



OPERATIONS **M**ANUAL

CATBALOGAN WATER DISTRICT

August 2016

Revision Sheet

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Operations Manual Authorization Memorandum

I have carefully assessed the Operations Manual for Catbalogan Water District. .

MANAGEMENT CERTIFICATION - Please check the appropriate statement.

_____ The document is accepted.

_____ The document is accepted pending the changes noted.


_____ The document is not accepted.

We fully accept the changes as needed improvements and authorize initiation of work to proceed. Based on our authority and judgment, the continued operation of this system is authorized.



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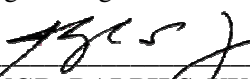
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OPERATIONS MANUAL

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1.0 GENERAL INFORMATION

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1.1 Introduction on the Manual

Welcome to the Operations manual of Catbalogan Water District. The purpose of this manual is to provide all employees and stakeholders of Catbalogan Water District with a reference manual containing policies and procedures established by the Board of Directors, General Manager, and Division Heads. In the interest of brevity, an attempt has been made to include only that information which will be used under normal operating circumstances within the district. For special situations, it is recommended that the appropriate division be contacted.

This manual defines the different role and responsibilities within the organization, the operational control and supervision, and the different operating procedures of the major activities of the district.

The Catbalogan Water District Operations Manual is available on the district's official website at: www.catbaloganwd.gov.ph. Copies of the printed version are maintained at the frontdesk of CWD office located in Pier II, Allen Avenue Extension, Brgy 4, Catbalogan City.

1.2 Definition of Terms and Abbreviations

CWD	-	Catbalogan Water District
BOD	-	Board of Directors
GM	-	General Manager
NWSC	-	New Water Service Connections
NRW	-	Non Revenue Water
OR	-	Official Receipts
JO	-	Job Order
RIS	-	Requisition Issuance Slip
SSIS	-	Stock and Supplies Inventory System

1.3 General Information about the Agency and the Selected Area of Operations

Catbalogan Water District (CWD) is the sole water provider of the city of Catbalogan. It was initially constructed in 1925 under the management of the local government. It was transferred to the National Waterworks and Sewerage Authority (NAWASA) upon its creation in 1955. In 1969, NAWASA was abolished and the Catbalogan municipal government took over the CWD management.

A Sanguniang Bayan resolution No. 66 was approved in July 5, 1978 creating the Catbalogan Water District (CWD) based on the national policy, the P.D. 198 known as Provincial Water Utilities Act of 1973 favoring local operation and control of water systems; authorizing the formation of local water districts and providing for the government and administration of such districts; chartering a national administration for facilitate improvement of local water utilities; granting said administration such powers as are necessary to optimize public service from water utility operations, and for other purposes. On December 7, 1979 the Local Water Utilities Administration awarded Conditional Certificate of Conformance No. 107 to the CWD.

The Catbalogan water supply is supplied from five waters sources, namely: a) Masacpasac sub-surface channel; b) Caramayon spring water; c) surface water at Kulador; d) deep well at Tumalistis; and e) deep well at Piczonville Subdivision. These five sources currently serve twenty two (22) barangays, mostly from the poblacion area.

1. SYSTEM DESCRIPTION

1.1 General information on the Supplier

The water supply of the City of Catbalogan is handled and managed by the Catbalogan Water District (CWD), which was initially constructed in 1925 under the management of the local government. It was transferred to the National Waterworks and Sewerage Authority (NAWASA) upon its creation in 1995. In 1969, NAWASA was abolished and the Catbalogan municipal government took over the CWD management.

A Sanguniang Bayan resolution No. 66 was approved in July 5, 1978 creating the Catbalogan Water District (CWD) based on the national policy, the P.D. 198 known as Provincial Water Utilities Act of 1973 favoring local operation and control of water systems; authorizing the formation of local water districts and providing for the government and administration of such districts; chartering a national administration for facilitate improvement of local water utilities; granting said administration such powers as are necessary to optimize public service from water utility operations, and for other purposes. On December 7, 1979 the Local Water Utilities Administration awarded Conditional Certificate of Conformance No. 107 to the CWD.

Currently, Catbalogan Water District is the only water service provider in the city of Catbalogan. Catbalogan Water District is a none-profit oriented and receives no subsidy from the national and local government. The revenue raised is solely from the concessionaires' monthly payments of water bills and other installation costs. Local Water District was declared a Government Owned Controlled Corporation by Supreme Court as of 1992.

The district is currently managed by its General Manager, Engr. Ralph S. Uy. It has three divisions namely: Administrative Division headed by Eusebia Christina Yboa, Commercial Division headed by Julia P. Lobriño, and Engineering Division headed by Engr. Miguel P. Macaspag.

The policy making body is composed of five directors each representing different sectors. The Chairman is Mr. Victoriano C. Navarrete, CPA (Education Sector), Vice Chairman is Mr. Don A. Mabulay Jr. (Civic Sector), Secretary/Treasurer is Mrs. Myra Gay M. Tambor (Women Sector), Rolando T. Ko (Business Sector), representative for the Professional Sector is currently vacant.

1.1.1 Area of Coverage

Catbalogan is composed of 57 barangays with 22 barangays classified as upland or island barangays, the remaining 35 barangays are along the carline.

The current service area of CWD is only 62% of the total number of the carline and poblacion barangays or 22 out of 35 barangays, mostly within the town proper. These barangays are Poblacion 1 to 13, San Andres, Barangay Canlapwas, Barangay San Pablo, Barangay Muñoz, Barangay Mercedes, Barangay Maulong, Barangay Guindapunan, Barangay Guinsorongan, Barangay Bunu-anan. Installation of Distribution line to the two Island barangays, Darahuway Guti and Darahuway Dako is on-going.

Possible expansions of the service coverage are the carline barangays along the highway, namely, San Vicente, Mahayag, Iguid, Pupua, Payao, upper portion of Maulong, Lagundi, and Socorro.

1.1.2 Household Coverage

For the last five years, there was a 31.7% increase in the number of active service connection from 6,853 of Dec 2010 to 9,028 of Dec 2015.

CWD is currently serving 57% of the total Number of households in the service area and is projected to increase by 13% by the end of year 2020.

1.1.3 Transmission and Distribution Pipelines

There are four transmission pipelines originating from the three water sources namely, one from Kulador, two from Masacpasac Spring and another one from Caramayon Spring. However, only two 200mm transmission pipelines that is in place from San Andres to the poblacion proper.

The existing transmission lines have a carrying capacity of about 90-120 lps. This was based on the hydraulic analysis of the two 200mm transmission pipelines and actual recorded production.

Length of the following Transmission and Distribution Lines.

300 mm	PVC	0.289 Km
250 mm	PVC	5.584 Km
200 mm	PVC, GI, CI	9.322 Km
150 mm	CI, PVC	4.470 Km
100 mm	PVC	4.713 Km
75 mm	PVC	6.205 Km
63 mm	PVC	0.170 Km
50 mm	PVC, PE	2.908 Km
38 mm	PE, PVC	1.680 Km
25 mm	PE	0.140 Km
TOTAL LENGTH		33.961 KM

1.1.4 Transmission and Distribution Pipelines

Customers of CWD are classified into five types, namely, residential, government commercial, commercial a, commercial b, and commercial c.

Below is the current water rate of Catbalogan Water District.

Type	Min. Charge	11-20 cu.m	21-30 cu.m	31-40 cu.m	over40 cu.m
Residential/Govt	175	19.45	21.35	24.80	28.50
Commercial	350	38.90	42.70	49.60	57.00
Commercial A	306.25	34.00	37.35	43.40	49.85
Commercial B	262.50	29.15	32.00	37.20	42.75
Commercial C	218.75	24.30	26.65	31.00	35.60

1.2 Source of water: Catchment and extraction from source

The District currently has three main water sources, namely Kulador, Caramayon, and Masacpasac spring. It has also two supplemental sources namely: Piczonville Pumping Station and Tumalistis Pumping Station. Incoming water source Is Caramayon 2 spring.

1.2.1 Kulador Treatment Facility

The plant is located 2.7 kilometers from Barangay San Andres of Catbalogan, Samar, or 110 48' 44.4" N and 240 54' 10.3" E.

The treatment plant receives water from the Antiao River through an Intake Box 3m x 3m wide and 2.5m depth. The water was conveyed through a telescopic Transmission Line of 250mm and 200mm diameter PVC pipes and goes into a 4,000cum/day clarifier system for water treatment. Later this year the clarifier is to expand its capacity to 6,000cum/day.

1.2.2 The Caramayon Pumping Station

The project started on February 22, 2002. Fund by 32M ADB – Loan under LWUA's Small Towns Water Supply System Project (STWSSP). Component of the project are the ff:

- Construction of impounding Dam and Sump Tank
- Pumping facilities 1-100hp, 2-500hp, 440v, 3 diameter
- Generator, 300hp
- Laying of 5.1km 10" diameter Transmission Lines, 500lm riser pipe, 200mm diameter
- Installation of 3-phase Electric Power Line, 13.2 KV primary lines

The Project site is not accessible to any mode of transportation. The spring is located in a highland Barangay of Lobo, Sitio Caramayon, it is approximately 9.1 kms. from the nearest lowland Barangay San Andres and about 11 kms. from the center of the Poblacion. Caramayon spring could be reached only by foot passing through mountains, the highest elevation of which is 197 meters above mean sea level and traversing the same river about twenty (20) times. The said spring source is below and between mountain ranges with an elevation of 84.7 meters.

Except for the pumps which were airlifted (courtesy of the 8ID, Camp Lucban & PAF) all of the materials and equipment were handled/ carried manually.

Caramayon spring source capacity is 140 lps. A Mini impounding Dam was built from where water flows to the sump Tank by gravity. Three high head submersible pumps, 1-100hp, 2-50 hp was installed to pump the water to the break pressure chamber and from there water flows by gravity to the Kulador Treatment Plant via a 10-inch pipeline through a 4.65-km distance.

