



8.016 KILOMETERS  
THE LONGEST BARBECUE  
BAYAMBANG, PANGASINAN,  
PHILIPPINES  
April 04, 2018



The Tallest  
Bamboo Sculpture  
(Supported) 50.23M  
April 05, 2019  
St. Vincent Ferrer Prayer  
Brgy. Rani, Bayambang  
Pangasinan, Philippines



**PHILIPPINE  
WATER WORKS  
ASSOCIATION**



# OPERATIONS MANUAL 2020



Republic of the Philippines  
**BAYAMBANG WATER DISTRICT**

Rizal Ave, Zone II corner Juan Luna, Bayambang, Pangasinan  
A Government Owned & Controlled Corporation

Under Supervision by the  
**LOCAL WATER UTILITIES  
ADMINISTRATION**



## Table of Contents

<b>INTRODUCTION</b>	<b>3</b>
Water District Profile	4
Table 1: Water Rates	5
Mission	5
Vision	5
Core Values	5
Service Pledge	6
The Board of Directors	7
Table 2: Board of Directors	7
Management and Staff	7
Service Area	8
Service Connections	9
Served Barangays	9
Water Supply and Process Description	10
Water Supply Source	10
Table 3: Deep Wells and Bulk Water as of 2019	10
Table 4: Reservoirs	16
Transmission Facilities	19
Organizational Structure	22
<b>DUTIES AND RESPONSIBILITIES</b>	<b>23</b>
Board of Directors	23
General Manager	23
Administrative and General Services Division	24
Finance and Commercial Division	25
Operations and Technical Services Division	25
<b>OPERATING PROCEDURES</b>	<b>26</b>
I. Commercial Services	26
A. New Water Service Connection Application	28
B. Reconnection of Disconnected Lines	28
C. Transfer/Relocation of Water Meter	29
D. Request for Voluntary Disconnection	30
E. Change Meter	31
F. Other Service Requests	32

1. Re-reading of Water Meter .....	32
2. Senior Citizen Discount .....	33
3. Change Name.....	34
G. Complaints.....	35
1. Low Pressure/No Water .....	35
2. High Consumption/Water Bill .....	36
II. Billing and Collection Workflow .....	37
A. Meter Reading Procedure .....	38
B. Billing Procedure.....	39
C. Payment of Water Bill .....	40
D. Disconnection of Water Service .....	41
III. Operation and Maintenance Workflow.....	42
A. New Water Service Connection .....	42
B. Leak Repair of Service Line .....	43
C. Flushing .....	44
D. Production.....	45
IV. Administrative and Finance Workflow.....	46
A. Receipts and collection Process .....	46
B. Disbursement Process .....	47
C. Procurement Process .....	48
1. Office Supplies.....	48
2. Service Connection Materials/Fittings.....	48
D. Receipts of Deliveries of Inventory.....	49
E. Issuance of Office Supplies .....	49
F. Issuance of Service Connection Materials .....	50

## INTRODUCTION

The Bayambang Water District is a Government-Owned and Controlled Corporation (GOCC) created under Presidential Decree (PD) 198, otherwise known as the “Provincial Water Utilities Act of 1973”. The Operation of the District must meet specific standards for water quality and operations as well as to apply best management practices.

The Operations Manual of Bayambang Water District (BayWaD) contains general information about the District, its underlying functions, mandates, operating procedures and organization.

The purpose of this manual is to provide its readers information about the District’s responsibilities and structure. Moreover, this manual have been prepared to ensure that the operation of the District is conducted in a transparent, responsible and accountable manner and with the utmost degree of professionalism and effectiveness to meet the challenges and developments affecting all aspects of its entire operation. The manual is divided into several parts, as follows:

- **General Information** - This section contains the company profile, such as the brief history of BayWaD, mandates and functions, its mission and vision, core values, pumping stations and areas of operation.
- **Organization and Responsibilities** – Also included in the manual is the organizational structure as of year 2019, as well as the duties and responsibilities of every division.
- **Operating Procedures** - Contains the step-by-step procedures and work instructions of BayWaD. Activity flow charts are used to illustrate the different processes involved in daily operations.



## WATER DISTRICT PROFILE



The Bayambang Water District (BayWaD) is a government-owned and controlled corporation established by virtue of Presidential Decree 198 also known as the Provincial Water Utilities Act of 1973. P.D. 198 mandates the creation of independent, economically viable water systems known as local water districts under the direction and supervision of the Local Water Utilities Administration (LWUA). PD 198 contains the provisions of the “The Local Water District Law” as well as “The Local Water Utilities Administration Law”.

The water system initially operated as a private utility formerly known as the Bayambang Waterworks and Sewerage System. After 16 years of existence, the BWSS was dissolved to form a water district in compliance with PD 198. On March 8, 1980, the legislative body of the Municipality of Bayambang, the Sangguniang Bayan (SB) (Appendix A), filed resolution no. 10 forming the Bayambang Water District (BayWaD).

Upon review that all requirements have been complied with, LWUA subsequently issued BayWaD’s Conditional Certificate of Conformance (CCC) No. 119 (Appendix B) on June 30, 1980. The Certificate of Conformance or CCC is an attestation of a water district’s legal existence. BayWaD is categorized by LWUA under category C/Average issued on 16<sup>th</sup> day of March 2012 (Appendix C).

In 2020, the Bayambang Water District is still thriving and is determined to achieve its goals and objectives. It has also been a success for the BayWaD to accomplish new projects for the

year 2019 which include the distribution and expansion of its water service connection to various barangays.

Inspired by its mission statement: “To provide a continuing, adequate and potable water affordable enough to ensure the economic viability capable of servicing our valued concessionaires”, the Bayambang Water District has sixty (60) employees and is currently serving 63 barangays. It has a total length of pipelines approximately 192,332 meters long. It has gained 9,306 active service connections as of December 2019 and now has ten (10) pumping stations, four (4) reservoirs and three (3) bulk water sources.

The District presently charges its consumer for water used as follows:  
(Rates indicated below has been in effect since July 2005 as per Resolution No. 016 s. 2005 – Appendix D)

**TABLE 1: WATER RATES**

Classification	Commodity Charges				
	0-10 cu.m.	11-20 cu.m.	21-30 cu.m.	31-40 cu.m.	41+ cu.m.
<b>Residential</b>	199.90	+21.65	+23.75	+26.25	+29.60
<b>Commercial A</b>	348.25	+37.85	+41.55	+45.90	+51.80
<b>Commercial B</b>	298.50	+32.45	+35.60	+39.35	+44.40
<b>Commercial C</b>	248.75	+27.05	+29.65	+32.80	+37.00
<b>Commercial/ Industrial</b>	398.00	+43.30	+47.50	+52.50	+59.20
<b>Bulk/ Wholesale</b>	597.00	+64.95	+71.25	+78.75	+88.80

## **MISSION**

To provide a continuing, adequate and potable water affordable enough to ensure the economic viability of servicing our valued concessionaires.

## **VISION**

To serve one hundred percent (100%) population of the municipality with continuous, sufficient, affordable and potable quality water for all Bayambangueños.

## **CORE VALUES**

### **TAPAT**

We will serve the public with genuine respect and truthfulness.

### **MAGALANG**

We will serve the public with genuine courtesy and politeness in every way possible.

### **MAAASAHAN**

We will serve and perform with highest level of competence that is worthy of the public's trust.

## SERVICE PLEDGE

We, the officials and employees of the Bayambang Water District, do hereby reaffirm our commitment to:

**PROVIDE** you safe, potable, adequate, affordable and high quality water for twenty-four hours a day, seven days a week;

**LISTEN** to your complaints and requests relative to water service professionally and courteously;

**RESPOND** to you promptly and take necessary actions to improve our services;

**SERVE** you as soon as you enter the premises of the District from;

- Mondays – Fridays ----- 8:00 am to 5:00 pm

**ASSURE** you that you will be served by our authorized hardworking and dedicated personnel with utmost integrity.

## THE BOARD OF DIRECTORS

The policy making responsibilities are vested in the five-member Board of Directors, duly appointed by the Local Chief Executive or the Mayor. As mandated by PD 198, the Board should have representations from five sectors namely: Professional, Education, Civic, Business and Women's sector.

The term of office of the BOD: two members for a maximum term of two years; two members for four years and one for six years. The table below shows the BOD's composition and term of office.

**TABLE 2: BOARD OF DIRECTORS**

BOARD OF DIRECTORS	POSITION	TERM	SECTOR
<b>Dr. Francisco B. Zaragoza</b>	Chairman	2017-2020	Education
<b>Mr. Marlon T. Nonato</b>	Vice-Chairman	2019-2024	Civic
<b>Dr. Nicolas O. Miguel</b>	Secretary	2019-2022	Business
<b>Mrs. Annie P. Fernandez</b>	Member	2019-2024	Women
<b>Mr. Bernardo Jimenez</b>	Member	2019-2022	Professional

The Board conducts its regular meeting twice a month and can call special meetings as deemed necessary. They receive per diem for every meeting actually attended and performance based incentives as other benefits.

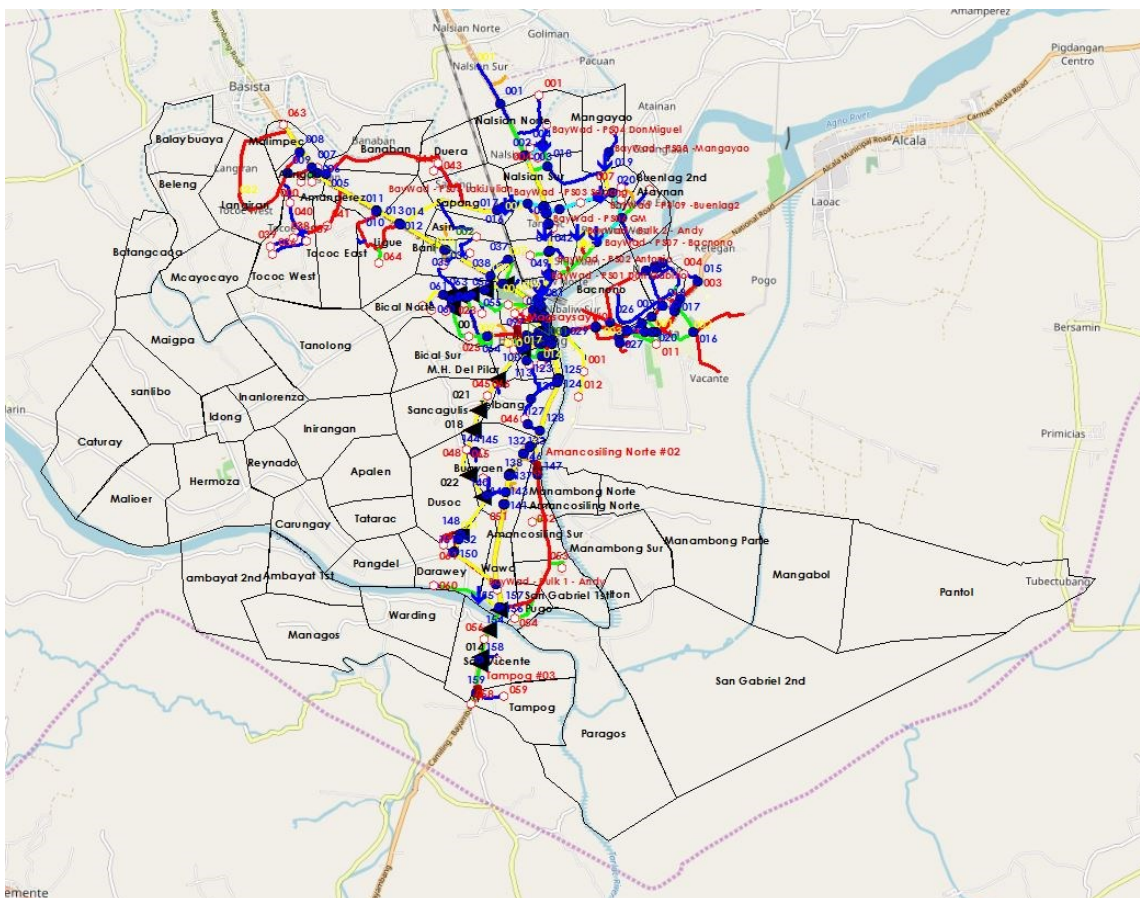
## MANAGEMENT AND STAFF

The BayWaD's policies and regulations are being implemented by the General Manager who also is in charge of the day to day operations of the water district. BayWaD has 60 employees, 44 of which are regular, 14 casuals, and 2 are job orders. The BayWaD's organization is divided into:

Administrative & General Services	11 personnel
Operations & Maintenance	33 personnel
Finance and Commercial	14 personnel



## SERVICE AREA



The Municipality of Bayambang is a 1st class municipality in the province of Pangasinan, Philippines. Bayambang is bounded on the north by Malasiqui, on the south by Camiling, on the east by Bautista, and on the west by Urbiztondo. Bayambang is the southern-most town of the province of Pangasinan. It is the gateway to Tarlac Province in the south.

The town's topography or terrain varies from rolling lands and hills to generally flat plains. Its climate is marked by the wet season from June to October, and dry season from November to May. It has a population of 126,087 people and covers land area of 16, 800 hectares. <sup>[1]</sup>

These land area consist of 12,225 hectares total Agricultural Area, Residential Area of 278 hectares, Commercial and Industrial Area with 25.3 hectares and the remaining hectares subdivided to Institutional, forest reserve & wild parks and open spaces. <sup>[2]</sup>

Bayambang is politically subdivided into 77 barangays, 11 of which are urban barangays and 66 are rural barangays. Based on the municipality's demographic profile, the Bayambang

<sup>1</sup> [PALAFOX: Draft Zoning Ordinance of Municipality of Bayambang \(2018-2027\)](#)

<sup>2</sup> [https://en.wikipedia.org/wiki/Bayambang,\\_Pangasinan](https://en.wikipedia.org/wiki/Bayambang,_Pangasinan)

experienced a 2.33% annual growth rate, or an additional population of 8,882 persons from the year 2015.

