



8 KILOMETERS
THE LONGEST BARBECUE
Bayambang, Pangasinan, Philippines
April 4, 2014



BARANGAY
BayWad
TEAM NG BAYAN
CHAMPIONS

OPERATIONS MANUAL 2019



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**



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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 16th day of March 2012 (Appendix C).

At 2018, 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 2018 for the distribution and expansion of its water service connection at 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 fifty-five (55) employees and is currently serving 58 barangays. It has a total length of pipelines approximately 165,689 meters long. It has gained 9,306 active service connections as of December 2018 and now has nine (9) pumping stations, four (4) reservoirs and two (2) 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.
Residential	199.90	+21.65	+23.75	+26.25	+29.60
Commercial A	348.25	+37.85	+41.55	+45.90	+51.80
Commercial B	298.50	+32.45	+35.60	+39.35	+44.40
Commercial C	248.75	+27.05	+29.65	+32.80	+37.00
Commercial/ Industrial	398.00	+43.30	+47.50	+52.50	+59.20
Bulk/ Wholesale	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 Bayambanguenos.

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
- Saturdays ----- 8:00 am to 12::00 nn

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-man 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
Dr. Francisco B. Zaragoza	Chairman	2017-2020	Education
Mrs. Annie P. Fernandez	Vice-Chairman	2019-2024	Women
Dr. Nicolas O. Miguel	Secretary	2019-2022	Business
Mr. Marlon T. Nonato	Member	2019-2024	Civic
Dr. Orlando M. De Guzman	Member	2017-2022	Professional

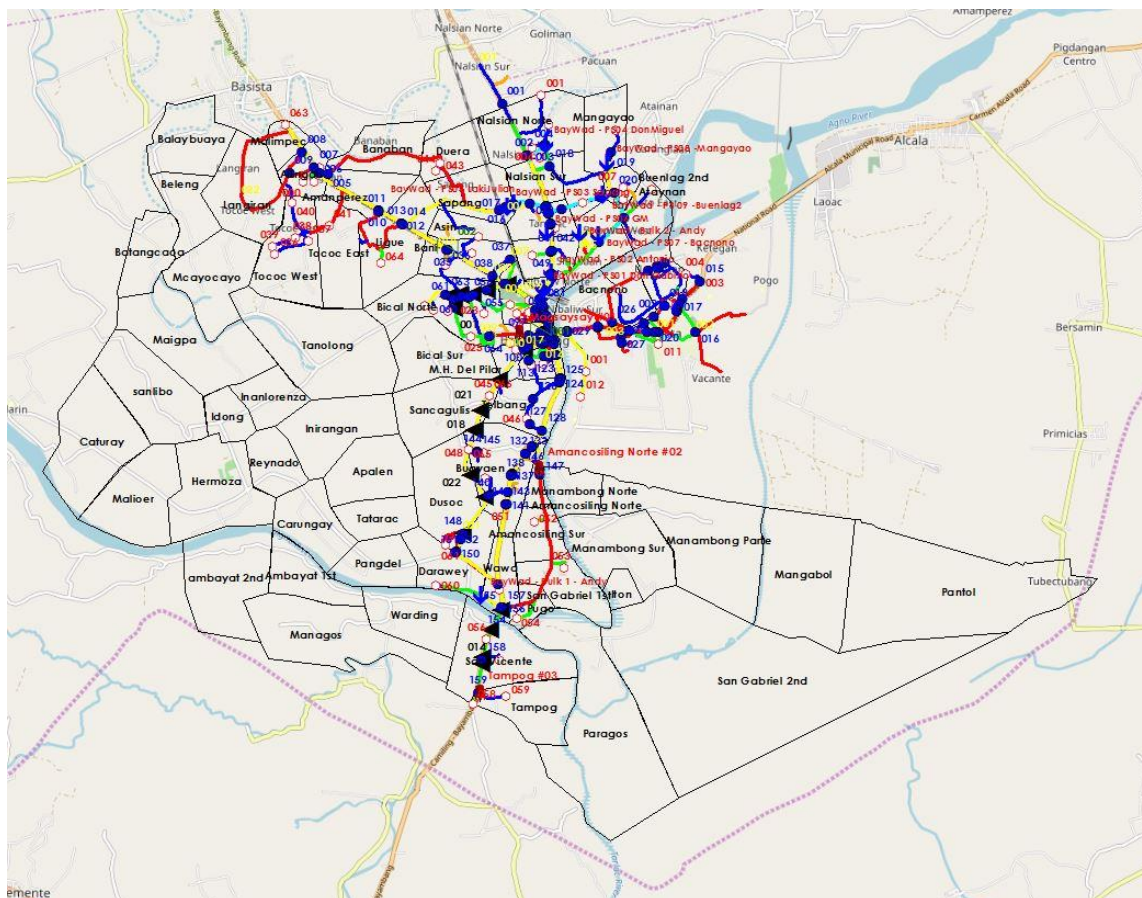
The Board conducts its regular meeting twice a month and can call special meetings as deemed necessary. They receive per diem for every meeting actually attended and performance based incentives as other benefits.

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 55 employees, 37 of which are regular, 15 casuals and 3 job orders. The BayWaD's organization is divided into:

Administrative & General Services	10 personnel
Operations & Maintenance	36 personnel
Finance and Commercial	8 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. ^[1]

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.^[2]

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

¹ PALAFOX: Draft Zoning Ordinance of Municipality of Bayambang (2018-2027)

² <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 9,306 active service connections as of December 2018. Consumers are classified either as residential or commercial. Residential and institutional connections comprise 97% or 9,206 service connections and the remaining 3% are classified as commercial/industrial consumers. Existing pipelines are approximately 165,689 meters long including those in the Malasiqui and Bautista area.

SERVED BARANGAYS

BAYAMBANG

Cadre Site
Magsaysay
M.H. Del Pilar
Poblacion Sur
Zone I
Zone II
Zone III
Zone IV
Zone V
Zone VI
Zone VII
Alinggan
Amamperez
Amancosiling Norte
Amancosiling Sur
Asin
Ataynan
Bacnono
Banaban
Bani
Bical Norte
Bongato East
Bongato West

Buayaen
Buenlag 1st
Buenlag 2nd
Daraway
Duera
Dusoc
Langiran
Ligue
Malimpec
Mangayao
Nalsian Norte
Pugo
Nalsian Sur
San Gabriel 1st
San Vicente
Sancagulis
Sapang
Tamaro
Tambac
Tampog
Telbang
Tococ East
Tococ West
Wawa

BAUTISTA

Cacandungan
Cabuaan
Baluyot
Nibaliw Sur
Nibaliw Norte
Ketegan
Nandacan
Poblacion East
Poblacion West
Sinabaan

MALASIQUI

Nalsian Sur

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 nine (9) 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 two (2) 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 110 LPS.

TABLE 3: DEEP WELLS AND BULK WATER AS OF 2018

Source No.	Source	Source Type	Well Depth	Casing Diameter	Discharge Rate L/s
1	PS #1 Zone V	DW	80m	12"Ø	12
2	PS #2 Tambac	DW	100m	10"Ø	14
3	PS #3 Sapang	DW	80m	10"Ø	16
4	PS #4 Nalsian Norte	DW	100m	10"Ø	7
5	PS #5 Beldet - Tamaro	DW	80m	10"Ø	8
6	PS #6 Tamaro	DW	102m	10"Ø	14
7	PS #7 Bacnono	DW	80m	10"Ø	16
8	PS #8 Buenlag 2nd	DW	101m	10"Ø	12
9	PS #9 Mangayao	DW	82m	10"Ø	14
					113
10	Bulk Water #1 - Daraway	SW		8"Ø	12
11	Bulk Water #1 - Bacnono	DW	68m	8"Ø	12
Total Water Supply					137

BayWaD PUMPING STATIONS



PS 01 ZONE V



PS 02 TAMBAC



PS 03 SAPANG



PS 04 NALSIAAN NORTE



PS 05 TAMARO BUELDET



PS 06 TAMARO



PS 07 BACNONO



PS 08 MANGAYAO



PS 09 BUENLAG 2ND

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 reservoirs are presented in the table below

Source No.	Source	Capacity m ³	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 165,689 meters long including those in the Malasiqui and Bautista service area.





