

**Polomolok Water District**  
National Highway, Polomolok, South Cotabato

# Operations Manual



ENGR. SOLITO T. TORCUATOR  
GENERAL MANAGER







# Operations Manual

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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 seepage 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.





**HRM System.** Human Resource Management (HRM) System shows the cycle of activities that the Human Resource Office facilitates, processes, monitors, records and reports. These refer to HR Planning, Recruitment and Selection, Compensation and Benefits, Performance Appraisal, HR Development, Promotion and Career Development, Incentives and Awards System, Employee-Management Relations and Employee's Discipline.

**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 "pakyawan" 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).

  
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**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 Php32,000.00. 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 23<sup>rd</sup> 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 (PoIWD) 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 PoIWD 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.

  
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- 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:

- P**rovide quality water 24/7 to our customers.
- R**ehabilitate, develop and protect our watershed.
- O**ptimize our available resources.
- A**dopt cost-efficient operation.
- C**ontinuously improve and expand our services.
- T**rain and develop competent, committed and motivated employees.
- I**nstitute programs on wastewater management.
- V**igorously pursue NRW reduction program.
- E**nsure excellent service that exceeds customer satisfaction.

## CORE VALUES

- S**TEWARDSHIP  
Sense of ownership over Water District assets and resources
- E**FFICIENCY  
Maximum performance at a minimal cost
- R**ESPONSIBILITY  
Working with a sense of accountability and reliability
- V**ERSATILITY  
Adaptable to change and responsive to the call of the times
- I**NTEGRITY  
Service with honesty and transparency
- C**OMMITMENT  
Dedicated to render extra-mile service to meet the needs of the customers without counting the cost
- E**XCELLENCE  
Driven with desire to deliver quality service
- S**SOLIDARITY  
Motivated to work as a team to achieve a common goal

Polomolok Water District gives **PROACTIVE SERVICES.**

*Col*  
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GENERAL MANAGER





- **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**

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

**e. Water Rate Adjustment**

PoWWD 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 PoWWD 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:

| Date of Effectivity     | Effective Water Rates   |
|-------------------------|-------------------------|
| February – June 2007    | Php 141.35 minimum rate |
| July – January 2011     | Php 169.65 minimum rate |
| February 2011 - Present | Php 195.10 minimum rate |

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

**f. Marketing and Collection Efforts**

With the marketing and collection efforts of the management, PoWWD 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**

PoWWD 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.

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- **Staff Productivity Index (SPI)**

With only 5 regular employees at its inception, PoIWD 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:

- PoIWD 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 PoIWD is an active member since 2007.

PoIWD, in partnership with DENR 12, LGU and NGOs, launched the "Garntabung Amtutung" (Let's Help Mt. Matutum). PoIWD 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, PoIWD 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

  
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• **Gender and Development (GAD) Program**

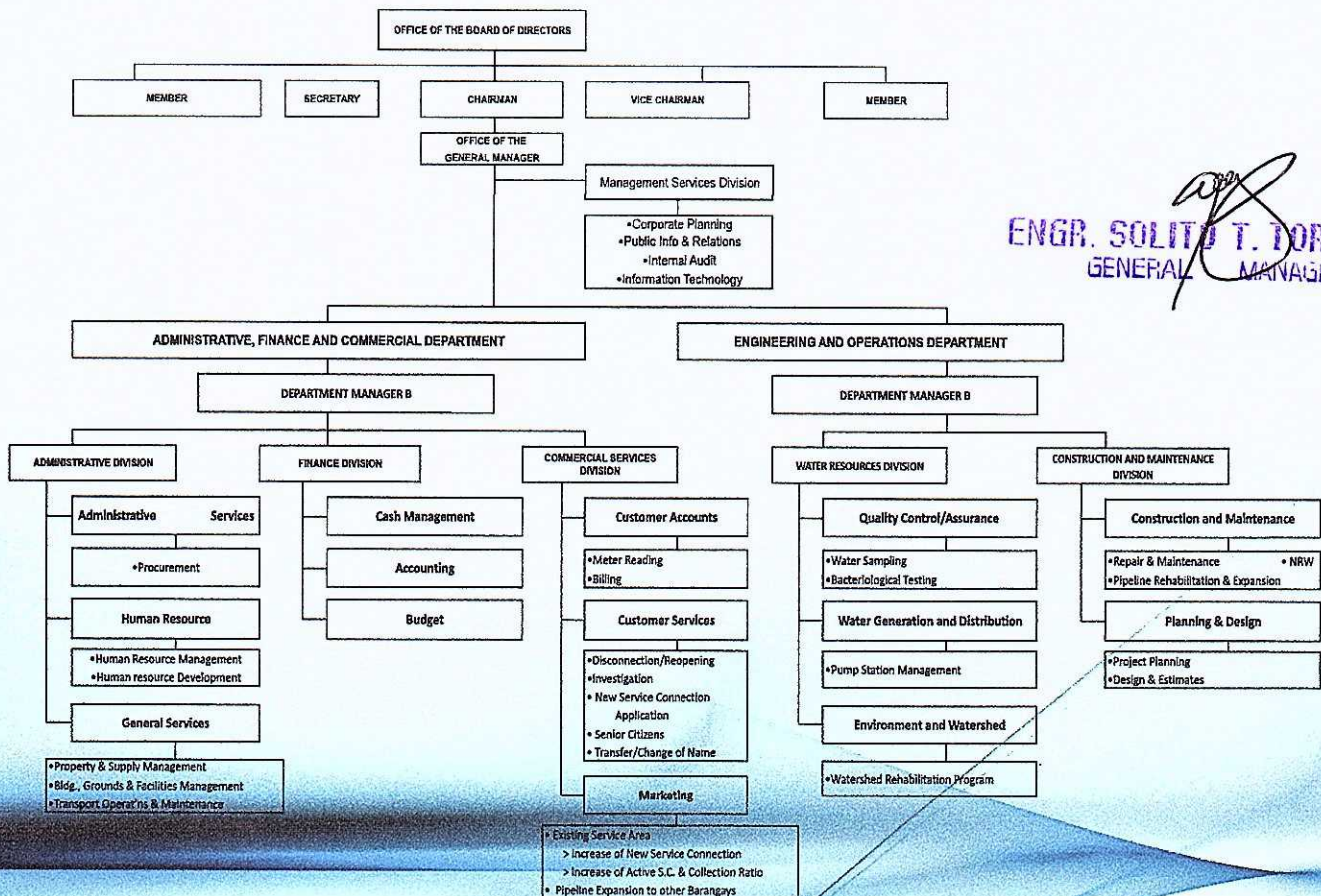
GAD Program of PoIWD is highlighted by its Adopt-A-School Program and Patubig sa Eskwela. The Adopt-A-School Program covers public elementary schools within the Mt. Matutum Protected Landscape (MMPL) as beneficiaries of the District's donation of school supplies, feeding and dental activities. Unless 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

PoIWD 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).

POLOMOLOK WATER DISTRICT ORGANIZATIONAL CHART (CATEGORY B based on LWD-MaCRO)



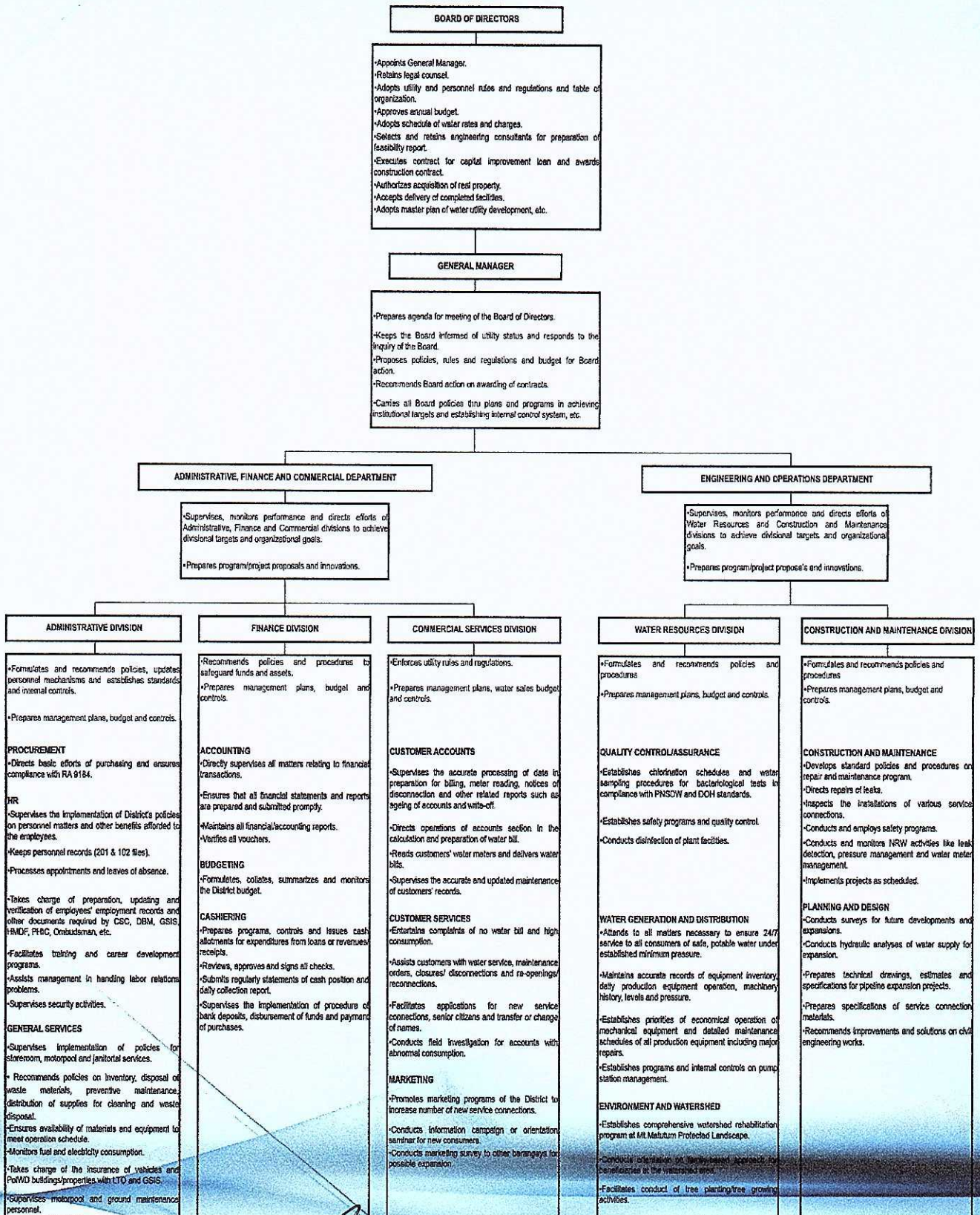
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## FUNCTIONAL CHART



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## 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.

  
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GENERAL MANAGER







# Operations Manual

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.

| Category of Activity | Sub-Category                          | Standard Operating Procedures (SOPs)                      |
|----------------------|---------------------------------------|---|
| Water Source         | Drilling                              | Drilling and Water Permits from NWRB                      |
|                      |                                       | Compliance with environmental requirements (ECC from EMB) |
| Pumping Operation    | Pumping operation schedule            | Roving Scheme due to automation of pumping operation      |
|                      | Preventive and corrective maintenance | Periodic maintenance of electro-mechanical equipment      |
|                      | Water Level                           | Monitoring, reporting and recording of water level        |





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





## 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

  
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## MANAGEMENT PROCEDURES

### Customer Satisfaction Assessment

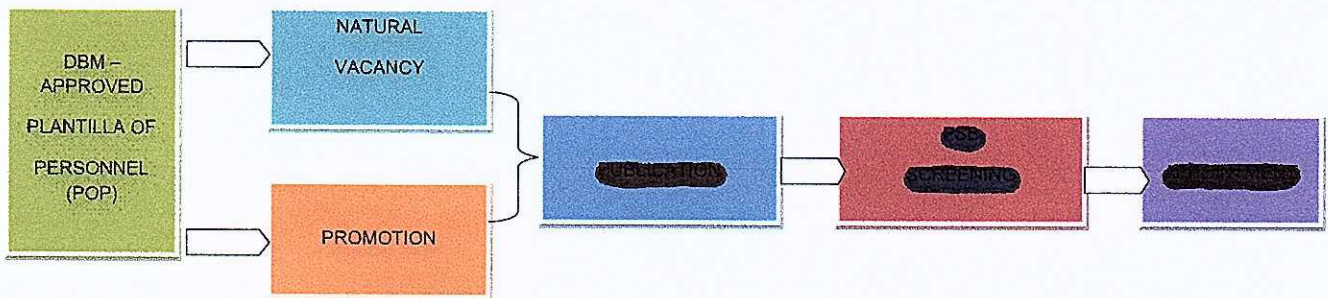
| FLOWCHART  | DETAILS   | RESPONSIBILITY                                      |
|--|---|---|
| <p>START</p> <p>↓</p> <p>DISTRIBUTING/ GIVING OF COSTUMER FEEDBACK FORM. INFORM CONCESSIONAIRES THAT THEY</p>  |   | COMMERCIAL FRONTLINERS                              |
| <p>↓</p> <p>ACCOMPLISH COSTUMER FEEDBACK FORM</p>  | <ul style="list-style-type: none"> <li>• Service</li> <li>• Personnel</li> <li>• Overall impression of our service</li> <li>• Customer Details</li> <li>• Suggestions and comments</li> </ul> | CLIENT / COSTUMER                                   |
| <p>↓</p> <p>ARE THERE ANY ISSUES/COMPLAINTS CAUSED OTHER THAN</p>  |   |   |
| <p>NO</p> <p>↓</p> <p>CONSIDERIZE, PREPARE AND SUBMIT</p> <p>↓</p> <p>RECEIVE SUMMARY REPORT FOR COSTUMER SATISFACTION ASSESSMENT</p> <p>↓</p> <p>FORWARD COMPLAINTS/ FEEDBACK CONCERNED</p> <p>DIVISION RECEIVE DATA REPORT TO OGM</p> <p>↓</p> <p>RECEIVE DATA, REPORT AND PREPARE TRAINING PROGRAM / CORRECTIVE ACTION FOR PERSONNEL TO IMPROVE COSTUMER SATISFACTION</p> <p>↓</p> <p>FILE DATA, REPORTS AND CUSTOMER SATISFACTION SURVEY</p> <p>↓</p> <p>END</p> | <p>YES</p> <p>↓</p> <p>INFORM CONCESSIONAIRES THAT THEIR CONCERNS WILL BE NOTED IN THE FORM AND WILL BE CHANNELED TO THE PROPER AUTHORITY FOR</p>   | <p>PIAD PERSONNEL/ COMMERCIAL</p> <p>COMMERCIAL</p> |
|  | <ul style="list-style-type: none"> <li>• Customer/ client Satisfaction Report</li> </ul>  | HR  |
|  |   | HR  |
|  |   | HR/ ADMIN   |
|  |   | HR  |
|  |   | HR  |

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## RECRUITMENT, SELECTION AND PROMOTION PROCESS FLOW



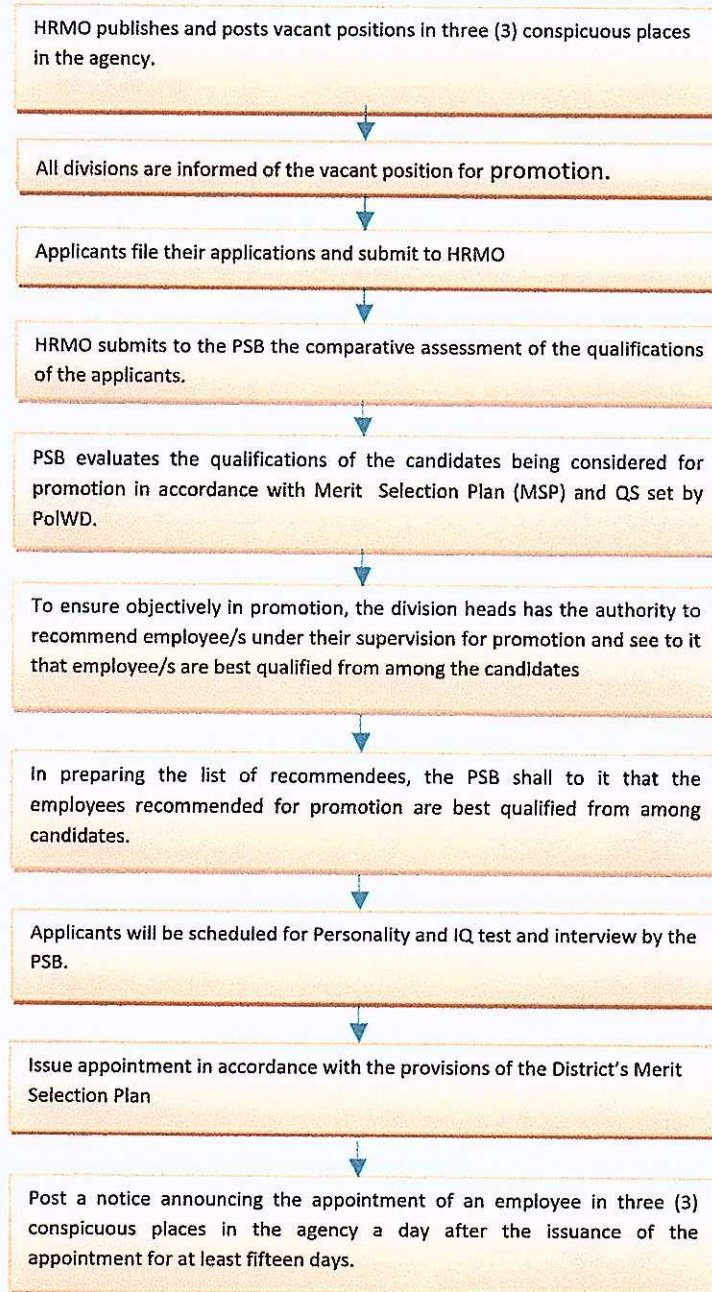
*[Signature]*  
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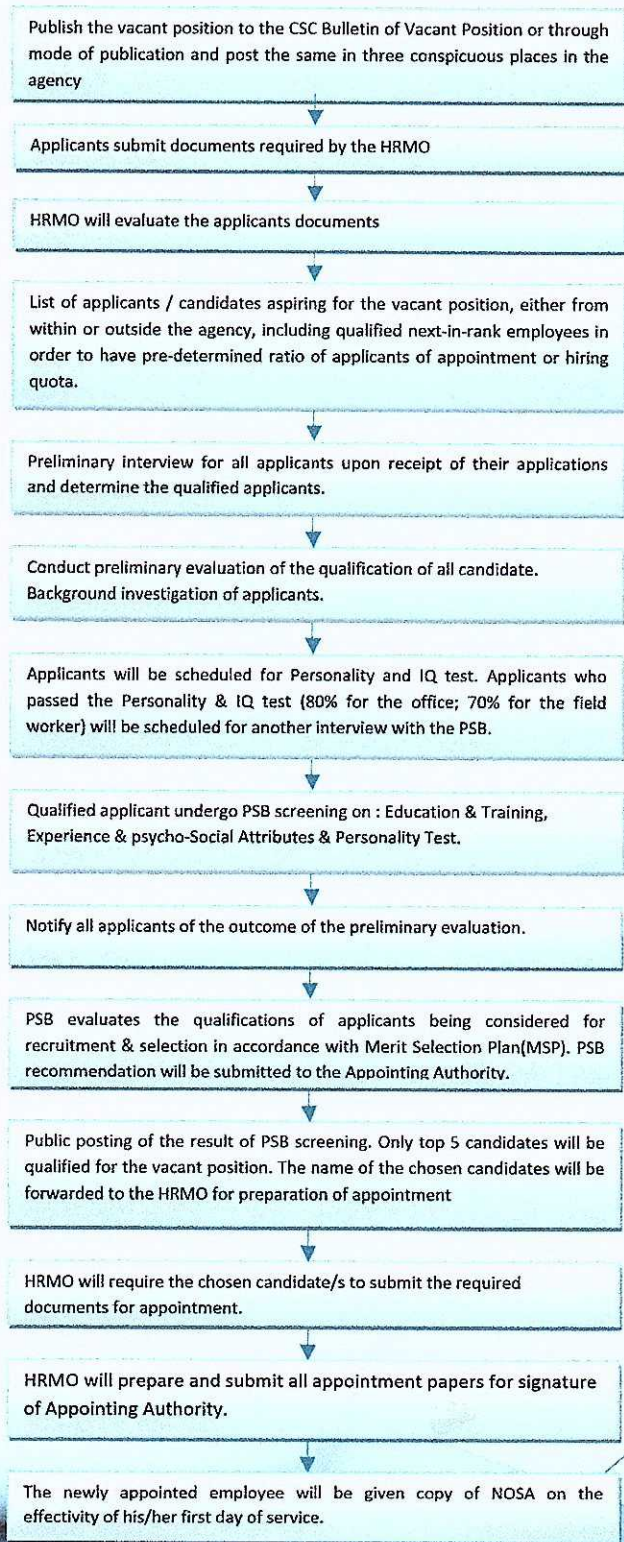
## PROMOTION PROCESS







