



GENERAL SANTOS CITY WATER DISTRICT



GSCWD CUSTOMER'S HANDBOOK 2024 EDITION

PERFORMANCE PLEDGE

We, the officials and employees of General Santos City Water District, pledge and commit to provide our valued customers **SAFE WATER**.

Serve our customers with utmost respect and dedication imbued with it the principles of transparency, integrity and accountability;

Adapt and introduce new systems and procedures for continuous efficiency and innovative services;

Facilitate inquiries and complaints and ensure immediate action and resolution; and

Empower our customers' access to information on policies, programs, procedures, rules and regulations, activities and services.

***SAFE WATER.. Our thrust, our service,
our commitment.***



VISION

The leading water utility and septage management service provider while upholding environmental stewardship and sustainability.

MISSION

We commit to fulfill our vision through sound management, professional staff, efficient service, sustainable development and active participation and partnership with the community in the protection of our water resources.

CORE VALUES

Together we **ASPIRE!**

Accountability to God and man

Service Excellence

Productivity

Innovation

Respect to our consumers and employees

Environmental Stewardship to protect and conserve our water resources.

QUALITY POLICY

The General Santos City Water District is a water service provider committed to the highest standards in furtherance of its mission in providing safe, potable and reliable water service to the public.

In order to ensure quality of service, we, as a team, will practice the following principles:

Adopt new systems and procedures for continuous, efficient and innovative services to obtain highest customer satisfaction possible;

Conscientiously adhere to service standards and strive for excellence towards operational efficiency in customer service;

Comply with all applicable statutory and legal requirements;

Provide well-balanced communication to all employees and stakeholders;

Engage competent personnel and provide continuous personnel training and development;

Consistently implement all the controls identified in all our processes.

And for its continual improvement, we shall regularly review the performance of our Quality Management System. The results of which shall be our basis for our actions.



GSCWD Success Story

On August 21, 1987, the General Santos City Water District (GSCWD) was organized through Sangguniang Panlungsod (SP) Board Resolution No. 116, as amended by Sangguniang Panlungsod Board Resolution No. 224 series of 1987 pursuant to the provision of Sections 3, 27, and 45 of Titles I and II of Presidential Decree 198, as amended, otherwise known as the Provincial Water Utilities Act of 1973 signed by former President Ferdinand E. Marcos, LWUA later issued a Conditional Certificate of Conformance (CCC) No. 370 on November 29, 1988 to establish the water district.

For 35 years, from the formation of the GSCWD in the city, the district has now an active service connection of 60,919 and has 390 employees as of December 31, 2023.

Along with its mandate of providing safe and potable water, GSCWD is committed to fulfill its corporate social responsibility. It actively participated in the protection of water resources through the adoption of protected areas and established projects for watershed development. It extended special projects such as donations of school building for the children in the remote areas and sustained the need of a child to access quality health through the support and adoption of the Neonatal Intensive Care Unit (NICU) project at the General Santos City District Hospital.

The General Santos City Water District has been awarded by the Local Water Utilities Administration as the Most Outstanding Water District - Medium Category, Mindanao for exemplary performance in providing water services to the community with sustained superior levels of institutional and financial viability for the year 2007.

The first re-categorization of GSCWD from small to medium category was in year 2001. Eight years thereafter, in 2009, it was re-categorized from medium to large category water district with active service connections of 25,617.

The GSCWD has been classified and falls under Category A since March 2012. Subsequently, on July 2, 2012, the Department of Budget (DBM) approved the GSCWD Organizational Structure and Staffing Pattern (OS/SP) under Category A pursuant to Local Water Utilities Manual on Categorization, Re-categorization and Other Related Matters (LWD- MaCRO).

With the Management's desire to level up customer service to its highest quality standards and each and every employee's effort to upkeep and live up to the standards, GSCWD has now been conferred as ISO 9001-2015 Certified on March 7, 2018 by the AJA Registrars.

These are just few of the many success stories GSCWD will keep working on and striving for more.



HONORS AND ACHIEVEMENTS

OUTSTANDING WATER DISTRICT - MEDIUM CATEGORY

GSCWD's strength in its operational performance was recognized by the Local Water Utilities Administration (LWUA) for its exemplary performance in providing water services to the community with sustained superior levels of institutional and financial viability last 2007.

GSCWD LABORATORY-ACCREDITED BY DOH-BHFS

GSCWD constancy in ensuring acceptability of drinking water supply has been awarded an EXCELLENT PERFORMANCE in the Proficiency Testing Scheme for Water Microbiological Testing administered annually by the DOH since December 1, 2004 until the present time.

CSC-ARTA RCS-EXCELLENT RATING

Part of the conscious effort of GSCWD to improve its public service delivery is the implementation of the Citizen's Charter. Hence, the Civil Service Commission Region 12 has commended GSCWD for garnering an excellent rating in the Anti Red-Tape Act Report Card Survey which qualifies it in second phase validation for the prestigious Seal of Excellence Award.