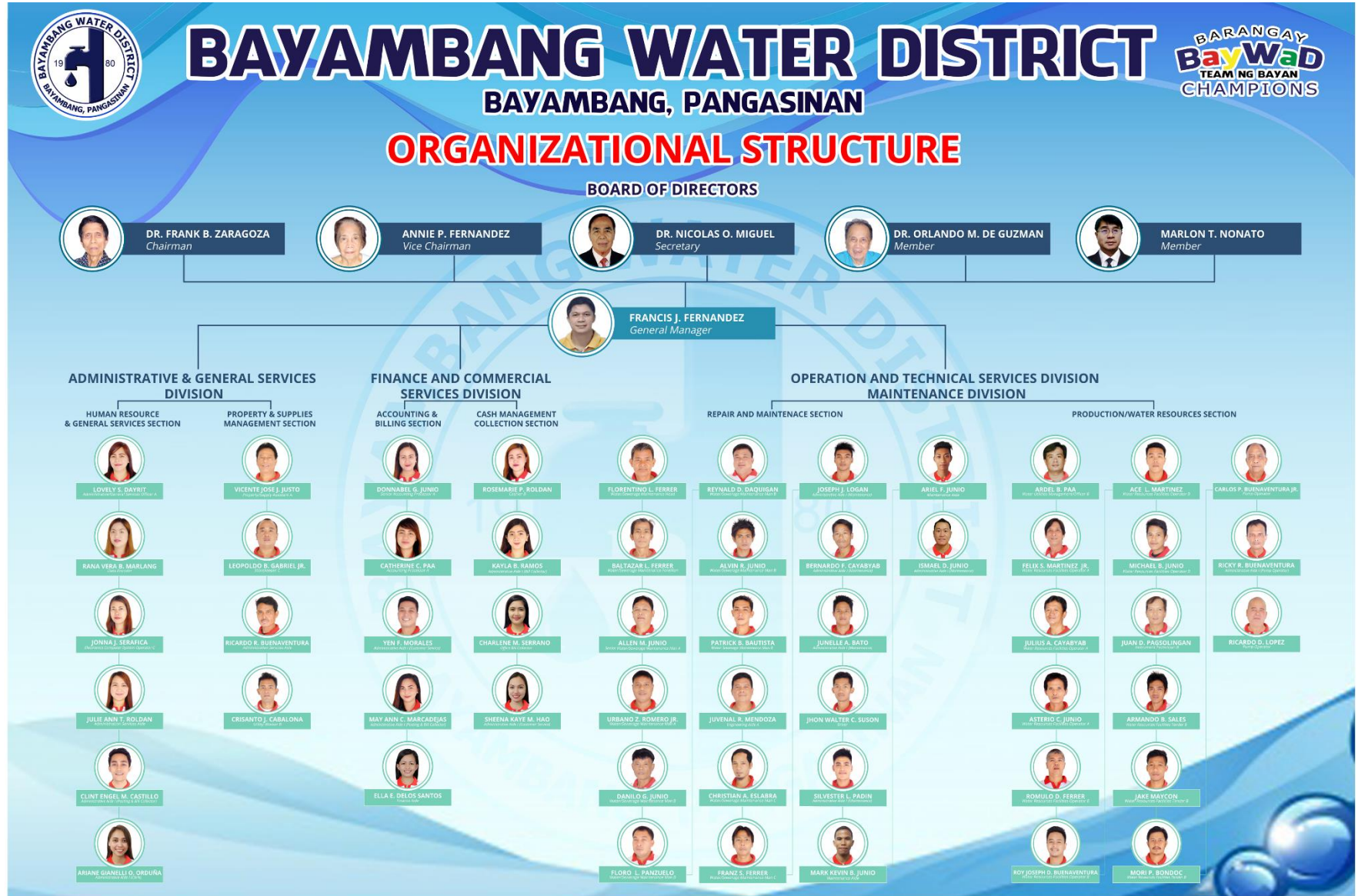
**BOOSTER
BANI POCdol**



**BOOSTER
MAGSAYSAY**



ORGANIZATIONAL STRUCTURE



DUTIES AND RESPONSIBILITIES

BOARD OF DIRECTORS

The Primary Functions Board of Directors is a policy making body. Ensures the availability of adequate financial resources and approves annual budget. It has an overall responsibility for supporting and monitoring the performance of the management, clarifying the District's mission, forcing forward thinking and approving short/long range plans, ratifying all contracts, agreements and other similar partnerships/ activities entered by the management with other individuals/institutions, monitoring programs and activities for appropriateness, conformity with vision/mission and achievement of expected outcomes, ensuring financial solvency, preserving utility independence, enhancing public image, interpreting external realities to the organization and assessing Board performance. The Board of Directors also monitors and checks financial statements.

All Board members are held to the following minimum expectations.

- Support the District's vision/mission, goals, policies, programs, strengths and needs;
- Attend (and prepare for and participate in) all regular and special meetings;
- Support the majority decision;
- Read and understand the District's financial statements;
- Counsel and support the General Manager;
- Provide expertise on a specific, regulatory, ethical or public service policy issue

GENERAL MANAGER

Under policy direction of the Board of Directors, the General Manager serves as the chief executive of the District implementing Board policy. 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, including planning and design of facilities, 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 and staff, 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 adopted 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 also, 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 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; implements policy and procedural changes as required.

ADMINISTRATIVE AND GENERAL SERVICES DIVISION

- **Human Resource & General Services Section** is responsible for general service, responsible for the recruitment and retention of highly qualified employees for the District. It is in-charge of the procurement; assist in the implementation of special project programs. Also coordinates efforts of legal counsel and public relations, establishes office performance standards, performance 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. Responsible for various aspects of acquiring goods and services for the District including planning, acquisition, procurement, custodianship, issuance, utilization, and disposal of supplies. Liable for the incoming, current and outgoing supplies and materials. Keeps track of the amount of stock in storage and the release of any materials and equipment required by the District. Examines the goods to ensure no loss or damage and in case of obsolete stock, the supply officer arranges for its disposal. Responsible in preparation of purchase orders; coordinating the process of purchasing and distribution; and comparing purchase orders with invoices to ensure accuracy. Keeps all records regarding supplies and also assist in the procurement of goods.

FINANCE AND COMMERCIAL DIVISION

- **Accounting & Billing Section** is responsible for the preparation of annual budget and prepares periodic financial reports and other reports that may be required by the management and enforces utility rules and regulations as to billings, delinquencies and adjustments. Handles financial transactions and preparations of financial and operational deposits of the district. Ensures accurate meter reading and generates periodic billing of accounts. 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. Ensures the collection efficiency of the water district.

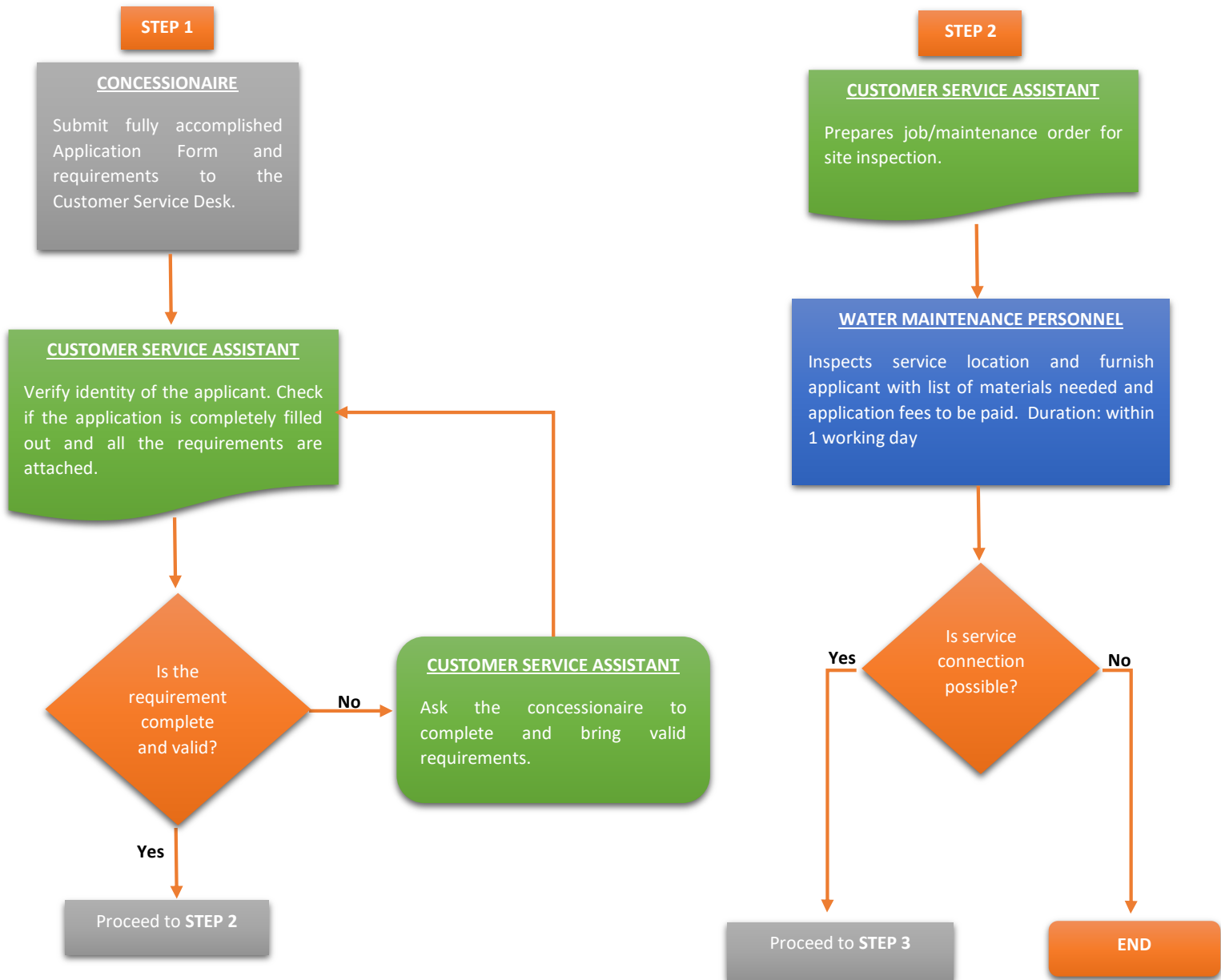
OPERATIONS AND TECHNICAL SERVICES DIVISION

