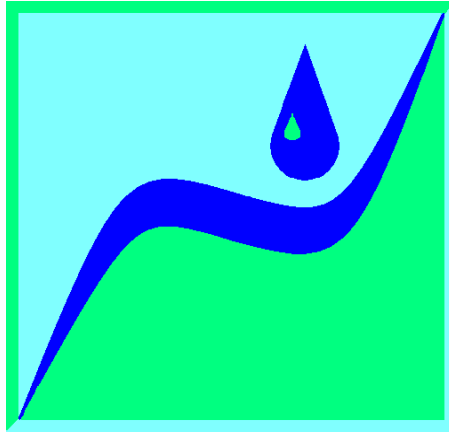


Republic of the Philippines
NORALA WATER DISTRICT

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*UTILITY RULES
AND
REGULATIONS*

2015 EDITION

FOREWORD

The Utility Rules and Regulations embodied were adopted by the Board of Directors of the Norala Water District (NWD) in order to direct management's course of action in maintaining an efficient water system for the people it serves and at the same time to provide sufficient potable water to the satisfaction of the concessionaires and to meet the increasing need of the community.

This also gives exact information on the policies for applications of a service connection, its maintenance, billing, water rates and miscellaneous service charges and how a water utility operates in order to attain viability.

MISSION

To provide each household, business, institution and all other water users within the Municipality of Norala safe and potable water with the convenience of quality service run through efficient modernized water supply facilities, managed and operated by well trained dedicated personnel.

VISION

A sustainable water service provider that caters a quality, sufficient, potable water and offers a prompt and reliable service to the people of Norala which will contribute to the attainment of the Local Government's goal to make Norala economically stable and peaceful while maintaining favorable and harmonious balance with mother nature.

BOARD OF DIRECTORS



ERIBERTA P. PULIDO
BOD - Chairperson



JERRY L. CATEDRILLA
BOD – Vice - Chairman



ELLEN D. JANUTO
BOD – Secretary



EDUARDO M. CASTIN
BOD – Member



ROLANDO S. MALAZARTE
BOD – Member

Management and Staff



JOVELYN P. PEREZ
General Manager



JOVEN P. AGUILAR
*WD Advisor
LWUA*



GRACE S. PIOSCA
*Administrative Services Officer B/
Designated Bookkeeper*



BEBELYN J. MAGBANUA
*Customer Service Assistant A/
Designated Cashier*



RONNIE D. BAYARAS
*Water Resources Facilities
Operator B/
Desig. Store keeper*



FERNANDO F. PASATIEMPO
*Water Resources Facilities
Tender A*



AGUSTIN A. PUBLICO
*Administrative Service Aide/
Designated Pump Operator*



JAY-R B. LANDERO
Driver



JOELITO R. RESENTE
*Utility Worker A/
Designated Bill Tender*



ROCILLE G. MIGUEL
*Accounting Clerk/
Job Order*



BLEZYL G. DELA CRUZ
*Accounting Clerk/
Job Order*

THE UTILITY RULES AND REGULATIONS OF NORALA WATER DISTRICT

The Board of Directors of Norala Water District do ordain as follows:

- Section 1. **Title**
The Utility Rules and Regulations of Norala Water District (NWD).
- Section 2. **Scope**
These rules and policies shall apply to all water concessionaires and those who desire to avail of the services of Water District.
- Section 3. **Words and Phrases**
For the purpose of these regulations, all words used in the present tense shall include the future; all words in plural form shall include the singular form; and all words in singular number shall include the plural number.
- Section 4. **Definition of Terms**
As used in these rules and regulations, the following terms shall mean:
- 4.1. **Board of Directors** – The policy making body of Norala Water District.
 - 4.2. **Management** – This refers to the General Manager and staff who run the day to day affairs of the Water District.
 - 4.3. **Service Connection** – The tapping of water mains and the laying of pipes from the main line to the curb line and the setting of the water meter.
 - 4.4. **Miscellaneous Service Charges** – This refers to the cost of labor, materials and transportation expenses, supervision, engineering and all other necessary overhead expenses.
 - 4.5. **Water Meter** – A water meter is an instrument used for measuring the volume of water passing through a pipe.

