



OPERATIONS **M**ANUAL

CATBALOGAN WATER DISTRICT

December 2015

Revision Sheet

Release No.	Date	Revision Description
Rev. 0	12/18/2015	Operations Manual produced



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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12/18/2015
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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 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.

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 Tumalistic; and e) deep well at Piczonville Subdivision. These five sources currently serve twenty two (22) barangays, mostly from the poblacion area.

2.0 SYSTEM OPERATIONS OVERVIEW

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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	- Vacant

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 cashflow 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 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 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.

Process and flowcharts which would describe the flow of billing collection is attached as appendices.

Appendices 3.01 Meter Reading

Appendices 3.02 Updating Database with new reading and generating billing reports

Appendices 3.03 Customer Payment of Bills

2.3.2 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 3.04 Job Order Preparation

Appendices 3.05 Job Order Accomplishment and Monitoring

2.3.3 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.

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

Appendices 3.06 Purchasing stock and supply

Appendices 3.07 Issuance of stock and supply

Appendices 3.08 Generation of Inventory Reports

2.3.4 Bacteriological and Laboratory Testing

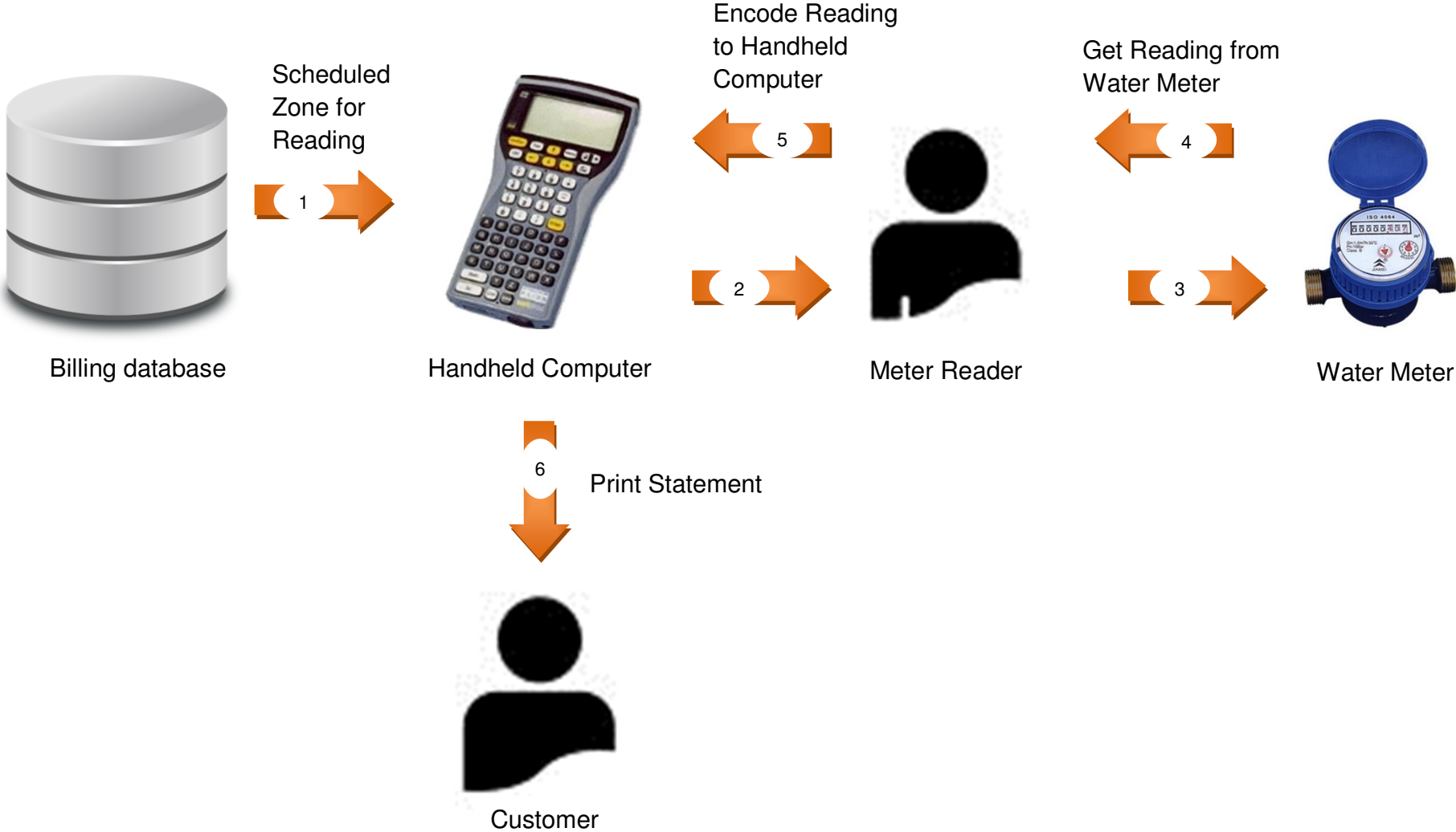
To ensure and properly monitor the safety of the water supply, bacteriological and laboratory test are conducted regularly.

