



# PERFORMANCE PLEDGE

We, the God fearing, honest and dedicated officials and employees of the City of Ilagan Water District (CIWD) commits to:

- C** - **C**ommit to Ilagueños for a higher level of clients' satisfaction;
- I** **I**nstitute a well-organized service provider to the community;
- W** - **W**elfare of clients we serve be given utmost importance;
- D** - **D**eliver adequate & safe potable water to our clients.

## SERVICE VALUE STATEMENTS

### We are courteous:

- Attending to our clients promptly with a smile;
- Treating our clients with respect.

### We are honest:

- To ensure correctness and accuracy of records;
- To issue billing notices and Official Receipts in all transactions.

### We are responsible:

- To assure supply of safe and potable water;
- To guarantee delivery of quality service.

### SERVICE STRATEGIES:

- We promote marketing information to our clients;
  - We apply the "first-come, first-serve" policy;
  - We serve our clients with a smile.
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