4.6. **Water District**

This refers to the Norala Water District (NWD), a Government Owned and/or Controlled Corporation (GOCC) based on the Supreme Court's decision on G.R. Nos. 95237-38 which was promulgated on September 13, 1991 in an en banc resolution with jurisdiction specified in Resolution No. 20 dated March 23, 1982 of the Sangguniang Bayan of Norala, South Cotabato and PD 198, as amended.

4.7. **Master List**

The official list of registered concessionaires of the Water District.

Section 5. **Size and Location of a Service Connection**

Norala Water District reserves the right to determine the size of service connections and their location with respect to the boundaries of the premises to be served. The laying of a concessionaire's service lateral to the water meter shall not be done unless the location of the service connection has been approved by the Water District.

Section 6. **Required Fittings in a Service Connection**

Every service connection installed by the Water District shall be equipped with a ball valve with lock wing at the inlet side of the meter and a gate valve and swing valve at the outlet side of the meter which shall be for its exclusive use in controlling and shutting the water supply through the service lateral. This will also disallow backflow during negative pressure.

Section 7. **Pressure Conditions**

All applicants for a service connection or water service shall be required to accept such conditions of pressure and water services that is provided by the distribution system at the location of the proposed connection and shall agree to hold the Water District blameless for any damage arising out of low or high pressure conditions and interruption of water services.

Section 8. **Who May Apply for a Service Connection?**

A person, firm or corporation may avail of the services of the Water District upon compliance with the following requirements, to wit:

- 8.1 An applicant must pay the application fee or guarantee deposit whichever is applicable to the Water District.
- 8.2 . Transient applicant is required to pay the amount of One Thousand Pesos (P1,000.00) for the first week and additional Five Hundred Pesos (P500.00) per succeeding week as guarantee deposit which he can withdraw anytime after the completion of his project. (BOD Res. No. 35-2008)
Transient applicant is required to pay Service Connection Fee of Five Hundred Pesos (P500.00).
(BOD Res. No. 05-2012)
- 8.3 Has attended the orientation seminar for applicant of a new connection. In cases of applicants who has one or more active connections and who has not attended the seminar for the past three years, he will be required to attend it. No proxy/ies will be allowed in this seminar.
- 8.4 Documentary requirements for water service connection:
(BOD Res. 25-2015)
 - 8.4.1 Proof of lot/property ownership;
 - 8.4.2 Authorization from property owner;
 - 8.4.3 Barangay clearance/Endorsement Community Tax Certificate (CTC);
 - 8.4.4 Duly notarized application and agreement for water service connection;
 - 8.4.5 Certificate of attendance for orientation/seminar;
 - 8.4.6 Copies of official receipts of service connection fee, other related fees and charges;
 - 8.4.7 2 x 2 picture.
 - 8.4.8 Photocopy of senior citizen ID, if applicable.

Section 9. **Concessionaire's Guarantee**

Before a service connection will be installed, the concessionaire has to sign a service contract wherein they guarantees payment of future water bills for the services rendered.
(BOD Res. No. 20-2006)

Section 10. **Installation of a Service Connection**

The service connection or laterals from Water District's distribution line shall be installed by its authorized plumbers only after all the requirements stated in Section 5, 6 and 8 are complied with.

10.1 Concessionaires whose installation should be done only by accredited plumber.

Section 11. **Concessionaire's Obligations**

11.1 Payment of water bills and other miscellaneous charges shall be made at the office of the Water District only. Collection schedule is at 8:00 A.M to 4:00 P.M without noon break Monday to Friday except on Holidays.
(BOD Res. No. 23-2010)

11.2 Concessionaires are given fifteen (15) calendar days after its billing date to pay their water bills on time. On the 16th day, a surcharge of (10%) will be added on the water bill if remains unpaid.