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.

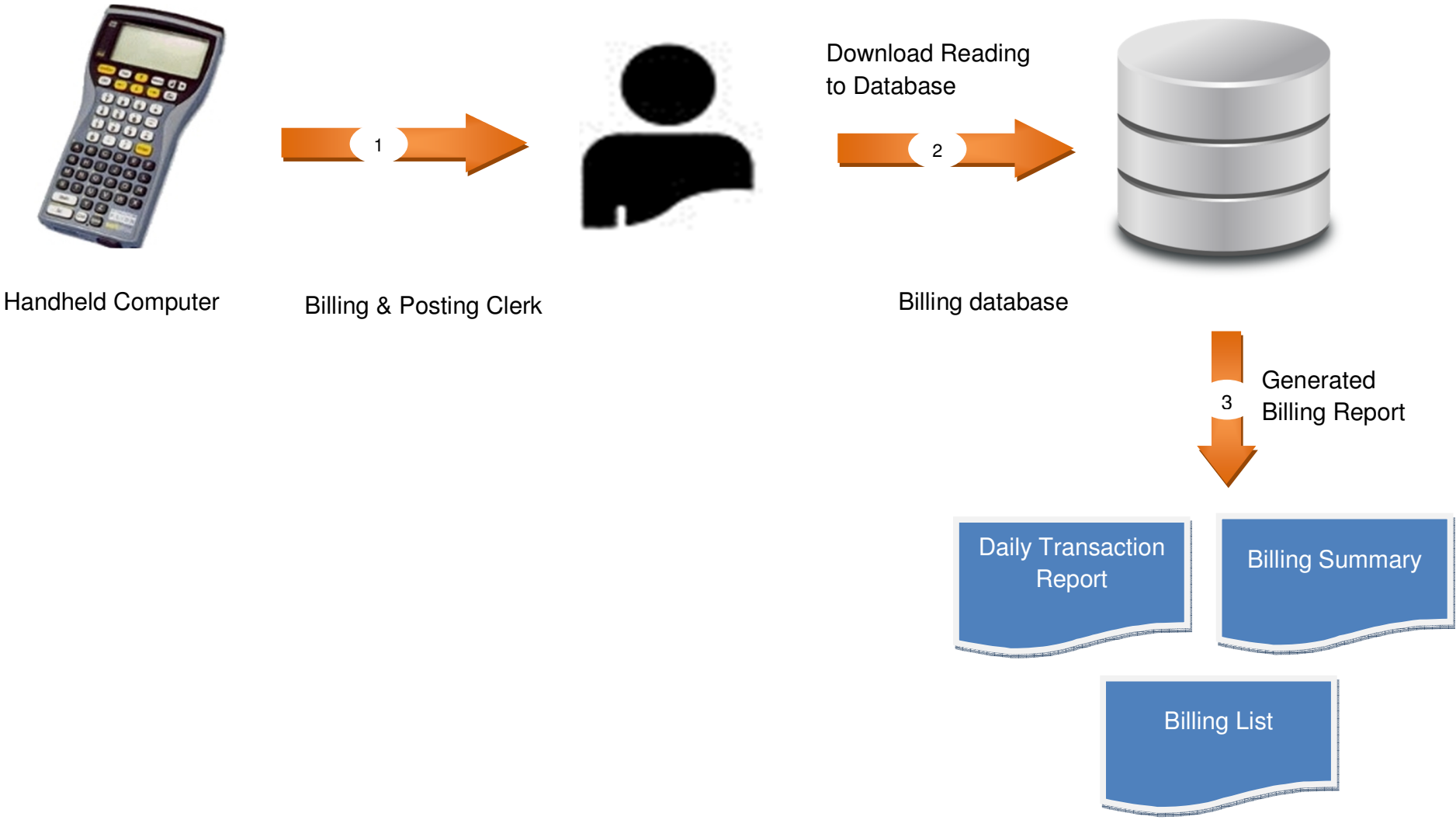
The laboratory test is done twice a week with seventeen sample points. These covers the location where sample is taken, time taken, chlorine residual, salinity, conductivity, total dissolve solids, turbidity, and name of registered customer where sample is taken.

