I. OPERATION

A. PIPELINE & REHABILITATION PROJECTS

1. PIPELINE EXPANSION

2. REHABILITATION

B. WATER QUALITY

Compliance with PNSDW, LWUA & DOH of not less t 0.30ppm Chlorine Residual

C. WATER RATE

- Residential/Government
- 2. Commercial/Industrial
- 2.1 Commercial A
- 2.2 Commercial B2.3 Commercial C

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| | s than | | | | | | | |
|---|--|---|---|-------------------------|--|---|------|------|
| Minimum Charge P195.10 P390.20 P341.40 P292.65 P243.85 | Average daily Chlorine Residual of 0.56ppm at sampling points | | National Highway to Crossing Bagatila, Brgy. Polo, Polonabol Road to PS5, Upper Matin-ao, Silway-8; Upper Esposado, Material Recovery Facility (MRF) Upper Matin-ao; Morales Subd., PMCO Jamila Subdivision, Purok Kalayaan, Anastacio Subdivision with a total of 5.393 kms. | Actual cost : Php 5.33M | Miravilla Homes with a total pipeline length of 12.828 kms | Javier Subdivision, Purok San Agustin, Delambaca, Abrea Village 1, Unified Village, Dole Gawad; Purok Mapayapa, Brgy. Pagalungan; Purok | 2016 | |
| Minimum Charge P195.10 P390.20 P341.40 P292.65 P243.85 | Chlorine residual of at least 0.30 ppm attained at all sampling points | with a total of 8.028 kms. Actual cost : Php 2.8M | Brgy. Magsaysay - Summerlight Subd. , Leyson , Bayan Subd. ; Brgy. Poblacion - Tuazon Subd, Tinio Subd, Upper Yungco Subd, Norcos Subd, Manatad Subd, Norcos Subd, Upper San Isidro, Public market (Meat Section) & Polomolok Central Elementary School; San Agustin Subd., Miranda Subd, Brgy. Silway 8 - Silway 8 Central Elem School, Silway 8, amolong & Slaughter House; Brgy. Cannery Site- Octavio Subd. | Actual cost : Php 3.7M | with a Total Pipeline length of 5.988 kms | Brgy. Magsaysay - Hilltop Subd, Ladaran Subd.; Brgy. Poblacion- Lower Purok manatad; Brgy. Sulit - Cordova Subd, Crossing Sulit; Brgy. Pagalungan - Glenda & Obtial Subd., Pagalungan Hospital, Masagana 2; Brgy. Silway 8 - Makisama A, Upper matin-ao; Brgy. Polo - Purok 4 | 2017 | YEAR |
| Minimum Charge P195.10 P390.20 P341.40 P292.65 P243.85 | Average daily Chlorine Residual of 0.64ppm at sampling points | with a total of 1.392 kms. Actual cost: Php 1.08 M | Brgy. Poblacion - Banaba St., Sitio Cebuano, Brgy. Cannery Site- Asuncion Subd. to Fernandez Subd. And Brgy. Pagalungan- Monares to Resurrection & Jovero to Monares. | Actual Cost : Php 4.54M | with a Total Pipeline length of 7.209 kms | Brgy. Magsaysay-Zone 4, Brgy. Poblacion-Arbilon Village, Purok San Agustin, Brgy. Cannery Site-Abrea Villagev& Golden Rose Subd., Brgy. Polo- Puroks 4 & 6 and Brgy. Sulit - Completion of pipeline extension at Cordova Subd. & Crossing Sulit and Huelar Subd. | 2018 | |

D. BARANGAYS SERVED

Five (5) Barangays partially served:

E. NUMBER OF ACTIVE SERVICE CONNECTIONS (ending December)

F. BILLING & COLLECTION (in pesos)

G. PRODUCTION & CONSUMPTION (in cu.m.)

H. NON-REVENUE WATER (NRW)

| 26.20% | Average Daily Consumption: 10,266 Avera | Consumption: 3,747,095 cu. m. with an increase of 427,308 cu. m. | Production: 5,077,587 cu. m. with an increase of 620,429 cu. m. | Collection: P 102,197,716.06 with an increase of 12,319,883.95 | Billing: P 101,886,649.97 with an increase Billing of P 13,008,046.77 | 16,358 with an increase of 1,177 Addit | 5. | 4. Silway 7 1 4. | 3. Klinan-6 12 3. | Glamang 241 2. | Lumakil 32 1. | 6. Opper Klinan 151 8. Four (4) Barangays partially served: Five | Polo 371 7. | ly 8 1,546 6. | 5. Cannery 3,988 5. | 4. Magsaysay 1,606 4. | 3. Poblacion 7,855 3. | Pagalungan 146 2. | Eight (8) Barangays fully served: Eight 1. Sulit 409 1. | 2016 | |
|--|---|--|---|---|---|---|---------------------------------|------------------|-------------------|-----------------------|---------------|--|-------------|-------------------|---------------------|-----------------------|-----------------------|-------------------|--|------|------|
| NRW of 27.39% or 1,451,713 cu.m.; Total Production=5,300,808 cu.m.; Total Billed = 3,849,095cu.m. | Average Daily Consumption: 10,486 | Consumption: 3,838,337 cu. m. with an increase of 91,242 cu. m. | Production: 5,300,805 cu. m. with an increase of 223,218 cu. m. | Collection: P 105,603,629.17 with an increase of P 3,405,913.11 | Billing: P 105,137,931.15 with an increase of P 3,251,281.18 | Additional of 1,500 new household connections installed or 17,946 number of households served against 31,764 number of households within the coverage area | 5. Palkan 256 | 4. Silway-7 3 | 3. Klinan-6 24 | DQ | Lumakil 69 | Opper Klinan 192 (5) Barangays partially served: | | Silway 8 1,926 | Cannery 4,461 | Magsaysay 1,445 | Poblacion 8,266 | Pagalungan | Eight (8) Barangays fully served: 1. Sulit 443 | 2017 | YEAR |
| NRW of 26.60% or 1,521,422 cu.m.; Total Production=5,720,350 cu.m.; Total Billed = 4,198,928 cu.m. | 0 | Consumption: 4,220,207 cu. m. with an increase of 381,870 cu. m. | Production: 5,760,961 cu. m. with an increase of 460,156 cu. m. | Collection: P 115,968,259.30 with an increase of P10,364,630.13 | Billing: P 116,534,416.86 with an increase of P 11, 396,485.71 | Additional of 1,446 new household connections installed or 19,026 number of households served against 31,764 number of households within the coverage area | 3. Klinan-6 40 4. Silway-7 2 | 2. Glamang 310 | 1. Lumakil 62 | ngays partially serve | | 8. Upper Klinan 251 | 7. Polo 430 | 6. Silway 8 1,742 | | 4. Magsaysay 1,821 | 00 | lungan | Ten (10) Barangays fully served: | 2018 | |

II. FINANCIAL VIABILITY & SUSTAINABILITY

- A. COLLECTION RATIO
- **B. OPERATING RATIO**
- C. NET INCOME RATIO
- D. CURRENT RATIO
- *E. COLLECTION EFFICIENCY
- *F. POSITIVE NET BALANCE IN THE AVERAGE NET INCOME FOR TWELVE (12) MONTHS
- *G. BUDGET UTILIZATION RATE