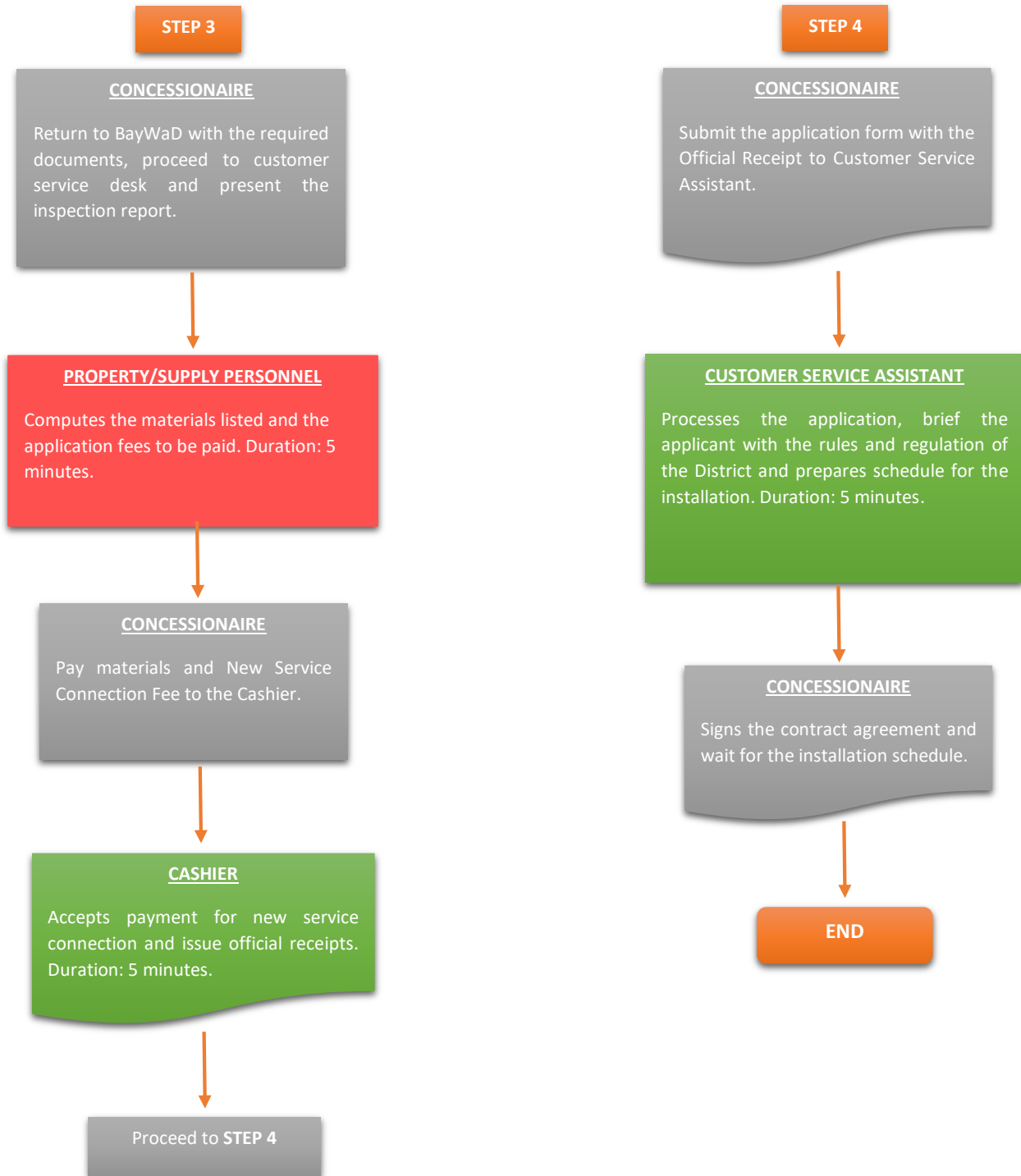
- **Production Section** operates and maintains water production facilities. Determines water production requirements and ensures the steady supply of water to the service area. This section is also responsible for the monitoring of water system pressure and water quality in accordance with the standards set by PNSDW. Monitors pumping equipment, power equipment and water storage tanks. Responsible for the disinfection of water supply, calibration of chlorine test instrument, and water quality testing and monitoring. They are also task to the maintenance of pump house, ground and surrounding equipment and other related production facilities.
- **Maintenance Section** performs mainline improvement and improvement of the water district's water system. Responsible for the installation of new service connections. Attending to the repairs and maintenance of water distribution lines; and performing major and minor plumbing services. In-charge in water maintenance and disconnection and reconnection of service lines.