A 3-phase power line 13.2 KV Primary Line with a distance of 11.9 kms was constructed as a primary prime mover of the pumping equipment. A generator was installed as standby power.

5.1 kms pipelines 10 inch and 8 inch diameter were installed. On February 22, 2005, test run was conducted on the pumping equipment and three days after it was put to operation

With the three (3) pumps capable of delivering a combined capacity of 91 lps, it can supply 9000 households.

1.2.3 Masacpasac Spring

The Masacpasac spring is located at 11 48' 58.8000" N, 124 55' 10.8000" E and approximately 5 kms from Brgy San Andres.

The water source contributes an average of 64% of the total water production with two transmission lines, CI 6" and CI 10" with a total rated capacity of 55 lps.

The source is not passable by any vehicle and can only be reached by hiking.

1.2.4 Piczonville Pumping Station

Its operation is from 5:00 in the morning to 1:00 o'clock in the afternoon, then from 4:00 in the afternoon to 6:00 in the evening daily.

As observed, this pumping schedule is operational during rainy season but during dry season/summertime, it is on a standby due to high salinity level recorded in the underground source.

Source: Deep Well, Rated Capacity: 6.5 lps, 10hp submersible pump

1.2.5 Tumalistis Pumping Station

This is a deep well water source providing water in the southside part of Catbalogan. This has a total rated capacity of 4.5 lps utilizing a 10hp submersible pump.

Two hours operation is intended for the Executive heights subdivision. The remaining hours supplements the supply for the poblacion.

1.2.6 V&G Booster Pump

V & G, 5hp booster pump - was donated by the developer to CWD, to cater the needs of V & G subdivision.

1.2.7 Canlapwas in-line Booster Pump

This station is equipped with 25hp, 220v, 3 phase, Floor mounted high pressure pump. It boosts water pressure to increase the water supply in Canlapwas, San Andres, Salug, Casantolan, Brgy. Mercedes, Brgy. Mabini.

1.2.8 Mabini in-line Booster Pump

Mabini in-line Booster pump – 40 hp, 220v, 3 phase, high head, submersible pump, boosting of water pressure to increase the area coverage supplied due to existing limited size of Distribution Line, serving Canlapwas, San Andres, Salug, Casantolan, Brgy. Mercedes, Brgy. Mabini.

1.2.9 440 Cu.m. Concrete Reservoir

This Reservoir was constructed by the Americans way back 1935. It was rehabilitated and re commissioned last 2005. It is located in an elevated part of Brgy. 13, with an elevation of 35m above sea level. It is used to augment the high demand during morning (peak hour) of the poblacion. The remaining 100cu.m. of water was reserved for fire fighting purposes.

1.2.10 Cogao Booster Pump

This Station was constructed last 2015 to provide water supply to two (2) island Barangays namely Darahuway Dako and Darahuway Guti. Transmission line is a 2" diameter x 1.7km underwater, it is equipped with a floor mounted high pressure, 75m TDH, 5lps, 200v, 3 diameter pump.

1.3 Flow diagram

To accurately define the hazards in the water supply system, it is best to describe first the components of the system in detail. The diagram shows the flow of water from the source, to the treatment, and to distribution. In between are operational and inspection processes to ensure the quality of water

Figure 1.0: System Schematic Diagram

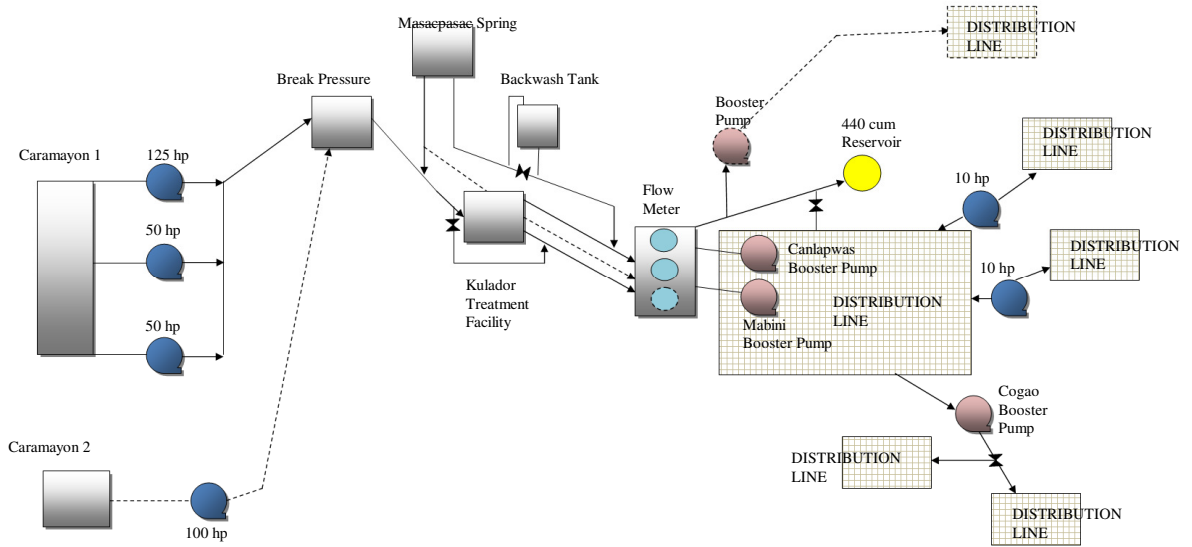
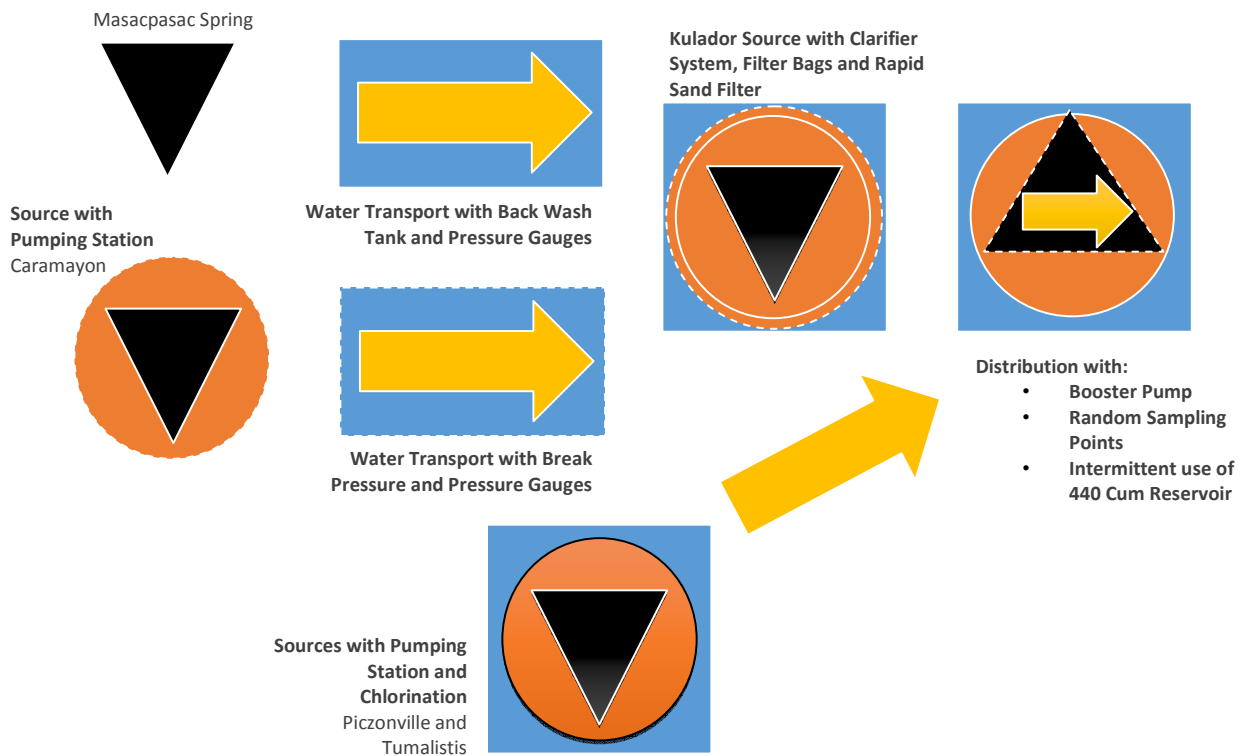
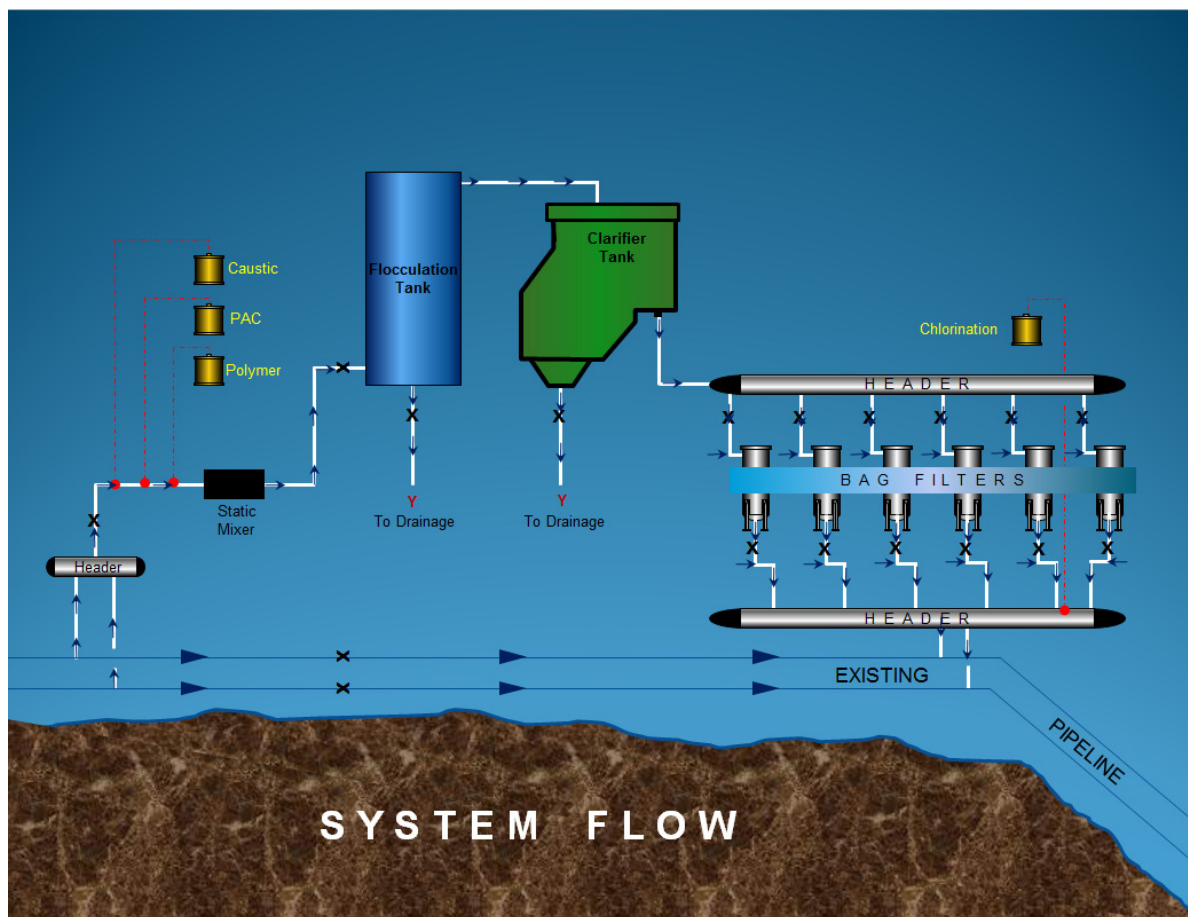


