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INTRODUCTION

Government-Owned and Controlled Corporations (GOCCs), like the Local Water Districts (LWDs), have established their own practices, systems and procedures for their operations with respect to the standard prescribed by Local Water Utilities Administration (LWUA) as aligned with the mandates of PD 198.

In 2013, LWUA established parameters to monitor and evaluate the performance of all the Local Water Districts in the country. These become the benchmark of LWDs in revisiting the system of their operation on top of additional mandatory requirements from other government agencies that regulate certain aspects of the District’s operation.

The changes in government policies and the transition in complying with these government requirements have not changed the mandate of the District’s operation: supply and delivery of safe and potable water, environment management and protection and septage management.

Polomolok Water District (PolWD), in its thirty five (35) years of existence as a water utility, remains committed to this mandate.

This Operations Manual is both a testament and a guide on how PolWD operates in alignment with PD 198, LWUA parameters and the District’s institutional goals.

Scope of Operations Manual

This manual shall cover the agency’s basic information, management practices, operational control and supervision and flow of operation. It will show how the District aligns its efforts with those of LWUA’s parameters relative to Operation (Water Facility Service Management and Water Distribution Service Management), Support to Operation (Staff Productivity Index (SPI), Affordability and Customer Satisfaction) and General Administration and Support Services (Financial Viability and Sustainability of Local Water District operation).

These parameters are broken down to specific areas of operation which give the whole picture of how the District operates.

The divisional processes and transactions are presented by flow charts.

Content

This Manual includes the PolWD’s Background, its Vision-Mission and Corporate Values, Definition of Terms and Acronyms, the District’s organizational structure and functional chart, operational control and supervision and the operating procedures per division which are presented by flow charts.

System of Amendment and Revision

This manual shall be reviewed and amended by the management every three years. Any changes in the systems or policies shall be thoroughly deliberated and eventually incorporated in the amended manual. The new edition of the Operations Manual shall be presented to the Board of Directors for approval, adoption and implementation.

Distribution

Copies of this manual shall be distributed to the different divisions and departments. The Board of Directors and LWUA shall also be provided with a copy.
DEFINITION OF TERMS AND ACRONYMS

For purposes of this Manual, the terms, words or phrases shall mean or be understood as follows:

**Accredited Disconnectors.** A group of persons authorized by PolWD to undertake disconnection and reconnection activity.

**APP.** Annual Procurement Plan reflects all procurement activities of the procuring entity with approved budget.

**BAM.** Billing Adjustment Memorandum made either Debit Memorandum or Credit Memorandum.

**CAPEX.** Capital Expenditures (CAPEX) is an amount provided to finance expansion or rehabilitation projects and/or an amount used to acquire a long-term asset such as equipment, buildings, transportation, etc. for the improvement of the District’s operations and services.

**Cash Disbursements Summary.** It refers to the detailed disbursements incurred for the month.

**Cash Receipts Summary.** It shows the detailed collections of water bills, materials, etc. collected for the month.

**Cashier’s Collection Summary.** Refers to the list of customers who paid their bills for the day.

**Certificate of Acceptance.** A certificate issued by the agency certifying the full delivery of the items purchased through bidding process after one year since completion of the deliveries.

**CFF Box.** The Customer Feedback Form box that serves as drop box of the survey forms.

**CM.** Credit Memorandum made to consider the payment of account of the consumer in a certain transaction.

**Consumer’s Orientation.** An introductory stage in processing the application of new service connections of new consumers for them to be familiar with PolWD’s policies and services.

**Customer Satisfaction Survey.** This refers to the assessment or survey conducted by PolWD to determine the satisfaction level of customers as regards the services of the District. This activity is facilitated by the Public Relations Officer who also collates the result of the survey and submits same to the management for action.

**DAR.** Disconnection Accomplishment Report accomplished and submitted by accredited disconnectors after the disconnection activity.

**DCPR.** This refers to the Daily Cash Position Report which shows detailed cash transactions such as deposits, withdrawals for individual bank accounts and cash bank balances at the end of the day.

**DM.** Debit Memorandum made to consider the outstanding account of the consumer in a certain transaction as accounts receivable.

**IAR.** Acceptance and Inspection Report prepared by the Storekeeper after careful inspection of the items delivered and found out to be complete and compliant with the specified requirements.

**FFRF.** Field Findings Report Form is used by the meter readers to record their observations or findings regarding water meter deficiencies, leakages before and after the meter, high and low consumption, illegal connections and other field findings. This should be attested by the consumer in duplicate copy.

HRIS. This refers to Human Resources Information System which allows Human Resource (HR) activities to occur electronically. The software takes care of a number of activities, including payroll and those related to human resources, i.e., employee’s profile, attendance and leave balances. It also allows employees to exchange information with greater ease and without the need for paper through the provision of a single location for announcements, external web links, and company policies. This location is designed to be centralized and accessed easily from anywhere within PolWD.

Illegal Connection. To tap, make or cause any connection with water lines without prior authority or consent from PolWD whereby water is stolen. This is a punishable act in accordance to Republic Act 8041, known otherwise as Water Crisis Act if 1995.

Income Budget. It provides the detailed description for the source/s of income.

Inspection Report. This refers to the written report of the material/equipment received and/or inspected on site.

Investigation Report. This refers to the written report on visual or verbal status of an illegal connection, tampered water meter, high and low consumption, damaged and stolen water meter.

IUMS. Integrated Utility Management System is the system or program used by PolWD for billing, collection and frontline services.

Leak Repair Status. This gives a detailed update of the repaired leak.

Maintenance Crew. This is a group composed of Water Maintenance Men, Job Order employee and/or “pakyaawan” who work together to keep PolWD’s pipeline and appurtenances in good condition through repair and maintenance activities.

Maintenance Order (MO). This serves as the written order from the office to conduct a maintenance activity.

MMF. Meter Maintenance Form used for accomplishment of Water Meter Requests for replacement and meter testing.

MOOE. Maintenance and other Operating Expenses (MOOE) refer to expenditures to support the operations of the District such as expenses for supplies and materials, transportation and travel, utilities, communications, taxes, licenses, repairs and maintenance, etc.

NSC. New Service Connection refers to the new connection of a household officially tapped at PolWD water mains after approval of the processed application.

NRW. Non-Revenue Water is the water that has been produced and is “lost” before it reaches the customer.

PPMP. Project Procurement Management Plan provides information on the different programs, activities, and projects of the procuring entity in accordance with the guidelines issued by the Government Procurement Policy Board (GPPB).
PR. Purchase Request is a document notifying the Purchasing / Procurement Section of items to be ordered as needed by the requisitioning section/division or enduser; it includes quantity, specifications or description and the time frame.

**Promissory Note.** A written promise made by consumers to pay their arrears at a specified due date.

**RAAF.** Reports on Accountability and Accountable Forms (RAAF) is a detailed report on the number of ORs issued and for Total Cash Receipts within the day.

**RAR.** Refers to Reconnection Accomplishment Report accomplished and submitted by accredited disconnectors after the reconnection activity.

**Reorder Point.** Refers to the level of inventory which prompts the replenishment of an exhausted stock. In measuring the District’s inventory reorder point, the storeroom considers procurement lead time and the average monthly amortization times the number of months to stock such items.

**Report of Physical Count of Property.** Refers to a report prepared by the Storekeeper after the conduct of an inventory of inventory items.

**RIS.** Requisition Issuance Slip is the form used to request for items from the storeroom; this form is required by the Storeroom personnel prior to the release of items requested by the requisitioning section/division or enduser.

**Report of Physical Count of Property, Plant and Equipment.** Refers to a report prepared by the Storekeeper after the conduct of an inventory of property items.

**RUAPP.** Revised and Update Annual Procurement Plan is made to effect possible changes in the APP.

**Site Inspection and Cost Estimates.** Refers to the actual ocular field inspection of the site and itemized costing of materials identified.

**Scrap Disposal.** Refers to the selling of scrap, waste and defective items, equipment, tools, vehicle and other tangible property of the District that has value. Disposal can be through bidding or canvassing. It adheres to the legal process prescribed by COA.

**SR.** Refers to Service Request made by either the consumer / other division for a particular transaction.

**Tampered Water Meter.** Refers to pilfered water meter using sticks, magnets, reversing the water meter, shortening of vane wheels and other devices that would interfere with the accurate registry or metering of water usage.

**Waste Material Report.** Refers to a report made whenever an item is purchased to replace defective ones.

**Water Meter.** This is a device used to measure the volume of actual water consumption.

**Water Sales Budget.** A budget showing the projected number of service connections, average consumption per connection, projected billing and collection, yearend receivables, production in cubic meter and non-revenue water.
GENERAL INFORMATION AND SELECTED AREAS OF OPERATION

• Brief History: Crude Beginnings

The water system of Polomolok was originally constructed in 1964 through the joint efforts of the residents of Brgy. Poblacion and of the Cooperative for American Remittance Everywhere (CARE) with an initial funding of P32,000.00. The facilities constructed were an intake structure at Jovero spring with a 5-hp booster pump station, a 160 cu.m. ground reservoir, and about 1.6 km of distribution pipelines. Due to lack of funds, construction was stopped several times. The local folks, however, continued their efforts in soliciting funds until Dole Philippines, Inc., the largest and major industrial firm in Polomolok, extended help by way of materials, equipment and technical expertise. In 1967, the water system started to operate with level two service. Six (6) public faucets were installed at strategic places in Brgy. Poblacion whose barangay officials undertook the management of the water system.

On 11 September 1968, the water system was turned over to the now defunct National Waterworks and Sewerage Authority (NAWASA). NAWASA, together with the Presidential Arms on Community Development (PACD), extended the system under the supervision of the 23rd Water District of Cotabato City. From the original six (6) connections, the system attained a total of 294 unmetered connections, 12 of which were public faucets and 282 were individual house connections.

The municipal government took over the administration of the system on March 5, 1972. Four (4) small capacity ground reservoirs were then constructed. When energy cost started to rise tremendously in 1972, the municipal government decided to abandon the original source and reservoir. A new source which allowed flow by gravity was developed.

The source, consisted of three (3) free-flowing dugwell, was constructed near the octagonal reservoir in Poblacion along the highway, to supplement the three free-flowing dugwell.

In a move to provide sufficient, safe and potable water supply to the community, Polomolok Water District (PolWD) was formed on October 9, 1980 under the aegis of the late Hon. Mayor Saturnino Calulo by virtue of Sangguniang Bayan Res. No. 63. Local Water Utilities Administration (LWUA) awarded the Conditional Certificate of Conformance (CCC No. 153) to PWD after it had complied with the minimal requirement of LWUA’s certification program. This certificate entitled the PolWD to all the rights and privileges authorized under PD 198 as amended. All existing water works facilities of Polomolok were therefore turned over to PWD.
Vision – Mission Statement and Core Values

VISION
TO BE THE MOST COST-EFFICIENT, CUSTOMER-FOCUSED AND ENVIRONMENT-FRIENDLY WATER SERVICE PROVIDER IN THE COUNTRY.

MISSION
We commit to:

PROVIDE quality water 24/7 to our customers.
REHABILITATE, develop and protect our watershed.
OPTIMIZE our available resources.
ADOPT cost-efficient operation.
CONTINUOUSLY improve and expand our services.
TRAIN and develop competent, committed and motivated employees.
INSTITUTE programs on wastewater management.
VIGOROUSLY pursue NRW reduction program.
ENSURE excellent service that exceeds customer satisfaction.

CORE VALUES

STEWARDSHIP
Sense of ownership over Water District assets and resources

EFFICIENCY
Maximum performance at a minimal cost

RESPONSIBILITY
Working with a sense of accountability and reliability

VERSATILITY
Adaptable to change and responsive to the call of the times

INTEGRITY
Service with honesty and transparency

COMMITMENT
Dedicated to render extra-mile service to meet the needs of the customers without counting the cost

EXCELLENCE
Driven with desire to deliver quality service

SOLIDARITY
Motivated to work as a team to achieve a common goal

Polomolok Water District gives PROACTIVE SERVICES.
• Improvement Projects

a. Interim Improvement Program

In 1982, Polomolok Water District was granted by LWUA a mini-loan of Php100,000.00 in the form of various water utility materials. Likewise, in 1985, an Interim Improvement Program Loan of Php1,550,000.00 was granted to finance various projects. As a result of the foregoing improvements, the district’s gross revenues rose from Php50,000.00 in 1981 to Php5,757,023.00 in 1994.

b. Phase I Improvement Project

PolWD also initiated improvements to its inadequate water system. Foremost was the "Php5.70 million Phase I Improvement Project" which was financed by LWUA through a loan from the International Bank for Reconstruction and Development. Though it was only partially implemented in 1985, the water service of the WD was greatly enhanced by the 1) construction of a deepwell with pump station; 2) laying of new pipelines; 3) metering of service connection; 4) installation of Chlorinators.

Later on, PWD through its own funds, laid more pipelines to meet the increasing number of concessionaires.

c. Phase II Improvement Project

PolWD had been untiring in its quest to introduce more improvements to the system. LWUA advised the District to start with the construction of five (5) deepwells for the proposed "Phase II Improvement Project." On December 15, 1993, the Asian Development Bank (ADB) granted the Php68.221 million loan and LWUA approved utilization on November 20, 1995. The components of this project comprised the following:

1. Construction of five (5) pumping stations with supply and installation of electro-mechanical equipment including Pump Motor, Chlorinator, Flowmeter, Pipes and Fittings, Valves and other accessories;

2. Construction of three (3) reinforced concrete ground reservoirs and two (2) elevated steel reservoirs including Valves, Pipes and Fittings complete with site developments;

3. Laying of Transmission pipelines and distribution networks comprising 54.466 km approximately 50 mm – 300 mm diameter pipes and all necessary Gate Valves, Blow-off Valves, and Fire Hydrants;

4. Construction of Pipe Crossings and other related Civil/Miscellaneous work.

The PolWD’s Phase II Improvement Project was turned-over and accepted by the District on October 9, 1997.

• Other Expansion Projects

a. Phase III Expansion and Improvement Projects

In 2010, PolWD’s "Phase III Expansion and Improvement Projects" covering 15 areas within the municipality were completed thru a Php30M loan granted by LWUA. These included the following:

1. Construction and development of Pump Station 7 at Brgy. Upper Klinan

2. Cistern Construction in Brgy. Pagalungan

3. Improvement of water pressure / supply at Brgy. Silway 8

4. Interconnection of existing systems

5. Automated Pump Station and provision of standby diesel engine for each pump station
As of October 2015, the District has a total of 239.4362 kilometers for its pipeline expansion and rehabilitation projects.

b. Construction of Administrative Building

In August 2011, the District took pride in the construction of its Administrative Building by administration worth Php8.2M taken from the savings.