OPERATING PROCEDURES

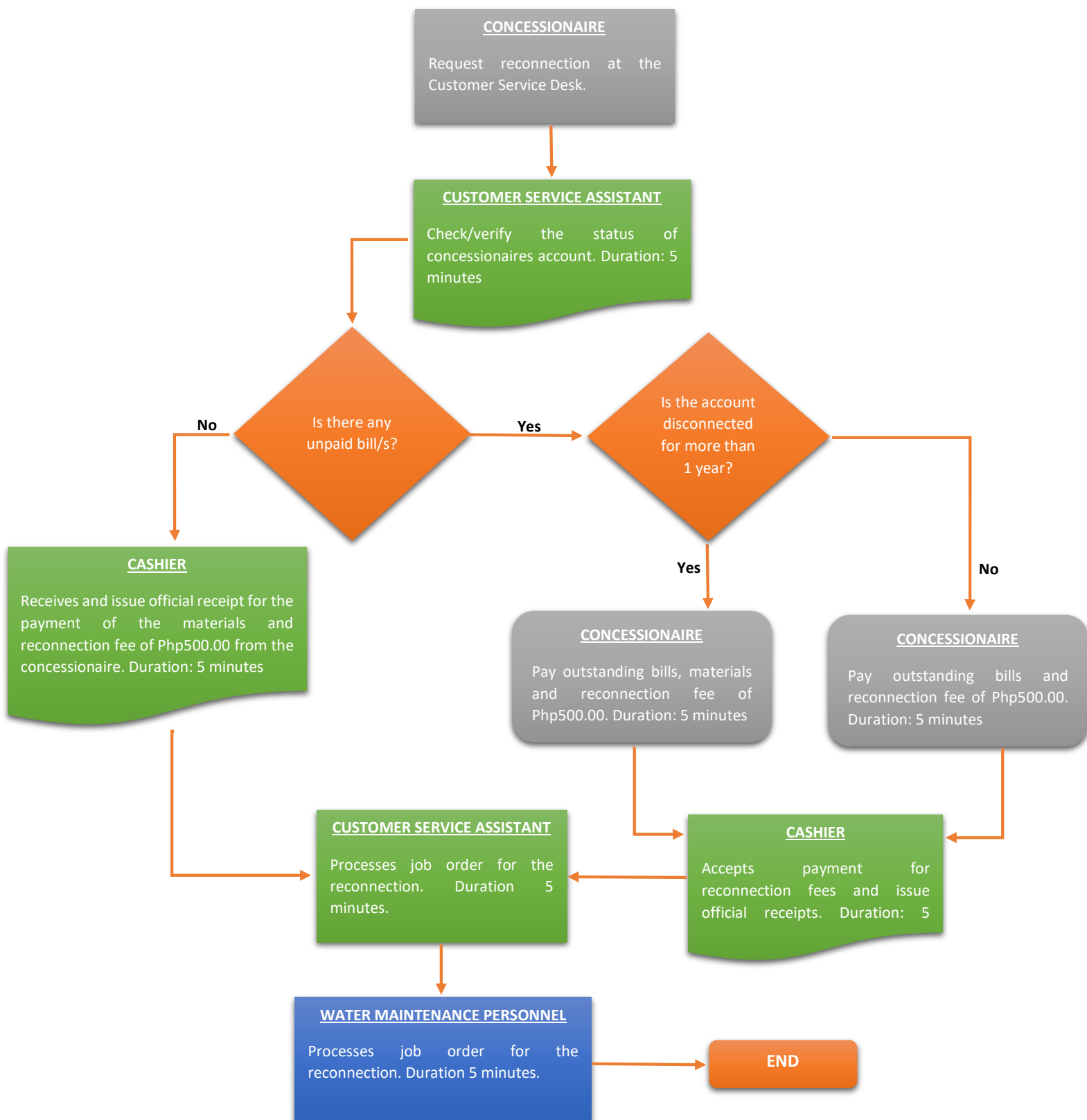
I. COMMERCIAL SERVICES

A. NEW WATER SERVICE CONNECTION APPLICATION

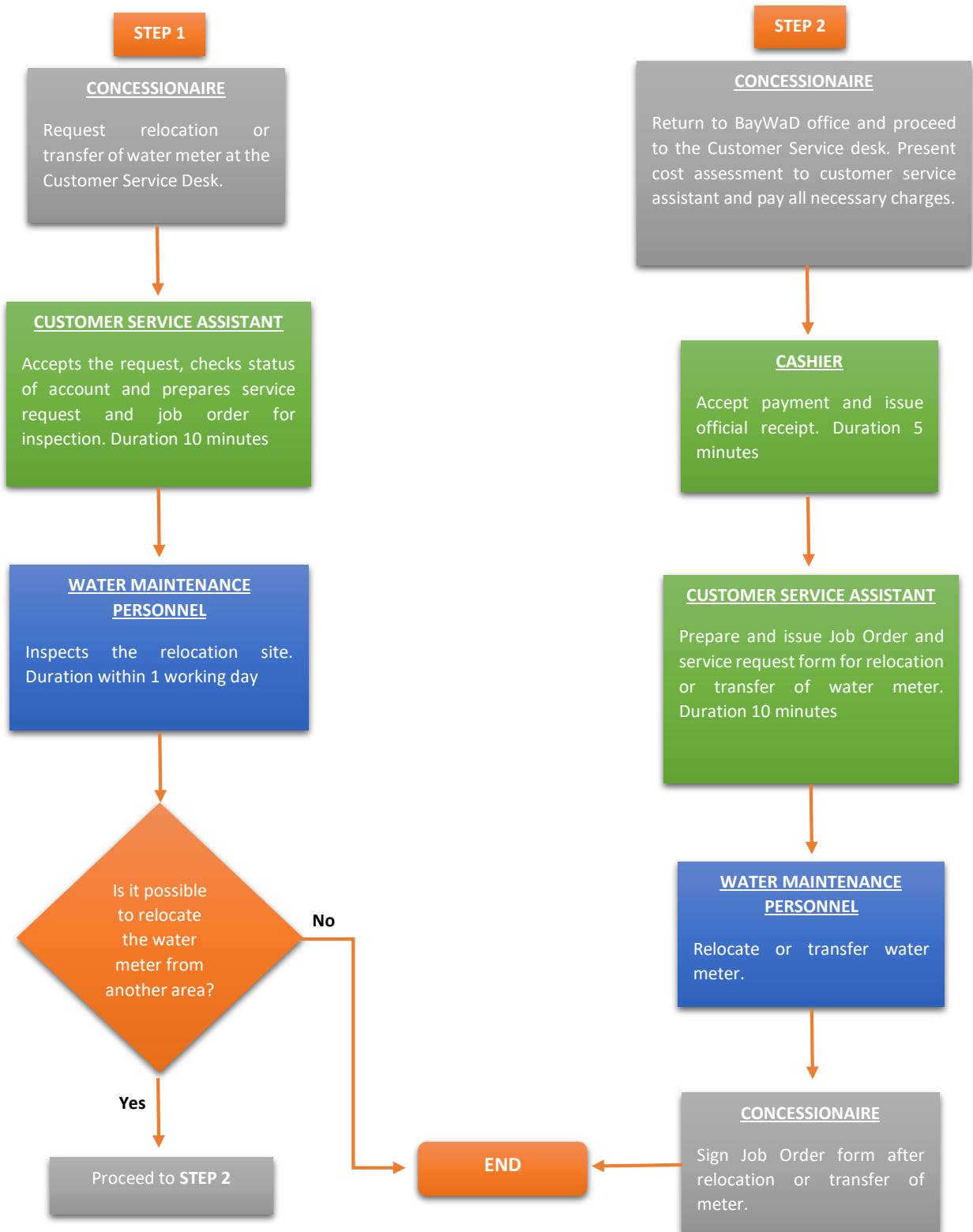