Figure 2.0: Process Flow Diagram



1.4 Treatment processes

Figure 3.0 Clarifier system flow



The treatment facility is located in Kulador, approximately 2.7 kms from the poblacion as discussed in item 3.2.1.

The facility is equipped with a clarifier system which can process 4,000 CMD of turbid water. Turbid water that enters the system is injected with PAC and Polymer to capture sediments, it will then go to a fluctuation tank and clarifier to let the sediments settle down. Finish product will pass through bag filters for final process of filtration before chlorine is injected for disinfection.

1.5 Distribution system

Figure 4.0 Distribution Line

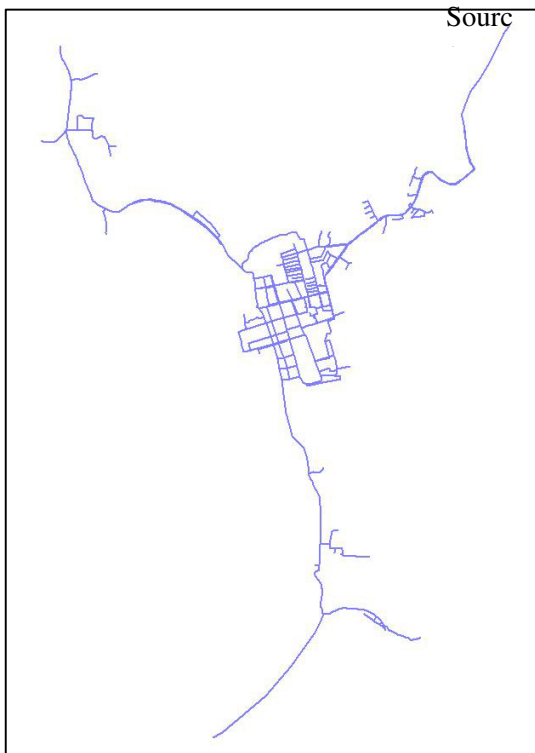
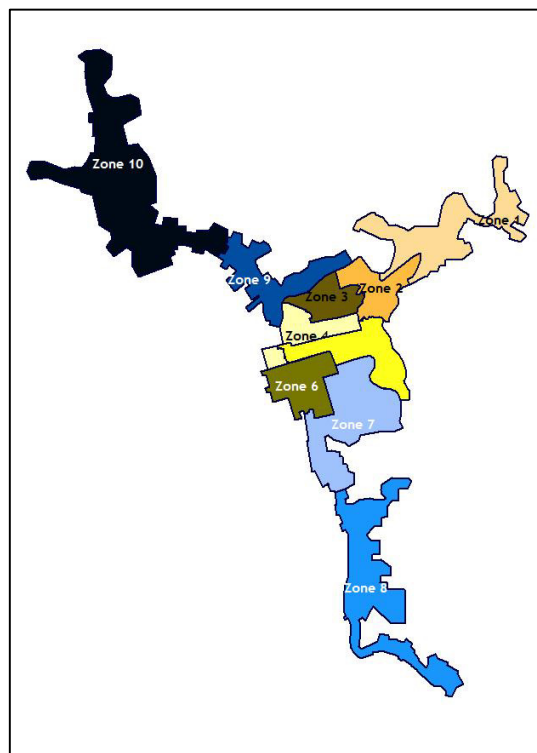


Figure 5.0 Zoning



The current distribution line is serving 22 barangays subdivided into 10 zones. Two (2) booster pumps are in placed within the poblacion to boost water pressure to far distant barangays. Another booster pump was place in Cogao to boost water pressure to the two island barangays of Darahuway Dako and Darahuway Guti which is not yet operational due to the El Niño phenomenon.

As shown in figures 3 and 4, northern tip of zone 10 and southern tip of zone 8 covers the barangays that are farthest from the source. These are also the barangays that experience low to negative water pressure every day.

The district distribution lines and facilities information are databased in the exsiting Geographic Information System of the office.

In the later part of this plan, control measures and improvement plans will be discussed to answer the different hazards that the current distribution lines is having.

1.6 Water quality required

The district follows the standards set by the Administrative Order No 2007- Philippine National Standards for Drinking Water of 2007.

To ensure safe drinking water, the laboratory technician conducts the following:

1.6.1 Bacteriological Test

a. PHC Bottle

Tests are conducted every Monday and Wednesday using PHC bottle. Daily results are saved in a database where reports are generated and submitted to the City Health Office.

b. Microbiological Test

The test is conducted by a DOH accredited testing center in the region. In our Region we have two testing center, EVRMC and LMWD. Water sample is brought to the testing center every 3rd week of the month.

Test Results are submitted to LWUA every month.

1.6.2 Laboratory Test

Water sampling is conducted daily in random household points within the service area. The office is equipped with laboratory equipment to measure the following standards:

c. Chlorine Residual	-	1.0 ppm
d. Salinity	-	500 ppm s
e. Conductivity	-	No Limit
f. Ph	-	6.5 - 8.5 mg/l
g. Total Dissolved Solid	-	500 mg/l
h. Turbidity	-	5.0 NTU

Laboratory test results are encoded to a database where reports are generated for submission to the City Health office.

1.6.3 Physico-Chemical Test

This test is conducted once a year by a DOH accredited testing center. The test measures, Aesthetic, Physical, and Chemical components of the water supplied. The table below shows the parameters being measured by the test.

1.7 Delivery Point, Intended users of water and intended uses of the water

Catbalogan Water District is currently serving 9,500 customers within the City of Catbalogan. The farthest delivery point to the North is barangay Maulong, this is about 3 kms from the Poblacion. Farthest southern delivery point is barangay Bunuanan, this is about 2 kms away from the Poblacion.

Intended users of water are the population of the City of Catbalogan. Currently 22 barangays were only served, but is planned to expand to other carline barangays. The users are classified into Residential, Government, Commercial, Commercial A, Commercial B, and Commercial C.

PARAMETER	METHOD OF ANALYSIS	PERMISSIBLE LIMITS
AESTHETIC		
Color	Colometric	≤ 5 TCU
Turbidity	Nephelometric	≤ 5 NTU
PHYSICAL		
pH	Direct Measurement	≤ 6.5 – 8.5
Conductivity	Direct Measurement	
Resistivity	Direct Measurement	
Salinity	Direct Measurement	
Total Dissolved Solids	Direct Measurement	≤ 500 mg/L
Water Temperature	Direct Measurement	24.9 ° C
CHEMICAL		
Inorganic		
Alkalinity	Titration	≤ 150 mg/L @ pH=4.8
Ammonia	Distillation	Not greater than 250 mg/L
Boron	Carmine	≤ 0.30 mg/L
Chloride	Argentometric	≤ 250 mg/L
Iron	Phenanthroline	≤ 1 mg/L
Manganese	Persulfate	≤ 0.50 mg/L
Nitrate	Distillation	≤ 50 mg/L
Nitrite	Spectrophotometric	≤ 3 mg/L

2.0 SYSTEM OPERATIONS OVERVIEW

2.0 SYSTEM OPERATIONS OVERVIEW

2.1 Organization and Responsibilities

The water district is currently operating under the supervision of Local Water Utilities Authority (LWUA). It has a policy making body representing different sectors of the community. The organizational chart of the district is attached as Appendices 1.0

2.1.1 Board of Directors

The Board of Directors of a district is composed of five citizens of the Philippines who are of voting age and residents within the district. One member is a representative of civic-oriented service clubs, one member a representative of professional associations, one member a representative of business, commercial, or financial organizations, one member a representative of educational institutions, one member a representative of women's organizations. The district does not have any representative from the administration as sixth member.

