

Republic of the Philippines
METRO MIDSAYAP WATER DISTRICT
007 Poblacion 8, Midsayap, Cotabato
Tel. No. (064) 572-9643



UTILITY RULES AND REGULATIONS

REVISED 2025

OUR VISION

A Category B Water District in Cotabato province that is financially stable providing safe water and sustainable sanitation services with septage and sewerage management program through teamwork and partnership with the community and other government agencies, advocating environmental preservation and protection.

OUR MISSION

To deliver safe and sufficient water, 24/7, provide sanitation services and septage and sewerage management program, and advocate proactively in all environmental preservation and protection programs, to the highest degree of integrity, excellence and professionalism.

FOREWORD

The Utility Rules and Regulations embodied herein are adopted by the Board of Directors of the Metro Midsayap Water District (MMWD) 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 consumers and to meet the increasing need for potable water by the community.

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

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PRESIDENTIAL DECREE NO. 198

(As amended by Presidential Decree Nos. 768 and 1479, R.A. 9286)

DECLARING A NATIONAL POLICY FAVORING LOCAL OPERATION AND CONTROL OF WATER SYSTEMS; AUTHORIZING THE FORMATION OF LOCAL WATER DISTRICTS AND PROVIDING FOR THE GOVERNMENT AND ADMINISTRATION OF SUCH DISTRICTS; CHARTERING A NATIONAL ADMINISTRATION TO FACILITATE IMPROVEMENT OF LOCAL WATER UTILITIES; GRANTING SAID ADMINISTRATION SUCH POWERS AS ARE NECESSARY TO OPTIMIZE PUBLIC SERVICE FROM WATER UTILITY OPERATIONS, AND FOR OTHER PURPOSES.

The Board of Directors of the Metro Midsayap Water District do ordain as follows:

SECTION 1. Short Title.

The Utility Rules and Regulations of the Metro Midsayap Water District (MMWD).

SECTION 2. Scope.

These rules and policies shall apply to all water consumers and those who desire to avail of the services of the Metro Midsayap Water District (MMWD).

SECTION 3. Words & Phrases.

For the purpose of these regulations, all words in the present tense shall include the future; all words in the plural number shall include the singular number; all words in the singular number shall include the plural number; and the word "his" generally refers to a consumer regardless of sex.

SECTION 4. Definition of Terms.

As used in these rules and regulations, the following terms shall mean:

4.1 Board. The policy making body of the Metro Midsayap Water District.

4.2 Management. This refers to the General Manager and the staff who run the daily affairs of the District.

4.3 Service Connection. This refers to the tapping of the water mains and the laying of pipes from the mainline to the curb line and the setting of a water meter including the installation of one faucet.

4.4 Miscellaneous Service Charges. This refers to the cost of labor, supervision, engineering and all other incidental expenses incurred in the inspection, reconnection and relocation of service lines, in conducting repairs, plumbing services, trenching, excavation, drilling, backfilling, and others.

4.5 Water Meter. A water meter is a device used for measuring the volume of water passing through a pipe.

4.6 Water District. This refers to the Metro Midsayap Water District (MMWD), a Government-Owned-and-Controlled Corporation based on the Supreme Court decision on G.R. Nos. 95237-38, which was promulgated on 13 September 1991 in an en banc Resolution No. 122 of the *Sangguniang Panlalawigan* of Cotabato and PD 198, as amended.

SECTION 5. Who May Make an Application for a Service Connection.

A person, government or private institution, firm or corporation may avail of the services of the Water District provided that he has complied with the following, to wit:

5.1. Has attended one (1) Orientation Seminar scheduled every Tuesday and Thursday (except on holidays) at exactly 1:00PM, for applicants of a new service connection. In cases of applicants who have one or more active connections and who have not attended the seminar for the past three (3) years, they will be required to attend the said orientation. No proxy will be allowed in this seminar unless with a written authorization from the applicant.

5.2 Has paid the application fee and other miscellaneous service charges to the Water District.

5.3. Has duly accomplished the SERVICE APPLICATION CONTRACT in two (2) copies. If the service applicant is a tenant of the lot or building, there must be a written authority (Memorandum of Agreement) from the building or lot owner as provided in the Service Application Contract authorizing the District to install the service connection in his premises.

Has submitted the following additional requirements;

FOR RESIDENTIAL

- a. Government issued ID (1 photo copy with 3 specimen signatures) for the applicant;
- b. Barangay Certificate;
 - b.1. Bonafide Resident
 - b.2. Purpose: To apply new service connection
 - b.3. No legal impediment in the right of way and/or any conflict of ownership or right to use the area; and

FOR BUSINESS/GOVERNMENT INSTITUTIONS

- c. Authorization/certification issued by the Head of Office;
- d. Business Permit (Barangay Business Permit for small business establishments; or Municipal Business Permit for big business establishments)

5.4. In case the applicant has a **Disconnected Service Connection not located in the same location or household**, he should settle first the balance of the disconnected service connection before he can apply for a new service connection or he can settle the account balance of the disconnected service connection and apply for a **reconnection and relocation** of the disconnected service connection.

5.5. In case the applicant applies for a new service connection in the same **location or household with an existing disconnected service connection** he should settle first the account balance of the disconnected service connection before he can apply for a new service connection.

5.6. Application of new service connection should be based on a per household or stall/room basis.

5.7. Temporary Service Connection shall be subjected to the following conditions to wit:

- a. Authorization/Certification from the building owner, authorizing the contractor to apply for a service connection;
- b. Government issued ID of the building owner and contractor with three (3) specimen signature;

5.8. New Service Connection Applicants should have a copy of the MMWD Utility Rules and Regulations for their information and reference.

SECTION 6. Application Fee.