- Financial Viability and Sustainability

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>October 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Collection Ratio</td>
<td>81%</td>
<td>83%</td>
<td>83%</td>
</tr>
<tr>
<td>b. Operating Ratio</td>
<td>82%</td>
<td>70%</td>
<td>77%</td>
</tr>
<tr>
<td>c. Net Income Ratio</td>
<td>18%</td>
<td>30%</td>
<td>23%</td>
</tr>
<tr>
<td>d. Current Ratio</td>
<td>3.61:1</td>
<td>3.54:1</td>
<td>4.66:1</td>
</tr>
</tbody>
</table>

e. Water Rate Adjustment

PolWD Board of Directors and Management, with the assistance of LWUA, conducted a public hearing on November 16, 2006 for water rate adjustment from Php108.75 minimum rate to Php169.65. The adjustment was intended to sustain the District’s increasing operational and maintenance cost and for future expansion/improvement for the benefit of Polomolokians. On January 9, 2007, LWUA approved the series of water rate adjustments for PolWD from a minimum rate of Php169.65 in 2007 to Php195.10 in 2009 and was adopted by the Board for implementation. However, PWD opted to implement the said water rate on a staggered basis based on the following schedules:

<table>
<thead>
<tr>
<th>Date of Effectivity</th>
<th>Effective Water Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>February – June 2007</td>
<td>Php 141.35 minimum rate</td>
</tr>
<tr>
<td>July – January 2011</td>
<td>Php 169.65 minimum rate</td>
</tr>
<tr>
<td>February 2011 - Present</td>
<td>Php 195.10 minimum rate</td>
</tr>
</tbody>
</table>

Due to the adjustment in tariffs, PolWD slowly recovered its financial losses and uplifted its financial status. From 2007 up to the present, PolWD never yielded a negative annual income.

f. Marketing and Collection Efforts

With the marketing and collection efforts of the management, PolWD reduced its Accounts Receivable from Php47,483,493.00 to Php11,828,876.20 with 15,136 number of active service connections as of October 31, 2015.

To ensure sustainability of the District’s operation in terms of revenue generation programs, the Marketing Team was created on September 4, 2014 by virtue of Board Resolution No. 14-22 to focus on marketing strategies aimed at increasing the number of active service connections.

- Areas Being Served

To date, the areas presently served are Barangays Poblacion, Cannery Site, Sulit, Pagalungan, Polo, Magsaysay, Silway 8, Upper Klinan, Glamang and Lumakil.

- Number of Service Connections

PolWD recorded an average annual increase of 7.60% in the number of service connections from CY 1981 – CY 2015. It started with 400 active service connections and rose to 15,392 as of December 31, 2015 within its 35 years of existence as a water utility.
Staff Productivity Index (SPI)

With only 5 regular employees at its inception, PolWD now has 77 permanent employees to complement its growing operation. From a Small Category, it was recategorized to Average then to Medium Category. On March 2012, it received its Certificate of Category B from LWUA, testament of its efforts to significantly sustain its operation, from an increase in number of active service connections to financial and operational growth. It has maximized its existing number of personnel with an SPI of 1:199.

Billing and Collection System

The District started using the Integrated Utility Management System (IUMS) for billing, collection and frontline services in CY 2010. Said program includes, among others, the following features:

- Customer Details
- Account Ledger
- Meter Reading
- Category/Charges/Rates
- Billing Status
- Payment and Collection viewing

Management Information System (MIS)

The MIS Team was established in January 2015 as part of the District’s proactive response to technological advancement. The Team takes charge of developing and updating the Agency website, SMS Text Alert, upgrading and development of software or new programs and repair and maintenance of computer units and servers. To date, the following in-house and customized programs have been developed and enhanced by the MIS Team:

- PolWD website
- Human Resource Information System (HRIS)
- Inventory and Procurement System
- Queuing System for Cashiering Section & Commercial Division
- Work Order System for Construction and Maintenance Section
- SMS Text Alert or Text Blast for billing due dates, water interruptions and repair/maintenance activities

Watershed Rehabilitation Program

Mt. Matutum Watershed area was declared as a Protected Landscape through Presidential Proclamation No. 552 by Pres. Fidel V. Ramos. The law paved the way for the creation of Protected Area Management Board – Mt. Matutum Protected Landscape (PAMB-MMPL) of which PolWD is an active member since 2007.

PolWD, in partnership with DENR 12, LGU and NGOs, launched the “Gamtabung Amtutung” (Let’s Help Mt. Matutum). PolWD collaborated and involved the communities (composed mostly of Lumads) residing adjacent the rehabilitation area on the “Family-Based Approach” tree planting. Every year since then, PolWD rehabilitates at least ten (10) hectares of MMPL.

- Total Area Planted as of October 2015 - 62.6 hectares.
- Total Number of Trees Grown as of October 2015 - 42,321 out of 59,285 planted
• Gender and Development (GAD) Program

GAD Program of PoWD is highlighted by its Adopt-A-School Program and Patubig sa Eskwela. The Adopt-A-School Program covers public elementary schools within the Mt. Matutum Protected Landscape (MMPL) as beneficiaries of the District’s donation of school supplies, feeding and dental activities. Unless identified and recommended through an environmental scanning, the very poor public elementary school outside of MMPL may also be a recipient of this Program.

The Patubig sa Eskwela Program is the donation of drinking water facility to public elementary and secondary schools within the service area. This Program is designed to ensure that public school pupils and students drink safe and potable water while in the campus. As of October 2015, the District has already donated 17 drinking water facilities.

ORGANIZATION AND RESPONSIBILITIES

PoWD was issued a Certificate of Category dated March 21, 2012 by LWUA classifying Polomolok Water District CCC No. 153 as “Category B” Water District effective March 2012 pursuant to DBM Circular 2011-10 (Revised Local Water District Manual on Categorization, Re-categorization and Other Related Matters or LWD-MaCRO).
OPERATIONAL CONTROL AND SUPERVISION

A. Powers of Authority

1. LWUA. The Local Water Utilities Administration is a government corporation, with original charter, attached to the Office of the President (As amended by Sec. 21, PD 768). It shall primarily be a specialized lending institution for the promotion, development and financing of local water utilities. It prescribes standards and regulations, monitors and evaluates local water district’s operation.

2. Board of Directors. All powers, privileges and duties of the District shall be exercised and performed by and through the Board. As a policy-making body, the Board shall establish policy and not engage in the detailed management of the District. The Board approves the appointment of personnel in the supervisory level. The Board member shall serve a term of six years.

3. The General Manager. The General Manager, who shall not be a director, shall have full supervision and control of the maintenance and operation of water district facilities, with power and authority to appoint all personnel of the District.

B. Supervisory

Based on Category B structure, the different divisions have supervision over certain areas of operation.

- Administrative Division takes charge of Human Resource, Procurement, General Services and Management and Information System (MIS).
- Finance Division oversees the sections of Accounting, Budget, and Cashiering.
- Commercial Division directs the efforts of Customer Accounts, Customer Services sections and Marketing Team.
- Engineering and Operations Division handles the Construction and Maintenance Section, Production Section and Planning and Design.

The efficiency in operations is a result of effective management, sound decision-making, good fiscal management, improved performance, competent personnel and better working relationship between and among functional units, management and the Board of Directors.

C. Operational Controls

LWUA has designed an internal control system for the commercial aspects of the water district’s operations. This system is called Commercial Practices System (CPS).

A CPS comprises the prescribed systems and procedures that enable a LWD to effectively account for all its transactions, safeguard its assets and promote operational efficiency. It also provides a uniform information and reporting system for use by all LWD’s.

Installed to establish internal control procedures for financial transactions and physical properties of the LWD, the CPS brings about streamlined systems, timely and accurate reports, and appropriate distribution of workloads.
The CPS includes the following:

- General Accounting / Management Information System
- Chart of Accounts
- Billing and Collection System
- Disbursement Procedures
- Budgeting
- Inventory Management
- Fixed Assets
- Purchasing Procedures
- Construction Work Orders; and
- Loan Accounting

The basic features of each component may have changed with the adoption of other government policies as updated and amended. Some provisions in the GAAM or NGAS are introduced to strengthen the existing system but never to change or abolish it in its entirety.

For purposes of redefining the operational controls that PolWD uses in its operation, we shall refer to the District’s responsibilities with reference to LWUA parameters to better understand the peculiarity of a water utility organization.

Operational controls are established, implemented and updated to safeguard the continuous delivery of safe and potable water supply against potential adverse operational impacts and environmental threats. Operational Controls should:

1. Ensure reliable water supply
2. Prevent financial losses
3. Reduce Non-Revenue Water
4. Comply with laws and regulations on water utility operation
5. Continuously improve and expand services for the consuming public
6. Achieve BOD-approved institutional targets with integration of LWUA parameters

Operational controls include preventive and corrective maintenance and standard operating procedures of the District’s facilities and equipment. Certain procedures are observed to comply with environmental and health and safety regulations.

For purposes of this Manual, the discussion focuses on the major aspects of the District’s operation namely: water source, pumping operation, water distribution, water quality, meter reading, billing, collection, staffing, procurement, motorpool services, property and inventory.

<table>
<thead>
<tr>
<th>Category of Activity</th>
<th>Sub-Category</th>
<th>Standard Operating Procedures (SOPs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water Source</td>
<td>Drilling</td>
<td>Drilling and Water Permits from NWRB</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Compliance with environmental requirements (ECC from EMB)</td>
</tr>
<tr>
<td>Pumping Operation</td>
<td>Pumping operation schedule</td>
<td>Roving Scheme due to automation of pumping operation</td>
</tr>
<tr>
<td></td>
<td>Preventive and corrective maintenance</td>
<td>Periodic maintenance of electro-mechanical equipment</td>
</tr>
<tr>
<td></td>
<td>Water Level</td>
<td>Monitoring, reporting and recording of water level</td>
</tr>
<tr>
<td>Category of Activity</td>
<td>Sub-Category</td>
<td>Standard Operating Procedures (SOPs)</td>
</tr>
<tr>
<td>-------------------------</td>
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<td>---------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Water Distribution</td>
<td>Pressure management</td>
<td>Monitoring system pressure</td>
</tr>
<tr>
<td></td>
<td>Mapping</td>
<td>Pressure zones, valves and hydrant location, hydraulic analysis</td>
</tr>
<tr>
<td></td>
<td>Pipeline network</td>
<td>Leak detection, response time for repair and maintenance</td>
</tr>
<tr>
<td></td>
<td>New service connection installation</td>
<td>Application processing and installation</td>
</tr>
<tr>
<td>Water Quality</td>
<td>*Chlorination</td>
<td>Compliance with 0.3ppm chlorine residual at end points</td>
</tr>
<tr>
<td></td>
<td>*Microbiological Testing</td>
<td>Water sampling for laboratory testing within 2 hours from collection of samples</td>
</tr>
<tr>
<td></td>
<td>*Physical and chemical analysis</td>
<td>Compliance of 14 parameters stipulated in PNSDW</td>
</tr>
<tr>
<td></td>
<td>*Pesticide analysis</td>
<td>Within the Limit of Quantification (LOQ) for Organophosphates, Organochlorines (OCs) and Pyrethroids is 0.1ppb</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Compliance with Philippine National Standard for Drinking Water (PNSDW), LWUA and DOH</td>
</tr>
<tr>
<td>Meter Reading</td>
<td>Meter Reading schedule</td>
<td>Zoning, Rotational schedule of meter readers</td>
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<td>Read and Bill System</td>
<td>Billing</td>
<td>Billing notice</td>
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<td>Billing</td>
<td>Water Rate</td>
<td>Public hearing, LWUA approval and passage of Board Resolution for implementation</td>
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<td>Sub-classification of Commercial service connections</td>
<td>Passage of Board Resolution</td>
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<tr>
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<td>Customer records</td>
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<tr>
<td>Collection</td>
<td>On-time payment</td>
<td>Incentive Scheme</td>
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<td>Delayed payment</td>
<td>Imposition of 10% penalty charges</td>
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<td>Non-payment</td>
<td>Disconnection, Promissory Note</td>
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<td>Staffing</td>
<td>Plantilla of Personnel</td>
<td>Compliance with DBM guidelines</td>
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<td>Recruitment, Selection and Promotion Process</td>
<td>Implementation of Merit Selection Plan (MSP) approved by CSC</td>
</tr>
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<td>Procurement</td>
<td>Competitive Bidding and Alternative Mode of Procurement</td>
<td>Compliance with RA 9184 or the Procurement Law</td>
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<td>Motorpool Services</td>
<td>Transportation</td>
<td>Pre-departure checklist</td>
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<td>Repair and Maintenance</td>
<td>Periodic maintenance</td>
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<td>Vehicle Maintenance Card</td>
<td>Vehicle Maintenance Card</td>
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<td></td>
<td>Annual Vehicle Status Report</td>
<td></td>
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<tr>
<td>Property and Inventory</td>
<td>Stocks</td>
<td>Stock Cards, Receiving report, Semestral and annual physical inventory</td>
</tr>
<tr>
<td></td>
<td>Disposal</td>
<td>Waste Material Report</td>
</tr>
</tbody>
</table>
OPERATING PROCEDURES

The operating procedures describe the step-by-step procedures and work instructions using the activity flow charts including the flow of forms.

The flow charts are presented by office or division.

A. Office of the General Manager
   1. Public Relations Program
      a) Customer Satisfaction

B. Administrative, Finance and Commercial Department
   1. Administrative Division
      a) Human Resource (HR)
         • Recruitment, Selection and Promotion Process
      b) Procurement
         • Procurement Process for Public Bidding
         • Procurement Process for Shopping
      c) General Services Office (GSO)
         • Preventive Maintenance of Vehicle
         • Repair and Maintenance of Vehicle
         • Property Management
         • Inventory Management
         • Disposal Management
      d) Management Information System (MIS)
         • Inventory & Procurement System
         • Hardware / Software Maintenance
         • HRIS Biometric Attendance and Leave Workflow

   2. Finance Division
      a) Financial Statement Generation
      b) Cash and Collection Process
      c) Consolidated Annual Budget

   3. Commercial Division
      a) Meter Reading and Billing Preparation
      b) Application for New Service Connection
      c) Disconnection of Delinquent Consumer
      d) Voluntary Disconnection
      e) Reconnection of Service Connection
      f) Application for Change of Account Name of Service Connection
      g) Application for Location Transfer of Service Connection
      h) Granting of Promissory Note
      i) Field Inspection
      j) Field Investigation for Tampering of Water Meter
      k) Meter Maintenance Request for Meter Testing
      l) Meter Maintenance Request for Change Meter

C. Engineering and Operations Division

1. Construction and Maintenance Section
   a) Complaints Monitoring
   b) Mainline / Service Line Leak Repair
   c) Material Handling and Stock Level Monitoring for PVC Pipes and Fittings
   d) Disconnection of Water Service for Illegal Connections
   e) Disconnection of Water Service for Tampered Water Meter
   f) Disconnection/Reconnection of Service Connection due to Stolen Water
2. Production Services
   a) Pumping Operations Standard Operating Procedures (SOP)
   b) Chlorination Standard Operating Procedures (SOP)
   c) Water Quality Monitoring
      • Bacteriological
      • Physical-Chemical & Pesticide
   d) Watershed Rehabilitation Program
Customer Satisfaction Assessment

**FLOWCHART**

1. **START**
   - Distributing/giving of customer feedback form. Inform concessionaires that they

2. **ACCOMPISH CUSTOMER FEEDBACK FORM**

**DETAILS**

- **ARE THERE ANY ISSUES/COMPLAINTS RAISED/NOTED YESTERDAY?**

**RESPONSIBILITY**

- **Commercial Frontliners**
  - Service
  - Personnel
  - Overall impression of our service
  - Customer Details
  - Suggestions and comments

**YES**

- Inform concessionaires that their concerns will be noted in the form and will be channeled to the proper authority for

**NO**

- **CONSOLIDATE, PREPARE AND SUBMIT SUMMARY REPORT FOR CUSTOMER SATISFACTION ASSESSMENT**

- Receive summary report for customer satisfaction assessment

- Forward complaints/feedback concerned

- Receive data, report and prepare training program/corrective action for personnel to improve customer satisfaction

- File data, reports and customer satisfaction survey

**END**
RECRUITMENT, SELECTION
AND
PROMOTION
PROCESS FLOW
PROMOTION PROCESS

HRMO publishes and posts vacant positions in three (3) conspicuous places in the agency.