CSC PRIME-HRM LEVEL II ACCREDITATION

GSCWD values "Service Excellence" not only in catering its external clients but also in valuing its own workforce. Through the Civil Service Commission's (CSC) PRIME-HRM, an acronym for "Program to Institutionalize Meritocracy and Excellence In Human Resource Management". Just recently, GSCWD succeeded raising the bar and achieved Level II of the maturity level of accreditation for the four (4) systems namely: Recruitment, Selection and Placement; Learning and Development; Performance Management; and Rewards and Recognition. With this award, GSCWD was accorded with the authority to take final actions on its appointments subject to the rules and guidelines of the Civil Service Commission.



GSCWD ADOPTED 40 HECTARE-LAND AS WATERSHED

The Mt. Matutum watershed is considered as an important water resource as it supplies 30 percent of the water requirements of General Santos and the provinces of South Cotabato and Sarangani. Sitio Tenifulan is part of the Mt. Matutum Protected Landscape (MMPL) and located at the east side of Mt. Matutum. Launched last March 13, 2010 with an initial 10-hectare adopted site of the MMPL, GSCWD has already covered almost 40 hectares with endemic species of seedlings and continuously ensures growth and thriving of these planted trees. To provide shelter to the tree growing participants and other community-related activities, GSCWD constructed a multi-purpose building. With the consent from Protected Area Management Board and the DENR, the project has started on November 21, 2013 through a Bayanihan System with the cooperation of the Barangay Council of Maligo, Polomolok, South Cotabato. Also, in partnership with CENRO-GSC, GSCWD entered into an agreement of adopting an initial 10-hectare site for Watershed Project in Nopol Hills, Brgy. Mabuhay, General Santos City in 2012. To date, this project was able to rehabilitate 12 hectares of the area.

GSCWD's commitment to fulfil its vision of being the leading water utility and septage management service provider while upholding environmental stewardship and sustainability is undoubtedly within its reach. With the help of the community, GSCWD vows to register more stretch in terms of accomplishment, achievement and honor for sustainable development all for quality public service.

THE SERVICE AREAS AND CORRESPONDING WATER SUPPLY SYSTEMS

General Santos City is politically subdivided into 26 barangays and 21 barangays are already serviced by General Santos City Water as of to date. 22 water systems are operational to meet the water requirement of the Generals as follows

CENTRAL SYSTEM

KAUNLARAN PUMP STATION (PS#1)
Address: Prk. Matatag., Brgy. San Isidro
Water storage: 1600 m³ concrete ground reservoir
Pump Capacity: 113 m³/hr (31 li/sec)
Discharge pressure (psi): 36
Service Areas: Brgy. City Heights, Lagao, East, West, North, South, Bula



MALAKAS PUMP STATION (PS#2)

Address: Lotus Subd., Brgy San Isidro
Water storage: 1600 m³ concrete ground reservoir
Pump Capacity: 252 m³/hr (70li/sec)
Discharge pressure (psi): 23
Service Areas: Brgy. City Heights, Lagao, East, West, North, South, Bula



MASUNURIN PUMP STATION (PS#4)

Address: Prk Masunurin, Brgy San Isidro
Water storage: 150 m³ direct pumping
Pump Capacity: 256 m³/hr (71li/sec)
Discharge pressure (psi): 30
Service Areas: Brgy. City Heights, Lagao, East, West, North, South, Bula



RIVERSIDE PUMP STATION (PS#5)

Address: Prk Riverside, Brgy. San Isidro
Water storage: 1600 m³ concrete ground
Pump Capacity: 396 m³/hr (110 li/sec)
Discharge pressure (psi): 38
Service Areas: Brgy. City Heights, Lagao, East, West, North, South, Bula



SARANGANI PUMP STATION (PS#11)

Address: Sarangani Homes Ph 1, Brgy. San Isidro
Water storage: 40 m³ elevated steel tank
Pump Capacity: 84 m³/hr (23 li/sec)
Discharge pressure (psi): 45
Service Area: Sarangani Homes Phase 1



MABUHAY SYSTEM

PROMISELAND PUMP STATION (PS#14)

Address: Promiseland, Brgy. Mabuhay
Water storage: 500 m³ concrete ground
Pump Capacity: 256 m³/hr (71 li/sec)
Discharge pressure (psi): 25
Service Area: Promise Land, Bagong Pag-asa Phase 1-5



GOLINGAN I PUMP STATION (PS#15)

Address Prk. 14, Brgy. Mabuhay
Water storage: 2500 m³ direct pumping
Pump Capacity: 249 m³/hr (69 li/sec)
Discharge pressure (psi): 8
Service Areas: Brgy. Mabuhay, Brgy. San Isidro, Brgy. City Heights, Lagao, East, West, North, South



GOLINGAN II PUMP STATION (PS#17)

Address: Prk. 14 Gollingan, Brgy. Mabuhay
Water storage: 2,500 m³ Concrete Ground Reservoir
Pump Capacity: 260 m³/hr (72 li/sec)
Discharge pressure (psi): 6
Service Areas: Brgy. Mabuhay, Brgy. San Isidro, Brgy. City Heights, Lagao, East, West, North, South