An application fee shall be required from a service consumer for the right to use the services and appurtenances of the MMWD. The same shall also cover the cost of processing various paper works, orientation seminar, inspection fee, and others. The charges shall be dependent on the size of the service connection applied by a service consumer, to wit:

A. RESIDENTIAL/ GOVERNMENT

SIZE	CHARGE
½ "	Php 5,500.00
¾ "	Php 8,200.00
1 "	Php 14,900.00
1 ½	Php 34,300.00
2"	Php 53,700.00

B.) SEMI AND PURE COMMERCIAL

SIZE	CHARGE
½ "	Php 7,000.00

3/4 "	Php 9,700.00
1 "	Php 14,900.00
1 1/2 "	Php 34,300.00
2 "	Php 53,700.00

6.1 Temporary Service Connection

- a. An application fee of Five Thousand Five Hundred Pesos Only (P5,500.00) for residential classification and Seven Thousand Pesos (P7,000.00) for commercial classification shall be required for the use of Metro Midsayap Water District (MMWD) Services.
- b. A Meter Maintenance fee of Twenty Pesos Only (P20.00) shall be required;
- c. A processing fee of One Hundred Fifty Pesos Only (P150.00) shall be required.
- d. The Temporary Contract shall serve only for three (3) months. An extension for another three (3) months will however be allowed provided that the applicant shall pay a contract renewal fee of Five Hundred Pesos Only (P500.00). After the said renewal, in case the purpose of the temporary connection is not yet completed, the applicant shall be required to apply for a regular service connection; and

6.2 Contractors are required to pay the amount of Thirty Thousand Pesos Only (P30,000.00) while transient Commercial establishments are required to pay the amount of Five Thousand Pesos Only (P5,000.00) as warranty, in which can be refunded anytime upon disconnection and upon settlement of their accounts with the Water District.

6.3 Application Payment Scheme (Regular Application)

- a. Cash Payment 10% Discount
- b. 50% Down payment, balance three (3) months installment

6.4 Application of Inactive Service Connection (Disconnected Service Connection)

Inactive service consumers for one (1) year who shall apply for reopening and whose application fee is less than or equal to P1,250.00 shall have his application fee **upgraded** to P2,750.00 for residential/government classification and P4,250.00 for pure and semi commercial classification. He shall therefore pay the difference of the current application fee.

For those who have paid more than P5,500.00 for Residential/ Government classification and P7,000.00 for Semi and Pure Commercial or the current application fee, there shall be **no upgrading** in application fee.

SECTION 7. Installation of a service connection.

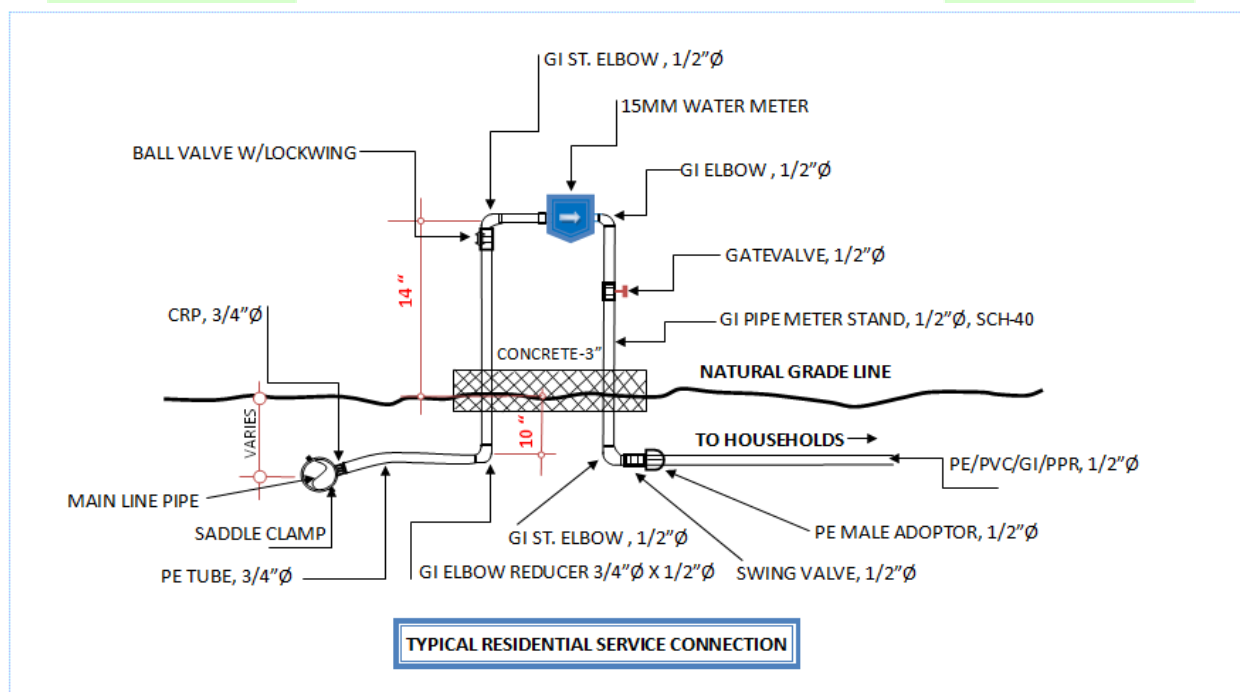
The service connection or laterals from the Water District's distribution line shall be installed by its authorized plumbers only after all the requirements stated in Section 5, 8 and 9 are complied with.

SECTION 8. Sizes and Location of Service Connection.

Metro Midsayap 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 consumer's service line to the water meter shall not be done unless the location of the service connection has been approved by the Engineering and Construction Section.

SECTION 9. Required Fittings in a Service Connection.

Entry 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 check valve at the outlet side of the meter which shall be for its exclusive use in controlling and shutting the water supply through a service line.



