



Sketch exact location
(for customers)

CONTRACT FOR WATER SERVICE CONNECTIONS

In accordance with the Concession Agreement between the Province of Laguna and **LAGUNA AAA CORPORATION** (hereinafter referred to as Laguna Water), this Water Service Contract is entered into by and between Laguna Water (as an agent of Laguna Province), represented by its Territory Manager, and the Customer whose name and address are aforementioned. Both parties agree as follows:

- Laguna Water** shall provide water service at the Customer's premises in accordance with Laguna Water's rules and regulations now and as may be revised thereafter.
- The **Customer** accepts such conditions of water service as pressure and quality as may be available through the distribution system at the location of the service connection and agrees to hold Laguna Water free and blameless for any damage that may arise due to the water pressure, quality and/or any interruption of water service.
- The **Customer** shall be solely responsible to hire a plumber/contractor to install after the water meter pipe going inside their premises.
- The **Customer** agrees to pay for the water service regularly based on the applicable tariff schedule specified in the Concession Agreement. Payment can be made within seven (7) days upon the receipt of the bill, at the Laguna Water office (for *cheque payments only*) or any designated payment center (for *cash payments only*). A penalty interest equivalent to 91 – day Treasury bill rate plus 4% shall be added to the bill after the due date. Water bills and notices delivered to the Customer's premises shall be considered as having been properly received by the Customer.
- The **Customer** agrees to pay a connection fee for each connection, which will cover the cost of labor and materials supplied by Laguna Water for making the service connection to the main line.
- Laguna Water** has the sole right to determine the size of service connections and their location with respect to the boundaries of the premises to be served. The Customer shall not install any service pipes from the water mains up to his connection. Location of the water meter shall be at Laguna Water's sole discretion, preferably outside the property line accessible to Laguna Water but where it is protected from any damage.
- The **Customer** shall allow authorized personnel of Laguna Water to enter his premises at any time during the day, for the purpose of meter reading, delivery of water bills, correspondences, routine inspection and other related activities.
- Laguna Water** shall not be held liable for any occurrences of water related diseases in case the customer refuses to decommission his private deepwell and/or remains to use artesian/shallow wells together with the supply being distributed by Laguna Water.

Indicate exact Location of existing tapping point
(for Laguna Water personnel)

Nearest meter installed (Meter Number)
(for Laguna Water personnel)

TM Remarks:

To be filled up by
Territory Manager

Road Classification:

National Road Provincial Road

| | | |
|-------------------------|-------------------|------------------|
| Type of Pavement | Length (m) | Width (m) |
|-------------------------|-------------------|------------------|

| | | |
|-------------------|-------|-------|
| Concrete | _____ | _____ |
| Concrete Sidewalk | _____ | _____ |
| Asphalt | _____ | _____ |
| Escombros | _____ | _____ |

| | |
|--------------------------|------------------|
| Type of Watermain | Size (mm) |
|--------------------------|------------------|

| | |
|----------------------------------|-------|
| Cast Iron | _____ |
| Galvanized Iron (GI) | _____ |
| Polyvinyl Chloride (PVC) Pipe | _____ |
| Steel Pipe | _____ |
| High Density Polyethylene (HDPE) | _____ |

Actual size of connection/vertical _____
 Actual size of water meter _____
 Brand of water meter _____

Length of service pipe
(from tapping point to water meter) _____

Customer's Profile:

No. of families/household: _____
 No. of persons/users: _____
 Nature of use: _____
 Verified Rate Code: _____
 Contact Account No. (CAN): _____
 Meter Reading Unit (MRU): _____
 District Metering Zone (DMZ): _____
 Sequence Number: _____
 Service Provider: _____

Water Meter Status:
 w/ existing _____ partial w/ DW _____ None _____
 Installation Type _____
 Pressure w/in the vicinity: _____
 Estimated water demand: _____

TERRITORY MANAGER IN CHARGE:

| | |
|---|---------------|
| _____ Signature over printed name | _____ Date |
|---|---------------|



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Laguna Water Hotline Nos.:

| | |
|---|---|
| Voice Calls: 0998-5592306 0917-8684367 | For SMS: 0998-5592469 0917-8684354 |
|---|---|



Customer's Copy

CONTRACT FOR WATER SERVICE CONNECTIONS cont.

