



24/7 PUBLIC SERVICE

CALAMBA WATER DISTRICT

Lakeview Subd., Halang, Calamba City

Tel. Nos.: (049) 545-1389; 545-1614; 545-2863

CERTIFICATION ADEQUACY & RELIABILITY OF SERVICE

This is to certify that Calamba Water District (CWD) is rendering service to its concessionaires as stipulated in its Citizen's Charter prescribed duration:

Application for New Connection	2 to 3 days for survey & estimate of materials & labor
Installation of New Water Meter	2 to 3 days after full payment
Action on Complaints:	
High/low Consumption	one to two days
Disconnection/Reconnection	within one hour
Repair of Minor Leak	one to two days
Repair of Major Leak	within 24 hours
Water Interruptions	within 24 hours

This is to attest also that CWD has established a "ONE STOP SHOP" Section for its concessionaires and consistently observing the "NO LUNCH BREAK" System in giving SERVICES.

This is to further certify that CWD has a "Text Blasting" Program for advisory to its concessionaires.

IN WITNESS WHEREOF, I have hereunto affixed my signature on the FEB 13 2015 day of February 2015 at Halang, Calamba City, Laguna, Philippines

ENGR. RESTITUTO B. SUMANGA, SR.
General Manager

SUBSCRIBED AND SWORN to before me this FEB 13 2015 day of February 2015 in Calamba City, Laguna, Philippines, with affiant exhibiting to me his Company ID No. 085 issued on September 2012 at Calamba City, Laguna, Philippines.

ATTY. MELAN V. OLOROSO
NOTARY PUBLIC

UNTIL DECEMBER 31, 2015
NOTARY PUBLIC 15-2014-C
ROLL NO. 30156 / IBP NO. 971422
PTR CC 5562109 01-05-2015
CALAMBA CITY TIN: 100-929-510
MCLE COMPLIANCE NO. IV - 0010494

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