Out of the total 77 barangays in the Municipality of Bayambang, BayWaD serves 47 barangays. The BayWaD serves also 10 barangays of adjoining municipality of Bautista and one barangay in Malasiqui. As of December 2018, Bayambang has a total population of 126,087 while the service area population is 76,913. The present population served is only about 35% of the over-all population of Bayambang.

## SERVICE CONNECTIONS

There are about 12,360 active service connections as of December 2019. Consumers are classified either as residential or commercial. Residential and institutional connections comprise 95% or 11,657 service connections and the remaining 5% are classified as commercial/industrial consumers. Existing pipelines are approximately 192,332 meters long including those in the Malasiqui, Basista, and Bautista area.

## SERVED BARANGAYS

<b>BAYAMBANG</b>		<b>BAUTISTA</b>
Alinggan	Malimpec	Cacandungan
Amamperez	Mangayao	Cabuaan
Amancosiling	Nalsian Norte	Baluyot
Norte	Nalsian Sur	Nibaliw Sur
Amancosiling Sur	Poblacion Sur	Nibaliw Norte
Asin	Pugo	Ketegan
Ataynan	San Gabriel 1st	Nandacan
Bacnono	San Vicente	Poblacion East
Banaban	Sancagulis	Poblacion West
Bani	Sapang	Sinabaan
Bical Norte	Tamaro	
Bical Sur	Tambac	<b>MALASIQUI</b>
Bongato East	Tampog	Nalsian Sur
Bongato West	Tanolong	
Buayaen	Telbang	<b>BASISTA</b>
Buenlag 1st	Tococ East	Malimpec
Buenlag 2nd	Tococ West	Osmeña Sr.
Cadre Site	Wawa	
Daraway	Zone I	
Duera	Zone II	
Dusoc	Zone III	
Langiran	Zone IV	
Ligue	Zone V	
M.H. Del Pilar	Zone VI	
Macayocayo	Zone VII	
Magsaysay		

## WATER SUPPLY AND PROCESS DESCRIPTION

The Bayambang Water District relies mainly from groundwater through Deep Wells and Bulk Water as its main water source to supply the domestic water needs of the Municipality. At present, the District has ten (10) Pumping Stations being maintained and operated by duly designated and qualified Water Resources Facilities Operators (WRFO) on an eight (8) hour shifting schedule basis for a 24/7 operation and three (3) Bulk Water Sources maintained and operated by A.M. Gatbonton Drilling Corporation. It has one (1) new ground reservoir located at Sapang, Bayambang and three (3) elevated stainless steel tank.

Consumers in elevated areas are being served with the use of Booster Pumps to provide adequate water pressure and flow rate to every consumer.

## WATER SUPPLY SOURCE

The present water supply source comes from nine deep wells and two bulk water, with a total capacity of 117 LPS.

**TABLE 3: DEEP WELLS AND BULK WATER AS OF DECEMBER 2019**

PUMPING STATION	ADDRESS	DRILLING METHOD/ DEPTH	PUMP CAPACITY (LPS)
BAYWAD - PS 01	ZONE V	Percussion/80M	10
BAYWAD - PS 02	TAMBAC	Percussion/100m	7
BAYWAD - PS 03	SAPANG	Percussion/80m	7
BAYWAD - PS 04	NALSIAN NORTE	Rotary/100m	4
BAYWAD - PS 05	BUELDET TAMARO	Rotary/80m	3
BAYWAD - PS 06	TAMARO	Percussion/102 m	17
BAYWAD - PS 07	BACNONO	Percussion/76 m	7
BAYWAD - PS 08	MANGAYAO	Rotary/80m	11
BAYWAD - PS 09	BUENLAG 2ND	Rotary/101m	6
BAYWAD - PS 10	BUENLAG 2ND Phase II	Rotary/102m	10
		<b>LPS BAYWAD</b>	<b>82</b>
BAYWAD - BULK 01	DARAWAY	Surface Water 30 M	7
BAYWAD - BULK 02	BACNONO	Percussion 67 M	8
BAYWAD - BULK 03	BONGATO EAST	Rotary 120M	21
		<b>LPS BULK WATER</b>	<b>35</b>
		<b>TOTAL LPS</b>	<b>117</b>



## BayWaD PUMPING STATIONS



**PS 01 ZONE V**



**PS 02 TAMBAC**



**PS 03 SAPANG**



**PS 04 NALSIA NORTE**





**PS 05 TAMARO BUELDET**



**PS 06 TAMARO**





**PS 07 BACNONO**



**PS 08 MANGAYAO**





#### TABLE 4: RESERVOIRS

There are three existing elevated steel tank/reservoirs and a newly constructed ground water reservoir at barangay Sapang. The location and capacities of the four (4) reservoirs are presented in the table below

Source No.	Source	Capacity m <sup>3</sup>	Longitude	Latitude
1	Reservoir #1 - Magsaysay	350	120°27'04.45"	15°48'35.96"
2	Reservoir #2 Amancosiling Sur	100	120°27'18.45"	15°47'11.09"
3	Reservoir #3 - Tampog	75	120°26'41.47"	15°44'50.31"
4	Reservoir #4 - Sapang - ( New Ground Water Reservoir )	1000	120°26'51.18"	15°50'0.13"

#### MAGSAYSAY ELEVATED STEEL TANK



## AMANCOSILING SUR ELEVATED STEEL TANK



## TAMPOG ELEVATED STEEL TANK





## SAPANG GROUND RESERVOIR



## TRANSMISSION FACILITIES

During early years, transmission lines with various sizes of pipelines ranging from 2" to 10" diameter were made of cast iron and asbestos pipes and were later abandoned and replaced by PVC and Steel Pipes. GI Pipes, uPVC Pipes and HDPE Pipes are installed and presently used by the District. These are laid along the outer edge of the Rizal Avenue, Roxas Street, M.H. Del Pilar, Burgos, Poblacion Sur, Juan Luna Street. Likewise, transmission lines from all Deep Wells and Bulk Water Sources are interconnected to the distribution lines along the National and Provincial Roads.

Today existing pipelines are approximately 192,332 meters long including those in the Malasiqui and Bautista service area.







**BOOSTER  
BANI POCDOL**



**BOOSTER  
MAGSAYSAY**







# BAYAMBANG WATER DISTRICT

BAYAMBANG, PANGASINAN

BARANGAY  
**BayWad**  
TEAM NG BAYAN  
CHAMPIONS

## ORGANIZATIONAL STRUCTURE

### BOARD OF DIRECTORS



**DR. FRANK B. ZARAGOZA**  
Chairman



**MARLON T. NONATO**  
Vice Chairman



**DR. NICOLAS O. MIGUEL**  
Secretary



**ANNIE P. FERNANDEZ**  
Member



**BERNARDO C. JIMENEZ**  
Member



**FRANCIS J. FERNANDEZ**  
General Manager

### ADMINISTRATIVE & GENERAL SERVICES DIVISION

#### HUMAN RESOURCE & GENERAL SERVICES SECTION



**LOVELY S. DAYRIT**  
Administrative Services Officer II



**RANA VERA B. MARLANG**  
Staff Officer



**JONNA J. SERAFICA**  
Administrative Services Officer II



**CLINT ENGEL M. CASTILLO**  
Staff Officer



**YEN F. MORALES**  
Administrative Services Officer II



**JHON WALTER C. SUSON**  
Staff Officer

#### PROPERTY & SUPPLIES MANAGEMENT SECTION



**VICENTE JOSE J. JUSTO**  
Property Officer II



**LEOPOLDO B. GABRIEL JR.**  
Staff Officer



**RICARDO R. BUENAVENTURA**  
Administrative Services Officer II



**CRISANTO J. CABALONA**  
Staff Officer



**VINCENT JOSE MARIE B. JUSTO**  
Administrative Services Officer II

### FINANCE AND COMMERCIAL SERVICES DIVISION

#### ACCOUNTING



**RALFIE F. RAPILLO**  
Staff Officer



**JOCELIE F. CALAUINAN**  
Staff Officer



**DONNABEL G. JUNIO**  
Administrative Services Officer II



**CATHERINE C. PAA**  
Staff Officer



**MAY ANN C. MARCADEJAS**  
Administrative Services Officer II

#### BILLING SECTION



**SHEENA KAYE M. HAO**  
Administrative Services Officer II



**JULIE ANN T. ROLDAN**  
Administrative Services Officer II



**KAYLA B. RAMOS**  
Administrative Services Officer II



**SHIELLA MHAY L. FAVI**  
Administrative Services Officer II



**JOCELYN G. MEDRANO**  
Administrative Services Officer II

#### CASH MANAGEMENT SECTION



**ROSEMARIE P. ROLDAN**  
Staff Officer



**ARIANE GIANELLI O. ORDUÑA**  
Staff Officer



**CHARLENE M. SERRANO**  
Administrative Services Officer II



**JOCELYN G. MEDRANO**  
Administrative Services Officer II

### OPERATION AND TECHNICAL SERVICES DIVISION

#### MAINTENANCE DIVISION

#### REPAIR AND MAINTENANCE SECTION



**FLORENTINO L. FERRER**  
Staff Officer



**BALTAZAR L. FERRER**  
Staff Officer



**ALLEN M. JUNIO**  
Staff Officer



**URBANO Z. ROMERO JR.**  
Staff Officer



**DANILO G. JUNIO**  
Staff Officer



**FLORO L. PANZUELO**  
Staff Officer



**REYNALDO D. DAQUIGAN**  
Staff Officer



**ALVIN R. JUNIO**  
Staff Officer



**PATRICK B. BAUTISTA**  
Staff Officer



**JUVENAL R. MENDOZA**  
Staff Officer



**CHRISTIAN A. ESLABRA**  
Staff Officer



**FRANZ S. FERRER**  
Staff Officer



**JOSEPH J. LOGAN**  
Staff Officer



**BERNARDO P. CAYABYAB JR.**  
Staff Officer



**JUNELLE A. BATO**  
Staff Officer



**SILVESTER L. PADIN**  
Staff Officer



**MARK KEVIN B. JUNIO**  
Staff Officer



**ISMAEL D. JUNIO**  
Staff Officer

#### PRODUCTION/WATER RESOURCES SECTION



**ARDEL B. PAA**  
Staff Officer



**FELIX S. MARTINEZ JR.**  
Staff Officer



**JULIUS A. CAYABYAB**  
Staff Officer



**ASTERIO C. JUNIO**  
Staff Officer



**ROMULO D. FERRER JR.**  
Staff Officer



**ROY JOSEPH D. BUENAVENTURA**  
Staff Officer



**ACE L. MARTINEZ**  
Staff Officer



**MICHAEL B. JUNIO**  
Staff Officer



**JUAN D. PAGOLINGAN**  
Staff Officer



**ARMANDO B. SALES**  
Staff Officer



**JAKE MAYCON**  
Staff Officer



**MORI P. BONDOC**  
Staff Officer



**CARLOS P. BUENAVENTURA JR.**  
Staff Officer



**RICKY R. BUENAVENTURA**  
Staff Officer



**NANDING A. LOPEZ**  
Staff Officer



**JAYMER V. CAYABYAB**  
Staff Officer



## **DUTIES AND RESPONSIBILITIES**

### **BOARD OF DIRECTORS**

The Primary Functions Board of Directors is to be a policy-making body that ensures the availability of adequate financial resources and approves annual budget.

All Board members are held to the following expectations.

- Support the District's vision, mission, goals, policies, and programs
- Attend all regular and special meetings;
- Monitor and check financial statements;
- Support the majority decision;
- Counsel and support the General Manager;
- Provide expertise on regulatory, ethical, or public service policy issues

It is also the responsibility of the Board to approve short and long term plans, ratify all contracts, agreements, and other similar partnerships/activities entered by the management with other individuals/institutions, monitor programs and activities for appropriateness and conformity with vision/mission, ensure financial solvency, preserve utility independence, enhance public image, determine major concerns the District has to address, and perform a self-assessment on the Board's performance.

### **GENERAL MANAGER**

Under policy direction of the Board of Directors, the General Manager serves as the chief executive of the District. The General Manager determines and executes administrative policies through subordinate managers and is responsible for operations and staffing of the District as prescribed by the Board. The General Manager oversees the planning and design of facilities, the construction, operation, and maintenance of facilities, and the administration of the business affairs of the District. The General Manager supervises all District employees through subordinate managers, manages the employer/employee relations of the District and works closely with Legal/Audit advisors.