Education Institutions	- Dir. Victoriano Navarette Chairman
Civic-oriented service clubs	- Dir. Jose Mabulay Vice-Chairman
Professional Associations	- Vacant
Business Sector	- Dir. Rolando Ko
Women Organizations	- Dir. Myra Gay Mabangue-Tambor

2.1.2 General Manager

The duties of the General Manager and other officers shall be determined and specified from time to time by the Board. The current General Manager of the district is Engr. Ralph S. Uy. He has full supervision and control of the maintenance and operation of water district facilities, with power and authority to appoint all personnel of the district. Provided, that the appointment of personnel in the supervisory level shall be subject to approval by the Board.

2.1.3 Division Manager

There are three divisions supporting the office of the General Manager, namely: Administrative Division, Commercial Division, and Engineering Division.

The Administrative Division is managed by Ms. Eusebia Christina Yboa. She directs and supervises basic efforts of the division like general services, human resource management office, property section, information management, and planning and development.

The Commercial Division is managed by Mrs. Julia P. Lobriño supervises the utility activities specifically on application for new water service connections,

meter readings, billings and collections, marketing, investigations, disconnection, reconnections, maintaining customers records, and other related activities.

The Engineering Division being managed by Engr. Miguel Macaspag directs and supervises the engineering, production and construction activities of the district. He coordinates efforts with other divisions and evaluates performance of the supervisors and employees under his division.

The Senior Project/Development Planning officer position is currently vacant but currently handles as OIC by Mr. Exequiel C. Cabrigas III. He carries out and coordinates all divisions in the preparation of long-term Business planning/development management activities, including delivery of Water District plan and policies. Undertake site inspections and consultations as necessary in accordance with agreed targets, timescales and priorities. He also conducts consultations with local authorities, statutory consultees, community groups and members of the public.

2.2 Operational Control and Supervision

2.2.1 Administrative Division

The Administrative division has five (5) sections namely: Human Resource Management Section, Property Management Section, General Services Section, Information Management Section, and Planning and Development Section.

The human resource management section generally falls into nine broad activities, namely: Organization Tasks, Resources for the organization, Performance management, Employee development, Reward Management, and Employee relations.

Property management section is the overall in charge in the acquisition of new properties and equipment, its utilization and the disposition of unserviceable or no longer needed equipment of the district.

The Information Management section develops implements and maintains Information Systems, Databases and Applications that support the processes of the district. The section also provides access to ICT resources; supports and maintains district's ICT facilities.

The current Planning Section has primary responsibility for the implementation of the Comprehensive Plan through the development review process. The Section coordinates the activities of the Engineering and Commercial Division, which provides recommendations on planning matters.

The General Services Management section is under the supervision of the division head maintains inventory of linen clothing and supplies; accepts delivery of and transports supplies; provides various services to the different division of the district.

2.2.2 Commercial Division

The division currently has two sections, the billing and collection section and the finance section.

The billing and collection section focuses on three major activities, meter reading and billing, Collection, preparation of job/maintenance orders, Disconnection of service connection, maintenance of customer records, investigation, and answering customer's complaints and queries.

The district currently has four (4) meter readers who conducts meter reading for the first ten days of the month. There are two (2) customers assistants. They handle the preparation of job/maintenance orders and answering customer complaints and queries. Three (3) customer's assistants are assigned in the maintenance of customer records and preparation of Billing. Two investigators are assigned to conduct surveys on the classification of new applicants and validating questionable consumption and connections. The division has one supervisor that directly supervises the billing and collection activities.

The Finance Section is an essential component to business operations. It cover a wide range from basic bookkeeping to providing information to assisting managers and board of directors in making strategic decisions.

Finance Section is responsible for all the day to day transaction for the business. This includes the following:

1. Accounts Payable (Disbursement) – It is responsible for management of the cash flow and ensuring there are enough funds available to meet the day to day payments. It also ensures that suppliers are paid on time.
 2. Cash collections: All cash received and receivables from sales and from all other sources is identified and recorded.
 3. Payroll – the accounting department ensures that the company pays its employees accurately and timely, including bonuses, commissions and benefits. In addition, proper tax and other employees remittances to pertinent government agencies is assessed and payments are on time.
 4. Properties and Inventories - The accounting department keeps records of all purchases and issuances and making sure the inventories balances are accurate.
 5. Reporting and Financial Statements – Aside from compliance with the government agencies such as COA and BIR, Financial Statements are prepared to help interested parties, both internal and external, to make business decisions.
-

2.2.3 Engineering Division

This division has two sections engineering and construction section and the production section.

The engineering and construction focuses on five different activities namely, maintenance of pipe networks, monitoring and construction of district facilities, conducting survey and preparation of work and estimates for all construction projects, non-revenue management, installation and maintenance of service connections, and accomplishing job orders prepared by the commercial division.

The production section has three functions namely, monitoring and ensuring the water production from the different water sources, ensuring the potability and safety of the water produced by conducting scheduled water bacteriological/laboratory tests, and conducting source explorations to ensure the sustainability of the water supply.

The division also assists in the different watershed management activities like tree planting activities and watershed monitoring.

2.3 Operating Procedures

2.3.1 Production

2.3.1.1 Water Source and Treatment Process

2.3.1.1.1 Caramayon Spring Source (Pumping Station)

2.3.1.1.1.1 Operating Procedure

- a. Inspect the Sump Tank if full of water.
- b. Record the Flow meter Reading Water and KWHR Reading of SAMELCO Meter.
- c. Inspect the Line Voltage if Complete (3 Lines 440V)
- d. Close the Discharge Valve and Open the Backwash Pipe in order to Feed the Line Gradually and Discharge the Air.
- e. Switch On Main Breaker.
- f. Start the Soft Starter.
- g. As the Pump Start, Gradually close the backwash pipe valve at the same time open the discharge valve so the water flow to the system, until that Backwash Pipe Valve close and full open the discharge valve.

2.3.1.1.1.2 Electrical Failure

During Operation some electrical failure occurs:

- a. Line Low Voltage – cause by line fault of Electrical Cooperative, Operator call the attention of electric cooperative.
- b. Soft Starter Failure – call the technician for immediate repair.

2.3.1.1.1.3 Equipment Preventive Maintenance

- a. Clearing Weekly the soft starter and facility other electrical appurtenances.
 - b. Clearing the Sump tank weekly
-

- c. Clearing of surrounding and check up valves weekly.

2.3.1.1.1.4 Production Monitoring

- a. After 24 hour operation, Operator record the Flow meter reading and KWHR reading. They subtract the reading to get the production KWHR for one day operation.

2.3.1.1.1.5 Water Supply

- a. Record the turbidity reading if it conforms with the PNSDW which is 5 ntu. When it is turbid or above 5 ntu pump operation will be stopped.

2.3.1.2 Bacteriological and Laboratory Testing

To ensure and properly monitor the safety of the water supply, bacteriological and laboratory test are conducted regularly.

The bacteriological test covers sample source address, date and time of collection, result of analysis, and remarks. The test is conducted and analyzed by Leyte Metropolitan Water District having a qualified laboratory.

The laboratory test is done twice a week with seventeen sample points. These covers the location where sample is taken, time taken, chlorine residual, salinity, conductivity, total dissolve solids, turbidity, and name of registered customer where sample is taken.

2.3.1.2.1 BACTERIOLOGICAL TEST (Monthly – LWUA compliance)

2.3.1.2.1.1 Water Sampling/Testing & Reporting

- a. Sampling from a tap or household faucet at random (ensure that areas covered shall be well represented)
 - b. Clean the tap or faucet (wipe the outlet with a clean cloth to remove dirt)
 - c. Turn on the tap at maximum flow rate and let the water flow for 1-2 minutes
 - d. Sterilize the tap for 1-minute with the flame from an ignited cotton-wool swab soaked in alcohol (denatured and/or 70% Isopropyl)
 - e. Carefully turn on the tap and allow 1-2 minutes at a medium flow rate prior to sampling
 - f. Open a sterilized bottle and immediately hold the bottle under the water jet and fill the bottle at least 100ml of water sample. A small air space should be left to facilitate shaking at the time of inoculation prior to analysis
 - g. Capped the bottle and shall be labeled properly
 - g.1) Date & Time of sampling
 - g.2) Source/Point of sampling
-

- h. Deliver water samples to nearest DOH accredited laboratory center (EVRMC or LMWD)
- i. Using of ice cooler during transport to the laboratory center is recommended
- j. Water Sample Collector shall also take into consideration the following important reminders:
 - j.1) That water analysis shall be done 6-hours from the time of collection
 - j.2) That the time of lapsing between collection and processing should in no case exceed 24-hours
- k. Upon availability of the laboratory result/s, prepare the Summary Report on Microbiological Test (Pre-Format), filling-up all the necessary data and information and send to LWUA-Management Advisor for compliance/reference (attached the laboratory results)

2.3.1.2.2 BACTERIOLOGICAL TEST (Monday & Wednesday – For Water Quality Monitoring/Detection of Coliform Organisms)

2.3.1.2.2.1 Water Sampling/Testing & Reporting

- a. Sampling from a tap or household faucet at random (ensure that areas covered shall be well represented)
 - b. Clean the tap or faucet (wipe the outlet with a clean cloth to remove dirt)
 - c. Turn on the tap at maximum flow rate and let the water flow for 1-2 minutes
 - d. Sterilize the tap for 1-minute with the flame from an ignited cotton-wool swab soaked in alcohol (denatured and/or 70% Isopropyl)
 - e. Carefully turn on the tap and allow 1-2 minutes at a medium flow rate prior to sampling
 - f. Fill the prepared PHC Bottle leaving small air space
 - g. Capped the bottle and shall be labeled properly
 - g.1) Date & Time of sampling
 - g.2) Source/Point of sampling
 - h. Place the water samples (PH Bottle) at room temperature for about 24-hours
 - h.1) Water samples turn blackish – indicates the presence of coliform organisms. Investigate possible reason/s or possible source/s of contamination to make the necessary precautionary reparation, and shall water sampling & testing shall be done from the identical spot from which the first sample was taken for comparison and confirmation of result
 - h.2) No changes in appearance/color indicate absence of any coliform organisms
-

- i. Encode results and prepare the Summary Report on Bacteriological Test Result (Format), filling-up all the necessary data and information and send to the City Health Office (City Sanitation Inspector) for conformity and reference.