## RECRUITMENT AND SELECTION PROCESS

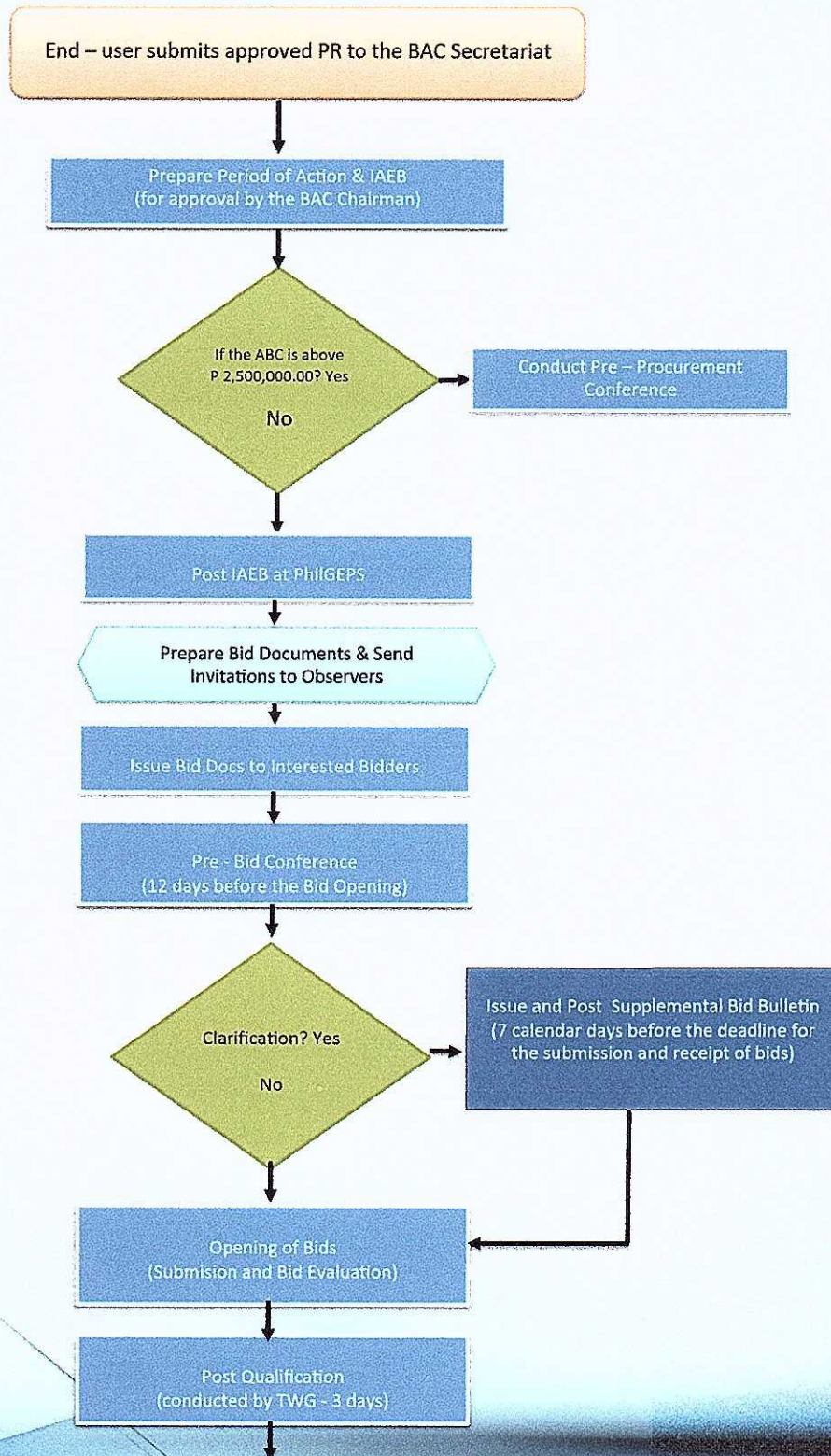


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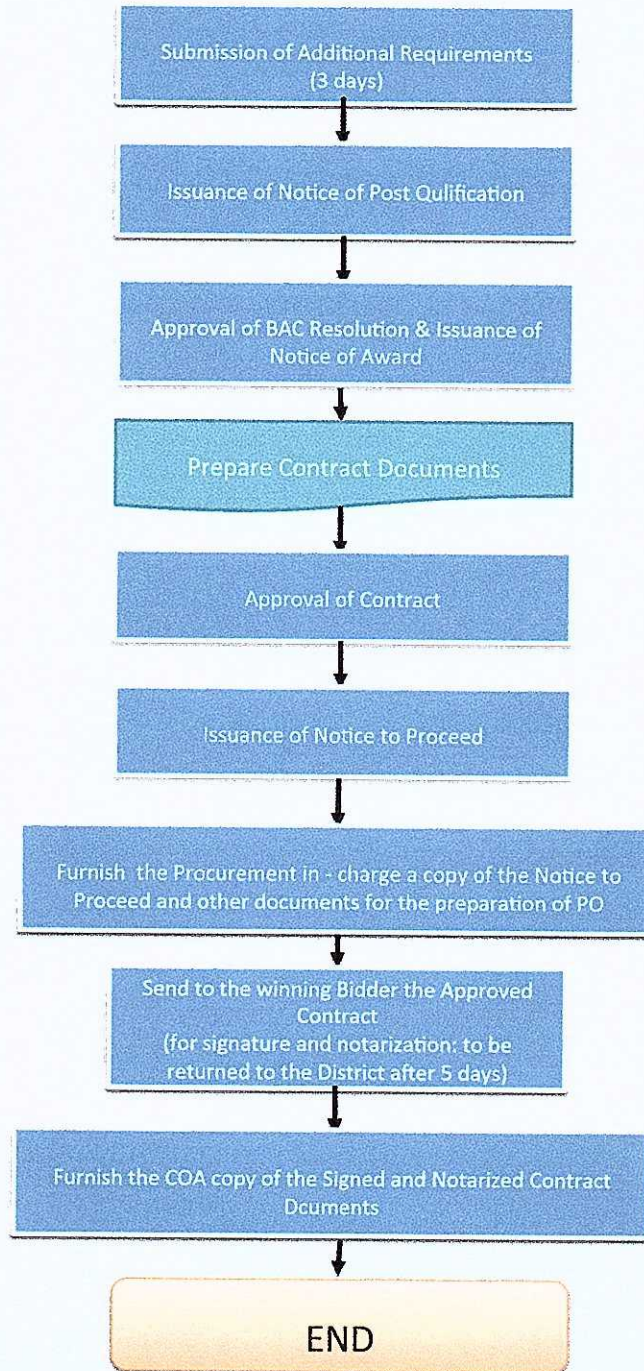


## FLOWCHART FOR PUBLIC BIDDING



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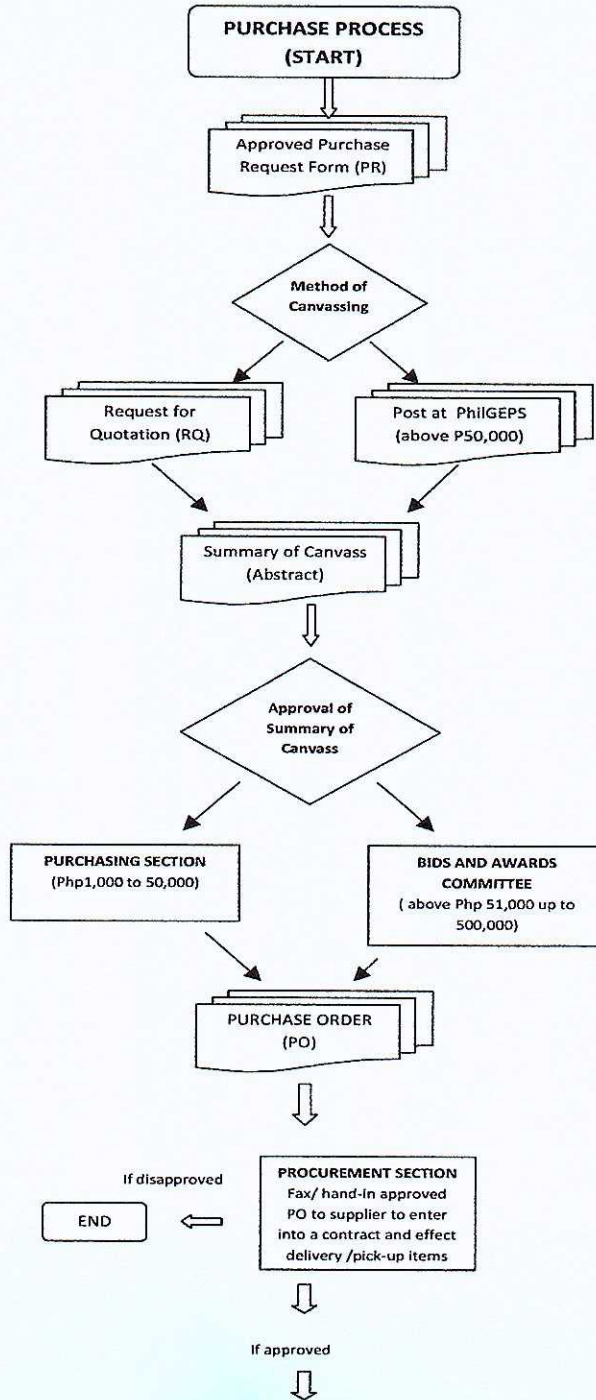
  
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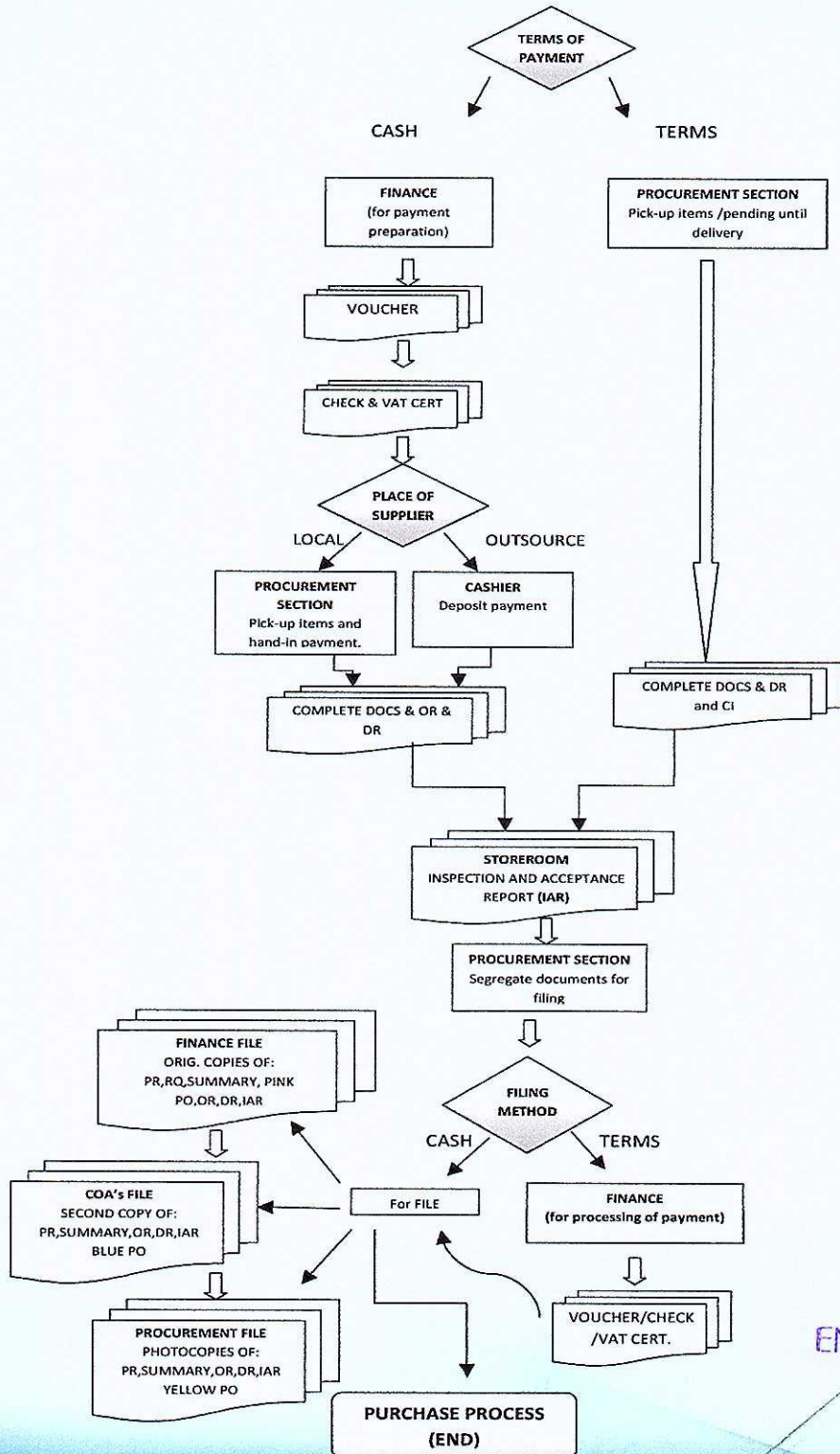




### PROCUREMENT PROCESS FLOWCHART FOR SHOPPING (above Php 1,000 to Php 500,000.00)







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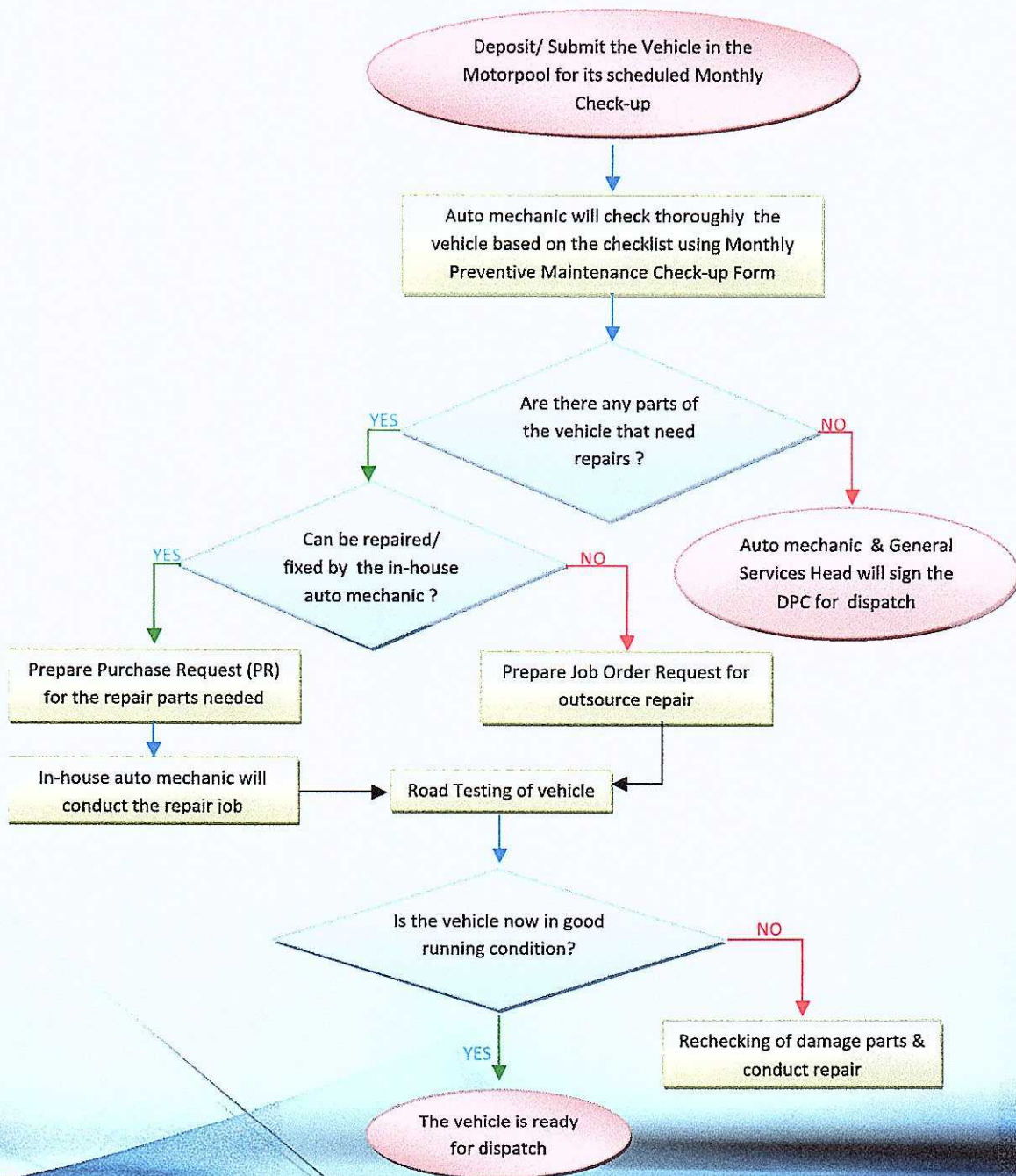
## POLOMOLOK WATER DISTRICT

Polomolok, South Cotabato

### MOTORPOOL

## PREVENTIVE MAINTENANCE OF VEHICLE

(Process Flow)







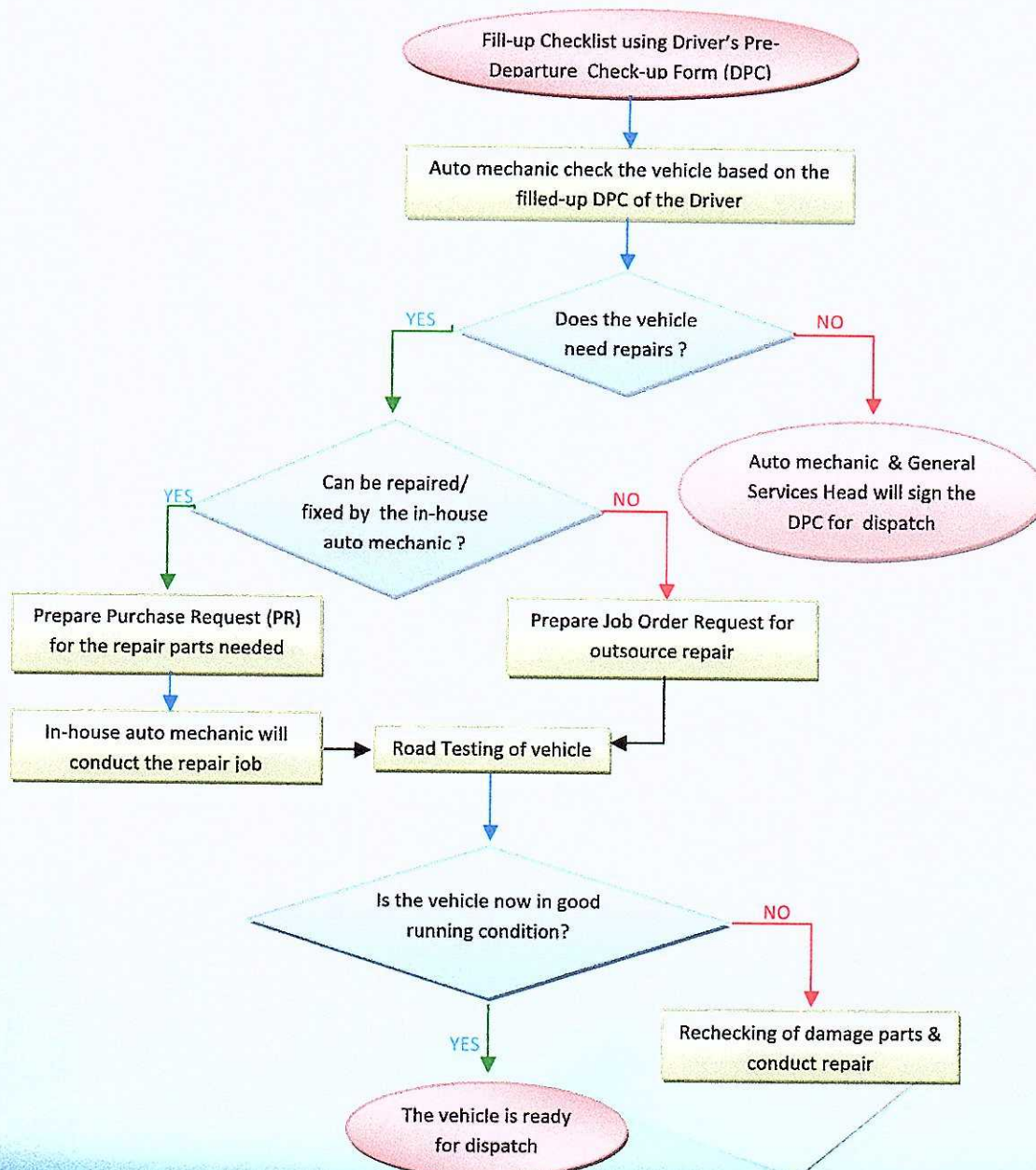
## POLOMOLOK WATER DISTRICT

Polomolok, South Cotabato

### MOTORPOOL

## REPAIR and MAINTENANCE OF VEHICLE

(Process Flow)

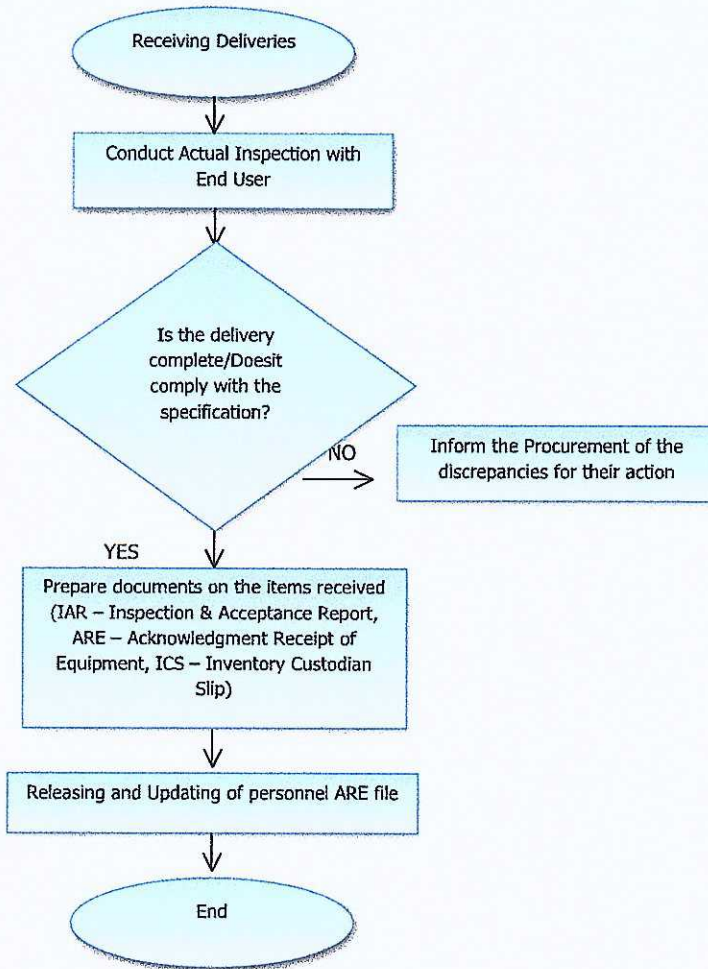


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**ENGR. SOLITO T. TORCUATOR**  
GENERAL MANAGER