SECTION 10. Locations of Water Meters.

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

SECTION 11. Water Meter.

The Water District 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 or locked to ensure payment of any remaining balance in the water bills & other charges.

SECTION 12. Pressure Conditions.

All applicants for a service connection or water service shall be required to accept such conditions of pressure and water services that are provided by the distribution system at the location of the proposed connection and shall agree to hold the water district not liable for any damage arising out of low or high pressure conditions and interruption of water service.

SECTION 13. Warranties on Workmanship.

A one (1) month warranty will be offered by the District on various plumbing services extended by its Accredited Plumbers on leakages and poor workmanship. However, if the consumer provides sub-standard materials/fittings for the installation of his in-house plumbing and leakages occurred because of the poor quality of materials being used, the consumer will shoulder all the damages incurred including water loss and labor charges for the repair of his service connection.

SECTION 14. Billing of New Service Connection and Disconnected Service Connection.

The computation of the initial bill for the newly-installed connection and the last bill of the disconnected service connection shall be based on the number of days a particular consumer is using the MMWD water. (BOD Res. 025, S-2006)

14.1 Straight Billing.

Consumers are billed through a straight billing on areas wherein MMWD cannot supply sufficient water 24/7, thus the water consumption does not reach the minimum consumption. Billing is based on the actual consumption. (BOD Res. 025, S-2006)

SECTION 15. Meter Reading and Bill Tending Schedules.

- a. Meter Reading. Reading of the consumers' water meters will start on the first working day of the month. Likewise, MMWD will adopt and use the read and bill system.

Please take note of your schedule...

LIBUNGAN	
ZONE	SCHEDULE
26	1 st working day of the month
27	2 nd working day of the month
28	3 rd working day of the month
29	4 th working day of the month
30	5 th working day of the month
31	6 th working day of the month

33	6 th working day of the month
MIDSAYAP	
ZONE	SCHEDULE
1	1 st working day of the month
2	1 st working day of the month
3	2 nd working day of the month
4	2 nd working day of the month
5	2 nd working day of the month
6	2 nd working day of the month
7	3 rd working day of the month
8	3 rd working day of the month
9	4 th working day of the month
10	4 th working day of the month
11	5 th working day of the month
12	5 th working day of the month
13	6 th working day of the month
14	6 th working day of the month
15	7 th working day of the month
16	7 th working day of the month
17	7 th working day of the month
18	7 th working day of the month
20	7 th working day of the month
21	7 th working day of the month

SECTION 16. Disputed Bills.

In the event a complaint is made by a consumer 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 consumer, the water meter shall be removed and subjected to test set forth in **Section 26**. In the event the consumer continues to question the water bill, a personal investigation of the said connection shall be made by the Chief Inspector and if he finds no reason to adjust the said bill, he shall refer the disputed bill to the General Manager through his Section Chief for the ruling subject to the rights of the consumer to appeal such ruling.

16.1 Complaints on water consumption shall be made at the MMWD office within 5 working days upon receipt of the water bill. The water bill or statement of account will be considered correct and final if no complaint is reported after the 5 working day contestability period.

SECTION 17. Water Rates.

All water rates and commodity charges are presented through a public hearing; approved by Local Water Utilities Administration (LWUA) Board of Trustees and confirmed by the Metro Midsayap Water District the Board of Directors.

MMWD WATER RATES

As presented during the public hearing dated November 20, 2014 at the Jubilee Hall, Archdiocesan Shrine of Senior St. Niño, Poblacion 2, Midsayap, Cotabato.

Approved per LWUA Board of Trustees Resolution No. 42, Series of 2015 dated June 5, 2015; confirmed per MMWD Board Resolution No. 063, Series of 2015, dated August 24, 2015.

CLASSIFICATION	SIZE	MINIMUM CHARGE	COMMODITY CHARGES			
			11-20	21-30	31-40	41-Up
Residential/ Government	1/2"	255.00	33.00	40.50	48.00	55.50
	3/4"	408.00	33.00	40.50	48.00	55.50
	1"	816.00	33.00	40.50	48.00	55.50
	1 1/2"	2,040.00	33.00	40.50	48.00	55.50
	2"	5,100.00	33.00	40.50	48.00	55.50
	3"	9,180.00	33.00	40.50	48.00	55.50
	4"	18,360.00	33.00	40.50	48.00	55.50
	6"	30,600.00	33.00	40.50	48.00	55.50
	8"	48,960.00	33.00	40.50	48.00	55.50
	10"	70,380.00	33.00	40.50	48.00	55.50
Commercial/ Industrial	1/2"	510.00	66.00	81.00	96.00	111.00
	3/4"	816.00	66.00	81.00	96.00	111.00
	1"	1,632.00	66.00	81.00	96.00	111.00
	1 1/2"	4,080.00	66.00	81.00	96.00	111.00
	2"	10,200.00	66.00	81.00	96.00	111.00
	3"	18,360.00	66.00	81.00	96.00	111.00
	4"	36,720.00	66.00	81.00	96.00	111.00
	6"	61,200.00	66.00	81.00	96.00	111.00
	8"	97,920.00	66.00	81.00	96.00	111.00
	10"	140,760.00	66.00	81.00	96.00	111.00
Commercial A/ Semi-Commercial	1/2"	446.25	57.75	70.85	84.00	97.10
	3/4"	714.00	57.75	70.85	84.00	97.10
	1"	1,428.00	57.75	70.85	84.00	97.10
	1 1/2"	3,570.00	57.75	70.85	84.00	97.10
	2"	8,925.00	57.75	70.85	84.00	97.10
	3"	16,065.00	57.75	70.85	84.00	97.10
	4"	32,130.00	57.75	70.85	84.00	97.10
	6"	53,550.00	57.75	70.85	84.00	97.10
	8"	85,680.00	57.75	70.85	84.00	97.10
	10"	123,165.00	57.75	70.85	84.00	97.10

NOTE: FLAT RATE shall be computed based on the actual average consumption of a metered 1/2" residential connection times the existing water rates for said connection.