2.3.1.2.2 Preparation of PHC Bottle (50 bottles every 2-months)

A. Cleaning of PHC Bottles

- a.) Dilute 1-2 drops of Muriatic Acid, and soak PHC Bottles
- b.) Wash every single PHC bottle thoroughly with running water at maximum flow rate, then let it dry

B. Preparation of PHC Media

- a.) Prepare the medium; combine the following
 - 1.5 grams - Dipotassium Hydrogen Phosphate
 - 0.75 gram – Ferric Ammonium Citrate
 - 1.5 grams – Sodium Thiosulfate
 - 20.0 grams Peptone
 - 1.0 gram Teepol
 - 50.0 grams Distilled Water

- C. Fold several times half of a sheet of tissue (toilet paper) paper and placed at the bottom of the PHC Bottle

- D. Dropped 1-ml of Medium (PHC Media) into the tissue paper

- F. Sterilized the bottles using Pressure Cooker for about 10-minutes at medium heat, and then allowed to stand at room temperature with UV Lamp (Black/Violent Light) for 24-48 hours, and the PHC Bottles is ready for utilization or usage

2.3.1.2.3 LABORATORY TEST (Monday to Friday) (17-sampling points)

2.3.1.2.3.1 Water Sampling/Testing: Parameters/Permissible Limit)

a.) Chlorine Residual (Free) (1.0 ppm) (ProHayward Tester)

- a.1) Sampling from a tap or household faucet at random (ensure that areas covered shall be well represented)
 - a.2) Clean thoroughly the tap or faucet (wipe the outlet with a clean cloth to remove dirt)
 - a.3) Turn on the tap at maximum flow rate and let the water flow for 1-2 minutes
 - a.4) Remove the cap from the tube CL and rinse
 - a.5) Fill CL tube with water sample until the level with line just under CL marking on tube
-

- a.6) Remove cap from OTO solution, and place nozzle of OTO bottle vertically over opening in CL tube and squeeze 5-drops of solution into CL tube
- a.7) Place cap on CL tube and invert the tube several times to mix OTO with water sample, and within 10-seconds, compare the tube color with the adjacent color markings to determine the numerical reading, and record the result for the preparation of report for management file and reference

b.) Salinity (500 ppm S); Conductivity (no limit); Total Dissolved Solid (500 mg/L) (Ultra Pen PT1)

- b.1) Sampling from a tap or household faucet at random (ensure that areas covered shall be well represented)
- b.2) Clean thoroughly the tap or faucet (wipe the outlet with a clean cloth to remove dirt)
- b.3) Turn on the tap at maximum flow rate and let the water flow for 1- minute, then fill bottle (350-ml) with water sample
- b.4) Using the PT1 Tester, press and release push button to turn the PEN ON
- b.5) While the LED flashes rapidly; dip the pen in water sample so that the cell is completely submerged
- b.6) While the LED flashes slowly, swirl PEN around to remove bubbles, keeping cell submerged.
- b.7) When LED turns on solid, remove PEN from water sample, display will alternate between measurement (Salinity, Conductivity, TDS & Temperature) readings
- b.8) Rinse the cell and electrodes with clean water after each use, and before the next water sample measurements & readings
- b.9) record the result for the preparation of report for management file and reference

c.) Turbidity (5.0 NTU) (Hach DR/820 Colorimeter)

- c.1) With the remaining water sample/s above (350-ml water sample taken), press the button to turn the Tester (Colorimeter) ON
 - c.2) Set the Tester at Program 95
 - c.3) For calibration purposes, fill cell with 10-ml Distilled or Deionized Water
 - c.4) Wipe the surface of the cell with a soft cloth, and place in cell holder
 - c.5) Cover and press ZERO, then take out from the cell folder
 - c.6) Fill a separate cell with 10-ml water sample for analysis
 - c.7) Mix the sample well before transferring to the sample cell. Wipe the surface of the cell with a soft cloth
-

-
- c.8) Place in cell holder, cover and READ
 - c.9) Rinse the cell with clean water after each use, and before the next water sample measurements & readings
 - c.10) record the result for the preparation of report for management file and reference

d.) pH (6.5-8.5 mg/L) (Hach Pocket Pro Tester)

- d.1) With the remaining water sample/s above (350-ml water sample taken), press the button to turn the Tester (Pocket Pro) ON
- d.2) Fill the sensor cap with water sample up the indicated line
- d.3) Place in the sensor cap to the pocket pro ensuring that it is well submerged, then read and record the result for the preparation of report for management file and reference

2.3.1.2.4 PHYSICAL-CHEMICAL TEST (Twice a Year – LWUA compliance)

- a. Physical Quality Parameters – Color & Turbidity
- b. Chemical Quality Parameter – pH, Chloride, Nitrate, Sulfate, Total Dissolved Solid, Benzene, Iron, Manganese, Arsenic, Cadmium & Lead)
- c. Other Physical & Chemical parameters based on specific source conditions

2.3.1.2.4.1 Caramayon Spring Source (Pumping Station)

Water Sampling/Testing & Reporting:

- a. Before water sample is collected from the tap (faucet), sufficiently flush to ensure that the sample is representative of the supply.
- b. Clean the tap or faucet (wipe the outlet with a clean cloth to remove dirt
- c. Open the bottle (1.5 liters) , then capped the bottle and labeled properly
 - c-1) Date & Time of sampling
 - c-2) Source/Point of sampling
- d. Deliver water samples to any DOH accredited laboratory center (government & private) for analysis
- e. Upon availability of the test result/s, send Physico-Chemical Test Results for Water to LWUA-Management Advisor for compliance/reference

Water Quality Monitoring (Turbidity) (Portable Turbidimeter with Fast Tracker HI 98703):

- a. Turn the instrument on by pressing ON/OFF. When dashes are displayed on the LCD, the instrument is ready.
 - b. Fill a clean, dry cuvette with 10-ml of sample up to the mark, taking care to handle the cuvette by the top
-

- c. Replace the cap
- d. Wipe the cuvette thoroughly with a lint-free cloth to remove any fingerprints, dirt or water spots
- e. Apply silicone oil on the cuvette and wipe with a lint-free cloth to obtain an even film over the entire surface of the cuvette. Silicone oil hides the glass imperfections that can influence the reading
- f. Place the cuvette into the instrument. Align the mark from the cuvette with the sign on the instrument case and close the lid
- g. Press READ to start the measurement. The display will show blinking dashes and the icons for cuvette, detectors and lamp will appear during measurement
- h. At the end of the measurement, the instrument directly displays turbidity in NTU
- i. Record the result, including the date, time and weather & power condition for reference

2.3.1.2.4.2 Masacpasac Spring

Water Sampling/Testing & Reporting:

- a. Before water sample is collected from the tap (faucet), sufficiently flush to ensure that the sample is representative of the supply.
- b. Clean the tap or faucet (wipe the outlet with a clean cloth to remove dirt)
- c. Open the bottles for collection of water sample (1.5 liters bottle), then capped the bottle and labeled properly
 - c.1) Date & Time of sampling
 - c.2) Source/Point of sampling
- f. Deliver water samples to any DOH accredited laboratory center (government & private) for analysis
- g. Upon availability of the test result/s, send Physico-Chemical Test Results for Water to LWUA-Management Advisor for compliance/reference

2.3.1.2.4.3 Kulador Surface Water (Pesticides as additional Parameter)

Water Sampling/Testing & Reporting:

- a. Before water sample is collected from the tap (faucet), sufficiently flush to ensure that the sample is representative of the supply.
 - b. Clean the tap or faucet (wipe the outlet with a clean cloth to remove dirt)
 - c. Open the bottles (1 of 1.5 liters bottle for other Parameters and 2-liters Amber Bottle for Pesticides) Capped the bottle and labeled properly
 - c-1) Date & Time of sampling
-

- c-2) Source/Point of sampling
- d. Deliver water samples to any DOH accredited laboratory center (government & private) for analysis
- e. Upon availability of the test result/s, send Physico-Chemical Test Results for Water to LWUA-Management Advisor for compliance/reference

Water Quality Monitoring (Turbidity) (Portable Turbidimeter with Fast Tracker HI 98703):

- a. Turn the instrument on by pressing ON/OFF. When dashes are displayed on the LCD, the instrument is ready.
- b. Fill a clean, dry cuvette with 10-ml of sample up to the mark, taking care to handle the cuvette by the top
- c. Replace the cap
- d. Wipe the cuvette thoroughly with a lint-free cloth to remove any fingerprints, dirt or water spots
- e. Apply silicone oil on the cuvette and wipe with a lint-free cloth to obtain an even film over the entire surface of the cuvette. Silicone oil hides the glass imperfections that can influence the reading
- f. Place the cuvette into the instrument. Align the mark from the cuvette with the sign on the instrument case and close the lid
- g. Press READ to start the measurement. The display will show blinking dashes and the icons for cuvette, detectors and lamp will appear during measurement
- h. At the end of the measurement, the instrument directly displays turbidity in NTU
- i. Record the result, including the date, time and weather condition for reference