UDAGRE I PUMP STATION (PS#16)

Address: Diversion Rd, Brgy. Conel
Water storage: 2,000 m³ ground reservoir
Pump Capacity: 249 m³/hr (69 li/sec)
Discharge pressure (psi): 15
Service Areas: Brgy. San Isidro, Brgy. Lagao, Brgy. Baluan



UDAGRE II PUMP STATION (PS#19)

Address: Diversion Road, Prk. Udagre, Brgy. Conel
Motor Size: 75HP Submersible Motor
Water Storage: 2,000 m³ Cylindrical Ground Steel Tank
Pump Capacity: 256 m³/hr (71 li/sec)
Service Areas: Brgy. San Isidro, Brgy. Lagao, Brgy. Baluan



APOPONG SYSTEM

ROCA PUMP STATION (PS#6)

Address: Roca Subd. Brgy. Apopong
Water storage: 1500 m³ elevated water tank
Pump Capacity: 364 m³ /hr (101 li/sec)
Discharge pressure (psi): 32
Service Areas: Purok New Society, Purok Sto. Niño, La Cassandra, Litanville, Filden, Lansang Village, Foremost, Purok Buan



PHILBANKING (PS#7)

Address: Prk. 7. New Society, Brgy. Apopong
Water storage: 1500 m³
Pump Capacity: 256 m³ /hr (71 li/sec)
Discharge pressure (psi): 52
Service Areas: Brgy. Labangal, City Heights, Lagao, East, West, North, South, Bula



LANSANG PUMP STATION (PS#8)

Address: Lansang Village, Brgy. Sinawal
Water storage: 1500 m³
Pump Capacity: 364 m³/hr (101 li/sec)
Discharge pressure (psi): 44
Service Areas: Brgy. Labangal, City Heights, Lagao, East, West, North, South, Bula



CABUAY PUMP STATION (PS#22)

Address: Prk. Cabuay, Brgy. Sinawal
Water storage: 1,000 m³ ground steel reservoir
Pump Capacity: 252 m³/hr (70 li/sec)
Discharge pressure (psi): 30
Service Areas: Brgy. Labangal, City Heights, Lagao, East, West, North, South, Bula



CALUMPANG SYSTEM

BLISS PUMP STATION (PS#9)

Address: Rizal Ave., Brgy. Calumpang
Water storage: 300 m³ elevated water tank
Pump Capacity: 252 m³ /hr (70 li/sec)
Discharge pressure (psi): 38
Service Areas: Bliss, Purok Acharon, Purok Estrella, Purok San Miguel, Purok Masigasig (Brgy. Tambler)



FATIMA PUMP STATION (PS#12)

Address: Zone 1-A, Brgy Fatima
Water storage: 500 m³
Pump Capacity: 252 m³/hr (70 li/sec)
Discharge pressure (psi): 35
Service Areas: Brgy. Calumpang (Placida, Orping, Reformville, Cahilso't, Accord, Magnolia); Brgy. Fatima (Zone XI-A, Zone XI-B, Zone XI-C, Purok 13B, Employees Village)



UPPER GREENVILLE PUMP STATION (PS#20)

Address: Upper Greenville, Templado Compound, Brgy Calumpang
Water Storage: 1000 m³ Cylindrical Ground Steel Tank
Pump Capacity: 256 m³/hr (71 li/sec)
Discharge Pressure (psi): 16
Service Areas: Upper Greenville, Rovalgon, Quilantang, Crisostomo, Lanoy, Calumpang Avenue, NPC, Mendoza, Putting Bato



FATIMA SYSTEM

EMPLOYEES PUMP STATION (PS#10)

Address: Employees Village, Brgy. Fatima
 Water storage: 450 m³
 Pump Capacity: 249 m³/hr (69 li/sec)
 Discharge pressure (psi): 8
 Service Areas: Employees Village, Nasa Village, 3rd IB, 37IB, MC Village, Zone 3, Zone 4, Purok 20



MSU COMPOUND PUMP STATION (PS#21)

Address: MSU Compound, Brgy. Fatima
 Water Storage: 300 m³ Elevated Steel Tank
 Pump Capacity: 270 m³/hr (75 li/sec)
 Discharge pressure (psi): 40
 Service Areas: Zone X-A, Zone X-B, Purok Maunlad, Malagat Compound, Purok 17A, Purok 17B (Brgy. Tambler)



ZONE XI-B STATION (PS#24)

Address: Zone XI-B, Brgy. Fatima
 Water Storage: 300 cu.m. Elevated Steel Tank
 Pump Capacity: 252 m³/hr (70 li/sec)
 Discharge pressure (psi): 37
 Service Areas: Zone XI-B, Zone XI-C, Zone XI-A, Employees Village, Zone 7, Zone 8, Zone 6, & Zone 1 (Brgy. Fatima)



SAN JOSE SYSTEM

VARBC PUMP STATION (PS#18)