3.0 APPENDICES

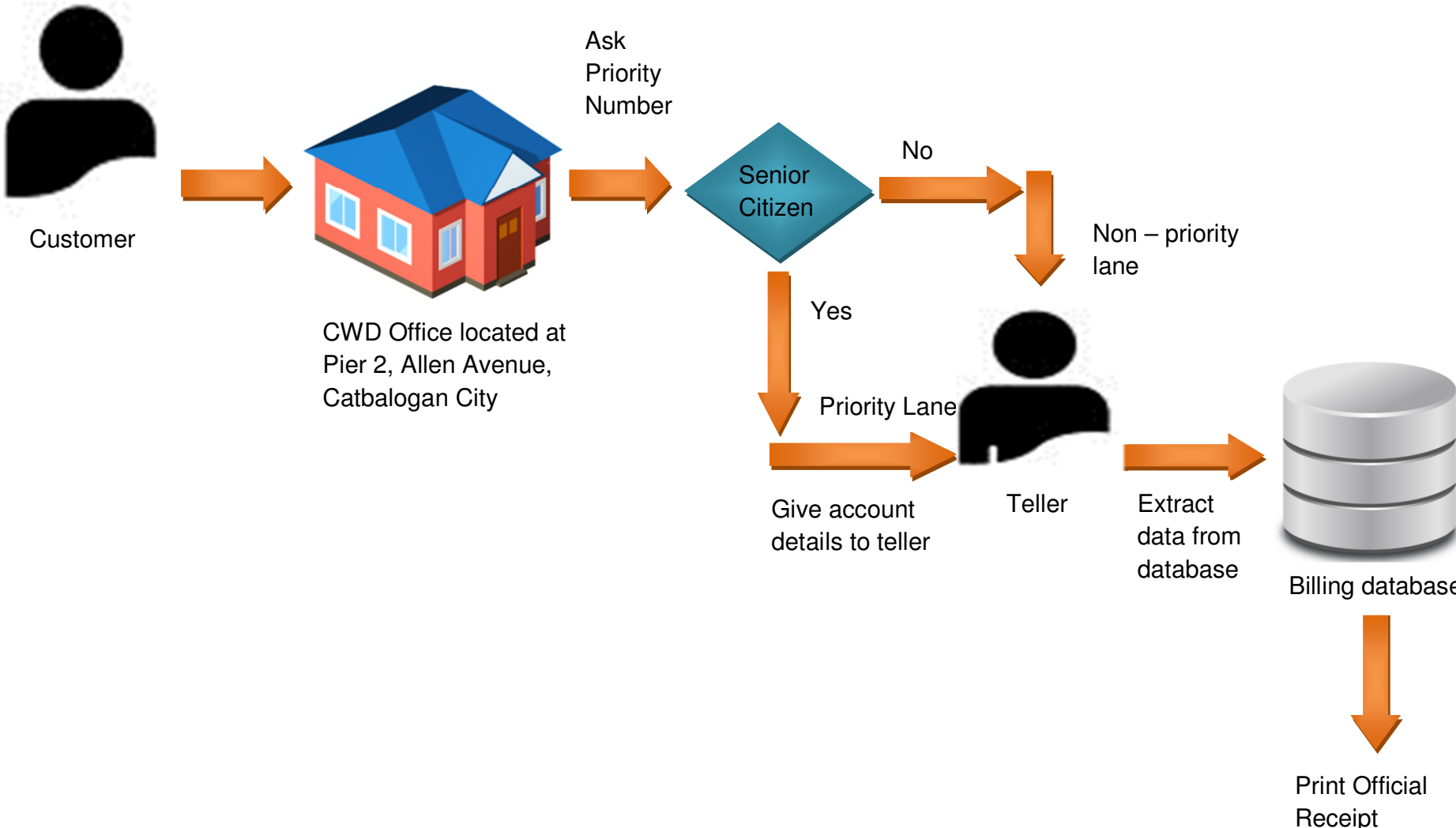
Appendices 3.01 Meter Reading Flowchart