Duties being performed by the General Manager are the following:

- Plans, organizes, executes, and administers District operations, either directly or through subordinate management and supervisory staff, coordinates and evaluates the work of the District in accordance with applicable laws, rules and regulations, and adopts policies and objectives of the Board of Directors;
- Oversees Board agenda for every meeting. Attends all Board meetings, prepares reports and makes recommendations to the Board on the overall operation of the District, including submission of an annual budget.
- Plans and determines the course and direction of the District, coordinates the preparation of long term planning within general policy established by the Board.
- Designates, assigns duties and responsibilities of water district employees, and recommends to the Board of Directors modifications, deletions, and additions of such duties and responsibilities through BOD Resolution;

- Ensures the administration, engineering, maintenance and operation of the District, and for the construction, operation and maintenance of District facilities.
- Monitors and provides oversight of all District operations to ensure consistency with established objectives and policies.
- Oversees the preparation of the annual capital improvement and operating budgets for the District; authorizes, directly or through staff, expenditures and purchases; provides information regarding the financial condition needs to the Board of Directors.
- Represents the Water District in negotiations of contracts and agreements upon the authority of the Board for and on its behalf.
- Ensures that all District activities are planned and executed in the most cost-effective and efficient manner possible.
- Oversees the administration, construction, use and maintenance of the District infrastructure, facilities, and equipment.
- Manages and controls the recruitment, selection, and placement of water district personnel, with full power and authority to hire/ appoint/ terminate all personnel save those of Division Managers and above positions who needs confirmation of the Board of Directors.
- Directs the preparation of and prepares a variety of correspondences, reports, policies, procedures, and other written materials.
- Ensures all critical District activities can be sustained during and after serious emergency occurrences.
- Establish and maintain cooperative working relationships with all such groups including representation of the District's interest with all news media.
- Monitors changes in laws, regulations, and technology that may affect District operations and implements policy and procedural changes as required.

#### **ADMINISTRATIVE AND GENERAL SERVICES DIVISION**

- **Human Resource & General Services Section** is responsible for general service and recruitment and retention of highly qualified employees for the District. They are in charge of the implementation of special project programs and assists in the procurement process. This section also coordinates efforts of legal counsel and public relations, establishes office performance standards, and prepares comprehensive management reports.
- **Property & Supplies Management Section** oversees internal control of Inventory and Property, Plant, and Equipment (PPE) management as well as procurement process. This section is responsible for various aspects of acquiring goods and services for the District including planning, acquisition, procurement, custodianship, issuance, utilization, and disposal of supplies. Property & Supplies Management Section is liable for the incoming, current, and outgoing supplies and materials. They keep track of the amount of stock in storage and the release of any materials and equipment required by the District. Personnel of this section also examines the goods to ensure no loss or damage and in case of obsolete stock, they arrange for its disposal. Their other responsibilities include preparation of purchase orders, coordinating the process of purchasing and distribution, comparing purchase orders with invoices to ensure accuracy, keeping records regarding supplies, and assisting in the procurement of goods.

## FINANCE AND COMMERCIAL DIVISION

- **Accounting & Billing Section** is responsible for the preparation of annual budget, periodic financial reports, and other reports that may be required by the management. This section enforces utility rules and regulations as to billings, delinquencies and adjustments. They handle financial transactions and preparations of financial and operational deposits of the district, ensure accurate meter reading, and generate periodic billing of accounts. Accounting & Billing Section also receives and process service applications, facilitates billing and collections, maintains customer records, and attends to customer's request and complaints
- **Cash Management & Collection Section** handles financial transactions in the District and collections of payments of customers. They ensure the collection efficiency of the water district.

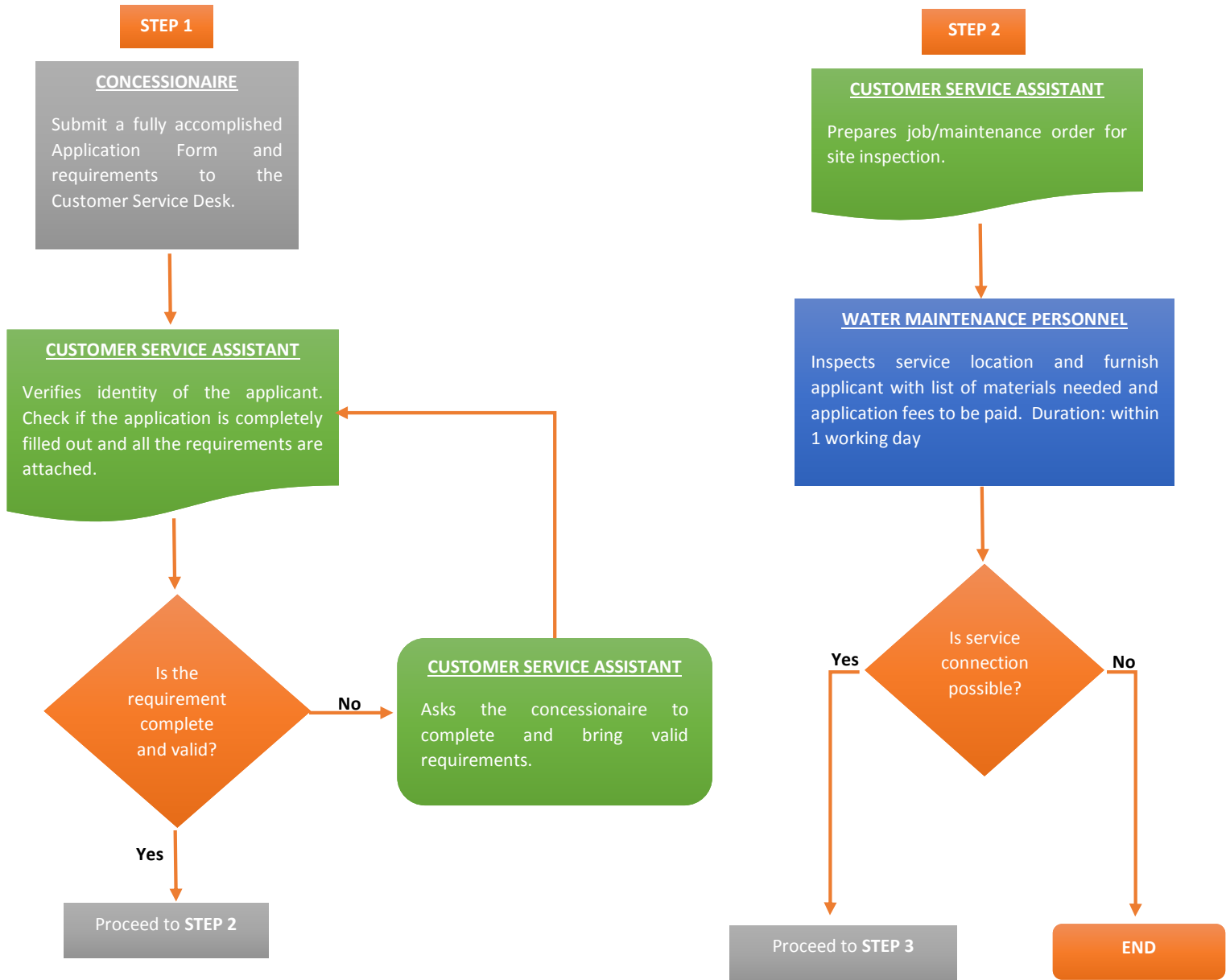
## OPERATIONS AND TECHNICAL SERVICES DIVISION

- **Production Section** operates and maintains water production facilities. Section personnel determines water production requirements and ensures the steady supply of water to the service area. This section is responsible for the monitoring of water system pressure and water quality in accordance with the standards set by Philippine National Standards for Drinking Water of 2017 by conducting the disinfection of water supply, calibration of chlorine test instrument, and water quality testing and monitoring. They also in charge of monitoring and maintenance of pumping equipment, power equipment, water storage tanks, pump house, ground and surrounding equipment, and other related production facilities.
- **Maintenance Section** performs mainline improvement, maintenance of the District's water system, and installation of new service connections. They attend to the repairs and maintenance of water distribution lines and perform major and minor plumbing services. This section is also in charge of water meter maintenance and disconnection and reconnection of service lines.

## OPERATING PROCEDURES

### I. COMMERCIAL SERVICES

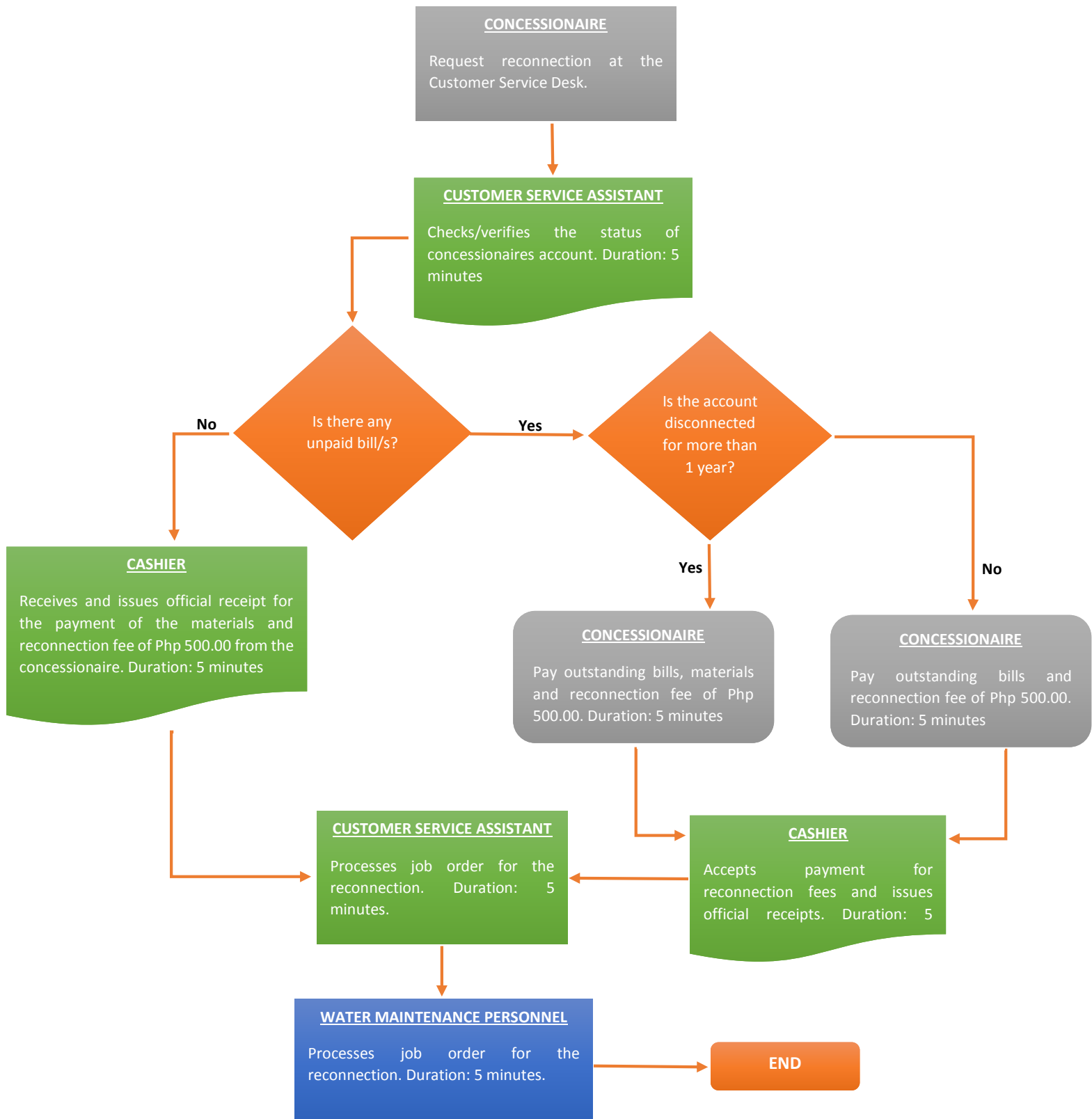
#### A. NEW WATER SERVICE CONNECTION APPLICATION



