



Republic of the Philippines
Province of Laguna

MUNICIPAL GOVERNMENT OF PAETE
J.V. Quesada St. Municipal Building Paete, Laguna

Office of the Municipal Mayor



EXECUTIVE ORDER EO-RBC ~~048~~ 2024

AN EXECUTIVE ORDER ESTABLISHING THE PAETE WATERWORKS BILLING SYSTEM AND PROVIDING GUIDELINES FOR ITS IMPLEMENTATION

WHEREAS, the Municipality of Paete, Laguna recognizes the essential role of an efficient waterworks system in the well-being of its residents and the sustainable development of the community;

WHEREAS, it is necessary to establish a comprehensive and transparent billing system to ensure equitable and accurate billing for water consumption, promote responsible water usage, and maintain the financial viability of the Paete Waterworks System;

WHEREAS, the Local Government Code of 1991 (Republic Act No. 7160) grants local government units the authority to establish and implement policies, programs, and projects to address the needs of their constituents, including the provision of basic services such as water supply;

NOW, THEREFORE, I, HON. RONALD B. COSICO, Municipal Mayor of Paete, Laguna by virtue of the powers vested in me by the law, do hereby order the following:

SECTION 1. ESTABLISHMENT OF THE PAETE WATERWORKS BILLING SYSTEM

1.1. The Paete Waterworks Billing System (PWBS) is hereby established to manage the billing, collection, and accounting of water service fees within the Municipality of Paete.

1.2. The PWBS shall be overseen by the Paete Waterworks Office under the supervision of the Municipal Treasurer's Office.

SECTION 2. BILLING METHODOLOGY

2.1. **Metered Billing:** All residential, commercial, and industrial water users shall be billed based on actual water consumption as recorded by their water meters.

2.2. **Rate Structure:** The water rates shall be determined by the Municipal Council and shall be subject to periodic review and adjustment to reflect changes in operating costs, maintenance, and infrastructure development.

2.3. **Minimum Billing:** A minimum billing amount shall be applied to all accounts, corresponding to a baseline water consumption level.

SECTION 3. BILLING AND COLLECTION PROCESS

3.1. **Billing Period:** Water bills shall be issued monthly, reflecting the previous month's water usage.

3.2. **Payment Deadline:** Payments shall be due within 10 days from the date of issuance of the bill. Late payments shall incur a penalty of ten percent (10%) per month on the outstanding balance.

3.3. **Payment Channels:** Payments can be made at the Paete Waterworks Office, authorized collection centers, or through accredited banks and online payment platforms.

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SECTION 4. CUSTOMER SERVICE AND DISPUTE RESOLUTION

4.1. The Paete Waterworks Office shall establish a customer service unit to address inquiries, complaints, and disputes related to billing.

4.2. Customers shall have the right to request a review of their bill if they believe it to be inaccurate. Such requests must be filed within 30 days of the bill issuance.

4.3. The Paete Waterworks Office shall resolve billing disputes within 15 days of receiving a formal complaint.

SECTION 5. NON-PAYMENT AND SERVICE DISCONNECTION

5.1. Accounts that remain unpaid for more than 60 days shall be subject to service disconnection.

5.2. Disconnected services shall be reconnected only upon full payment of the outstanding balance, including penalties, and a reconnection fee as determined by the Paete Waterworks Office

5.3. Repeated non-payment may result in the permanent termination of water service.

SECTION 6. MAINTENANCE AND INFRASTRUCTURE DEVELOPMENT

6.1. A portion of the revenue generated from the PWBS shall be allocated to the maintenance and upgrading of the waterworks infrastructure to ensure the continued provision of safe and reliable water services.

6.2. The Paete Waterworks Office shall regularly monitor the condition of the waterworks infrastructure and submit an annual report to the Municipal Council detailing the status of the system and any required improvements.

SECTION 7. TRANSPARENCY AND ACCOUNTABILITY

7.1. The Paete Waterworks Office shall maintain accurate records of all billing and collection activities and shall submit a quarterly financial report to the Municipal Council.

7.2. The Paete Waterworks Office shall conduct an annual audit of its operations and present the findings to the Municipal Council and the public.

SECTION 8. EFFECTIVITY

This Executive Order shall take effect immediately upon approval and shall remain in force unless otherwise amended or repealed by subsequent executive orders or municipal ordinances.

DONE in the Municipality of Paete, this 30th day of August, 2024.

HON. RONALD B. COSICO
Municipal Mayor