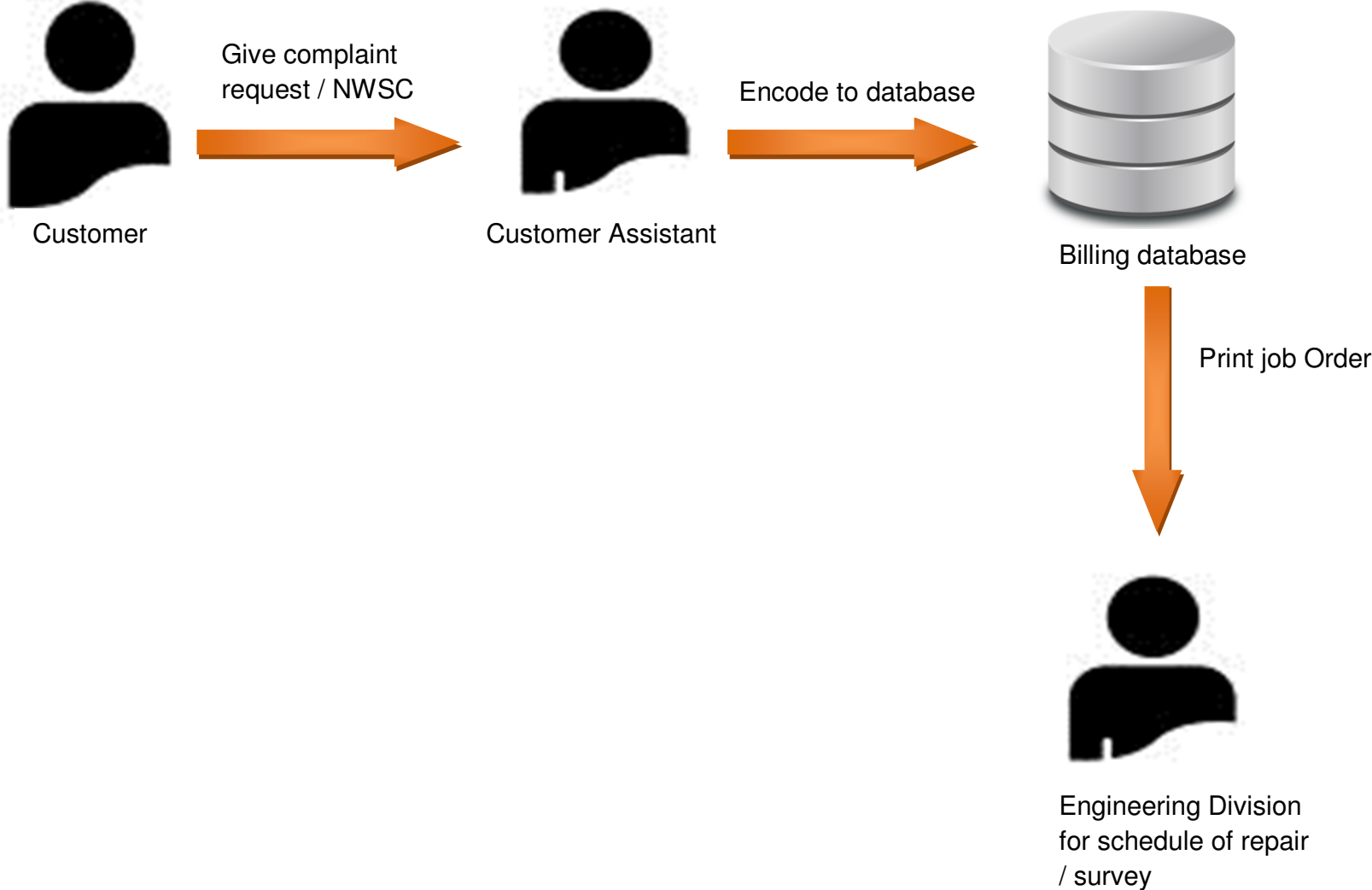
Appendices 3.02 Updating Database with new reading and generating billing reports