2.3.1.2.4.4 Clarifier System:

- A. Dosing of Chemicals
 - a. Mix 12.5-kgs. of PolyAluminum Chloride (PAC) to 100-liters of Water at 90 Stroke/80 Speed
 - b. Mix 100-grams of Polymer to 100-liters of Water at full stroke (100-stroke)
 - c. Mix 5.5-kgs. of Granular Chlorine (70%) to 100-liters of Water at full stroke (100 stroke) for Pre-Chlorination
 - d. Inject chemicals (PAC, Polymer & Chlorine) to the 8" Pipeline to the Flocculation Tank
 - B. Flocculation Tank
 - a. Monitor water quality using the Portable Turbidimeter with Fast Tracker HI 98703 tester
-

- b. Turn the instrument on by pressing ON/OFF. When dashes are displayed on the LCD, the instrument is ready.
 - c. Fill a clean, dry cuvette with 10-ml of sample up to the mark, taking care to handle the cuvette by the top
 - d. Replace the cap
 - e. Wipe the cuvette thoroughly with a lint-free cloth to remove any fingerprints, dirt or water spots
 - f. Apply silicone oil on the cuvette and wipe with a lint-free cloth to obtain an even film over the entire surface of the cuvette. Silicone oil hides the glass imperfections that can influence the reading
 - g. Place the cuvette into the instrument. Align the mark from the cuvette with the sign on the instrument case and close the lid
 - h. Press READ to start the measurement. The display will show blinking dashes and the icons for cuvette, detectors and lamp will appear during measurement
 - i. At the end of the measurement, the instrument directly displays turbidity in NTU
 - j. Record the result, including the date, time and weather & power condition for reference
 - k. Monitor/Check the tank for sediments (floc) accumulation to determine the need to open the drain valve
- C. Clarifier System
- a. Monitor water quality using the Portable Turbidimeter with Fast Tracker HI 98703 tester (same process/procedure stated above)
 - b. Monitor/Check the tank for sediments (floc) accumulation to determine the need to clean using pressure washer and drain.
- D. Bag Filters (12-units)
- a. Monitor water quality using the Portable Turbidimeter with Fast Tracker HI 98703 tester (same process/procedure stated above)
 - b. Check filter bags to determine the need for replacement/change to avoid clogging and backflow
 - c. Clean/Wash the clogged filter bags, and let it dry for impending usage. Ensure that sufficient filter bags are readily available for emergency cases (Heavy rains/Typhoon) at the treatment plant.
- E. Post-Chlorination
- a. Mix 5.5-kgs. of Granular Chlorine (70%) to 100-liters of Water at full stroke (100 stroke) for Post-Chlorination
 - b. Monitor/Test the Chlorine Residual (Total) using the ProHayward Tester.
 - c. Fill CL tube with water sample until the level with line just under CL marking on tube
-

- d. Remove cap from OTO solution, and place nozzle of OTO bottle vertically over opening in CL tube and squeeze 5-drops of solution into CL tube
- e. Place cap on CL tube and invert the tube several times to mix OTO with water sample, and within 10-seconds, compare the tube color with the adjacent color markings to determine the numerical reading (1-1.5ppm), adjust the Chlorinator settings (Pulse & Stroke/Speed) if the results is below 1-ppm and record the result for file and reference
- f. Using the Chlorinator Equipment, supply the disinfected (Chlorinated) water

2.3.1.2.4.5 Piczonville (Pumping Station)

Water Sampling/Testing & Reporting:

- a. Before water sample is collected from the tap (faucet), sufficiently flush to ensure that the sample is representative of the supply.
- b. Clean the tap or faucet (wipe the outlet with a clean cloth to remove dirt)
- c. Open the bottle (1.5 liters) , then capped the bottle and labeled properly
 - c-1) Date & Time of sampling
 - c-2) Source/Point of sampling
- d. Deliver water samples to any DOH accredited laboratory center (government & private) for analysis
- e. Upon availability of the test result/s, send Physico-Chemical Test Results for Water to LWUA-Management Advisor for compliance/reference

Water Quality Monitoring (Chlorine Residual) (Chlorinator):

- a. Mix & Stir thoroughly $\frac{3}{4}$ kls. (750 grams) of Granular Chlorine (70%) to 100-liters of water in a container (200 liters) (good for 1-week operation)
 - b. Test the Chlorine Residual (Total) using the ProHayward Tester.
 - c. Fill CL tube with water sample until the level with line just under CL marking on tube
 - d. Remove cap from OTO solution, and place nozzle of OTO bottle vertically over opening in CL tube and squeeze 5-drops of solution into CL tube
 - e. Place cap on CL tube and invert the tube several times to mix OTO with water sample, and within 10-seconds, compare the tube color with the adjacent color markings to determine the numerical reading (1-1.5ppm), adjust the Chlorinator settings (Pulse & Stroke/Speed) if
-

the results is below 1-ppm and record the result for file and reference

- f. Using the Chlorinator Equipment, supply the disinfected (Chlorinated) water. Pumping Hours (6:00 a.m. to 8:00 a.m. and 6:00 p.m. to 7:00 p.m. daily)
- g. Occasionally stirring the mixture (about every 1-hour)
- h. Test the residual of chlorine before every pumping hours/operation
- i. Clean the chlorine injector & sensor at least every 3-days
- j. Check-up the Chlorinator Equipment every operation to prevent failure and clogging
- k. Record the result, including the date, time and power & weather condition for file and reference

2.3.1.2.4.5 Tumalistis (Pumping Station)

Water Sampling/Testing & Reporting:

- a. Before water sample is collected from the tap (faucet), sufficiently flush to ensure that the sample is representative of the supply.
- b. Clean the tap or faucet (wipe the outlet with a clean cloth to remove dirt)
- c. Open the bottle (1.5 liters) , then capped the bottle and labeled properly
 - c-1) Date & Time of sampling
 - c-2) Source/Point of sampling
- d. Deliver water samples to any DOH accredited laboratory center (government & private) for analysis
- e. Upon availability of the test result/s, send Physico-Chemical Test Results for Water to LWUA-Management Advisor for compliance/reference

Water Quality Monitoring (Chlorine Residual) (Chlorinator):

- a. Mix & Stir thoroughly $\frac{3}{4}$ kls. (750 grams) of Granular Chlorine (70%) to 100-liters of water in a container (200 liters) (good for 1-day operation)
 - b. Test the Chlorine Residual (Total) using the ProHayward Tester.
 - c. Fill CL tube with water sample until the level with line just under CL marking on tube
 - d. Remove cap from OTO solution, and place nozzle of OTO bottle vertically over opening in CL tube and squeeze 5-drops of solution into CL tube
 - e. Place cap on CL tube and invert the tube several times to mix OTO with water sample, and within 10-seconds, compare the tube color with the adjacent color markings to determine the numerical reading
-

(1-1.5ppm), adjust the Chlorinator settings (Pulse & Stroke/Speed) if the results is below 1-ppm and record the result for file and reference

- f. Using the Chlorinator Equipment, supply the disinfected (Chlorinated) water. Pumping Hours/Schedule (6:00 a.m. to 1:00 p.m.; 4:00 p.m. to 8:00 p.m. and 10:00 p.m. to 3:00 a.m. daily)
- g. Occasionally stirring the mixture (about every 1-hour)
- h. Test the residual of chlorine before every pumping hours/operation
- i. Frequently clean the chlorine injector & sensor
- j. Check-up the Chlorinator Equipment every operation to prevent failure and clogging
- k. Record the result, including the date, time and other power interruption/failure (if any) for file and reference

2.3.1.3 NRW reduction

2.3.1.3.01 Leak Detection

2.3.1.3.02 District Metering Zone

2.3.1.3.03 Database and Geo-tagging in GIS Maps of leaks

A. MICROSOFT EXCEL

1. Open the Microsoft Excel of Repair leakages.
2. Type the Job Order No. , Address, Plumbers, Water Loss, Date and what kinds of leakages it is in Microsoft Excel.
3. Putting the Needed Details from “Service Request Paper” to Microsoft Excel.
4. Complete the Details that needed under the Microsoft Excel so that we can continue in GIS Maps.

B. GIS MAPS

1. Click the Icon of GIS Map.
 2. Open the “Open Your Own Data Files”.
 3. Select the Latest GIS Map. Like “GISMap November2015”.
 4. Click the Icon named “Open Control Center”, so that it can easily see what you needed most and minimize it.
 5. Click the Icon named “Create Point/Text Feature” or look-like has 1 pencil and 4 stars.
 6. Click the “Digitizer Tools” or look-like a pen then Double Click the Point that you made or Right Click the Point then choose Edit.
 7. To Create New File of Leaks. Inside the Icon of “Create Point/ Text Feature” or “Modify Feature Info” answer the following:
-

-
- i) **Name** – Just keep it Blank for a while. It has Leak Number from the Microsoft Excel
 - ii) **Feature Type** – Unknown Point Feature
 - iii) **Feature Layer** – Repair Leaks
 - iv) **Specify Style to use when rendering feature** – Point Symbol is Big Red X
 - v) **Symbol Size** – Scale Factor is 1.5
 - vi) **Name Font** – Font is Times New Roman, Font Style is Regular, Size is 12 and Select Color is Red.
 - vii) Click “Add” and put only the Attribute Name that has bold letters:
 - a. **Concessionaire** – The Person that has leaks in his/her pipeline. Ex. Danilo Cabrigas
 - b. **Address** – The Address where the leaks are. Ex. P-1 Canlapwas
 - c. **Account No.** – The Account No. of the person. Ex. 014-12-082
 - d. **Leak_ID** – If it has Leak ID.
 - e. **PipeID** – If it has PipeID.
 - f. **Date** – The day were the Plumber accomplished the Job Order.
 - g. **Plumber** – In charge of fixing the Leaks.
 - h. **Remarks** – What kind of leaks it is, Before the Meter, Main Line, Meter Stand, Water Meter and After the Meter.
 - i. **Water Meter No.** – The water meter of the concessionaire that has leaks. Ex. 00554C
 - j. **Water Loss** – How much water that lost while they’re the leaks.
 - k. **Job Order No.** – What it’s Job Order No. from Service Request Paper.
 - viii) Check the “Automatically apply these settings to new features of same type” and Click OK if already done.
- 8. If you done typing inside the “Modify Feature Info”. Get one “Service Request Paper” that has complaint of Leaks.
 - 9. Click the “Search the Attribute/Name/Description” or look-like telescope. Inside the Telescope choose the “Attribute/Item” or “Feature Name” either it is a Name, Barangay or Account No. and Type the “Compare Value” for Example:
 - i.) Scenario 1:
 - Attribute/Item: Account No
 - Compare Value: 014*082
 - ii.) Scenario 2:
 - Attribute/Item: Name
 - Compare Value: Cabrigas*
 - iii.) Scenario 3:
 - Attribute/Item: Barangay
 - Compare Value: Canlapwas*
-

Just use asterisk (*) for the Minus Sign (-) if you using the Account No. while in Name or Barangay just put the asterisk (*) to last letter. If you find the Name or the Account No. just double click it and it will show you the way.

