



## Cabuyao Water District

Main Office: 2nd Floor, Centro Mall, Brgy. Pulo, Cabuyao City, Laguna  
Tel. No.: (049) 832-1620 Website: [www.cabuyaowaterdistrict.com](http://www.cabuyaowaterdistrict.com)  
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### **CERTIFICATION** **Customer Satisfaction**

This is to certify that Cabuyao Water District complies with the standard delivery time and other measures set in the District's Citizen's Charter in service of its clients and applicants as stated below:

Installation of new service connection	1 to 2 weeks after orientation
Minor leak repair	Within 24 hours
Major leak repair	Within 24 hours
Request for temporary or permanent disconnection	1 to 2 days
Request for change of ownership/account name	Immediately upon request
Request for calibration of meter	1 to 2 days
Request for reconnection of service	1 to 2 days
Request for transfer or relocation of service connection	3 to 5 days

This further certifies that 100% of the total customer requests and complaints have been acted upon from January 2022 to December 2022.

Issued this 3<sup>rd</sup> day of March 2023.

  
**ARNOLD G. VALENCIA**  
General Manager