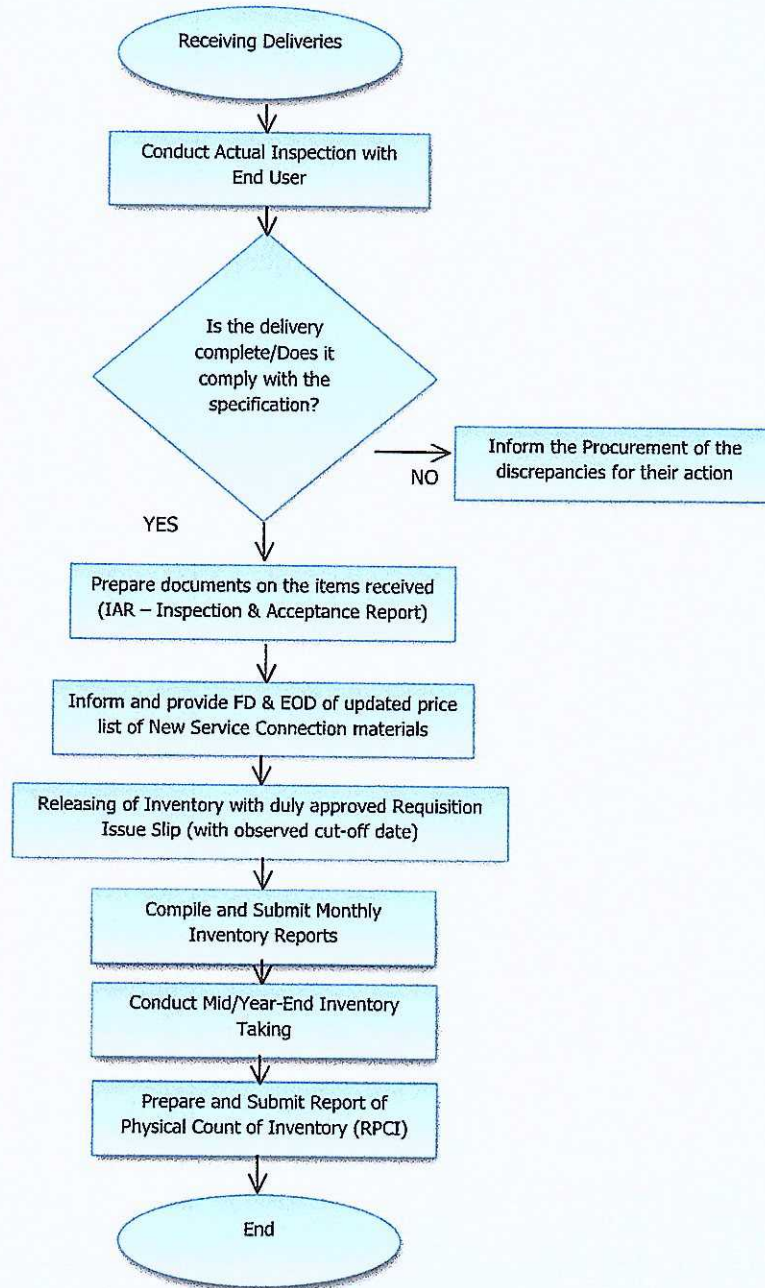
## PROPERTY MANAGEMENT







## INVENTORY MANAGEMENT

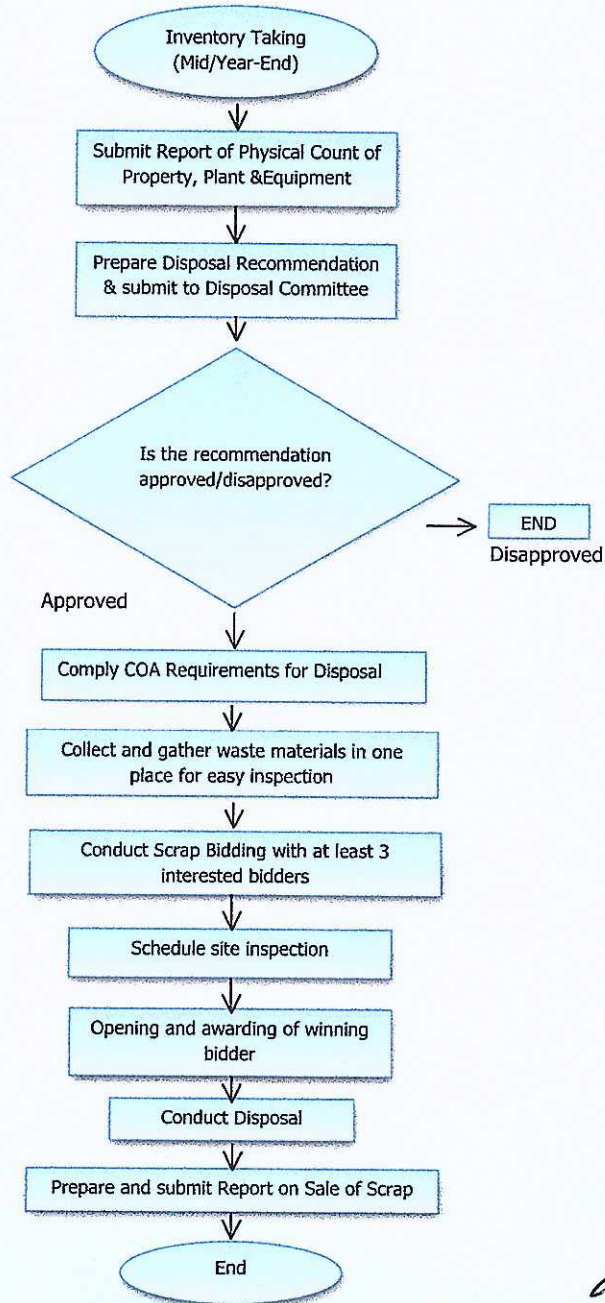


*[Signature]*  
**ENGR. SOLITO C. TORCUATOR**  
GENERAL MANAGER





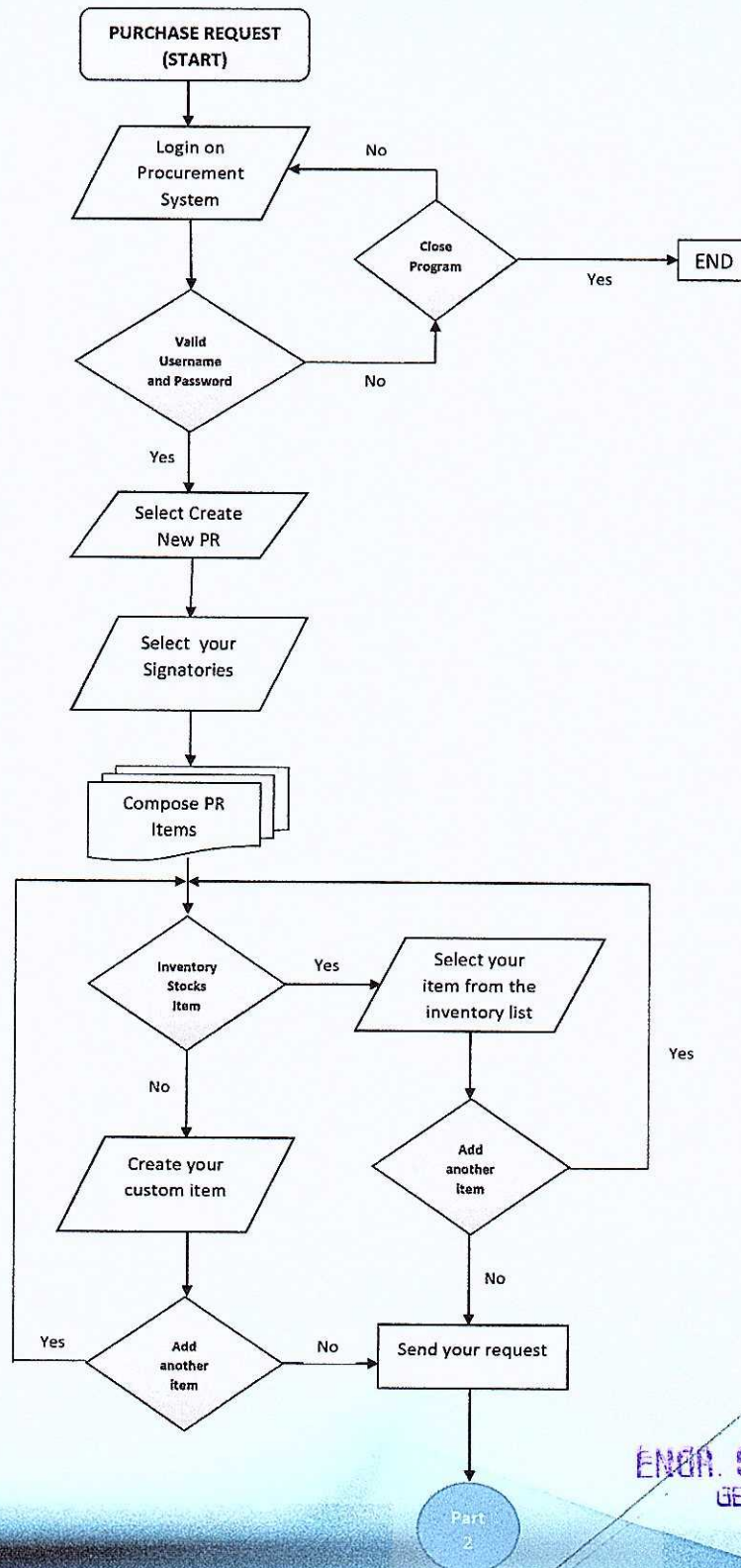
## DISPOSAL MANAGEMENT



*[Signature]*  
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GENERAL MANAGER

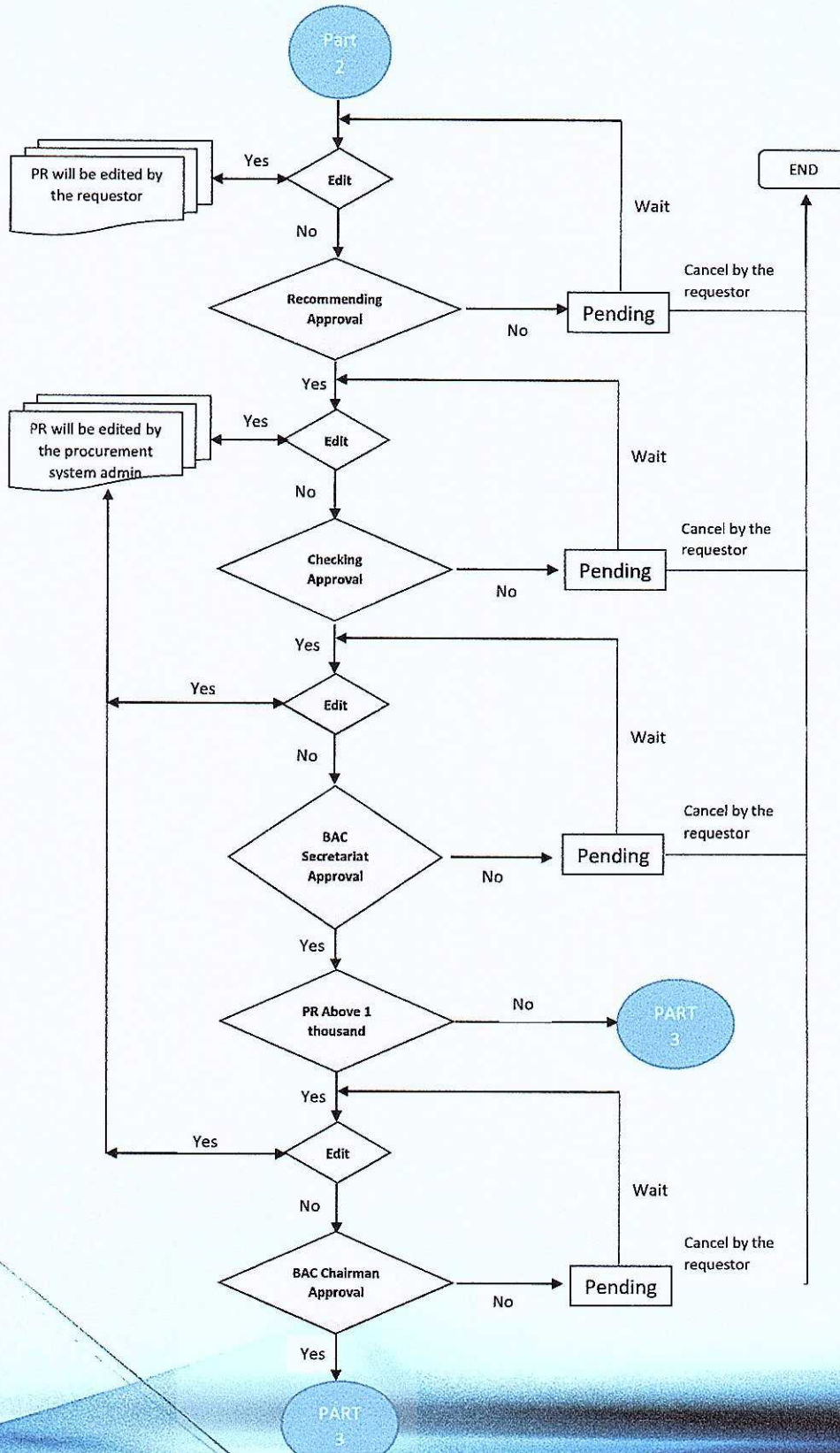




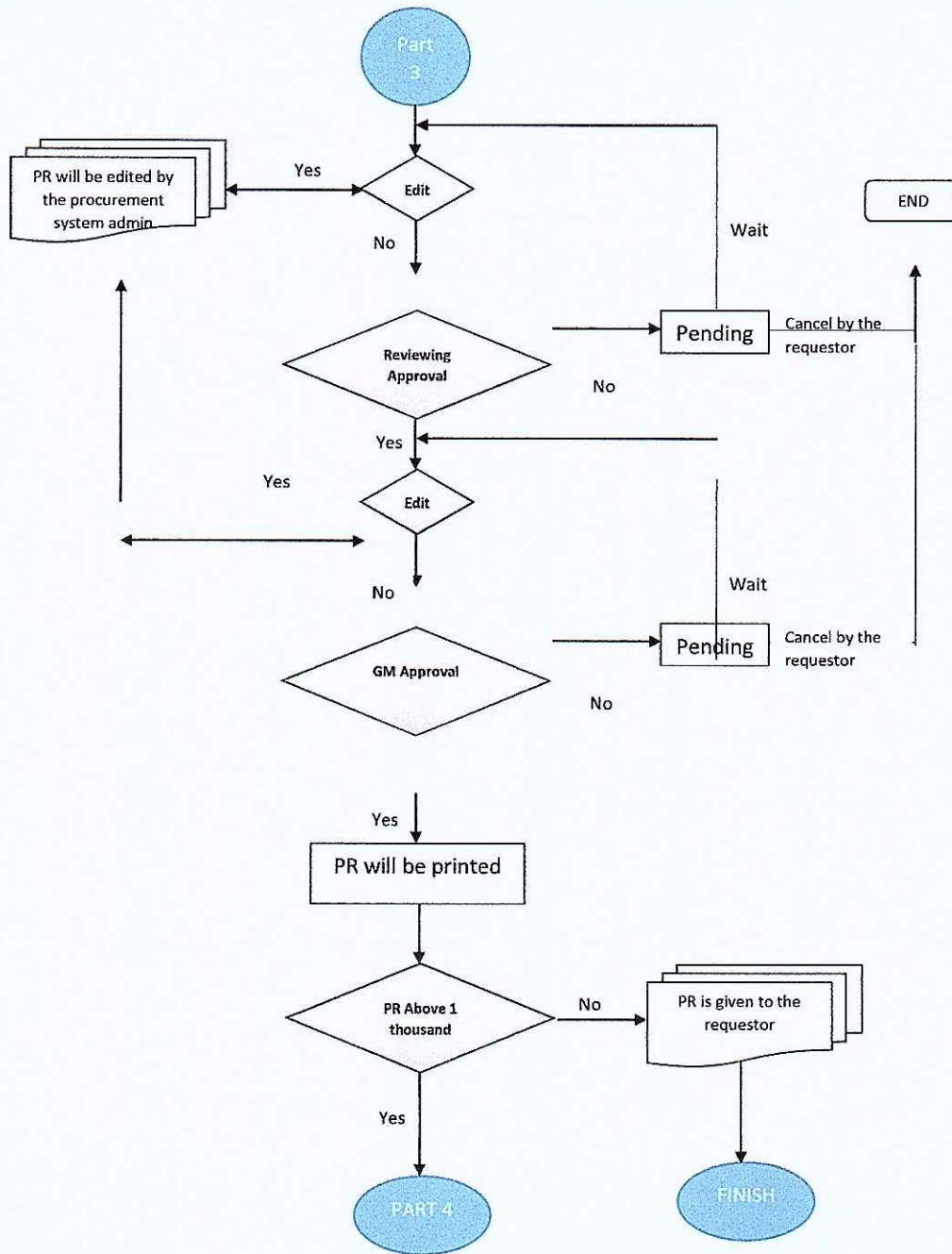


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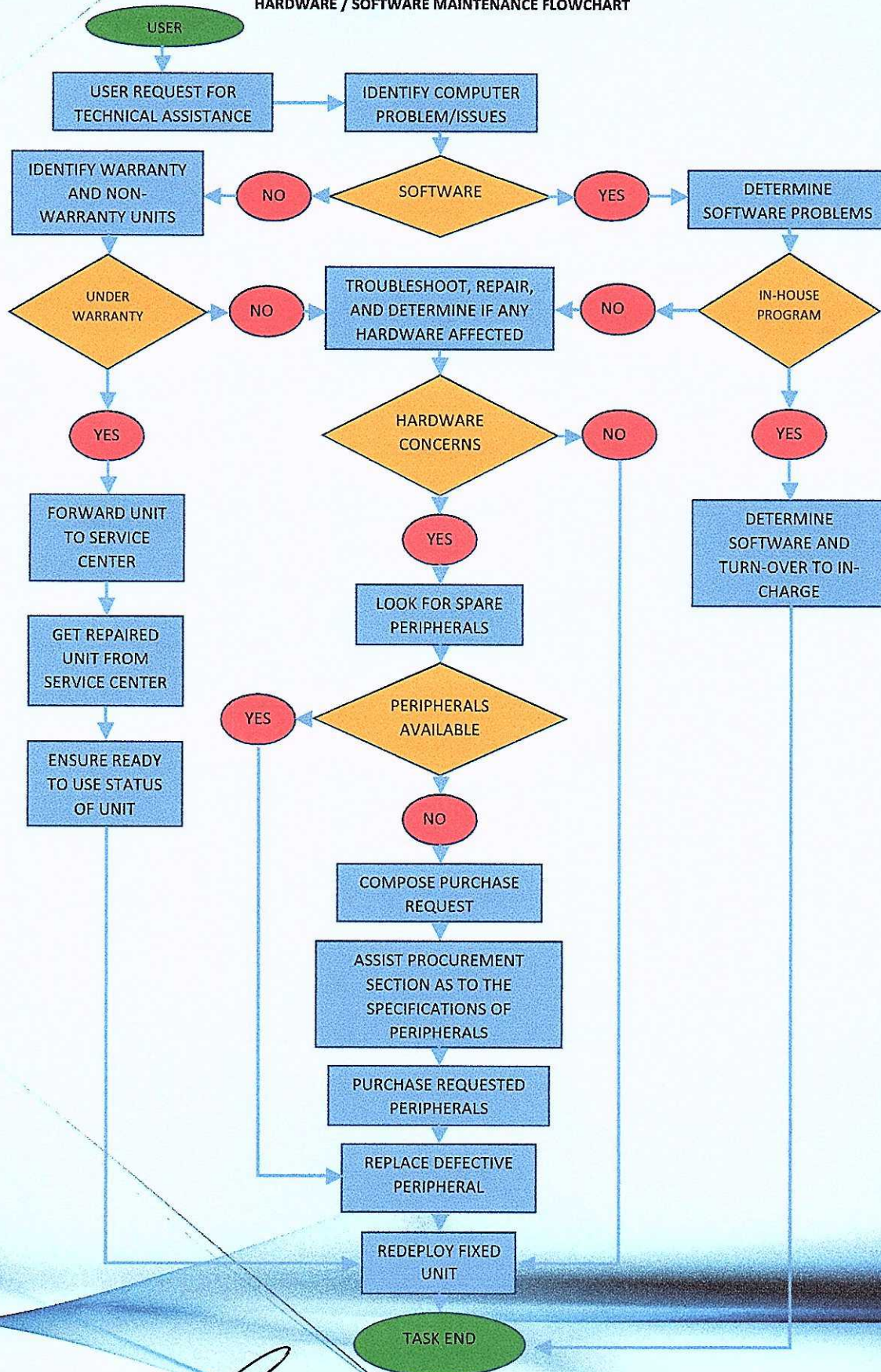


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## HARDWARE / SOFTWARE MAINTENANCE FLOWCHART

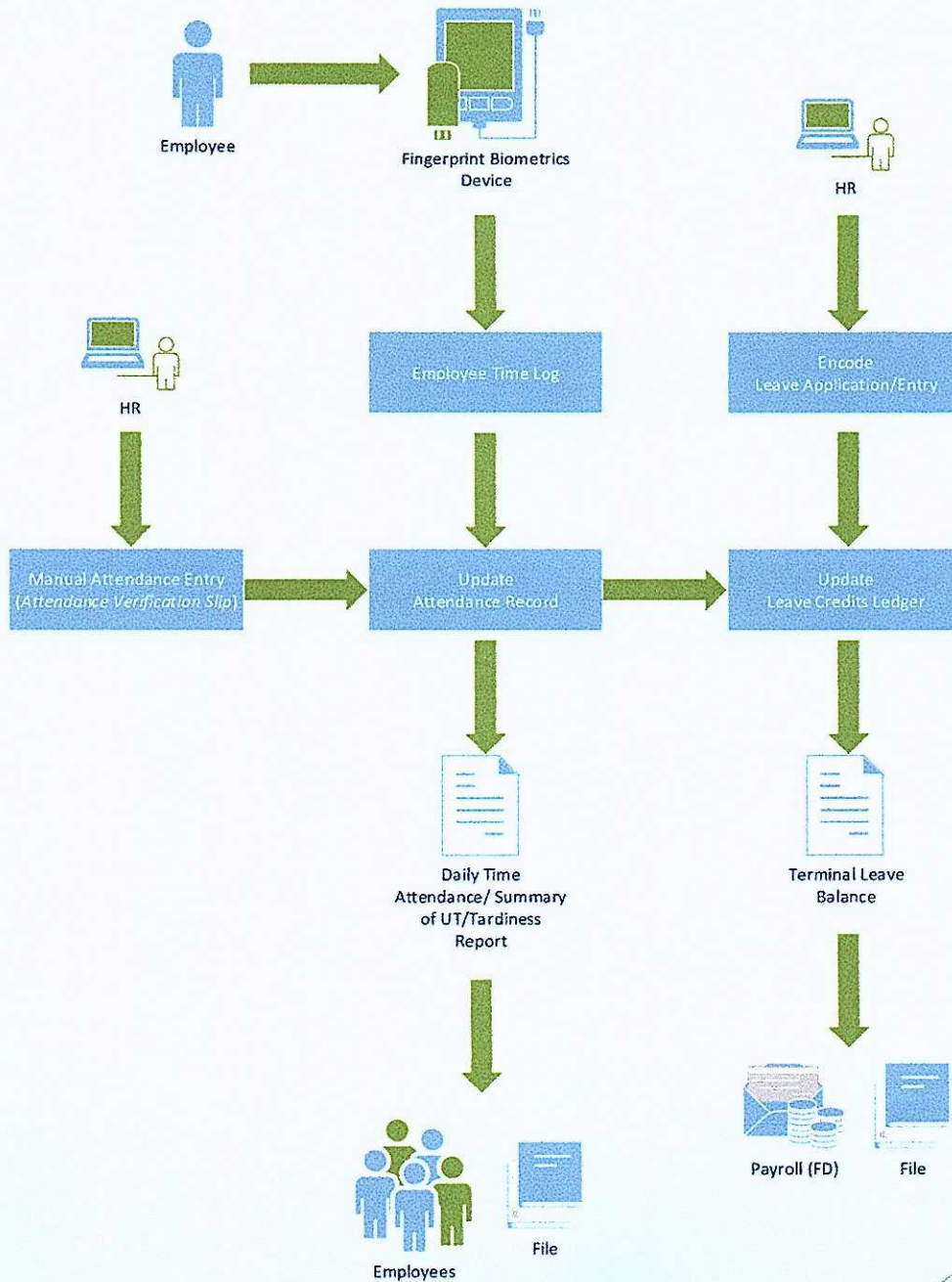


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## HRIS Biometric Attendance and Leave Workflow