SECTION 18. Conversion Factors and Definitions in Determining the Classification of Service Connections.

18.1 Residential (Domestic) and Government. Persons and establishments drawing water from the services of the Water District used 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.)

Family	Conversion Factor
One (1) Family	1.0

A. Boarding Houses with 1-2 rooms, up to 4 occupants.

Piggeries 1-4 heads for fattening (BOD Res. No. 013, Series of 1998, dated 29 April 1998).

18.2 Pure-Commercial. Business establishments directly using water in their day to day operations, such as :(Conversion Factor = 2)

A. Slaughter houses

B. Rest Houses, Hotels, Resorts, lodging houses, and the likes

C. Hospitals, whether private or public

D. Cafeterias managed by cooperatives, corporations, etc.

E. Ice cream parlors

F. Beer houses

G. Bars, night clubs

H. Restaurants and carenderias

I. Gasoline stations

J. Bus Stations and/or terminals

K. Concrete hollow block and concrete product manufacturers

L. Theaters

M. Confectioneries and bakeries

N. Ice plants

O. Private schools

P. Boarding houses with 5-up rooms, 9-up occupants

Q. Billiard halls, games and entertainment places

R. Nurseries, poultry

S. Any residential user who sells or supplies water to others

T. Piggeries (with concrete structure / building)

U. Funeral parlors

V. Apartments whose owners assume payment of water bills, using one (1) central water meter **(BOD Res. No. 153, Series of 2012, dated 24 September 2012).**

W. Food commissary kitchen.

X. Beauty Saloon

Y. Car Washing

Z. Water Refilling Station

18.3 Semi-Commercial. Business establishments indirectly using water in their day to day operations, such as: (Conversion Factor = 1.75)

- A. Photo Services
- B. Dental and medical clinics
- C. Warehouses
- D. Groceries
- E. Gift shops
- F. Offices—whether private or public, except the Local Government Unit (LGU) and Government School Offices which are classified under Residential (Domestic) and Government **(BOD Res. No. 153, Series of 2012, dated 24 September 2012)**.
- G. Drugstores/pharmacy
- H. Wholesale and retail outlets, such as grains, etc.
- I. Furniture shops
- J. Fish, meat & vegetable stalls with individual water meters
- K. Non-profit private schools
- L. Sari-sari stores
- M. Vulcanizing and repair shops
- N. Barber Shops
- O. Other premises utilized for selling food or services including premises used for living quarters.
- P. Boarding Houses with 3-4 rooms, up to 8 occupants

SECTION 19. RE-CLASSIFICATION of a Service Connection.

The District has the authority to classify a service connection according to its actual usage during application of the service connection based on the Classification of Service Connection (Section 18).

But, during meter reading period if a service connection is found **using water other than the assigned classification**, the service connection will be **automatically re-classified** according to its actual classification. However, if found after reading period, the service connection will be re-classified in the next reading period.

SECTION 20. Consumer's Obligation.

20.1 Consumers are given fifteen (15) calendar days from billing date to pay their bills on time. On the 16th day, a penalty of ten percent (10%) will be added to the current water bill, and other current charges billed.

20.2 If after twenty (20) days from the date of delivery the water bill remains unpaid, water service will be disconnected regardless of the amount and without further notice.

20.3 Failure to receive a bill does not relieve a consumer of his obligation. Any amount due shall be deemed a debt to the MMWD.

20.4 Due dates falling on holidays or Sundays will be considered on the next working day.

20.5 Payment of CURRENT MONTH water bills (with arrears) and other miscellaneous service charges will be accepted by the authorized collecting partners **UP TO DUE DATE ONLY** and should be **PAID IN FULL**. Payment of water bills and other miscellaneous service charges **AFTER** the **DUE DATE** should be made only at the **MMWD office**.

The collecting partners are:

- Rural Bank of Midsayap, Inc. (RB) thru Paykoo;
- RD Pawnshops
- Paykoo
- Link.BizPortal (Land Bank of the Philippines)

20.6 If a water connection is to be transferred, the consumer has to pay first an inspection fee and a relocation fee before his request will be acted upon. *(Please refer to the Table of Miscellaneous Service Charges).*

20.7 Each consumer should provide a protection box for the water meter and a mail box where his water bill can be dropped.

20.8 The installation of the water meter shall be outside the fence of the consumer in a place safe and accessible to the Water District personnel.

20.9 Complaints on water consumption shall be made at the MMWD office within 5 working days upon receipt of the water bill. The water bill or statement of account will be considered correct and final, if no complaint is reported after the 5 working days contestability period.

20.10 If an in-active service connection has a second **(2nd) active service connection** under the same name, the account balance of the in-active service connection can be settled in either of the following:

- a. Balance in the disconnected account shall be transferred to the active service connection and shall be paid in cash or in a monthly installment basis;
- b. Will be given a separate Statement of Account (SOA) as per the disconnected service connection;

20.11 In the event that the consumer with an existing disconnected account and with arrears is found using an active service connection under a different account name, the outstanding balance shall be settled according to section 20, sub-section 20.10 of this UR&R.

20.12 In the event of the consumer's death or inability to pay, Whoever assumes the service connection shall be liable to settle the account with the District.

20.13 Any consumer who cannot settle his/her water bill and other miscellaneous service charges before the scheduled disconnection period may opt to apply for a Promissory Note which will be settled prior/before the next reading date.

20.14 Consumers who are unable to pay their water bills (due to excessive water consumption), application fees, materials, labor and other miscellaneous service charges in full, may opt to apply for a loan-based staggered payment.

