



Frequently Asked Questions (FAQS)

What is MANWAD?

MANWAD or Manaoag Water District is a Government-Owned & Controlled Corporation (GOCC) or a semi-government entity, wherein its mission is to serve the community a potable water.

How can I access MANWAD?

You may visit MANWAD at Aquino St. Poblacion Manaoag, Pangasinan or contact via with a PLDT landline (075) 529-0254 and/or Smart hotline CP#0922-839-3878.

What is the water source of MANWAD?

MANWAD's water source is groundwater with operational pump stations in various barangays, specifically, Baritao (1), Cabanbanan (1), Pantal (1), Pao (1), Poblacion (1) and Pugaro (1).

What is the office schedule of MANWAD?

Monday to Friday, 8:00 AM to 5:00PM, no noon break.
Saturday, 8:00 AM to 12:00 Noon, half day only.

What are the requirements for new service connection?

- *1 copy recent 1x1" or 2x2" picture
 - *1 photocopy valid ID/s (back & front)
 - *1 photocopy (all pages) Proof of Ownership of House & Lot
- Note: Additional document/s may be required if necessary.

How much is the budget for a new service connection?

More or less P5,000.00, excluding the labor and materials for the plumbing installations after the water meter and/or inside the house.

Can I pay in installment basis my application for new service connection?

No. All fees and Service Application and Construction Order materials must be paid in cash before the new service connection will be completed.

How long will it take for the processing of a new service connection?

Seven (7) to 10 working days processing after payment of all fees and Service Application and Construction Order (SACO) materials needed for the installation of the new connection.

Where is the new water meter be installed?

Water meter is required to be installed outside the gate or perimeter fence of the customer's residence or at the clustering point of the water district which is usually not within a private property.

How long is the warranty period of the newly installed water meter?

One (1) year only due to factory defect.

Can I ask a private plumber to move or adjust/relocate my water meter?

Nobody is authorized to move or do any adjustment/relocation of the water meter except the MANWAD personnel. There is a need for the customer to go to the water district to request for the relocation and pay the corresponding fees for the job order.

Why do I still receive a Notice of Disconnection even if I have already paid my water bill?

This may happen to all the customers in arrears who paid their water bills on or after the generation and printing of the Notice of Disconnection to be delivered to their respective places.

How much is the minimum rate for a residential service connection?

P220.00 for the zero to 10 cubic meters (0-10 cu. m.) consumption of the household.

Where to pay the (monthly) water bill?

MANWAD customer/s can only pay their water bill at MANWAD's office with or without the billing notice. There are no official field collector/s, no accredited collecting banks and payment centers and on-line payment is also not yet available.

Does MANWAD accept check payments?

Yes, as long as it is antedated or on that date and pay to the order of Manaoag Water District or MANWAD. A postdated check is not being accepted.

What to do if there is a doubt on the water consumption and bill to be paid for the month?

Please feel free to visit the MANWAD office, proceed to the customer service counter and discuss your concern. An investigation of water meter service request to be signed by the customer will be prepared by the customer service assistant. You may also just text or call the MANWAD's contact numbers, (075) 5290-254 and/or hotline CP# 0922-8393878 at your most convenient time about your concern.

Who will repair the service line leak after the meter?

The customer may contact a private plumber to repair their leaking pipes and other in-house plumbing installations after their water meter. If the customer prefers the service of the plumber/s of the water district, the plumber/s will do the repair/job during their off-duty schedule and the district is no longer responsible for their internal arrangement.

What to do if there is a leaking pipe along the road?

As a concern citizen, you may report the leak at MANWAD's office or just please text or call the district's contact numbers, (075) 529-0254 or hotline CP# 0922-839-3878, and a customer service assistant will be more than glad to handle your call.

Who will repair or replace the leaking gate valve and/or fittings installed in the meter stand?

MANWAD employee is the only authorized person to repair or replaced the leaking gate valve and/or any fittings installed in the meter stand.

When will the service connection be disconnected?

The water service connection can only be disconnected due to non-payment of water bill for two (2) months or more or voluntarily requested by the registered customer, provided that the water bill is updated and disconnection fee was paid.

How can the water service connection be reconnected?

The registered customer will visit MANWAD office or he can authorize a representative to make his request. After full payment of water bills, guaranty deposit, billed materials, reconnection fees and charges, the service reconnection can now be scheduled.

Is the Guaranty Deposit refundable?

Yes. Any remaining balance of the Guaranty Deposit which is usually amounting to three (3) times the minimum rate of the service connection or the average three (3) months consumption of the customer can be refunded without interest upon request for permanent disconnection on condition that there is no unpaid water bill in the account.

Can I request for a refund of my excess water bill payment?

No. Any excess amount paid will be considered as advance payment and credited to succeeding water bill/s.

How much is the penalty rate if I pay my water bill after due date?

A one-time 10% of the current water bill will be charged as penalty if payment is made after due date.

Can I choose to pay the water bill of the month with a smaller amount?

No. It is required to pay first your arrearage/s or the previous month/s consumption regardless of the amount. Because only the current billing is allowed to be the outstanding balance in the account.

Can I request for a change of water meter?

Yes. The service is free of charge but the cost of the new water meter and other materials that are deemed necessary to complete the job will be shouldered by the customer. In the same way, if the water meter installed is already defective, the district will immediately replace it upon received of a notification letter, to be billed on the customer's account.

How to determine the average water bill of the customer?

Computation of the average water bill is based on the previous three (3) months consumption of the customer from the current month.

Can a Senior Citizen avail of a discount in their water bill?

Yes. A Senior Citizen customer registered for at least one (1) year or more can only avail of a 5% discount with a maximum of 30 cubic meter consumption on their monthly water bill which is renewable yearly.

Is there a schedule of flushing of the main line of MANWAD?

There is a regular monthly flushing of main line in all areas of MANWAD jurisdiction. It is usually done every first week of the month, from 9:00PM to 3:00AM of the following day.