Address: VARBC, Brgy. San Jose
 Water Storage: 95 m³ Elevated Steel Tank
 Pump Capacity: 50 m³/hr (14 li/sec)
 Discharge pressure (psi): 12
 Service Areas: Employees Village, Nasa Village, 3rd IB, 37IB, MC Village, Zone 3, Zone 4, Purok 20



CONEL SYSTEM

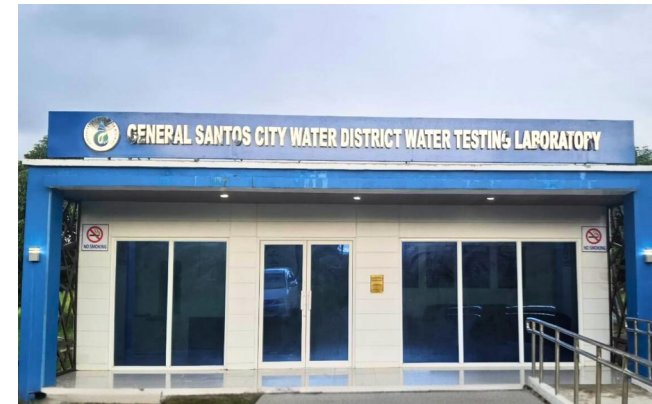
EMPLOYEES PUMP STATION (PS#25)

Address: Purok 6, Brgy. Conel
 Water storage: 1,000 cu.m. Ground Cylindrical Steel Reservoir
 Pump Capacity: 252 m³/hr (70 li/sec)
 Discharge pressure (psi): 40
 Service Areas: Purok 1, Purok 2, Purok 3, Purok 4, Purok 5, Purok 7, Purok Malinawon (Brgy. Conel)



GSCWD LABORATORY

To determine the safety and acceptability of drinking water supply, appropriate laboratory examinations should be conducted on representative samples of water taken at all critical stages in the production and consumption of water supply.



The **Philippine National Standards** for **Drinking Water (PNSDW)** has set the standard for water utilities in the supply of water in every community.

Intentional and intensive monitoring of the water being supplied to the community of General Santos City by GSCWD conforms and even goes beyond by the required number of bacteriological

examinations monthly to ensure the public that GSCWD has its own laboratory that check the water quality or water supply for the benefit of our concessionaires.

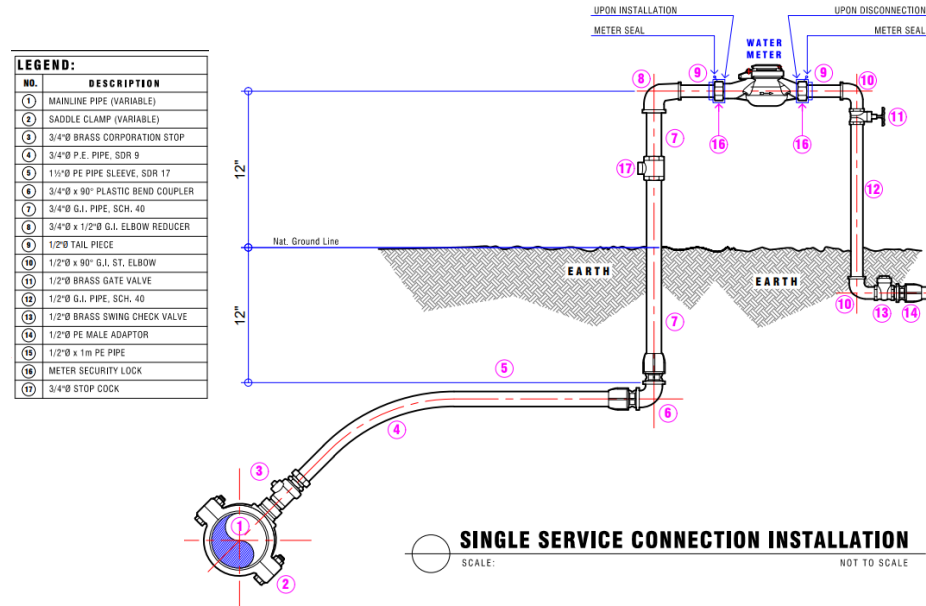
The Physical and Chemical Analysis are also analyzed in Davao City every six (6) months as required by the Department of Health. The listed sampling points where samples are collected and examined for the last three (3) months yielded Satisfactory and acceptable results for microbiological analysis or potability testing.

The General Santos City Water District will closely monitor every activity set forth by the authority in the system of monitoring the quality of water in all phases of production and distribution to the public.