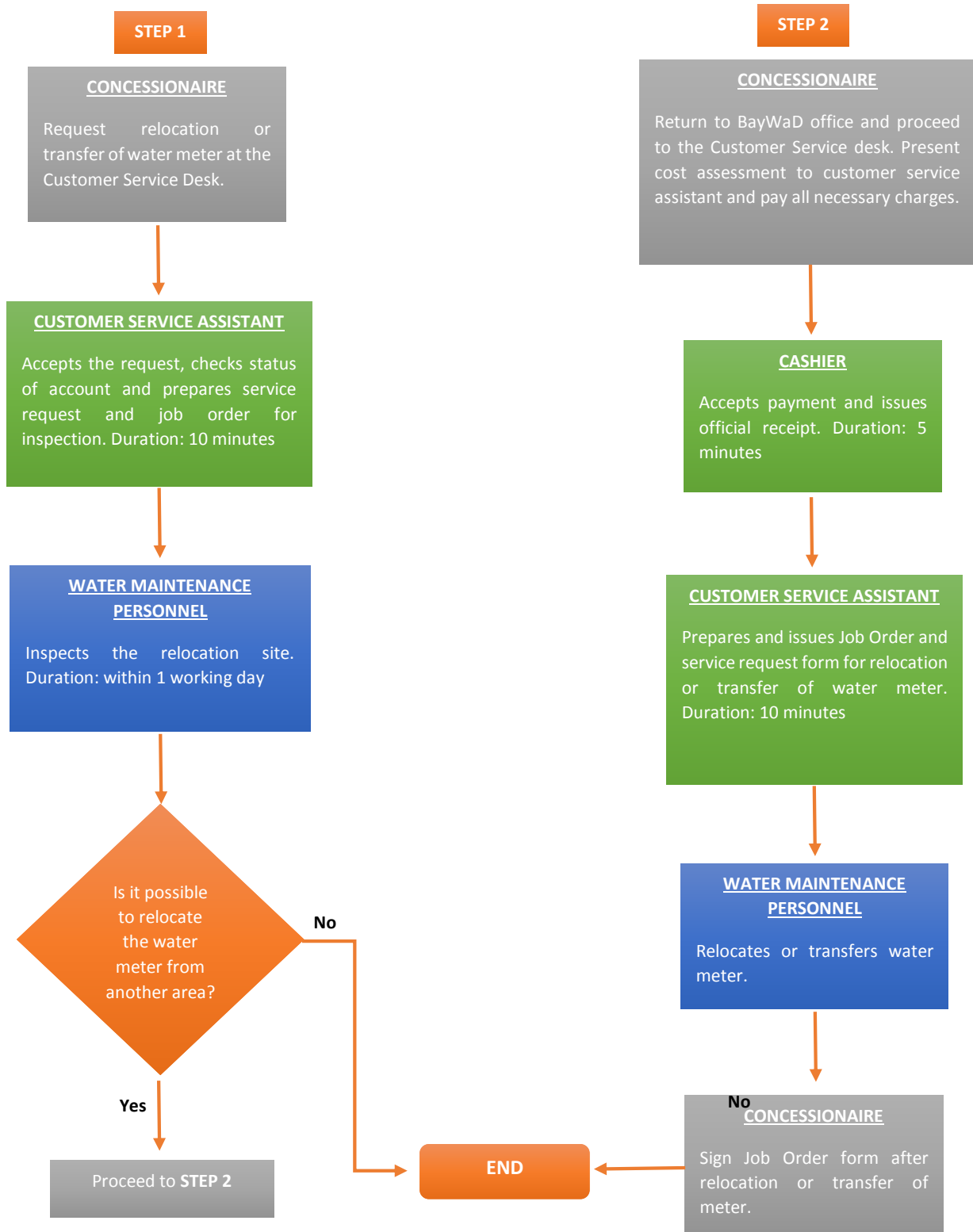




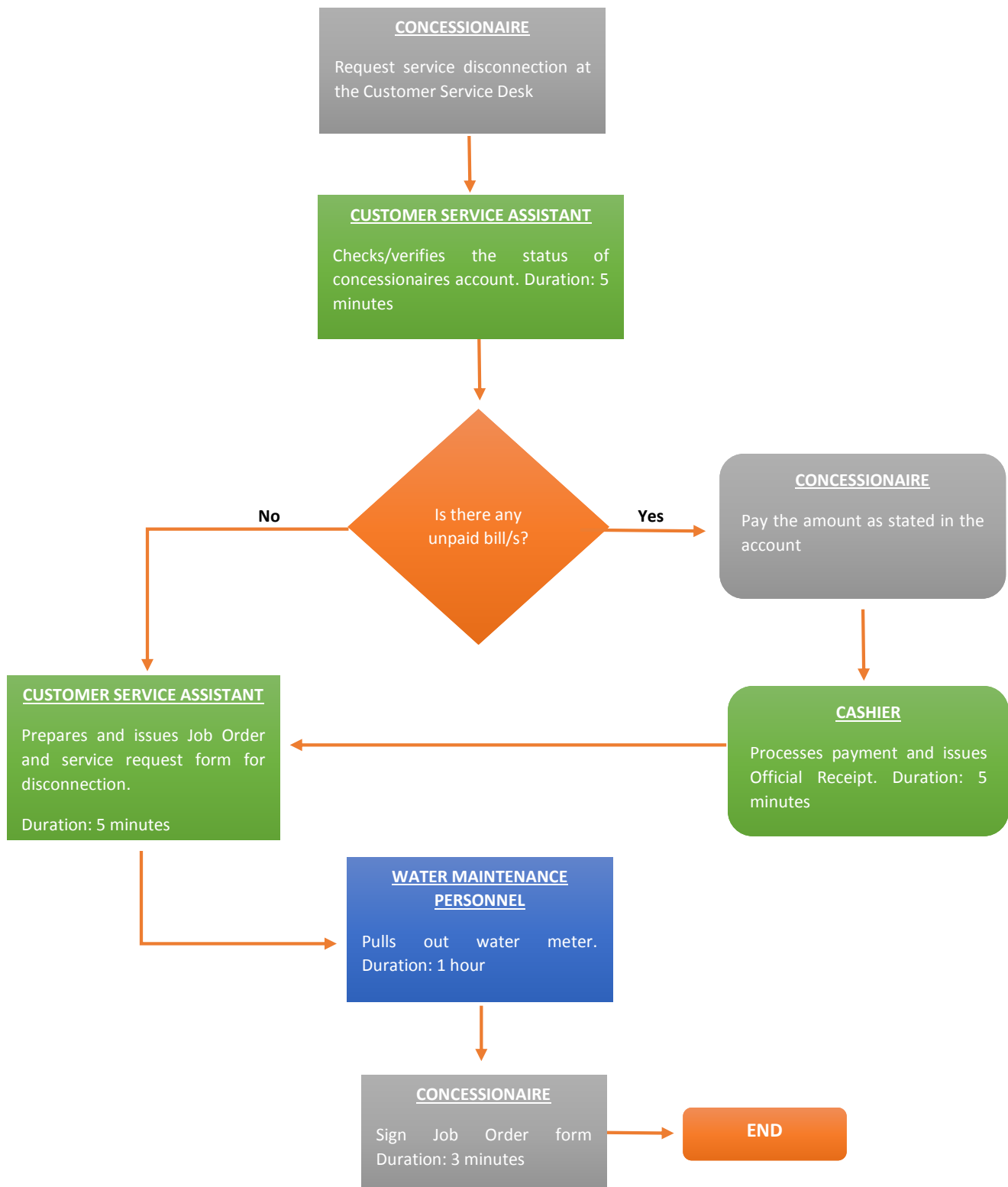
## B. RECONNECTION OF DISCONNECTED LINES