All divisions are informed of the vacant position for promotion.

Applicants file their applications and submit to HRMO

HRMO submits to the PSB the comparative assessment of the qualifications of the applicants.

PSB evaluates the qualifications of the candidates being considered for promotion in accordance with Merit Selection Plan (MSP) and QS set by PolWD.

To ensure objectively in promotion, the division heads has the authority to recommend employee/s under their supervision for promotion and see to it that employee/s are best qualified from among the candidates.

In preparing the list of recommendees, the PSB shall to it that the employees recommended for promotion are best qualified from among candidates.

Applicants will be scheduled for Personality and IQ test and interview by the PSB.

Issue appointment in accordance with the provisions of the District’s Merit Selection Plan

Post a notice announcing the appointment of an employee in three (3) conspicuous places in the agency a day after the issuance of the appointment for at least fifteen days.
**RECRUITMENT AND SELECTION PROCESS**

1. Publish the vacant position to the CSC Bulletin of Vacant Position or through mode of publication and post the same in three conspicuous places in the agency.

2. Applicants submit documents required by the HRMO.

3. HRMO will evaluate the applicants documents.

4. List of applicants / candidates aspiring for the vacant position, either from within or outside the agency, including qualified next-in-rank employees in order to have pre-determined ratio of applicants of appointment or hiring quota.

5. Preliminary interview for all applicants upon receipt of their applications and determine the qualified applicants.

6. Conduct preliminary evaluation of the qualification of all candidate. Background investigation of applicants.

7. Applicants will be scheduled for Personality and IQ test. Applicants who passed the Personality & IQ test (80% for the office; 70% for the field worker) will be scheduled for another interview with the PSB.

8. Qualified applicant undergo PSB screening on: Education & Training, Experience & psycho-Social Attributes & Personality Test.

9. Notify all applicants of the outcome of the preliminary evaluation.

10. PSB evaluates the qualifications of applicants being considered for recruitment & selection in accordance with Merit Selection Plan (MSP). PSB recommendation will be submitted to the Appointing Authority.

11. Public posting of the result of PSB screening. Only top 5 candidates will be qualified for the vacant position. The name of the chosen candidates will be forwarded to the HRMO for preparation of appointment.

12. HRMO will require the chosen candidate/s to submit the required documents for appointment.

13. HRMO will prepare and submit all appointment papers for signature of Appointing Authority.

14. The newly appointed employee will be given copy of NOSA on the effectivity of his/her first day of service.
End – user submits approved PR to the BAC Secretariat

Prepare Period of Action & IAEB
(for approval by the BAC Chairman)

If the ABC is above
P 2,500,000.00? Yes

No

Conduct Pre – Procurement Conference

Post IAEB at PhilGEPS

Prepare Bid Documents & Send Invitations to Observers

Issue Bid Docs to Interested Bidders

Pre – Bid Conference
(12 days before the Bid Opening)

Clarification? Yes

No

Issue and Post Supplemental Bid Bulletin
(7 calendar days before the deadline for the submission and receipt of bids)

Opening of Bids
(Submission and Bid Evaluation)

Post Qualification
(conducted by TWG - 3 days)
Submission of Additional Requirements (3 days)

Issuance of Notice of Post Qualification

Approval of BAC Resolution & Issuance of Notice of Award

Prepare Contract Documents

Approval of Contract

Issuance of Notice to Proceed

Furnish the Procurement in-charge a copy of the Notice to Proceed and other documents for the preparation of PO

Send to the winning Bidder the Approved Contract (for signature and notarization: to be returned to the District after 5 days)

Furnish the COA copy of the Signed and Notarized Contract Documents

END
PROCUREMENT PROCESS FLOWCHART FOR SHOPPING
(above P=1,000 to P=500,000.00)

PURCHASE PROCESS
(START)

Approved Purchase Request Form (PR)

Method of Canvassing

Request for Quotation (RQ)

Post at PhilGEPS (above P50,000)

Summary of Canvass (Abstract)

Approval of Summary of Canvass

PURCHASING SECTION
(Php1,000 to 50,000)

BIDS AND AWARDS COMMITTEE
(above P=51,000 up to P=500,000)

PURCHASE ORDER (PO)

If disapproved

PROCUREMENT SECTION
Fax-hand-in approved
PO to supplier to enter into a contract and effect delivery/pick-up items

If approved

END
Deposit/Submit the Vehicle in the Motorpool for its scheduled Monthly Check-up

Auto mechanic will check thoroughly the vehicle based on the checklist using Monthly Preventive Maintenance Check-up Form

Are there any parts of the vehicle that need repairs?

Can be repaired/fixed by the in-house auto mechanic?

Prepare Purchase Request (PR) for the repair parts needed

Prepare Job Order Request for outsource repair

In-house auto mechanic will conduct the repair job

Road Testing of vehicle

Is the vehicle now in good running condition?

Rechecking of damage parts & conduct repair

The vehicle is ready for dispatch

Auto mechanic & General Services Head will sign the DPC for dispatch

NO

YES

NO

YES

NO

YES
**REPAIR and MAINTENANCE OF VEHICLE**

(Process Flow)

1. Fill-up Checklist using Driver’s Pre-Departure Check-up Form (DPC)

2. Auto mechanic check the vehicle based on the filled-up DPC of the Driver

3. Does the vehicle need repairs?
   - **YES**
     - Can be repaired/ fixed by the in-house auto mechanic?
       - **YES**
         - Prepare Purchase Request (PR) for the repair parts needed
         - In-house auto mechanic will conduct the repair job
         - Road Testing of vehicle
         - Is the vehicle now in good running condition?
           - **YES**
             - The vehicle is ready for dispatch
           - **NO**
             - Rechecking of damage parts & conduct repair
       - **NO**
         - Prepare Job Order Request for outsource repair
         - Auto mechanic & General Services Head will sign the DPC for dispatch

   - **NO**
     - The vehicle is ready for dispatch
PROPERTY MANAGEMENT

Receiving Deliveries

Conduct Actual Inspection with End User

Is the delivery complete/Does it comply with the specification?

NO

Inform the Procurement of the discrepancies for their action

YES

Prepare documents on the items received (IAR – Inspection & Acceptance Report, ARE – Acknowledgment Receipt of Equipment, ICS – Inventory Custodian Slip)

Releasing and Updating of personnel ARE file

End
INVENTORY MANAGEMENT

Receiving Deliveries

Conduct Actual Inspection with End User

Is the delivery complete/Does it comply with the specification?

Inform the Procurement of the discrepancies for their action

YES

Prepare documents on the items received (IAR – Inspection & Acceptance Report)

Inform and provide FD & EOD of updated price list of New Service Connection materials

Releasing of Inventory with duly approved Requisition
Issue Slip (with observed cut-off date)

Compile and Submit Monthly Inventory Reports

Conduct Mid/Year-End Inventory Taking

Prepare and Submit Report of Physical Count of Inventory (RPCI)

End
DISPOSAL MANAGEMENT

Inventory Taking (Mid/Year-End)

Submit Report of Physical Count of Property, Plant & Equipment

Prepare Disposal Recommendation & submit to Disposal Committee

Is the recommendation approved/disapproved?

END

Approved

Comply COA Requirements for Disposal

Collect and gather waste materials in one place for easy inspection

Conduct Scrap Bidding with at least 3 interested bidders

Schedule site inspection

Opening and awarding of winning bidder

Conduct Disposal

Prepare and submit Report on Sale of Scrap

End

Disapproved
PURCHASE REQUEST
(START)

Login on
Procurement
System

Valid
Username
and Password

Select Create
New PR

Select your
Signatories

Compose PR
Items

Inventory
Stocks
Item

Create your
custom item

Select your
item from the
inventory list

Add
another
item

Send your request

Add
another
item

Part 2
HARDWARE / SOFTWARE MAINTENANCE FLOWCHART

USER REQUEST FOR TECHNICAL ASSISTANCE → IDENTIFY COMPUTER PROBLEM/ISSUES

IDENTIFY WARRANTY AND NON-WARRANTY UNITS

SOFTWARE

YES

DETERMINE SOFTWARE PROBLEMS

NO

TROUBLESHOOT, REPAIR, AND DETERMINE IF ANY HARDWARE AFFECTED

IN-HOUSE PROGRAM

YES

DETERMINE SOFTWARE AND TURN-OVER TO IN-CHARGE

NO

IDENTIFY WARRANTY UNDER WARRANTY

NO

REDEPLOY FIXED UNIT

YES

FORWARD UNIT TO SERVICE CENTER

GET REPAIRED UNIT FROM SERVICE CENTER

ENSURE READY TO USE STATUS OF UNIT

HARDWARE CONCERNS

NO

LOOK FOR SPARE PERIPHERALS

PERIPHERALS AVAILABLE

NO

COMPOSE PURCHASE REQUEST

ASSIST PROCUREMENT SECTION AS TO THE SPECIFICATIONS OF PERIPHERALS

PURCHASE REQUESTED PERIPHERALS

REPLACE DEFECTIVE PERIPHERAL

REDEPLOY FIXED UNIT

TASK END
HRIS
Biometric Attendance and Leave Workflow

Employee -> Fingerprint Biometrics Device -> Employee Time Log

Manual Attendance Entry (Attendance Verification Slip) -> Update Attendance Record

Update Leave Credits Ledger -> Terminal Leave Balance

Payroll (FD) -> File

Employees 

HRIS Biometric Attendance and Leave Workflow
FINANCIAL STATEMENT GENERATION

- TRIAL BALANCE
- GENERAL LEDGERS (GL)
- SUBSIDIARY LEDGERS (SL)
- JOURNAL / DISBURSEMENT VOUCHERS
- INCOME STATEMENT
- BALANCE SHEET
- CASH FLOW STATEMENT

SUMITTED TO

- OFFICE OF THE GENERAL MANAGER
- Board of Directors
- Local Water Utilities Administration
- Commission on Audit
CASH & COLLECTION PROCESS
CONSOLIDATED ANNUAL BUDGET

WATER SALES BUDGET

MOOE (By Division)
CAPEX (By Division)
PS

SUMMITTED TO

Finance Division (For Consolidation)
Management Team (For Deliberation)
Board of Directors (For Approval)

Approved Consolidated Annual Budget

OFFICE OF THE GENERAL MANAGER
Division/s
Local Water Utilities Administration
Department of Budget & Management
BAC Secretariat
PROCESS FLOW OF METER READING & BILLING PREPARATION

1. Meter Reader
   - at least a day before meter reading schedule
   - Meter Reading
   - if normal water consumption & no unusual observations
   - perform ACTIONS in accordance to OBSERVATIONS
   - if with abnormal reading & other unusual observations

2. Office Works
   - Meter Reader
   - Downloading from IUMS to Read and Bill Unit (Psion)
   - Reading from IUMS to Read and Bill Unit (Psion)
   - Trial Printing
   - Read and Bill Unit (Psion) charging

3. Field Works
   - Water Bill Distribution
   - Meter reading
   - if normal water consumption & no unusual observations
   - Proceed to BILL DISTRIBUTION following procedures under normal water consumption & no unusual observations (except for illegal connection or tampering of water meter where report is course through the office for immediate and appropriate actions)
   - inform consumer/investigate and in duplicate form of Field Finding Report Form (FFRF), acknowledge receipt consumer - 1 copy for office and duplicate for the consumer and encode in Psion
   - inform ASAP through cellphone office thru the Customer Accts. Head. Submit FFRF to office
   - inform ASAP through cellphone office directly to the EOD for immediate repair. Submit FFRF to office
   - put water bill mail box or cellphone and put in accessible place
   - put water bill in accessible place

4. Reporting
   - submission of FFRF, Maintenance Orders (e.g. Change Meter/Meter Testing)
   - uploading of meter reading from Psion to Computer Ledger
   - printing of meter reading guide / zone / book

5. Office Works
   - furnish copy to Meter Readers as scheduled

END
APPLICATION FOR NEW SERVICE CONNECTION

APPLICANT

proceed to Customer Service of Commercial Division (Counter 6 or 7)

ask for lists of requirements and procedures of application

proceed to teller (Counter 1, 2 & 3)

pay Php 100.00 for Inspection Fee

pay cost estimates, notarial fee (Php 80.00) & cost of consumer’s handbook (Php 30.00) and ask for Official Receipt (O.R.)

proceed to Teller (Counter 2 & 3)

present requirements and cost estimate for checking & validation

house inspection for labor & materials estimate

proceed to Customer Service of Commercial Division (Counter 6 or 7)

present O.R. and submit photo copies of validated requirements, fill-up information data form, sign contract & judicial form (for notarization)

wait for at least two (2) working days for schedule of installation

pay cost estimates, notarial fee (Php 80.00) & cost of consumer’s handbook (Php 30.00) and ask for Official Receipt (O.R.)
DISCONNECTION OF DELINQUENT CONSUMERS PROCESS FLOW

Disconnection-in-Charge

- Monitoring of field disconnection thru cellphone /VHF Radio
- IUMS Accomplishment Service Request (SR) Encoding

Disconnection Lists Generation (20 days after reading)

Field Disconnection

Validation and re-checking for paid consumers

Customer Service Head Approval of Final Copy

Accredited Disconnectors (3 teams)

Disconnection Accomplishment Report submission
VOLUNTARY DISCONNECTION PROCESS FLOW

CONSUMER ➔ Disconnection Request at CD Frontline/Customer Service ➔ if no acct. & /or first request for the year ➔ Disconnection Request granted / issued at CD Frontline/Customer Service

with acct. & or/ second request for the year ➔ Consumer settled acct. / pay P 50.00 @ teller for disconnection service fee ➔ Frontline/Customer Service-in-charge turned-over voluntary disconnection request to EOD with acknowledgment receipt

Customer Service Head SR Approval (IUMS)


Regular Plumbers submission of Disconnection Accomplishment Report (DAR) to EOD in charge


assign reconnection order to Accredited Disconnector thru VHF Radio/cellphone

Field reconnection

Reconnection Report submission to Customer Service reconnection-in-charge ➔ Reconnection-in-charge turned-over reconnection request to EOD with acknowledgment receipt ➔ EOD Regular Plumbers field disconnection done within 24 hrs.

