



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

(attach picture)

Street No.

Block No.

Lot No.

House/Building No.

Floor No.

Unit No.

Contact Details

Email Address*

Mobile No. 1*

Mobile No. 2

Telephone No.

Contact Person (if company, complete name)

Type of Application

☐ New ☐ Change of Ownership

Ownership Type

☐ Owned ☐ Rented

Connection Type

☐ Residential ☐ Commercial/Industrial

Billing Mode

☐ Email ☐ Pickup (with charge)

Required Documents

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

(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:

- HELPMATE, INCORPORATED (the COMPANY) shall provide pipe water supply to the premises indicated by the SUBSCRIBER in his application for water service. The applicable rate on water take-off shall follow the tariff prescribed by NWRB after adjustments for elevation and other enhancement at supply point. Within fifteen (15) days after approval of this application, the applicant shall pay the installation fee and other supply point enhancements.
- 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. Additionally, SUBSCRIBER hereby grants right of way for the water pipeline that may pass through its premises.
- The SUBSCRIBER agrees to maintain the original location of the water meter. In case of extension or transfer of water and/or sewerage service to another property, the SUBSCRIBER shall first secure the prior written approval of COMPANY.
- Billing is based on all water passing through the meter, including any leakage after the meter. Bills are issued monthly which shall be due 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 (3) months. For meters installed beyond ONE (1) YEAR, the SUBSCRIBER may request one free meter accuracy testing per year.

5.

The SUBSCRIBER shall report promptly to the COMPANY any noticeable abnormal increase in his water consumption so that the cause of such abnormal increase could be acted upon by BOTH PARTIES and as soon as practicable.
6.

Service connections in elevated areas and points (condominiums, for example) requiring pressure boosters shall be subject to Power Cost Adjustment Charge. This charge will be periodically adjusted to reflect prevailing economic conditions and fluctuations in energy costs.
7.

The SUBSCRIBER hereby acknowledges that the COMPANY does not and cannot guarantee that water will always be available but shall endeavor to provide a continuous supply of water. Such supply may be interrupted at any time owing to unavoidable causes such as pipe rupture, equipment breakdown, maintenance works, safety measures, government intervention, electricity supply interruption to the serviced area and/or force majeure, in which case the COMPANY shall not be liable for any loss that may be incurred by the SUBSCRIBER.
8.

Payment shall be remitted at the COMPANY office or any of its designated payment centers. Failure to receive a Water Bill and/or Collection Notice does not relieve the SUBSCRIBER of payment obligation. Likewise, it does not forfeit the right of the COMPANY to disconnect the water connection. Moreover, water bills delivered to SUBSCRIBER are considered valid if no complaint is raised within SIXTY (60) days upon bill generation. Account queries may be made with the company through its contact information indicated hereunder.
9.

The COMPANY reserves the right to disconnect water service to the SUBSCRIBER without prior notice in the event of non-payment of water fees and other charges for two (2) consecutive billing cycles. Reconnection of service shall only be processed upon settlement of all outstanding balances, including surcharges, and the payment of a reconnection fee equivalent to thirty percent (30%) of the applicable and prevailing connection fee. It is understood that the acceptance of any partial payment shall not be construed as a waiver of the COMPANY's right to disconnect or terminate the water supply. Furthermore, if the disconnection period exceeds two (2) months, the SUBSCRIBER will be required to reapply for service as a New Applicant.
10.

In case of disconnection, SUBSCRIBER shall not reconnect to the mainline without COMPANY's permission. Unauthorized reconnection shall be considered tampering or theft, leading to outright disconnection and/or confiscation, subject to fines and possible legal action. Requests for reactivation of supply following theft of water meter will be acted upon only after submission of a police report and payment of actual damages.
11.

Should a water meter be suspected and/or found to be tampered, water supply shall be immediately cut off and the water meter removed without prior notice/demand. Such an act shall be subject to fine, penalties and/or legal action. COMPANY employees or representatives shall have unhampered 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 exercise of this right. In the event of permanent termination of supply service, the COMPANY shall remove all interconnecting fixtures and appurtenances.
12.

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.
13.

