tr></table>	Relocation Fee	1,000.00	Digging & Restoration	1,500.00	Breaking	2,000.00	Jacking	1,000.00	2 to 3 working days upon request	Inspector
	Relocation Fee		1,000.00										
	Digging & Restoration		1,500.00										
	Breaking		2,000.00										
Jacking	1,000.00												
Encode the assessment in the system	plus materials to be used to be computed upon inspection	10 minutes	Maintenance Division										
Accept the payment	None	5 minutes	Customer Service Division Cashier										
2. Pay the assessed amount for	Prepare the Job Order and forward the job order for	None	2 minutes	Customer Care Division									



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transfer line/meter	transfer line/meter to Technical Division  Implement the Job Order for transfer line/meter		None	5 working days	Technical Division
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## 6. Change of Account Name

A concessionaire may request for change of the registered account name subject to the submission of proof of ownership to the property and other required documents.

<b>Office</b>	Primewater Lemery (Customer Care Division)				
<b>Classification</b>	Simple				
<b>Type of Transaction</b>	G2C-Government to Citizen, G2B- Government to Business, G2G- Government to Government				
<b>Who may avail</b>	All concessionaires of LEWAD and Primewater Lemery with active service connection				
Client Steps	Agency Action	Requirements	Fees to be paid	Processing Time	Responsible Office/Person
1. File request for Change of Account Name	Check and validate the completeness of documents being submitted	Duly filled up Request for change name form	None	2 minutes	CSD
2. Pay the Change name fee	Accept the payment		No Charge for 1 <sup>st</sup> degree relatives	2 minutes	Cashier
3. Sign the Water Service Connection Contract	File the water service connection contract together with the requirements and forward the change name form to Customer Care Division for adjustment in the system		Php1000 if Resale	2 minutes	CSD
	Processing of the change name request		None	1 minute	CSD

## 7. Request for Water Quality Testing

A Water Quality Testing Request is a formal service request made by LEWAD and Primewater Lemery customer to assess the potability and safety of water supplied or drawn from a specific source.

The testing aims to ensure compliance with the Philippine National Standards for Drinking Water (PNSDW) prescribed by the Department of Health (DOH) and to safeguard public health through regular and accurate monitoring of water quality parameters.

<b>Office</b>	Primewater Lemery (Technical Division)				
<b>Classification</b>	Simple				
<b>Type of Transaction</b>	G2C-Government to Citizen, G2B- Government to Business, G2G- Government to Government				
<b>Who may avail</b>	All concessionaires of LEWAD and Primewater Lemery with active service connection				
Client Steps	Agency Action	Requirements	Fees to be paid	Processing Time	Responsible Office/Person
Submit request form at the Customer Service Section	Receive and record the request	<ul style="list-style-type: none"> <li>Duly accomplished Request for Water Quality Testing Form</li> <li>Valid ID of requesting party</li> </ul>	None	10 minutes	Customer Care Division
Wait for confirmation of schedule	Assess request and schedule sampling			1-2 days	Technical
Allow sampling at the indicated location	Conduct water sampling using standard procedure			1-2 days	Technical
Wait for laboratory results	Forward samples to accredited laboratory for analysis			3-7 working days	Technical
Claim official test result	Evaluate and release test result / certificate			10 minutes	Technical

## 8. Senior Citizens Discount

A senior citizen's discount of Five percent (5%) is granted to households with water service connection registered in the name of Senior Citizen residing therein with monthly consumption of 30 cu. M. and below

<b>Office</b>	Primewater Lemery (Customer Care Division)				
<b>Classification</b>	Simple				
<b>Type of Transaction</b>	G2C-Government to Citizen, G2B- Government to Business, G2G- Government to Government				
<b>Who may avail</b>	All concessionaires of LEWAD and Primewater Lemery with active service connection registered in the name of senior citizen residing therein.				
Client Steps	Agency Action	Requirements	Fees to be paid	Processing Time	Responsible Office/Person
Fill-up the Application Form for Senior Citizen Discount and submit the requirements	Check the Filled-up Application Form and forward it to Customer Care Division for processing	Account ledger showing that it is an active service connection for at least a period of one (1) year.	None	2 minutes	CSD
	Process the discount application	Photocopy of Senior Citizen's ID with three (3) specimen signatures  Current billing Notice/ Official Receipt/Account Ledger	None	1 minute	Cashier



## 9. Other Maintenance Services Request

Other maintenance services are continually provided by LEWAD and Primewater Lemery concessionaires to assure them of uninterrupted and potable water supply and quality service such as leak repairs, water pressure concerns and water meter concerns.