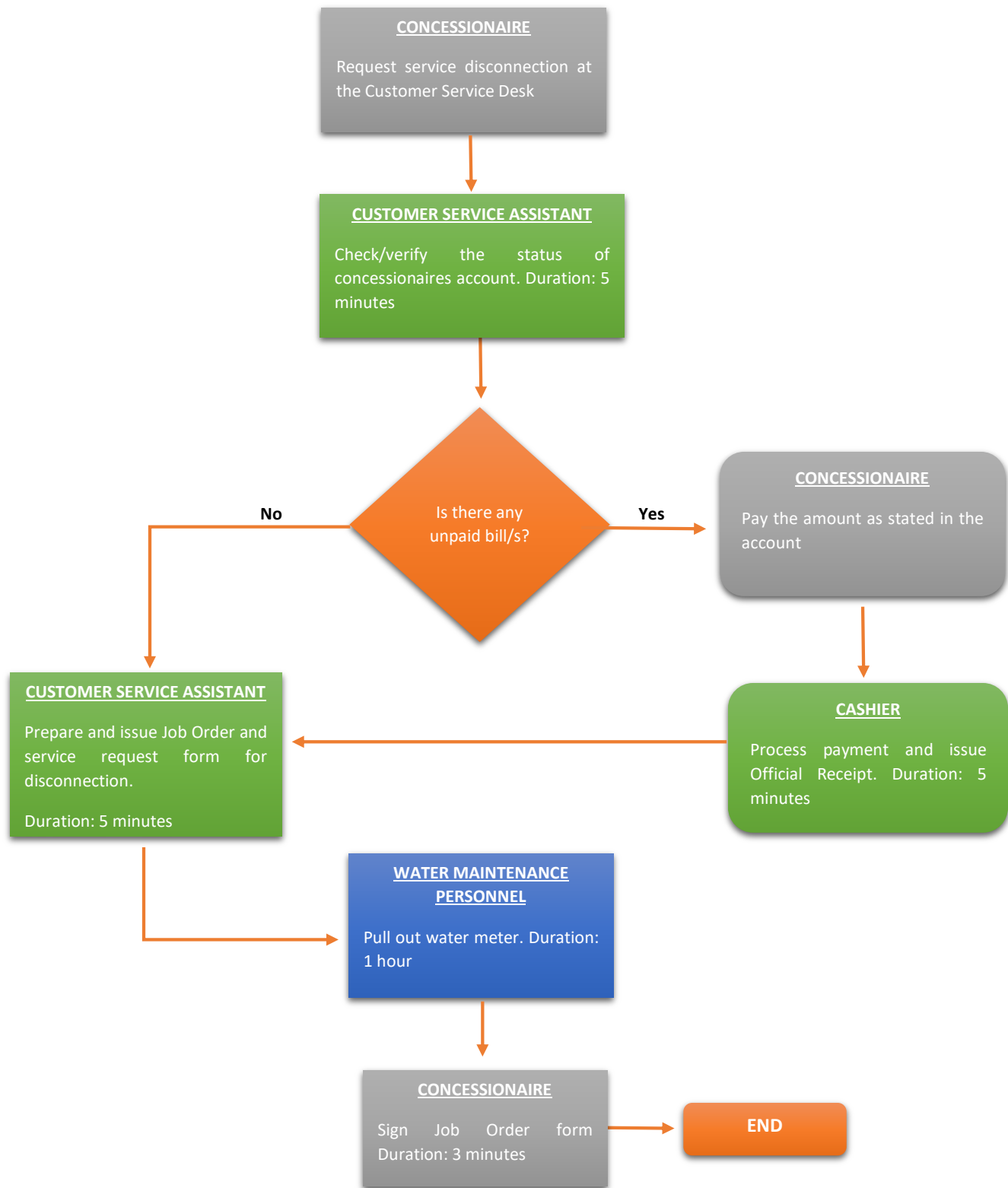
B. RECONNECTION OF DISCONNECTED LINES



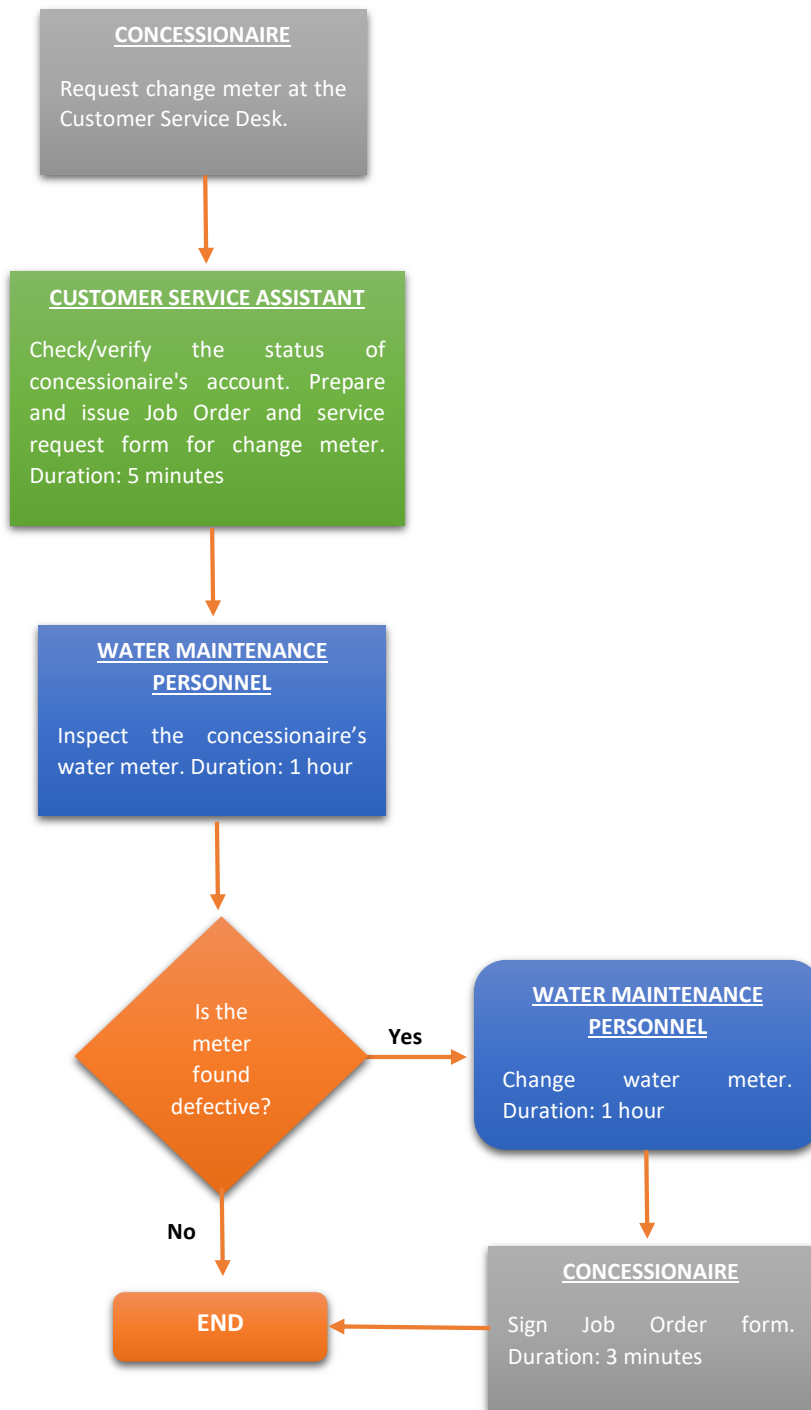
C. TRANSFER/RELOCATION OF WATER METER



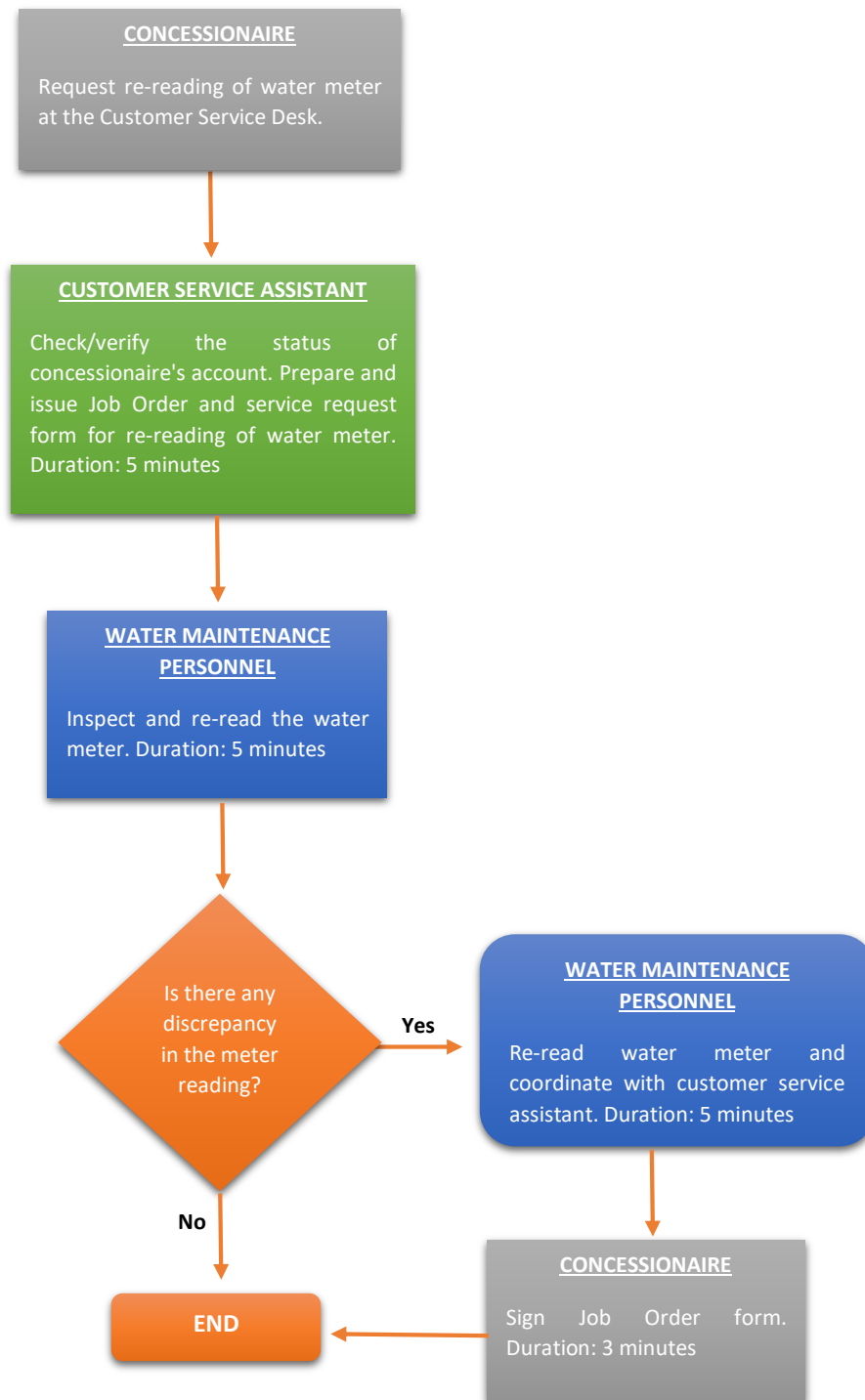