### C. TRANSFER/RELOCATION OF WATER METER

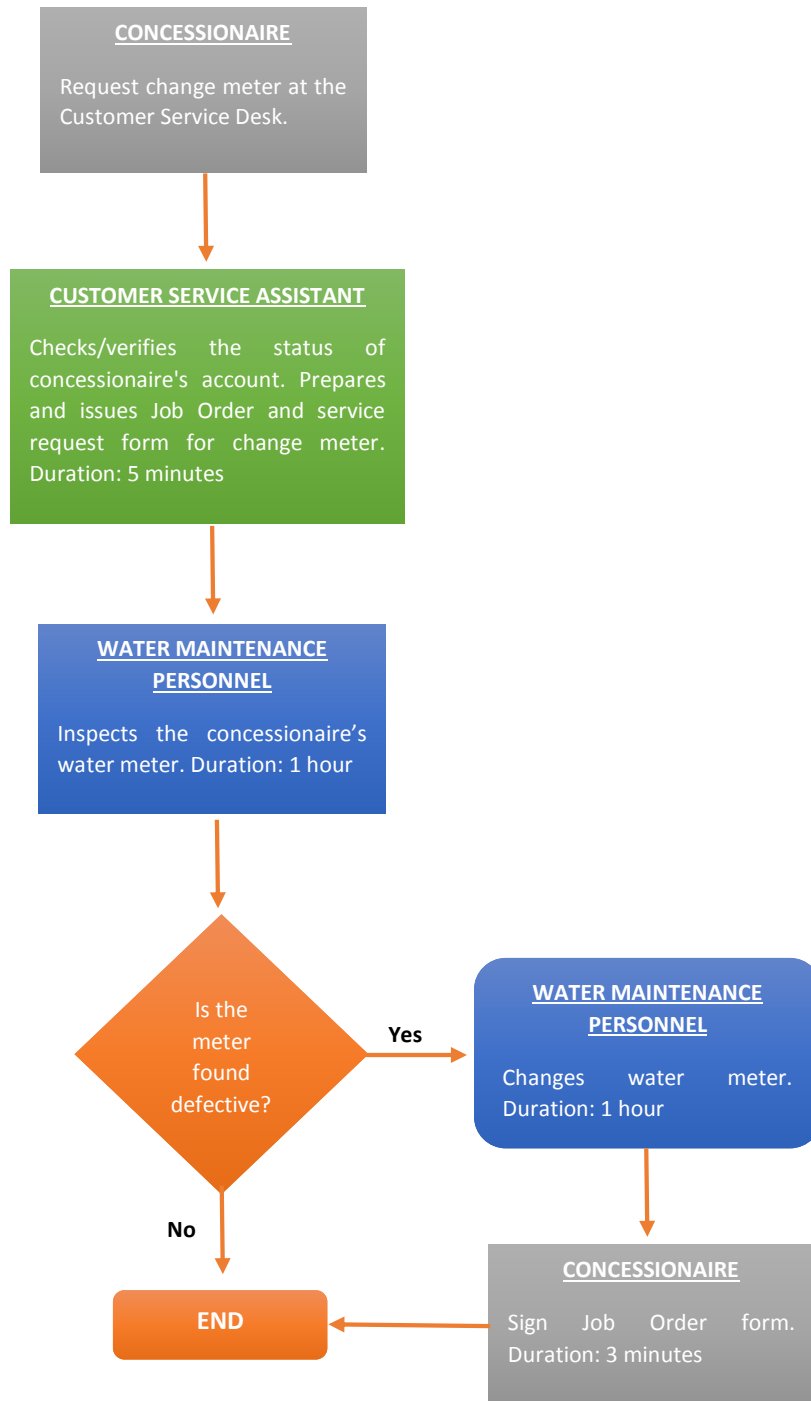


#### D. REQUEST FOR VOLUNTARY DISCONNECTION

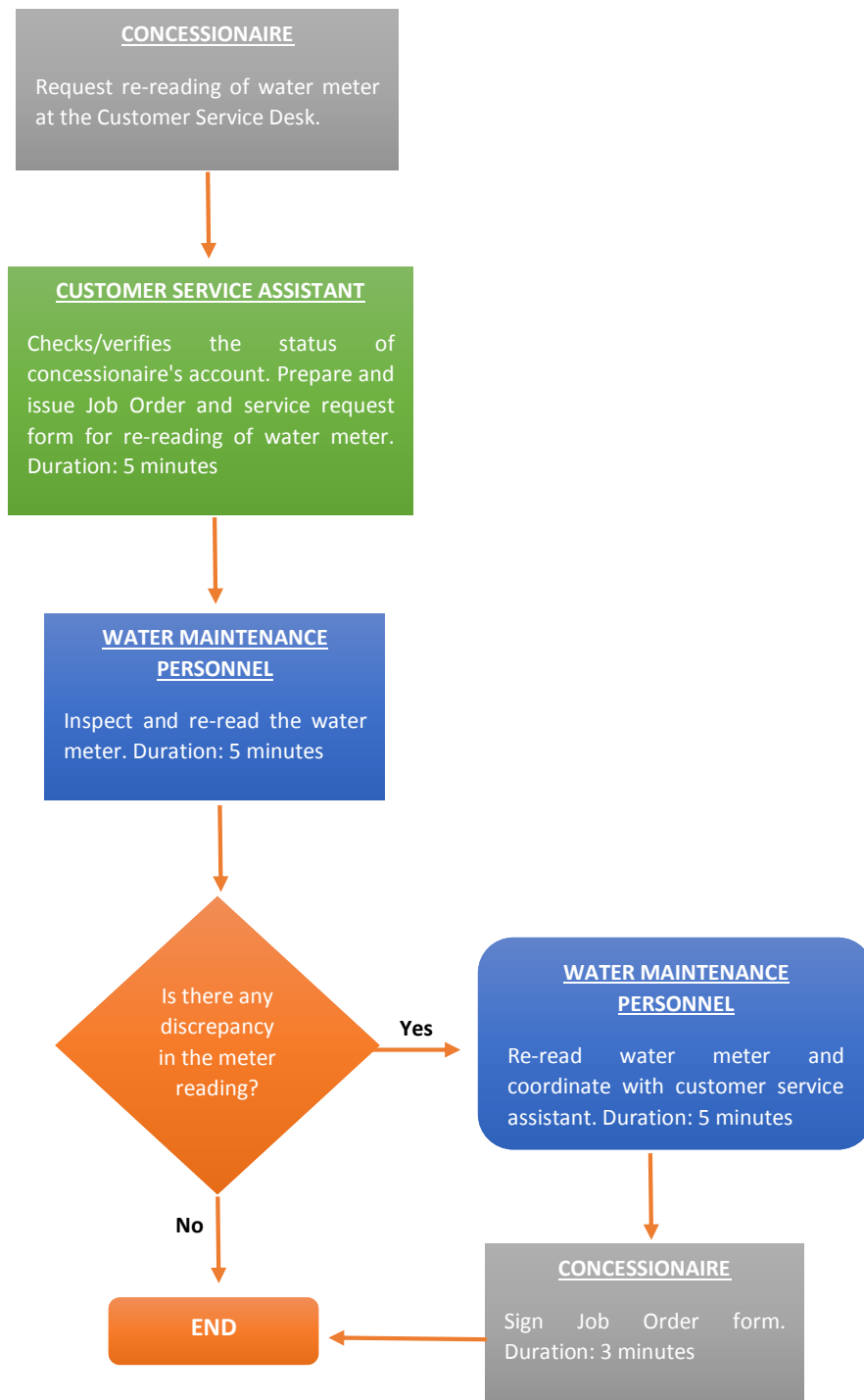




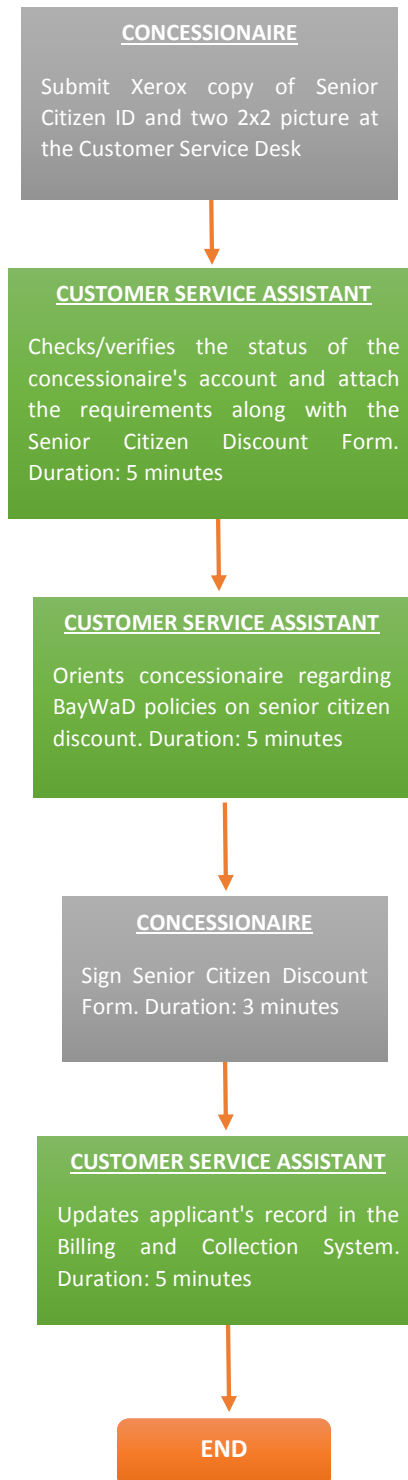
## E. CHANGE METER



**F. OTHER SERVICE REQUESTS**  
**1. RE-READING OF WATER METER**

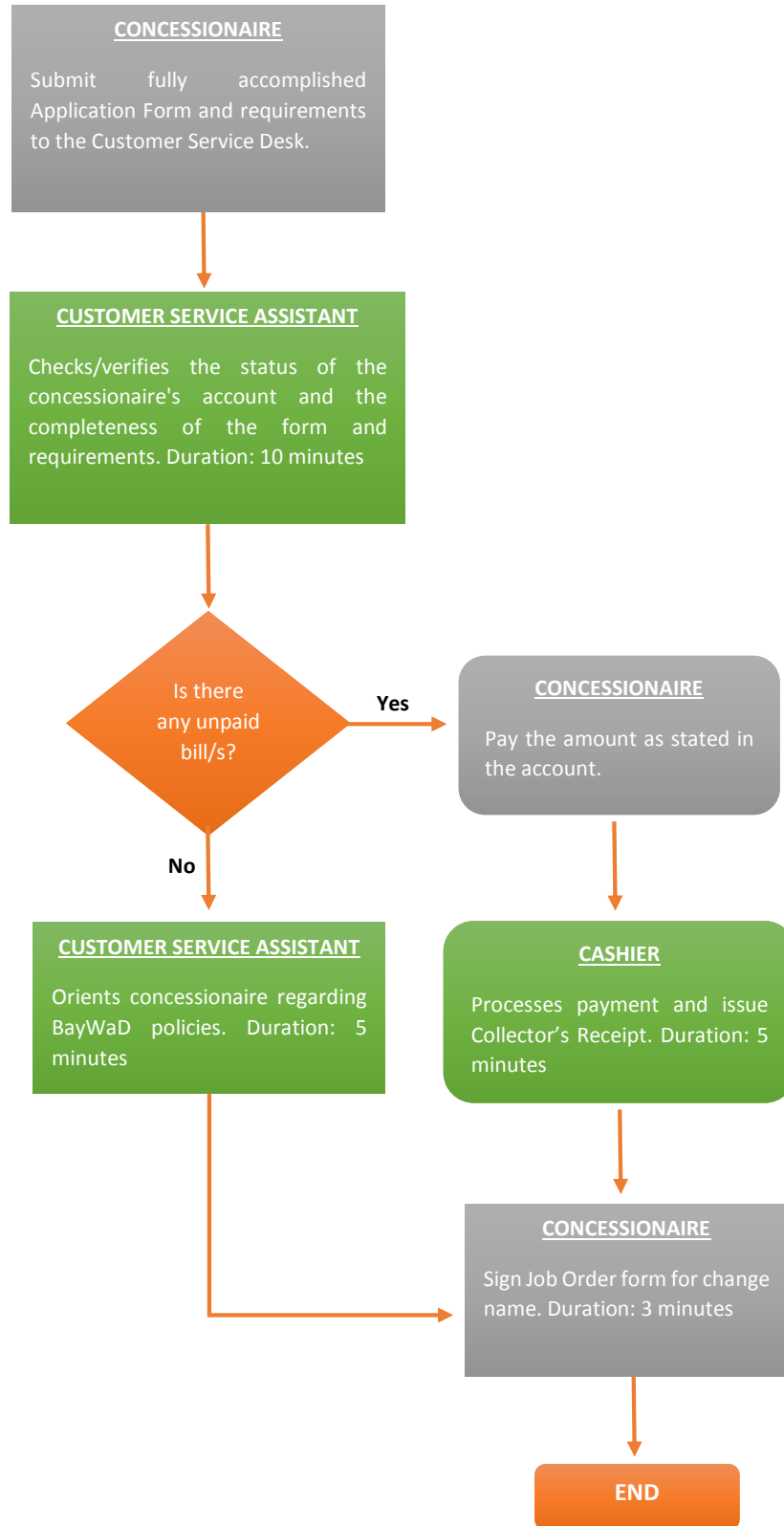


## 2. SENIOR CITIZEN DISCOUNT



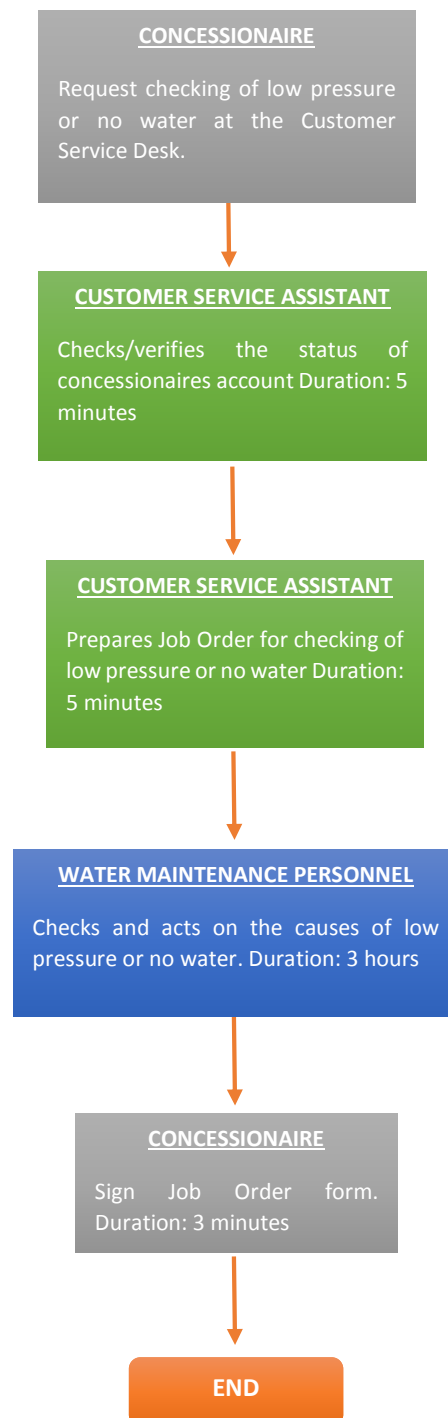


### 3. CHANGE NAME

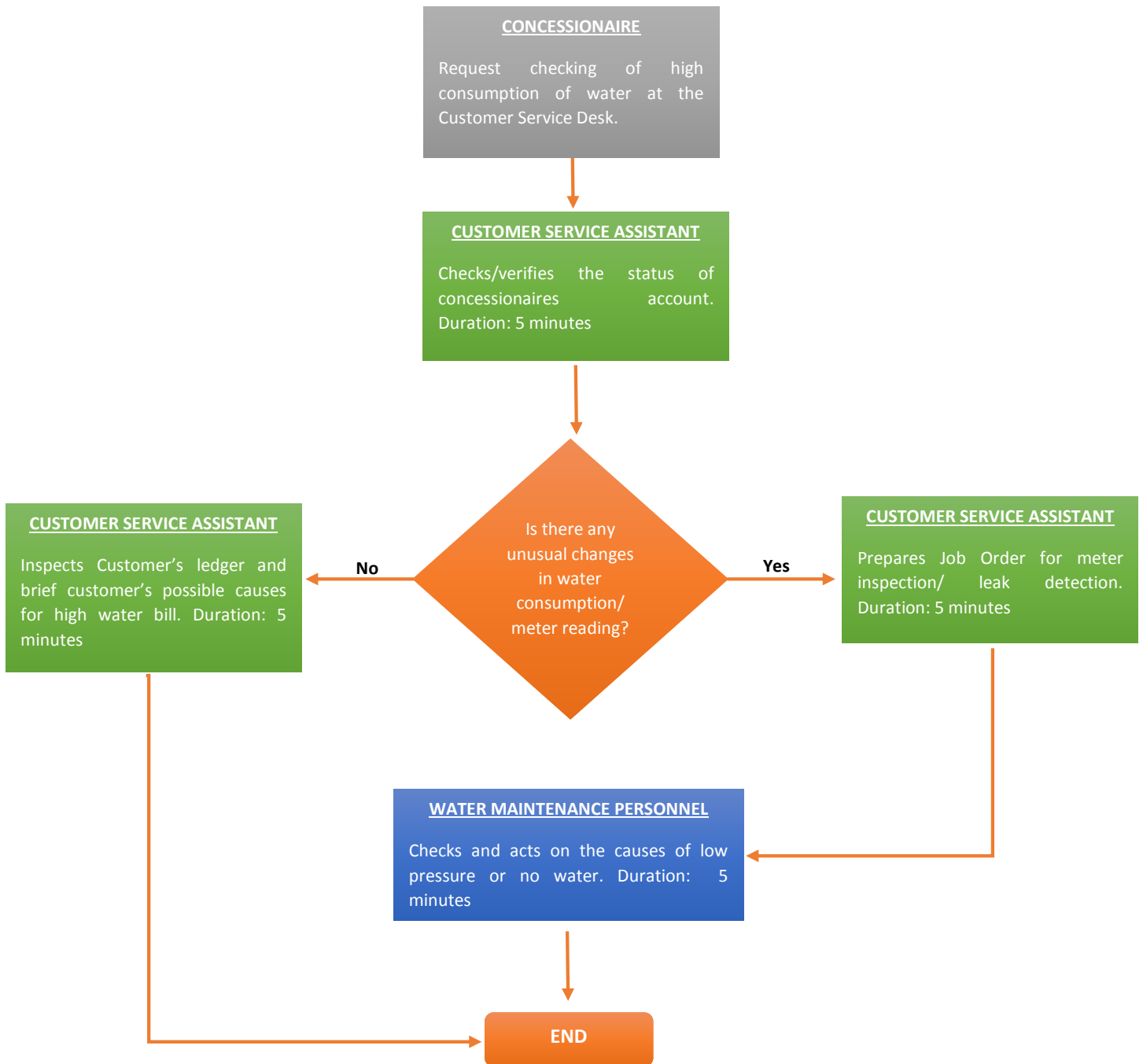


