



Republic of the Philippines
ZAMBOANGA CITY WATER DISTRICT
Pilar Street, Zamboanga City

October 14, 2019

DEARLY MAE P. REYES
Upper Calarian, Zamboanga City
Contact Number: 09356549190

DEAR MS. REYES:

Saludo de Paz!

Thank you for submitting your request for information as provided under Executive Order No. 2 (s. 2016) on the Freedom of Information (FOI) in the Executive Branch.

Your request:

As stated on FOI Request No.: 2019-007 dated 9 October 2019, you asked for data on the following items:

- i. Types of consumer complaints in relation to water distribution
- ii. Strategies the ZCWD employ to address/ cater to these complaints
- iii. Options available to consumers when complaints are not immediately resolved

Response to your request:

We are pleased to inform you that your request has been approved. For items *i* and *ii*, please refer to the ZCWD's Citizen's Charter and the Commercial Service Department's (CSD) Procedures and Work Instructions Manual, both which could be accessed online via the ZCWD's official website (www.zcwd.gov.ph). For easy reference, listed below are the direct links to the said documents.

- a. ZCWD's Citizen's Charter: <http://zcwd.gov.ph/wp-content/uploads/2017/12/ZCWD-Citizens-Charter-2016-FINAL.pdf>
- b. Procedures and Work Instructions Manual: http://zcwd.gov.ph/?page_id=4414

For item *iii*, please refer to the procedures carried out by the CSD in cases where customers are not fully resolved with the solution provided:

'On complaints of high consumption where after inspection and verification, the reading was correctly taken by the meter readers:

- a. *If no leak was detected, the water meter will be subjected to meter accuracy test and/or another meter will be installed in tandem with the contested meter and to be observed for at least fifteen (15) days;*
- b. *If with leak on the service line after the water meter and inspection result is contested by the customer, further investigation and verification will be made in the presence of the customer. If leak is not visible, leak detection using special instruments could be done or a demonstration could be conducted using another meter.*

Reassessment of water bills shall be subject on the policies of the ZCWD.'

We hope that the data provided satisfies your request for information.

Muchisimas gracias!

Very truly yours,

LEONARDO REY D. VASQUEZ
General Manager