D. REQUEST FOR VOLUNTARY DISCONNECTION



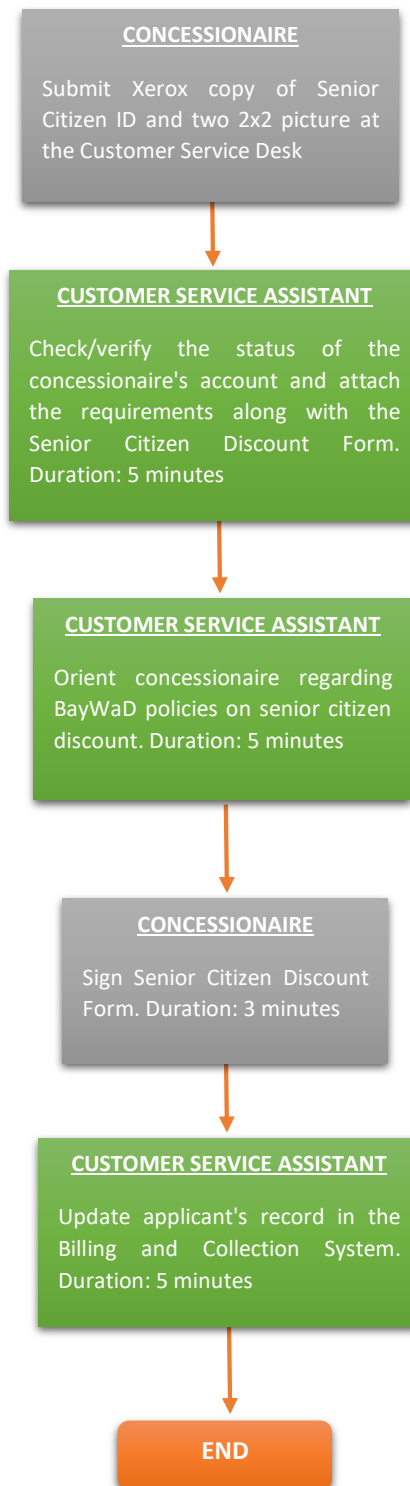
E. CHANGE METER



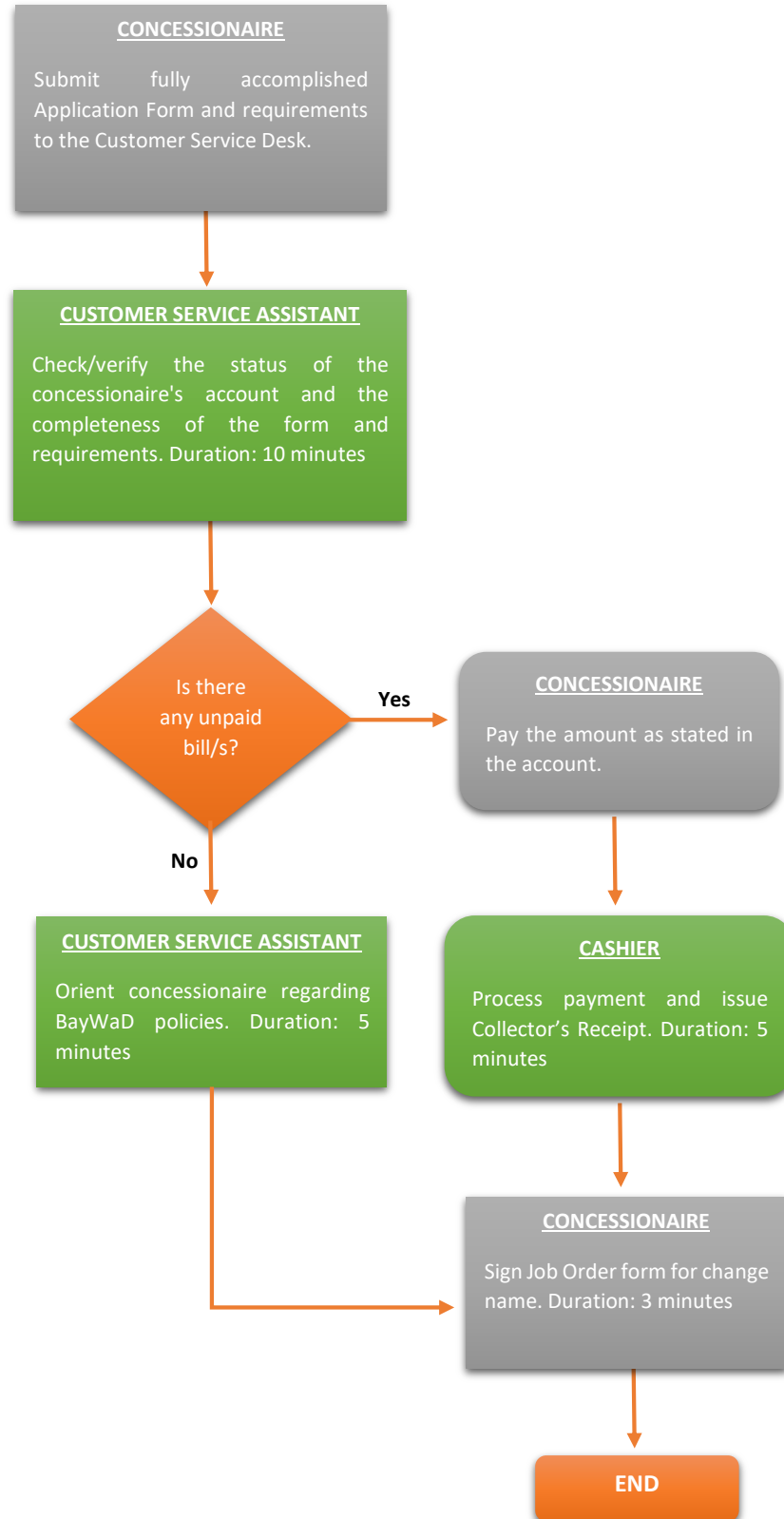
F. OTHER SERVICE REQUESTS
1. RE-READING OF WATER METER