<b>Office</b>	Primewater Lemery (CCD and Technical Division)				
<b>Classification</b>	Simple				
<b>Type of Transaction</b>	G2C-Government to Citizen, G2B- Government to Business, G2G- Government to Government				
<b>Who may avail</b>	All concessionaires of LEWAD and Primewater Lemery with active service connections				
Client Steps	Agency Action	Requirements	Fees to be paid	Processing Time	Responsible Office/Person
1. Report leak, low pressure, or interruption	Validate the requirements and prepare the appropriate job order for the complaint and forward to concerned division	Service Request Form	None	3 minutes	CCD
	Implement the Job Order		None	Depend on type of Maintenance Service	Technical Division
	<b><u>Other Maintenance Services</u></b>				
	a. Leak Repairs <ul style="list-style-type: none"> <li>• Main line Leak repair</li> <li>• Service line leak repair</li> <li>• Meter Stand leak repair</li> </ul>		None	1 to 2 days upon report	Technical Team
	b. No Water/Low Pressure		None	1 day upon request	Technical Team

	c. Meter Accuracy concerns (High/Low Consumption)		None	5 working days	Technical Team
	d. Replacement of Water meter <ul style="list-style-type: none"> <li>Defective meter</li> <li>Damaged meter</li> <li>Stolen meter</li> </ul>		Cost of Water Meter, if the damage is done intentionally	5 working days	Technical Team



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# **Lemery Water District Office**

## **INTERNAL SERVICES**

## 1. Issuance of Personnel Records

Issuance of personnel records to authorized parties such as Service Record, Certificate of Employment and Other personnel Related Certifications

<b>Office/Division</b>	LEWAD Office – Administrative Division and Office of the General Manager			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail</b>	<ol style="list-style-type: none"> <li>Any requesting party as it pertains to his/her personal records.</li> <li>The Head of the Agency, the HRMO/AO of the agency to which the employee concerned belongs.</li> <li>Such other officials or entities duly authorized by competent authorities.</li> </ol>			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
<ol style="list-style-type: none"> <li>Accomplished Request Form for personnel Records</li> <li>One (1) valid ID of the requesting party</li> <li>For requests filed through a representative, an authorization letter and one (1) valid ID of the representative</li> </ol>		Administrative Division  Requesting party Requesting party		
<b>Clients Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Responsible Office/Person</b>
1. Submit the accomplished Request Form for Personnel Records and present one (1) valid ID or send through email address <a href="mailto:lemerywd@yahoo.com">lemerywd@yahoo.com</a>	1. Receive the accomplished form and process the evaluation and approval of the request	None	10 minutes	Office of the General Manager
2. Upon request approval, wait for the processing of the requested document	2.1 Prepare the requested document 2.2. Review and sign the document	None  None	30 minutes  5 minutes	HRMO Administrative Chief
3. Receive the document requested	3.1. Issue the document to the requesting party	None	5 minutes	HRMO

## 2. Issuance of Certified Copies of Official Documents

Issuance of certified copies of official documents to authorized parties such as appointments, clearances and other records/documents from 201 files.

<b>Office/Division</b>	LEWAD Office – Administrative Division and Office of the General Manager			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizen, G2B- Government to Business, G2G- Government to Government			
<b>Who may avail</b>	4. Any requesting party as it pertains to his/her personal records. 5. The Head of the Agency, the HRMO/AO of the agency to which the employee concerned belongs. 6. Such other officials or entities duly authorized by competent authorities.			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Accomplished Request Form for personnel Records 2. One (1) valid ID of the requesting party 3. For requests filed through a representative, an authorization letter and one (1) valid ID of the representative		Administrative Division  Requesting party Requesting party		
<b>Clients Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Responsible Office/Person</b>
1. Submit the accomplished Request Form for Personnel Records and present one (1) valid ID or send through email address <a href="mailto:lemerywd@yahoo.com">lemerywd@yahoo.com</a>	1. Receive the accomplished form and process the evaluation and approval of the request	None	10 minutes	Admin Chief/General Manager
2. Upon request approval, wait for the processing of the requested document	2.1 Retrieve the requested records/documents from the 201 files 2.2. Prepare a certified photocopy of the retrieved record/document	None  None	20 minutes  5 minutes	HRMO
3. Receive the document requested	3.1. Release the certified photocopy of the record/document to the requesting party	None	5 minutes	HRMO

### 3. Processing of Request for Monetization of Leave Credits

Processing of request for monetization of leave credits of employees subject to the provisions of the Civil Service commission (CSC)

<b>Office/Division</b>	LEWAD Office – Administrative Division and Office of the General Manager			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizen			
<b>Who may avail</b>	Permanent employees of LEWAD			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Request letter for Monetization of Leave Credits		Requesting Party		
2. Computation on the Total Amount of Requested Monetized Leave		Administrative Division		
3. Approved Leave Application		Requesting party		
<b>Clients Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Responsible Office/Person</b>
1. Coordinate with the AAO/HRMO regarding the total number of accumulated leave credits and the number of days allowed for monetization	Check the employee's leave record and provide with information on the total number of accumulated leave credits allowed for monetization and the equivalent amount of such.	None	10 minutes	AAO/HRMO
2. Submit the application for monetization of leave credits together with all other required documents.	Check the accuracy and completeness of all submitted documents for approval of the General Manager.	None	10 minutes	HRMO and General Manager
	Receive all the validated documents and process check payment	None	10 minutes	Admin and Finance Division
	Perform final review of transaction and supporting for approval of the General Manager	None	6 minutes	Finance Division
	Prepare the check for signature of authorized signatories	None	10 minutes	Admin Division



