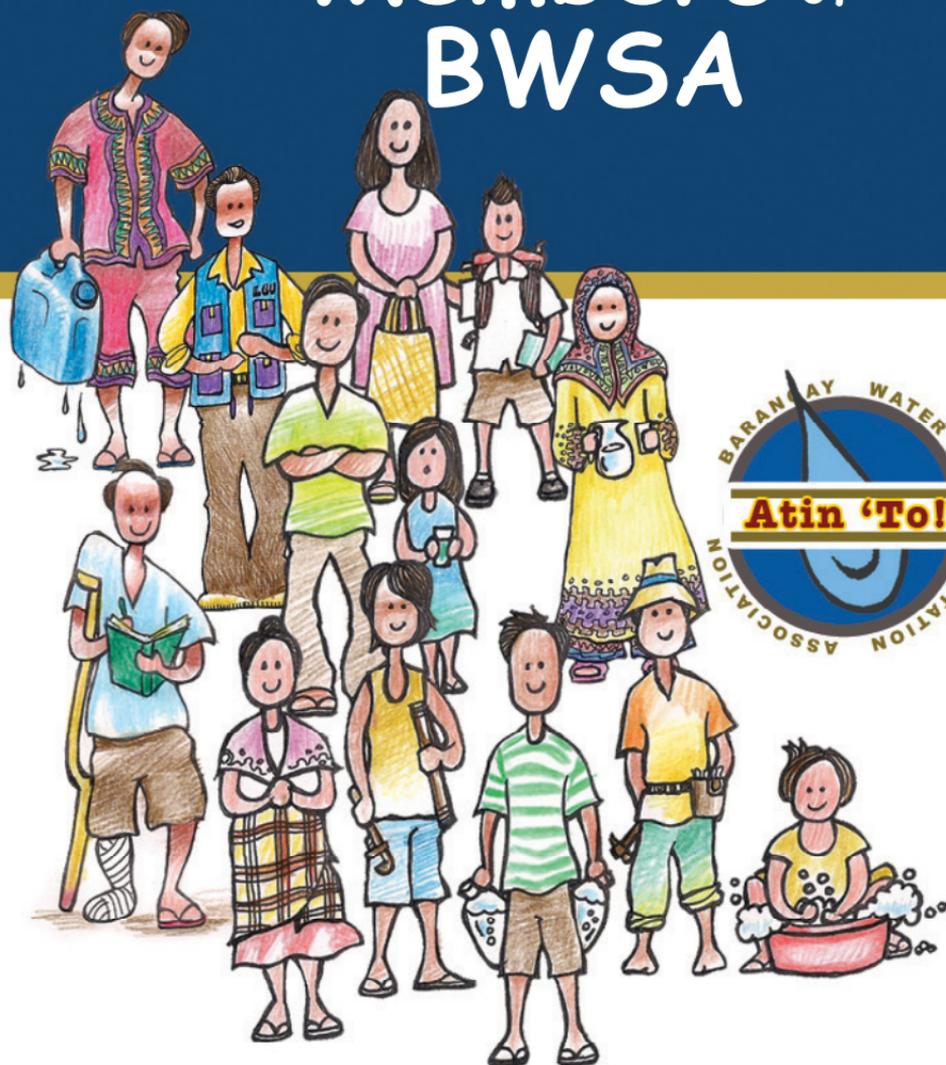


Guide for Officers and Members of BWSA



Localized Customer Service Code

Guide for
Officers and
Members of
BWSA

Prepared by the
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INTRODUCTION

The Localized Customer Service Code (LCSC) is a document that serves as a binding social contract and agreement between the BWSA and its members for the provision of water service to its members/consumers.

The Code will serve as the guide of the association in operating and managing the water system.

There are two main parties in this code - the BWSA which will be responsible for managing the water system, and the members/consumers. The Code reflects the aspirations of the association, the roles and responsibilities of the concerned parties, and other provisions adopted by the association.

The Code will be the subject of a public consultation, wherein the salient features will be presented and discussed, before the same will be approved. This Code shall take effect one month after its approval.

The Code will be regularly reviewed and updated, if necessary, in order to take into account recent developments such as policies, rules and regulations governing the affairs of the association.