These are the services and corresponding rates offered by GSCWD Laboratory as per BOD Resolution #64 series 2013:

NAME OF TEST	METHOD	TIME FRAME (Receiving/Releasing)	FEES
Bacteriological Examination (Total coliform, E.coli and HPC)	Enzyme Substrate Test (Quantitative)	Monday – Wednesday (48 hours)	P940.00
Bacteriological Examination (Total coliform, E.coli and HPC)	Enzyme Substrate Test (Presence-Absence)	Monday – Wednesday (48 hours)	P550.00
Bacteriological Examination (Total coliform and E.coli)	Enzyme Substrate Test (Presence-Absence)	Monday – Wednesday (48 hours)	P400.00
Heterotrophic Plate Count (HPC)	Pour Plate Method	Monday – Wednesday (48 hours)	P150.00

A TYPICAL HOUSEHOLD CONNECTION



STEPS IN APPLYING FOR A NEW SERVICE CONNECTION

1. Get priority number from the PACD Officer-of-the Day and wait for your number to be flashed on the display monitor.
2. Fill-up SACO and enlist for orientation.
3. New Service Applicant attends orientation.
Schedule of Orientation: 9:00 AM - 10:00 AM / 1:00 PM - 2:00 PM Daily
4. Proceed to the Cashier for payment of Survey Fee of 150.00.
5. Submit SACO to the New Services Application Section for survey.
6. Wait for 1 day to inspect and survey the area for connection.
7. TO FOLLOW UP ESTIMATE: Get priority number from the PACD Officer-of-the-Day, wait for your number to be flashed on the display monitor and submit requirements to the NSA-CSA.
8. Receive and review the estimates.
9. Proceed to the Cashier for payment of total estimates.
10. Present OR to the Public Information and Assistance Counter, Sign the Bill of Material, Service Contract and other requirements.
11. Wait within three working days for the installation of your water service connection.



SERVICE CONNECTION CONTRACT

Among the provisions stipulated in the contract pertaining to customers' responsibilities are:

- The customer shall be responsible for the installation of pipes and fixtures AFTER THE WATER METER and its proper maintenance to prevent pipe leakage and water contamination. Water whether consumed or wasted shall be the responsibility/accountability of the customer.
- The customer shall agree that the water meter is not part of the service connection charges that he/she had paid and that the water meter shall be installed near his/her premises but not inside his/her property.
- The customer shall undertake to pay his/her water bill including all charges regularly on or before the specified due date at the GSCWD Office or through its authorized collecting banks and/or payment centers. Billing starts immediately after the water meter is installed. Non-receipt of the bill does not relieve him/her of liability or disconnection, and shall be deemed a debt to the district.
- The customer shall protect the water meter installed at all times, regardless of its location, under his/her account. If stolen or damaged, he/she pays the current cost of the water meter.

RATES FOR NEW SERVICE CONNECTION

New Service Connection charges depend on the size of the meter and the distance of the connection. Total charges shall be determined after the actual location survey is being conducted. However, on an average, the customer normally pays amounting to P 6,000 for the 1/2" diameter meter size. No fixed amount shall also apply for transfer meter connection and different meter sizes.

EFFECTIVE WATER RATES

CLASSIFICATION	Minimum (0-10 cu.m)	11-20 Cu.m.	21-30 Cu.m.	31-40 Cu.m	41 Cu.m - up
Residential/Gov't Institution	212.00	23.05	26.65	30.50	34.50
Commercial/Industrial	424.00	46.10	53.30	61.00	69.00
Commercial A	371.00	40.30	46.60	53.35	60.35
Commercial B	318.00	34.55	39.95	45.75	51.75
Commercial C	265.00	28.80	33.30	38.10	43.10
Bulk/Wholesale	636.00	69.15	79.95	91.50	103.51



OTHER FEES AND CHARGES

Approved for implementation per GSCWD Board Resolution No. 55 dated November 11, 2022

1. RECONNECTION (Disconnected due to non-payment of water bill)
 - Meter Reconnection (Meter Remain) = P 180.00 + Full payment of arrears
 - Mainline Reconnection = P 480.00+ Full payment of arrears & submission of necessary requirements
2. TEMPORARY DISCONNECTION
 - To pay P100. 00 upon request for reconnection, (without arrears). However, the prevailing reconnection fee shall be imposed if the account is with arrears regardless if the disconnection is temporary in nature.
3. DAMAGED OR STOLEN WATER METER
 - Prevailing water meter cost
4. WATER METER TESTING FEE
 - P 150.00

GSCWD COLLECTING BANKS & PAYMENT CENTERS

For faster and convenient bill payment, different bank facilities and payment centers have been tapped to collect GSCWD bill payments. Only payments made on or before the specified due dates are accepted In these following payment facilities:

Amanah Islamic Bank
 KCC Mall of Gensan
 Savemore
 SM City
 MLhuiller
 RD Pawnshop
 7/11 CLIQQ
 GCASH/PAYMAYA/SHOPEEPAY/LAZADA/PALAWAN PAY/SEABANK/LBP LINKBIZ

- JMP Bldg, South Osmeña St.
 - 3rd Floor, Payment Center
 - Calumpang and Prk. Malakas Branch
 - Groundfloor, Payment Center
 -All Branches Nationwide
 -All Branches Nationwide
 - All Branches Nationwide



HOW TO READ YOUR METER AND COMPUTE YOUR WATER BILL?

