



## THE POLICY ON LATE PAYMENT PENALTY (First Amendment 2021)

### A. Scope

This policy applies to all customers.

### B. Objective

This policy helps us recover overdue payments so we can keep providing services to all our customers and attain LWUA's standard parameters on on-time payment and collection efficiency.

### C. Definition of Terms

- 1) **Reading Date** - The schedule of the meter reading is every 1<sup>st</sup> to 26<sup>th</sup> day of the succeeding month.
- 2) **Billing** – All concessionaires with registered cellphone numbers will regularly receive a monthly notice of billing (through text for residential accounts and billing statement for commercial accounts who requested delivery) indicating the water consumption.
- 3) **Penalty Charge** - The imposed penalty charge if the water bill remains unpaid after the due date.
- 4) **Due Date** – The deadline for payment. If the due date falls on Saturday, Sunday, or Holiday, the water bill will be due for payment on the following working day.
- 5) **Late Payment Penalty** – The applicable amount of penalty charged must be computed for every month of delay and added to the account every 10<sup>th</sup> day of the succeeding month if the overdue amount remains unpaid.
- 6) **Disconnection Date** – The water service will be disconnected if the water bill is not paid seven (7) calendar days after the due date.

#### **Schedule of Due Dates:**

<u>Area</u>	<u>Due Date</u>
South Section	
• Bato	17 <sup>th</sup> day of the month
• Awihao	18 <sup>th</sup> day of the month
• Cabitoonan	19 <sup>th</sup> day of the month
• Subayon	19 <sup>th</sup> day of the month
• Ibo	20 <sup>th</sup> day of the month
Central Section	
• Tubod	21 <sup>st</sup> day of the month
• Poloyapoy 1	22 <sup>nd</sup> day of the month
• Katipunan	23 <sup>rd</sup> day of the month
• Magsaysay	24 <sup>th</sup> day of the month
• Luray II	25 <sup>th</sup> day of the month
• Poloyapoy 2	26 <sup>th</sup> day of the month

• Sangi	27 <sup>th</sup> day of the month
• Daanglungsod	28 <sup>th</sup> day of the month
• Ilihan	29 <sup>th</sup> day of the month
North Section	
• Talavera	31 <sup>st</sup> or 1 <sup>st</sup> day of the ff. month
• Calong-Calong	1 <sup>st</sup> day of the month
• Dumlog	2 <sup>nd</sup> day of the following month
• Matab-ang	3 <sup>rd</sup> day of the month
• Sto. Niño	4 <sup>th</sup> day of the month
East Section	
• DAS	27 <sup>th</sup> day of the month
• Cantabaco	28 <sup>th</sup> of the month
• Poog	28 <sup>th</sup> of the month
• Bulongan	30 <sup>th</sup> of the month
• Magdugo	30 <sup>th</sup> of the month
• Media Once	30 <sup>th</sup> of the month

7) **Reconnection** – If the water service is disconnected but the concessionaire managed to settle the overdue water bill on the following schedule, the corresponding Reconnection Fee applies:

- |  |           |
|--|-----------|
| i. Reconnection within two (2) calendar days from disconnection                      | Php100.00 |
| ii. Reconnection within three (3) calendar days to six (6) months from disconnection | Php300.00 |

#### **D. Computation of the Amount of Late Payment Penalty**

<b>1) Account Classification</b>	<b>Penalty/Surcharge</b>
• Residential Accounts	P50.00
• Commercial Accounts	P50.00 or 2% of the overdue amount whichever is higher

#### **Sample Computation – Residential**

January Billing	696.40
Unpaid after due date	<u>50.00</u>
<b>Total</b>	<b>746.40</b>
Additional Penalty	<u>50.00</u> (if unpaid on the 7 <sup>th</sup> day of February)
<b>Total</b>	<b>796.40</b>

#### **Sample Computation – Commercial**

January Billing	25,926.40
Unpaid after due date	<u>518.53</u> (2% of water bill)
<b>Total</b>	<b>26,444.93</b>
Additional Penalty	<u>518.53</u> (if unpaid on the 7 <sup>th</sup> day of February)
<b>Total</b>	<b>P26,963.46</b>

Under the direct supervision of the Commercial Department Manager, the Section Head of the Billing Section is responsible for applying all late payment charges to the customer accounts who have unpaid water bills after the due date.

This policy is subject to change at the discretion of TCWD Management and its Board of Directors, without prior notice or hearing from its concessionaires.