



2. Collection of Water Bill Payments and Other Fees

Digos Water District office and Bayad Center Branches are the collecting centers for all DWD concessionaires. Payment of water bills are transacted in these collection facilities while new service connection fees, reconnection fees and all other requests that entail service fees/charges are performed within the DWD office. Official receipts or payment validation are issued for any monetary exchanges between client and DWD or Bayad Centers.

Office or Division:	Finance Division – Cash Section			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water bill/Statement of Account or Order of Payment (1 original)		Concessionaire, Customer Services Division – Customer Service Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Payment within the DWD office				
1. Proceed to the teller and present water bill/s or order of payment	1.1 Receive customer’s billing and/or order of payment. Review and inquire about the bill. 1.2 Encode data	None	1 minute	<i>Teller (Cashiering Assistant or Cashier D)</i> Cash Section, Finance Division
2. Pay the amount due and receive official receipt	2. Receive payment, issue official receipt, and give change if necessary.	Amount Due = Water Billing + Meter Maintenance Charge + Surcharge (if applicable) <i>Please see details below:</i> ➤ <i>Water Rates</i> ➤ <i>Water Billing</i> ➤ <i>Meter Maintenance Charge</i> ➤ <i>Surcharge</i>	2 minutes	<i>Teller (Cashiering Assistant or Cashier D)</i> Cash Section, Finance Division



B. Payment thru Bayad Center Branches				
1. Proceed to the teller and present water bill/s. • Overdue payments are allowed as long as bill will be paid in full (billed amount + surcharges) • Overpayments are allowed. • Partial/Underpayments are not allowed. • Duplicate transaction within the day is allowed.	N/A	None	N/A	
2. Pay the amount due and receive payment validation in Bayad Center Transaction Form.	N/A	Amount Due = Water Billing + Meter Maintenance Charge + Surcharge (if applicable) <i>Please see details below:</i> ➤ Water Rates ➤ Water Billing ➤ Meter Maintenance Charge ➤ Surcharge Convenience Fee = P10.00 per transaction	N/A	
A. Payment within the DWD Office				
TOTAL:		Case to Case Total Fees: ○ Amount Due = Water Billing + Meter Maintenance Charge + Surcharge (if applicable)	3 minutes	



	A 5% discount is granted to an account registered in the name of a Senior Citizen (Service No. 10 Application for Senior Citizen Discount Availment)		
B. Payment thru Bayad Center Branches			
TOTAL:	Case to Case Total Fees: ○ Amount Due = Water Billing + Meter Maintenance Charge + Surcharge (if applicable) Fixed Total Fee ○ Convenience Fee = PHP10.00 A 5% discount is granted to an account registered in the name of a Senior Citizen (Service No. 10 Application for Senior Citizen Discount Availment)	N/A	

WATER RATES						
CATEGORY	METER SIZE	MINIMUM (in Peso)	COMMODITY CHARGES (in Peso)			
			0-10 cu.m.	11-20 cu.m.	21-30 cu.m.	31-40 cu.m.
Residential/ Government	½"	205.95	22.95	26.15	30.15	35.00
	¾"	329.50	22.95	26.15	30.15	35.00
	1"	659.00	22.95	26.15	30.15	35.00
	1 ½"	1,647.60	22.95	26.15	30.15	35.00
	2"	4,119.00	22.95	26.15	30.15	35.00
Commercial	Double the Residential Rates					
Bulk	Triple the Residential Rates					



WATER BILLING PER CONSUMPTION IN CU.M.						
Residential and Government	Consumption (cu.m.)	Amount (PHP)	Consumption (cu.m.)	Amount (PHP)	Consumption (cu.m.)	Amount (PHP)
	0 – 10	205.95				
	11	228.90	21	461.60	31	727.10
	12	251.85	22	487.75	32	757.25
	13	274.80	23	513.90	33	787.40
	14	297.75	24	540.05	34	817.55
	15	320.70	25	566.20	35	847.70
	16	343.65	26	592.35	36	877.85
	17	366.60	27	618.50	37	908.00
	18	389.55	28	644.65	38	938.15
	19	412.50	29	670.80	39	968.30
	20	435.45	30	696.95	40	998.45
	For 41 cu.m. and up:					
Water billing = 998.45 + [(Consumption – 40) x 35.00]						
Commercial	Double the Residential Rates					
Bulk	Triple the Residential Rates					
METER MAINTENANCE CHARGE						
Meter Size			Amount (PHP)			
½" – ¾"			5.00			
1" – 1 ½"			10.00			
2" and up			15.00			
SURCHARGE						
Surcharge is added to the gross bill if payment is not made after due date except for accounts classified under government category.						
Surcharge = 10% x current billing						