VISION

A progressive community that is committed with responsible people ensuring access to safe and clean water.

MISSION

To ensure the provision of adequate, potable, and accessible water supply to its members through proper operation and maintenance of the water facility and sanitation facilities.

OBJECTIVES

- To expand the service coverage of BWSA
- To improve the health of the community by having access to safe and affordable water
- To protect the water sources
- To improve the water system by building additional sources and tap stands.

POLICIES AND GUIDELINES

General Policies: The BWSA hereby subscribes and adopts the following General Policies to guide the operational activities of the Association:

1. Water is a human right and the government has an obligation to respect, protect and fulfill the enjoyment of the right to water.



2. Water is a finite and vulnerable resource, essential to sustain life, development, and the environment. It should be managed for the common good.
3. Access to water should be equitable and sensitive to gender and the disadvantaged. This means that it should contribute to the promotion of gender equity.
4. The governance of water resources should be transparent and socially accountable.
5. Water supply services should be financially sustainable and socially acceptable.
6. Water supply services should be demand-responsive. This includes appropriateness and viability of technology and management options at various levels.
7. Water supply projects should have capacity development components at all levels inclusive of knowledge management that promotes a learning environment for all stakeholders.

8. Water supply provision should be a priority component in poverty reduction programs. This means giving priority to public allocation for water supply services.
9. Sanitation is directly linked to water supply.
10. The protection of customers' rights emanates from the Consumer Act of the Philippines which states the following:

It is a policy of the State to protect the interests of the consumer, promote his general welfare, and establish standards of conduct for business and industry. Towards this end, the State shall implement measures to achieve the following objectives:

- Protection against hazards to health and safety;
- Protection against deceptive, unfair and unconscionable sales acts and practices;
- Provision of information and education to facilitate sound choice and the proper exercise of rights by the consumer;
- Provision of adequate rights and means of redress; and
- Involvement of consumer representatives in the formulation of social and economic policies.



RIGHTS AND RESPONSIBILITIES OF THE BWSA AS WATER SERVICE PROVIDER

It is the right of the BWSA as water provider to:

- Operate and maintain the water system in order to provide water to its members/consumers.
- Collect and/or levy water tariff in accordance with agreed rates with its members/consumers.

Responsibilities of BWSA

- The BWSA shall comply with all existing laws, rules and regulations regarding Level II water service provision.
- It shall operate, maintain, and provide, whenever possible, safe and adequate water to its member-consumers.
- To enable the Association to smoothly run the operation, it shall appoint a Tap Stand Leader and a plumber to help in the operation and maintenance of the water system.
- It shall make a full and prompt investigation of complaints received from its member-consumers within reasonable time.
- It shall keep its book of accounts and other records in relation to the operation and management of the Level II water system.
- It shall properly maintain its water sources and facilities at all times. Water Samples shall be collected regularly, preferably monthly, for laboratory tests to ensure the potability of the water. Results of the testing shall be displayed at the BWSA Notice Board for information of its member-consumers.
- It is also the duty of the BWSA to ensure the protection of their water sources.
- It shall regularly undertake information campaign on water conservation for all its member-consumers.



- Prepare and implement the plan for sustainable water services.
- Secure the necessary fund to maintain and/or further improve the water system.

RIGHTS AND RESPONSIBILITIES OF ASSOCIATION MEMBERS / CONSUMERS

Rights of the Association Members/Consumers

- Right to safe and potable water.
- Right to receive efficient and adequate water supply.
- Right to be heard and consulted on water tariff as well as on matters that have impact on their welfare.
- Right to information on the systems and procedures and policies and guidelines on billing and collection, particularly on application procedures, policies on collection and penalties, disconnection, tampering of pipes, and vandalism.
- Right to be informed on results of regular bacteriological, physical and chemical test.
- Right to safe and healthy environment.

Responsibilities of the Association Members / Consumers

- Every member/consumer shall comply with all the policies and rules of the association.
- Pay his/her bill on time.
- Attend and participate in meetings and support activities of the association. It is his/her duty to provide feedback and make suggestions in order to improve the water service provision.
- See to it that the communal faucet/tap stand is well-maintained and protected. The loss or damage of the same due to fault or negligence of the member shall be borne by him/her.
- Allow the authorized staff of BWSA to perform necessary repairs in the communal faucet/tap stand, piping, reservoir and water tub.
- Prevent wastewater of any nature. He/she will also see to it that the discharge of any waste water shall be disposed in such a manner that it will not injure the health and safety of the community.