Regular Plumbers submission of Reconnection Accomplishment Report (RAR) to EOD in charge

Reconnection Report submission to Customer Service reconnection-in-charge ➔ Reconnection-in-charge turned-over reconnection request to EOD with acknowledgment receipt ➔ EOD Regular Plumbers field disconnection done within 24 hrs.

Regular Plumbers submission of Reconnection Accomplishment Report (RAR) to EOD in charge
RECONNECTION PROCESS FLOW

**DELINQUENT**

- Water Bill Inquiry at CD Frontline /Customer Services (Arrears + reconnection fee of P160.00)
- TELLER - Payment by consumer
- Reconnection Order Application by consumer with CD Frontline/Customer Services
- Customer Service in-charge facilitate reconnection done ASAP
- assign reconnection order to Accredited Disconnector thru VHF Radio/cellphone
- Field reconnection
- Customer Service Head SR Approval (IUMS)
- IUMS Service Request (SR) Encoding by Reconnection-in-charge
- Reconnection Report submission to Customer Service reconnection-in-charge

**VOLUNTARY DISCONNECTED**

- Reconnection Order Application by consumer with CD Frontline /Customer Services
- Reconnection-in-charge turned-over reconnection request to EOD with acknowledgment receipt
- EOD Regular Plumbers field reconnection done within 24 hrs.
- Regular Plumbers submission of Reconnection Accomplishment Report (RAR) to EOD in charge of reconnection
APPLICATION FOR CHANGE OF ACCOUNT NAME OF SERVICE CONNECTION

APPLICANT

- proceed to Customer Service of Commercial Division (Counter 6 or 7)
- ask for lists of requirements and procedures of application

**Requirements**

- attend Wednesday orientation (9 am)
- proof of ownership
- proof of identification
- waiver of rights of previous acct. name/owner

- proceed to teller (Counter 1, 2 & 3)
- pay notarial fee (Php 80.00), transfer fee (Php 100.00) and ask for Official Receipt (O.R.)
- present O.R. and submit photo copies of validated requirements, fill-up information data form, sign new contract & judicial form (for notarization)

- proceed to Customer Service of Commercial Division (Counter 6 or 7)
- wait for at least two (2) working days for schedule of installation

- proceed to Customer Service of Commercial Division (Counter 6 or 7)
- present O.R. and submit photo copies of validated requirements, fill-up information data form, sign new contract & judicial form (for notarization)
APPLICATION FOR LOCATION TRANSFER OF SERVICE CONNECTION

CONSUMER

proceed to Customer Service of Commercial Division (Counter 6 or 7)

ask for lists of requirements and procedures of application

proceed to teller (Counter 1, 2 & 3)

pay PhP 100.00 for Inspection Fee

pay cost estimates, notarial fee (PhP 80.00), transfer fee (PhP 100.00) and ask for Official Receipt (O.R.)

proceed to Teller (Counter 2 & 3)

present requirements and cost estimate for checking & validation

proceed to Customer Service of Commercial Division (Counter 6 or 7)

house inspection for labor & materials estimate of new location of s.c.

request for schedule of Estimator for a site inspection

wait for at least two (2) working days for schedule of installation

present O.R. and submit photo copies of validated requirements, fill-up information data form, sign new contract & judicial form (for notarization)

attend Wednesday orientation (9 am)

proof of ownership

proof of identification

proceed to Engineering & Operations Division (EOD)

request for schedule of Estimator for a site inspection
GRANTING OF PROMISSORY NOTES (PIN)

CONSUMER

PN In-Charge

allowed only

Special privileges

PENSIONERS (GSIS, SSS & AFPSLAI)

applicable for 1 s.c. where he/she resides

payment extension upon submission of authenticated copy of proof of pension

NATIONAL GOV’T AGENCIES, BARANGAY, LGU & PUBLIC SCHOOLS

PN not to exceed two (2) billing months

automatic payment extension upon release of Maintenance & Other Operating Budget (MOOE)

8:00 AM - 12 NN (Monday to Friday)

a day before disconnection date

once in a quarter

not to exceed 7 calendar days after disconnection date
PROCESS FLOW FOR FIELD INSPECTION

Consumer

Meter Reader

Request for Field Inspection

High Consumption

Low Consumption

Conduct Investigation

1. Check reading

Error

submit correction

End

No Error

proceed to the next step

1. Check reading

Error

submit correction

End

No Error

proceed to the next step

2. Check possible after meter leaks

Leak

to be attested by consumer & recommend repair

proceed to the next step

No Leak

proceed to the next step

2. Check number of users

Realistic

End

Un-realistic

Proceed to the next step

3. Recommend meter testing

End

3. Check other water source

No

Proceed to further investigation

End

Yes

Recommend chlorine residue test

End

Encode & File Field Inspection result
PROCESS FLOW FOR FIELD INVESTIGATION
(Tampering of Water Meter)

1. Tampered Disconnection Seal
2. With Magnet
3. Illegal Connection

Pol. WD Employees

Concerned Citizen

Request for Field Investigation

Manual recording of request to CD logbook

Prepare Notice for Tampering water meter

to be signed by the General Manager

Give request & notice to Field Investigator

to be accompanied by documentor & illegal connection crew

Conduct Investigation

No

End

Yes

Document nature of tampering

Secure police blotter

Serve notice for tampering of water meter

Submit documentation copy to Customer Accounts Head

Compute for penalty charges. Encode to IUMS & file documents

Visit Pol WD Office

No

Recommend mainline disconnection

Yes

Secure affidavit with schedule of penalty payment at legal counsel office

End
PROCESS FLOW FOR METER MAINTENANCE REQUEST
(METER TESTING)

Consumer

Field Inspector

Request for Meter Testing

1. High consumption
2. Costumer satisfaction

Consumer’s request

Pay P50.00 to cashier as meter testing fee

Office request

Free of charge

Manual recording of request to CD logbook

Submit request to E.O.D for schedule

End

If result is available, encode to IUMS for easy access to consumer / end -user

File meter testing result for reference
PROCESS FLOW FOR METER MAINTENANCE REQUEST (CHANGE METER)

1. Defective
2. Meter not functioning
3. Body leak
4. Difficult to read

Submit request to E.O.D for schedule

If result is available, encode to IUMS for easy access to consumer/end-user

File meter maintenance form for reference

End
Complaints Monitoring

### FLOWCHART

<table>
<thead>
<tr>
<th>START</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RECEIVE COMPLAINT FROM</strong></td>
</tr>
<tr>
<td><strong>FILL-UP MAINTENANCE ORDER FORM; ISSUE IT TO CONCERNED DIVISION AND CALL DESIGNATED PERSONNEL</strong></td>
</tr>
<tr>
<td><strong>CONDUCT SITE INSPECTION OR INVESTIGATION</strong></td>
</tr>
<tr>
<td><strong>INFORM CONCESSIONAIRE OF THE RESULT OF INSPECTION/INVESTIGATION</strong></td>
</tr>
<tr>
<td><strong>IS CORRECTIVE ACTION NEEDED?</strong></td>
</tr>
<tr>
<td><strong>YES</strong></td>
</tr>
<tr>
<td><strong>CONDUCT CORRECTIVE ACTION</strong></td>
</tr>
<tr>
<td><strong>ACCOMPLISH MAINTENANCE ORDER</strong></td>
</tr>
<tr>
<td><strong>RETURN ACCOMPLISHED MAINTENANCE ORDER</strong></td>
</tr>
<tr>
<td><strong>PHASE 2</strong></td>
</tr>
</tbody>
</table>

### DETAILS

- **Sample of complaints**
  - Sandy water
  - Ruddy water
  - Water w/ foul smell
  - Household member experiencing LBM/ Health related problem suspecting water supply as cause
  - Turbid water
  - No water
  - Low water pressure
  - Field & Office personnel attitude problem (being referred to concerned division/Human Resources Division)
  - High consumption/ Defective water meter

### RESPONSIBILITY

- **CUSTOMER SERVICE**
- **Maintenance Order Form**
- **COMMERCIAL/ PRODUCTION/ CMS**
- **COMMERCIAL/ PRODUCTION/ CMS**
- **COMMERCIAL/ PRODUCTION/ CMS PERSONNEL**
- **Sample of Corrective Actions**
  - Flushing
  - Leak repair before and after the meter
  - Hydro testing/leak detection of household unit service line
  - Recommend improvement of household members' hygiene and sanitation

### PHASE 2

- **CONDUCT CORRECTIVE ACTION**
- **ACCOMPLISH MAINTENANCE ORDER**
- **RETURN ACCOMPLISHED MAINTENANCE ORDER**
Corrective action is followed up through phone call, SMS and site visits to ensure its effectiveness.

Generated Summary for submission.

- Log to database
- File maintenance order and summarize for submission/recording
- End
**FLOWCHART**

1. **START**
2. **RECEIVE LEAK REPORT**
3. **FILL UP MAINTENANCE ORDER**
4. Call / Issue M.O. to Designated maintenance crew for repair
5. Send via SMS
6. Receive maintenance call/ maintenance order
7. Conduct Site inspection and determine leak status.
8. **CONDUCT REPAIR**
9. **IS REPAIR ACCEPTABLE TO INDUSTRY STANDARD?**
   - **YES**
     - **ACCOMPLISH MAINTENANCE ORDER FORM**
     - **SUBMIT ACCOMPLISHED M.O. FORM FOR FILING**
     - **LOG AND ENCODE TO DATA BASE / FILE**
   - **NO**
     - **ACCOMPLISH MAINTENANCE ORDER FORM**
     - **SUBMIT ACCOMPLISHED M.O. FORM FOR FILING**
     - **LOG AND ENCODE TO DATA BASE / FILE**
10. **END**

**DETAILS**

- Reports coming from:
  - walk-in concessionaires
  - phone calls
  - report from employees
  - SMS
  - others
- Required data:
  - Exact location / adjacent reference
  - walk-in concessionaires
  - Severity of leak
  - Time leakage started
- Maintenance Order Form
- Nature of work:
  - Time start
  - Time finished
  - Reading of H2O meter if applicable
  - List of materials used
- Acknowledgement signature of concessionaire if applicable
- Gate Valves regulated
- Cause of Leak
- Remarks and recommendation
- Time of water interruption
- Summary of Maintenance accomplishment Report

**RESPONSIBILITY**

- **COSTUMER SERVICE/ CMS**
- **MAINTENANCE FIELD PERSONNEL**
- **CMS**
# pMaterial Handling and Stock Level Monitoring for PVC Pipes and Fittings

## Flowchart Details

### Flowchart

<table>
<thead>
<tr>
<th>Step</th>
<th>Details</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>START</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| **CHECK AND RECEIVE DELIVERED MATERIALS** | • Test results  
• Inspection report in case detected discrepancies | **STOREKEEPER/ INSPECTION TEAM/ END USER** |
| **ACCOMPLISH ACCEPTANCE AND INSPECTION REPORT** | • Acceptance and inspection report form duly signed by end user and stockroom in charge | **STOREKEEPER AND END USER** |
| **UPDATE POSTING OF INVENTORIES** | • Encoding on Supplies Inventory program  
• Encoding of Delivery and issuance | **STOREKEEPER** |
| **ISSUE REQUESTED MATERIALS** | • Request and issuance slip form signed by requestor and approved by Division/ Section heads  
• Issuance of gate pass if needed on field | **STOREKEEPER** |
| **UPDATING OF STOCKS ON HAND** | • Conduct inventory taking | **STOREKEEPER** |
| **STOCK ON HAND IS EQUAL OR LOWER THAN ALLOWABLE STOCK LEVEL** | Safety stock level  
For PE and pvc Pipes  
Size qty:  
6" ø 20 pcs.  
4" ø 20 pcs.  
3" ø 20 pcs.  
2" ø 20 pcs  
1½" ø 20 rolls  
All service connection fittings 250pcs; all ci fittings 10pcs each size | **STOREKEEPER** |
| **YES** | **END** | |
| **INFORM END USER OF THE STOCK AVAILABILITY STATUS** | • Submit to end user – stock availability report | **STOREKEEPER** |
| **REQUEST END USER TO PREPARE PURCHASE REQUEST FOR THE EXHAUSTED STOCKS** | • Purchase request form signed by requestor and approved by GM  
• Record Purchase Request | **END USER/ STOREKEEPER** |

**PHASE 2**
<table>
<thead>
<tr>
<th>FLOWCHART</th>
<th>DETAILS</th>
<th>RESPONSIBILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHASE 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>STOCK ON HAND IS LOWER THAN ALLOWABLE STOCK LEVEL</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>REQUEST OR INFORM PURCHASING TO EXPEDITE DELIVERY OF MATERIALS</strong></td>
<td><strong>Verbal Communication</strong> END USER/ PURCHASING SECTION</td>
</tr>
<tr>
<td></td>
<td><strong>WAIT FOR THE DELIVERY</strong></td>
<td><strong>END USER/ PURCHASING SECTION</strong></td>
</tr>
<tr>
<td></td>
<td><strong>END</strong></td>
<td></td>
</tr>
</tbody>
</table>
Disconnection of Water Service for Illegal Connections

<table>
<thead>
<tr>
<th>FLOWCHART</th>
<th>DETAILS</th>
<th>RESPONSIBILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>START</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ACCEPTS COMPLAINTS / REPORT OF</td>
<td>Thru phone calls, walk-in/Tipsters • Reports of meter readers, operators, maintenance crews • During meter reading/ During roving of maintenance personnel</td>
<td>COMMERCIAL</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SURVEILLANCE / INSPECT SUSPECTED LOCATION</td>
<td>* Check for illegal connections/ Verify on site</td>
<td>COMMERCIAL</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PREPARE INSPECTION REPORT</td>
<td>LIST VIOLATIONS, actions taken, fees/penalties • Provide copy to concessionaire • Inspection report</td>
<td>COMMERCIAL</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IS ILLEGAL CONNECTION POSITIVE?</td>
<td>Documentation • Police Blotter • Pictures • Witnesses • Computation of penalties and fees</td>
<td>COMMERCIAL</td>
</tr>
<tr>
<td>YES</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PREPARE NECESSARY DOCUMENT/DOCUMENTATION</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PREPARE ILLEGAL CONNECTION NOTICE AND LET IT RECEIVED BY THE PERSON CONCERNED</td>
<td>Illegal Connection Notice • The concerned consumer should appear within 5 days</td>
<td>COMMERCIAL</td>
</tr>
<tr>
<td>NO</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WILL THE PERSON APPEAR IN THE OFFICE FOR SETTLEMENT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>YES</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>COMPUTATION OF ACTUAL PENALTY AND CHARGES AND PREPARATION OF AMICABLE SETTLEMENT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NO</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>END</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Flowchart Details

