



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. 2021- 02

DATE : 4 August 2021

TO : ALL WATER UTILITIES/ WATER SERVICE PROVIDERS

FROM : THE EXECUTIVE DIRECTOR
NATIONAL WATER RESOURCES BOARD

SUBJECT : CONTINUOUS AND ENHANCED WATER SUPPLY
SERVICES IN ALL AREAS OF OPERATION UNDER
ENHANCED COMMUNITY QUARANTINE (ECQ)

In order to aid the government's efforts to proactively contain and prevent the surge of COVID-19 disease, a continuous and unhampered supply of safe water to the community is critical for disease prevention and good personal hygiene, and in relation to the announcement placing certain areas under Enhanced Community Quarantine (ECQ), all water utility operators/water service providers are enjoined to:

1. Refrain from disconnecting water supply to individual households for the duration of the Enhanced Community Quarantine (ECQ) until the same has been lifted or modified, 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.

While this provision is a directive to refrain from disconnecting water supply to individual households for the duration of the ECQ, it is not intended to protect the abusive water consumers, neither it is meant to exempt the latter from paying the appropriate amount corresponding the volume consumed.

2. In the interest of public service and for the common good of the people, provide water to individual persons, households, and persons or entities performing functions or duties that are essential to the interest of public health, safety and welfare, who are in need but without available water supply within or outside your respective areas, at a minimal or if necessary and to promote human rights, of no cost to the needy.

3. Should it be impracticable or when the prevailing situation makes it improbable for the water utility operator to conduct meter-reading according to its usually or regularly calendared period, the water utility/service provider concerned may or may not issue a Statement of Account until actual reading of individual meters has been undertaken.

After actual reading of meters has been undertaken, water utilities should consider the best interest of the consuming public in determining the appropriate billing computations and according to their water rates as approved by the regulation authority.

4. Report or immediately notify the National Water Resources Board (NWRB), of any interruption or stoppage of water supply/service operation, whether partly or totally, or any complaint with regard to quality of water, and the measures or actions taken on such complaint/s.


In furtherance thereof, all reports or notices shall be submitted to the official e-mail addresses, as listed/provided herein: (nwrphil@gmail.com and wud@nwr.gov.ph). For facility and uniformity of reporting, please use the report form (WUD Emergency Report Form No. 1) that can be downloaded from the NWRB website.

This Memorandum shall be effective whenever ECQ is declared in certain areas of the country.

For strict compliance.



Digitally signed
by David Sevillo
Domingo Jr
Date: 2021.08.06
13:37:56 +0800

DR. SEVILLO D. DAVID, JR., CESO III 
Executive Direct 