SECTION 21. 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. Installed mother meter so as to determine the actual volume of water coming into the subdivision against the total consumption of the subdivision residents; and
- g. The design of the water system within the subdivision which must be prepared by the Production and Engineering Division to ensure that it conforms to 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 22. Changing the Registered Name of a Service Connection.

In cases where there are changes to be made on the name of a registered consumer for any reason, the consumer concerned has to present to the Water District any of the following documents, which must be duly notarized, to wit:

- a. Deed of Sale with Waiver of Rights of the previous owner; or
- b. Death Certificate
- c. P50.00 processing fee for change of name. (BOD Res. 025, S-2006)

SECTION 23. Refunds of an Application Fee.

If an applicant opts to cancel his application to the MMWD, the office reserves the right to deduct a processing fee in the amount of One Hundred Fifty Pesos only (P150.00) from his original application fee.

SECTION 24. Public Faucets.

All connections, whether private or public, must be metered and no water must be delivered without any charge except for firefighting purposes. The delivery of free water to public faucets is the function of the local government unit 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 rate of the Water District's prevailing schedule of water rates.

SECTION 25. 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 consumer shall be duly notified of the time and place for the conduct of such test and may be present during the test.
- b. The water meter must be tested on variable rates of delivery and if the average rate of registration is more than two (2) percent in excess of the total quantity of water passing through the meter, the Water District shall adjust the water bill based on the provisions of Section 26.
- c. If the water meter is within the accuracy of 98 to 102 %, the requesting consumer has to pay a service charge of FIFTY PESOS only (P50.00) which will be included in his next month's bill.

SECTION 26. Basis for Computation of Adjusted Bills.

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

- a. If the water meter is within the accuracy of 98 to 102 %, present reading minus previous reading equals the consumption in cubic meter.
- b. In cases where the water meter is not functioning at 98 to 102 % accuracy, the formula for adjustment will be; **ADJUSTMENT = 100% / Average Water Meter Efficiency X Consumption** (from 103% to 115%). Above 115% and below 85%, water meter is considered defective.
- c. When methods A & B are not applicable, the basis for computation shall be his average consumption in the previous three (3) months consumption.

SECTION 27. Refunds.

If, for any reason a consumer becomes entitled to a refund such as overpayment for 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 either be credited to the consumer's account or paid in cash.

SECTION 28. Adjustments.

No water bill adjustment will be made on all leaks after the water meter. All materials needed for the repair of inside leakages shall be borne by the consumer including the miscellaneous service charges, if there are any.

SECTION 29. Disconnection of a Service Connection.

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

- A. Non-payment of water bills and other charges as in Section 20.2;
- B. Voluntary disconnection; and
- C. Illegal connections.

SECTION 30. Dropped from the Master List.

If for any reason a disconnected service connection was not re-opened after one (1) year, his application fee will be forfeited in favor of the Water District, and his service connection will be dropped from the Master List. However, this does not free the consumer from his obligations to the Water District. MMWD has the discretion over dropped service connections.

SECTION 31. Reopening of a Disconnected Service Connection.

A disconnected service connection can only be activated upon payment of all accounts and/or the necessary service charges.

SECTION 32. Maintenance of Service Connections.

The District shall maintain the service line before the water meter. Maintenance of the lines after the water meter shall be borne by the consumer.

SECTION 33. Miscellaneous Service Charges.

The following are the miscellaneous service charges of the Water District.

33.1 Tapping Fee.

A One Hundred Fifty Pesos (P150.00) tapping fee shall be charged to the applicant for the tapping and interconnection of in-house connection from the distribution line.

33.2 Reconnection Fee.

A reconnection fee of Two Hundred Fifty Pesos (P250.00) will be charged to disconnected service connections that opt for reconnection or re-opening.

NOTE:

- ☐ The above stated reconnection fee covers all service connection classifications;

- Applicable to current disconnections regardless of the number of times that a certain service connection is/was disconnected and regardless of classification;
- A reconnection fee of Two Hundred Fifty Pesos (P250.00) shall be collected from each disconnected service connection plus the full settlement of its accountability to the MMWD before the re-opening of the said service connection. *(BOD Resolution No. 034, Series of 2015, dated 11 May 2015).*

33.3 Relocation Fee.

A relocation fee of One Hundred Fifty Pesos (P150.00) will be charged to the relocation of a service connection upon the request of the consumer. Actual labor and materials after estimate shall be borne by the consumer.

33.4 Inspection Fee.

An inspection fee of Fifty Pesos (P50.00) will be charged to cover the inspection made for the following services:

- Transfer of connection or source;
- Relocation;
- In-house plumbing or extension amounting to P300.00 or more; and
- Reconnection of Service connection without water meter.

33.5 Concrete Demolition for In-house Plumbing.

- a. Roadway concrete pavement—P 125.00/linear meter
- b. Concrete Flooring—P 50.00/linear meter
- c. CHB Wall for in-house plumbing—P 100.00 lump sum
- d. Plastered/Tiled Wall for in-house plumbing endangered—P 150.00 lump sum

(BOD Resolution No. 094, Series of 2012, dated 23 April 2012)

33.6 Faucet Replacement/Repair.

A service charge of Twenty-Five Pesos (P25.00) will be collected for this service provided that no other service is involved except replacing the faucet alone or repairing any of its parts.

33.7 Extension/Installation of Additional Outlet.

A service charge of One Hundred Fifty Pesos Only (P150.00) per outlet will be collected for this service.

33.8 Change Pipe for In-house.

A service charge of One Hundred Fifty Pesos (P150.00) shall be collected as a lump sum charge for an in-house change pipe with the exception of any concrete demolition jobs.