11.3 If after (20) days from the date of billing and the water bill remains unpaid, water service will be disconnected. A disconnection notice will be served by the District one (1) day before the date of disconnection, and this will only be restored after all the requirements for its reopening/ reconnection are complied with.
(BOD Res. No. 07-2011)

11.4 If a water connection is to be transferred, the concessionaire has to pay first an inspection fee before his request will be acted upon. (Refer to the Table of Miscellaneous Service Charges.
(Section 36 page 15)

- 11.5 Failure to receive a bill does not relieve a concessionaire of liability. Any amount due shall be deemed a debt to the Water District.
- 11.6 The placement of the water meter shall be beside the fence of the concessionaire or in a place convenient and accessible for the Water District personnel.
- 11.7 It is the responsibility of the concessionaire to protect the water meter from physical damage. Any damage arising from his negligence and/or carelessness shall be borne by him except when the damage is caused by wear and tear.

Section 12. **Maintenance of Service Connections**

The Water District shall maintain the service line before the water meter. For after the water meter, maintenance may be done by the Water District however, with its corresponding charges and the pipes and fittings will be provided by the concessionaire.

Section 13. **Disconnection of a Service Connection**

The Water District may disconnect a service connection on the following reasons:

1. Non-payment of water bills.
2. Voluntary disconnection.
3. Illegal connections made (tampering of meters, water pilferage and other similar acts).

Section 14. **Reopening of a Disconnected Connection**

A disconnected connection can be activated only upon payment of the necessary fees to the Water District.

Section 15. **Dropped from the Master List and Cancellation of Water Service Connection Agreement**

If for any reason a disconnected connection is not reopened after 180 days or six (6) months by a concessionaire, his application fee will be forfeited in favor of the Water District and his service connection records will be dropped from the Master List as a result of the cancellation of the service connection agreement.

Concessionaires who voluntarily applied for disconnection of water service connections due to valid reasons can only avail of 365 days or one (1) year validity.

(BOD Res. No. 13-2012)

Section 16. **Illegal Connection**

A water connection which is not registered and authorized by the Water District is considered as illegal connection which are:

- a. Installed without an application being made to the Water District;
- b. Installed by persons other than the personnel of the Water District and who were not given authority;
- c. Installed in a building other than what was indicated in his application;
- d. Reopened connection which is disconnected due to non-payment of water bills and/or due to non-compliance with the Water District's rules and policies;
- e. Usage of water whose intention does not conform with its original application;
- f. Unauthorized transfer of the water meter and tapping point;
- g. Tampering of meter, usage of jumpers, water pilferage and other similar acts.

Section 17. **Tampering of Water District Property/ies**

It is hereby declared unlawful for any person to:

- a. Destroy, damage, or interfere with any reservoir, pipes, or other works, appliance, machinery, buildings or property of the Water District;
- b. Do any malicious act which shall injuriously affect the quantity or quality of the water delivered by the water district or the supply, conveyance, measurement or regulation thereof, including the prevention of, or interference with the Water District's personnel engaged in the discharge of their duties;

- c. Prevent, obstruct and interfere with the survey works, and construction of access road and water mains and distribution network and any related works of the Water District;
- d. Tap, make or cause to be made any connections with water lines without prior authority or consent from the Water District;
- e. Tamper, install or use tampered water meters, sticks, magnets reversing water meters, shortening of vane wheels and other devices to steal water or interfere with accurate registry or metering of water usage, or otherwise result in its diversion in a manner where water is stolen or wasted;
- f. Use or receive the direct benefit of water services with knowledge that the diversion, tampering, or illegal connection existed at the time of that use, or that the use of or receipt was otherwise without the authorization of the Water district;
- g. Steal or pilfer water meters, mainlines, pipes and related facilities of the Water District;
- h. Steal water for profit or resale;
- i. Knowingly possess stolen or tampered water meter;
- j. Knowingly or willfully allow the occurrence of any of the above.

