



LEMERY WATER DISTRICT
Carnero Subdivision, Barangay Sangalang
Lemery, Batangas

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**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	PROJECTED/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 border="1"><tr><td>Service Connection Charge</td><td>1,150.00</td></tr><tr><td>Application Fee</td><td>200.00</td></tr><tr><td>Water Meter</td><td>2,000.00</td></tr><tr><td>Materials</td><td>Subject to the unit/quantity to be determined by the Technical Personnel</td></tr></table>	Service Connection Charge	1,150.00	Application Fee	200.00	Water Meter	2,000.00	Materials	Subject to the unit/quantity to be determined 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 Connection Charge	1,150.00															
Application Fee	200.00															
Water Meter	2,000.00															
Materials	Subject to the unit/quantity to be determined by the Technical Personnel															
2. Service Reconnection	1	Inspection/Reconnection 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 Primewater and 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						
	3. Service Disconnection	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 Primewater and	Customer Service Assistant/Technical Personnel
	4. Voluntary Disconnection	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 Primewater and	Customer Service Assistant/Technical Personnel
	5. Complaints and Various Maintenance Services	1	Within 24 hours	No Fee	No Changes	No Changes	No Changes	Registered Concessionaires of LEWAD Primewater and	Customer Service Assistant/Technical Personnel
	a. Leakages	1	Within 24 hours (Mainline) 1-3 working days (Service Line)	No fee	No Changes	No Changes	No Changes	Registered Concessionaires of LEWAD Primewater and	Customer Service Assistant/Technical Personnel

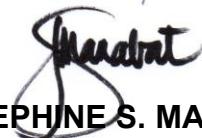
	b. Check Meter	1	Within 24 hours	No fee	No Changes	No Changes	No Changes	Registered Concessionaires of LEWAD and Primewater	Customer Service Assistant/Technical Personnel
	c. Low Pressure	1	Within 24 hours	No fee	No Changes	No Changes	No Changes	Registered Concessionaires of LEWAD and Primewater	Customer Service Assistant/Technical Personnel
	d. No Water	1	Within 24 hours	No fee	No Changes	No Changes	No Changes	Registered Concessionaires of LEWAD and Primewater	Customer Service Assistant/Technical Personnel
	e. High Consumption	1	Within 24 hours	No fee	No Changes	No Changes	No Changes	Registered Concessionaires of LEWAD and Primewater	Customer Service Assistant/Technical Personnel
	f. Change/Transfer/Upgrade Meter	1	1-2 days	No fee	No Changes	No Changes	No Changes	Registered Concessionaires of LEWAD and Primewater	Customer Service Assistant/Technical Personnel
	6. Notice of Interruption of Water Supply	1	Within 24 hours	No fee	No Changes	No Changes	No Changes	Registered Concessionaires of LEWAD and Primewater	Customer Care Division
	7. Electronic Bills Payment (Landbank)	1	1-3 days	No fee	No Changes	No Changes	No Changes	Registered Concessionaires of LEWAD and Primewater	Customer Service Assistant
	8. Electronic Bills Payment thru GCash and other payment centers	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

INTERNAL SERVICES

	1. Payment of Bills	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
	2. Change Name	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:



JOSEPHINE S. MANABAT
ASA-A/CART Member

Reviewed by:



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Approved by:



HYDEE DELA LUNA-RAMIREZ, CE, DPA, AER
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