33.9 Trenching and Backfilling.

An additional service of Mainline Excavation and Backfilling at 1 M x 1 M X 1 M with a lump sum payment of One Hundred Fifty Pesos (P 195.00).

- P13.00 per linear meter for HDPE pipes (18" depth);
- P45.00 per linear meter for 2" and 3" diameter uPVC pipes (0.70 x 0.30 meters trench);
- P58.00 per linear meter for 4" diameter uPVC pipes (1 x 0.40 mtrs trench); and
- P71.00 per linear meter for 6" diameter uPVC pipes (1 x 0.40 mtrs trench); and
- P84.00 per linear meter for 8" diameter uPVC pipes (1 x 0.40 mtrs trench).

33.10 Across the Road Drilling.

The following lump sum charges shall apply to this service inclusive of excavation and backfilling for Barangay across the Road Drilling:

- P 2,000.00 for ¾" diameter PE tube;
- P 2,500.00 for 2" diameter PVC pipes;
- P 3,500.00 for 3" diameter PVC pipes; and
- P 6,000.00 for 4" and 6" diameter PVC pipes.

National Highway across the Road Drilling:

- P 2,340.00 for ¾" diameter PE tube;
- P 3,900.00 for 2" and 2 ½" diameter PVC pipes;
- P 4,550.00 for 3" diameter PVC pipes; and
- P 8,450.00 for 4" and 6" diameter PVC pipes.

33.11 Across the Road Excavation (Standard Depth).

The following charges shall apply to this service inclusive of backfilling:

- P65.00 per linear meter for 1/2", 3/4" and 1" diameter pipes; and
- P162.00 per linear meter for 2" to 6" diameter PVC pipes. (BOD Resolution No. 006, Series of 2021 dated 02 February 2021)

33.12 Meter Maintenance Fee.

A Ten Pesos (P10.00) monthly meter maintenance fee will be collected from a service consumer from his first bill henceforth to cover the maintenance, repair and replacement of his water meter.

33.13 Opening of Ball Valve Upon Consumer's Closure.

An opening fee of Fifty Pesos (Php 50.00) will be charged for opening the ball valve upon the request of the consumer.

SECTION 34. Maintenance of Water Pressure and Shutting Down for Emergency Repairs.

The Water District shall not be liable for fluctuations 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. Consumers who are dependent on a continuous supply of water should be informed before any water interruption, except in cases where in the interruption is unforeseen, for them to store water for their use during emergency shut-off of water supply.

SECTION 35. Fire Protection Capacity.

The Water District may install and maintain pipeline capacity and additional hydrants for fire protection purposes. Provided that a 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 the said facilities for the cost of installation and operation. (Chapter VII, Section 32 of PD 198, as amended.)

SECTION 36. Private Fire Hydrant.

A person, firm or establishment who may want to have his 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 the fire hydrant will only be used for firefighting purposes.

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

36.2 A person, firm, or establishment who has been installed a private fire hydrant shall be provided with a wrench/hydrant key necessary to operate a fire hydrant and an angle valve of a type approved by the Bureau of Fire Protection.

SECTION 37. Illegal Connections.

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

- a. Installed without an application made to the Water District;
- b. Installed by unauthorized persons;
- c. Installed in a building different from what was indicated in the application;
- d. Unauthorized re-opening of service connections which are disconnected due to non-payment of water bills and/or due to non-compliance with the Water District's rules and policies; and
- e. Water pilferage and other similar acts.

Anyone who is caught engaging in illegal water connection or water pilferage/theft will have his service connection immediately terminated or his water meter removed.

Reconnection will only be possible after payment of the total amount due, which includes the assessed value of the consumption and penalty charges to the MMWD.

Owner(s)/User(s) will be responsible for the penalty charges and assessed value, which are outlined below.

37.1 Payment of the Administrative Penalty for the Illegal Connections

- First Offense: Five Thousand Pesos (P 5,000.00)
- Second Offense: Ten Thousand Pesos (P 10,000.00)
- Third Offense: Fifteen Thousand Pesos (P 15,000.00) and the filing of appropriate charges for legal action

37.2 The computation of the cost of water to be paid and in addition to the administrative penalty, shall be determined based on the following:

a. Direct Tapping of Pipeline

i. For Residential:

(Average domestic usage per person x number of occupant/s x number of months) + Administrative Penalty

ii. For Commercial:

*Boarding House

(Average domestic usage per person x number of occupant/s x number of months x 2) + Administrative Penalty

*Establishment

(50 Cubic Meters x number of months x 2) + Administrative Penalty

Note: Minimum of 36 months

b. Bypass Connection

- (Highest consumption recorded x number of months) + Administrative Penalty

c. Unauthorized Reopening of Disconnected Water Service Connection

- (Highest consumption recorded) x number of months from the time the service connection was disconnected up to the time that the illegal or unauthorized opening was discovered + Administrative Penalty + Reopening Fee

d. Tampering of Water Meter

- i. (Highest consumption recorded) x number of months until discovered + Administrative Penalty

e. Illegal Dismounting of Water Meter and/or Reversed Water Meter

- i. (Highest consumption recorded x number of months until discovered) + Administrative Penalty

f. Use of Magnetic Device

- i. (Highest consumption recorded x number of months until discovered) + Administrative Penalty

Constant: The LWUA Guidelines specify that domestic household usage per Capita / Person ranges from 80 to 150 liters per capita per day (LPCD) or **4.5 cubic meters** per capita per month. (BOD Res. No. 020, series of 2023 dated 6 March 2023)

SECTION 38. Tampering with 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.
- c. Prevent, obstruct and interfere with the survey works and construction of water mains and distribution networks, any other related works of the Water District;
- d. Tap or make any connections with the water lines without prior authority or consent from the Water District;
- e. Tamper, install or use tampered water meters, sticks, magnets, shortening of vane wheels, and other devices to steal water or interfere with the accurate registry or metering of the water usage;
- f. Steal or pilfer water meters, mainlines, and other related facilities of the Water District;
- g. Steal water for profit or resale;
- h. Knowingly possess stolen or tampered water meters; and
- i. Knowingly or willfully allow the occurrence of any of the above.

