



**LEMERY WATER DISTRICT**  
 Carnero Subdivision, Barangay Sangalang  
 Lemery, Batangas

(043)406-1776/409-3071  
 Email address: [lemerywd@yahoo.com](mailto:lemerywd@yahoo.com)  
 Website: [lemerywaterdistrict.ph](http://lemerywaterdistrict.ph)

**WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL  
 AS OF DECEMBER 31, 2021**

INITIAL REENGINEERING PLANS																	
	PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS	PERSON IN CHARGE								
		NO. OF STEPS	PROCESSING TIME	COST	PROJECTE D/TARGET REDUCTION OF STEPS	PROCESSING TIME	COST										
EXTERNAL SERVICES																	
	1. New Service Connection	2	Service connection will be completed within 1-3 working days from inspection OR 5 to 7 working days under normal circumstances.	<table><tr><td>Service Connect ion Charge</td><td>1,150.00</td></tr><tr><td>Applicat ion Fee</td><td>200.00</td></tr><tr><td>Water Meter</td><td>2,000.00</td></tr><tr><td>Material s</td><td>Subject to the unit/quant ity to be determine d by the Technical Personnel</td></tr></table>	Service Connect ion Charge	1,150.00	Applicat ion Fee	200.00	Water Meter	2,000.00	Material s	Subject to the unit/quant ity to be determine d by the Technical Personnel	No Changes	No Changes	No Changes	All residents, commercial, and government entities of Lemery within the service coverage area of LEWAD and Primewater	Customer Service Assistant, Technical Personnel, Teller and Construction and Maintenance Team
Service Connect ion Charge	1,150.00																
Applicat ion Fee	200.00																
Water Meter	2,000.00																
Material s	Subject to the unit/quant ity to be determine d by the Technical Personnel																
	2. Service Reconnection	1	Inspection/Reconne ction schedule will be done within 1-2 working days from completion of requirements	Reconnection Fee of Php150.00  Arrears and Penalties Incidental Expenses	No Changes	No Changes	No Changes	Registered concessionaires of LEWAD and Primewater with disconnected water service connections.	Customer Service Assistant, Technical Personnel, Teller and Construction and Maintenance Team								

			OR 2 to 3 working days under normal circumstances						
	<b>3. Service Disconnection</b>	1	LEWAD-Primewater Lemery shall have the right and authority to disconnect the water services of any delinquent concessionaires incurring one (1) month bill as reflected on the Statement of Account, except on Saturdays, Sundays, and Holidays. Disconnection will take place three (3) days after the due date, with or without the consent of the concessionaire.	No Fee	No Changes	No Changes	No Changes	Registered Concessionaires of LEWAD and Primewater	Customer Service Assistant/Technical Personnel
	<b>4. Voluntary Disconnection</b>	2	To be accomplished within 1 to 2 working days from completion of requirements.	No Fee	No Changes	No Changes	No Changes	Registered Concessionaires of LEWAD and Primewater	Customer Service Assistant/Technical Personnel
	<b>5. Complaints and Various Maintenance Services</b>	1	Within 24 hours	No Fee	No Changes	No Changes	No Changes	Registered Concessionaires of LEWAD and Primewater	Customer Service Assistant/Technical Personnel
	<b>a. Leakages</b>	1	Within 24 hours (Mainline) 1-3 working days (Service Line)	No fee	No Changes	No Changes	No Changes	Registered Concessionaires of LEWAD and Primewater	Customer Service Assistant/Technical Personnel

	<b>b. Check Meter</b>	1	Within 24 hours	No fee	No Changes	No Changes	No Changes	Registered Concessionaires of LEWAD and Primewater	Customer Service Assistant/Technical Personnel
	<b>c. Low Pressure</b>	1	Within 24 hours	No fee	No Changes	No Changes	No Changes	Registered Concessionaires of LEWAD and Primewater	Customer Service Assistant/Technical Personnel
	<b>d. No Water</b>	1	Within 24 hours	No fee	No Changes	No Changes	No Changes	Registered Concessionaires of LEWAD and Primewater	Customer Service Assistant/Technical Personnel
	<b>e. High Consumption</b>	1	Within 24 hours	No fee	No Changes	No Changes	No Changes	Registered Concessionaires of LEWAD and Primewater	Customer Service Assistant/Technical Personnel
	<b>f. Change/Transfer/Upgrade Meter</b>	1	1-2 days	No fee	No Changes	No Changes	No Changes	Registered Concessionaires of LEWAD and Primewater	Customer Service Assistant/Technical Personnel
	<b>6. Notice of Interruption of Water Supply</b>	1	Within 24 hours	No fee	No Changes	No Changes	No Changes	Registered Concessionaires of LEWAD and Primewater	Customer Care Division
	<b>7. Electronic Bills Payment (Landbank)</b>	1	1-3 days	No fee	No Changes	No Changes	No Changes	Registered Concessionaires of LEWAD and Primewater	Customer Service Assistant
	<b>8. Electronic Bills Payment thru GCash and other payment centers</b>	1	Payment centers procedures for payment of bills may vary according to the set rules of the establishment.	No fee	No Changes	No Changes	No Changes	Registered Concessionaires of LEWAD and Primewater	Customer Service Assistant
<b>INTERNAL SERVICES</b>									
	<b>1. Payment of Bills</b>	1	Up to 5 minutes to complete the transaction at the counter	The actual bill as indicated in the SOA	No Changes	No Changes	No Changes	Registered Concessionaires of LEWAD and Primewater	Teller
	<b>2. Change Name</b>	2	Up to 10 minutes from submission and verification of requirements	No Charge – if 1st-degree relatives 200.00 if Resale	No Changes	No Changes	No Changes	Concessionaires who would like to update the account name/ownership.	Customer Service Assistant Teller

	3. Billing Adjustment	2	30 minutes to 1 day	No fee	No Changes	No Changes	No Changes	Registered concessionaires of LEWAD-Primewater who fall under the senior citizen age-60 years old and above.	Customer Assistant Service
	4. Application for Senior Citizens	1	5 minutes under normal circumstances	No fee	No Changes	No Changes	No Changes	Registered concessionaires of LEWAD-Primewater who fall under the senior citizen age-60 years old and above.	Customer Assistant Service

Prepared by:

Reviewed by:

Approved by:



**JOSEPHINE S. MANABAT**  
ASA-A/CART Member



**MARIA CECILIA M. MENDOZA**  
Administrative Chief C/CART Vice-Chairperson



**HYDEE DELA LUNA-RAMIREZ, CE, DPA, AER**  
General Manager/CART Chairperson