#### Phase 2

1. **Settlement of Accounts with Commercial Division/Submit Report to Finance Division**

2. **Is person religiously paying the penalties and fees or fully settled his penalties?**
   - **Yes:**
     - Giving of Reward to Tipster
   - **No:**
     - Disconnect service connection and pull-out water meter
     - Return water meter to stock room
     - Prepare copies necessary document in filing a case
     - File Case

3. **Request for disconnection from CD**
   - Commercial/Disconnecter

4. **Materials return Slip**
   - Commercial/Disconnecter

5. **Actual penalty charges**
   - Person Concerned/Commercial

### Responsibility

- **Commercial**
- **Person Concerned/Commercial**
- **Commercial/Disconnecter**
- **Commercial**
- **OGM/Admin**
# Disconnection of Water Service for Tampered Water Meter

## Flowchart

<table>
<thead>
<tr>
<th>START</th>
<th>Accepts complaints / report of TAMPERED WATER METER</th>
<th>COMMERCIAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Thru phone calls, walk-in</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Reports of meter readers, operators, maintenance crews</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• During meter reading / during roving of maintenance personnel</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SURVEILLANCE / INSPECT SUSPECTED LOCATION</td>
<td>COMMERCIAL</td>
</tr>
<tr>
<td></td>
<td>• Conduct surveillance</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Check for Tampered Meter / Verify on site</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PREPARE INSPECTION REPORT</td>
<td>COMMERCIAL</td>
</tr>
<tr>
<td></td>
<td>List violations, actions taken, fees / penalties</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Provide copy to concessionaire</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Inspection report</td>
<td></td>
</tr>
<tr>
<td></td>
<td>IS TAMPERED?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td></td>
<td>END</td>
<td></td>
</tr>
<tr>
<td></td>
<td>NO</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PREPARE NECESSARY DOCUMENT / DOCUMENTATION</td>
<td>COMMERCIAL</td>
</tr>
<tr>
<td></td>
<td>Documentation:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Police Blotter</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Pictures</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Witnesses</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PREPARE ILLEGAL CONNECTION NOTICE AND LET IT RECEIVED BY THE PERSON CONCERNED</td>
<td>COMMERCIAL</td>
</tr>
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<td></td>
<td>• Disconnection Notice</td>
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<td>• The concerned consumer should appear within 5 days</td>
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<tr>
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<td>WILL THE PERSON APPEAR IN THE OFFICE FOR SETTLEMENT</td>
<td></td>
</tr>
<tr>
<td></td>
<td>NO</td>
<td></td>
</tr>
<tr>
<td></td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td></td>
<td>COMPUTATION OF ACTUAL PENALTY AND CHARGES AND PREPARATION OF AMICABLE SETTLEMENT AND OTHER NECESSARY DOCUMENTS</td>
<td>COMMERCIAL</td>
</tr>
<tr>
<td></td>
<td>• Administrative Charge and other fees</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Average Consumption x2 x No. of years</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SETTLE ACCOUNTS WITH COMMERCIAL DIVISION / SUBMIT REPORT TO FINANCE DIVISION</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PHASE 2</td>
<td></td>
</tr>
</tbody>
</table>
FLOWCHART | DETAILS | RESPONSIBILITY
--- | --- | ---
PHASE 2 | IS THE PERSON RELIGIOUSLY PAYING THE PENALTIES AND FEES OR FULLY SETTLED HIS PENALTIES | YES
| END | NO | DISCONNECT SERVICE CONNECTION AND PULL-OUT WATER METER
| RETURN WATER METER TO STOCK ROOM
| PREPARE COPIES OF NECESSARY DOCUMENT IN FILING A CASE | FILE CASE
DISCONNECTION AND RECONNECTION OF SERVICE CONNECTION DUE TO STOLEN METERS

FLOWCHART

<table>
<thead>
<tr>
<th>START</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCEPTE S COMPLAINTS / REPORT OF</td>
</tr>
</tbody>
</table>

DETAILS

- Thru phone calls, walk-in
- Reports of meter readers, operators, maintenance crews

RESPONSIBILITY

COMMERCIAL

INSPECT LOCATION

- Check for any other missing fittings/Verify on site. Temporary plugging of service line

COMMERCIAL

IS WATER METER STOLEN?

YES

PREPARE NECESSARY DOCUMENT/ DOCUMENTATION/PROMISSORY NOTE/ESTIMATES

- Documentation:
  - Police Blotter
  - Pictures
  - Witnesses
  - Computation of charges and fees
  - Provide copy to concessionaire
  - Inspection report
  - Advise client for a Police Blotter before settlement

CONSUMER/ COMMERCIAL DIVISION/EOD

RECEIVE PAYMENT FROM CLIENT

- Computation of charges and fees

CASHIER

RECEIVE REQUEST FOR RECONNECTION AND INSTALLATION OF NEW WATER METER AND ISSUE RECONNECTION ORDER

COMMERCIAL DIVISION

IS THE PERSON WHO STOLE WATER METER IDENTIFIED?

YES

REPORT CULPRIT TO POLICE STATION FOR BLOTTER

- Police Blotter (Pol WD / Client)
- Witnesses

COMMERCIAL/ ADMIN/ OGM

NO

END

NO

END

COORDINATE WITH LEGAL COUNSEL FOR PROPER FILING OF CASE

PREPARE COPIES NECESSARY DOCUMENT IN FILLING A CASE

FILE CASE
<table>
<thead>
<tr>
<th>Legend</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="START" /></td>
<td>Start Activity</td>
</tr>
<tr>
<td><img src="image" alt="Activity" /></td>
<td>Process Activity</td>
</tr>
<tr>
<td><img src="image" alt="Decision" /></td>
<td>Decision phase</td>
</tr>
<tr>
<td><img src="image" alt="END" /></td>
<td>End of Processes / Activity</td>
</tr>
<tr>
<td><img src="image" alt="Connection" /></td>
<td>Activity Connection</td>
</tr>
<tr>
<td><img src="image" alt="Off Page" /></td>
<td>Off Page Connection (Next Phase)</td>
</tr>
<tr>
<td><img src="image" alt="Data Processing" /></td>
<td>Data Processing Activity</td>
</tr>
</tbody>
</table>
PUMPING OPERATIONS (AUTOMATED)
STANDARD OPERATING PROCEDURES (SOP)

<table>
<thead>
<tr>
<th>FLOWCHART</th>
<th>DETAILS</th>
<th>RESPONSIBILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>START</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Logging-in / Time-in</td>
<td>• Report directly to assigned pump station. &lt;br&gt;• Call Hydro-fox (office guard) for proper log-in and reservoir water level. &lt;br&gt;• Conduct inspection of pump-house, perimeter fences and compound for possible forcible entry. &lt;br&gt;• Record all necessary data (i.e. line voltages, pumping status, on-time hourmeter, Kw-hr meter, flowmeter, chlorine (kgs), diesel (lts)).</td>
<td>PRODUCTION OPERATOR</td>
</tr>
</tbody>
</table>

WELL MONITORING

• Weekly SWL measurement <br>• Conduct flushing during start of operation if needed.

PUMPING OPERATION
(Does pumping equipment automatically start-ON and shut-OFF on its determined reservoir water level?)

YES

• Conduct Weekly SWL & PWL monitoring measurements <br>• Conduct testing of electrode function during preventive maintenance activities. (Pumping operation auto-shuts off when water level reaches below electrode level). <br>• Record all necessary data (i.e. line voltages, pumping status, on-time hour-meter, Kw-hr meter, flowmeter, chlorine (kgs), diesel (lts)).

PRODUCTION OPERATORS

NO

Report and request for maintenance

CHLORINATION

Does chlorination equipment works properly?

YES

• Ensure that chlorination equipment properly working <br>• Ensure availability of chlorine supply on stock. <br>• Check for chlorine feed-rate: Chlorine gas injection @ 1.0 PPM to ensure 0.3 residual @ endpoints.

PRODUCTION OPERATORS / MAINTENANCE CREW / WATER QUALITY

NO

Report and request for maintenance

IMPOUND WATER TO RESERVOIR

• Ensure that Reservoir manhole is securely locked. <br>• Conduct valve opening of interconnection in case of water shortage.

PRODUCTION OPERATOR

Oral Reporting & Recording & Submission of report

• Monitoring, recording and reporting of Reservoir water level thru radio. (Auto shuts-off when tank full and auto-start @ pre determined level). <br>• Record pumping operation data on logbook and Daily Pump Operation Report. <br>• Prepare daily pumping roving report. <br>• Report reservoir water level every 30 minutes. <br>• Make proper turn-over to incoming operator.

PRODUCTION OPERATOR
### PUMPING EQUIPMENT MAINTENANCE
#### STANDARD OPERATING PROCEDURES (SOP)

<table>
<thead>
<tr>
<th>FLOWCHART</th>
<th>DETAILS</th>
<th>RESPONSIBILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>START</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Logging-in / Time-in</td>
<td>Report to office.</td>
<td>PRODUCTION MAINTENANCE</td>
</tr>
<tr>
<td></td>
<td>• Received assignment and other instructions.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• For emergency, report directly to PS station.</td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>PREPARATION TOOLS &amp; EQUIPMENT</td>
<td>PRODUCTION MAINTENANCE</td>
</tr>
<tr>
<td></td>
<td>(Are tools &amp; equipment already available @ working area?).</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>Prepare PR, assist purchasing &amp; delivery</td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>MATERIALS/DIESEL FUEL PURCHASE &amp; DELIVERY</td>
<td>PRODUCTION MAINTENANCE</td>
</tr>
<tr>
<td></td>
<td>(Are materials needed available @ storeroom?).</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>Prepare PR, assist purchasing &amp; delivery</td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>PREVENTIVE MAINTENANCE ACTIVITIES</td>
<td>PRODUCTION MAINTENANCE CREW</td>
</tr>
<tr>
<td></td>
<td>(Does equipment works properly &amp; operational?)</td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>Conduct Corrective Maintenance Repair &amp; parts replacement</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Conduct MEGGER insulation &amp; line to line resistance testing of motor lead wires &amp; cables.</td>
<td></td>
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<tr>
<td></td>
<td>Conduct tightening of motor controller component parts terminals and connections.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Conduct air-blowing, cleaning &amp; dust out of motor controllers, stand-by diesel engine and generator body and air-blowing of internal component parts</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Conduct testing of reservoir &amp; well electrode function.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Inspect that chlorination equipment properly working and available chlorine supply on stock with feed-rate @ 1.0 PPM.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Conduct inspection on stand-by Generator set. Check for diesel fuel @ service day tank &amp; refuel. Check for engine oil, radiator water and change oil every 100 hrs operation. inspection &amp; cleaning of air filters, fuel filters.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Conduct measurements of SWL &amp; PWL.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Conduct grass cutting, clearing and cleaning of PS compounds.</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>Recording &amp; Submission of report</td>
<td>PRODUCTION MAINTENANCE</td>
</tr>
<tr>
<td></td>
<td>• Record all detailed activities, parts replaced.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Inspect and record necessary data (i.e. line voltages, pumping status, on-time hour-meter, Kilowatt-hour meter, flow-meter, chlorine (kgs), diesel (fts).)</td>
<td></td>
</tr>
</tbody>
</table>
# WATER CHLORINATION

**STANDARD OPERATING PROCEDURES (SOP)**

<table>
<thead>
<tr>
<th>FLOWCHART</th>
<th>DETAILS</th>
<th>RESPONSIBILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>START</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>CHLORINE PURCHASES AND DELIVERY</strong></td>
<td>Coordinate with the procurement and supplier for the purchase and delivery of chlorine supply including DPD reagents. Received chlorine delivery and weight-in delivered chlorine.</td>
<td>PRODUCTION WATER QUALITY</td>
</tr>
<tr>
<td><strong>A</strong></td>
<td>Conduct bi-monthly inventory of chlorine stock and consumption. Check cylinders for chlorine availability on feed. Deliver and replace chlorine cylinders. Check and ensure chlorine feed-rate adjustment @ 1.0 PPM.</td>
<td>PRODUCTION WATER QUALITY / MAINTENANCE</td>
</tr>
<tr>
<td><strong>NO</strong></td>
<td>PURCHASE &amp; DELIVER CHLORINE</td>
<td></td>
</tr>
<tr>
<td><strong>YES</strong></td>
<td>CHLORINE INVENTORY &amp; STOCKING (Is chlorine available on stock?)</td>
<td></td>
</tr>
<tr>
<td><strong>CHLORINATION EQUIPMENT CHECKING</strong></td>
<td>Check chlorination equipment properly working by checking vacuum. Check chlorine booster pump running. Check chlorine rate valve for chlorine feed-rate @ set PPD.</td>
<td>PRODUCTION OPERATOR</td>
</tr>
<tr>
<td><strong>NO</strong></td>
<td>REQUEST for MAINTENANCE</td>
<td></td>
</tr>
<tr>
<td><strong>YES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>CHLORINE RESIDUAL CHECKING</strong></td>
<td>Check chlorine feed-rate (1.0 PPM) at pump station. Test chlorine residual to random various different endpoints (0.3 minimum). Ensure operational chlorination equipment and available chlorine gas on stock. Call operator on duty to check chlorination equipment and verify chlorine feed-rate.</td>
<td>PRODUCTION WATER QUALITY</td>
</tr>
<tr>
<td><strong>A</strong></td>
<td>Chlorine residual checking to other endpoints. Recording, encoding and submission of report.</td>
<td>PRODUCTION WATER QUALITY</td>
</tr>
<tr>
<td><strong>NO</strong></td>
<td>BACK TO</td>
<td></td>
</tr>
<tr>
<td><strong>REPORT PREPARATION &amp; SUBMISSION</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### WATER QUALITY (BACTERIOLOGICAL) STANDARD OPERATING PROCEDURES (SOP)

<table>
<thead>
<tr>
<th>FLOWCHART</th>
<th>DETAILS</th>
<th>RESPONSIBILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>START</strong></td>
<td>• Coordinate with laboratory for schedule water sample submission and get sampling bottles. • Assigned fix sampling point.</td>
<td>PRODUCTION WATER QUALITY</td>
</tr>
<tr>
<td><strong>PREPARATION</strong></td>
<td>• Check chlorine feed-rate (1.0 PPM) at pump station. • Conduct bi-monthly water sample collection to assigned endpoints and ensure residual of 0.3 PPM minimum. <strong>PROCEDURE</strong> 1. A clean cloth was used in removing dirt of the outlet. The tap was allowed to flow for a maximum rate of 1-2 minutes. 2. The Tap sterilization was made for 2 minutes using a cotton swab soaked in alcohol lit the cotton swab and put it under the faucet. 3. The tap was opened and water was allowed to flow to 1-2 minutes at a medium flow rate. 4. Using the sterilized bottle or autoclave bottle provided the testing laboratory; water samples were taken opening it. 5. Small air space was left from the neck of the bottle to facilitate shaking at the time of inoculation. • 6. The bottle was covered using standard technique and labels the bottle • Deliver water sample to laboratory.</td>
<td>PRODUCTION WATER QUALITY</td>
</tr>
<tr>
<td><strong>WATER SAMPLE COLLECTION</strong> (for bacteriological testing) <strong>FILL-UP SAMPLE DATA FORM</strong> Name of WD ____________________ Sample Site ____________________ Place _______________________ Source ____________________ Residual Chlorine ________________ Date of Sampling ________________ Time of Sampling ________________ Sample Taken by ________________</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>GET RESULT FROM LABORATORY</strong> (Is Water Sample PNSDW Compliant?) <strong>NO</strong> Record and conduct re-sampling for three (3) consecutive times on same site. ✓ Conduct investigation and re-checking of failed site ✓ Request for flushing as needed <strong>YES</strong></td>
<td>FILING OF RECORD &amp; SUBMIT QUARTERLY REPORT TO LWUA</td>
<td>PRODUCTION WATER QUALITY</td>
</tr>
<tr>
<td></td>
<td>• Request and serve payment. • Get laboratory bacteriological-test result.</td>
<td></td>
</tr>
</tbody>
</table>
WATER QUALITY (PHYSICAL-CHEMICAL & PESTICIDE) STANDARD OPERATING PROCEDURES (SOP)

**FLOWCHART**

**START**

**PREPARATION**

- Coordinate with laboratory for schedule water sample collection / submission (Davao City Water District for Phy-Chem: BPI-Davao for Pesticide)
- Seek / Secure amber sampling containers. (one on each source).
- Clean and disinfect containers and label.