SECTION 39. 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 Section 37 and 38 hereof:

- a. The existence of illegal or unauthorized tapping to the water main or distribution line;

- b. The existence of any illegal connection such as reversed water 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 a glass covers of the water meter, or at the back of any part of the meter including the vertical vane;
- d. The presence of tampered or fake seals of the water meter. Inspection of tampered water meter shall be done in the presence of the registered water service consumer.
- e. The presence of 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 40. Special Aggravating Circumstance.

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 committed is in connivance with a private plumber, officer or employee of the Water District, who shall also be considered as principals; or
- c. When violations a & b are coupled with sourcing water from illegal, unregistered, unauthorized or from a tampered water meter.

Any person who shall violate Sections 38 and 39 hereof shall upon conviction be punished by imprisonment of six (6) months to two (2) years or a fine of Two Thousand Pesos (P2,000.00) for the first offense and Six Thousand Pesos (P6,000.00) for the second offense to be imposed at the discretion of the court. If an offender is assisted in the commission of the crime by a plumber, officer or employee of the Water District, the said employee, officer or plumber.

upon conviction, shall be punished by imprisonment of two (2) years to six (6) years. Provided, further, that if the water stolen is for profit or resale, the offender shall upon conviction be punished by imprisonment from 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. (BOD Res. No. 029, S-1998, dated 13 September 1998 and Section 31 of PD 198).

SECTION 41. Incentive for Reported Illegal Connections.

Persons who reported illegal connections, tampering of water meters, pilferage

and similar acts where a prima facie evidence exists will receive an incentive of Php 5,000.00 regardless of the amount of the penalty. His report will also be treated as confidential. (BOD Res. No. 028, Series of 2023, dated 25 April 2023).

SECTION 42. Usage of Electrical and Mechanical Suction Pumps.

It is strictly prohibited for any person, firm or corporation to use electrical and/or mechanical suction pump directly in his 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 43. 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.

Do you know that with MMWD you only pay...?	
P 0.0255	for a liter of water
P 0.102	for a gallon of water (4L)
P 0.51	for 1 kerocan of water (20L)
P 5.10	for a drum of water (200L)
P 25.50	for 1 cubic meter of water (1,000L)
P 255.00	for 10 cubic meters (10,000L)
1 cubic meter =	1,000 liters
	5 drums
	50 kerocans
	264 gallons
10 cubic meters =	50 drums

REMINDERS:

Water conservation is imperative if we want to sustain life in our planet. Thus, we are enjoining everybody to immediately report leaking pipes, faucets and water containment facility of the Metro Midsayap Water District for immediate repair. Please call Tel. Number (064) 572-9643 and Cell. Number 09189793379. Remember, Water is Life!

**THE AVAILABILITY OF WATER FOR TOMORROW
DEPENDS ON HOW MUCH WATER WE CONSERVE TODAY.**

MGA PARAAN SA PAGTITIPID NG TUBIG

1. Maging maagap sa pagkukumpuni ng lahat ng sirang tubo, tumatagas na gripo at iba pang instalasyong pantubig. Ang natatapong tubig 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 nang maayos. Huwag magtapon ng matigas na bagay sa inidoro. Sikaping makagamit ang inidoro ng 3 1/2 galon lamang ng tubig sa halip na 5 hanggang 8 galon 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 apat (4) na baldeng 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 nakabukas ang gripo. Mga anim (6) na baldeng tubig sa bawat paghuhugas ng pinggan matapos kumain ang naaaksaya.
6. Sa paglalaba naman ng damit, isara ang gripo habang nagsasabon. Kung nagbabanlaw naman ng 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 sa pagbabanlaw ng damit.
8. Ipagbigay-alam sa Metro Midsayap Water District ang anumang sira sa instalasyon ng tubig na matatagpuan sa kalye.
9. Gumamit ng tangke, drum o anumang lalagyang maaaring pagsahuran ng tubig na nanggagaling sa ulan.
10. Gumamit ng rigadera sa pagdidilig ng halaman upang maging patak-patak lamang ang daloy ng tubig. Sa gayoy 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 di kaya sa panahong ang araw ay lumulubog na. Sa gayong paraan, mas nasisipsip ng mga tanim ang tubig na iyong dinidilig.
13. Sa pagluluto, gumamit lamang ng katamtamang dami ng tubig. Sa gayong paraan, mas magiging masarap ang lasa ng iyong niluluto at mas nakakatipid ka sa tubig.

**DAPAT NA LAGING TANDAAN, ANG PANGANGALAGA AT
PAGTITIPID NG TUBIG AY KATUNGKULAN NG LAHAT**

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Professional Sector
VACANT

OFFICE OF THE GENERAL MANAGER AND GENERAL SERVICES



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General Manager C
General Manager



MICHELLE Y. PANARA
Administration Services Assistant A
Group Head



FIDES HOPE CAMILLE R. MAIDO
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Auto Mechanic B



JOLLIE D. AVANCE
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CHRISTOPHER C. RESURRECION
Utility Worker



ERWIN M. ANTIPUESTO
Welder B

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Division Manager C
ACD, Division Manager



ELISSA L. IMPORTANTE, MMPA
Senior Industrial Relations Management Officer A
Administrative Section Head



DENNIS P. PRONGCO
Administration Services Officer B
OIC - Commercial Section Head

ADMINISTRATIVE SECTION



ENGR. DARWIN A. DISPO, MMPA
Division Manager C
ACD, Division Manager



ELISSA L. IMPORTANTE, MMPA
Senior Industrial Relations Management Officer A
Administrative Section Head