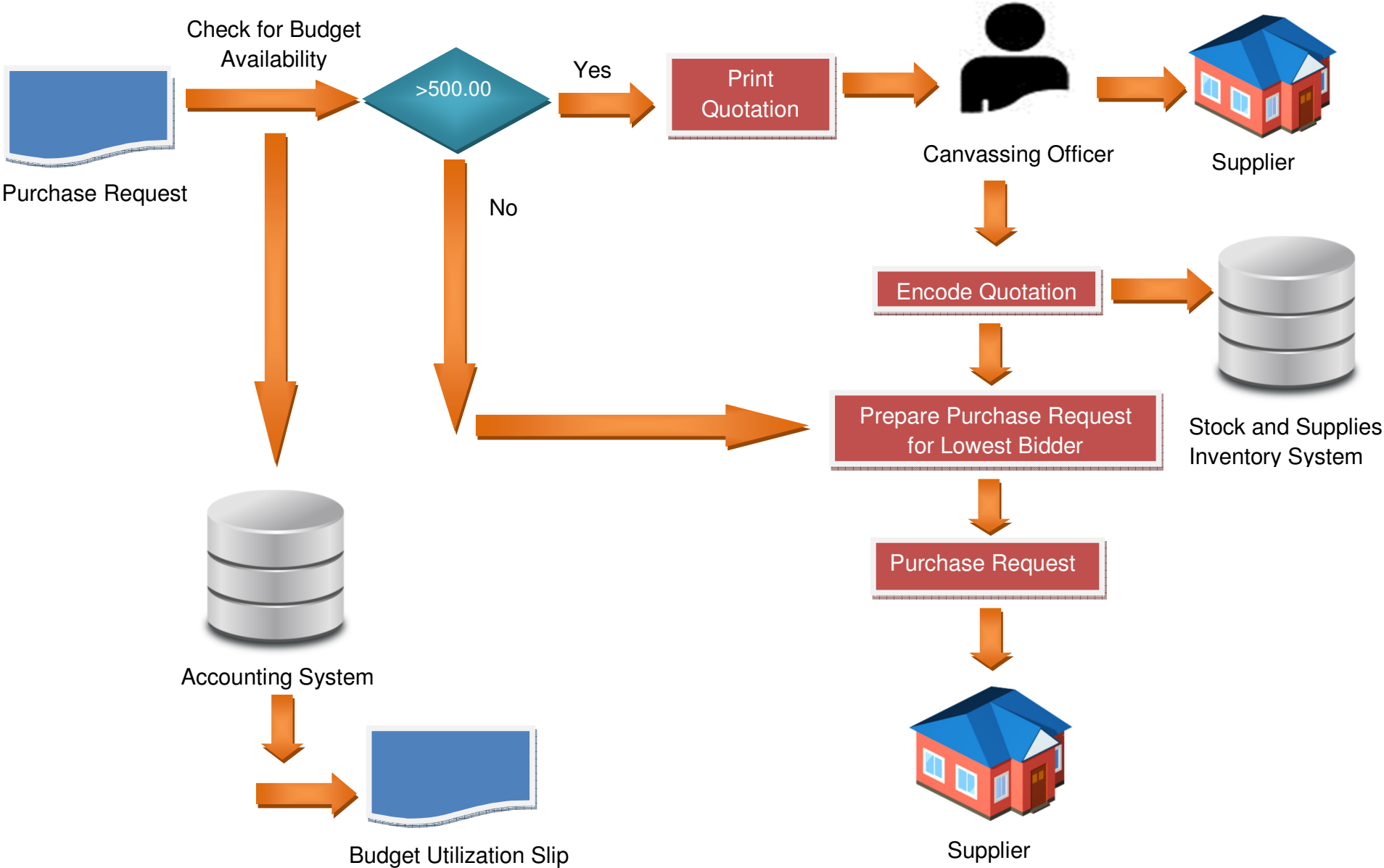
Appendices 3.03 Customer Payment of Bills