SPECIFIC POLICIES AND GUIDELINES

The BWSA will be governed by the following specific guidelines:

Membership in the Association

- All residents of the barangay who would like to have a water connection shall be eligible for membership in the association.
- A household may be represented by either man or woman. No person shall be deprived of membership in the water association by reason of gender.
- A one-time membership fee of P50.00 shall be collected from each member household.
- Every household is entitled to one representation in the general assembly and shall have a voting right equivalent to one vote. There shall be equal opportunity for men and women in the election of officers in the association. A member can also be elected as officer of the association in a general assembly held for the purpose.



Water Supply Services Provision

The BWSA shall be responsible for providing water to the residents of the barangay. This means that the operation and management of the existing water infrastructure such as reservoirs, pipes, and individual tap stands or communal faucets will be carried out by the association. To carry out these tasks, the association shall hire and/or designate a capable and responsible individual/s to do the said undertaking.

As part of the maintenance of the water system, flushing of reservoirs and distribution lines should be carried out for a day, once every quarter, with advisory to the consumers the day before the service interruption.

Level, Type, and Coverage of Water Services

Residents of the barangay will be provided water through a Level II water system in two ways: through metered tap stand operated by the association which is usually shared by eight households. A connection fee of P50.00 is required for each connection.





Water Tariff

The BWSA shall charge and collect a water tariff on metered tap stand based on the volume of water consumed as reflected in the water meter. The minimum charge for the first 10 cubic meters is P150.00 and in excess of the 10 cubic meters is P15.00 per cubic meter. The water tariff has been set and agreed upon in a general assembly meeting of the association.

Billing and collection

- The BWSA requires that the water bill be paid within specified time after demand has been made. Water bills will be sent to member-customer every end of the month to be paid within one week after the end of each month.
- A grace period of two months is granted to member-consumer. This will allow good payor to still use the facility.
- If after the grace period of two months and no payment has been made, a disconnection notice will be served. A reconnection fee of P50.00 is required.
- The tap stand leader will act as the collector of the water bill payment.

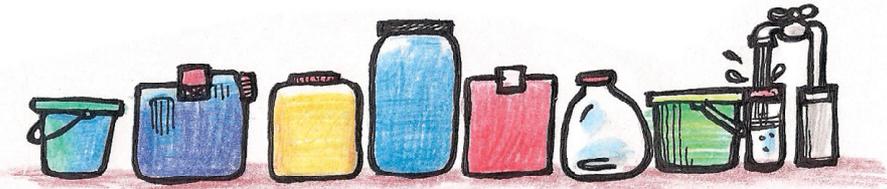


Violations

- It shall be unlawful for any members/customers to change the location of the communal faucet / tap stand or water pipe without the authority from the BWSA.
- It shall be unlawful for members/customers to tap or make any additional extension or sub-connection to the system without any written permission from the BWSA.
- Every member will ensure that due consideration is given to the children and the elderly and facilitate their access to safe water.

Penalties

- Non-payment of bills - When no payment is still made after the three (3) months grace period, the water connection will be cut off. To be reconnected, the member should pay the unpaid bill in addition to a P50.00 reconnection fee.
- Illegal tapping/connection - Penalty for illegal tapping/connection is P500.00.
- Repeated and proven wasteful use of water at the communal faucet and at home shall be fined P1,000.00.
- Malicious acts such as intentional cutting/damaging of water pipes and reservoir will be fined P1,000.00 for the first offense; P2,000.00 for the second offense and not allowed to get water from the communal faucet/tap stand for the third offense.



Complaints and Dispute Resolution

- All complaints and disputes shall be settled by BWSA officers through the chairman. In cases where disputes are not settled at the association's level, the same will be elevated to the barangay level through the Lupon.
- Depending on the nature of the complaints filed by the member/customer, said complaints will be addressed and/or resolved within two working days upon filing.