HUMAN RESOURCE MANAGEMENT GROUP



ALI RAJIV G. ZAINAL
Utilities Services Officer B
Group Head



RHOBIN REY S. SIGUA
Administration Services Assistant C

ADMINISTRATIVE SECTION



ENGR. DARWIN A. DISPO, MMPA

Division Manager C
ACD, Division Manager



ELISSA L. IMPORTANTE, MMPA

Senior Industrial Relations Management Officer A
Section Head

PROPERTY AND GENERAL SERVICES GROUP



JUNIVER O. SARAD

Property Officer A
Group Head



EDMOND P. ENARDICIDO

Store Keeper D

COMMERCIAL SECTION



ENGR. DARWIN A. DISPO, MMPA
Division Manager C
ACD, Division Manager



DENNIS P. PRONGCO
Administration Services Officer B
OIC - Commercial Section Head

ACCOUNTING & BUDGET GROUP



DENNIS P. PRONGCO
Administrative Services Officer B
Group Head



DIRIALIN LOVEJOY B. LABAJO
Senior Accounting Processor B



JENNY G. ENRIQUEZ
Accounting Processor B

COMMERCIAL SECTION



ENGR. DARWIN A. DISPO, MMPA

Division Manager C
ACD, Division Manager



DENNIS P. PRONGCO

Administration Services Officer B
OIC - Commercial Section Head

BILLING AND POSTING GROUP



KIMBERLY A. VILLANUEVA

Customer Service Officer B
Group Head



JARED EDWARD P. VILLANUEVA

Customer Service Assistant B



CLEMENTE A. CAGANG JR.

Water Maintenance Man B



FERNANDO B. PACHES JR.

Water Maintenance Man B



BIMBO B. PASCIOLES

Water Maintenance Man C

COMMERCIAL SECTION



ENGR. DARWIN A. DISPO, MMPA
Division Manager C
ACD, Division Manager



DENNIS P. PRONGCO
Administration Services Officer B
OIC - Commercial Section Head

CASH MANAGEMENT GROUP



GLEAN JEEN S. CUADRASAL
Cashier B
Group Head



NICO A. CANINI
Customer Service Assistant B



CRISTINE D. ROSALES
Cashiering Assistant



RYCKDAN KERCHEVAL R. GAUZON
Cashiering Assistant

COMMERCIAL SECTION



ENGR. DARWIN A. DISPO, MMPA

Division Manager C
ACD, Division Manager



DENNIS P. PRONGCO

Administration Services Officer B
OIC - Commercial Section Head

CUSTOMERS ACCOUNT GROUP



HAROLD V. FLORES

Customer Service Assistant C



JEWEL PEARL M. MAGBANUA

Accounting Processor B



VINCENT M. TAN

Water Maintenance Man C

PRODUCTION AND ENGINEERING DIVISION (PED)



ENGR. JOEY C. TONZO, MMPA
Division Manager C
PED, Division Manager



ENGR. BRIAN V. RODRIGUEZ, MMPA
Senior Water Utilities Development Officer
Engineering and Construction Section Head



ENGR. NEIL RAY D. TOLEDO, MPA
Senior Project Planning and Development Officer
Production and Water Quality Section Head

ENGINEERING AND CONSTRUCTION SECTION



ENGR. JOEY C. TONZO, MMPA

Division Manager C
PED, Division Manager



ENGR. BRIAN V. RODRIGUEZ, MMPA

Senior Water Utilities Development Officer
Engineering and Construction Section Head

PLANNING AND CONSTRUCTION GROUP



GLENDA PHOEBE AGNES C. ESTORION

Clerk Processor B



RONNIE L. REFUERZO

Engineering Aide B



PABLITO B. DIONIO JR.

Water Maintenance Man C



ANGELOU B. PUNAN

Water Maintenance Man C

ENGINEERING AND CONSTRUCTION SECTION



ENGR. JOEY C. TONZO, MMPA

Division Manager C
PED, Division Manager



ENGR. BRIAN V. RODRIGUEZ, MMPA

Senior Water Utilities Development Officer
Engineering and Construction Section Head

REPAIRS AND MAINTENANCE GROUP



DELFIN T. CATULONG

Water Maintenance Man B



JULIUS M. MANUYOG

Water Maintenance Man C



RAMCES M. ACELAR

Water Maintenance Man C



REYZEL LOREEN N. GUSTO

Water Maintenance Man C

PRODUCTION AND WATER QUALITY SECTION



ENGR. JOEY C. TONZO, MMPA
Division Manager C
PED, Division Manager



ENGR. NEIL RAY D. TOLEDO, MPA
Senior Project Planning and Development Officer
Production and Water Quality Section Head

PRODUCTION GROUP



JAIME F. TORALBA
Water Resources Facilities Operator A
Group Head



GEORGE S. FEROLINO
Water Maintenance Man B



ROLDAN A. NAVAJA
Water Maintenance Man B



JOSE GLENN S. ARANCES
Water Resources Facilities Operator C

PRODUCTION AND WATER QUALITY SECTION



ENGR. JOEY C. TONZO, MMPA
Division Manager C
PED, Division Manager



ENGR. NEIL RAY D. TOLEDO, MPA
Senior Project Planning and Development Officer
Production and Water Quality Section Head

WATER QUALITY GROUP



RUEL A. DELA SERNA
Water Resources Facilities Operator B
Group Head



ALBERT JOHN A. DEAROS
Water Maintenance Man C



ORLANDO I. MARAON
Water Maintenance Man C



REYJIN C. MOBESA
Water Maintenance Man C









METRO MIDSAYAP WATER DISTRICT

Revised Utility Rules and Regulations
As of January 2025