2. SENIOR CITIZEN DISCOUNT

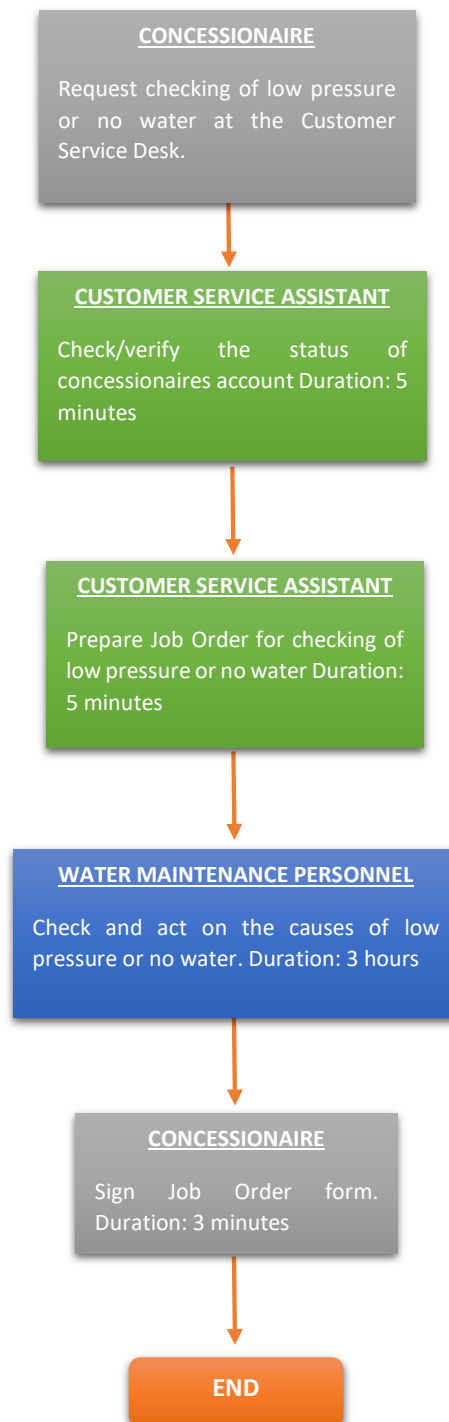


3. CHANGE NAME

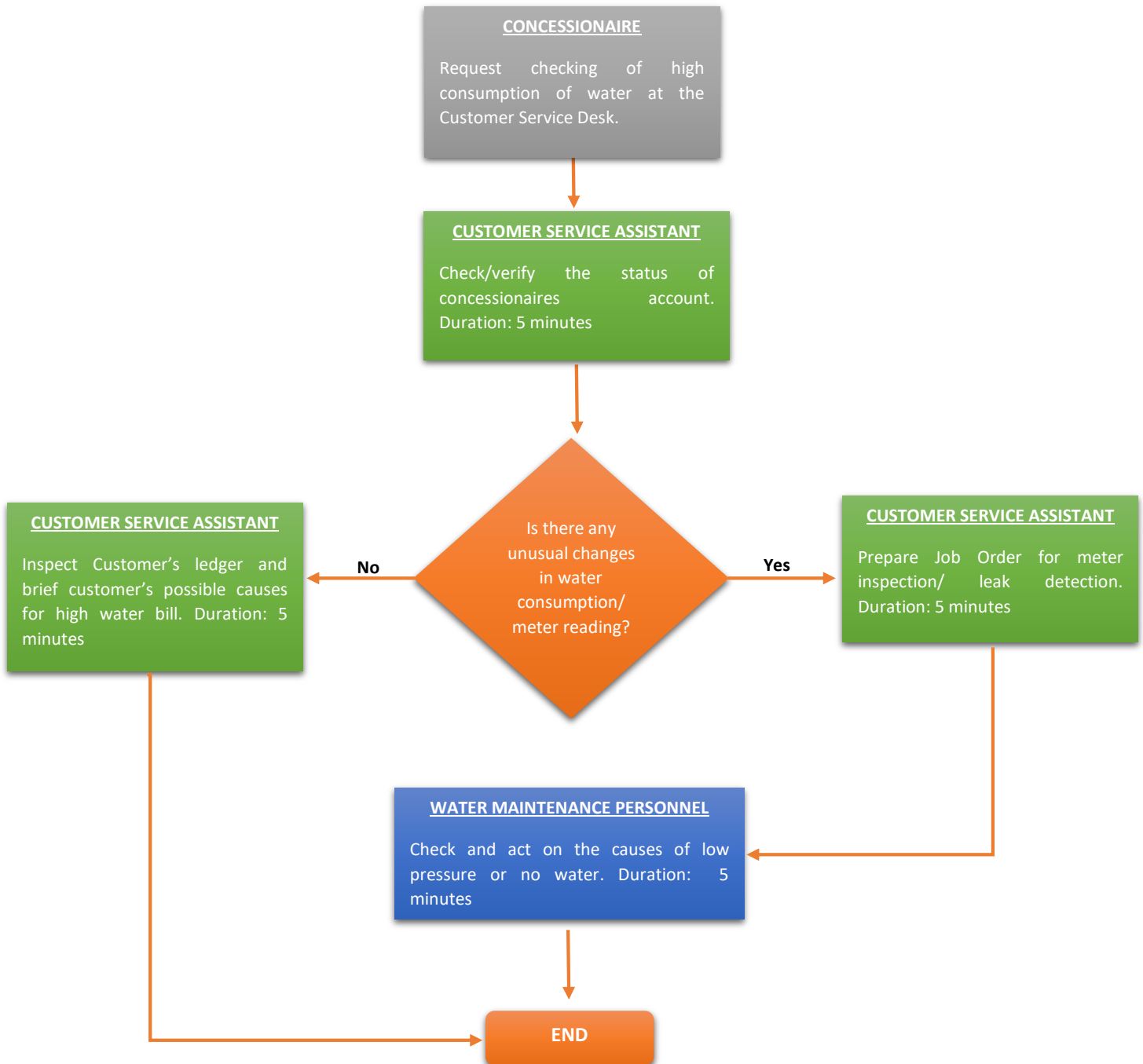


G. COMPLAINTS

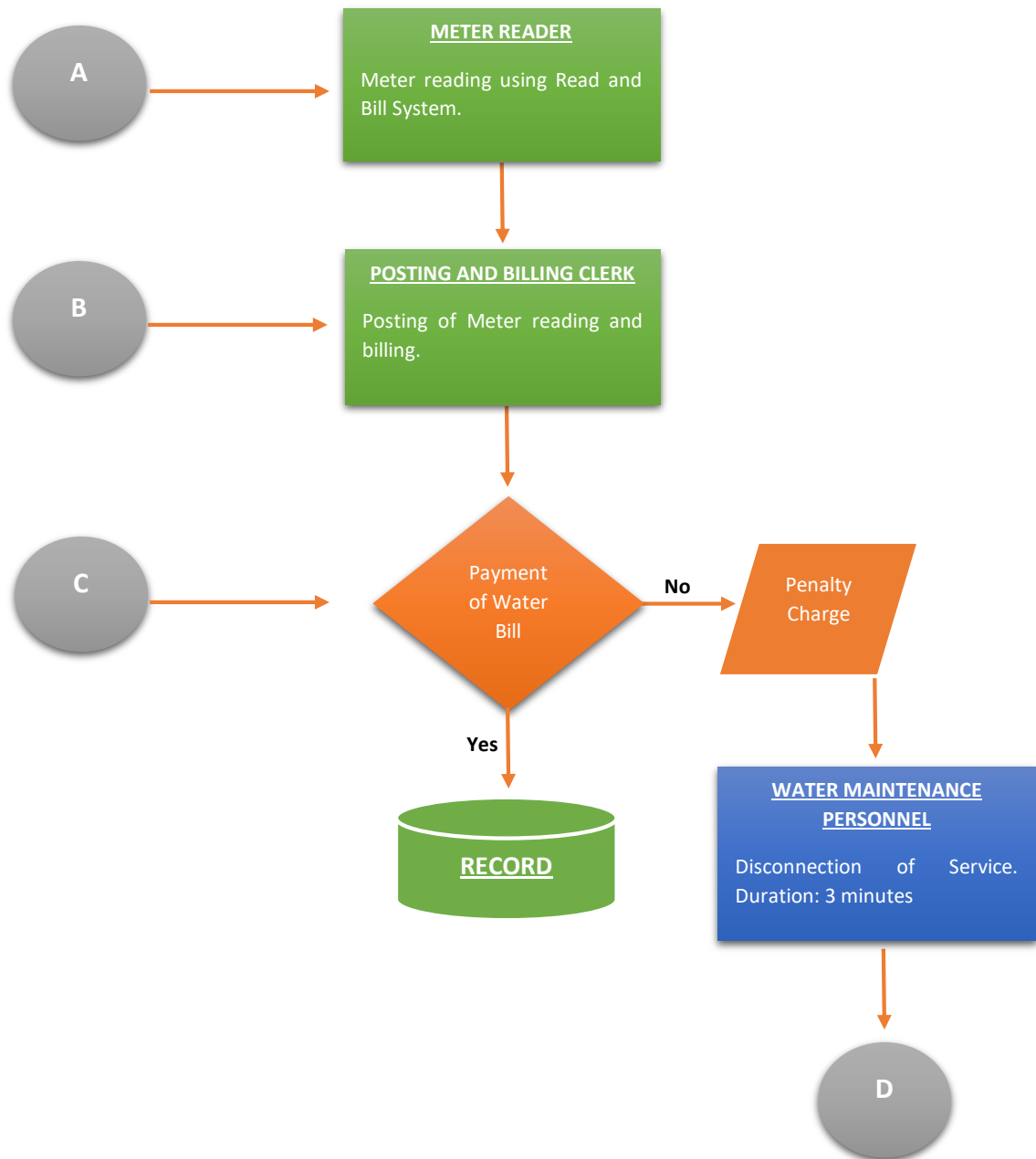
1. LOW PRESSURE/ NO WATER



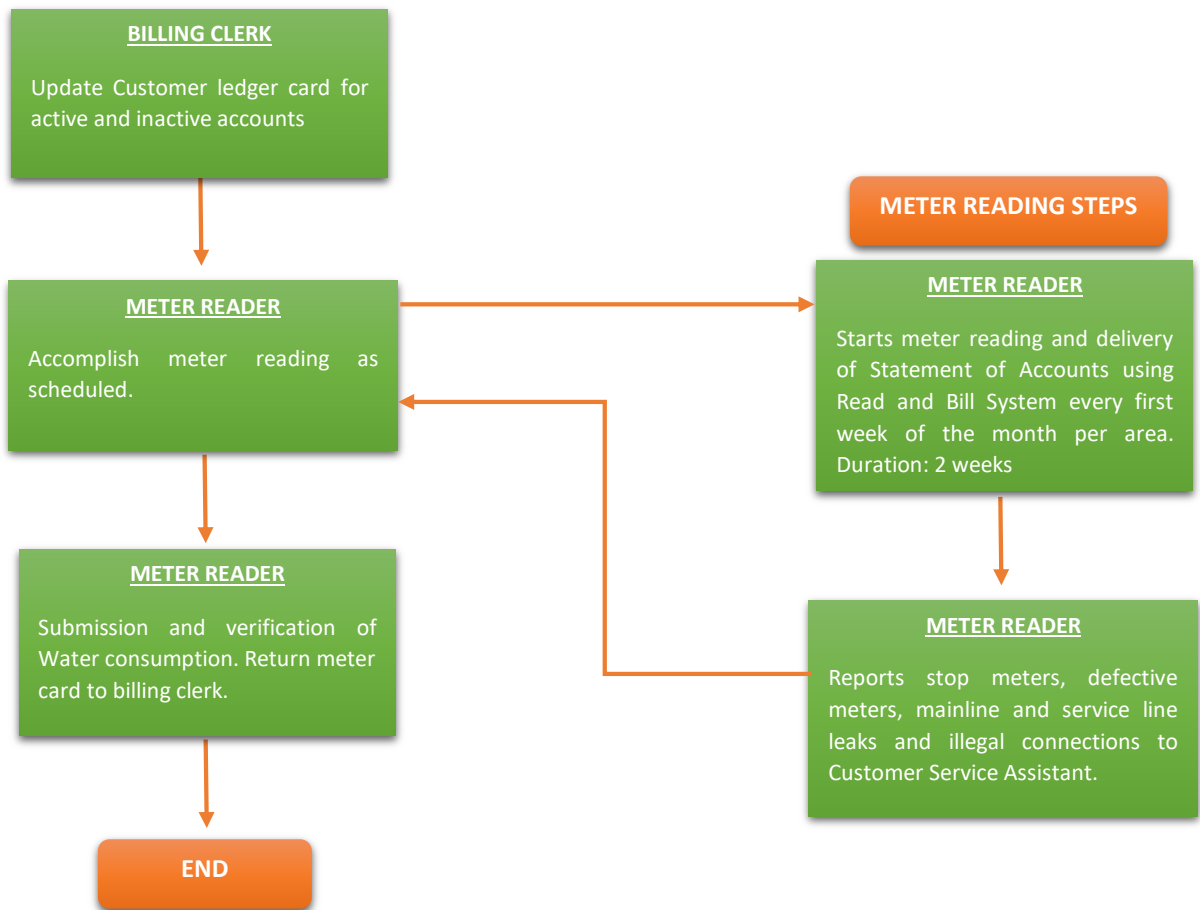
2. HIGH CONSUMPTION/ WATER BILL