Section 18. Prima Facie Evidence

The presence of any of the following circumstances shall constitute prima facie evidence of theft, pilferage or of any unlawful acts enumerated in Sections 16 and 17 thereof:

- a. The existence of illegal or unauthorized tapping to the water main or distribution line;
- b. The existence of any illegal connections such as a reversed meter, shortened vane wheel, bypass or other connections which adversely affect the registration of the water meter;

- c. The presence of a bored hole in the glass cover of the water meter, or at the back of any part of the meter including the vertical line;
- d. The presence of tampered or fake seals on the water meter. Inspection of a tampered water meter shall be done in the presence of the registered water concessionaire.
- e. The presence of the reversed water meter in the premises, insertion of rod, wire or stick in the water meter, shortened vane wheel, removal or alteration of any part of the meter mechanism, use of magnet and any similar devices which interfere with the meter registration;
- f. Destruction of the water meter protection and other metering accessories; or
- g. Abnormal imprints, traces or marks found in the water meter assembly.

Section 19. **Special Aggravating Circumstances**

The following shall be considered as special aggravating circumstances:

- a. When the violation committed is in conspiracy with at least another person, both of whom shall be considered as principals;
- b. When the offense is committed, or in connivance with a private plumber, officer, employee of the Water District, who shall also be considered as principals;
- c. Or when the violation is coupled with the same from a source which is illegal, or unregistered, or unauthorized or a source with a tampered water meter.

Section 20. **Penalties**

The Water District will disconnect the water services five (5) days after service of written notice to that effect, except on Sundays and Holidays, without need of a court administrative order, and deny restoration of the same, when a prima facie evidence of theft or pilferage shall have been established in accordance with Section 16 and 17 hereof. Provided that the notice shall have been issued upon discovery of the first time of the presence of any of the circumstances herein enumerated.

A written notice of seventy-two (72) hours is necessary to affect water service disconnection upon the discovery for the second time of any of the circumstances enumerated in Section 16 and 17 hereof.

Any person who shall violate Section 16 and 17 hereof shall be punished by imprisonment of six (6) months to two (2) years and a fine of Four Thousand Pesos (P4,000.00) for the first offense and Six Thousand Pesos (P6,000.00) for the second offense. Provided however, that if the offender is assisted in the commission of the crime by a plumber, officer, or employee of the Water District, said employee, officer or plumber shall be punished by an imprisonment of two (2) years to six (6) years. Provided further, that if the water is stolen for profit or resale, the offender shall be punished by an imprisonment of six (6) to twelve (12) years.

If the offender is a juridical person, the penalty shall be imposed on the chairman, president, general manager, administrator, and the officers thereof who shall have knowingly permitted, or are otherwise responsible for the commission of the offense.

Section 21. Incentives for Reported Illegal Connections

Persons who reported illegal connections, tampering of water meters, water pilferage and similar acts where a prima facie evidence exists will receive an incentive of 20% of the amount of penalty. His report will also be treated as confidential.

Section 22. Usage of Electrical and Mechanical Suction Pump

It is strictly prohibited for any person, firm or corporation to use electrical and/or mechanical suction pump directly in their service lines in order to augment the supply of water in his premises. This will not only distort the water in the distribution line but this could also lead to the destruction of the water meter.

Section 23. Maintenance of Water Pressure and Shutting Down for Emergency Repairs

The Water District shall not be held liable for the maintenance of pressure in the line and it reserves the right to discontinue service while making emergency repairs or for other causes which is at its discretion. Concessionaires who are dependent on a continuous supply of water should store water for their use during emergency shut-off of water supply.

Section 24. Fire Protection Capacity

The Water District may install and maintain pipeline capacity and additional hydrants for fire protection purposes: Provided, that prior agreement has been executed with the public entity (in this case the Bureau of Fire Protection) having principal fire protection responsibility within the district whereby the Water District will be reimbursed over the reasonable life of said facilities for the cost of installation and operation of such fire protection capacity and facilities. (Chapter VII, Section 32 of PD 198, as amended)

Section 25. Private Fire Hydrant

A person firm or establishment who may want to have their own fire hydrant shall shoulder the cost of materials (in cases where the Bureau of Fire Protection cannot provide them) and the only responsibility of the Water District is the installation and maintenance of the said fire hydrant, Provided: that the person, firm or establishment will sign a memorandum of agreement/contract that the water from that fire hydrant will only be used for fire fighting purposes.