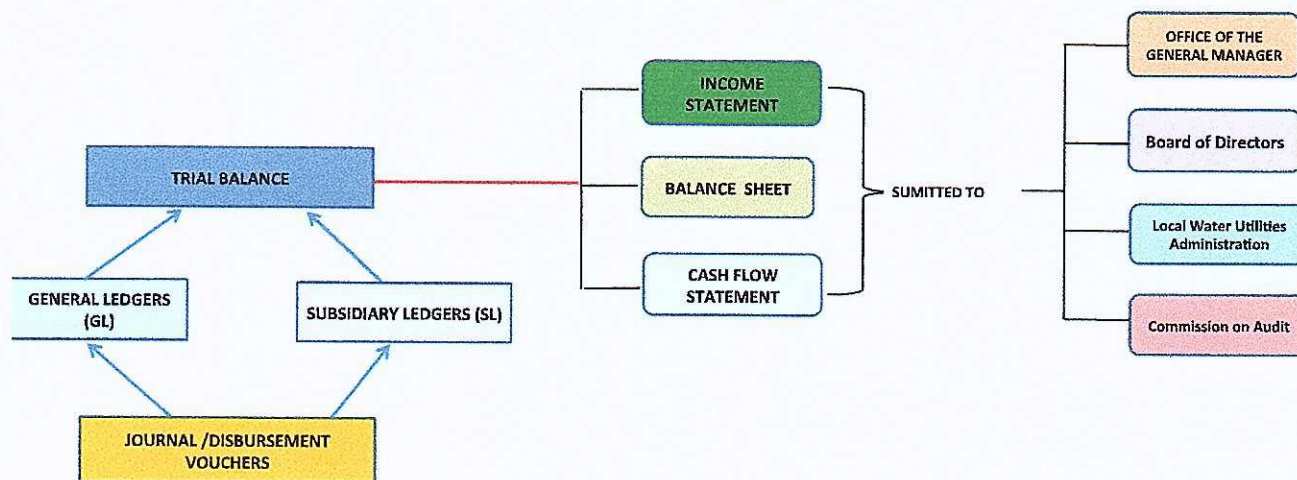


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## FINANCIAL STATEMENT GENERATION



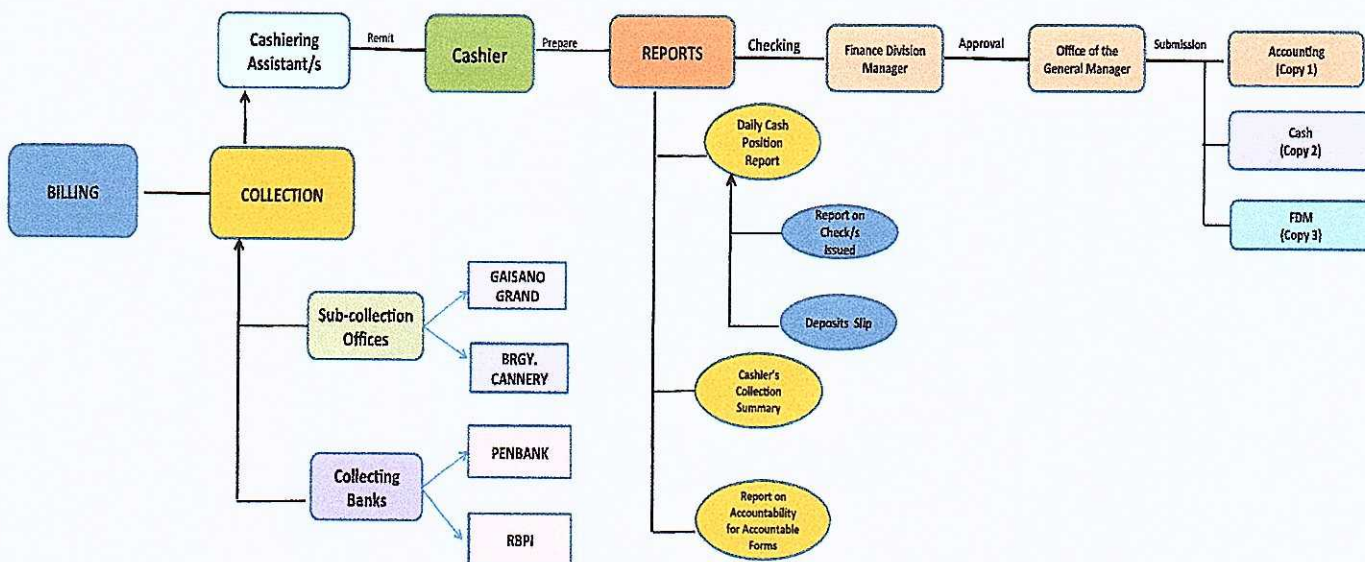
  
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## CASH & COLLECTION PROCESS



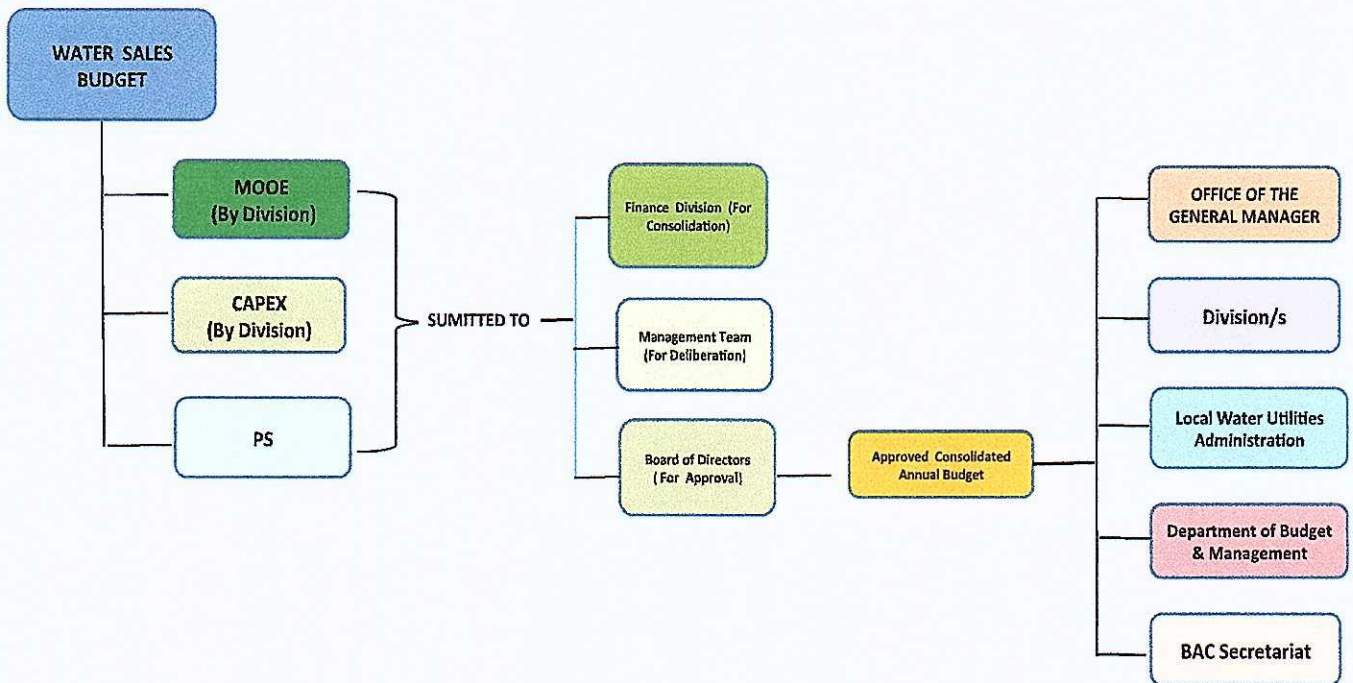
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## CONSOLIDATED ANNUAL BUDGET

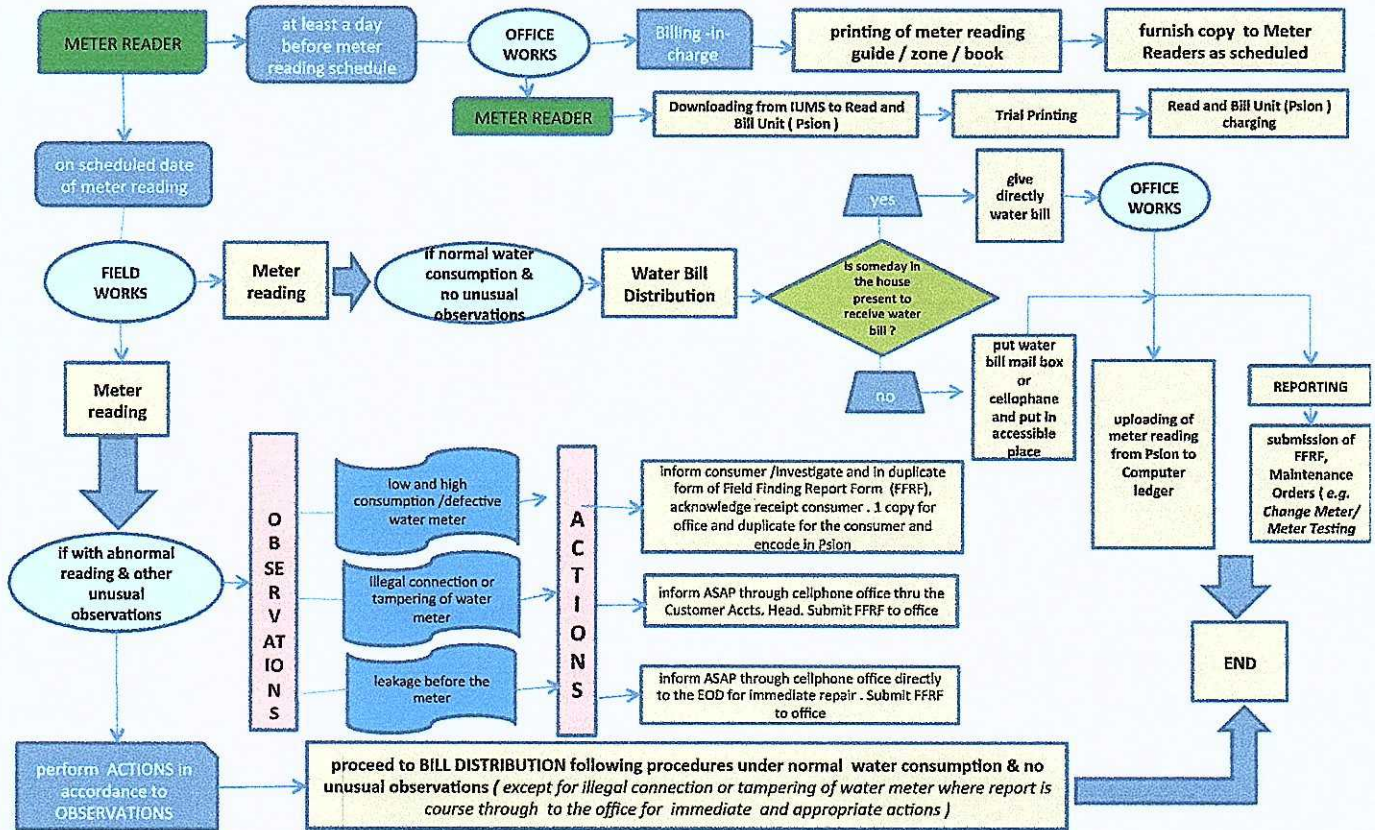


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## PROCESS FLOW OF METER READING & BILLING PREPARATION

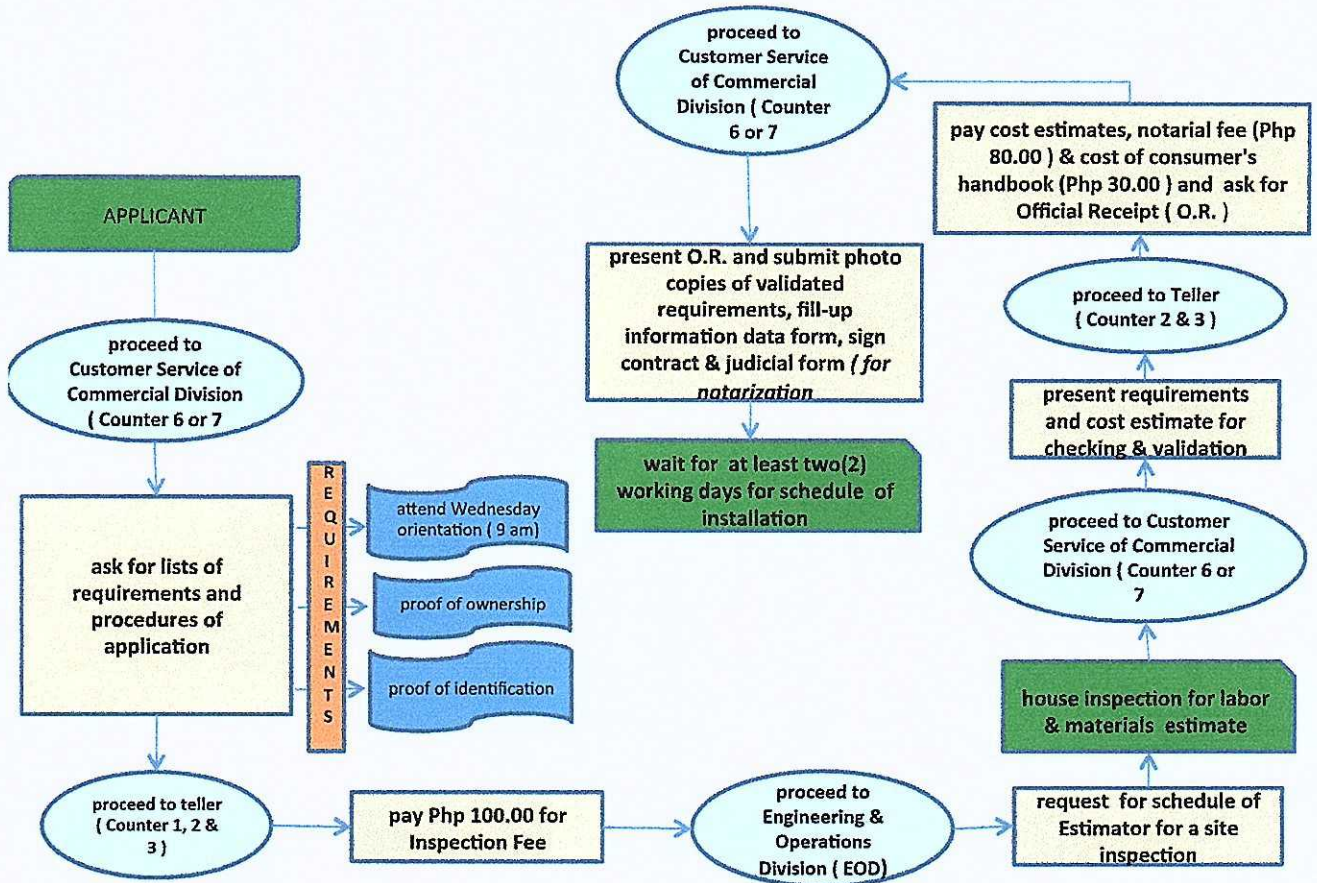


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GENERAL MANAGER





## APPLICATION FOR NEW SERVICE CONNECTION

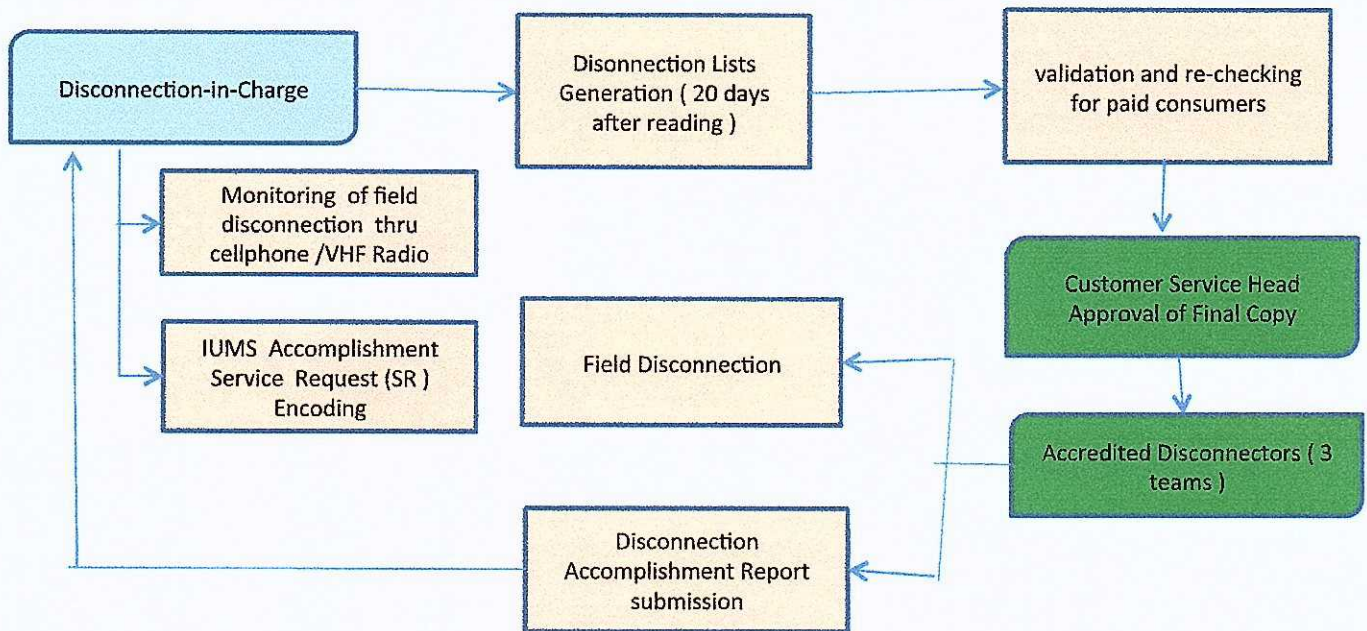


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## DISCONNECTION OF DELINQUENT CONSUMERS PROCESS FLOW



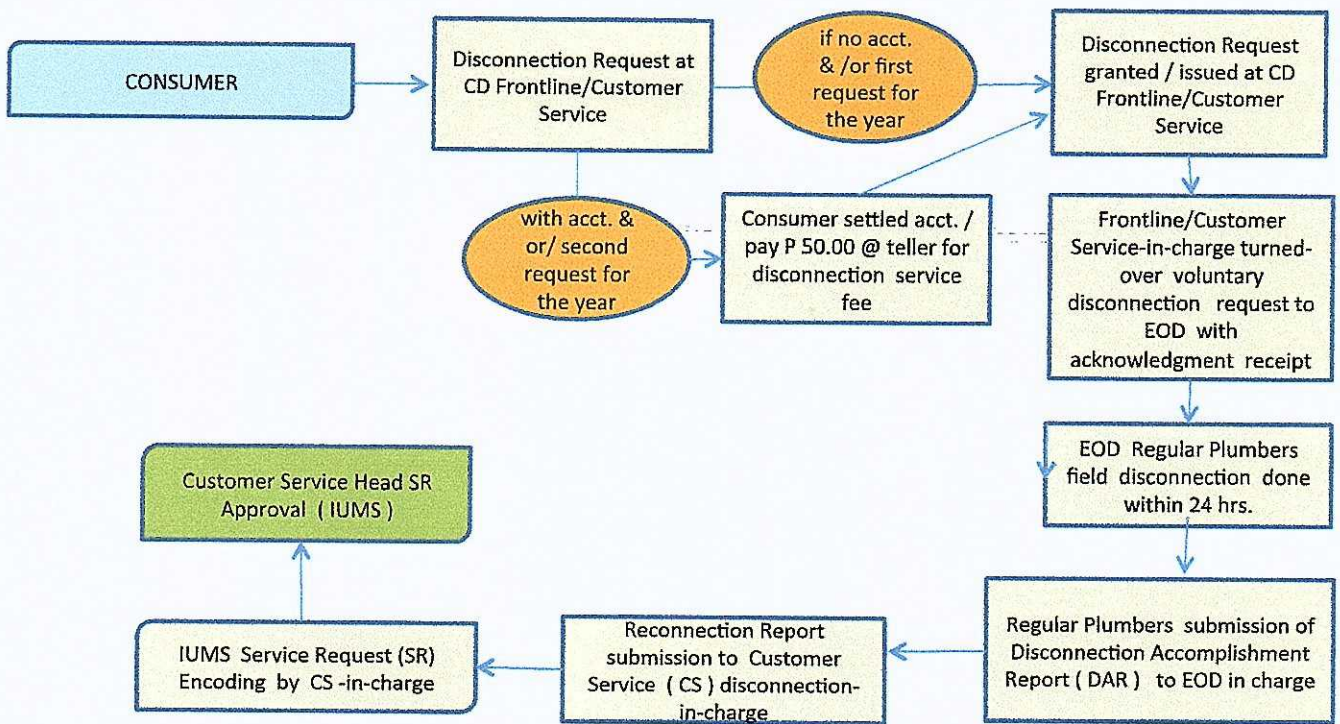
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## VOLUNTARY DISCONNECTION PROCESS FLOW