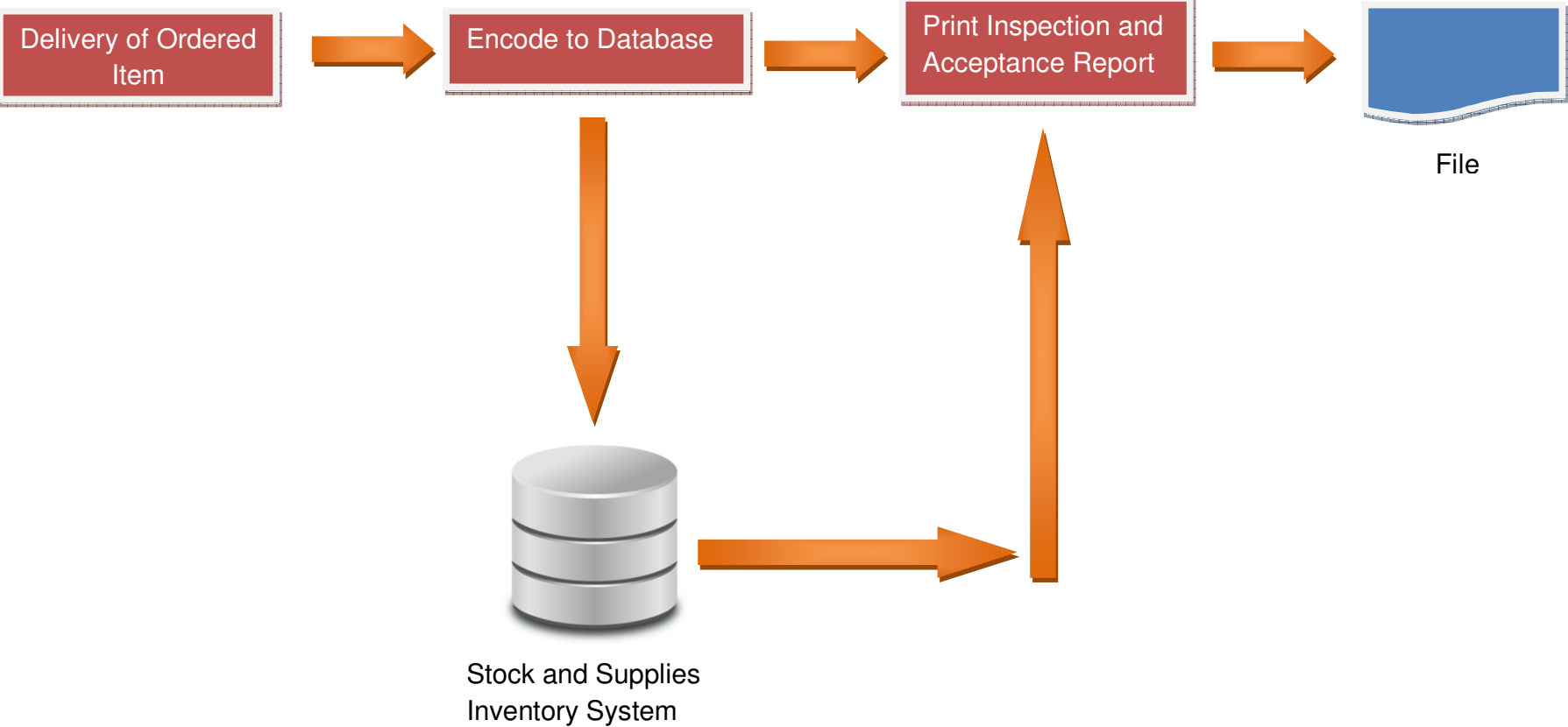
Appendices 3.04 Job Order Preparation