**WATER SAMPLE COLLECTION**

(for Phy-Chem & Pesticide testing)

**FILL-UP SAMPLE DATA FORM**

Name of WD ____________________
Sample Site ____________________
Place __________________________
Source _________________________
Date of Sampling ________________
Time of Sampling ________________
Sample Taken by ________________

**PROCEDURE**

1. A clean cloth was used in removing dirt of the outlet. The tap was allowed to flow for a maximum rate of 1-2 minutes.
2. The Tap sterilization was made for 2 minutes using a cotton swab soaked in alcohol lit the cotton swab and put it under the faucet.
3. The tap was opened and water was allowed to flow to 1-2 minutes at a medium flow rate.
4. Using the sterilized bottle or autoclave bottle provided the testing laboratory; water samples were taken opening it.
5. Small air space was left from the neck of the bottle to facilitate shaking at the time of inoculation.
6. The bottle was covered using standard technique and labels the bottle.
- Deliver water sample to laboratory.

**GET RESULT FROM LABORATORY**

(Is Water Sample PNSDW Compliant?)

**YES**

- Request and serve payment.
- Get laboratory Physical - Chemical and Pesticide test result.

**NO**

- Record and conduct site investigation & prepare incident report

**FILLING OF RECORD & SUBMIT ANNUAL REPORT TO LWUA**

- Consolidate and prepare for LWUA annual submission
Family-based Approach

WRP

INFORMATION EDUCATION CAMPAIGN

ORGANIZING

EDUCATION

DOCUMENTATION

DENR - 12

L.G.U. / P.L.G.U

N.G.O / P.O'S

NETWORKING AND LINKAGING

PASSED

FAITH FARMING

NURSERY and SEEDLINGS PROPAGATION

TREE GROWING

Geodag map survey
● Land prep
● Seedlings Preparation
● MOA preparation

QUARTERLY MAINTENANCE
● Checking of Planted Trees(Quarterly)
● Checking trees Dimension(Quarterly)

VERMI and HAGIMIT COMPOST PIT / ORGANIC FERTILIZER

LIVELIHOOD

FUND OUTSOURCING

FUND RAISING ACTIVITIES

FUNDING AGENCIES (Local / International)

• Document Preparation
• Convener Staff
• Monitoring

ACCOMPLISHMENT REPORT

ANNUAL REPORT

ADMIN

BOD

WRP

LIVELIHOOD

REORESTATION

FUND OUTSOURCING

FUND RAISING ACTIVITIES

FUNDING AGENCIES (Local / International)
APPENDICES
CUSTOMER SATISFACTION SURVEY

I am happy with your …
Ako ay masaya sa inyong …

YES NO

☐   ☐ I. WATER QUALITY (Malinis po ba ang kalidad ng tubig?)
☐   ☐ II. WATER SUPPLY (Palagi po bang may tubig sa inyo?)
☐   ☐ III. PERSONNEL SERVICES (Kuntento ba kayo sa serbisyo ng mga empleyado?)
  a. In what area are you satisfied?
     (Sa anong serbisyo po kayo nasisiyahan?)
     ______________________________
  b. In what area do you have complaints?
     (Sa anong serbisyo po kayo may reklamo?)
     ______________________________

YES NO

☐   ☐ IV. OFFICE FACILITIES (Komportable po ba kayo sa aming pasilidad?)

YES NO

☐   ☐ OVER-ALL, ARE YOU SATISFIED WITH POL. WD SERVICES?
(Sa pangkabuoan, nasisiyahan po ba kayo sa aming serbisyo?)

Do you have any comments / suggestions to further improve our services?

Mayroon ba kayong anumang mga puna o mungkahi upang mas lalo pang mapabuti at aming serbisyo?

____________________________

CUSTOMER’S DETAILS

Name : (OPTIONAL) _________________________________________________
Address : (REQUIRED)_______________________________________________

Please drop this form in the box near the Public Information and Assistance Desk (PIAD).

Thank You.

REPORT LEAKS AND ILLEGAL CONNECTIONS.
CALL WD HOTLINE NO. 500-9400 or TEXT CP NO. 09179425459
We have 24/7 maintenance monitoring.
I understand that the connection will not be made until it is approved and all charges and fees are paid. I assume full responsibility for the water meter and all water that passes through the connection. I hereby conform with all the rules and regulations of the Polomolok Water District.
This Contract is made and entered into this day of at Polomolok, South Cotabato, Philippines, by and between the POLOMOLOK WATER DISTRICT represented by its General Manager, ENGR. SOLITO T. TORCUATOR with residence and postal address located at Olano Subd., Polomolok, South Cotabato and with residence and postal address located at _______, hereinafter referred to as the APPLICANT.

The parties agreed that:

1. The APPLICANT shall conform to and abide by POLOMOLOK WATER DISTRICT Policies, Rules & Regulations appertaining to water services;

2. The POLOMOLOK WATER DISTRICT (PWD) shall supply water in the applicant’s installation located at the address given on the above record during the period of this Contract at the rates and under conditions provided in the schedule of Water Rates fixed by the PWD. The water charges shall begin when a service is installed and the Water Meter is set;

3. The APPLICANT shall protect the Water Meter in his premises and to pay for a new meter if it is found damaged or stolen while in his possession and control;

4. The APPLICANT will cause his premises to be installed with the pipes in accordance with the specifications approved by PWD;

5. The APPLICANT shall pay the bills regularly and on time at POLOMOLOK WATER DISTRICT OFFICE/ SUB-OFFICE or its authorized collecting banks.

Failure to receive a bill does not relieve the APPLICANT of liability and shall be deemed a debt to the PWD;

6. The APPLICANT shall likewise pay ten percent (10%) of the bill as surcharge in addition to the total amount of bills in case of non-payment of current bills on or before the due date.

7. A Notice of Disconnection is indicated in the Water Bill of the APPLICANT and disconnection of service connection shall be implemented five (5) days after due date without further notice from the PWD. Failure to receive a bill does not relieve the APPLICANT to be excused of disconnection of water service connection five (5) days after due date. To reopen a disconnected service connection, the applicant shall pay the reopening fee that may be fixed by the PWD from time to time;

8. In the event cases are filed in Court for unpaid billings, the APPLICANT shall pay the additional 25% of total billing for the Attorney’s Fee and cost of law so incurred.

9. Should any water meter become unserviceable for one reason or another the average normal consumption of the APPLICANT for three (3) months period previous to the date when the meter become unserviceable or was condemned shall be the basis of subsequent bills;

10. The PWD shall not be responsible for interruption of the service for causes beyond its control and should not be liable to the APPLICANT;

11. The PWD with its authorized representative shall, at any time, be allowed to enter the premises of the APPLICANT for purposes of inspecting plumbing, reading meter, disconnection or as specified in their Maintenance Order;

12. Any device e.g. Water Meter of the APPLICANT that may be found contrary to the rules and regulations by the PWD or installations that may be discovered to have been tampered with and/or illegally connected or installed, shall be sufficient cause for disconnection of the water services in question by the authorized representative of the PWD and automatic termination of this Contract in addition to criminal and/or civil action in court. The provisions of the Water Crisis Act of 1995 shall apply in this case;

13. Prohibits any person, firm, corporation from vending, selling or otherwise, disposing of water from PWD for public purpose within the service area without expressed approval from PWD;

14. Flying connection/series connection serving two (2) or more households, commercial space and the like is prohibited by the PWD per Board Policy No. 14, letter (B) adopted June 19, 2002;

15. Concessioners allowing disconnected delinquent consumers and any of their neighbors to obtain their water needs in their connection shall be doubly charged with commercial rate;

16. A Service Connection traversing a private property shall be temporarily disconnected if authorization issued by the lot owner has been revoked. It shall be reconnected after submission of a notarized authorization by the lot owner to PWD;

17. The APPLICANT shall maintain pipes and fixtures extending from the meter to laying beyond the applicant’s meter while the service lateral extending from the main to the meter including the meter shall be maintained by the PWD. Water whether consumed or wasted or caused by leakage that passes through the meter, shall be the sole responsibility of the APPLICANT as per Board Resolution No. 06-28, Series of 2006;

18. The APPLICANT shall not in any manner install or maintain any physical connection between any private source of water supply and the PWD water supply. In case the APPLICANT does maintain another source of water supply, such source must be duly declared and registered with the PWD. Furthermore, the APPLICANT must likewise maintain an independent piping system for each water supply source to avoid cross-connection;

19. In the event that the APPLICANT is only a tenant or does not own the house, the Owner of the house, building, and or lot, shall be jointly and severally liable with the applicant’s account, if any;

20. In the event of misrepresentation of the building owner, lot owner or APPLICANT regarding a new service connection later discovered to have an old account, the PWD reserves the right to disconnect service connection until full payment or assumption of the old account by the building or lot owner or applicant has been made in consonance with the PWD policies;

21. The APPLICANT shall notify the PWD in case of transfer of ownership or when tenant leaves the premises.

22. The pipes and fittings from the meter stand to the service saddle shall be turned-over by the applicant/owner to the Polomolok Water District for perpetual maintenance (BOD Res. No.13-30 dated 6/28/2013).

IN WITNESS WHEREOF, parties have hereunto affixed their signatures day of in the Municipality of Polomolok, South Cotabato, Philippines.

APPLICANT

signature __________ name _______

CO-MAKER:

LOT OWNER

signature __________ name _______

ACCEP TED BY:

POLOMOLOK WATER DISTRICT

THRU:

ENGR. SOLITO T. TORCUATOR

General Manager B

SIGN ED IN THE PRESENCE OF:

Witness

Witness

REPUBLIC OF THE PHILIPPINES

PROVINCE OF SOUTH COTABATO

MUNICIPALITY OF POLOMOLOK

ACKNOWLEDGMENT

BEFORE ME, this day of ______ in the Municipality of Polomolok, South Cotabato, personally appeared the Polomolok Water District and who made known to me to be the same persons who executed the foregoing service contract and that the same is their free act and deed.

WITNESS MY HAND AND SEAL.

Doc. No. ______

Page No. ______

Book No. ______
Polomolok Water District (PolWD)
Vision/Mission and Core Values

Vision

To be the most cost-efficient, customer-focused & environment-friendly water service provider in the country.

Mission

We commit to:
- Provide quality water 24/7 to our customers.
- Rehabilitate, develop and protect our watershed.
- Optimize our available resources.
- Adopt cost-efficient operation.
- Continuously improve and expand our services.
- Train and develop highly competent, committed and motivated employees.
- Institute programs on wastewater management.
- Vigorously pursue NRW reduction program.
- Ensure excellent service that exceeds customer satisfaction.

Corporate Values

- Stewardship
- Efficiency
- Responsibility
- Versatility
- Integrity
- Commitment
- Excellence
- Solidarity
**FOREWORD**

This Utility Rules and Regulations (URR) were approved and adopted by virtue of Board Resolution No. 15-03, dated February 12, 2015, Series of 2015 as general guidelines for the management and staff of the Polomolok Water District (Pol. WD) for the attainment of its vision and mission.

This URR gives general information on the rules, regulations and policies governing the application of service connection, its maintenance, billing, water rates, miscellaneous service fees, fines, penalties and other charges.

This URR also briefly defines Pol. WD and customer's obligations that are in consonance with national policies and approved BOD Resolutions of Polomolok Water District.
THE UTILITY RULES AND REGULATIONS OF POLOMOLOK WATER DISTRICT

The Board of Directors of the Polomolok Water District does ordain as follows:

Section 1. Short Title. The Utility Rules and Regulations of Polomolok Water District (Pol. WD)

Section 2. Scope. These rules and policies shall apply to all water consumers and those who desire to avail of the services of the District.

Section 3. Words and Phrases. For the purpose of these regulations, all words used herein in the present tense shall include the future; all words in the plural form shall include the singular form; and all words in the singular number include the plural number.

Section 4. Definition of Terms. Whenever in these regulations the following words and phrases set forth in this section are used, they shall, for the purpose of these regulations have the meanings, respectively ascribed to them in this section.

4.1 Board – The policy making body of the Polomolok Water District. The Board of Directors shall be composed of five citizens of the Philippines who are of voting age and residents of the district. (Sec.8 P.D. 198)

4.2 Management – This refers to the General Manager and all heads of the departments/divisions/units/sections, as the case may be.

4.3 Service Connection – The laying of pipes from the mainline to the service entrance, including the setting of a water meter.

4.4 Service Connection Charge – This refers to charges for the perpetual maintenance of the service connection before the water of the consumer. All materials shall be borne by the District except the gate valve.

4.5 Water Meter – is an instrument used for measuring the volume of water passing through a pipe.

4.6 District – This refers to the Polomolok Water District (Pol.WD), a government owned and controlled corporation (DCWD vs. CSC and COA, promulgated on September 13, 1991)

4.7 Master List – The official list of applicants and registered consumers of the District with a duly signed and notarized Service Application and Construction Order (SACO) and Contract documents.

4.8 Property Owner – is the owner of the building or lot where the water service line of the District is attached or used as the case may be.

4.9 Transient Applicant/s – person/s applying for service connection of the District on temporary basis for a certain period of time.
4.10 Consumer/s – either a property owner or a transient applicant who availed of the water service line of the District.

Section 5. Sizes and location of the Service Connection– The District reserves the right to determine the size of service connections and their location with respect to the boundaries of the premises to be served. The laying of a consumer’s service lateral to the water meter shall not be done unless the location of the service connection has been approved by the Management.

