



Republic of the Philippines
Department of Environment and Natural Resources
NATIONAL WATER RESOURCES BOARD
8th Floor NIA Bldg., EDSA, Diliman, Quezon City, Philippines 1100

MEMORANDUM ORDER NO. 2020-01-A

DATE : March 22, 2021
TO : ALL WATER UTILITIES/ WATER SERVICE PROVIDERS
FROM : THE EXECUTIVE DIRECTOR
NATIONAL WATER RESOURCES BOARD
SUBJECT : CLARIFICATION ON ITEM 3 OF MEMORANDUM
ORDER NO. 2020-01; CONTINUOUS AND ENHANCED
WATER SUPPLY SERVICES IN ALL AREAS OF
OPERATION UNDER THREAT OF COVID-19

This clarification is issued in line with NWRB Memorandum Order No. 2020-01 dated March 20, 2020 regarding the guidelines for water utilities/water service providers on the provision of continuous and enhanced water supply services in all areas of operation under threat of Covid-19, particularly Item 3, to wit;

“3. Refrain from disconnecting water supply to individual households for the duration of the State of Public Health Emergency unless the reason is to conserve or control wanton or excessively wasteful use of precious safe water; should the latter be the case, do not hesitate to report and ask for police assistance.”

Please note that while said provision is a directive to refrain from disconnecting water supply to individual households for the duration of the State of Public Health Emergency, it was not intended to protect the abusive water consumers, neither was it meant to exempt the latter from paying the appropriate amount corresponding to the volume consumed.

Please be guided accordingly.

DR. SEVILLE D. DAVID, JR., CESO III
Executive Director