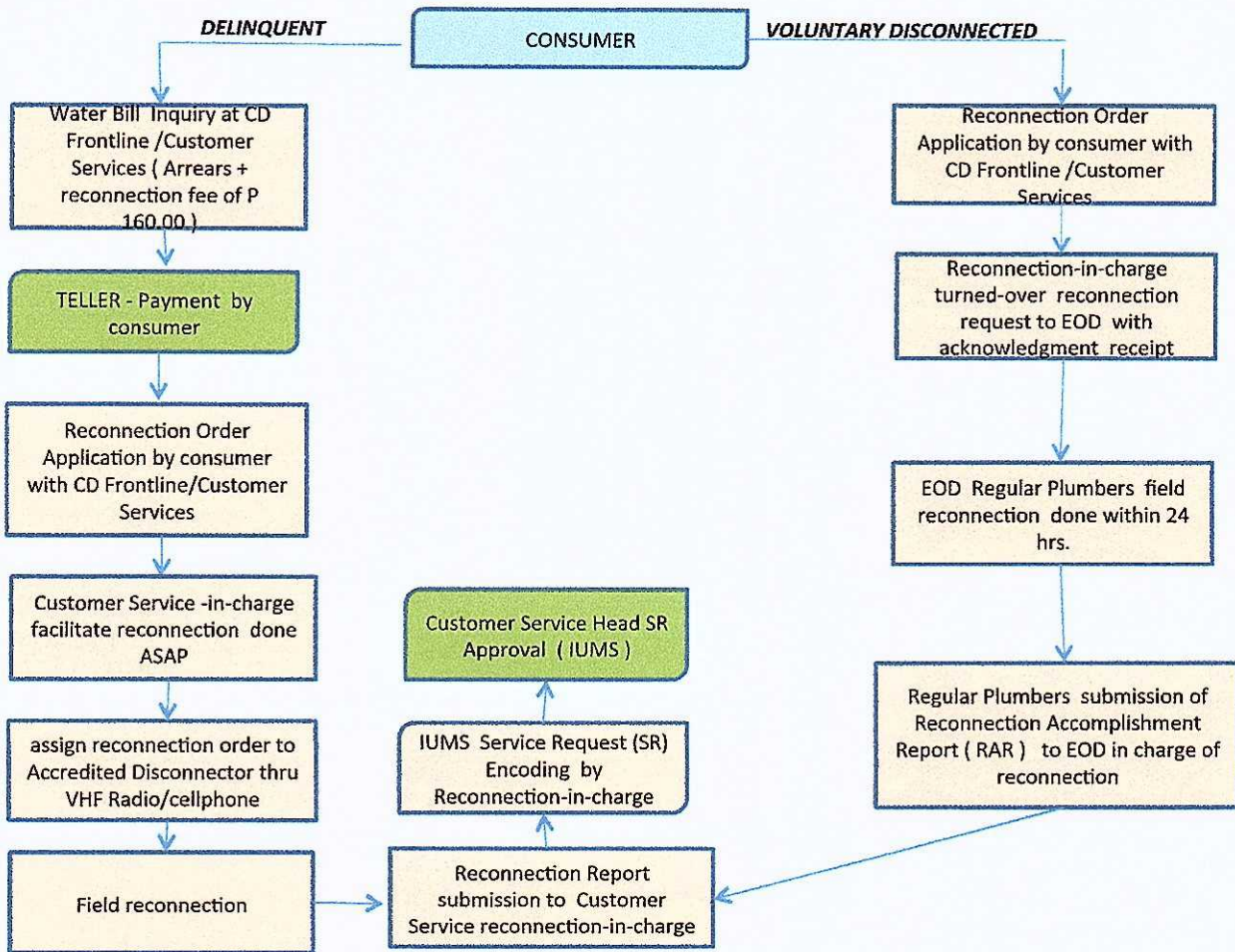


  
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## RECONNECTION PROCESS FLOW

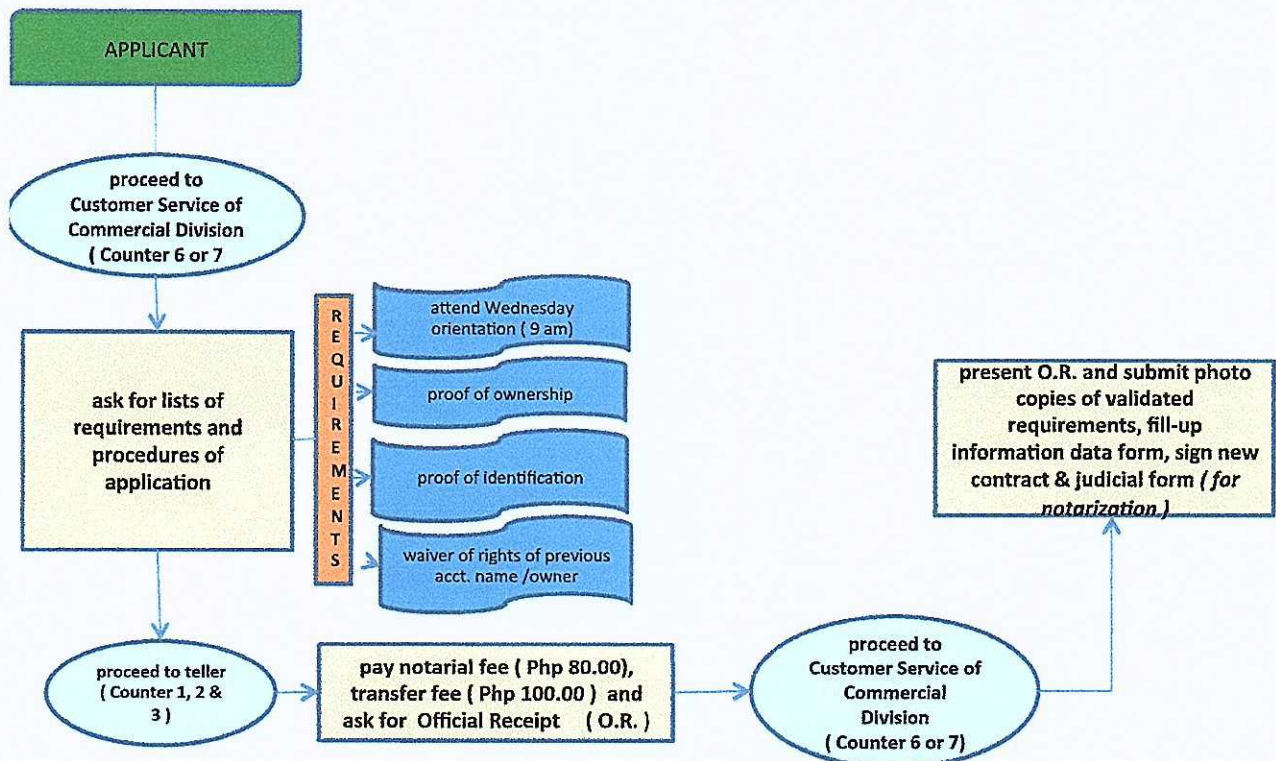


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## APPLICATION FOR CHANGE OF ACCOUNT NAME OF SERVICE CONNECTION

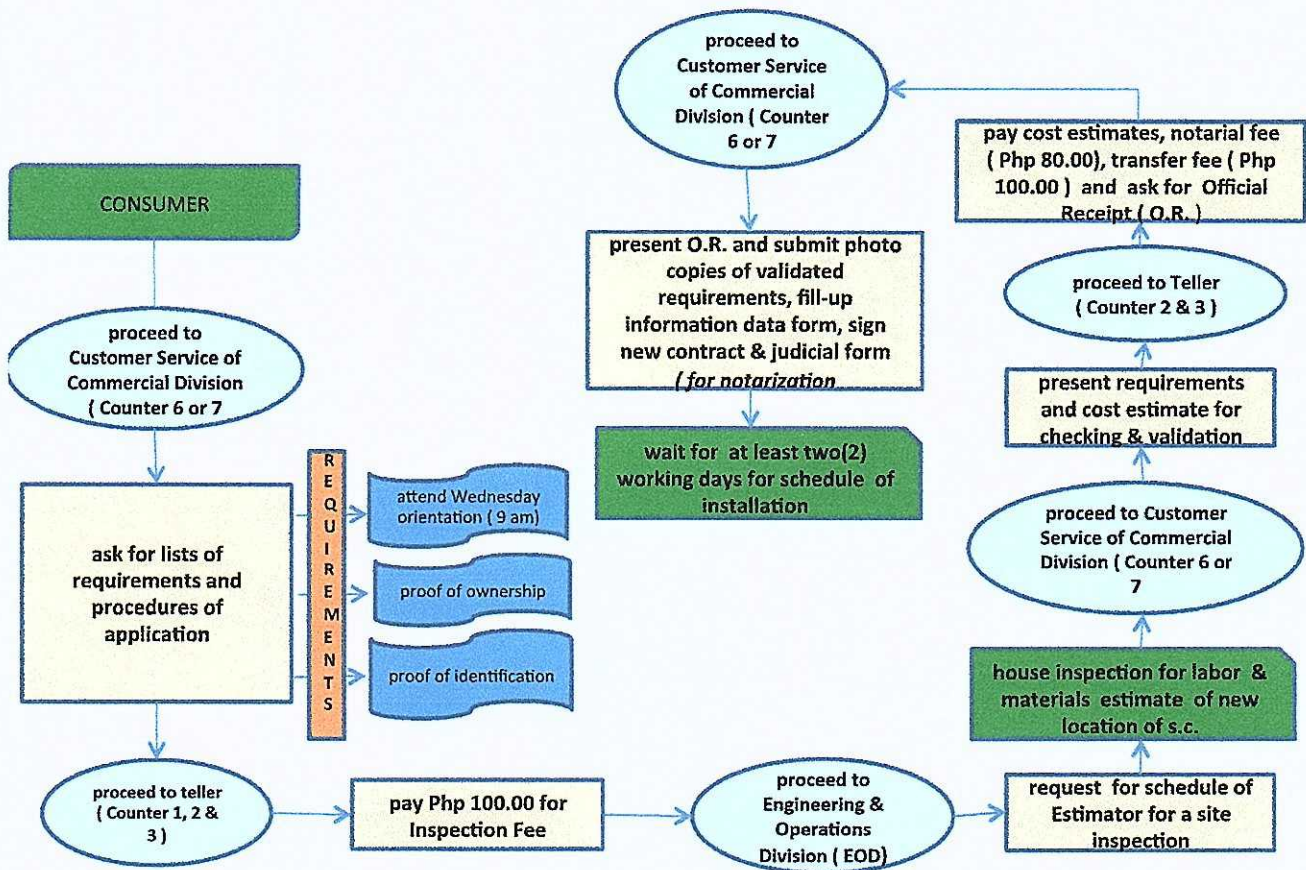


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## APPLICATION FOR LOCATION TRANSFER OF SERVICE CONNECTION

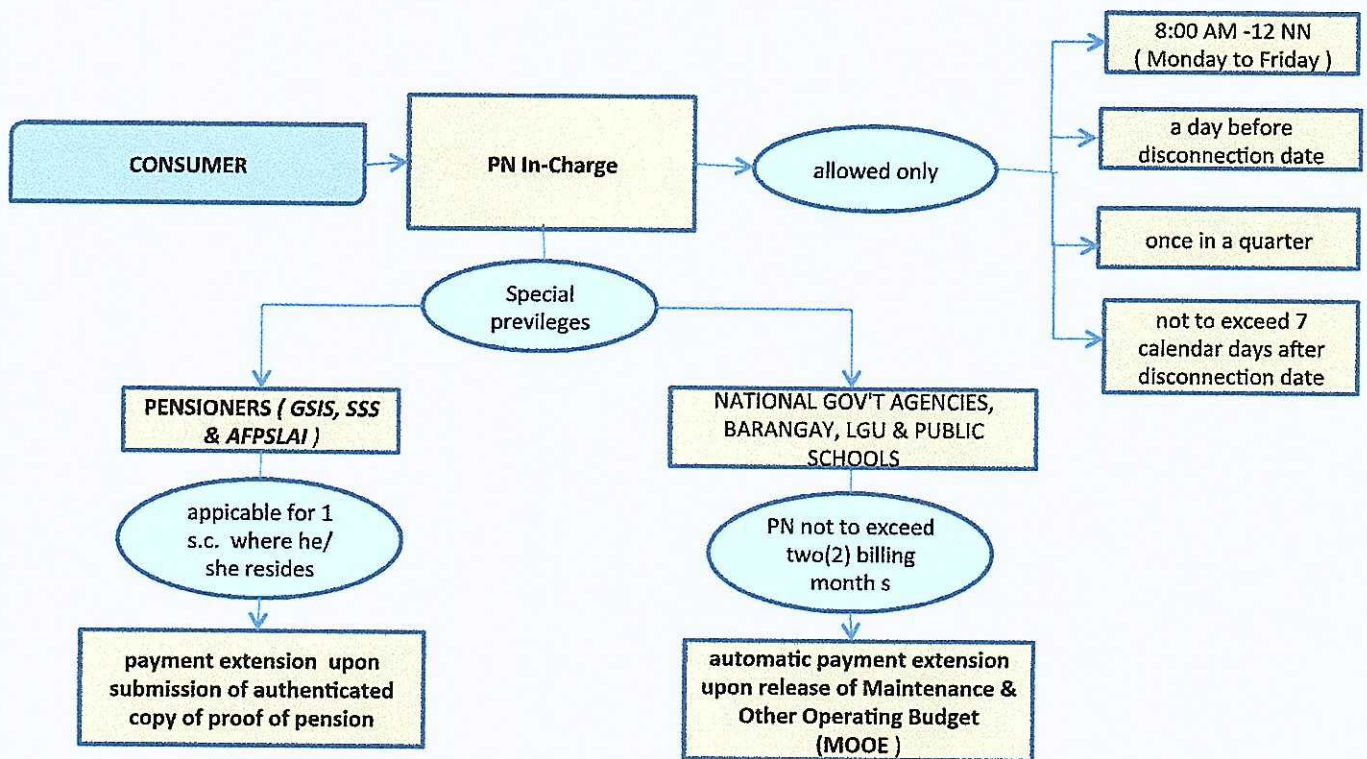


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## GRANTING OF PROMISSORY NOTES (PIN)

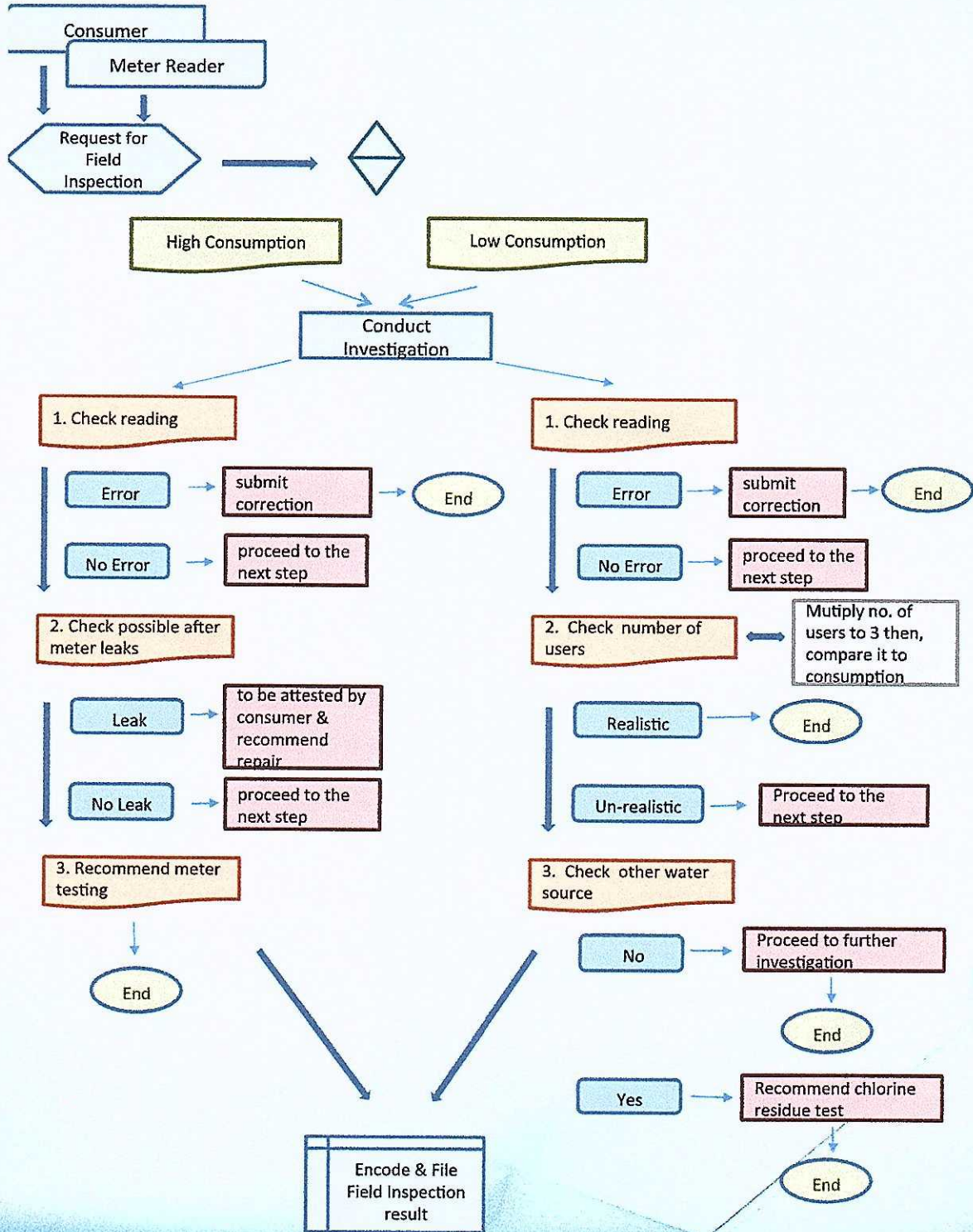


  
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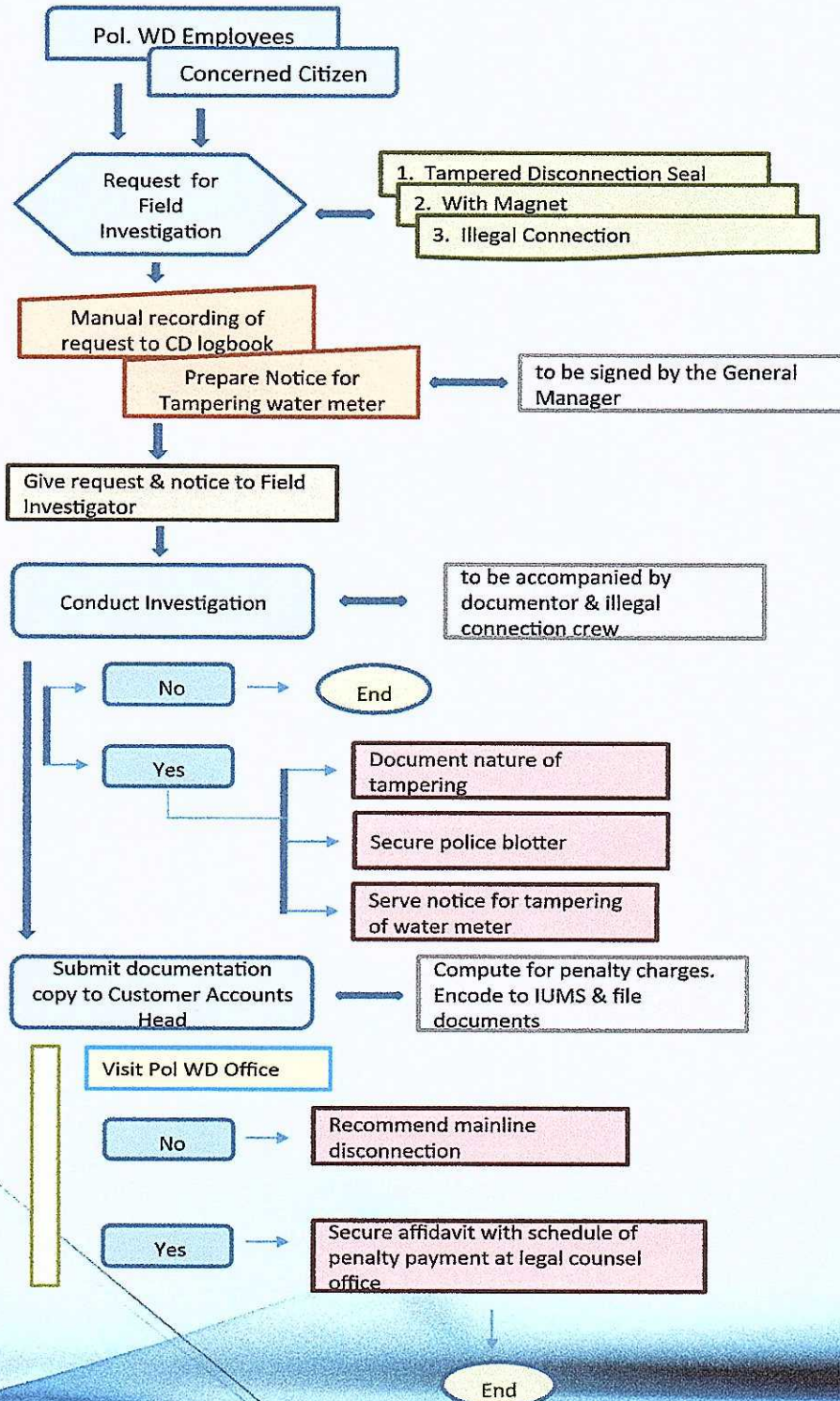
## PROCESS FLOW FOR FIELD INSPECTION