All pipes, water meters, or equipment of the District installed on the property of the applicant shall, at all times be the sole property of the District, giving the latter the right to access the property of the applicant to operate, maintain, repair, and relocate the same.

Section 6. Required fittings in a Service Connection- Every service connection installed from mainline to stand pipe shall be a 19 mm. diameter Polyethylene Pipe (PE Pipe) with a 19 mm. diameter Schedule 40 Galvanized Iron Pipe (G.I. Pipe) stand pipe. After the water meter installation shall be under the District’s standard specification.

Section 7. Pressure Conditions – All applicants for the service connection or water service shall be required to accept such conditions of pressure and water services that is provided by the distribution system at the location of the proposed connection and shall agree not to hold the District, its officers and employees liable for any damage arising out of low or high pressure conditions and interruption of water services.

Section 8. Who May Apply for a Service Connection. A person, firm or corporation may avail of the services of the District provided that he had complied with the following requirements, to wit;

8.1 Had paid the Inspection Fee prior to field inspection
8.2 Had submitted the necessary documents stipulated in Section 9
8.3 Transient applicants are required to pay the amount of no less than five thousand pesos (5,000.00) as guarantee deposit, which they can withdraw anytime after completion of their project or activity.
8.4 Had attended the Orientation Seminar for Applicants of a New Service Connection. However, applicants with existing active service connection may opt not to attend the orientation seminar provided the said existing service connection installation is not yet more than two(2) years.
8.5 Had paid the Service Connection Charges and installation fees (labor & materials)

Section 9. Service Connection/Transfer Name/Location Transfer Requirements. The following are the requirements:
9.1. Photocopy of any of the following proof of ownership/occupancy/residency:
9.1.1 Lot Title
9.1.2 Deed of Sale
9.1.3 Lot assessment
9.1.4 Tax Declaration of Property
9.1.5 Brgy. Certificate (for Homestead lot)
9.1.6 Lease Contract
9.1.7 Deed of Donation
9.1.8 Other valid proofs

9.2. Photocopy of proof for personal identification and/or of authority
a. Any two of the following:
9.2.1 PRC ID
9.2.2 Driver's license
9.2.3 Company ID
9.2.4 UMID- GSIS/SSS/HDMF
9.2.5 Passport
9.2.6 Voter's Certificate/ID
9.2.7 Postal ID
9.2.8 TIN ID
9.2.9 Other valid ID'S

b. Any of the following proofs of authority of the representative:
9.2.11 Special Power of Attorney
9.2.12 Board Resolution
9.2.13 Any written authority

Section 10. Consumer’s Guarantee- Before a service connection will be installed, the consumer must sign a Service Application/Construction Order & Contract wherein he guarantees the payment of water bills for the services rendered to him.

Property Owner’s Notarized Guarantee. The water charge shall begin when a service is installed and the water meter is set. Before the water shall be turned on by the District for any purpose whatsoever, the consumer or his authorized agent shall guarantee the payment of future water bills for the service required. The property owner shall be held liable for water used or minimum charges until the District is notified in writing to discontinue
the service. In cases of boarding houses and apartment, the property owner shall be liable for any arrears of his tenants/boarders.

**Section 11. Installation of Service Connection.**
11.1 The service connection or laterals from the District's distribution line shall be installed by the District's authorized plumbers only after all the requirements stated in Section 5, 6, 8 and 9 are complied with.
11.2 Cross connection to a private water source is strictly disallowed.

**Section 12. Service Application & Construction Order (SACO) & Contract.** The notarized SACO with affixed signature shall serve as the binding agreement between the water district and the consumer which includes all provisions specified in the Contract and this URR.

**Section 13. Consumer’s Obligation:**
13.1 Payment of water bills and other service connection fees shall be made at the office of the District or through its authorized collecting banks (for current water bills) only.
13.2 Consumers are given fifteen (15) calendar days after its billing date to pay their water bills on time. Starting on the 16th day, a surcharge of ten percent (10%) will be added to the current water bill.
13.3 If the water bill remains unpaid five (5) days after due date, the water service will be disconnected without need of prior notice regardless of the amount and shall only be reopened after the payment of the water bill and reconnection fee prescribed by the Pol. WD.
13.4 Failure to receive a bill does not relieve a consumer from liability of paying his water bill (the District has a Short Messaging System or text blast system). Any amount due shall be deemed a debt to the District.
13.5 In the absence of the consumer during reading period, water bill shall be put inside the bill box which will be provided by the consumer. Failure of the consumer to provide the bill box, the meter reader shall place the water bill inside the plastic cellophane which will be put in a visible location (e.g. gate) accessible and within the vicinity of consumer’s property. The water meter shall be placed outside the property line of the consumer. The consumer shall be responsible for the protection of the water meter from physical damage. Any loss and damage shall be borne by him except when the damage is caused by wear and tear.
Section 14. Transfer of Account Name and Service Connection Location

14.1 Account Name
An account name for either active or in-active account could be renamed/transferred to other party by submission of a proof of ownership of the lot, identification card of the transferee (stipulated in Section 9) and a waiver of a rights of the said service connection. The applicant/transferee shall sign a new SACO/contract and pay a service fee (notarial and transfer fee) of Php 180.00.

14.2 Service connection Location
An active or in-active service connection could be applied for service connection location transfer by submitting a proof of ownership, memorandum of agreement or other pertinent document to the District of the location to be transferred (stipulated in Section 9). The applicant shall sign a new SACO/contract and pay a service fee (notarial and transfer fee) of Php 180.00.

Section 15. Senior Citizen Benefits. Republic Act 9994 otherwise known as the Expanded Senior Citizens Act of 2010 grants all Senior Citizen with a 5% discount in the cost of water consumption, provided that their consumption do not exceed 30 cu meters per month and said Senior Citizen is already a registered consumer of the District for at least one(1) year period. The application for discount shall be renewed annually (every January only) to continue the privilege given. Automatic transfer of name of deceased senior citizen to his/her surviving senior citizen spouse is allowed including all its privileges in accordance to RA 9994 (BOD Res. #12-29, Series of 2012). A copy of Death Certificate of the deceased consumer and a payment of a service fee (transfer and notarial) of P 180.00 shall be form part of the requirement for transfer.

Section 16. Maintenance of Service Connections. The service laterals extending from the water meter and including the meter shall be maintained by the District. Pipes and fittings from the meter stand to the service saddle shall be turned-over by the applicant/owner to the District for perpetual maintenance. All pipes and fixtures extending from the meter or laying beyond the customer meter shall be installed and maintained by the consumer subject to existing plumbing standard. Abnormal increase in water bill of the consumer shall be reported to the Office by the Meter Reader or any District's personnel for appropriate action by either the District or by the customer. The consumer could officially conform by signing the Field Findings Report Form (FFRF) provided by the District's personnel particularly by the Meter Readers during their course of meter reading/billing.
Section 17. Service Disconnection. The District shall disconnect a service connection on the following reasons:

a. non-payment of water bills
b. voluntary disconnection (in a year, free of charge on the first availment and a fee of P 50.00 thereafter)
c. illegal connections made (tampering of meters, water pilferage and other similar acts)
d. violation of water service connection contract

Section 18. Service Reconnection. A disconnected service connection can be activated only upon payment of the necessary fees and arrears to the District. In accordance with BOD Res. No. 10-04, Series of 2010, the following reconnection fees are to be imposed:

18.1 Temporary blind gasket - One Hundred Sixty Pesos (P160.00)
18.2 Condemned at Service Line – Two Hundred Forty Pesos( P240.00)
18.3 Condemned at Mainline – Four Hundred Eighty Pesos (P 480.00)

Section 19. Illegal Connections. A water connection which is not registered or authorized by the District to tap its distribution line is considered illegal connection:

a. Installed without an application being made to the District
b. Installed by unauthorized persons other than the personnel of the District.
c. Installed in a building other than what was indicated in his application.
d. Unauthorized reopening of service connection, which was disconnected due to non-payment of water bills and / or due to non-compliance with the rules and regulations of the District.
e. Unauthorized transfer of the water meter and tapping point
f. Tampering of meter, usage of jumpers, water pilferage and other similar acts.

Section 20. Illegal Acts: It is unlawful for any person to:

a. Destroy, damage, or interfere with any canal, dam, reservoir, aqueduct, pipes, or other works, appliances, machinery, building or property of the District."
b. Do any malicious act which shall injuriously affect the quantity or quality of the water delivered by the District or the supply, conveyance, measurement or regulation thereof, including the prevention of, or

c. interfere with the District’s personnel engaged in the discharge of their duties;
Section 21. Prima Facie Evidence. The presence of any of the following circumstances shall constitute prima facie evidence of theft, pilferage or of any unlawful acts enumerated in Sections 19 and 20 hereof.

a. The existence or any illegal or unauthorized tapping to the water main or distribution pipe;

b. The existence of any illegal connections such as a reversed water meter, shortened vane wheel, bypass or other connections which adversely affect the registration of the water meter;

c. The presence of a bored hole in the glass cover of the water meter, or at the back of any part of the water meter including the vertical vane;

d. The presence of tampered or fake seals on the water meter. Inspection of a tampered water meter shall be done in the presence of the registered water consumer.

e. The presence of the reversed water meter in the premises, insertion of rod, wire or stick in the water meter, shortened vane wheel, removal or alteration of any part of the water meter mechanism, use of magnet and similar devices which interfere with the water meter registration;
f. Destruction of the water meter protection and other metering accessories; or

g. Abnormal imprints, traces or marks found in the water meter assembly.
(Section 9, R.A. 8041)

Section 22. Penalties. The District shall have the right and authority to disconnect the water services, five (5) days after-service of written notice to that effect, except on Sundays and Holidays, without need of a court or administrative order, and deny restoration of the same, when a prima facie evidence of theft or pilferage shall have been established in accordance with Section 8 of RA 8041 hereof: Provided, That a notice shall have been issued even upon discovery for the first time of the presence of any of the circumstances herein enumerated: Provided further, That the water service shall not be disconnected or shall be immediately restored upon deposit, by the person concerned of the difference in the billing made by the District: Provided, finally, That the deposit shall be credited against future billings, with legal interest thereon where the alleged theft, pilferage or current diversion has not been committed, without prejudice to being indemnified for damages in accordance with the Civil Code and other existing laws.

A written notice of seventy-two (72) hours is necessary to effect water service disconnection upon the discovery for the second time of any of the circumstances enumerated in Section 8 of RA 8041 hereof.

Any person who shall violate Section 19 to 20 hereof shall be punished by imprisonment of six (6) months to two (2) years and/or a fine equivalent to Php 5,000.00 plus two (2) years consumption based on the previous three (3) months average per month (BOD Res. # 10-1, Series of 2010): Provided, however, That if the offender is assisted in the commission of the crime by a plumber, officer or employee of the District, the said employee, officer or plumber shall be punished by imprisonment of two (2) years to six (6) years; Provided further, That if the water is stolen for profit or resale, the offender shall be punished by imprisonment from six (6) to twelve (12) years.

If the offender is a juridical person, the penalty shall be imposed on the chairman or the president, general manager, administrator, or the officers thereof who shall have knowingly permitted, or are otherwise responsible for the commission of the offense. (Section 11, R.A. 8041)

Section 23. Special Aggravating Circumstances. The following shall be considered as aggravating:
Section 24. Incentives for Reported Illegal Connections. Persons who reported illegal connections, tampering of water meters, water pilferage and similar acts where a prima facie evidence exists will receive an incentive of 20% of the amount of penalty, whose information will lead to successful apprehension and presentation of the case. His report will also be treated as confidential. All Pol. WD personnel, permanent, Job Order, Pakyawan's or private plumbers are entitled to an incentive of one(1) sack of rice. (BOD Res. # 10-02, Series of 2010)

Section 25. Exclusive Franchise. - No franchise shall be granted to any other person or agency for domestic, industrial or commercial water service within the district or any portion thereof unless and except to the extent that the Board of Directors of said district consent thereto by resolution duly adopted, such resolution, however, shall be subject to review by the Local Water Utilities Administration (LWUA). (Sec. 47, PD 198).

Section 26. Usage of Electrical and Mechanical Suction Pump. It is strictly prohibited for any person, firm or corporation to use electrical and/or mechanical suction pump directly in their service lines in order to augment the supply of water in his premises. This will not only distort the flow of water in the distribution line but this could also lead to the destruction of the water meter.

Section 27. Cross Connection: No person, firm or corporation shall install or maintain any physical connection between any private source of water supply and the District water supply.

Section 28. Maintenance of Water Pressure and Shutting down for Emergency Repairs: The District is not liable for the maintenance of pressure in the line and reserves the right to discontinue service due to emergency repairs or for valid and reasonable causes.

Section 29. The Fire Protection Capacity. The District may install and maintain pipeline capacity and additional hydrants for fire protection purposes:
Provided, that prior agreement has been executed with the public entity (in this case the Bureau of Fire Protection) having principal fire protection responsibility within the District whereby the District will be reimbursed over the reasonable life of the said facilities for the cost of installation and operation of such fire protection capacity and facilities. (Chapter VII, Section 32 of PD 198, as amended)

Section 30. Private Fire Hydrant. A person, firm or establishment who may want to have their own fire hydrant shall shoulder the cost of materials (in cases where the Bureau of Fire Protection cannot provide them) and the only responsibility of the District is the installation and maintenance of the said fire hydrant, Provided: that the person, firm or establishment will sign a memorandum of agreement/contract that the water from that fire hydrant will only be used for firefighting purposes.
30.1 If water is used through a fire hydrant connection, for any other purposes other than where it is intended which is in the extinguishing of fire, the District shall have the right to place a water meter on the fire hydrant connection at the owner’s expense or to shut-off the entire water supply from such premises.
30.2 A person, firm or establishment who has installed a private fire hydrant should provide himself with a wrench necessary to operate such fire hydrant and an angle valve of a type approved by the Bureau of Fire Protection.

Section 31. Water Meter. The District reserves the right to set up and maintain a water meter or any connection. In cases of disconnection in the mainline, the water meter will be pulled out by the District for safekeeping purposes.
31.1 Damage to Water Meter: The District reserves the right to set and maintain a water meter on any connection. The water consumer shall be held liable, however, for any damage to the water meter due to his negligence or carelessness. It shall be the responsibility of the owner of the property to protect the water meter from physical damages. The prevailing cost of the water meter as a result of such physical damages shall be paid by the consumer prior to reconnection.
31.2 Location of Water Meter. All water meters should be installed within the easement of the property, which will be convenient for water meter readers, plumbers and personnel of the District to read, maintain and disconnect.
31.3 Meter Testing. When the accuracy of a water meter is questioned, the District will cause an official test to be made as follows:
   a. The consumer shall be duly notified of the time and place for the conduct of such test.
b. The water meter accuracy will be tested on variable rates of delivery and if the average registration is more than five percent (5%) in the excess of the actual quantity of water passing through the water meter, the District shall adjust to the consumer the overcharge based on his previous three (3) months average consumption.

c. If the water meter is within the five percent (5%) of margin of error (tolerance), the consumer has to pay for the actual consumption registered on the water meter which will be included in his next month's bill.

