



# APPLICATION FOR WATER SERVICE CONNECTION

## Personal Information (\*required fields)

Salutation (Mr / Ms / Mrs / Atty / Dr / Others)

First Name/Company Name\*

Middle Name\*

Last Name\*

Suffix (Sr / Jr / II / Others)

Birth Date\* (DD / MM / YYYY)

 /  / 

Gender\*

Male  Female



## Address

Province\*

City/Municipality\*

Barangay\*

Subdivision/Condominium\*

Sitio

Street No.

House/Building No.

Block No.

Floor No.

Lot No.

Unit No.

Details or Descriptions

## Contact Details

Email Address\*

Mobile No. 1\*

Mobile No. 2

Telephone No.

Telefax No.

Contact Person (if company)

## Type of Application

1.  New  Change of Ownership  
 2.  Ordinary  Subdivision  Condominium  
 3.  Personal  Company

## Billing Mode

Email  Courier

## Required Documents

- Barangay Clearance\*
- Government ID\*
- Location Map of the Connection\* (attach drawing)
- TIN\*

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### (Change of Ownership Application)

- Proof of Ownership (Photocopy Deed of Sale, Title or Tax Declaration)
- Certification from the Previous Owner or Developer

## Additional Requirements (subdivision & condominium application)

	Account Under Buyer / Owner's Name	Account Under the Developer's Name	Account Under a Tenant
Certification from the Developer	✓	✓	✓
Valid ID photocopy	✓	✓ (of representative)	✓ (of tenant & owner)
1x1 colored picture	✓	✓ (of representative)	✓ (of tenant & owner)
Plan indicating the Floor & Unit No. or Block & Lot No.	✓	✓	✓
Authorization Letter from the Owner			✓

## WATER SERVICE CONNECTION AGREEMENT

The following are the terms and conditions in providing water service to the SUBSCRIBER:

- CONSOLACION WATER SYSTEMS, INC. (the COMPANY) shall provide piped water supply to the premises indicated by the SUBSCRIBER in his application for water service. The applicable rate on water off-take shall follow the tariff prescribed by NWRB after adjustments for elevation and other enhancements at the supply point. Within fifteen (15) days after approval of this application, the applicant shall pay the installation fee.
- The COMPANY shall provide the water meter, materials and labor for the connection up to the water meter. Costs and expenses beyond the water meter including maintenance and repairs shall be for the responsibility and account of the SUBSCRIBER. SUBSCRIBER is required to install a shut-off valve immediately after the meter.
- All water passing through the meter shall be the basis of billing including water that may be lost due to leakage after the meter. Billing on water consumption shall be on monthly basis and shall be due in the following month as indicated in the billing statement. In case the meter is not functioning, not readable or inaccessible, the billing shall be based on the average monthly consumption of the SUBSCRIBER in the last three months.
- Service connection in elevated areas and points (condominiums, for example) requiring pressure booster shall be subject to elevation charge which is adjusted from time to time in keeping with the economic imperatives.
- A SUBSCRIBER may request meter accuracy testing once a year free of charge. More frequent testing within the year shall be subject to a fee.
- The COMPANY shall endeavor to provide a continuous supply of water; however, such supply may be interrupted at any time owing to unavoidable causes such as pipe rupture, equipment breakdown, maintenance works, safety measures, government intervention or force majeure, in which case the COMPANY shall not be liable for any loss that may be incurred by the SUBSCRIBER.
- Payment shall be remitted at the COMPANY office or any of its designated payment centers. Failure to receive the Billing Statement does not relieve the SUBSCRIBER of payment obligation. Water bills delivered to SUBSCRIBER are considered valid if no complaint is raised within 60 days upon the bills generation. Account queries may be made with the COMPANY thru its contact numbers indicated hereunder.