## PROCESS FLOW FOR FIELD INVESTIGATION (Tampering of Water Meter)

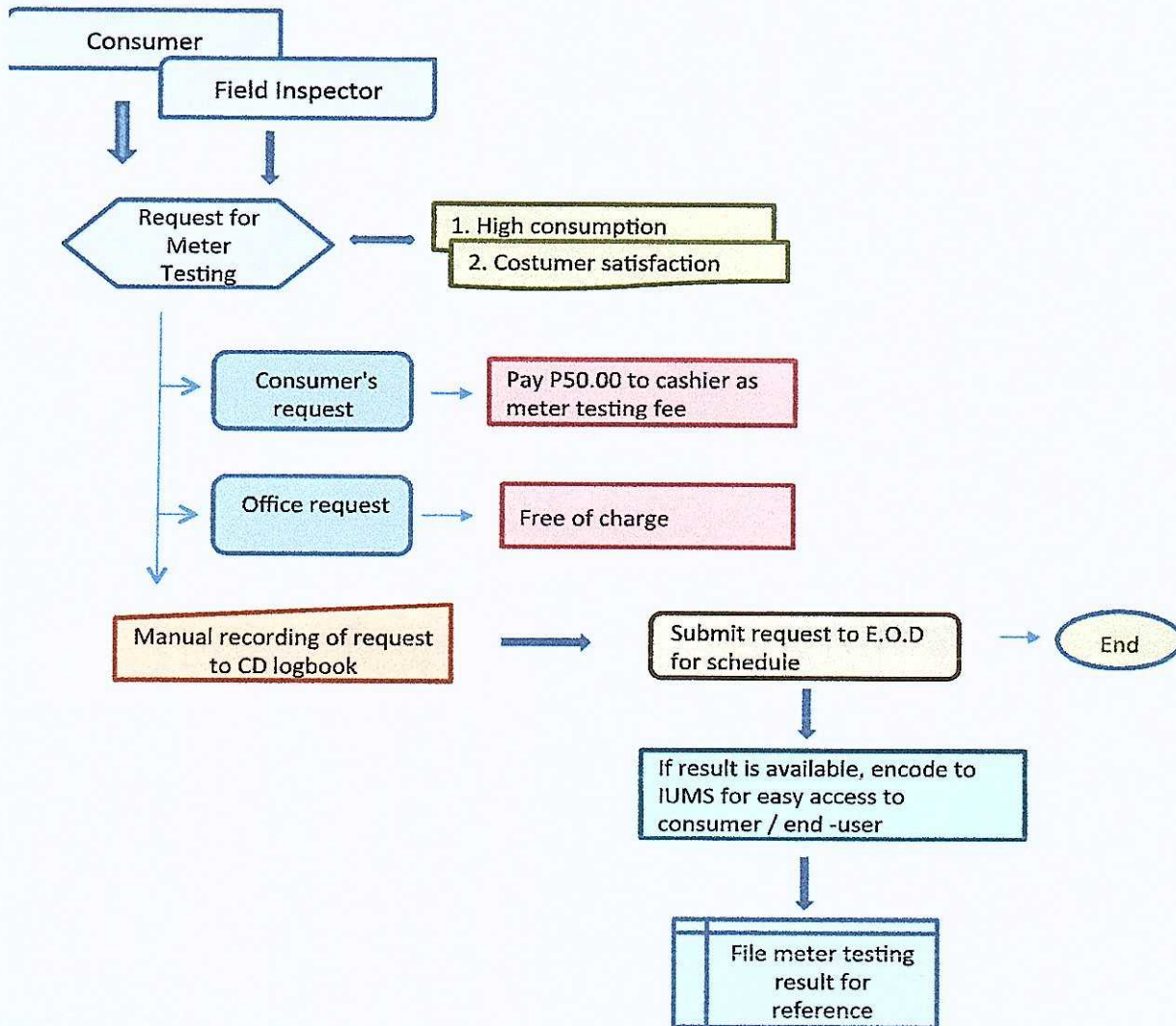


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GENERAL MANAGER





## PROCESS FLOW FOR METER MAINTENANCE REQUEST (METER TESTING)

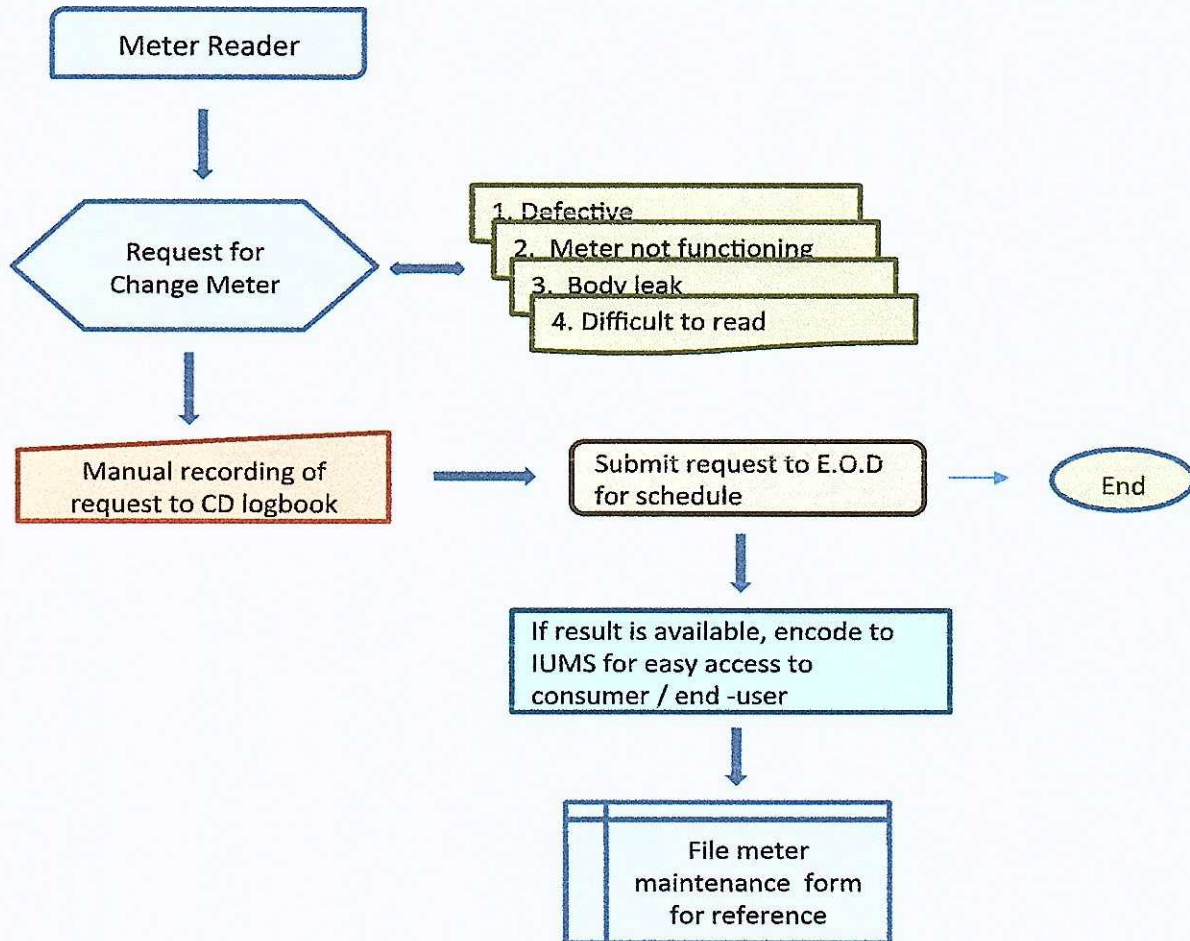


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GENERAL MANAGER





## PROCESS FLOW FOR METER MAINTENANCE REQUEST (CHANGE METER)



  
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GENERAL MANAGER

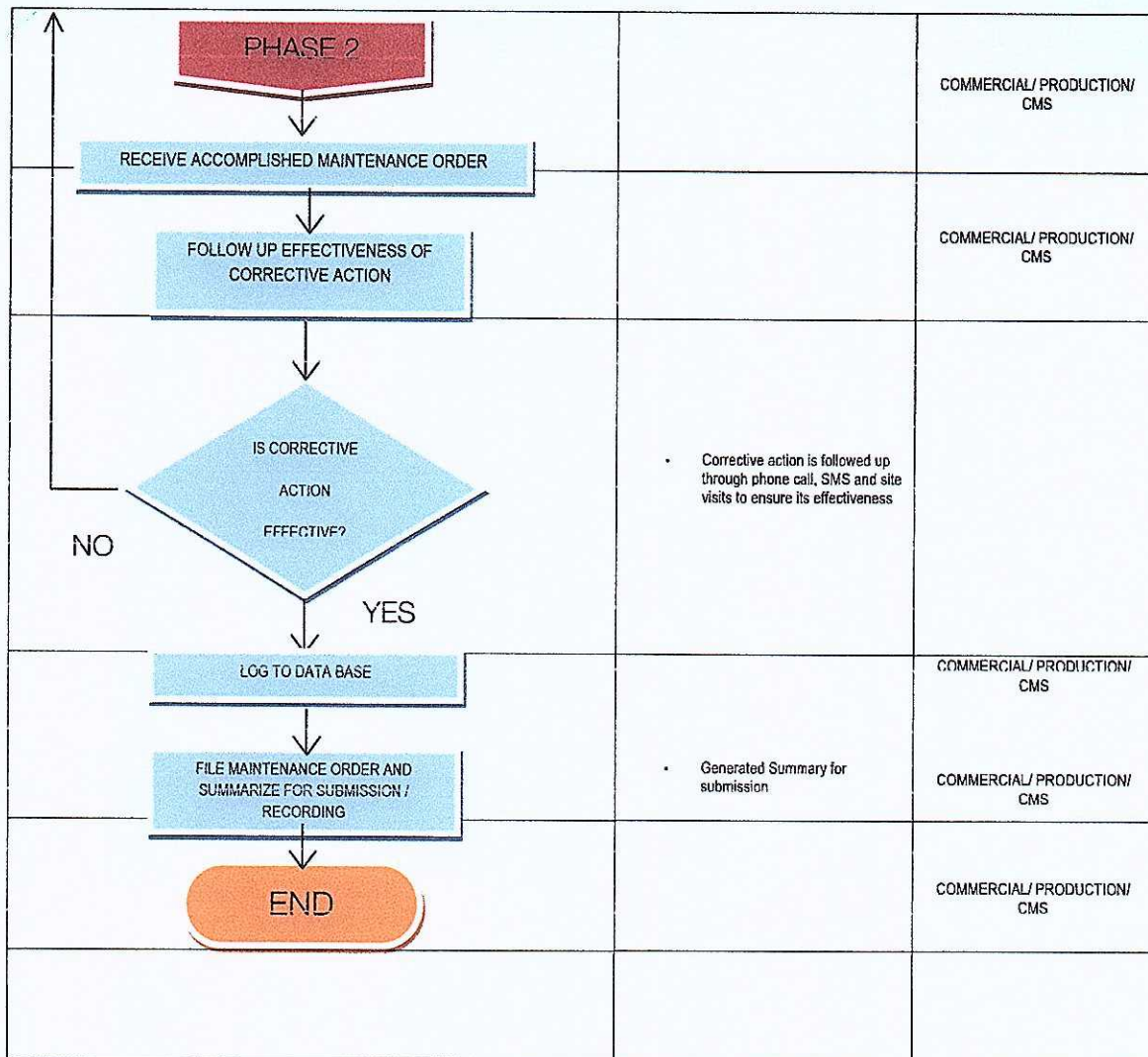




## Complaints Monitoring

| FLOWCHART | DETAILS   | RESPONSIBILITY                               |
|-----------|---|--|
|           |   |  |
|           | <p>Sample of complaints</p> <ul style="list-style-type: none"> <li>• Sandy water</li> <li>• Rusty water</li> <li>• Water w/ foul smell</li> <li>• Household member experiencing LBM/ Health related problem suspecting water supply as cause</li> <li>• Turbid water</li> <li>• No water</li> <li>• Low water pressure</li> <li>• Field &amp; Office personnel attitude problem (being referred to concerned division/Human Resources Division)</li> <li>• High consumption/ Defective water meter</li> </ul> | <p>CUSTOMER SERVICE</p>                      |
|           | <p>Maintenance Order Form</p>   | <p>COMMERCIAL/ PRODUCTION/ CMS</p>           |
|           | <ul style="list-style-type: none"> <li>• Conduct investigation on office &amp; field personnel attitude related problem</li> <li>• Conduct site inspection/investigation on location of complain</li> </ul>   | <p>COMMERCIAL/ PRODUCTION/ CMS</p>           |
|           |   | <p>COMMERCIAL</p>                            |
|           | <p>NO</p>   |  |
|           | <p>Sample of Corrective Actions</p> <ul style="list-style-type: none"> <li>• Flushing</li> <li>• Leak repair before and after the meter</li> <li>• Hydro testing/leak detection of household unit service line</li> <li>• Recommend improvement of household members' hygiene and sanitation</li> </ul>   |  |
|           |   | <p>COMMERCIAL/ PRODUCTION/ CMS</p>           |
|           |   | <p>COMMERCIAL/ PRODUCTION/ CMS</p>           |
|           |   | <p>COMMERCIAL/ PRODUCTION/ CMS PERSONNEL</p> |
|           |   | <p>COMMERCIAL/ PRODUCTION/ CMS PERSONNEL</p> |





  
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 GENERAL MANAGER





## Mainline / Service line Leak Repair

| FLOWCHART | DETAILS   | RESPONSIBILITY              |
|-----------|---|-----------------------------|
|           | Reports coming from <ul style="list-style-type: none"> <li>• walk-in concessionaires</li> <li>• phone calls</li> <li>• report from employees</li> <li>• SMS</li> <li>• others</li> </ul>  |                             |
|           | Required data: <ul style="list-style-type: none"> <li>• Exact location / adjacent reference</li> <li>• walk-in concessionaires</li> <li>• Severity of leak</li> <li>• Time leakage started</li> </ul>   | COSTUMER SERVICE/ CMS       |
|           | Maintenance Order Form  | COSTUMER SERVICE/ CMS       |
|           | Send via SMS  | CMS                         |
|           | <ul style="list-style-type: none"> <li>• Maintenance Order for Accomplishment</li> <li>• Receive via call/ SMS</li> </ul>   | MAINTENANCE FIELD PERSONNEL |
|           | <ul style="list-style-type: none"> <li>• Determine no. of hours of interruption</li> <li>• Areas affected</li> <li>• Equipment, manpower and materials needed.</li> </ul>   | MAINTENANCE FIELD PERSONNEL |
|           | <ul style="list-style-type: none"> <li>• Feedback office for status of report and development</li> </ul>  | MAINTENANCE FIELD PERSONNEL |
|           |   | MAINTENANCE FIELD PERSONNEL |
|           | Nature of work <ul style="list-style-type: none"> <li>• Time start</li> <li>• Time finished</li> <li>• Reading of H2O meter if applicable</li> <li>• List of materials used</li> </ul>  |                             |
|           | <ul style="list-style-type: none"> <li>• Acknowledgement signature of concessionaire if applicable</li> <li>• Gate Valves regulated</li> <li>• Cause of Leak</li> <li>• Remarks and recommendation</li> <li>• Time of water interruption</li> </ul> | MAINTENANCE FIELD PERSONNEL |
|           |   |                             |
|           | Summary of Maintenance accomplishment Report  | MAINTENANCE FIELD PERSONNEL |
|           |   | CMS                         |





## pMaterial Handling and Stock Level Monitoring for PVC Pipes and fittings

| FLOWCHART | DETAILS  | RESPONSIBILITY                         |
|-----------|--|--|
|           |  |  |
|           | <ul style="list-style-type: none"> <li>• Test results</li> <li>• Inspection report in case detected discrepancies</li> </ul>   | STOREKEEPER/ INSPECTION TEAM/ END USER |
|           | <ul style="list-style-type: none"> <li>• Acceptance and inspection report form duly signed by end user and stockroom in charge</li> </ul>  | STOREKEEPER AND END USER               |
|           | <ul style="list-style-type: none"> <li>• Encoding on Supplies Inventory program</li> <li>• Encoding of Delivery and issuance</li> </ul>  | STOREKEEPER                            |
|           | <ul style="list-style-type: none"> <li>• Request and issuance slip form signed by requestor and approved by Division/ Section heads</li> <li>• Issuance of gate pass if needed on field</li> </ul>                           | STOREKEEPER                            |
|           | <ul style="list-style-type: none"> <li>• Conduct inventory taking</li> </ul>   | STOREKEEPER                            |
|           | <p>Safety stock level<br/>For PE and pvc. Pipes<br/>Size qty<br/>6"ø 20 pcs.<br/>4"ø 20 pcs.<br/>3"ø 20 pcs.<br/>2"ø 20 pcs<br/>½"ø 20 rolls<br/>All service connection fittings 250pcs; all ci fittings 10pcs each size</p> | STOREKEEPER                            |
|           | <ul style="list-style-type: none"> <li>• Submit to end user – stock availability report</li> </ul>   | STOREKEEPER                            |
|           | <ul style="list-style-type: none"> <li>• Purchase request form signed by requestor and approved by GM</li> <li>• Record Purchase Request</li> </ul>  | END USER/ STOREKEEPER                  |
|           |  |  |





| FLOWCHART   | DETAILS                       | RESPONSIBILITY                      |
|---|-------------------------------|-------------------------------------|
| <pre> graph TD     A[PHASE 2] --&gt; B{STOCK ON HAND IS LOWER THAN ALLOWABLE STOCK LEVEL}     B -- NO --&gt; C[END]     B -- YES --&gt; D[REQUEST OR INFORM PURCHASING TO EXPEDITE DELIVERY OF MATERIALS]     D --&gt; E[WAIT FOR THE DELIVERY]     E --&gt; F[END]     E --&gt; B           </pre> | <p>• Verbal Communication</p> | <p>END USER/ PURCHASING SECTION</p> |
| <p>REQUEST OR INFORM PURCHASING TO EXPEDITE DELIVERY OF MATERIALS</p>   | <p>• Verbal Communication</p> | <p>END USER/ PURCHASING SECTION</p> |
| <p>WAIT FOR THE DELIVERY</p> <p>END</p>   |                               | <p>END USER/ PURCHASING SECTION</p> |

*[Signature]*  
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GENERAL MANAGER







## Disconnection of Water Service for Illegal Connections

| FLOWCHART  | DETAILS   | RESPONSIBILITY |
|--|---|----------------|
| START  |   |                |
| ACCEPTS COMPLAINTS / REPORT OF   | Thru phone calls, walk-in/Tipsters <ul style="list-style-type: none"> <li>• Reports of meter readers, operators, maintenance crews</li> <li>• During meter reading/ During roving of maintenance personnel</li> </ul> | COMMERCIAL     |
| SURVEILLANCE / INSPECT SUSPECTED LOCATION  | <ul style="list-style-type: none"> <li>• Check for illegal connections/ Verify on site</li> </ul>   | COMMERCIAL     |
| PREPARE INSPECTION REPORT  | LIST VIOLATIONS, actions taken, fees/penalties <ul style="list-style-type: none"> <li>• Provide copy to concessionaire</li> <li>• Inspection report</li> </ul>  | COMMERCIAL     |
| IS ILLEGAL CONNECTION POSITIVE?  |   |                |
| NO   |   |                |
| END  |   |                |
| YES  |   |                |
| PREPARE NECESSARY DOCUMENT/ DOCUMENTATION  | Documentation <ul style="list-style-type: none"> <li>• Police Blotter</li> <li>• Pictures</li> <li>• Witnesses</li> <li>• Computation of penalties and fees</li> </ul>  | COMMERCIAL     |
| PREPARE ILLEGAL CONNECTION NOTICE AND LET IT RECEIVED BY THE PERSON CONCERNED    | Illegal Connection Notice <ul style="list-style-type: none"> <li>• The concerned consumer should appear within 5 days</li> </ul>  | COMMERCIAL     |
| WILL THE PERSON APPEAR IN THE OFFICE FOR SETTLEMENT?                             |   |                |
| NO   |   |                |
| YES  |   |                |
| COMPUTATION OF ACTUAL PENALTY AND CHARGES AND PREPARATION OF AMICABLE SETTLEMENT |   |                |

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| FLOWCHART  | DETAILS   | RESPONSIBILITY               |
|------------|---|------------------------------|
|            |   | COMMERCIAL                   |
|            |   |                              |
|            | <ul style="list-style-type: none"> <li>Actual penalty charges</li> </ul>            | PERSON CONCERNED/ COMMERCIAL |
|            | <p>GIVING OF REWARD TO TIPSTER</p>  |                              |
| <p>YES</p> |   |                              |
| <p>NO</p>  | <ul style="list-style-type: none"> <li>Request for disconnection from CD</li> </ul> | COMMERCIAL/ DISCONNECTOR     |
|            | <ul style="list-style-type: none"> <li>Materials return Slip</li> </ul>             | COMMERCIAL/ DISCONNECTOR     |
|            |   | COMMERCIAL                   |
|            |   | OGM/ ADMIN                   |
|            |   |                              |

*[Signature]*  
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GENERAL MANAGER





## Disconnection of Water Service for Tampered water meter

| FLOWCHART  | DETAILS   | RESPONSIBILITY |
|--|---|----------------|
| START  |   |                |
| ACCEPTS COMPLAINTS / REPORT OF   | <ul style="list-style-type: none"> <li>• Thru phone calls, walk-in</li> <li>• Reports of meter readers, operators, maintenance crews</li> <li>• During meter reading/ During roving of maintenance personnel</li> </ul> | COMMERCIAL     |
| SURVEILLANCE / INSPECT SUSPECTED LOCATION  | <ul style="list-style-type: none"> <li>• Conduct Surveillance</li> <li>• Check for Tampered Meter/ Verify on site</li> </ul>  | COMMERCIAL     |
| PREPARE INSPECTION REPORT  | <ul style="list-style-type: none"> <li>• List violations, actions taken, fees/penalties</li> <li>• Provide copy to concessionaire</li> <li>• Inspection report</li> </ul>   | COMMERCIAL     |
| IS TAMPERING POSITIVE?   |   |                |
| NO   |   |                |
| YES  |   |                |
| END  |   |                |
| PREPARE NECESSARY DOCUMENT/ DOCUMENTATION  | <ul style="list-style-type: none"> <li>• Documentation</li> <li>• Police Blotter</li> <li>• Pictures</li> <li>• Witnesses</li> </ul>  | COMMERCIAL     |
| PREPARE ILLEGAL CONNECTION NOTICE AND LET IT RECEIVED BY THE PERSON CONCERNED                                  | <ul style="list-style-type: none"> <li>• Disconnection Notice</li> <li>• The concerned consumer should appear within 5 days</li> </ul>  |                |
| WILL THE PERSON APPEAR IN THE OFFICE FOR SETTLEMENT?   |   |                |
| NO   |   |                |
| YES  |   |                |
| COMPUTATION OF ACTUAL PENALTY AND CHARGES AND PREPARATION OF AMICABLE SETTLEMENT AND OTHER NECESSARY DOCUMENTS | <ul style="list-style-type: none"> <li>• Administrative Charge and other fees</li> <li>• Average Consumption x2 x No. of years</li> </ul>   | COMMERCIAL     |
| SETTLE ACCOUNTS WITH COMMERCIAL DIVISION/ SUBMIT REPORT TO FINANCE DIVISION                                    |   |                |
| PHASE 2  |   |                |

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| FLOWCHART | DETAILS | RESPONSIBILITY |
|-----------|---------|----------------|
|           |         |                |
|           |         |                |
|           |         |                |
|           |         |                |
|           |         |                |

  
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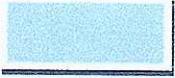