## G. COMPLAINTS

### 1. LOW PRESSURE/ NO WATER

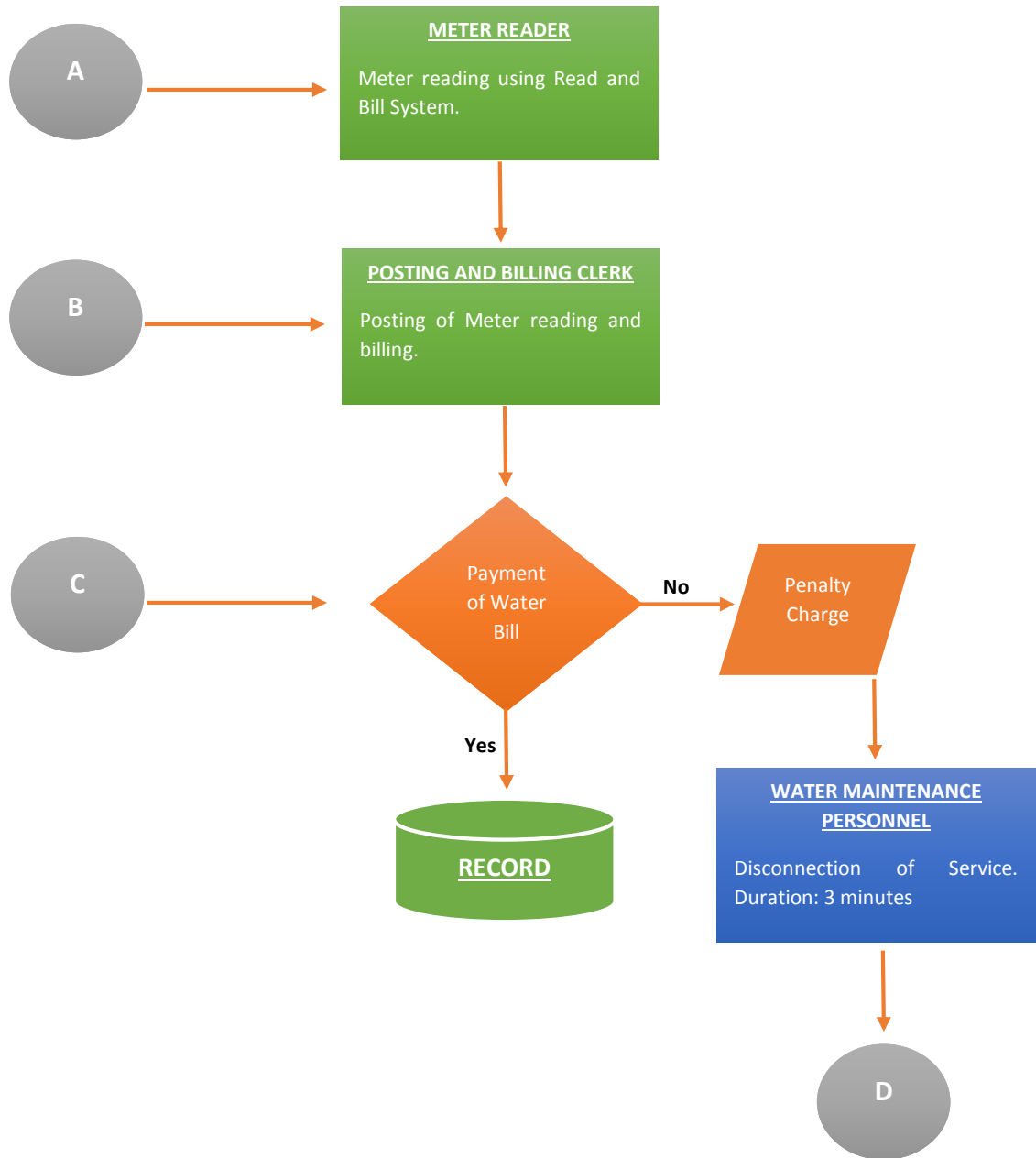


## 2. HIGH CONSUMPTION/ WATER BILL

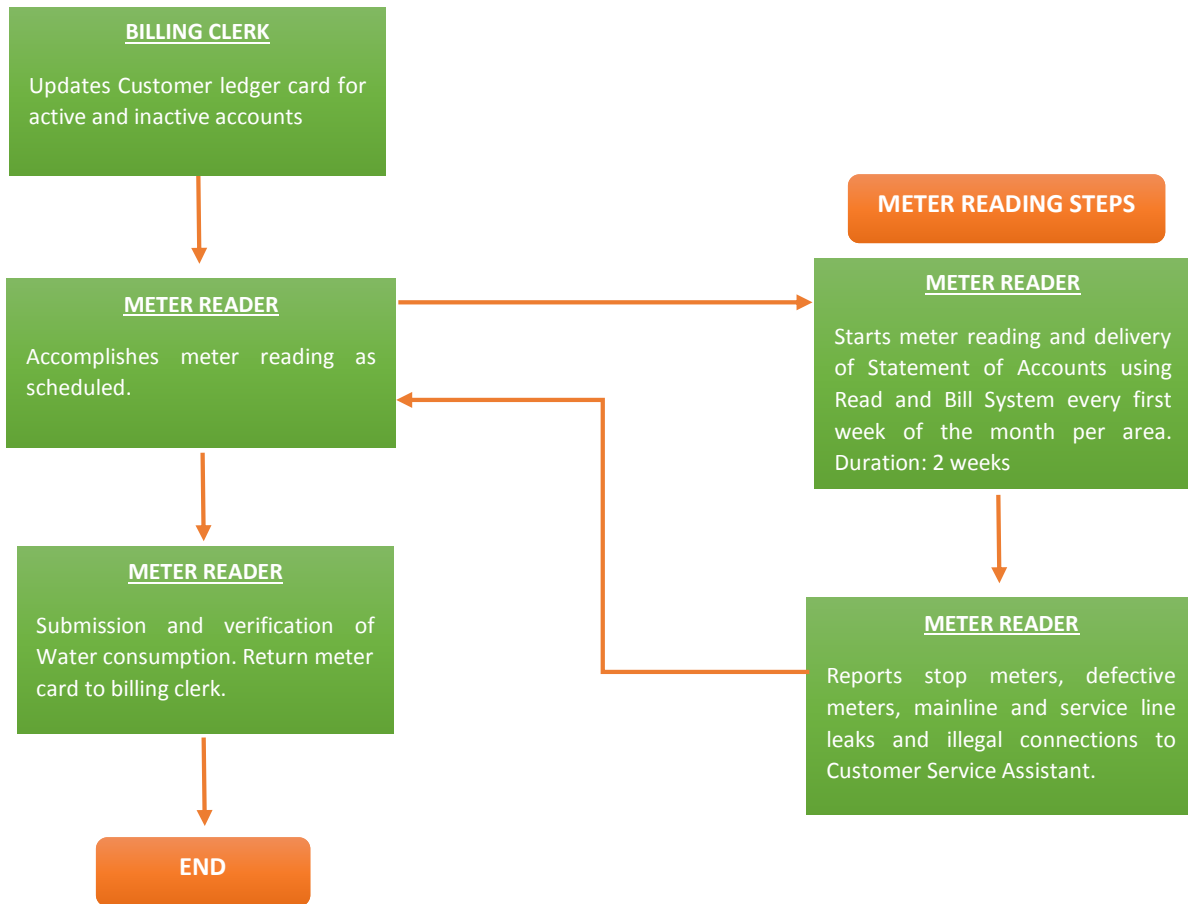




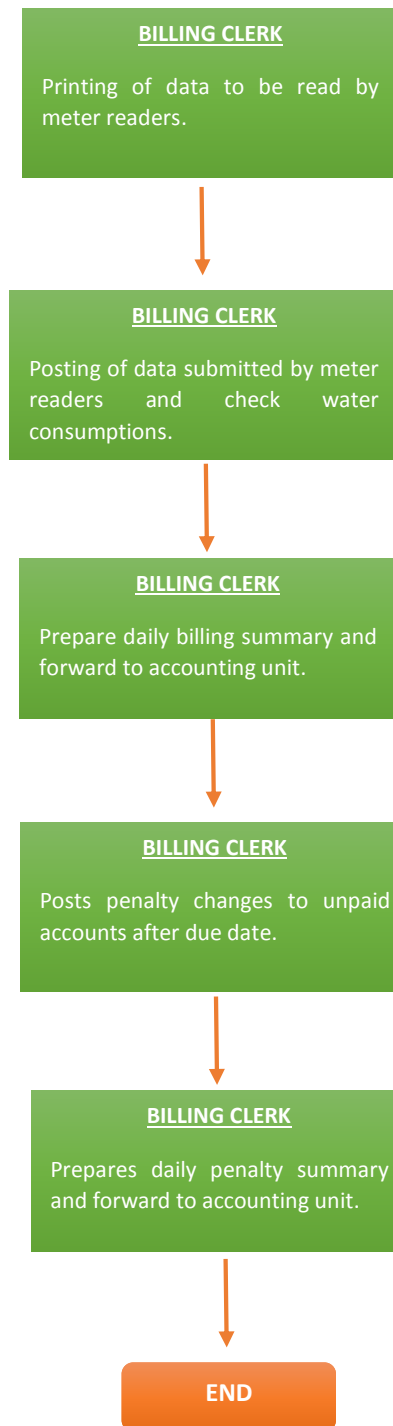
## II. BILLING AND COLLECTION WORKFLOW



## A. METER READING PROCEDURE

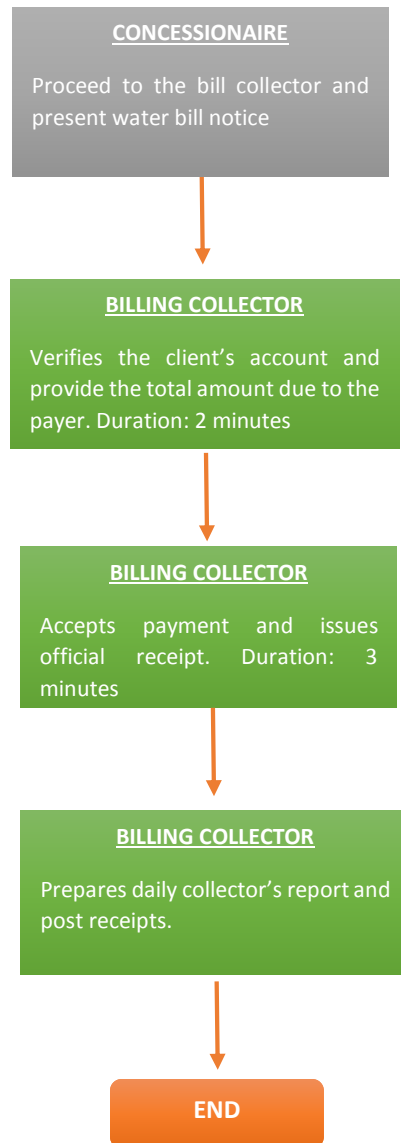


## B. BILLING PROCEDURE

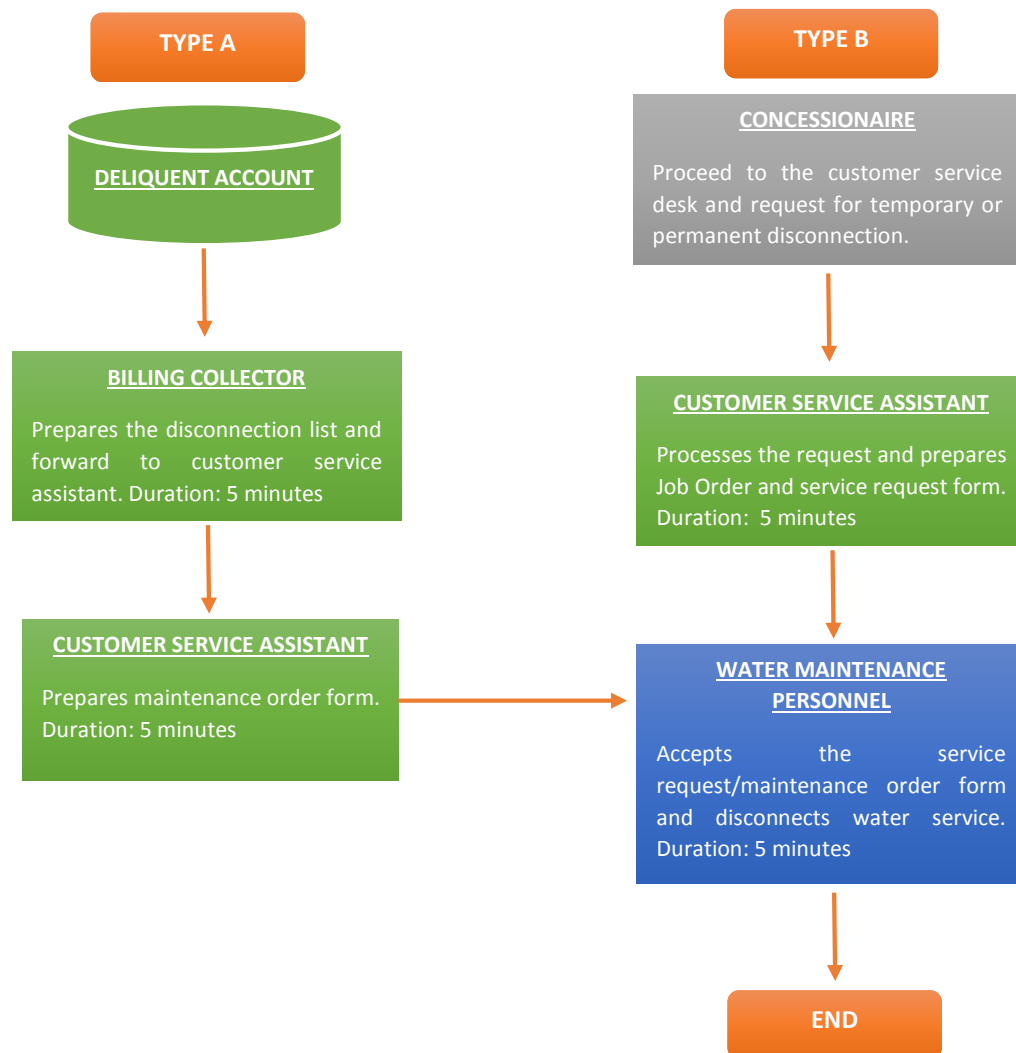