9. The **Customer** shall take custody of the water meter and shall solely responsible for its safekeeping and condition, reporting any damage or its loss to Laguna Water within 24 hours.
10. All water meter, valves, cut locks, meter boxes, locks and seals on the service connection shall be under the exclusive control of Laguna Water. The **Customer** shall be held responsible for any tampering or interfering in any way of any part of the connection including the water meters. The **Customer** shall see to it that the water meter shall not be transferred from its original location nor allow any sub connections to his connection without securing the prior written consent of Laguna Water.
11. First billing for newly installed meter shall be generated within the account's next month billing group cycle.
12. The **Customer** shall immediately notify Laguna Water of any intent to vacate the premises or, in case of leased premises, when the tenants intend to vacate the premises.
13. In the event that the property is vacant, and the water service is not in use unless otherwise the owner voluntarily requests for disconnection, all charges will continue to be billed which includes minimum charge and/or other charges such as meter charge and previous unpaid amount if there's any.
14. In case of disconnection, water service shall not be resumed until Customer pays all outstanding accounts due, together with the reconnection fee. The **Customer** shall not re-connect to the main line or re-open sealed water meters reconnecting to Laguna Water's mainline or commit any act of water provisioning without the prior consent of Laguna Water. Connections resulting from such unauthorized acts shall be deemed an illegal connection and/or tampering of Laguna Water's facility, which shall be subject to fine, penalties, and/or legal action. The provisions of Republic Act No. 8041, otherwise known as the Water Crisis Act, shall supplement this provision.
15. Written request including the full payment of the application fee and full settlement of outstanding balance is required for voluntary disconnection.
16. Any violation by the Customer of the terms of this Contract as well as other applicable rules, regulations and statutes shall be sufficient ground for its termination by Laguna Water and immediate disconnection of water service.
17. All rights and remedies conferred upon or reserved for Laguna Water shall be deemed cumulative and not alternative. Laguna Water shall be entitled to all other rights and remedies under the law.
18. The **Customer** shall sign a consent form allowing Laguna Water to collect and process the Customer's information in accordance to the Data Privacy Act of 2012.
19. There shall be six months (6) warranty against damage caused by poor quality of materials used and poor workmanship.
20. In case of any court action arising from or in relation to this contract, the venue shall be in proper court in Biñan, Laguna and the customer agrees to pay attorney's fee, costs of litigation and all expenses, as a result of his failure to pay any and all amounts due and payable.

In witness whereof, the parties hereto have signed this contract on _____ at _____, Laguna.

LAGUNA AAA WATER CUSTOMER

[Kindly read contract](#)



CONTRACT FOR WATER SERVICE CONNECTIONS cont.

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In witness whereof, the parties hereto have signed this contract on _____ at _____, Laguna.

LAGUNA AAA WATER CUSTOMER

TREASURY REPORT

*To be filled up
by Collection Manager*

CASH INSTALLMENT

TERMS: _____ MONTHS

NWSC Fee: _____ **Php.** _____
Amount to be paid beyond: _____ **Php.** _____
standard (if applicable)

TOTAL: _____ **Php** _____

INITIAL CONNECTION FEE:

| Amount | O.R. No. | Date | Cashier |
|--------|----------|------|---------|
| | | | |

APPROVAL

(Uploading to SAP)

**CUSTOMER SERVICE
MANAGER**

APPLICANT'S INFORMATION
(to be filled up by customer)*

Residential Commercial TPSB

Date of Application:

***Last Name:**

***Given Name:**

***Middle Name:**

***Business Name:**
(for Commercial)

***TIN (for commercial):**

Complete Address:

Contact Number:

Email Address:

*** REQUIREMENTS**
(to be validated by Laguna Water Personnel)

- Requirements:**
- Valid ID *(photocopy)*
 - Proof of Ownership *(Deed of Sale or Land Title)*
 - Brgy. Clearance
 - Proof of Billing *(if available)*
 - Excavation Permit *(if needed)*
- Additional requirements for commercial:**
- Business Permit
 - Form 2303
 - Certificate of Incorporation – *if corporation*
 - Others, please specify: _____

Reasons for Disapproval

- Incomplete requirements
- With existing water meter on the given address with unpaid water bill or within 1 household only
- For acquired property – previous owner has unsettled outstanding