



Republic of the Philippines  
Department of Environment and Natural Resources  
**NATIONAL WATER RESOURCES BOARD**

8<sup>th</sup> Floor NIA Bldg., EDSA, Diliman, Quezon City, Philippines 1100

**RESOLUTION NO. 14-0921**

**STANDARD RULES AND REGULATIONS IN THE OPERATION OF WATERWORKS  
SYSTEMS, AS REVISED 2021**

The NATIONAL WATER RESOURCES BOARD, a government institution created and existing under Presidential Decree No. 424 and Presidential Decree No. 1067, with office address at 8<sup>th</sup> Floor NIA Bldg., EDSA, Quezon City, states:

In a virtual meeting of the Board held on 22 September 2021, the following resolution was approved and confirmed, to wit:

**WHEREAS**, the NWRB is vested with the authority to prescribe rules and regulations in relation to the issuance of Certificate of Public Convenience by virtue of the Public Service Law;

**WHEREAS**, Board Resolution No. 04-0588 entitled “Standard Rules and Regulations in the Operation of Waterworks Systems” was approved during the 20<sup>th</sup> Board Meeting held on 31 May 1988;

**WHEREAS**, there is a need to amend the minimum service standards therein to adapt to the current times and update the rules and regulations based on issued Board Resolutions through the years;

**WHEREAS**, in order to incorporate all the necessary revisions, the “Standard Rules and Regulations in the Operation of Waterworks Systems” have to be amended;

**NOW THEREFORE BE IT RESOLVED, AS IT IS HEREBY RESOLVED**, to amend the “Standard Rules and Regulations in the Operation of Waterworks Systems”;

**RESOLVED FURTHER**, to approve the “Standard Rules and Regulations in the Operation of Waterworks System, as Revised 2021” to wit:

1. The CPC Grantee shall operate the waterworks system in such condition as will enable it to render efficient, adequate and continuous service. For this purpose, adequate and continuous service shall mean provision of water supply service of at least 18 hours per day and at least 110 liters per capita per day (LPCD) with a pressure of not less than 8 psi for residential/commercial and 25 psi for industrial zones. Non-revenue water shall not exceed 20% of the total volume used in the operation of the waterworks system for one billing period.
2. The CPC Grantee shall not impose water charges beyond the rate authorized by the Board and shall not alter the same without prior approval by the Board.
3. The CPC Grantee shall operate and maintain a waterworks system within the authorized area of operation as defined under their respective certificates of public convenience and in accordance with the approved plans and specifications. It shall not suspend or abandon operation without prior notice and approval of the Board, except in cases of force majeure; provided however, that the water service operator concerned shall undertake measures to restore water supply operation to its normal level or operating condition as soon as possible.
4. That the water supplied by CPC Grantee to its customers must be chlorinated, except for industries requiring raw water. The chlorine shall not be directly applied into the deepwell.

CERTIFIED TRUE COPY  
BY: *[Signature]*  
DATE: 10/6/21



5. The CPC Grantee shall submit the Certificate of Potability issued by the City/Municipal Health Officer in accordance with Philippine National Standards for Drinking Water (PNSDW) to NWRB not later than the 31<sup>st</sup> of January. The Certificate of Potability will include the bacteriological and physical-chemical test results from DOH accredited laboratories, the water samples used in the analyses should have been taken within January of the same year. Notwithstanding therewith, the CPC Grantee shall also submit to the NWRB the bacteriological test results conducted every month per water source.
6. The CPC Grantee shall submit to the Board every year on or before the 30<sup>th</sup> of May an Annual Report of finances and operation of its waterworks system for the preceding year, in the annual report form prescribed by the Board. Non-submission or failure to submit the said report on or before the date as herein set, a penalty of P10,000 shall be imposed thereof. The same penalty shall apply for submission of annual report with erroneous, incomplete, or inaccurate data/information.
7. The CPC Grantee shall pay a Supervision and Regulation Fee on or before the 30<sup>th</sup> of September every year, computed at the rate of P0.50 for every P100.00 of the capital stock subscribed or paid, or of the capital invested, whichever is higher.
8. That CPC Grantee shall install Board tested and sealed water meter individually to all its service connections to ensure accuracy in the measurement. The water meters shall be re-tested and sealed by the Board every two years.

Further, the water service provider shall submit a complete list of installed water meters within its service area (i.e., which include, among others, details such as number of meters tested and respective dates of tests conducted by the NWRB laboratory), annually on or before every 30<sup>th</sup> of May.

9. The CPC Grantee shall register at the Listahang Tubig website at <http://listahangtubig.cloudapp.net> and encode/upload the complete data/information using the prescribed survey form on or before the 30<sup>th</sup> of May every year.
10. The CPC Grantee shall be fully responsible with the compliance of all the rules and regulations of the Board relative to the operation and maintenance of its waterworks system. Non-compliance shall be subject to the penal sanctions as may be provided under the rules and applicable laws.

The CPC Grantee shall maintain the legality and good standing of its water permit and/or ensure the legitimacy of operation of all its water sources, whether directly or indirectly operated by them.

11. The CPC shall be valid for five (5) or ten (10) years depending on the water utilities categorization provided in the 2018 Revised Tariff Methodology. The CPC shall be renewed at least one (1) year prior to the date of expiration. Should the CPC expire without having been renewed as herein prescribed, a penalty for operating a waterworks system without a CPC in the amount of P10,000 per year but not to exceed P50,000 shall be imposed.

In case of failure to renew the CPC, the water utility operator shall be required to apply for a CPC but not renewal.

**RESOLVED FINALLY**, that these modified rules and regulations in the operation of waterworks systems shall be reviewed every three (3) years or as the need arises with submission of report to the Board.

CERTIFIED TRUE COPY  
 BY: *[Signature]*  
 DATE: 10/6/21

**IN WITNESS WHEREOF**, we have hereunto set our hands this 22<sup>nd</sup> day of September 2021, in Quezon City, Philippines.


**CERTIFICATION**

This is to certify that:

1. I am presently the Board Secretary of the National Water Resources Board;
2. The NWRB holds office at the 8th Floor NIA Bldg, EDSA, Diliman, Quezon City;
3. I am the custodian of the records of the NWRB, including the Minutes of Meetings and Resolutions; In the Regular Meeting of the NWRB held on 22 September 2021 via teleconference during which a quorum was present and acted throughout, NWRB Resolution No. 14-0921 was unanimously approved and adopted;
4. The aforesaid resolution has not been altered, modified nor revoked and the same is now in full force and effect;
5. I am executing this Certification for whatever legitimate purpose this may serve.

**IN WITNESS WHEREOF**, I have hereunto affixed my signature this 5<sup>th</sup> day of October 2021, Quezon City.

  
ROEL M. MONTESA  
Board Secretary

CERTIFIED TRUE COPY  
BY:   
DATE: 10/6/21