When Reading the Meter:

1. Look for the seven-digit number.
2. The other five digits are the consumption in cubic meters. The last two digits to the right are the consumption in liters.
3. When computing, use /consider only the cubic meters.

Computing the Bill

The monthly consumption is read and computed in cubic meters. Different sizes of service connection have different minimum charges. A typical residential connection has ½ inch diameter pipe size and water meter connection

1. In your water bill, look for the "present reading" and "previous reading" sections.
2. Subtract the "previous reading" from the "present reading" to get the actual consumption for the month.
3. Using the table of approved water rates, compute your total consumption cost. Below is a sample computation:

Residential Rate:	
Present Reading:	00294 cu.m.
Previous Reading:	- 00245 cu.m.
Consumption:	<u>49 cu.m.</u>

00-10 cum (minumim)	=	P 212.00
11-20 cu.m. (23.05 x 10 cu.m.)	=	230.50
21-30 cum (26.65 x 10 cu.m.)	=	266.50
31-40 cum (30.50 x 10 cu.m.)	=	305.00
41-up (34.50 x 9 cu.m.)	=	<u>310.50</u>
Total Amount (49 cu.m.)		P 1,324.50

OTHER SERVICES

ADJUSTMENT OF ABNORMAL/IRREGULAR BILLING (BOD Res. #43, s. 2022) - This special privilege shall be granted to account with high consumption due to leakage or defective water meter wherein the customer can avail an adjustment for maximum of two months only during the period when the leaking occurred. This shall be granted once a year only. (Commercial Services Department)

EDUCATIONAL TOUR- Requests for education briefing and/or tour at our pump stations facilities from schools or institutions are granted. (Production Division)



HIGH OR LOW CONSUMPTION INVESTIGATION- Requests for investigation of the water meter for possible defect or for possible leakages in the water lines may be made with GSCWD when an abnormal abrupt increase or decrease of water consumption has been observed. (Commercial Services Department)

LEAK DETECTION AND REPAIR - GSCWD is equipped with leak detector equipment including noise loggers, leak noise correlators and ground microphones to pinpoint leaks and bursts. It is GSCWD's duty to repair leaks on the transmission, distribution and service lines but up to the water meter only. Leakages after the water meter into the customer's area must be done by the customer on his own account. (Engineering and Operations Department)

MAINLINE EXTENSION- On an area not yet served by GSCWD, homeowners may petition GSCWD (along with the needed requirements) for mainline extension. However, all petitions is subject to survey and availability of funds. (Commercial Services Department/Engineering and Operations Department)

METER TESTING - Customer may avail of this service to check the efficiency of his/her water meter because of abnormal water consumption. A testing fee of P150.00 shall be collected. (Water Meter & Maintenance)

RECONNECTION OF WATER SERVICE - This may be done by reinstallation of disconnected water meter. However, payment shall be made in full.

REPOSITION AND/OR TRANSFER OF WATER METER - This is commonly requested by customers due to obstruction in access roads such as gates and fences. However, GSCWD also, reserves the right to transfer meter if water meter is deemed an obstruction even if the owner disallowed its transfer. Charges may apply. (Commercial Services Department)

TEMPORARY DISCONNECTION- Customer whose properties are vacant and has no water use for more than one month may request to have their service disconnected temporarily to avoid minimum billing. Reconnection fee may apply upon request for reconnection.

WATER SAMPLE ANALYSIS - Private entities or Individuals may avail of our water sample analysis for a fee. (Production Division)



OTHER SERVICES OFFERED:

- Change of Account Name (CSD)
- Replacement of Defective, Damaged or Stolen Water Meter (CSD)
- Senior Citizen Privilege (CSD)
- Request for Inspection due to Low Water Pressure or No Water Supply (EOD)
- Verification of Water Bill - Erroneous Billing (CSD)

FREQUENTLY ASKED QUESTIONS (FAQ)

Where does GSCWD water come from?

GSCWD extracts water from production wells. Currently, we have 22 Pump Stations supplying the water demand of the entire city. We have an on-going construction of an additional pump station that will augment the uprising water demand.

NEW SERVICE CONNECTION (NSC) APPLICATION

How does one apply for water connection?

The applicant or his/her authorized representative should appear personally at GSCWD Office.

What should an NSA applicant bring?

The applicant must bring: Proof of Lot Ownership (Photocopy). Applicant Orientation, Proof of Billing. Brgy. Clearance, Valid Id of the applicant and representative. In the event of representation, supporting documents are required to be submitted. (GSCWD's Customer Service Assistant shall determine the supporting documents)

How many times can a representative attend the NSA Orientation for different applications?

A representative is only allowed to attend the NSA Orientation ONCE in behalf of one applicant.

How long is the validity of a certificate of attendance?

Attendance for NSA Orientation is valid only for 6 months because some changes or developments in office policies or guidelines may be given by the management anytime as needed.



What does the new service connection fee cover?

It covers the cost of pipes, fittings and labor necessary to install service connection. This fee excludes the meter cost.

