



RESOLUTION NO. _____

NON-PAYMENT OF WATER BILLS DURING THE STATE OF PUBLIC HEALTH EMERGENCY

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 8th Floor NIA Bldg., EDSA, Quezon City, states:

At the meeting of the Board held at the NWRB Conference Room, 8th Floor NIA Building, EDSA, Quezon City on February 17, 2021, the following resolution was approved and confirmed, to wit:

WHEREAS, the country has been plagued with the outbreak of the Corona Virus Disease 2019 (COVID-19) that has posed a threat to the lives of the Filipino people and the Philippine economy as well;

WHEREAS, on March 9, 2020, President Rodrigo Duterte issued Proclamation No. 922, declaring the country under a State of Public Health Emergency;

WHEREAS, on March 17, 2020, President Duterte issued Proclamation No. 929, declaring a State of Calamity throughout the Philippines for a period of six (6) months due to Corona Virus Disease 2019, unless earlier lifted or extended as circumstances may warrant;

WHEREAS, on September 16, 2020, President Duterte issued Proclamation No. 1021, extending the period of the State of Calamity throughout the Philippines for a period of one (1) year, effective 13 September 2020 to 12 September 2021, unless earlier lifted or extended as circumstances may warrant;

WHEREAS, NWRB Memorandum Order No. 2020-01 was issued on March 20, 2020 that provided the guidelines for NWRB-regulated 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;

WHEREAS, under the said Memorandum Order, NWRB-regulated water utilities/water service providers shall 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;

WHEREAS, in the implementation of said directive, NWRB-regulated water utilities/water service providers have encountered a problem on non-payment of water bills by its customers;



WHEREAS, non-payment of water bills has an impact on the sustainability of the operation of the water utilities/water service providers in providing safe water supply services which is highly essential in efforts to mitigate the spread of the Coronavirus Disease (COVID-19);

WHEREAS, to address the issue, there is a need for a policy on non-payment of water bills by customers of NWRB-regulated water utilities/water service providers during the State of Public Health Emergency;

NOW THEREFORE, BE IT RESOLVED, AS IT IS HEREBY RESOLVED, that the following shall govern the non-payment of water bills by customers of NWRB-regulated water utilities/water service providers for the duration of the State of Public Health Emergency;

1. To ensure the continuous water supply delivery to individual households for the duration of the State of Public Health Emergency, payment of all water bills due during the State of Public Health Emergency shall have to be updated.
2. The provision on NWRB Memorandum Order No. 2020-01 that directs NWRB-regulated water utilities/water service providers to refrain from disconnecting water supply to individual households for the duration of the State of Public Health Emergency shall not be a ground for customers not to settle its water bills on time.
3. Customers who have the ability to pay are encouraged to settle their bills within the original due date to help the water utility/water service provider manage its cash flow and ensure the continuous supply of water.
4. NWRB-regulated water utilities/water service providers shall provide a grace period within which its customers must settle its overdue water bills in solidarity with the spirit and intentions of the Bayanihan to Recover as One law.
5. It shall also provide an installment scheme after the grace period to provide ample means for its customers to update payment for overdue water bills without incurring interests, penalties and other charges.
6. The water utility/water service provider shall have the option to issue Notices of Disconnection thereafter to customers who still fail to pay his/her overdue water bills, except for lifeline customers with monthly consumption of five (5) cubic meters and below.

IN WITNESS WHEREOF, we have hereunto set our hands this 17th day of February 2021, in Quezon City, Philippines.

Sec. ROY A. CIMATU (DENR)

Rep: Usec. Rodolfo C. Garcia
Chairman

Acting Sec. KARL KENDRICK T. CHUA (NEDA)

Rep: Asec. Roderick M. Planta
Vice-Chairman

Members:

Sec. MENARDO I. GUEVARRA (DOJ)

Rep: Senior State Counsel Rosario Elena Laborte-Cuevas

Sec. FORTUNATO T. DE LA PEÑA (DOST)

Rep: Dir. Eduardo V. Manalili

Dr. ROBERTO S. SORIANO (UP-NHRC)