



CAGAYAN DE ORO CITY WATER DISTRICT

Corrales Avenue, Cagayan de Oro City

WATER SERVICE CONTRACT

CUSTOMER ✓ \_\_\_\_\_

ADDRESS ✓ \_\_\_\_\_  
\_\_\_\_\_

CUSTOMER CLASS:

- ☐ Residential  
☐ Commercial  
☐ Wholesale

CLASSIFICATION:

- ☐ New  
☐ Separation  
☐ Transfer

RATES/FEES:

- ☐ Supervision/Inspection Fee  
☐ Tapping/ Installation Fee  
☐ Reconnection Fee  
☐ Change of Name (Service Fee)

OR No. \_\_\_\_\_ Date \_\_\_\_\_  
OR No. \_\_\_\_\_ Date \_\_\_\_\_  
OR No. \_\_\_\_\_ Date \_\_\_\_\_  
OR No. \_\_\_\_\_ Date \_\_\_\_\_

This CONTRACT is made and entered into this ✓ day of ✓ 20 ✓, at Cagayan de Oro City, Philippines,  
by and between the **CAGAYAN DE ORO CITY WATER DISTRICT** or **COWD**, represented by its **Commercial Department**  
**Manager** and the **APPLICANT/CUSTOMER** or **CONCESSIONAIRE** \_\_\_\_\_  
✓ \_\_\_\_\_ with residence and Postal address at \_\_\_\_\_  
✓ \_\_\_\_\_.

THE PARTIES AGREE THAT:

1. The COWD shall provide water service to the CUSTOMER’s installation located at the address given above, during the period of the contract at the rates stipulated and under the conditions provided in the schedule of water rates;
2. The COWD shall not be responsible for the interruption of the service for causes beyond its control, nor be liable to the customer for damages caused by defective conditions;
3. The COWD reserves the right to cut off the supply or disconnect the service any day for the following reasons:
- a. For repair;
  - b. For non-payment of bills when due;
  - c. For fraudulent practice in relation to use of water/sewer; and
  - d. For using the water for purposes other than that applied for.
4. The customer shall conform to and abide with all of the Cagayan de Oro City Water District Resolutions, Rules & Regulations and Guidelines pertaining to the water services;
5. The customer shall pay its water bill monthly to the COWD or its authorized collecting banks according to the reading of the water meter reader on or before due date as indicated in its water bill. Its due date is twenty (20) calendar days from reading date, within which time he/she may pay without penalty. Failure to receive a bill does not relieve the customer of liability and shall be deemed a debt to the COWD. All water bills unpaid after due date shall be served with a disconnection notice and disconnection shall be made if the customer shall not settle its account within forty eight (48) hours from receipt of the said notice;
6. The COWD shall supply the water meter for the customer. The customer shall protect the water meter from any type of damage or loss;
7. Should any water meter becomes unserviceable or condemned for one reason or another, the average consumption for three (3) months period previous to the date when the meter becomes unserviceable or condemned shall be the basis for subsequent bills or flat rate shall be charged whichever is greater;
8. The District shall charge the customer with the minimum service charge at the prevailing water rates, in the event that there is no usage/consumption of water.
9. The customer shall make no changes in his/her approved connection without previously signing a revision of contract for the purpose in the office of the COWD, the customer shall notify the COWD in case of transfer of ownership or when tenant leaves the premises; or when the customer died.
10. Representative of the COWD shall have access to the premises at all hours for the purpose of inspection, testing, repairs and disconnection and that no one shall be permitted to remove, change or tamper the installation unless authorized by the Cagayan de Oro City Water District;
11. The District shall maintain the service connection from the water main to the meter and including the water meter. All pipes and fixtures extending from the meter or lying beyond the meter shall be installed and maintained by the concessionaire or customer;
12. The customer shall maintain the installation to proper condition while it is connected with the mains of the COWD and shall guarantee that no tapping will be made on the service pipes nor allow sub-connection without prior authority of the COWD and that he agrees to maintain the expenses of same;