Who shall sign as "lot owner" on the application form if the property is government-owned?

The head of the agency will be the signatory.

When and where should the NSA application documents be submitted?

As soon as the Service Application and Construction Order (SACO) Form is fully accomplished and necessary requirements are complete, the Applicant shall submit the form at GSCWD Office.

Does GSCWD have accredited plumbers?

No. The customers are free to choose their own private plumbers.

What is meant by "abang"?

"Abang" is a Visayan term for plumbing provision which the NSA applicant must prepare prior to installation of water meter by GSCWD. Plumbing provision includes the pipes, gate valve and check valve connecting the GSCWD water meter to the household/establishment.

When will the applied service is due for survey or inspection?

A day after the applicant submitted his/her SACO Form and pays the necessary inspection fee.

After payment of NSC fee and service contract signing, when will GSCWD install the water meter?

Under normal circumstances, new service connection Installation takes place within three (3) working days after payment and contract signing.

What is the purpose/Importance of the check valve?

The check valve is a vital device to prevent back-flow of water back to the distribution line.

Who is accountable for an installed water meter? Is the customer liable if the meter is damaged, hit by a vehicle or stolen? Why?

The customer is solely responsible for the water meter and is accountable for loss or any damage caused by any willful or accidental destruction as stated in the Service Connection Contract section #3.



WATER METER MATTERS

Are customers allowed to provide/buy their own water meter?

No. GSCWD uses only water meter that have passed quality standards and that are specially engraved with GSCWD meter identifier.

WATER SUPPLY, QUALITY AND PRESSURE

Is chlorinated water safe to drink?

Yes, chlorine is added to the water to ensure safety from microbiological contaminants such as Escherichia coli, an indicator for microorganism for fecal contamination, which is a serious health risk. It is one of the most effective disinfectants for drinking water and has been used as such for almost 100 years. The chlorine dosage is thoroughly measured to adhere to Philippine National Standard for Drinking Water (PNSDW)'s prescribed concentration of chlorine residual (0.3 to 1.5 mg/L), which is a safe level for human consumption.

Why does the water from the faucet sometimes appear cloudy?

The cloudiness is caused by millions of dissolved tiny air bubbles due to high pressure, contrary to popular belief that this is caused by chlorine. The cloudiness disappears within seconds when the water is exposed in open air.

WATER SERVICE INTERRUPTIONS

Does GSCWD inform the public of water interruptions?

Yes. Would-be affected consumers are informed prior to the scheduled preventive maintenance repair our facebook page (GSC WATER District), GSCWD website (www.gensanwater.gov.ph), text message and FM radio: (Campus Radio). However, on-time information is given if repairs are EMERGENCY in nature.

OTHER SERVICES:

MAINLINE EXPANSION

What are the requirements for Mainline Expansion (ME)? How long would it take?

1. Letter of Intent signed by all petitioners-addressed to the General Manager of General Santos City Water District requesting for mainline expansion or system Improvement. GSCWD's Engineering & Operation Department (EOD) will conduct an area survey and Investigation and make technical evaluation if feasible.
2. Sketch Plan - specifying the exact area needing water service.
3. Grant of Road-Right-Of-Way (RROW)- necessary legal documents pertaining to the RROW and easement of pipelines specifically those situated under private properties. Also to be submitted are a copy of the Transfer Certificate of Title of the road lot & valid ID of the registered owner. If the road is under the City and Barangay jurisdiction, submit also a certification from the City Engineering's Office describing the status of the existing road

Under normal condition, the approval of the request from the date of submission of the requirements, may take approximately four to six weeks. Petitioners shall be informed whether the said request is approved or not.

SENIOR CITIZEN DISCOUNT PRIVILEGE

Who can avail of the expanded Senior Citizen Act of 2010?

The 5% discount on the monthly water bill is granted if the water service connection is under the name of the senior citizen residing therein, provided he monthly water consumption does not exceed 30 cubic meters. The Senior Citizen must register with GSCWD Commercial Services Department (Customer Care Section) to avail of this privilege. An approved application is valid for one (1) year only and is renewable every year.

TRANSFER OF WATER METER

Is there a service fee for transfer of water meter? How much?

Yes. The amount depends on the distance where the Cost estimates shall be determined after the survey.

WATER METER AND PIPELINE LEAKS

What are the steps in detecting water leaks?

- Turn off all faucets and flush tanks.
- Check the water meter dial. If it is not moving, then there is no leak (unless the a water meter and/or gate valve is/are defective. If it is moving, then there is a possibility of a leak within the pipeline system.
- If in doubt, contact GSCWD immediately for free technical assistance.



CHANGE OF ACCOUNT NAME

Is there a fee for Change of Account Name?