8. COMPANY shall suspend its water service to the SUBSCRIBER for failure to settle its account beyond thirty (30) days from due date. Reconnection will be effected only after payment of all outstanding balances, surcharges and a reconnection fee equivalent to 30% of the connection fee.
9. Application for connection to the same service point of a previous subscriber having unsettled balances with the COMPANY will be considered only after payment of such unpaid account. Applicants must have no account arrears on their water bills with any of the subsidiaries and affiliates of the COMPANY.
10. Past due accounts shall bear an interest/penalty charge for every month or fraction thereof that remains unpaid at the rate of 2% per month per due date. The "month" as used herein is hereby defined to be the elapsed time between two successive meter readings approximately thirty (30) days apart.
11. Request for temporary disconnection of water service shall be in writing and shall be acted upon with dispatch even for those with arrears; however, the subscriber is not relieved of the obligation to settle all his/her outstanding account in full. A reactivation fee equivalent to 30% of the connection fee shall be charged for subsequent request for resumption of supply.
12. Request for reactivation of supply following theft of water meter will be acted upon only after submission of a police report and payment of actual cost of meter.
13. Request for refund owing to withdrawal of application shall show proof of payment by submission of the original Official Receipt. Refund shall be subject to deductions for processing fee and VAT remitted to BIR.
14. Should a water meter be found to be tampered, water supply shall be immediately cut off and the water meter removed sans used of prior notice/demand. COMPANY employees or representatives shall have unhindered access to the premises at all reasonable hours for the purpose of reading meters and maintenance works without need of court order or prior notice and are rendered free of any liability from the exercise of this right. In the event of permanent termination of supply service, the COMPANY shall remove all interconnecting fixtures and appurtenances.
15. SUBSCRIBER hereby grants right of way for the water pipeline that may pass through its premises.
16. SUBSCRIBER shall notify the COMPANY in writing, of any change in his contact or mailing address. Otherwise, the COMPANY shall continue to send all statements, notices and communication to the last contact information on file.
17. Request for permanent termination of water service must be in writing in which case the COMPANY takes the meter reading, shuts off the supply and removes the interconnecting pipe. But the account is not deemed terminated until all account balances including unbilled consumption, installment balances and outstanding fees are completely settled. Subsequent request for reactivation of supply shall follow the steps of a new connection.
18. An existing water supply connection may be transferred/assigned to another person/account in the same location by written request of the original SUBSCRIBER conformed to by the signature of the assignee/successor subject to the written approval of the COMPANY. For this purpose, a processing fee shall be charged.
19. In case an account is delinquent by more than thirty (30) days, the COMPANY reserves the right to cut off water service by disconnection of the interconnecting pipeline and/or removal of the water meter without the necessity of a court order, notice or demand letter. It is understood that COMPANY does not accept any partial payment. In the event that it does, the

acceptance of partial payment should not be construed as a waiver of the right

20. Should the COMPANY refer an unpaid past due account of the SUBSCRIBER to an agency or lawyer for enforcement of collection, the cost of such collection shall be borne by the SUBSCRIBER as well as attorney's fees equivalent to 10% and 25% of the total amount due, respectively.

### Data Privacy Information Statement

I HEREBY CERTIFY that all the personal information herein are true and correct. I also understand that as a Water Utility System, CONSOLACION WATER SYSTEMS, INC. is subject to existing and future government regulations. I therefore agree to be bound by all applicable domestic and international laws in relation to any matter including but not limited to the Data Privacy Act.

In this connection, I authorize CONSOLACION WATER SYSTEMS, INC. to process my personal and sensitive personal information including but not limited to its collection, use, disclosure or destruction, likewise give my consent or waiver to Consolacion Water Systems, Inc. to share such information to its subsidiaries, affiliates, agents, and any information sharing facility for any legitimate purpose. I hold Consolacion Water Systems, Inc. free and harmless from any liability that may arise from any collection, use, disclosure, destruction of said information".

Subscriber's Signature over Printed Name \_\_\_\_\_  
Date Applied \_\_\_\_\_

### Witnesses:

\_\_\_\_\_ and \_\_\_\_\_

### PAYMENT INFORMATION

OR Number: \_\_\_\_\_

OR Date: \_\_\_\_\_

Amount Paid: \_\_\_\_\_

Received By: \_\_\_\_\_

Surveyed By \_\_\_\_\_  
Date Surveyed \_\_\_\_\_

Approved By \_\_\_\_\_  
Date Approved \_\_\_\_\_

## OUR CONTACT INFORMATION

### Main Office

Address : 2/F Kintanar Building, 330 N. Bacalso

Avenue, Duljo Fatima, Cebu City

Telephone (office hours) : 032.261.2314, 032.328.8575

Mobile Phone (office hours) : +63.917.310.5562

24/7 hotline : 032.513.4819

Email : info@helpmate.com.ph

### Pit-os Field Office

Address : Sitio Pundok, Pit-os, Cebu City

Telephone (office hours) : 032.513.0437

### Naga City Field Office

Address : Pangdan, Naga City, Cebu

Telephone (office hours) : 032.236.3750

### Consolacion (CWSI) Field Office

Address : G/F Thune-Holm Apartment

Pob. Occidental, Consolacion, Cebu

Mobile Phone (office hours) : +63.917.315.1404

### Compostela Field Office

Address : G/F Allain Apartment

Cogon, Compostela, Cebu

Telephone (office hours) : 032.425.8063

### Carmen Field Office

Address : G/F Capangpangan Apartment

Cagon East, Carmen, Cebu

Telephone (office hours) : 032.429.2016

### Davao Office

Address : Door 3 AIDCO Commercial Building

Mamaya Road, Brgy. Anglionto,

Davao City 8200

Telephone (office hours) : 082.285.9105

### Payment Centers

CEBUANA LHULLIER

: M. LHULLIER

: PHILIPPINE NATIONAL BANK (PNB)