Accounts overdue shall incur an interest/penalty charge at a rate of 2% per month or fraction thereof for any outstanding balance beyond the 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.
14.

Request for temporary disconnection of the 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 thirty (30%) percent of the connection fee shall be charged for subsequent request of supply resumption.

15.

Requests 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.

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.

Requests for permanent termination of water service must be in writing in which case the COMPANY takes the meter reading, shuts off the water supply, and removes the interconnecting pipe. However, the account will not be considered as terminated until all outstanding balances including unbilled consumption, installment balances and outstanding fees are completely settled. Subsequent requests for reactivation of supply shall follow the steps outlined for establishing a new connection.

18.

An existing water supply connection may be transferred or assigned to another person or account in the same location upon written request from the original SUBSCRIBER, conforme to by the signature of the assignee or successor with actual proof of transfer of ownership subject to written approval and verification of the COMPANY. For this purpose, a processing fee shall be charged. The term 'assignee' or 'successor' refers to an individual who has acquired ownership of the property from the original SUBSCRIBER through sale or transfer.

19.

The meter and/or connection is for the exclusive use of the SUBSCRIBER and is intended to serve water to only one (1) dwelling or household. The extension of pipes to transfer water from one property to another, for purposes of sharing, reselling, or sub-metering to any other persons, dwellings, and/or properties, is not permitted without the written consent of the COMPANY. The COMPANY reserves the right to effect commercial water tariff without prior notice.

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.

21.

Collection and processing of personal data given by the SUBSCRIBER pursuant to, in the course of, or in connection with this Agreement shall be in accordance with the Data Privacy Act. The COMPANY shall use the data solely for the purpose of providing water supply services and shall not disclose it to third parties without the express consent of the SUBSCRIBER, except as required by law or for operational purposes related to the service water connection. Both parties shall comply with the applicable data protection laws and regulations.

22.

Both the COMPANY and the SUBSCRIBER agree to maintain the confidentiality of all information exchanged during their engagement, including but not limited to billing statements, account details, and contact information. They shall not disclose such information to any third party without written consent, except as required by law. Both parties will implement necessary security measures to prevent unauthorized disclosure or use of confidential information. Any breach of this clause may lead to legal action or termination of the contract. This obligation remains even after the termination of their contractual relationship.

23.

The SUBSCRIBER acknowledges that he has read and understood this Water Service Connection Agreement and agrees to be bound by the terms and conditions stated herein.

Data Privacy Information Statement

Helpmate Inc. commits to protect the privacy of the personal information of our clients, employees, or any other individuals in connection with the water, used water and RO services we provide in accordance with the Data Privacy Act of 2012.

Helpmate Inc. collects personal information only with your consent in accordance with the Republic Act No. 10173, also known as the “Data Privacy Act of 2012”, which includes the right to access, withdraw your consent, to rectify, erase and block your information. The collected personal information will be used to fulfill the purpose in providing our services and will be disclosed to relevant Third Parties (if deemed necessary). Helpmate Inc. protects the privacy of personal information and implements security measures to safeguard your data by its authorized personnel. All information will be treated with strictest confidentiality.

I HEREBY CERTIFY that all the personal information herein is true and correct. I also understand that as a Water Utility System, Helpmate 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 of 2012**”.

In this connection, I authorized Helpmate Inc. to process my personal and sensitive personal information including but not limited to its collection, use, disclosure or destruction. I likewise give my consent or waiver to Helpmate Inc. and its Subsidiaries to share such information to its subsidiaries, affiliates, agents, and any information sharing facility for any legitimate purpose.

I hereby agree to hold Helpmate Inc. harmless and free from any liability arising from the collection, use, disclosure or destruction of the said information.

I further acknowledge and warrant that I have acquired the consent from all parties relevant to this consent and hold free and harmless and indemnify Helpmate Inc. from any complaint, suit, or damages which any party may file or claim in relation to my consent.

Signed this ____ day of _____ 20____ at _____ City, Philippines.

Signature of Applicant Over Printed Name	Date Applied
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PAYMENT INFORMATION

OR Number: _____

OR Date: _____

Amount Paid: _____

Received By: _____

Surveyed By	Approved By
Date Surveyed	Date Approved

Form Version 3.1