III. HUMAN RESOURCE

A. STAFF PRODUCTIVITY INDEX (SPI)

IV. ENVIRONMENT

- A. TOTAL AREA PLANTED
- **B. TOTAL NUMBER OF TREES GROWN**

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| 11.8 hectares (added to existing 66.32 hectares covered) 7,096 out of 7,425 planted or 95% | 195:1 (with 84 regular employees) 184:1 (including 5 Job Order employees) | | 1.82:1 | 26% | 87% 74% | 2016 | |
|---|---|---|--------|-------|----------------|------|------|
| 17.5 hectares (added to existing 78.12 hectares covered) 10,448 out of 11,000 planted or 95% | 206:1 (with 86 regular employees) 197:1 (including 4 Job Order employees) | 98% P2,076,558.07 average monthly net income or P24,918,696.79 annual net income 85.69% | 3.32:1 | 23% | 88% 73% | 2017 | YEAR |
| 16.8 hectares (added to existing 95.62 hectares covered) 10,142 out of 10,500 planted or 96.59% | 224:1 (with 85 regular employees) 200:1 (including 10 Job Order employees) | 97% P2,430,405.59 average monthly net income or P29,164,867.02 annual net income | 2.73:1 | 24.5% | 89.6% 75.5% | 2018 | |

V. GENDER AND DEVELOPMENT (GAD)/ CORPORATE SOCIAL RESPONSIBILITY (CSR) ACTIVITIES

VI. OTHER OPERATIONAL HIGHLIGHTS

| | VEAR | |
|--|---|--|
| 2016 | 2017 | 2018 |
| Adopt-A-School Program to Lamcuah | Adopt-A-School Program to Bato | Adopt-A-School Program to Lamcaliaf Elem. |
| Elementary School @ Brgy. Landan | Elementary School @ Brgy. Maligo | School |
| Patubig sa Eskwela Program (PEP) to public | Patubig sa Eskwela Program (PEP) to public | Patubig sa Eskwela Program (PEP) to public |
| school w/in the service area | school w/in the service area | school w/in the service area |
| > 18th PEP to Upper Klinan National High school | >19th PEP to Brgy. Palkan Elementary School | >20 th PEP to Brgy. Sulit Elementary School |
| Completion of Well Drilling @ Brgy. Pagalungan | | |
| | Completion of the construction of 300 cu.m. Reservoir, installation of electromechanical equipment, treatment facility, Pump House and interconnection of transmission & distribution lines @ Brgv. Pagalungan | Turn-over and rehabilitation of Barangay Lamcaliaf Water System |
| ISO - aligned (ISO 9001:2015) with Cofirmation Letter from TIV Rheinland Philippines Inc. dated | Construction of Silway & Pine Sunnort Structure along | ISO 9001: 2015 Certified by TUVSUD |
| January 13, 2017; Scope of QMS: Production and Distribution of Water | National Highway, Silway 8 Bridge | CSC Bronze Awardee in PRIME-HRM on Four (4) HR Systems |
| Development of In-house Rilling and Collection | Turn-over and rehabilitation of Barangay Palkan Water System | Customer Satisfaction Survey of 95.33% |
| System (BACS) | THE COLUMN TWO IS NOT | |
| Opening of sub-collection office @ Gaisano Grand- | - Construction of storage area at P.2 2 | Facilitated Php 110M Water Supply Improvement Project loan availment with LWUA. |
| Polomolok | Certificate of Compliance for Freedom of Information (FOI) | |
| Formation of NRW, ISO, Water Septage and Solar Energy Committees | Launching of live radio program as part of improving | |
| | customer service | |
| Upgrading of Procurement, Inventory and Budgeting Surface (BIB) | | |
| budgeting system (FIB) | PRIME-HRM in Four (4) HR Systems namely: | |
| Installation of complete Human Resource Information System (HRIS) | a.) Strategic Performance Management System b.) Rewards and Recognition | |
| | | |
| Updating of Anti-Red Tape Act (ARTA) | | |
| T a | Certificate of Compliance for Anti-Red Tape Act (ARTA) | |
| | Launching of AGAS PATROL program | |
| d.) Learning & Development Renovation of Multi-Purpose Hall with fire exit | | |
| Renovation of Multi-Purpose Hall with fire exit Improvement of Storeroom Building | | |
| | | |