No. Change of account name is free and may be allowed under any of the following cases and has to submit the required documents subject for evaluation:

- | | |
|--|--|
| • Sale of Property | - Duly Notarized Deed of Sale of any proof of ownership |
| • Donation of Property | - Duly Notarized Deed of Donation |
| • Transfer of Rights over the Property | - Duly Notarized Transfe/Waiver of Rights |
| • Death of Present Account Holder | -Death Certificate and Marriage Certificate -if spouse is still present; Extra Judicial Settlement or Affidavit of Heirship if both parents are deceased |
| • Marriage of Female Account Holder | - Marriage Certificate |

Does a change-name applicant need to attend Customer Orientation?

Yes, because the change-name applicant or new account holder all the responsibility of the previous owner thus, he/she needs to know the prevailing policies, rules & regulations of GSCWD

ADJUSTMENT OF ABNORMAL/IRREGULAR BILLING

Does GSCWD grant amnesty to sudden increase in water bill due to leaks?

As per GSCWD Board Resolution # 17 series of 2007, otherwise known as “adopting a policy on adjustment of customer’s abnormal billing. accounts with abnormal consumption due to leakages and defective meters are subject for a billing adjustment. This privilege is granted twice in a year or 2 months successive billings. Hence, It is necessary that investigation and evaluation of the service line or meter be done first prior to granting of billing adjustment. Furthermore, adjustment for leakages shall be done three (3) months after the consumption has return to its normal state. For defective meters, basis for computation of adjustment shall be three months (average) prior to occurrence of abnormal billing.



What are the tips for avoiding water leaks?

Periodically conduct/observe the following:

- Check all faucets and pipe joints and double check at night before sleeping.
- Turn off faucets when not in use.
- Detach garden hose from faucets to easily check for possible leaks and to prevent earthworms and other crawlers from entering the in-house piping system.
- Check toilet flush tanks by placing powder dye in tank and see if the coloring leaks through the bowl. If it does, this means there is a leak.
- Check the gate valve if it is still in good condition.

Who will repair leaks?

Lines after the water meter (going inside the property) must be repaired by the account owner/occupant. Leaks from the water meter towards the mainline and on all street pipelines will be repaired by GSCWD. In the latter case, the general public is urged to report water meter and street leaks to GSCWD.

IMPORTANT REMINDERS!

- Billing notice is delivered personally or through text messaging. However, with or without it, the consumer is required to settle the water bill for the month.
- Avoid penalty. You may pay your water bill on or before the specified due date to avoid penalty at GSCWD office or at GSCWD’s accredited payment centers. Due dates falling on holidays are payable on the next working day without penalty.
- Avoid Disconnection. Disconnection date is scheduled 3 working days after the due date. Please settle your bill before your disconnection date to avoid hassles.
- Schedule of Customer Orientation is daily except holiday. AM session starts from 9:00-10:00 and PM session starts at 1:00 to 2:00. Applicants are requested to be at the office 30 minutes before the scheduled orientation.
- Penalties for violations of Republic Act No. 8041 otherwise known as the Water Crises Act and GSCWD Board Resolution No. 06-26 - P10,262.49 + Cost of New Meter + Unbilled Water
- Water meters are GSCWD property. In the event of loss or damage, the account holder/owner has to pay the cost of the new water meter.
- All disconnected accounts shall be paid in full. No reconnection shall be made unless fully paid. (Memo 02-2014)



WORK BUSINESS HOURS

7:30 am - 5:00 pm
(Regular business hours for Payment and Customer Welfare)

8:00 AM-5:00 PM
(Regular business hours for other Departments)

GSCWD IS IMPLEMENTING THE “NO NOON BREAK” POLICY

FEEDBACK AND REDRESS MECHANISM:

For inquiries, feedbacks and complaints on our services, you may:

- Directly communicate with our Officer-of-the-day
- Accomplish our Service Request and Feedback Forms available in our office;
- Call us at Hotline Number (083) 552-3824;
- Call these other Nos. 0998-8485-714/ 0998-5307-893/ 0917-7049-979/ 0917-7049-867 connecting all departments;
- Send your feedback through our e-mail at gscwd_commercial@yahoo.com; or
- Visit our website at www.gensanwater.gov.ph and our Facebook page: GSC WATER District

Mr. Tankee's 10 WATER CONSERVATION TIPS



Let's give Dry a Try. Monitor and repair leaking faucets and pipelines in the house and in all establishments



Take Five. Take shorter showers – five minutes or less is best- and save up to 5,500 gallons a year.

Think at the Sink. Turn your brain on and the faucet off while brushing your teeth or soaping your hands.

Don't do the Sidewalk of Shame. Use a broom instead of water in cleaning sidewalks or driveways.

When It Rains, It Pours. Use rain barrels to collect rainwater. Use it to clean surroundings wash vehicles, clothes and rags, bathe pets and water plants.

Think twice. Water your lawn twice a week max. Water it early or late in the day to reduce evaporation.

Less Is More. Use plants that require less water. Mulch around plants to hold water in the soil.

Stop the Drop. Always check faucets in and outside the house. Make sure that faucets are turned off during water interruption to avoid waste upon resumption of supply.

Adjust the Flush. Adjust flushometer just enough for flushing.

Report the Drip. Immediately report leaks and other related matters to General Santos City Water District.