Other Miscellaneous Provisions

Election of BWSA Officers and Term of Office

The business and affairs of the BWSA shall be vested in its elected officers who in turn shall be responsible for establishing policies relative to the operation of the water system. The elected officers shall have a three-year term, after which another set of officers will be elected. For purpose of gender equity, all elective positions shall be equally open to men and women. An honorarium for the Operator, Security Guard, Auditor and Treasurer of the Association has been approved by the BWSA.



Conduct of general assembly meeting and regular meetings

A regular general assembly meeting of members of BWSA shall be held yearly. Special meetings may be held at the instance of the president or the barangay chairman, or a majority of the members of the board upon due notice given by the association secretary.

Minutes of all meetings shall be prepared, and a copy of the same will be displayed in the barangay hall or in the BWSA bulletin board.

Role of the Tap Stand Leader

To ensure that the communal faucet is well-managed and protected, a tap stand leader will be appointed by the association to help in the operations of the water system. He/she shall have the following duties and responsibilities:

- Keep records of water users of the assigned tap stand
- Collect monthly dues of the said members to be remitted to the BWSA treasurer
- Report defective facility to the BWSA chairman/plumber
- Inform the nearest tap stand leader of the said defective facility so that the members can have access to the nearest water facility.

Role of Plumber

To ensure prompt repair of the communal faucet/tap stand and to ensure that the water system is in good condition, the association shall appoint a plumber with the following responsibilities:

- Inspect and maintain water pipes in good condition.
- Repair defective tap stand within the day when reported by the tap stand leader.



Role of the Treasurer

The treasurer who will be elected as part of the BWSA officials shall be the only authorized person to safeguard the collected water revenues and shall:

- Maintain cash and financial records for auditing purposes.
- Deposit all collections every second week of the month at the Land Bank of the Philippines.
- Handle the petty cash fund in the amount of P5,000.00 every quarter.
- Liquidate every transaction and replenish petty cash fund after submission of liquidation documents.

Bank Account

The BWSA shall maintain a savings account at _____. The passbook shall be handled by the Treasurer. The Auditor will keep track of all transactions made by the Treasurer. The same will be the subject of audit as provided for in the by-laws of the association.

KEY PERFORMANCE INDICATORS AND SERVICE STANDARDS

A Key Performance Indicator (KPI) is a quantitative measure of a particular aspect of an undertaking, performance or standard of service. For the LCSC, the KPI will be used to monitor the performance of the BWSA in relation to its role as Level II water service provider. KPIs are normally used to show results of operational performance and are measures of outputs in key result areas of operations of the water service providers.

The agreed KPIs are as follows:

- Operating Ratio - Formula is: $\frac{\text{Operating Expenses}}{\text{Operating Revenues}}$
- % Bacteriological testing compliance - should have 100% compliance
- Collection efficiency should be 85% within one year computed as:
 $\frac{\text{Total Year-to-Date Collection}}{\text{Total Year-to-Date Billings}}$



Service Standard

Service standard refers to the minimum requirements on the various aspects of the level of service that the BWSA has to provide for its members/customers. The service standards are pre-set conditions and targets. The compliance of which has direct impact on the members/customers.

For BWSA, the agreed service standards are:

- At least 90% of the households in the barangay will be provided access to communal faucet/tap stands at 8 hours a day, seven days a week, in the next two years.
- Conduct of bacteriological testing at least two times a year, preferably at the start of the rainy season and dry season.
- Response time for complaints is within two days.



APPROVAL AND EFFECTIVITY OF THE CODE

Upon presentation and discussion of the proposed Localized Customer Service Code of BWSA to its officers and members/consumers in a public consultation and focus group discussion, the same is hereby approved this _____ day of _____ for implementation. Attached is the approval sheet duly signed by all concerned parties and witnessed by the community at large.

This Code shall take effect one month after its approval date.

CERTIFICATION

Having presented and discussed in a public consultation held at _____ the forgoing Localized Customer Service Code of this barangay is hereby approved.

In witness hereof, we, the concerned officials and representatives of the customers of BWSA, together with the representatives from the Local Government Unit and the DILG offices, hereby affix our signatures this _____ day of _____.

Signed:

PRESIDENT, BWSA
CONSUMER REPRESENTATIVE

WITNESSES:

Member-Consumers

***Tubig natin,
Buhay natin!***

OUR WATER, OUR LIFE!