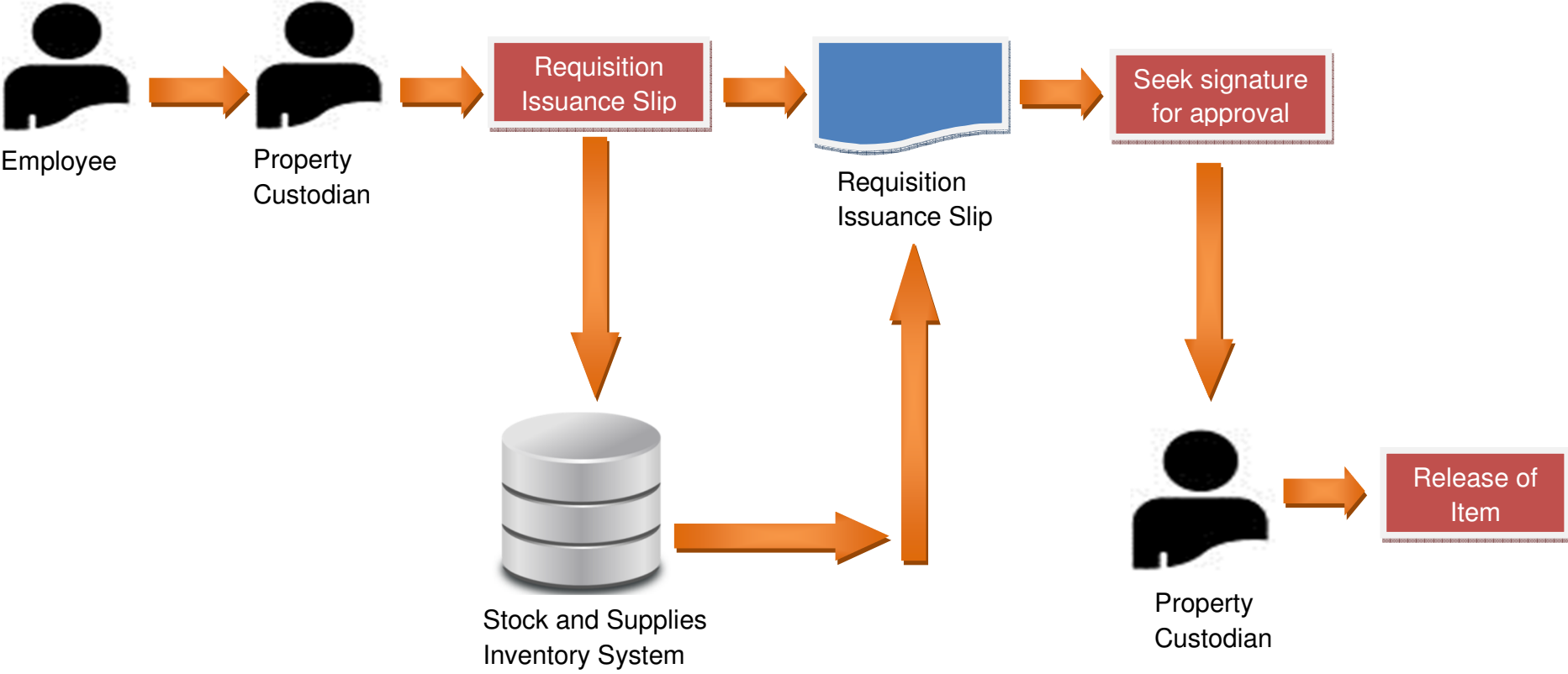
Appendices 3.05 Job Order Accomplishment and Monitoring