Section 32. Donated Drinking Faucets. All connections connected to public elementary or high school shall be given a 30 cu. m. free of charge monthly. In excess of 30 cu. m., the said drinking faucet shall be charged accordingly based on the existing residential category.

Section 33. Basis for Computation of Adjusted Bills. The basis for computation shall be the average consumption in the previous three (3) months.

Section 34. Refunds. If for any reason, a consumer becomes entitled to a refund such as for over-payment of a closing bill or other just cause, he shall make a request to the District. In the event the over-payment was made on a bill, the amount over-paid shall be creditable to the consumer’s account.

Section 35. Leak after the Water Meter. No water bill adjustment will be made on all leaks after the water meter. Board Resolution No. 06-28, Series of 2006 & Service Connection Contract defines the sole responsibility of the consumers for any wasted water due to leakage and prohibits the District for granting a billing adjustment. However, in consideration of the consumer’s intention to pay their water bill with high consumption due to leakages, the District allows the consumer to amortize based on the volume of unused/wasted water and waive the 10% penalty charge. (BOD Res. # 12-28, Series of 2012). However, if the customer is a government entity/instrumentality or a non-stock cooperative and requested for adjustment, the Board of Directors may approve the billing adjustment through a passage of a Board Resolution. Such adjustment is limited to 50% maximum of the actual consumption which can be availed only ONCE.

Section 36. Contestability Period of Water Bill. Complaints on water consumption shall be made in Pol. WD office within ten (10) days upon receipt of water bill. The statement will be considered correct and final, if no complaint is reported after the 10-day contestability period.

Section 37. Bills Under Protest. All disputed bills must be filed to the District on or before the contestable period stipulated in Section 36 for immediate investigation. Results of the investigation will be considered final and
executory. Any over or under payment made by the consumer as a result to the findings of the investigation will be automatically offset to the subsequent bill.

Section 38. In-active Accounts and In-active Service Connections

38.1 Assumption of past due accounts from previous owner by the new occupant

No new service connection shall be allowed to an area with existing accounts, unless such account will be assumed by the new occupant. In order to give consideration to those who are newly applying and interested to assume the past due accounts of the previous occupant, BOD Resolution No. 07-08, Series of 2007 has set a maximum discount with the following scheme:

<table>
<thead>
<tr>
<th>TOTAL ACCOUNT</th>
<th>DISCOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below P 5,000.00</td>
<td>15 %</td>
</tr>
<tr>
<td>P 5,000.00 - P 10,000.00</td>
<td>20 %</td>
</tr>
<tr>
<td>P10,001.00- P 20,000.00</td>
<td>22.50 %</td>
</tr>
<tr>
<td>P 20,001.00 - P 30,000.00</td>
<td>25.0 %</td>
</tr>
<tr>
<td>P 30,001.00 - P 40,000.00</td>
<td>27.50 %</td>
</tr>
<tr>
<td>P 40,001.00 - P 50,000.00</td>
<td>30.0 %</td>
</tr>
<tr>
<td>P 50,001.00 - P 70,000.00</td>
<td>35.0 %</td>
</tr>
<tr>
<td>P 70,001.00 - P 90,000.00</td>
<td>40.0 %</td>
</tr>
<tr>
<td>Above P 90,000.00</td>
<td>45.0 %</td>
</tr>
</tbody>
</table>

38.2 Transfer of In-active account to same active account name/owner

Automatic transfer of in-active account will be done to active service connection which undoubtedly been owned by same person or entity. This active service connection owner shall be informed in writing for the transfer.

38.3 Lots subdivided to heirs

Heirs of the previous owner shall equally divide the account within the specified area. The application of the new service connection of the heirs shall be accompanied with an affidavit / proof of ownership as part of legal documents required.

38.4 Dropping from the Master List

If for any reason, a disconnected service connection is not re-opened after one (1) year by a consumer despite of no less than two(2) written notice/follow-up, his application and service connection fee will be forfeited in favor of the District and his service connection account will be dropped from the Master list, and he will be considered a new applicant. However, for those in-active consumer with outstanding account and signified his intention through a
written agreement & prefers to pay religiously his account shall remain in the Master List. Failure on his part to pay as agreed, the District has the option to drop him in the Master Lists after no less than two(2) written notice/follow up.

Section 39. Granting of Promissory Notes
39.1 Schedule of granting of Promissory Notes
In order to increase the collection efficiency and gain financial viability of the District, granting of promissory notes will be allowed only once in a quarter for every service connection. Request shall be done at least a day before the disconnection date and promise date for payment shall be allowed not to exceed seven (7) calendar days after disconnection date. This is applicable to current, current arrears and previous year's arrears. However, no promissory notes will be allowed during the whole month of December.

39.2 Special privileges
39.2.1 GSIS & SSS Pensioners
Regardless of the due date, GSIS & SSS pensioners are given special privilege for payment extension of their monthly billing (includes 10% penalty) upon a submission of an authenticated copy of proof of pension release prior to disconnection date every month. This is applicable only for one(1) service connection with residential/commercial category where the said pensioner resides.

39.2.2 National Government Agencies, Barangay, LGU & Public Schools
Government agencies who are dependent for the release of their respective Maintenance and Other Operating Expenses (MOOE) budget are given automatic payment extension and need not to secure Promissory Notes in the Office. However, they are given a maximum of two(2) months to settle their obligation with the District before the schedule of disconnection will be done.

Section 40. Service Connection Classifications
40.1 Residential (Domestic) and Government: Persons and establishments drawing water from the District and used for their day-to-day living are classified under this category and are charged the lowest rate (Good for one family only)
Government offices and buildings are classified under this category because they are presumed to be performing public service and they consume water in connection with the performance of their public duties.

40.2 Commercial/ Industrial (twice the residential) - Persons and establishments drawing water from the system for the purpose of using this
water directly to promote their trade or occupation or to produce a commercial or saleable product, are classified under this category and should be charged according to the established water rate schedule for commercial / industrial enterprises.

a. hotels, lodges and the like
b. private hospitals
c. cafeterias, managed by cooperative, corporations, etc.
d. ice cream factory
e. beer houses
f. bars, night clubs
g. restaurants/carenderias
h. gasoline stations
i. bus stations and/or terminals
j. concrete hollow blocks and concrete product manufacturers
k. theaters
l. fish / meat stall located in the public market with individual meter
m. confectioneries and bakeries
n. ice plants
o. private schools
p. nurseries, piggery, poultry
q. water refilling station
r. Laundry
t. any residential user who sells or supplies water to others
u. car wash
v. funeral parlor
w. trucking services
x. private slaughter house
y. spa

40.3 Commercial A - Business establishments indirectly using water in their day to day operations such as:

a. photo services
b. dental and medical clinics
c. warehouses / hardwares
d. groceries
e. gift shops
f. offices, excluding government
g. drug stores
h. wholesale and retail outlets
i. furniture shops
j. massage parlors
k. barbershop
l. beauty parlor
m. fitness gym
n. banks
o. such other establishment of the same nature

40.4 Commercial B
a. sari-sari stores
b. vulcanizing and repair shops
c. other premises utilized for selling foods or services including premises used for living quarters.
d. such other establishment with one central meter wherein assumes payment of water bill of their tenants e.g. malls & the like

40.5 Commercial C
a. Public Toilets
b. Public Slaughter House
c. Junkshop
d. internet café

40.6 Bulk/Wholesale - Persons and establishments drawing water from the system for the purpose of reselling the same without transforming into a new product are classified under this category and should be billed in accordance with the established rates for bulk consumers.

Included among these users are those providing water to carriers (ships, airplane, etc.).
<table>
<thead>
<tr>
<th>Classification</th>
<th>Size</th>
<th>Minimum Charge</th>
<th>11-20</th>
<th>21-30</th>
<th>31-40</th>
<th>41-up</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential/Government</td>
<td>1/2&quot;</td>
<td>P 195.10</td>
<td>P 23.40</td>
<td>P 29.95</td>
<td>P 36.55</td>
<td>P 43.15</td>
</tr>
<tr>
<td></td>
<td>3/4&quot;</td>
<td>P 312.15</td>
<td>P 23.40</td>
<td>P 29.95</td>
<td>P 36.55</td>
<td>P 43.15</td>
</tr>
<tr>
<td></td>
<td>1&quot;</td>
<td>P 624.30</td>
<td>P 23.40</td>
<td>P 29.95</td>
<td>P 36.55</td>
<td>P 43.15</td>
</tr>
<tr>
<td>Commercial/Industrial</td>
<td>1/2&quot;</td>
<td>P 390.20</td>
<td>P 46.80</td>
<td>P 59.90</td>
<td>P 73.10</td>
<td>P 86.30</td>
</tr>
<tr>
<td></td>
<td>3/4&quot;</td>
<td>P 624.30</td>
<td>P 46.80</td>
<td>P 59.90</td>
<td>P 73.10</td>
<td>P 86.30</td>
</tr>
<tr>
<td></td>
<td>1&quot;</td>
<td>P 1,248.60</td>
<td>P 46.80</td>
<td>P 59.90</td>
<td>P 73.10</td>
<td>P 86.30</td>
</tr>
<tr>
<td>Commercial A</td>
<td>1/2&quot;</td>
<td>P 341.40</td>
<td>P 40.95</td>
<td>P 52.40</td>
<td>P 63.95</td>
<td>P 75.50</td>
</tr>
<tr>
<td>Commercial B</td>
<td>1/2&quot;</td>
<td>P 292.65</td>
<td>P 35.10</td>
<td>P 44.90</td>
<td>P 54.80</td>
<td>P 64.70</td>
</tr>
<tr>
<td>Commercial C</td>
<td>1/2&quot;</td>
<td>P 243.85</td>
<td>P 29.25</td>
<td>P 37.44</td>
<td>P 45.60</td>
<td>P 53.94</td>
</tr>
</tbody>
</table>

*Wholesale/Bulk = three (3) times the residential rates*
Section 42. Meter reading and billing schedules served by specified pump station

<table>
<thead>
<tr>
<th>Pump Station</th>
<th>RDG. DATE</th>
<th>ZONE BOOK</th>
<th>LOCATION PER BOOK</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1-12-3, 4-5-6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>2-12-3, 4-5-6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>3-12-3, 4-5-6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>6-12-3, 4-5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>5-12-3, 4-5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>6-12-3, 4-5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>7-18-2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pump Station</td>
<td>RDG DATE</td>
<td>ZONE BOOK</td>
<td>LOCATION PER BOOK</td>
</tr>
<tr>
<td>--------------</td>
<td>----------</td>
<td>-----------</td>
<td>-------------------</td>
</tr>
<tr>
<td>7</td>
<td>7-3-5,5-6</td>
<td>Refer at Pump Station 3</td>
<td>Part of Citizen Village, Part of Lucena Subd., Rañada Subd.</td>
</tr>
<tr>
<td>10</td>
<td>10-1,2,3,4,5</td>
<td>Polotana Subd., Pinetown, Valencia Site</td>
<td>Polotana Subd.</td>
</tr>
<tr>
<td>12</td>
<td>12-1,2,3,4,5-6</td>
<td>1st &amp; 3rd Road, Sta. Cruz</td>
<td>2nd, 3rd, 4th Road, part of 5th Road, Sta. Cruz</td>
</tr>
<tr>
<td>13</td>
<td>13-1,2,3,4,5</td>
<td>Fernandez Subd.</td>
<td>Lantoana Subd., Esposado</td>
</tr>
<tr>
<td>14</td>
<td>14-1</td>
<td>Brgy. Polo</td>
<td>None</td>
</tr>
<tr>
<td>14</td>
<td>14-283</td>
<td>Brgy. Polo</td>
<td>Brgy. Polo</td>
</tr>
<tr>
<td>15</td>
<td>15-1</td>
<td>Prk. 4, Polo, Upper Kinar</td>
<td>None</td>
</tr>
<tr>
<td>14</td>
<td>14-5-6</td>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>
Section 43. Requirements for Owners and /or Housing Developers. Before a distribution line can be extended and installed in a subdivision, the owner and/or the developer has to comply with the following requirements duly approved by the Housing and Land Use Regulatory Board (HLURB) and other corresponding government entities, to wit: subdivision plan indicating the potential number of households to be served, topographic or road map development plan, hydro-testing to determine the accuracy of the plumbing, elevated water tank whose design and volume will be determined by the District.

a. The design of the water system within the subdivision must be prepared by the Engineering & Operations Division to ensure that it conforms with the standards and specifications of the District.
b. In case the design of the water system within the subdivision was prepared by the housing developer, the Engineering and Operations Division will evaluate the said design to ensure that it conforms with the standards and specification of the District.

Section 44. Policies Governing the Turnover of Existing and Proposed Subdivision/Barangay Water System to the District. Before the District assumes the responsibility for all future water service the subdivision owner/Local Government Unit shall agree to the following:

1. Transfer all water rights to the District and secure agreement from all parties to abandon all private water rights within a specified time.
2. Grant easement to the District over all system facilities when not passing Government roads.
3. Donate all properties used or upon which the system is erected including land, to become a permanent part of the system of the District.
4. Advise all property owners to secure required District applications for service contract.
5. Barangay Resolution authorizing the Barangay Captain to Turn-over the Water System to PoWD in the case of BAWASAs.

Section 45. Additional policy Governing a Subdivision desiring to connect a water system to the District. In addition to the established rules and regulations on subdivisions desiring to connect their water system with the District, said applicant shall be considered on a case-to-case basis taking into account its substantial income, and by computing the projected expenses and amount of depreciation and other factors of said water system.
In a negotiation, the service mainline from the tapping point up to the location outside the Subdivision could be shouldered by the District depending on the viability of the project. However, all expenses (labor and materials) inside the Subdivision shall be shouldered by the Subdivision owner including all other appurtenances (e.g. cost of flushing, disinfection and hydro testing) on which case the later shall donate the water system in favor of the District prior to project implementation. Further, all transactions should be covered by a Board Resolution and a Memorandum of Agreement including Sections 43 & 44.

**Section 46.** If any section, subsection, clause or phrase of this Utility Rules and Regulations is held to be unconstitutional, illegal or unlawful such decision shall not affect the remaining portion of this rules and regulations.

**Section 47. Repealing Clause.** All existing rules, polices and resolution inconsistent hereto shall be deemed repealed.

**Section 48. Amendments:** These rules and regulations may be altered, modified, amended or repealed by a Board Resolution duly adopted and approved.

**Section 49. Effectivity.** This Utility Rules and Regulations shall take effect this 1st day of March, 2015 as approved by the Board of Directors of the District.

APPROVED:

(SGD) DIR. ANDRESITO J. DEGILLA, PME
- Board Chairman

(SGD) DIR. ALEX C. MACABACYAO, PME
- Board Vice-Chairman

(SGD) DIR. MARIBEL D. ACUESTA, DMD
- Board Secretary

(SGD) DIR. ISMAEL G. VERALLO
- Board Member

(SGD) DIR. ERLINDA H. DESULLAN
- Board Member