10. Click again the Icon of “Create Point/ Text Feature” and start marking if you already see the Place.
11. Click the “Digitizer Tools” then Double Click the Big Red X that you made or Right Click the Big Red X choose edit.
12. Inside the Icon of “Create Point/ Text Feature” or “Modify Feature Info” you will answer the Attribute Value based on the “Service Request Paper”.
For Example:

Name – 1351

Feature Type – Unknown Point Feature

Feature Layer – Repair Leaks

Specify Style to use when rendering feature – Point Symbol is Big Red X

Symbol Size – Scale Factor is 1.5

Name Font – Font is Times New Roman, Font Style is Regular, Size is 12
and Select Color is Red.

-
13. If you already did click “OK” then get “Service Request Paper” again and follow the procedure from No. 8 to No. 13. Don’t Forget to Ctrl+Save.
 14. Other Icon Like:
 - i.) “i” – used for knowing the details of the House or just click the icon “Feature Info Tools”
 - ii.) Magnifier – used for zooms in and zooms out.
 - iii.) Hands – used for Grab and Drag or Pan.
 - iv.) Ruler – used for measure the length and area.
 15. To know all about GIS Mapper Click the “Help” and “Help F1”.

2.3.2 COMMERCIAL

2.3.2.1 Service Connection Application

2.3.2.1.1 Application process

- Submit duly filled up application form together with:
 - ✓ Brgy. Certification, Tax Declaration/ Land Title (Proof of Ownership)
 - ✓ Community Tax Certificate (Cedula)
 - ✓ Photo of valid ID
 - ✓ Permit of concrete cutting/ excavation as required
 - ✓ Upon receiving the accomplished application, applicant will attend orientation seminar
(Scheduled: Mon & Wed – 4:00 PM, Friday - 9:00 AM) Provide certificate of appearance

2.3.2.1.2 Investigation for proper classification

- Prepare letter informing customer his proper classification

2.3.2.1.3 Survey for proper costing and pipe size identification

- Prepare 2 job orders for investigation and survey
- After approval of investigations and survey for estimates of materials needed and investigations for what classifications it may belong

2.3.2.1.4 Recording New Customer Information in Database and GIS

- Informing the applicant for payment of installation fee through texting
- Upon payments NWSC’s application will be forwarded to Manager Commercial Division and then to Engineering Division Manager for schedule of installation.
- After accomplishment of NWSC will be back to front liner and recording New Customer Information in Database and GIS

2.3.2.2 Customer Complaints and request

2.3.2.2.1 Filing complaints and requests

- Filing complaints and Request to all registered consumers and it depends what complaints and Request
-

2.3.2.2.2 Job/Maintenance order preparation and monitoring

- Report request details/assess request and prepare job order for maintenance (if not need of survey and investigation)
- If request needs survey and investigation, prepare job order for investigation and survey and for investigation and approval and job order for survey forwarded to Engineering Division.

2.3.2.2.3 Monthly generation of complaints summary report

2.3.2.3 Billing and Collection

The current billing cycle of the district is only covering 25 working days. This includes meter reading up to the last day of penalty date. The district currently utilizes the read and bill technology which makes the activity efficient.

A database is maintained to keep all the records of customers which give ease in the billing process and answering customer complaints and inquiries. The said system is installed in all of the computers of the commercial section and is connected to a local area network.

Currently the district has two (2) tellers conducting regular collection activities. During due dates, another teller is assigned to help in the collection. This is due to the bulk of customers during due dates. Field collection is also conducted by meter readers using handheld computers to enhance the collection efficiency of the district.

2.3.2.3.1 Meter Reading and Billing

- Create Billing Schedule of Reading
- Create Pahibaro to DYMS for the Billing Schedule
- Check all CWM, Reopen, Cut-off, Re-sequence, Transfer of Tapping, Transfer of Zone (Rezoning) were encoded in the system
- Create Readers' Reading Schedule for the month (This is a rotation schedule of meter readers in four books per zone and its projected number of billed concessionaires)
- Upload Data for Reading – uploading data of accounts from billing system to reading Device
- Meter Reading – meter reader input the current WM reading to the reading device and automatic prints an Statement of Account that will be given to the concessionaires
- Download data from reading device - after reading, data from reading device will be uploaded to the system.

2.3.2.3.2 Billing Report Generation

- Zero, High & Low Consumption
 - Prooflist
 - Negative Reading
 - Unread Accounts
 - Creating Billing Adjustment Memo
 - Creating Debit/Credit Memo
 - Billing List
-

- Transaction Report
- Penalty List
- Disconnection Notice and Summary
- Ageing Summary
- Uncollected Bills Report

2.3.2.3.3 Customer Payment of Bills

- Give Customer Priority Number
- Posting of payment and printing of water bill
- Prepare Daily Tellers Report for at least 25 water bills collection
- Prepare Daily Summary Collection Report
- Prepare Deposit Slip for the amount collected for the day and turn over to the cashier for deposit

2.3.2.3.4 Penalty and Disconnection Orders

- Water bills not paid on due date plus one day allowance are subject of the 10% penalty
- Customers with unpaid accounts of 2 months are subject for Disconnection after giving 48hrs notice

2.3.2.4 Job Order Preparation and Accomplishment

The job/maintenance order is prepared by the customer assistants to answer the different requests of the customers. This is generated and monitored from the billing database of the district.

The job/maintenance order is a pre-numbered document which can be monitored every day. There are different type of maintenance order, Survey, Investigations, disconnection, Repair and maintenance, water calibration and testing.

Process and flowcharts which would describe the flow of the said activity is attached as appendices.

Appendices 3.11 Job Order Preparation

Appendices 3.12 Job Order Accomplishment and Monitoring

2.3.2.5 Dealing with Delinquent Accounts

- Prepare Collection Letter informing customer to settle accounts within 15 days
- Send Demand Letter signed by Legal Counsel through post office
- Filing of Small Claims at MTC

2.3.2.6 Cashiering

The cashier utilizes a computerized system that aids in the preparation of the different reports and monitoring of daily cash on hand and cash in bank.

2.3.2.6.1 Check Preparation

- Received Check Disbursement Voucher from the Accounting Division with corresponding amount stated and supporting document attached
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- In checking preparation, checks to be made by the cashier with the date of Check, Name of payee, Amount of Check, Amount in words, lastly the name of signatories signed by the authorized signatories of the agency
- After check prepared and signed, disbursement of check issue

2.3.2.6.2 Cash Security

- Cash and Checks collection from tellers and cashier received and deposit to the bank daily and the cash on hand for the day kept in safety vault for safekeeping and deposit it to the following day.

2.3.2.6.3 Cash Position Report Preparation

- The Cash Position Report is prepared daily by the Cashier which shows the ending balances for the day with Cash On Hand and balances from different banks
- The Cash Position Report is consist of the following:
 - a. Daily Collection Report submitted by the Tellers with corresponding Cash and bills paid by the concessionaires.
 - b. Daily Disbursement Report made by the Cashier for the issuance of checks to the payee.
 - c. Daily Cash Position Report made by the Cashier showing the Collection for the day and Disbursement for the day and ending balances.

2.3.2.7 Other Services offered

2.3.2.7.1 Reconnection

- Those disconnected customers that have already paid their arrears and reconnection fee
- After payment we prepare job order for reconnection and if it is more than 2 months from the time of orientation seminar and job order for reconnection will be forwarded to Engineering Division for reconnection

2.3.2.7.2 Disconnection

- Those customers who have delinquent accounts (we have a month policy after the reading of the second month that is the schedule for cut-off).
- Before disconnection we set a disconnection letter stated the date when their service connection will be disconnected by our cut-off team.

2.3.2.7.3 Change Meter

- Inform customer the life span of water meter is only five years from the time it was installed
- Defective water meter

2.3.2.7.4 Recalibration

- After the investigation of high and low consumption and zero consumption the investigator recommend for calibration of water meter, sometimes the consumer itself requested for calibration and they paid Php 50.00.

2.3.2.7.5 Change Registration

- Requested by the consumer to change the registration of their WSC , the requirements are as follows:
 - ✓ Xerox copy of 1 valid ID
 - ✓ Cedula
 - ✓ Any: Deed of Sale / Death Certificate / waiver of the previous owner
 - ✓ Orientation seminar
 - ✓ Change Registration Fee Php 50.00
 - ✓ Notarial of service contract Php 50.00

2.3.2.7.6 Service Request

- If the service requests for investigation the job order will be forwarded to Commercial Division. If the service request for maintenance the job order will be forwarded to Engineering Division

2.3.2.7.7 Customer Report Generation

- Detailed Report of Complaints
- Summary Report of Complaints
- List of NWSC Report
- List of ReOpen/NWSC
- List of Reconnection
- List of Disconnected
- Daily Accomplishment Report
- List of Change Classification
- List of Change Meter
- List of Transfer Tapping
- List of Change Registration
- List of Meter Recalibrated
- List of Accounts Aailed the Promo
- List of Senior Citizen
- Master List

2.3.3 ADMINISTRATIVE

2.3.3.1 Human Resource

The Human Resource Management Information System was installed to effectively implement the processes and functions in the Human Resource Section.