25.1 If water is used through a fire connection, for any other purpose other than where it is intended which is in the extinguishing of fire, the Water District shall have the right to place a meter on the fire connection at the owner's expense or to shut-off the entire water supply from such premises.

25.2 A person, firm or establishment who has been installed a private fire hydrant should provide a wrench necessary to operate such fire hydrant and an angle valve of a type approved by the Bureau of Fire Protection.

Section 26. Water Meter

The Water District as the rightful owner of the water meter, reserves the right to set and maintain a water meter on any connection. In cases of disconnection, the water meter will be deposited with the Water District to ensure payment of any remaining balance in the water bills.

Section 27. Location of Water Meters.

All water meters should be installed within the boundary line of a property which will be convenient for meter readers, plumbers and personnel of the Water District to read, repair, maintain and disconnect.

Section 28. **Public Faucets**

All connections whether private or public must be metered and no water must be delivered without any charge except for fire fighting purposes. The delivery of free water to public faucets is the function of the local government who may make an application for the installation of a service connection for the said purpose. All water consumed through a public faucet will be billed at the lowest block rate of the Water District's schedule of water rates.

Section 29. **Meter Testing**

When the accuracy of a water meter is questioned, the Water District upon request will cause an official test to be made which will be as follows:

- a. The concessionaire shall be duly notified of the time and place for the conduct of such test and may be present before any such test will be made.
- b. The water meter will be tested on variable rates of delivery and if the average registration is more than two percent (2%) in the excess of the actual quantity of water passing through the meter, the Water District shall refund the concessionaire the overcharge based on his previous three (3) month consumption.
- c. If the water meter is within two (2%) of accuracy, the concessionaire has to pay for the expenses involved which will be included in his next month's bill.

Section 30. **Basis of Computation of Adjusted Bills**

The following shall be the method of computation of adjusted bills:

- a. If the water meter is 100% efficient, present reading, minus previous reading equals the consumption in cubic meters.
- b. In cases where the water meter is not functioning at 100% efficiency, a multiplying factor is needed that is, reading in liters over 20 liters multiplied to the present reading minus the previous reading equals water consumption.
- c. When methods A and B are not applicable, the basis for computation shall be his average consumption in the previous three months.

Section 31. **Refund**

If, for any reason a concessionaire is entitled to a refund such as for overpayment of a closing bill or other just cause, a request shall be made by him to the Water District. In the event the overpayment was made on a bill, the amount overpaid shall be credited to the concessionaires account.

Section 32. **Adjustments**

No water bill adjustment will be made on all leaks after/beyond the water meter. The concessionaire is advised to close the gate valve and to report immediately to the Water District the said leakage for repair. Any materials needed shall be borne by the concessionaire including the miscellaneous service charges, if there is any.

Section 33. **Disputed Bills**

In the event a complaint is made by a concessionaire that his water bill is excessive, an investigation will be conducted by the Water District. His water meter will be read for the second time in order to determine in particular if there are leaks in the service line and in the water meter. Should there be no leak found, upon request of the concessionaire, the water meter shall be removed and be subjected to a test upon it as set forth in section 29. In the event the concessionaire continues to question the water bill, a personal investigation of the said connection shall be made by the inspector and if he finds no reason to adjust the said bill, he shall refer the disputed bill to the General Manager for the ruling subject to the rights of the concessionaire to appeal such ruling.

Section 34. **Conversion Factors and Definitions in Determining the Classification of Connections.**

(BOD Res. No. 36-2007)

34.1 Residential (Domestic) and Government:

Persons and establishments drawing water from the services of the Water District which they use for their day to day living such as cooking, washing, bathing, drinking, flushing toilets and other domestic usage to sustain their everyday life. **(Good for one family only).**

34.2 **Commercial.**

Business establishments directly using water in their day to day operations such as:

(Conversion Factor 2.00)