Appendices 3.06 Purchasing stock and supply



Appendices 3.07 Issuance of stock and supply



Appendices 3.08 List of Inventory Reports

- List of Purchase Request
- List of Job Request
- List of Purchase Order
- List of Job Order
- List of Inspection and Acceptance Report
- List of Requisition/Issuance Slip
- List of Return Materials Slip
- List of Fuel Slip
- Monthly Stock Status Report
- Stocks at Zero Level
- Annual Procurement Plan
- Stock Cards

Appendices 3.09 Water Rates

CATBALOGAN WATER DISTRICT

Catbalogan City

Effective May 2006

Classification	Size		Minimum Charge	11-20	21-30	31-40	41-Up
Residential/ Government	1/2"	P	175.00	19.45	21.35	24.80	28.50
	3/4"		280.00	19.45	21.35	24.80	28.50
	1"		560.00	19.45	21.35	24.80	28.50
	1 1/2"		1,400.00	19.45	21.35	24.80	28.50
	2"		3,500.00	19.45	21.35	24.80	28.50
	3"		6,300.00	19.45	21.35	24.80	28.50
	4"		12,600.00	19.45	21.35	24.80	28.50
Commercial/ Industrial	1/2"		350.00	38.90	42.70	49.60	57.00
	3/4"		560.00	38.90	42.70	49.60	57.00
	1"		1,120.00	38.90	42.70	49.60	57.00
	1 1/2"		2,800.00	38.90	42.70	49.60	57.00
	2"		7,000.00	38.90	42.70	49.60	57.00
	3"		12,600.00	38.90	42.70	49.60	57.00
	4"		25,200.00	38.90	42.70	49.60	57.00
Commercial A	1/2"		306.25	34.00	37.35	43.40	49.85
	3/4"		490.00	34.00	37.35	43.40	49.85
	1"		980.00	34.00	37.35	43.40	49.85
	2"		6,125.00	34.00	37.35	43.40	49.85
	3"		11,025.00	34.00	37.35	43.40	49.85
	4"		22,050.00	34.00	37.35	43.40	49.85

Commercial B	1/2"	262.50	29.15	32.00	37.20	42.75
	3/4"	420.00	29.15	32.00	37.20	42.75
	1"	840.00	29.15	32.00	37.20	42.75
	2"	5,250.00	29.15	32.00	37.20	42.75
	3"	9,450.00	29.15	32.00	37.20	42.75
	4"	18,900.00	29.15	32.00	37.20	42.75
Commercial C	1/2"	218.75	24.30	26.65	31.00	35.60
	3/4"	350.00	24.30	26.65	31.00	35.60
	1"	700.00	24.30	26.65	31.00	35.60
	2"	4,375.00	24.30	26.65	31.00	35.60
	3"	7,875.00	24.30	26.65	31.00	35.60
	4"	15,750.00	24.30	26.65	31.00	35.60
Bulk/ Wholesale	1/2"	525.00	58.35	64.05	74.40	85.50
	3/4"	840.00	58.35	64.05	74.40	85.50
	1"	1,680.00	58.35	64.05	74.40	85.50
	2"	10,500.00	58.35	64.05	74.40	85.50
	3"	18,900.00	58.35	64.05	74.40	85.50
	4"	37,800.00	58.35	64.05	74.40	85.50

Appendices 3.10 List of Computerized systems implemented

- Full Utilities Billing and Collection System
- Accounting System
- Cashiering System
- Personnel Management Information System
- Stock and Supplies Inventory System
- Geographic information System