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3. Receive the check payment	Issue the check payment to the employee	None	5 minutes	Admin Division
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#### 4. Processing of Leave Applications

Processing of leave applications of employees subject to the provisions of the Civil Service Commission (CSC)

Office/Division	LEWAD Office – Administrative Division and Office of the General Manager			
Classification	Simple			
Type of Transaction	G2C-Government to Citizens			
Who may avail	Permanent employees of LEWAD			
Checklist of Requirements		Where to Secure		
<b>For Vacation/Forced/Special Privilege/Sick Leave application:</b> ➤ Accomplished Leave Application Form (CSC form No 6 Revised 2020) ➤ Medical Certificate for sick leave in excess of Five (5) days		Requesting Party  Concerned Hospital		
<b>For Maternity Leave application:</b> ➤ Proof of pregnancy e.q. ultrasound, doctor’s certificate on the expected date of delivery		Concerned Hospital		
<b>For Paternity Leave application:</b> ➤ Proof of child’s delivery e.q. birth certificate, medical certificate and marriage contract.		Concerned Hospital/PSA		
Clients Steps	Agency Actions	Fees to be paid	Processing Time	Responsible Office/Person
1. Accomplish the Application for Leave (CS Form No. 6)	Verify the accuracy and completion of all submitted documents, check the employees leave credit and fill out Certification of Leave Credit portion and sign	None	10 minutes	AAO/HRMO
	Endorse the application to the Admin Division for recommending approval	None	3 minutes	Admin Division





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	Submit the leave application to the General Manager for final approval/disapproval	None	3 minutes	AAO/HRMO
2. Receive notice of approved / disapproved leave application from AAO/HRMO	Provide the employee with a copy of approved/disapproved leave application		1 minute	AAO/HRMO

## 5. Payroll and Other Benefits Processing and Distribution

Processing of payment of salaries and other benefits of employees

<b>Office/Division</b>	LEWAD Office – Administrative and Finance Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizens			
<b>Who may avail</b>	All employees of the LEWAD entitled to receive salary and benefits			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>➤ Payroll Summary</li> <li>➤ Schedule of employees qualified</li> <li>➤ Related government circulars</li> </ul>		Administrative Division		
<b>Clients Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Responsible Office/Person</b>
	<ul style="list-style-type: none"> <li>➤ Check the biometric attendance sheets and leave applications of employees</li> </ul>	None	30 minutes	AAO
	<ul style="list-style-type: none"> <li>➤ Check the status of employee's loan accounts and government contributions, other payroll deductions including other earnings such as overtime pay.</li> </ul>	None	30 minutes	
	<ul style="list-style-type: none"> <li>➤ Prepare the Payroll Summary Report</li> </ul>	None	20 minutes	Admin Division
	<ul style="list-style-type: none"> <li>➤ Approve the Payroll Summary Report</li> </ul>	None	3 minutes	Admin Chief
	<ul style="list-style-type: none"> <li>➤ Prepare the voucher checks/ADA</li> </ul>	None	10 minutes	General Manager Admin & Finance Division

FFEDBACK AND COMPLANTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> <li>➤ For walk-in consumers, accomplish the Client Satisfaction Measurement Form at the LEWAD Admin Office and Customer Care Division of Primewater Lemery</li> <li>➤ Send feedback by calling at the following contact details: LEWAD Office at 043 406 1776 Primewater Office at 043 401 3071/09988639228 LEWAD email – <a href="mailto:lemerywd@yahoo.com">lemerywd@yahoo.com</a> Primewater email – <a href="mailto:primewaterlemery@gmail.com">primewaterlemery@gmail.com</a></li> </ul>
How to file a complaint	<p>Submit a written complaint to the following contact details: LEWAD Office at 043 406 1776 Primewater Office at 043 401 3071/09988639228 LEWAD email – <a href="mailto:lemerywd@yahoo.com">lemerywd@yahoo.com</a> Primewater email – <a href="mailto:primewaterlemery@gmail.com">primewaterlemery@gmail.com</a></p> <p>Complaints are acknowledged within 24 hours and acted upon within 3 working days</p> <p>Note: The complaint form or email should state the following:</p> <ol style="list-style-type: none"> <li>1. Name and contact information of complainant; and</li> <li>2. Clear statement of complaint.</li> </ol>
Contact Information	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> : 1-ARTA (2782) PCC : 8888 CCB : 0908-881-6565 (SMS)</p>



#### LEMERY WATER DISTRICT

Tel. No.: 0434061776

Email Add.: [lemerywd@yahoo.com](mailto:lemerywd@yahoo.com)

#### PRIMEWATER LEMERY

Tel. No. 0434093071/09988639228

Email Add.: [primewaterlemery@gmail.com](mailto:primewaterlemery@gmail.com)



**HYDEE DELA LUNA-RAMIREZ, CE, DPA, AER**

General Manager