- a. Rest Houses
- b. Hotels, Lodges and the likes
- c. Hospitals, whether Private or Public
- d. Cafeterias managed by Cooperatives, Corporations, Etc.
- e. Beer Houses
- f. Bars, Night Clubs and Disco Pads
- g. Restaurants
- h. Theaters
- i. Carinderias
- j. Confectionaries and Bakeries
- k. Ice Plants
- l. Boarding Houses
- m. Billiard Halls and other Games and Entertainment Places
- n. Any Residential User who sells or supplies water to others
- o. Warehouses
- p. Car wash
- q. Gasoline Stations with car wash
- r. Other premises utilized for selling foods or services including premises used for living quarters

34.3 **Commercial A**

Business establishments indirectly using water in their day to day operations such as:

(Conversion Factor 1.75)

- a. Gasoline Stations
- b. CHB and Concrete Products Manufacturers
- c. Wholesale and Retail Outlets
- d. Fish and Meat Stalls in Public Markets with individual water meters
- e. Apartments whose owners assume payment of water bills using one central meter

34.4 **Commercial B**

Small Business establishments indirectly using water in their day to day operations such as:
(Conversion Factor 1.5)

- a. Private Schools
- b. Vulcanizing and Repair Shops.
- c. Groceries

34.5 **Commercial C**

Small Business establishments with or without permit to operate legally and other establishments with a capitalization of not more than P10,000.00 such as: (Conversion Factor 1.25)

- a. Ice Cream Parlors
- b. Bus Stations and/or Terminals
- c. Photo Services
- d. Dental and Medical Clinics
- e. Gift Shops
- f. Offices, excluding Government
- g. Drugstores
- h. Furniture Shops
- i. Sari-sari Stores
- j. Parlor & Barber Shops
- k. Funeral Parlor
- l. Business Establishments having not more than P10,000.00 capital

34.6 **Bulk/Wholesale**

Conversion Factor 3

Section 35

Water Rates

All Water Rates and charges shall be set by a resolution of the Board of Directors of the Water District. The following are the schedule of rates. (BOD Res. No. 08-2012)

2012

Classification	Size	Minimum Charge	Commodity Charges			
			11 - 20	21 - 30	31 - 40	41 Up
a. Residential/ Government	1/2"	236.65	25.20	28.35	31.55	34.80
	3/4"	378.60	25.20	28.35	31.55	34.80
	1"	757.20	25.20	28.35	31.55	34.80
b. Commercial	1/2"	473.30	50.40	56.70	63.10	69.60
	3/4"	757.20	50.40	56.70	63.10	69.60
	1"	1,514.50	50.40	56.70	63.10	69.60
c. Commercial A	1/2"	414.15	44.10	49.60	55.20	60.90
	3/4"	662.60	44.10	49.60	55.20	60.90
	1"	1,325.20	44.10	49.60	55.20	60.90
d. Commercial B	1/2"	355.00	37.80	42.50	47.30	52.20
	3/4"	568.00	37.80	42.50	47.30	52.20
	1"	1,136.00	37.80	42.50	47.30	52.20
e. Commercial C	1/2"	295.80	31.50	35.45	39.45	43.50
	3/4"	473.20	31.50	35.45	39.45	43.50
	1"	946.55	31.50	35.45	39.45	43.50
f. Bulk/ Wholesale	1/2"	709.95	75.60	85.05	94.65	104.40
	3/4"	1,135.90	75.60	85.05	94.65	104.40
	1"	2,271.80	75.60	85.05	94.65	104.40

Section 36. Miscellaneous Service Charges

The following are the Miscellaneous Service Charges of the Water District which took effect on January 1, 2007 based on Board Resolution No. 27 – 2006; May 31, 2007 based on Board Resolution No. 15 – 2007; October 28, 2008 based on Board Resolution No. 42 – 2008; Resolution No. 09 – 2011 and May 26, 2011 based on Board Resolution No. 11 – 2012.

1. Installation fee – new connection	2,600.00
Installation Fee - Transient	500.00
• Guarantee Deposit - 1 st week	1,000.00
• Per succeeding weeks	500.00
2. Reconnection fee	350.00
Reconnection fee (inactive for more than five (5) years)	1,500.00
Reconnection fee (inactive (since 1982 – 2007) with new ownership regardless of arrears.	3,000.00
3. Relocation fee	1,000.00
Relocation fee (inactive for more than five (5) years)	1,500.00
4. Excavation fee	180.00
5. Inspection fee	15.00
6. Tapping fee	30.00
7. Excavation and backfilling in excess of 3 meters from main line:	
Soft Soil (.30 x .30m)	50.00
Hard Soil (.30 x .30m)	80.00
8. Pipe Jetting (Per meter)	400.00
9. Plus the cost of additional materials that may be determined prior and/or during installation.	