## DISCONNECTION AND RECONNECTION OF SERVICE CONNECTION DUE TO STOLEN METERS


| FLOWCHART   | DETAILS  | RESPONSIBILITY                    |
|---|--|-----------------------------------|
| START   |  |                                   |
| ACCEPTS COMPLAINTS / REPORT OF  | <ul style="list-style-type: none"> <li>• Thru phone calls, walk-in</li> <li>• Reports of meter readers, operators, maintenance crews</li> </ul>  | COMMERCIAL                        |
| INSPECT LOCATION  | <ul style="list-style-type: none"> <li>• Check for any other missing fittings/ Verify on site. Temporary plugging of service line</li> </ul>   | COMMERCIAL                        |
| IS WATER METER STOLEN?  |  |                                   |
| NO  |  |                                   |
| END   |  |                                   |
| YES   |  |                                   |
| PREPARE NECESSARY DOCUMENT/ DOCUMENTATION/ PROMISSORY NOTE/ESTIMATES                              | <b>Documentation</b> <ul style="list-style-type: none"> <li>• Police Blotter</li> <li>• Pictures</li> <li>• Witnesses</li> <li>• Computation of charges and fees</li> <li>• Provide copy to concessionaire</li> <li>• Advise client for a Police Blotter before settlement.</li> </ul> | CONSUMER/ COMMERCIAL DIVISION/EOD |
| RECEIVE PAYMENT FROM CLIENT   | <ul style="list-style-type: none"> <li>• Computation of charges and fees</li> </ul>  | CASHIER                           |
| RECEIVE REQUEST FOR RECONNECTION AND INSTALLATION OF NEW WATER METER AND ISSUE RECONNECTION ORDER | <ul style="list-style-type: none"> <li>• OFFICIAL RECEIPT</li> <li>• Suggest to put up meter cage</li> </ul>   | COMMERCIAL DIVISION               |
| IS THE PERSON WHO STOLE WATER METER IDENTIFIED?   |  |                                   |
| NO  |  |                                   |
| END   |  |                                   |
| YES   |  |                                   |
| REPORT CULPRIT TO POLICE STATION FOR BLOTTER  | <ul style="list-style-type: none"> <li>• Police Blotter (Pol WD / Client)</li> <li>• Witnesses</li> </ul>  | COMMERCIAL/ ADMIN/ OGM            |
| COORDINATE WITH LEGAL COUNSEL FOR PROPER FILING OF CASE   |  |                                   |
| PREPARE COPIES NECESSARY DOCUMENT IN FILING A CASE  |  |                                   |
| FILE CASE   |  |                                   |

*[Signature]*  
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| Legend : |   |                                      |
|----------|---|--------------------------------------|
|          |    | Start Activity                       |
|          |    | Process Activity                     |
|          |    | Decision phase                       |
|          |    | End of Processes / Activity          |
|          |   | Activity Connection                  |
|          |  | Off Page Connection<br>( Next Phase) |
|          |  | Data Processing Activity             |

  
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## PUMPING OPERATIONS (AUTOMATED) STANDARD OPERATING PROCEDURES (SOP)

| FLOWCHART | DETAILS   | RESPONSIBILITY   |
|-----------|---|--|
|           |   |  |
|           | <ul style="list-style-type: none"> <li>Report directly to assigned pump station.</li> <li>Call Hydro-fox (office guard) for proper log-in and reservoir water level.</li> <li>Conduct inspection of pump-house, perimeter fences and compound for possible forcible entry.</li> <li>Record all necessary data (i.e. line voltages, pumping status, on-time hourmeter, Kw-hr meter, flowmeter, chlorine (kgs), diesel (lts)).</li> </ul>         | <p>PRODUCTION OPERATOR</p>                                     |
|           | <ul style="list-style-type: none"> <li>Weekly SWL measurement</li> <li>Conduct flushing during start of operation if needed.</li> </ul>   | <p>PRODUCTION MAINTENANCE</p>                                  |
|           | <ul style="list-style-type: none"> <li>Conduct Weekly SWL &amp; PWL monitoring measurements</li> <li>Conduct testing of electrode function during preventive maintenance activities. (Pumping operation auto-shuts off when water level reaches below electrode level).</li> <li>Record all necessary data (i.e. line voltages, pumping status, on-time hour-meter, Kw-hr meter, flowmeter, chlorine (kgs), diesel (lts)).</li> </ul>           | <p>PRODUCTION OPERATORS</p>                                    |
|           | <ul style="list-style-type: none"> <li>Ensure that chlorination equipment properly working</li> <li>Ensure availability of chlorine supply on stock.</li> <li>Check for chlorine feed-rate; Chlorine gas injection @ 1.0 PPM to ensure 0.3 residual @ endpoints.</li> </ul>   | <p>PRODUCTION OPERATORS / MAINTENANCE CREW / WATER QUALITY</p> |
|           | <ul style="list-style-type: none"> <li>Ensure that Reservoir manhole is securely locked.</li> <li>Conduct valve opening of interconnection in case of water shortage.</li> </ul>  | <p>PRODUCTION OPERATOR</p>                                     |
|           | <ul style="list-style-type: none"> <li>Monitoring, recording and reporting of Reservoir water level thru radio. (Auto shuts-off when tank full and auto-start @ pre determined level).</li> <li>Record pumping operation data on logbook and Daily Pump Operation Report.</li> <li>Prepare daily pumping roving report.</li> <li>Report reservoir water level every 30 minutes.</li> <li>Make proper turn-over to incoming operator.</li> </ul> |  |

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GENERAL MANAGER





## PUMPING EQUIPMENT MAINTENANCE STANDARD OPERATING PROCEDURES (SOP)

| FLOWCHART   | DETAILS   | RESPONSIBILITY                     |
|---|---|------------------------------------|
| <p><b>START</b></p>   |   |                                    |
| <p><b>Logging-in / Time-in</b></p>  | <ul style="list-style-type: none"> <li>Report to office.</li> <li>Received assignment and other instructions.</li> <li>For emergency, report directly to PS station.</li> </ul>   | <p>PRODUCTION MAINTENANCE</p>      |
| <p><b>PREPARATION TOOLS &amp; EQUIPMENT</b><br/>(Are tools &amp; equipment already available @ working area?)</p> <p>NO → Prepare PR. assist purchasing &amp; delivery</p> <p>YES</p>       | <ul style="list-style-type: none"> <li>Proceed to PS # 3 working area to prepare to tools and materials needed for the work.</li> <li>Coordinate with Procurement Section &amp; assist local procurement</li> </ul>   | <p>PRODUCTION MAINTENANCE</p>      |
| <p><b>MATERIALS/DIESEL FUEL PURCHASE &amp; DELIVERY</b><br/>(Are materials needed available @ storeroom?)</p> <p>NO → Prepare PR. assist purchasing &amp; delivery</p> <p>YES</p>           | <ul style="list-style-type: none"> <li>Inquires availability of materials @ storeroom and prepares RIS and withdrawal.</li> </ul>   | <p>PRODUCTION MAINTENANCE</p>      |
| <p><b>PREVENTIVE MAINTENANCE ACTIVITIES</b><br/>(Does equipment works properly &amp; operational?)</p> <p>NO → Conduct Corrective Maintenance Repair &amp; parts replacement</p> <p>YES</p> | <ul style="list-style-type: none"> <li>Conduct <b>MEGGER</b> insulation &amp; line to line resistance testing of motor lead wires &amp; cables.</li> <li>Conduct tightening of motor controller component parts terminals and connections.</li> <li>Conduct air-blowing, cleaning &amp; dust out of motor controllers, stand-by diesel engine and generator body and air-blowing of internal component parts</li> <li>Conduct testing of reservoir &amp; well electrode function.</li> <li>Inspect that chlorination equipment properly working and available chlorine supply on stock with feed-rate @ 1.0 PPM.</li> <li>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.</li> <li>Conduct measurements of <b>SWL</b> &amp; <b>PWL</b>.</li> <li>Conduct grass cutting, clearing and cleaning of PS compounds.</li> </ul> | <p>PRODUCTION MAINTENANCE CREW</p> |
| <p><b>Recording &amp; Submission of report</b></p>  | <ul style="list-style-type: none"> <li>Record all detailed activities, parts replaced.</li> <li>Inspect and record necessary data (i.e. line voltages, pumping status, on-time hour-meter, Kilowatt-hour meter, flow-meter, chlorine (kgs), diesel (lts).</li> </ul>  | <p>PRODUCTION MAINTENANCE</p>      |

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GENERAL MANAGER





**WATER CHLORINATION  
STANDARD OPERATING PROCEDURES (SOP)**

| FLOWCHART  | DETAILS  | RESPONSIBILITY  |
|--|--|---|
| <p style="text-align: center;">START</p>   |  |   |
| <p style="text-align: center;">CHLORINE PURCHASES<br/>AND DELIVERY</p>   | <ul style="list-style-type: none"> <li>• Coordinate with the procurement and supplier for the purchase and delivery of chlorine supply including DPD reagents.</li> <li>• Received chlorine delivery and weight-in delivered chlorine.</li> </ul>  | <p style="text-align: center;">PRODUCTION<br/>WATER QUALITY</p>                   |
| <p style="text-align: center;">A</p> <p style="text-align: center;">CHLORINE INVENTORY &amp;<br/>STOCKING<br/><i>(Is chlorine available on stock?)</i></p> <p style="text-align: center;">YES</p> <p style="text-align: center;">NO</p> <p style="text-align: center;">PURCHASE &amp; DELIVER<br/>CHLORINE</p> | <ul style="list-style-type: none"> <li>• Conduct bi-monthly inventory of chlorine stock and consumption.</li> <li>• Check cylinders for chlorine availability on feed.</li> <li>• Deliver and replace chlorine cylinders.</li> <li>• Check and ensure chlorine feed-rate adjustment @ 1.0 PPM.</li> </ul>  | <p style="text-align: center;">PRODUCTION<br/>WATER QUALITY /<br/>MAINTENANCE</p> |
| <p style="text-align: center;">CHLORINATION EQUIPMENT CHECKING<br/><i>(Is chlorination equipment working properly?)</i></p> <p style="text-align: center;">YES</p> <p style="text-align: center;">NO</p> <p style="text-align: center;">REQUEST for MAINTENANCE</p>  | <ul style="list-style-type: none"> <li>• Check chlorination equipment properly working by checking vacuum.</li> <li>• Check chlorine booster pump running.</li> <li>• Check chlorine rate valve for chlorine feed-rate @ set PPD.</li> </ul>   | <p style="text-align: center;">PRODUCTION<br/>OPERATOR</p>                        |
| <p style="text-align: center;">CHLORINE RESIDUAL CHECKING<br/><i>Does chlorine residual above 0.3 PPM?</i></p> <p style="text-align: center;">YES</p> <p style="text-align: center;">NO</p> <p style="text-align: center;">BACK TO A</p>   | <ul style="list-style-type: none"> <li>• Check chlorine feed-rate (1.0 PPM) at pump station.</li> <li>• Test chlorine residual to random various different endpoints (0.3 minimum).</li> <li>• Ensure operational chlorination equipment and available chlorine gas on stock</li> <li>• Call operator on duty to check chlorination equipment and verify chlorine feed-rate</li> </ul> | <p style="text-align: center;">PRODUCTION<br/>WATER QUALITY</p>                   |
| <p style="text-align: center;">REPORT PREPARATION<br/>&amp; SUBMISSION</p>   | <ul style="list-style-type: none"> <li>• Chlorine residual checking to other endpoints</li> <li>• Recording, encoding and submission of report.</li> </ul>   | <p style="text-align: center;">PRODUCTION WATER<br/>QUALITY</p>                   |

  
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 GENERAL MANAGER





**WATER QUALITY (BACTERIOLOGICAL)  
STANDARD OPERATING PROCEDURES (SOP)**

| FLOWCHART   | DETAILS  | RESPONSIBILITY  |
|---|--|---|
| <p style="text-align: center;">START</p>  |  |   |
| <p style="text-align: center;">PREPARATION</p>  | <ul style="list-style-type: none"> <li>Coordinate with laboratory for schedule water sample submission and get sampling bottles.</li> <li>Assigned fix sampling point.</li> </ul>  | <p style="text-align: center;">PRODUCTION WATER QUALITY</p> |
| <div style="border: 1px solid black; padding: 10px; background-color: #fff9c4;"> <p style="text-align: center;"><b>WATER SAMPLE COLLECTION</b><br/>(for bacteriological testing)</p> <p style="text-align: center;">FILL-UP SAMPLE DATA FORM</p> <p>Name of WD _____<br/>           Sample Site _____<br/>           Place _____<br/>           Source _____<br/>           Residual Chlorine _____<br/>           Date of Sampling _____<br/>           Time of Sampling _____<br/>           Sample Taken by _____</p> </div> | <ul style="list-style-type: none"> <li>Check chlorine feed-rate (1.0 PPM) at pump station.</li> <li>Conduct bi-monthly water sample collection to assigned endpoints and ensure residual of 0.3 PPM minimum.</li> </ul> <p style="text-align: center;"><b>PROCEDURE</b></p> <ol style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>The tap was opened and water was allowed to flow to 1-2 minutes at a medium flow rate.</li> <li>Using the sterilized bottle or autoclave bottle provided the testing laboratory; water samples were taken opening it.</li> <li>Small air space was left from the neck of the bottle to facilitate shaking at the time of inoculation.</li> <li>The bottle was covered using standard technique and labels the bottle</li> </ol> <ul style="list-style-type: none"> <li>Deliver water sample to laboratory.</li> </ul> | <p style="text-align: center;">PRODUCTION WATER QUALITY</p> |
| <p style="text-align: center;">GET RESULT FROM LABORATORY<br/>(Is Water Sample PNSDW Compliant?)</p> <p style="text-align: center;">NO</p> <p style="text-align: center;">YES</p>   | <ul style="list-style-type: none"> <li>Request and serve payment.</li> <li>Get laboratory bacteriological-test result.</li> </ul> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p style="text-align: center;">Record and conduct re-sampling for three (3) consecutive times on same site.</p> <ul style="list-style-type: none"> <li>✓ Conduct investigation and re-checking of failed site</li> <li>✓ Request for flushing as needed</li> </ul> </div>   | <p style="text-align: center;">PRODUCTION WATER QUALITY</p> |
| <p style="text-align: center;">FILING OF RECORD &amp; SUBMIT QUARTERLY REPORT TO LWUA</p>   | <ul style="list-style-type: none"> <li>Kept bacteriological-test records on file.</li> <li>Consolidate and summarize 3-months bacteriological test result and prepare for LWUA quarterly submission</li> </ul>   | <p style="text-align: center;">PRODUCTION WATER QUALITY</p> |





## WATER QUALITY (PHYSICAL-CHEMICAL & PESTICIDE) STANDARD OPERATING PROCEDURES (SOP)

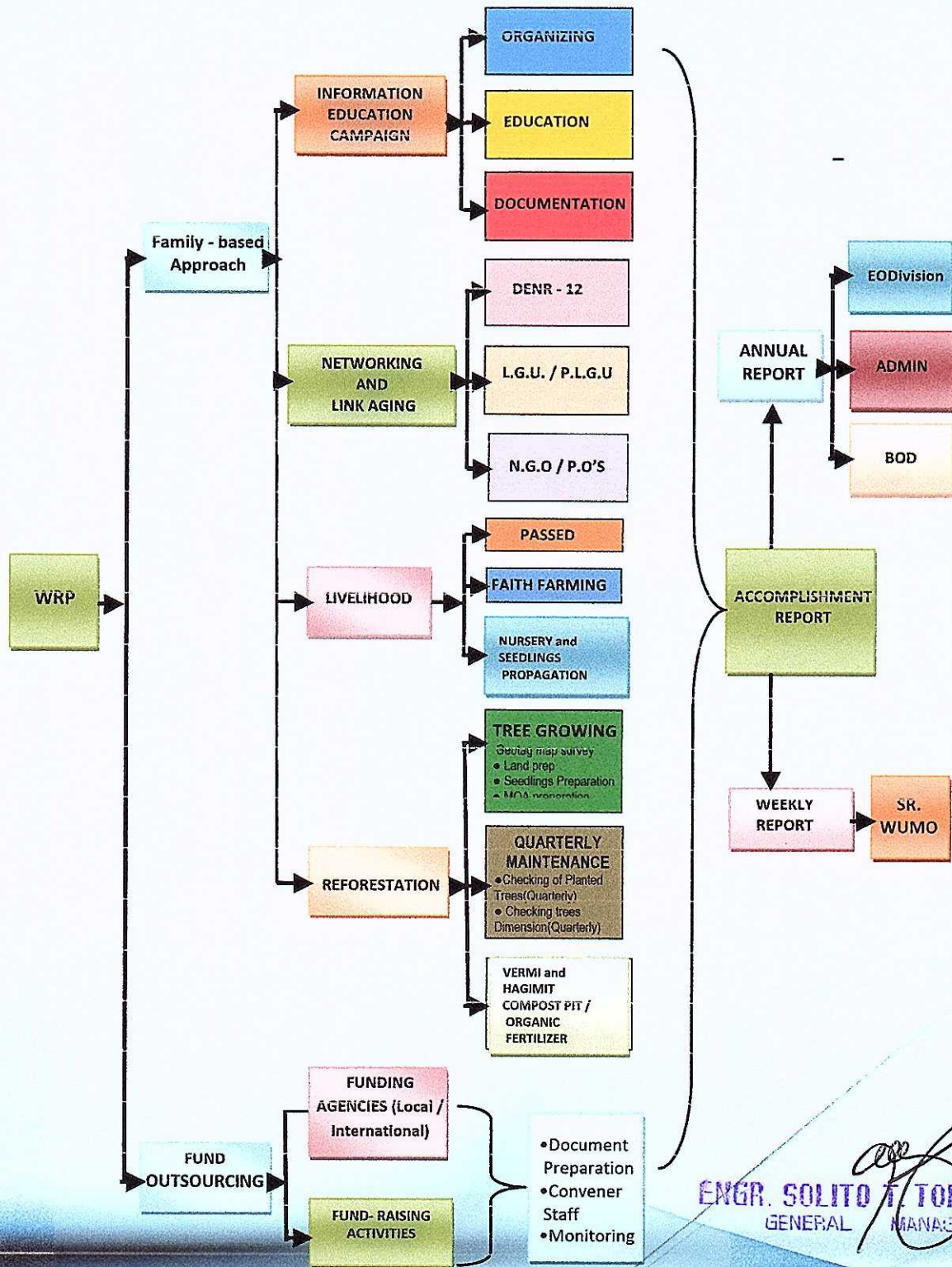
| FLOWCHART  | DETAILS   | RESPONSIBILITY                  |
|--|---|---------------------------------|
|  |   |                                 |
|  | <ul style="list-style-type: none"> <li>• Coordinate with laboratory for schedule water sample collection / submission (Davao City Water District for Phy-Chem: BPI-Davao for Pesticide)</li> <li>• Seek / Secure amber sampling containers. (one on each source).</li> <li>• Clean and disinfect containers and label.</li> </ul>   | <p>PRODUCTION WATER QUALITY</p> |
| <p style="text-align: center;"><b>WATER SAMPLE COLLECTION</b><br/>(for Phy-Chem &amp; Pesticide testing)</p> <p style="text-align: center;"><b>FILL-UP SAMPLE DATA FORM</b></p> <p>Name of WD _____<br/> Sample Site _____<br/> Place _____<br/> Source _____<br/> Date of Sampling _____<br/> Time of Sampling _____<br/> Sample Taken by _____</p> | <ul style="list-style-type: none"> <li>• Temporarily shut-Off chlorine supply at pump station (ensure no chlorine feed during water sample collection).</li> </ul> <p style="text-align: center;"><b>PROCEDURE</b></p> <ol style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>3. The tap was opened and water was allowed to flow to 1-2 minutes at a medium flow rate.</li> <li>4. Using the sterilized bottle or autoclave bottle provided the testing laboratory, water samples were taken opening it.</li> <li>5. Small air space was left from the neck of the bottle to facilitate shaking at the time of inoculation.</li> <li>6. The bottle was covered using standard technique and labels the bottle</li> </ol> <ul style="list-style-type: none"> <li>• Deliver water sample to laboratory.</li> </ul> | <p>PRODUCTION WATER QUALITY</p> |
| <p style="text-align: center;"><b>GET RESULT FROM LABORATORY</b><br/>(Is Water Sample PNSDW Compliant?)</p> <p style="text-align: center;">YES (Blue oval)      NO (Yellow oval)</p>   | <ul style="list-style-type: none"> <li>• Request and serve payment.</li> <li>• Get laboratory Physical -Chemical and Pesticide test result.</li> </ul>  | <p>PRODUCTION WATER QUALITY</p> |
| <p style="text-align: center;"><b>FILLING OF RECORD &amp; SUBMIT ANNUAL REPORT TO LWUA</b></p>   | <ul style="list-style-type: none"> <li>• Kept Physical-Chemical &amp; Pesticide test records on file.</li> <li>• Consolidate and prepare for LWUA annual submission</li> </ul>  | <p>PRODUCTION WATER QUALITY</p> |

**ENGR. SOLITO C. TORCUATOR**  
GENERAL MANAGER





## (WRP) FLOW CHART



**ENGR. SOLITO TORQUATOR**  
GENERAL MANAGER



# APPENDICES

  
ENGR. SOLITO T. TORQUATOR  
GENERAL MANAGER





**POLOMOLOK WATER DISTRICT**  
National Highway, Polomolok, South Cotabato

**CUSTOMER SATISFACTION SURVEY**  
CONFIDENTIAL WHEN ACCOMPLISHED

**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?

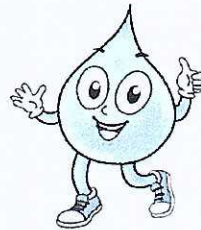
(*Sa anong serbisyo po kayo nasisiyahan?*)

\_\_\_\_\_

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 ang 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

  
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GENERAL MANAGER





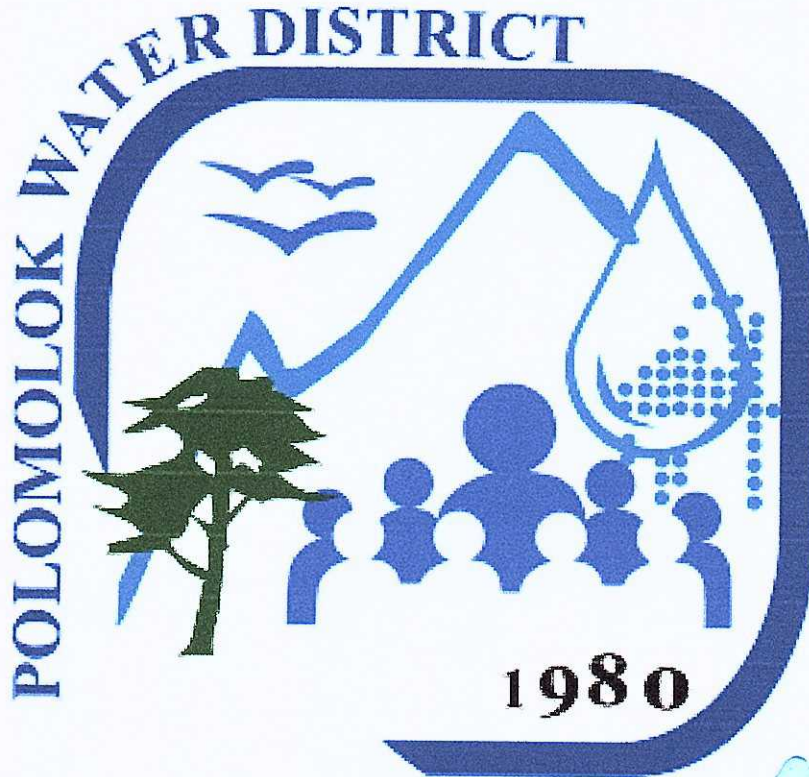






# **POLOMOLOK WATER DISTRICT**

National Highway, Poblacion, Polomolok, South Cotabato



## **UTILITY RULES and REGULATIONS**

  
ENGR. SOLITO T. TORCUATOR  
GENERAL MANAGER



## **Polomolok Water District (PoIWD) 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:

- P**rovide quality water 24/7 to our customers.
- R**ehabilitate, develop and protect our watershed.
- O**ptimize our available resources.
- A**dopt cost-efficient operation.
- C**ontinuously improve and expand our services.
- T**rain and develop highly competent, committed and motivated employees.
- I**nstitute programs on wastewater management.
- V**igorously pursue NRW reduction program.
- E**nsure excellent service that exceeds customer satisfaction.