### C. PAYMENT OF WATER BILL

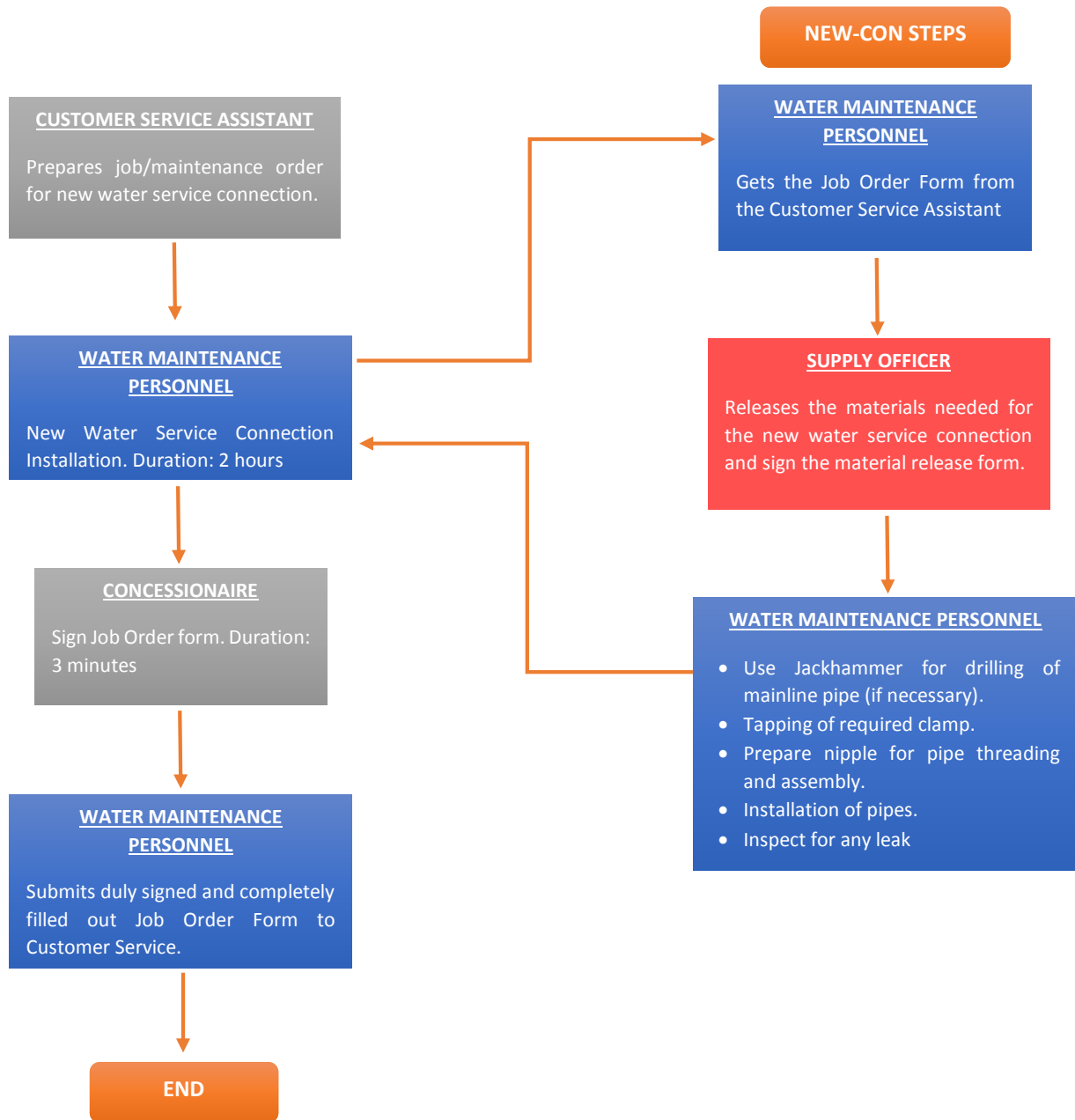


## D. DISCONNECTION OF WATER SERVICES

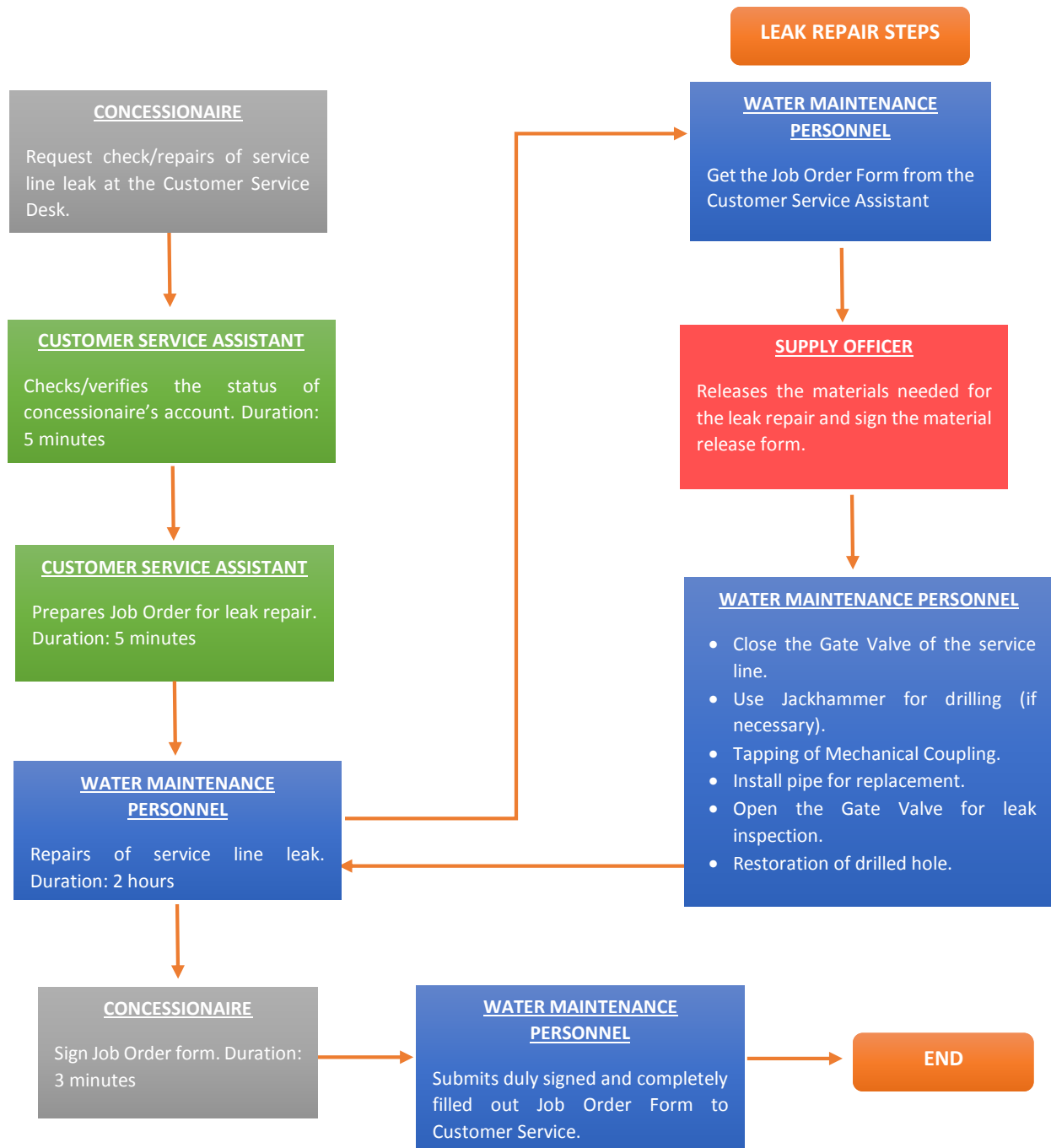


### III. OPERATION AND MAINTENANCE WORKFLOW

#### A. NEW WATER SERVICE CONNECTION

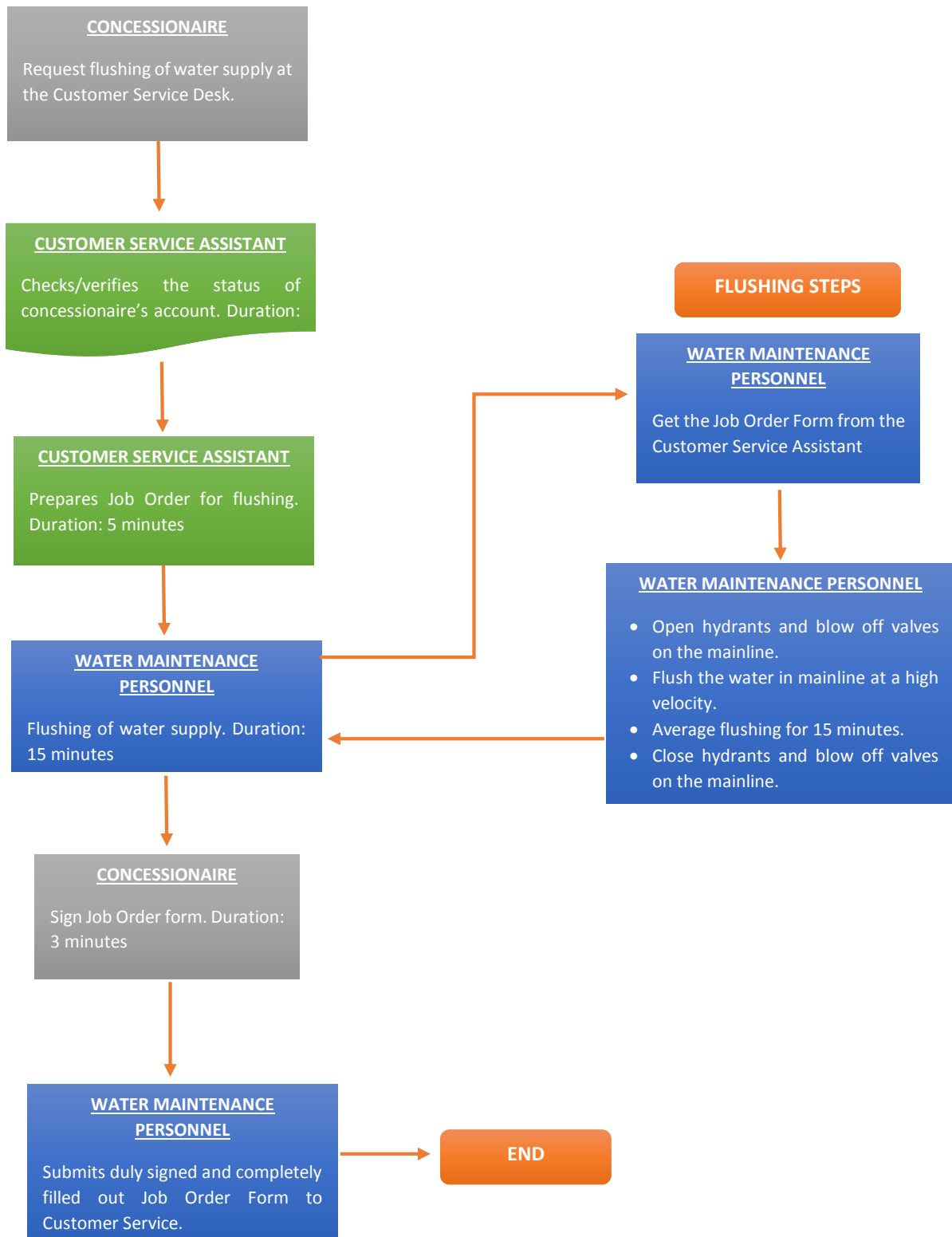


## B. LEAK REPAIR OF SERVICE LINE

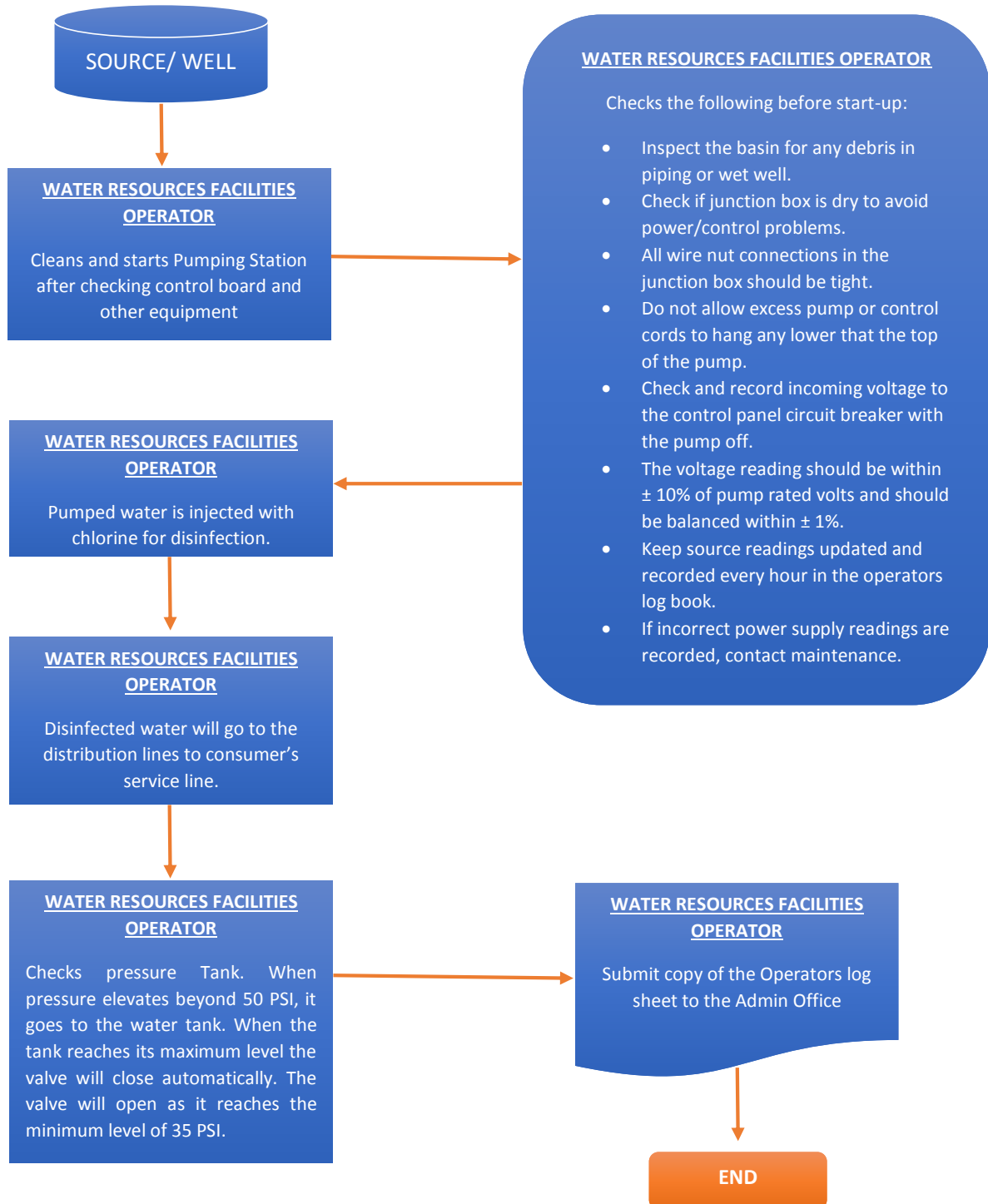




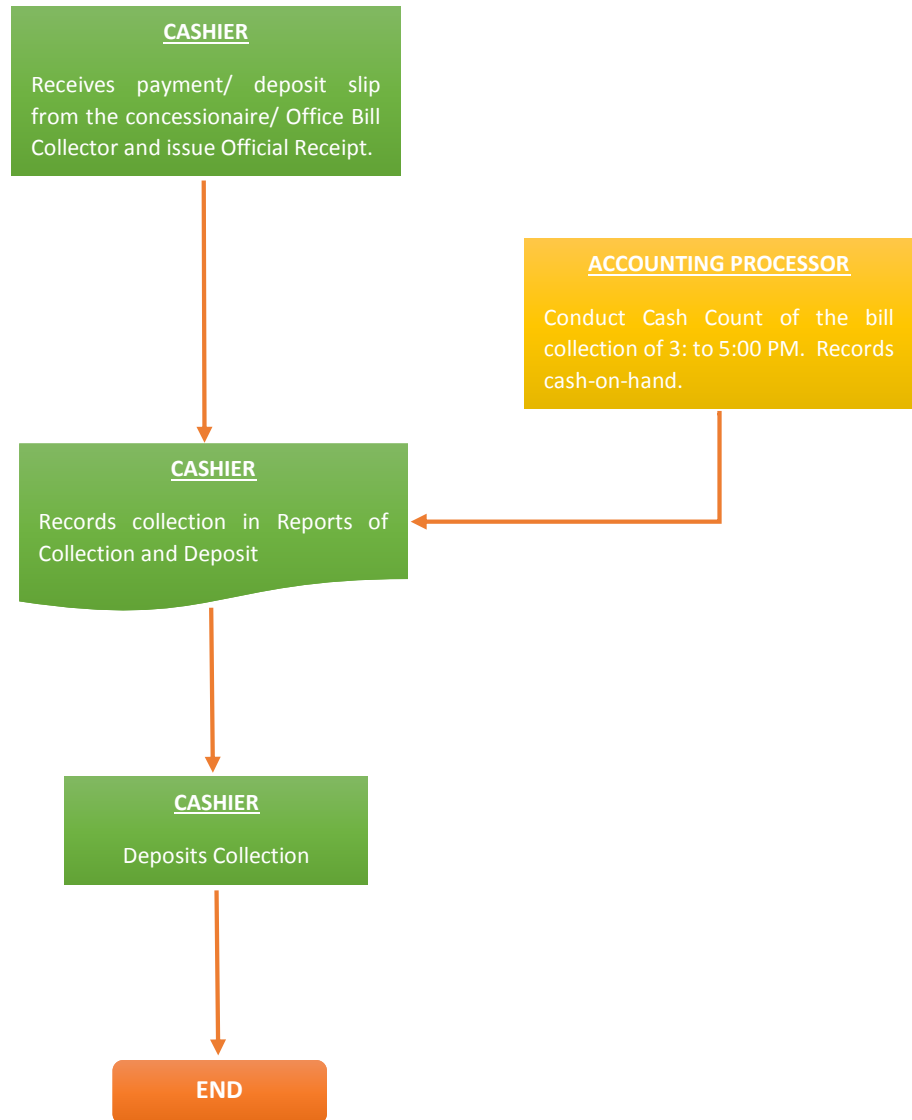
### C. FLUSHING



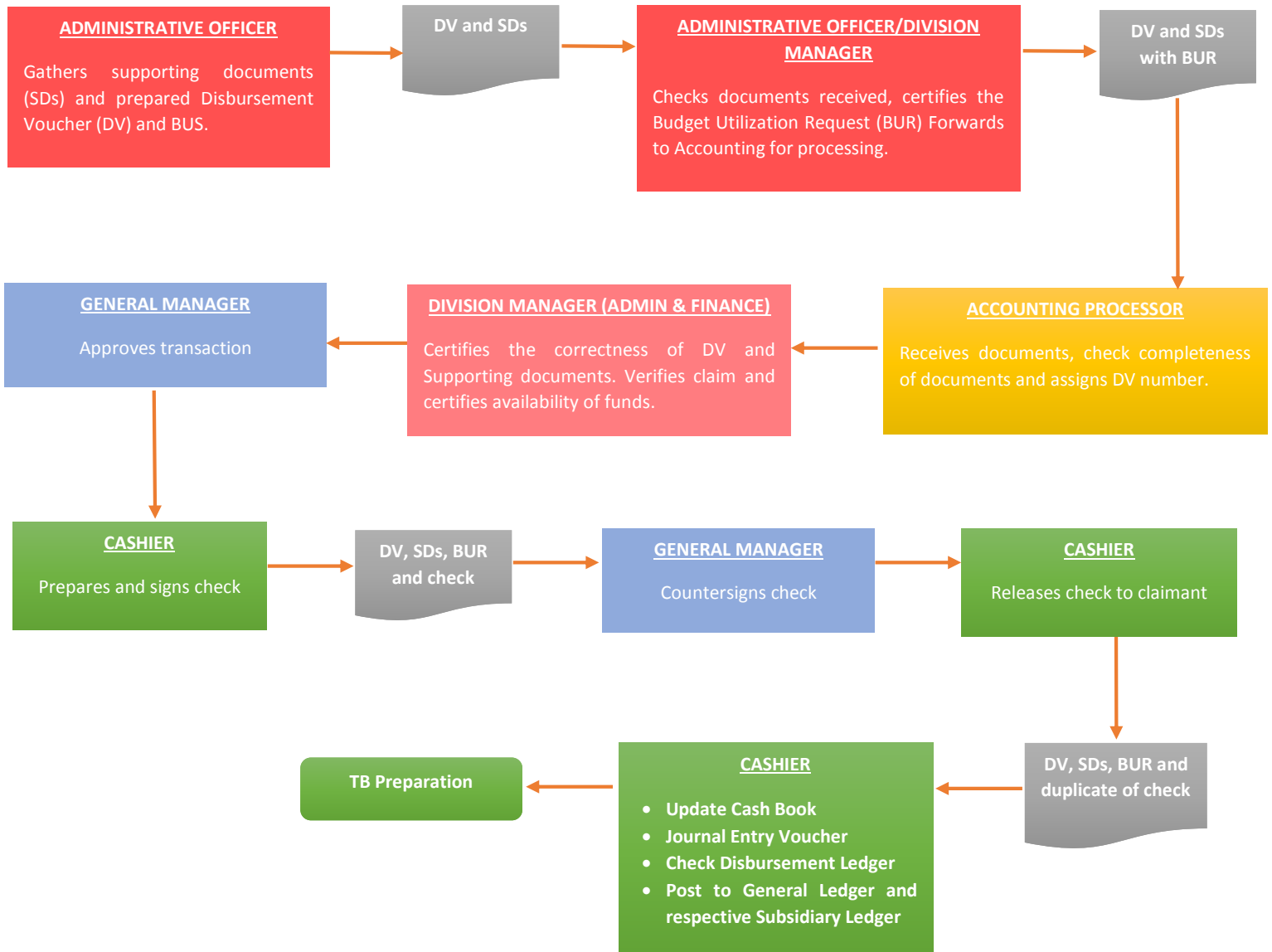