Section 37. Requirements for Subdivision Owners and/or Housing Developers

Before a distribution line can be extended and installed in a subdivision, the owner and/or developer has to comply with the following requirements, to wit;

- a. Subdivision plan indicating the potential number of households to be served.
- b. Topographic or road profile map.
- c. Development plan.
- d. Hydro-testing to determine the accuracy of the plumbing layout within the subdivision.
- e. Elevated water tank whose design and volume will be determined by the Water District.
- f. A mother water meter must be installed so as to determine the actual volume of water coming into the subdivision against the total consumption of the subdivision residents.
- g. The design of the water system within the subdivision must be prepared by the Operations and Technical Services Section to ensure that it conforms with the standards and specifications of the Water District. A minimal fee of thirteen percent (13%) of the total material cost will be charged by the Water District to the subdivision owner and/or housing developer for the said plans.

Section 38. Changing the Registered Name of a Service Connection

In cases wherein there will be changes to be made on the name of a registered concessionaire for any reason, the concessionaire concerned has to present to the Water District any of the following documents which must be duly notarized, to wit;

- a. Deed of Sale.
- b. Waiver of Rights.

Section 39. Meter Reading and Bill Tending Schedules:

	Meter Reading	Bill Tending
Zone - 1	1 st Working day of the month	2 nd Working day of the month
Zone - 2	2 nd Working day of the month	3 rd Working day of the month
Zone - 3	3 rd Working day of the month	4 th Working day of the month
Zone - 4	4 th Working day of the month	5 th Working day of the month
Zone - 5	5 th Working day of the month	6 th Working day of the month
Zone - 6	6 th Working day of the month	7 th Working day of the month
Zone - 7	6 th Working day of the month	7 th Working day of the month

If a day falls on a Saturday, Sunday or a Holiday, meter reading and bill tending will be done on the next working day.

Section 40. If any section, subsection, clause or phrase of this Utility Rules and Regulations for any reason is held to be unconstitutional, illegal or unlawful, such decision shall not affect the validity of the remaining portion of these rules and regulations.

DID YOU KNOW THAT...?

1 CU.M.

= 5 DRUMS

= 50 KEROCANS

= 264 GALLONS

= 1000 LITERS

1 CUBIC METER (m³) = P 23.67

1 DRUM = P 4.73

1 KEROCAN (20 liters) = 47 centavos

1 GALLON = 9 centavos

1 LITER = 2 centavos

...the **AIR**

we **BREATHE**

...the **WATER** we **DRINK**

...the **ENVIRONMENT** we **LIVE IN**

THESE ARE
OUR MOST
PRECIOUS
LEGACIES
FOR THE
FUTURE
GENERATIONS

IF YOU CARE....

DO SOMETHING

FOR THE PROTECTION

OF OUR ENVIRONMENT!!!



**DAPAT NA PALAGING TANDAAN
ANG PANGANGALAGA AT PAGTITIPID
SA TUBIG AY KATUNGKULAN NG LAHAT.**

MAGTANIM NG PUNONGKAHOY!

TANDAAN.

WALANG

PUNONG KAHoy,

WALANG KAGUBATAN.

WALANG KAGUBATAN,

WALANG

BUHAY.

WATER IS LIFE!!!

