

SERVICE PLEDGES . . .

The Miagao Water District pledges to deliver a reliable, productive and efficient service by:

- performing on-site inspection of would be concessionaire's service line location and gathers necessary details prior to the fabrication of materials and installation of new service connections
- giving technical advices and tips to concessionaires on how to prevent possible tainting of water supplied in their in-house system
- conducting a required test procedure to determine the soundness of newly installed fittings and meters to assure that leaks and loose connections are non-existent
- giving advices against any form of pilferages and safe guarding the properties of the District within the concessionaires' jurisdiction
- attending promptly to concessionaire's complaints and reports of whatever incidental problems involving water system which may affect the efficiency and quality of the supply
- conducting a water quality test on service areas of high concern reportedly to have been experiencing objectionable odor, taste, turbidity and other water quality problems

- providing the entire water system an adequate water pressure the whole day round seven days a week
- conducting a routine maintenance cleaning of distribution lines and impounding reservoirs
- attending courteously to customers concerns coming to the office for formal or non-formal business transactions
- exploring and developing possible and feasible water sources to augment the existing water production to meet the consumption demand
- extending pipeline network as a component of the expansion program to widen coverage of service area
- continuously upgrading system facilities and equipment and maintaining them in good working conditions to bring about a 100 per cent reliable service output
- maintaining an emergency response plan in addressing all forms of disaster that may range from natural disasters, man-made disasters, failure of equipment and facilities, and manpower and events-related disasters
- observing proper decorum in an inter-agency transactions and respecting everyone's opinion in a formal discussion