2.3.3.1.1 TIME AND ATTENDANCE

Reporting to Office

Step 1. - Employee before entering the office in the morning shall time in the biometrics, press F1 for IN and sign in the Employees Logbook.

Step 2. - Then at noon time employee will press F2 for BREAK time and sign in the employees Logbook before going out the office.

Step 3. - In the afternoon, before entering the office employee will time in the biometrics , press F3 for (RESUME), sign in the Employees LOGboook.

Step 4. - In the afternoon before going out will press F4 for OUT and sign in the Employees Logbook.

Employees when going out of the office are required to use the Pass Slips.

Step 1. Employees will get Pass Slip form at the HR Section , fill-up up the form.

Step 2. After filling-up, employees will proceed to their respective Division Heads, submit the Pass Slip for approval may it be official or personal.

Step 3. Employees with approve Pass slips can now leave the office, gave the Pass Slips to the guard on duty for recording the time of departure and arrival in the office.

Step. 4 – At the end of the day, all Pass slips in the custody of the guard on duty shall be turn-over to the HR Section for recording purposes.

2.3.3.1.2 LEAVE CARD UPDATING AND MONITORING

Leave Card updating and monitoring involves the following process:

Step 1. – Open the Biometrics system, upload the attendance and save the excel file.

Step 2. - Post the attendance of the employees, if they are present, absent, on leave, CTO, on travel, on training/seminar or on official business, and with overtime works.

Step 3 - After posting , all employees with application for leave will be automatically be recorded and deducted in their respective leave cards.

Step 4 – Every last working day of the month, leave credit earning is posted and automatically recorded in the leave cards.

2.3.3.1.3 FILING OF LEAVES AND COMPENSATORY TIME-OFF (CTO)

FILING OF LEAVE:

Step 1 – Employee will ask from the HR Section the form on Application for Leave, then fill-up the upper portion of the form (Detail of Applciation).

Step 2 – After filling-up the form, it will be submitted to the HR Section to fill-up the portion of the form (Details of Action on Application)

Step 3 – HR Section will received the Application for Leave for processing, then print-out the Leave Card as attachment for validation of the available leave credits balances.

Step 4 – After filling-up the form, HR Section will forward the Application for Leave to the Head, Administrative Division for Certification and forward to the Division Head of the employee applying for leave for signature as recommending official whether approved or disapproved.

Step 5 - After the Division Head , signed, it will be forwarded to the Head of Office for final action of the Application for Leave, whether APPROVE OR DISAPPROVE.

FILING OF COMPENSATORY TIME-OFF (CTO)

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- Step 1 – Employee will ask from the HR Section the form on CTO, then fill-up the the form.
- Step 2 – After filling-up the form, it will be submitted to the HR Section to fill-up the form of COC Earned and balances at the end
- Step 3 – HR Section will received the Application for CTO for processing, then print-out the COC Card as attachment for validation of the available COC balances.
- Step 4 – After filling-up the form, HR Section will forward the Application for CTO to the Head, Administrative Division for Certification and forward to the Division Head of the employee applying for CTO for signature as recommending official whether approved or disapproved.
- Step 5 - After the Division Head , signed, it will be forwarded to the Head of Office for final action of the Application for CTO, whether APPROVE OR DISAPPROVE.

2.3.3.1.4 201 FILING AND E-FILING

All employees of Catbalogan Water District has its 201 File under the custody of the Human Resource Section. The 201 File is maintain by the HR Section. Each 201 File contain the following:

- a. Appointment (CSC Form 33)
- b. Assumption of Duty
- c. Personal Data Sheet (CSC Form 212)
- d. Position Description Form
- e. Oath of Office
- f. Certificate of Eligibilities
- g. Copies of Medical Certificate
- h. NBI Clearance
- i. Copies of Diplomas, Transcript of Records (TOR)/Commendations/Awards
- j. Copies of Marriage Certificate
- k. Copies of Disciplinary Action
- l. Designations
- m. Notice of Salary Adjustments/Step Increments
- n. Certificate of Leave Balances (if Transferees)
- o. Clearance from Property and Money Accountabilities (if Transferees)
- p. Certificate from Training/Seminar

201 File of Leave Cards has a separate folder. Also employees copies of their SALN, IPCR, DPCR, Withholding Certificate form has separate folder.

Employees who attended training/seminars shall furnished the HR Section photocopy of their certificate. Employees who have changes/update in their status, additional dependents and beneficiaries and continuous studies shall furnish the HR Section photocopy of document, for the purpose of updating their 201 File.

201 File is keep safe in the steel cabinet .

E- FILING

E filing is done thru scanning process of all the documents found in the 201 File of employees and kept in the USB which serves as a back-up file.

2.3.3.1.5 REQUESTS FOR PERSONAL DATA SHEET (PDS), SERVICE RECORDS, and LEAVE CARDS/COC

In requesting the above documents, employees may approach the HR Section and request copies of their Personal Data Sheet, Service Records and Leave Cards whenever they are in need.

HR Section will attend their request by printing their PDS, Service Records and Leave Cards/COC and forward the requested documents to the Head of Office for signature, the service record shall be countersigned by the Head of Administrative Division before the signature of the Head of Office.

2.3.3.1.6 REPORT GENERATION

The reports generated every end of the month are the following:

- a. Daily Time Records
- b. Leave Cards
- c. Compensatory Overtime Credits (COC)
- d. Balances of Leave Credit
- e. Leave Monitoring

2.3.3.1.7 RATING OF PERFORMANCE TARGETS: DIVISION PERFORMANCE COMMITMENT REVIEW INDIVIDUAL PERFORMANCE COMMITMENT REVIEW

Step 1. Division Heads prepares their DPCR for the semester January – June and July – December of every year for two rating period.

Step 2. Division Heads distribute task to their employees and agrees and prepares their IPCR.

Step 3. Planning Office consolidate, review, validate and evaluate performance assessments submitted by the Division Heads after six months.

Step 4. PMT calibrate results of assessment by Planning Officer and submit to the General Manager.

Step. 5 General Manager rates and approval the final rating of the Division Heads.

Step. 6 – Planning Officer prepares summary list of and provides the Division Heads of their final rating as approved by the General Manager.

Step. 7 – After the Division Units had been rated, the Division Heads will assess and discuss the submitted employees IPCR with accomplishments and rates their staff.

Step 8. – Division Heads submits the IPCR to the HRMO

Step 9. – The HRMO will consolidates all the IPCR and submits to the General Manager for approval.

2.3.3.2 Stock and Supplies Inventory

The stock and supplies inventory of the district currently have a computerized system in maintaining, updating the stock / supplies records. Purchases and issuances of stocks, and including the monitoring of properties are the different process in this activity.

2.3.3.2.1 Purchasing and Stocking of Supplies and Equipment

- a. Every Division prepare Purchase Requisition 3 copies and Request for Quotation 3 copies. Submit the Purchase Requisition to the General Manager for approval.
- b. Approved Purchase Requisition and Request for Quotation will be forwarded to the Property Officer . Give the Request for Quotation to the Utility Man to canvass items in three (3) Store or Suppliers .
- c. Upon Receipt of the Request for Quotation the Property Officer will now prepare the Abstract of Bids and submit to the Bidding Committee for approval.
- d. Received approved Abstract of Bids and prepare Purchase Order in three (3) copies with BIR Certificate. Serve the Purchase Order to the Supplier for them to sign and conformed and deliver the items to Catbalogan Water District.
- e. Upon receipt items in the Purchase Order it will be inspected and preparation of Inspection and Acceptance Report will now be done and automatically posted in the stock card.

2.3.3.2.2 Issuance of Stocks and Supplies

- a. Each Division will prepare Requisition and Issued Slip using the CWD RIS Form. Approved RIS will be given to the Property Officer for release of their request materials or supplies.

2.3.3.2.3 Generation of Inventory Reports

- a. The Schedule for the Physical Inventory of Office Equipment and other equipment in the Pumping Station is always done every month of December (once a year) while the stocks of materials and supplies is always check or counted every end of the month for us to reorder whatever is locking in our stocks.

2.3.3.2.4 Updating Meter History Card

- a. Once the RIS for the new water service connection and change of water meter is prepare the water meter is automatically recorded in the meter History Card.

2.3.4 FINANCE**2.3.4.1 Financial Reports Preparation****2.3.4.1.1 Preparation of Billing Journal**

- a. Receive Daily Billing Summary from the Commercial Division
- b. Post the Data in Accounting System and Prepares the Journal Entry
- c. Check the Correctness of the Billing Journal

2.3.4.1.2 Preparation of Cash Receipt Journal

- a. Prepare the Daily Cash Position Report (DCPR)
 - b. Check the DCPR
-

- c. Post the DCPR to the Accounting System daily and make the Journal Entry at the end of each month
- d. Check the correctness of the Cash Receipt Journal

2.3.4.1.3 Preparation of Disbursement Voucher

- a. Submit necessary documents to Accounting section
- b. Check the completeness of the document and prepare Budget Utilization Slip (BUS).
- c. Certifies the availability of budget funds
- d. Prepares the Disbursement Vouchers
- e. Certifies the completeness of the documents and if the DV is Proper

2.3.4.1.4 Preparation of Journal Vouchers

2.3.4.1.5 Preparation of Financial Statements

2.3.4.1.6 Balancing of A/R in accounting and commercial

2.3.4.1.7 Preparation of Monthly Data Sheet

- a. Ask necessary data from Engineering, Commercial and Administrative Division
 - b. Input Data to the MDS form
 - c. Print Report
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