**10 cu.m. = P 236.65/mo.
= P 7.89/day**

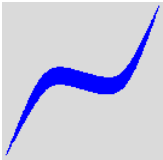
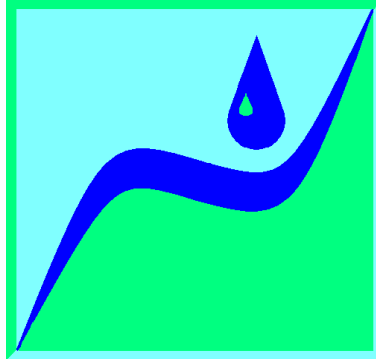
**We CANNOT LIVE Without
WATER**

**THE WATER YOUR CHILDREN
WILL DRINK TOMORROW DEPENDS
ON HOW MUCH YOU CONSERVE TODAY.**

MGA PARAAN SA PAGTITIPID NG TUBIG

1. Maging maagap sa pagkukumpuni ng lahat ng sirang tubo, tumutulong gripo at iba pang instalasyong pantubig. Ang natatapong tubig dahil sa mga sirang bahagi ng mga instalasyong pantubig ay katumbas ng 48 metro kubiko o 80 balde ng tubig bawat oras.
2. Gamitin ang palikuran ng maayos. Huwag magtapon ng matigas na bagay sa inidoro. Sikaping makagamit ang inidoro ng 3 ½ gallon lamang ng tubig sa halip ng 5 hangang 8 gallon sa bawat araw.
3. Palitan ang mahihina at sirang sapatilya ng inyong gripo. Ang mumunting patak ng tubig mula sa gripo ay katumbas ng tatlong (3) balde ng tubig na nasasayang sa bawat araw.
4. Ugaliing isara ang gripo habang nag-aahit o nagsisipilyo. Nasasayang ang humigit kumulang sa apat (4) na balding tubig sa bawat pag-aahit o pagsisipilyo nang nakabukas ang gripo.
5. Kailangang gumamit ng palanggana sa paghuhugas ng mga kasangkapan. Ito ang lagyan ng tubig sa bawat paghuhugas at huwag pabayaang bukas ang gripo. Mga anim na balding tubig sa bawat paghuhugas ng pinggan matapos kumain ang naaksaya.
6. Sa paglalaba naman ng damit, isara ang gripo habang nagsasabon. Kung nagbabanlaw naman ng mga damit at ang batya ay puno na kailangan ding isara ang gripo.
7. Gamiting pambuhos sa inidoro o pandilig sa halaman ang tubig na ginamit na sa pagbabanlaw ng damit.
8. Ipagbigay-alam sa Norala Water District ang anumang sira sa instalasyon ng tubig na matatagpuan sa kalye.
9. Gumamit ng tangke, drum o anumang lalagyang maaring pagsahuran ng tubig na nanggaling sa ulan.
10. Gumamit ng rigadera sa pagdidilig ng halaman upang maging patak-patak lamang ang daloy ng tubig. Sa gayo'y maiiwasan ang pagtapon ng labis na tubig.
11. Kapag merong “water interruption” at nabuksan mo ang gripo, siguraduhin lamang na ito ay iyong nasarhan upang hindi matapon ang tubig sa oras na ito ay bumalik na.
12. Kung magdidilig ng mga halaman, gawin ito sa panahong hindi pa sumisikat ang araw o dili kaya sa panahong ang araw ay lumulubog na. Sa gayong paraan, mas na-aabsorb ng mga tanim ang tubig na iyong dinidilig.
13. Sa pagluluto, gumamit lamang ng katamtamang dami ng tubig. Sa gayong paraan, mas magigiging masarap ang lasa ng iyong niluluto at mas nakakatipid ka ng tubig.

NORALA WATER DISTRICT OFFICIAL LOGO



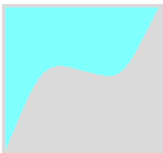
- Stylized letter “N” representing Municipality of Norala;
- Smooth flowing curve of pure, clean, drinking water , the lifeblood of NWD;
- Ups and down in the financial health of the agency, but eventually bright prospects as signified by the upward curvature of the right end.



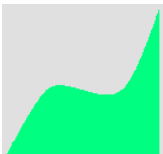
- Water droplet - symbolizing the water service of the agency.



- Small droplet – symbolizing natural presence of healthy minerals in our drinking water.



- Blue stands for the sustainable environment context within which the Agency and the agriculture industry operates.



- Green is for Agriculture – the main force of Norala’s economy.