### **Corporate Values**

- S**tewardship
- E**fficiency
- R**esponsibility
- V**ersatility
- I**ntegrity
- C**ommitment
- E**xcellence
- S**olidarity

  
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## 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.

  
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GENERAL MANAGER



## 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.

  
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**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:

  
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**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:**

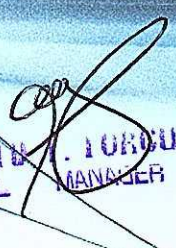
13.1 Payment of water bills and other service connection fees shall be made at the office of the District or through its authorized collecting banks (for current water bills) only.

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.

  
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GENERAL MANAGER



**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.

  
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**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;

  
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- d. Prevent, obstruct and interfere with the survey works, and construction of access road and water mains and distribution access road and water mains and distribution network and any related works of the District;
- e. Tap, make or cause to be made any connections with water lines without prior authority or consent from the District;
- f. Tamper, install or use tampered water meters, sticks, magnets reversing water meters, shortening of vane wheels and other devices to steal water or interfere with accurate registry or metering of water usage, or otherwise result in its diversion in a manner where water is stolen or wasted;
- g. Use or receive the direct benefit of water services with knowledge that the diversion, tampering, or illegal connection existed at the time of that use, or that the use of or receipt was otherwise without the authorization of the District;
- h. Steal or pilfer water meters, mainlines, pipes, related and ancillary facilities of the District;
- i. Steal water for profit or resale;
- j. Knowingly possess stolen or tampered water meters;
- k. Knowingly or willfully allow the occurrence of any of the above. (Section 8, R.A. 8041)

**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:



- a. When the violation committed is in conspiracy with at least another person, both of whom shall be considered as principals;
- b. When the offense is committed, or in connivance with a private plumber, officer, employee of the District, who shall also be considered as principals; or
- c. when the violation is coupled with the same from a source, which is illegal or unregistered, or
- d. unauthorized, or a source with a tampered water meter.(R.A. 8041 Section 10)

**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:

  
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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.

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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

  
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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:

| <u>TOTAL ACCOUNT</u>      | <u>DISCOUNT</u> |
|---------------------------|-----------------|
| Below P 5,000.00          | 15 %            |
| P 5,000.00 - P 10,000.00  | 20 %            |
| P10,001.00- P 20,000.00   | 22.50 %         |
| P 20,001.00 - P 30,000.00 | 25.0 %          |
| P 30,001.00 - P 40,000.00 | 27.50 %         |
| P 40,001.00 - P 50,000.00 | 30.0 %          |
| P 50,001.00 - P 70,000.00 | 35.0 %          |
| P 70,001.00 - P 90,000.00 | 40.0 %          |
| Above P 90,000.00         | 45.0 %          |

***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

  
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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

  
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GENERAL MANAGER



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

  
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- 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
- m. 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.) .

  
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|                            |      |                | Commodity Charge |            |            |            |
|----------------------------|------|----------------|------------------|------------|------------|------------|
| Classification             | Size | Minimum Charge | 11-20            | 21-30      | 31-40      | 41-up      |
| Residential/<br>Government | 1/2" | P 195.10       | P<br>23.40       | P<br>29.95 | P<br>36.55 | P<br>43.15 |
|                            | 3/4" | P 312.15       | P<br>23.40       | P<br>29.95 | P<br>36.55 | P<br>43.15 |
|                            | 1"   | P 624.30       | P<br>23.40       | P<br>29.95 | P<br>36.55 | P<br>43.15 |
| Commercial/<br>Industrial  | 1/2" | P 390.20       | P<br>46.80       | P<br>59.90 | P<br>73.10 | P<br>86.30 |
|                            | 3/4" | P 624.30       | P<br>46.80       | P<br>59.90 | P<br>73.10 | P<br>86.30 |
|                            | 1"   | P 1,248.60     | P<br>46.80       | P<br>59.90 | P<br>73.10 | P<br>86.30 |
| Commercial<br>A            | 1/2" | P 341.40       | P<br>40.95       | P<br>52.40 | P<br>63.95 | P<br>75.50 |
| Commercial<br>B            | 1/2" | P 292.65       | P<br>35.10       | P<br>44.90 | P<br>54.80 | P<br>64.70 |
| Commercial<br>C            | 1/2" | P 243.85       | P<br>29.25       | P<br>37.44 | P<br>45.60 | P<br>53.94 |

**Wholesale/Bulk = three (3) times the residential rates**

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**Section 42. Meter reading and billing schedules served by specified pump station**

| Pump Station | RDG. DATE | ZONE-BOOK        | LOCATION PER BOOK  |   |  |  |   |  |
|--------------|-----------|------------------|--|---|--|--|---|--|
|              |           |                  | 1  | 2   | 3  | 4  | 5   | 6  |
| 2            | 1         | 1 - 1,2,3, 4,5&6 | Brgy. Pagalungan, Prk. San Isidro, Balili Farm, Nat'l Highway, Gonzaga Comp., Prk. Masagana, Brgy. Lumakil | Zennia St., Tinio Subd., Prk., Malinawon, Miana Subd., Yungco Subd., Monares Farm, Ruta Vill., Melendres Farm, part Sitio Cebuano | Norcoc Subd., Balabat Comp., Prk. Malinawon, Yungco Subd., Adelfa Extension, Sitio Cebuano | Prk. Manatad, Balabat Compound   | PMCO Subd., Nat'l Highway, Lumakil, Plete Comp., Lacuata Comp., Ladaran Subd., Lapid Comp., Dulay Subd.                         | Bayan Subd., Ladaran Subd., Prk. Pag-asa, Bagtindon Subd., Prk. Masigla, Deseo Subd. |
|              | 2         | 2 - 1,2,3, 4,5&6 | Part of Bagtindon, National Highway, Prk. Masigla, Olano Subd  | Olano Subd., Summerlight, Prk. Fin, NHW Magsaysay, Namoc Subd., Prk. Masigla Magsaysay  | Leyson Subd., Prk. Masigla, Prk. Maligaya, Silway-8  | Cr. Magsaysay, Prk. Matulongin, Prk. Masaya, Magsaysay, Prk. Delambaca, Cr. Shrine | Falle Vill., Prk. Mabuhay, Prk. Masigla, Prk. Maligaya, Silway-8, Alvero Vill.  | Summerlight Vill., Prk. Fin  |
|              | 3         | 3 - 1,2,3, 4,5&6 | Upper Matin-ao, Tenajeros Subd.  | Prk. Pag-asa, Prk. Makisama, Matin-ao, Silway-8, Prk. Riverside   | Prk. Masigla, Prk. Mabuhay, S-8  | Prk. Maunlad, S-8. Prk. Luwalhati, Prk. Honeyville                                 | Prk. Maunlad, Silway-8  | Prk. 2 & Prk.3, Glamang, Moninio, Genona, Dakingking, Claver                         |
| 3            | 4         | 4 - 1,2,3, 4 & 5 | Dulay Subd., Miana Subd.   | Waling-waling St., Anastacio Subd., Deypalan St., Zennia St., Pioneer Ave.  | BFP, PNP, BJMP, Public Mkt., Dama De Noche St., LGU Pol.                                   | Bataluna Subd., Miana Subd., Serquiña Subd., Champaca St.                          | Zennia St., Champaca St., Morales Subd., Jester Subd., part of Prk. Manatad, Azucena St., part of Bataluna Subd., Meleguas St., | None   |
|              | 5         | 5 - 1,2,3, 4 & 5 | Azucena St., part of Meleguas St. & Cda de Amor St., Lerio St.   | Azucena St., Banaba St., Lerio St., Adelfa St., part of Meleguas St.  | Adelfa St., Pioneer Ave., Meleguas St., Banaba St., Zennia St.                             | Sampaguita St., Ma. Rosa Village   | Sampaguita St., part of Banaba St., Meleguas St. Dahlia St., Zennia St. and part of Cda De Amor St.                             |  |
|              | 6         | 6 - 1,2,3, 4 & 5 | Part of Meleguas St., Dahlia St., Banaba St., Ilang-ilang St., Rosal St.                                   | Sanchez Subd.   | Dahlia St., Tuazon Subd., part of Zennia St.   | Tuazon Subd., Balabat Comp., Dagoc Subd.   | Nat'l Highway, Miranda Comp., Vista Village, Dagoc Subd.  |  |
|              | 7         | 7-1&2            | Bliss Site, Citizen's Village, Lucena Subd., Balabat Comp.   | Part of Citizen Village, Part of Lucena Subd.   | Refer at Pump Station 4  |  |   |  |

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| Pump Station | RDG. DATE | ZONE-BOOK       | LOCATION PER BOOK                                   |   |   |   |  |   |
|--------------|-----------|-----------------|---|---|---|---|--|---|
|              |           |                 | 1   | 2   | 3   | 4   | 5  | 6   |
| 4            | 7         | 7-3,4,5 & 6     | Refer at Pump Station 3                             |   | Part of Citizen Village, Part of Lucena Subd., Rañada Subd.           | San Miguel  | Malabarbas, Part of San Miguel                 | Cagasan, Pandoy, Jamila, Ma. Rosa Vill., Prk. Dignadice   |
|              | 8         | 8-1,2,3, 4,5&6  | Jamila Subd., Fundar, Valencia Site, Barcatan Subd. | Bustos Farm, San Miguel, San Agustin, Prk. Hechanova, Demafeliz, Bernales, Dimamay                | San Gabriel Homes   | Part of San Gabriel Homes, part of Bernales Subd.   | PMCO, Prk. Hechanova, Laurea Subd., La Theresa | San Gabriel Homes, Prk. Hechanova, Crisville, Hiyas Subd. |
|              | 9         | 9-1,2,3, 4,5&6  | Javier Subd., Alojado Subd.                         | DOCCI Village, Munez Subd., Hechanova Kalayaan  | Kaunlaran Subd.   | Ligtas, part of Kaunlaran Subd., and Prk. Sunrise   | Mahusay Subd., Carriaga Subd., Tupas Subd.     | Cagasan, Jamila, Valencia Subd., Alojado Subd.            |
|              | 10        | 10-1,2,3, 4 & 5 | Polotana Subd., Pinetown, Valencia Site             | Polotana Subd.  | Ligtas Subd.  | Cannery Housing, Ligtas Subd.   | Felisilda Subd.                                | None  |
|              | 11        | 11-1,2,3, 4 & 5 | Mahintana Subd., Felisilda Subd., Bayron Farm       | Purok Maabtik, Esposado Subd.   | Azuncion Subd.  | Azuncion Subd.  | Public Mkt., Orendain Subd.                    | None  |
|              | 12        | 12-1,2,3, 4,5&6 | 1 <sup>st</sup> & 3 <sup>rd</sup> Road, Sta. Cruz   | 2 <sup>nd</sup> , 3 <sup>rd</sup> , 4 <sup>th</sup> Road, part of 5 <sup>th</sup> Road, Sta. Cruz | 4 <sup>th</sup> , 5 <sup>th</sup> , & 6 <sup>th</sup> Road, Sta. Cruz | part of 6 <sup>th</sup> Road, Salada Subd.  | Pagliaum, Upper Klinan, Aquino Gate            | People's Village, Dimaclid                                |
| 7            | 13        | 13-1,2,3, 4 & 5 | Fernandez Subd.                                     | Lantana Subd., Esposado   | Octavio Subd.   | Octavio Subd.   | Octavio Subd., Londres Subd.                   | Londres Subd., Prk. 4 & 6, Polo                           |
|              | 14        | 14-1            | Brgy. Polo  | None  | Prk. Pag-asa, Tuyac Subd., Prk. Malinawon                             | None  | Upper Klinan                                   |   |
| 6            | 14        | 14-2&3          | Brgy. Polo  | Brgy. Polo  | None  | <i>Note: Brgy. Polo served by Pump Stn. 6 except Prk. Pag-asa &amp; Prk. Malinawon which is served by Pump Stn. 7</i> |  |   |
|              | 15        | 15-1            | Prk. 4, Polo, Upper Klinan                          | None  |   |   |  |   |
| 1            | 14        | 14-4,5&6        | None  |   |   | Brgy. Sulit   | Brgy. Sulit                                    | None  |

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GENERAL MANAGER



**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 PolWD 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.

  
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GENERAL MANAGER



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

  
ENGR. SOLITO T. TOPCUATUR  
GENERAL MANAGER





REPUBLIC OF THE PHILIPPINES  
**POLOMOLOK WATER DISTRICT**

National Highway, Polomolok, South Cotabato  
Tel. Nos. (083) 500-9261 ; 500-9314 ; 500-9430  
Telefax No. (083) 500-8008  
Email Address : pol\_wd@yahoo.com.ph

**EXCERPT FROM THE MINUTES OF THE BOARD OF DIRECTORS' 3<sup>rd</sup> REGULAR MEETING  
Held at PWD Board Room on February 12, 2015**

*Present:*

Engr. Andresito J. Degilla  
Engr. Alex C. Macabacayao  
Dr. Maribel D. Acuesta  
Erlinda H. Desullan  
Ismael G. Verallo, Sr.

*Sitting-in with the Board:*

Engr. Solito T. Torcuator  
Engr. Cecil D. Mirasol  
Noli M. Fin

Chairman  
(Presiding)  
Vice-Chairman  
Secretary  
Member

General Manager  
Div. Manager, Commercial  
SWUHO

**RESOLUTION NO. 15-03**

**RESOLUTION APPROVING THE AMENDED UTILITY RULES AND REGULATIONS (URR)**

WHEREAS, pursuant to Section 6, Republic Act No. 9485, Anti-Red Tape Act of 2007, the Polomolok Water District (PoWd), being a Government Owned and Controlled Corporation (GOCC), shall set up service standards as the Citizen's Charter in the form of information billboards which should be posted at the main entrance of office or at the most conspicuous place, and in the form of published materials written either in English, Filipino or in the local dialect;

WHEREAS, a published material of its rules and regulations governing the application of service connection, its maintenance, billing, water rates, miscellaneous service fees, fines, penalties and other charges shall be established in consonance to the above national policy;

WHEREAS, the Utility Rules and Regulations (URR) is considered one of the published materials of PoWd Citizen's Charter that set up service standards defining the transparent obligation of both PoWd and its consumers pursuant to national policies and its approved Board Resolutions;

WHEREAS, this URR is a general guidelines of PoWd in the attainment of its vision and mission to promote efficiency in the delivery of services to its consumers;

WHEREFORE, premises considered, the Board upon unanimous decision:

RESOLVED AS IT IS HEREBY RESOLVED, to approve the amended Utility Rules and Regulations (URR) for incorporation in the Operations Manual to effect March 1, 2015.

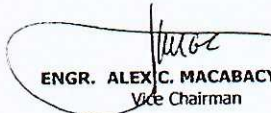
RESOLVED FURTHER, to authorize the General Manager, Engr. Solito T. Torcuator to sign the Operations Manual.

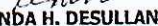
Unanimously approved.

  
**JANICE M. BALAJADIA**  
Board Recording Secretary

**APPROVED:**

  
**ENGR. ANDRESITO J. DEGILLA**  
Chairman

  
**ENGR. ALEX C. MACABACAYAO**  
Vice Chairman

  
**ERLINDA H. DESULLAN**  
Member

  
**DR. MARIBEL D. ACUESTA**  
Secretary

  
**ISMAEL G. VERALLO, SR.**  
Member



EVERY DROP COUNTS!

  
**ENGR. SOLITO T. TORCUATOR**  
GENERAL MANAGER



# Polomolok Water District Service Area Coverage

**Water Treatment Plant 1**



|          |      |
|----------|------|
| Station  | 1000 |
| Capacity | 1000 |
| Location | 1000 |
| Operator | 1000 |
| Notes    | 1000 |

**Water Treatment Plant 2**



|          |      |
|----------|------|
| Station  | 1000 |
| Capacity | 1000 |
| Location | 1000 |
| Operator | 1000 |
| Notes    | 1000 |

**Water Treatment Plant 3**

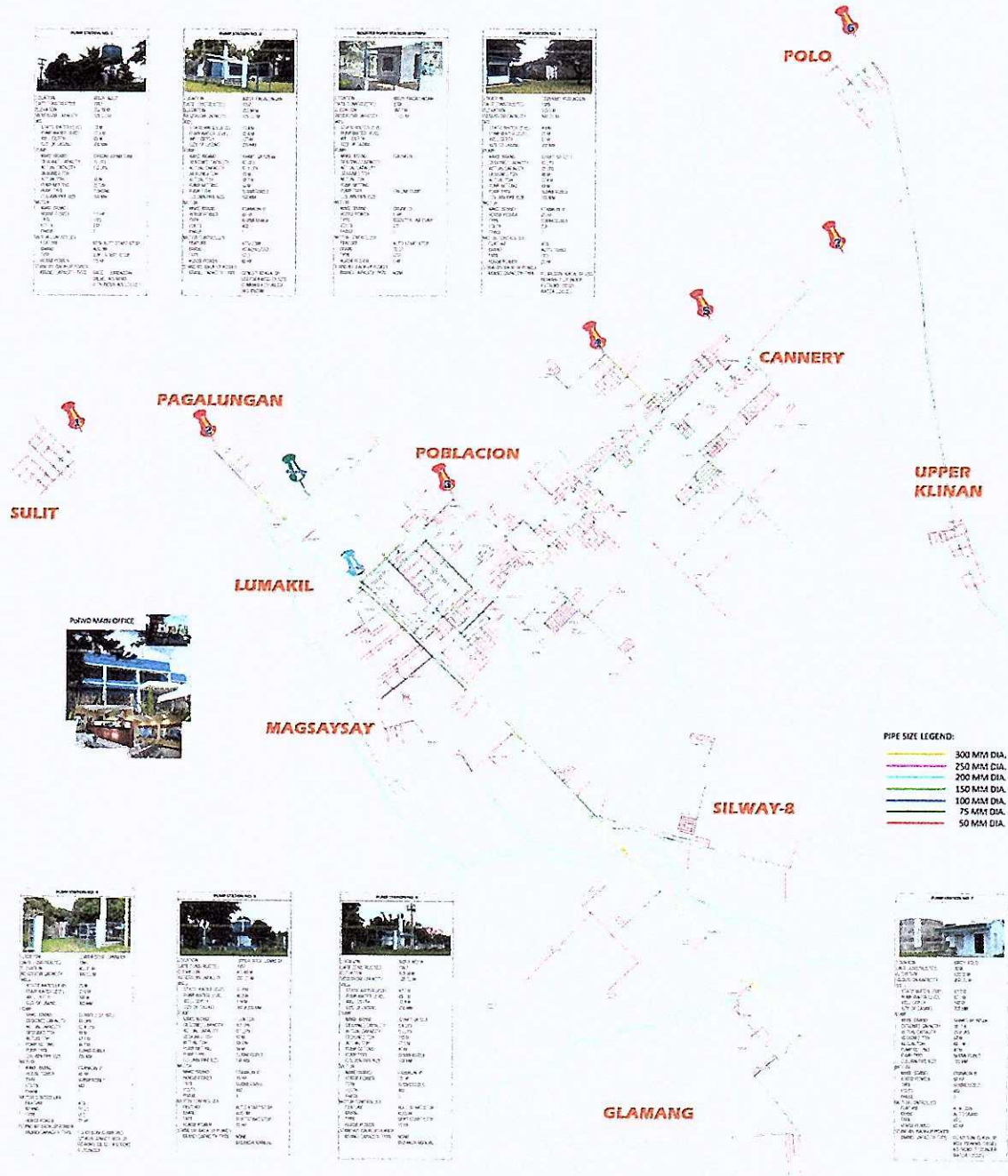


|          |      |
|----------|------|
| Station  | 1000 |
| Capacity | 1000 |
| Location | 1000 |
| Operator | 1000 |
| Notes    | 1000 |

**Water Treatment Plant 4**



|          |      |
|----------|------|
| Station  | 1000 |
| Capacity | 1000 |
| Location | 1000 |
| Operator | 1000 |
| Notes    | 1000 |



**Water Treatment Plant 5**



|          |      |
|----------|------|
| Station  | 1000 |
| Capacity | 1000 |
| Location | 1000 |
| Operator | 1000 |
| Notes    | 1000 |

**Water Treatment Plant 6**



|          |      |
|----------|------|
| Station  | 1000 |
| Capacity | 1000 |
| Location | 1000 |
| Operator | 1000 |
| Notes    | 1000 |

**Water Treatment Plant 7**



|          |      |
|----------|------|
| Station  | 1000 |
| Capacity | 1000 |
| Location | 1000 |
| Operator | 1000 |
| Notes    | 1000 |

**Water Treatment Plant 8**



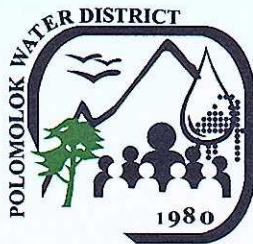
|          |      |
|----------|------|
| Station  | 1000 |
| Capacity | 1000 |
| Location | 1000 |
| Operator | 1000 |
| Notes    | 1000 |

ENGR SOLITE L. TORQUATOR  
GENERAL MANAGER









**Polomolok Water District**  
National Highway, Polomolok, South Cotabato

**ENGR. SOLITO T. TORQUATOR**  
GENERAL MANAGER