## D. PRODUCTION



**IV. ADMINISTRATIVE AND FINANCE WORKFLOW**  
**A. RECEIPTS AND COLLECTION PROCESS**



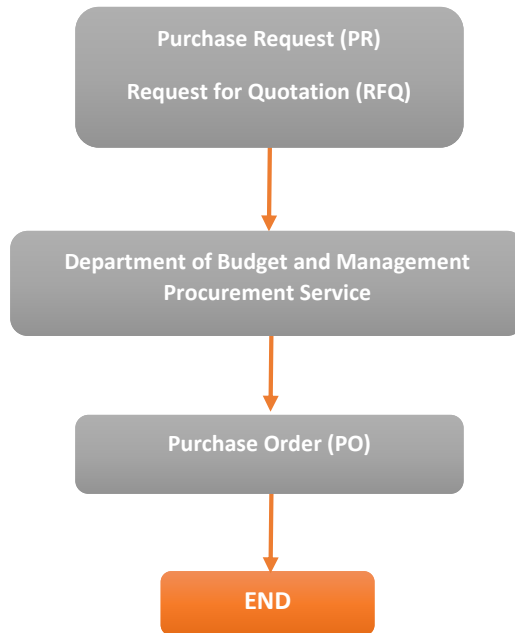
## B. DISBURSEMENT PROCESS



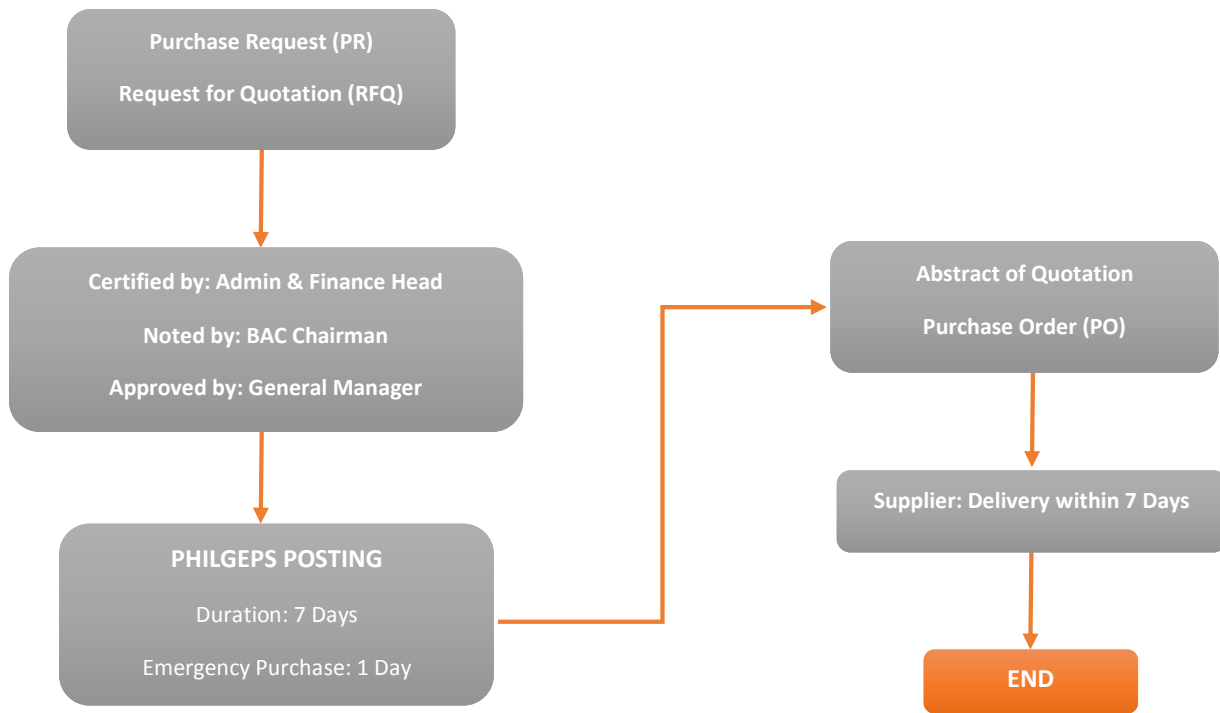


## C. PROCUREMENT PROCESS

### 1. OFFICE SUPPLIES



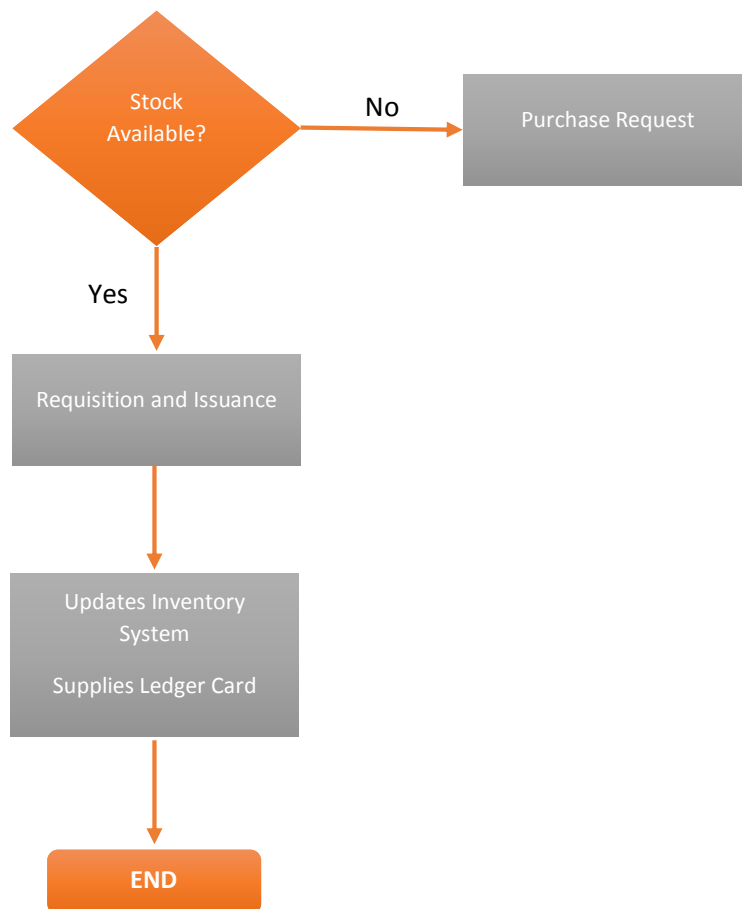
### 2. SERVICE CONNECTION MATERIALS/FITTINGS



#### D. RECEIPTS OF DELIVERIES OF INVENTORY



#### E. ISSUANCE OF OFFICE SUPPLIES



## F. ISSUANCE OF SERVICE CONNECTION MATERIALS