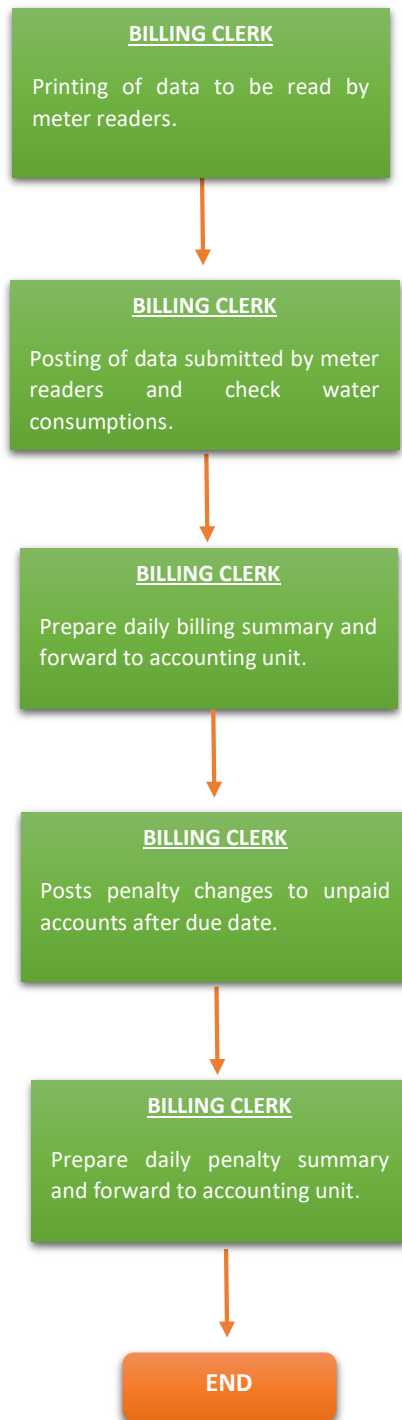
II. BILLING AND COLLECTION WORKFLOW



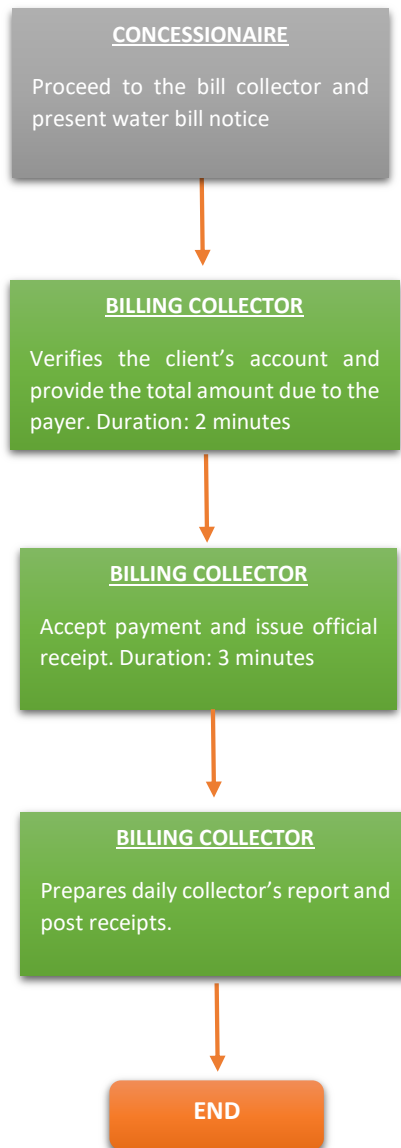
A. METER READING PROCEDURE



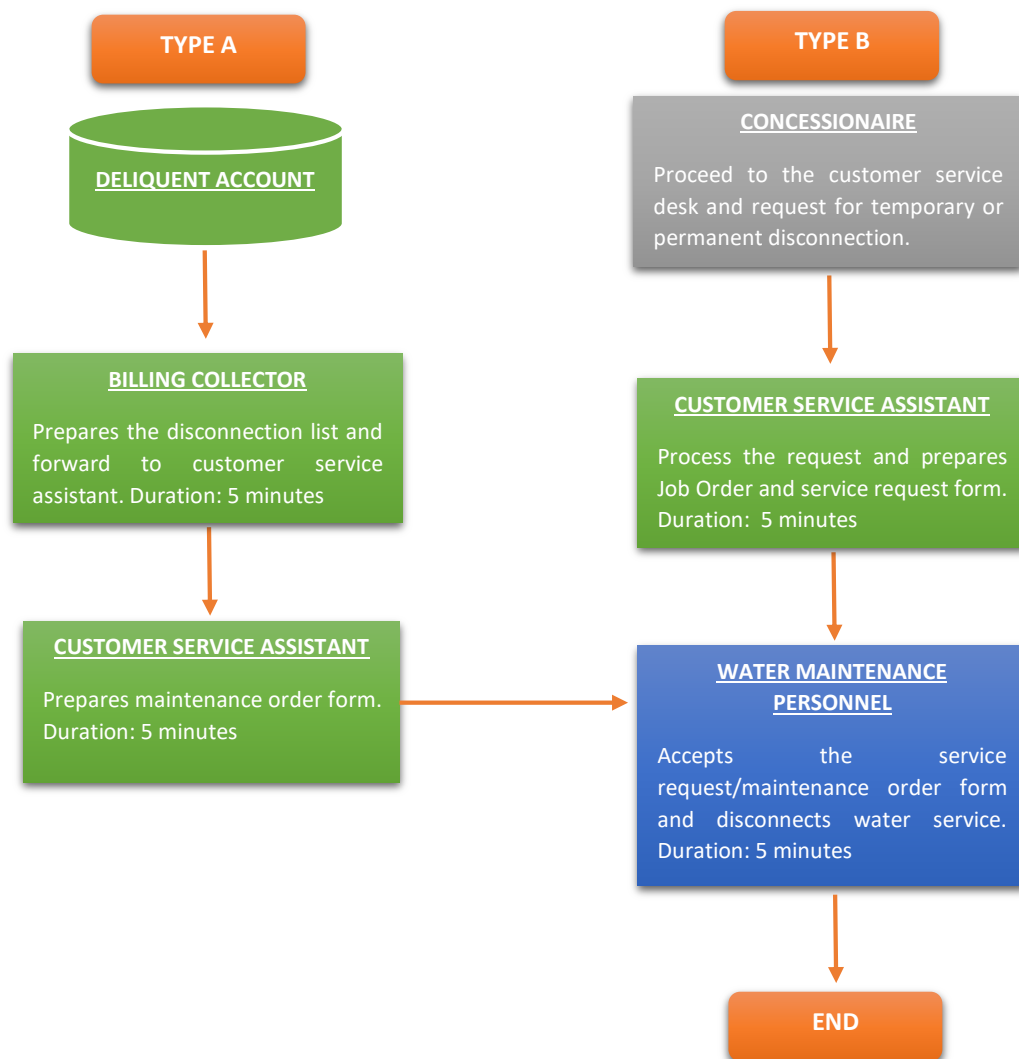
B. BILLING PROCEDURE



C. PAYMENT OF WATER BILL

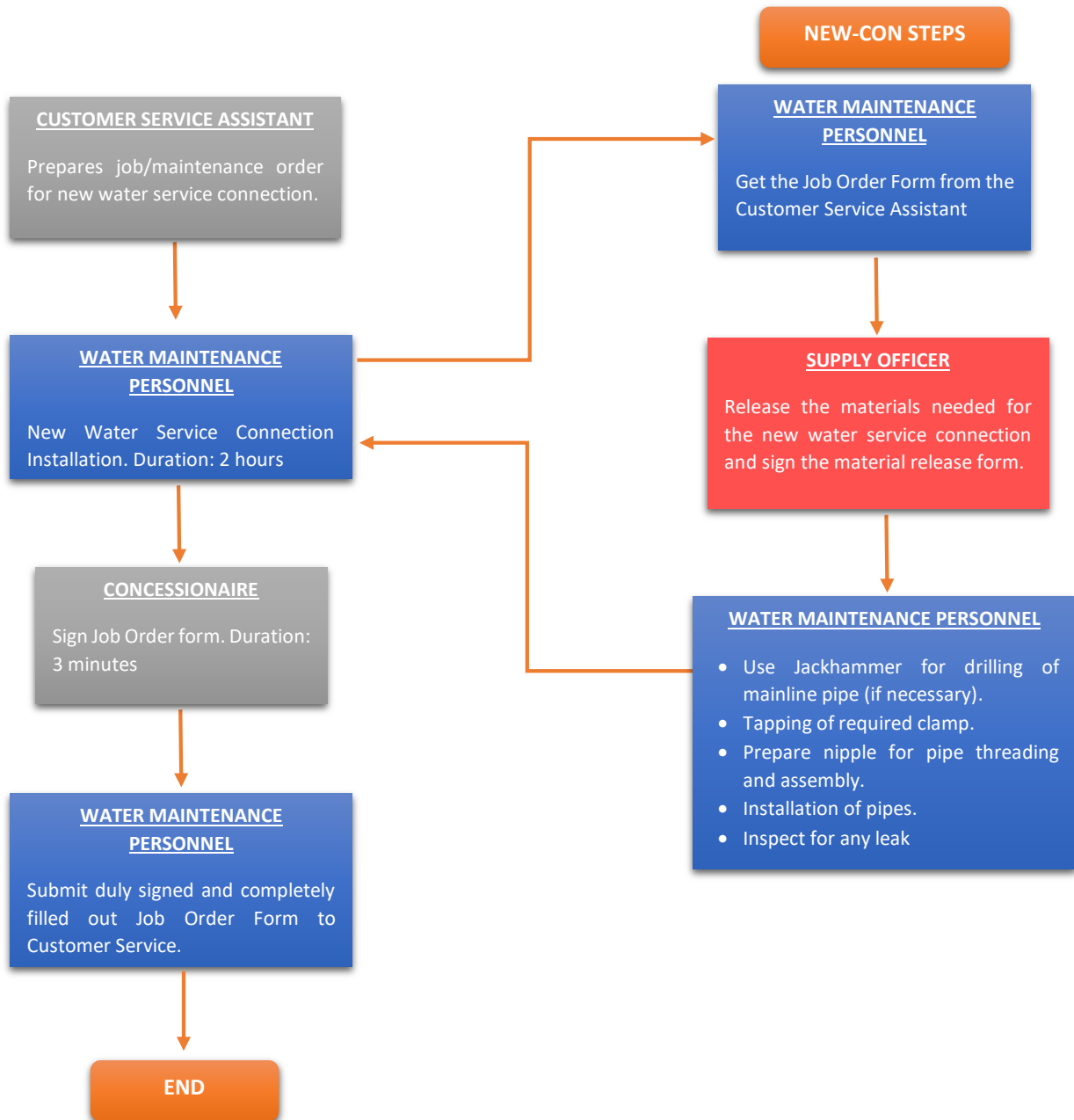


D. DISCONNECTION OF WATER SERVICES

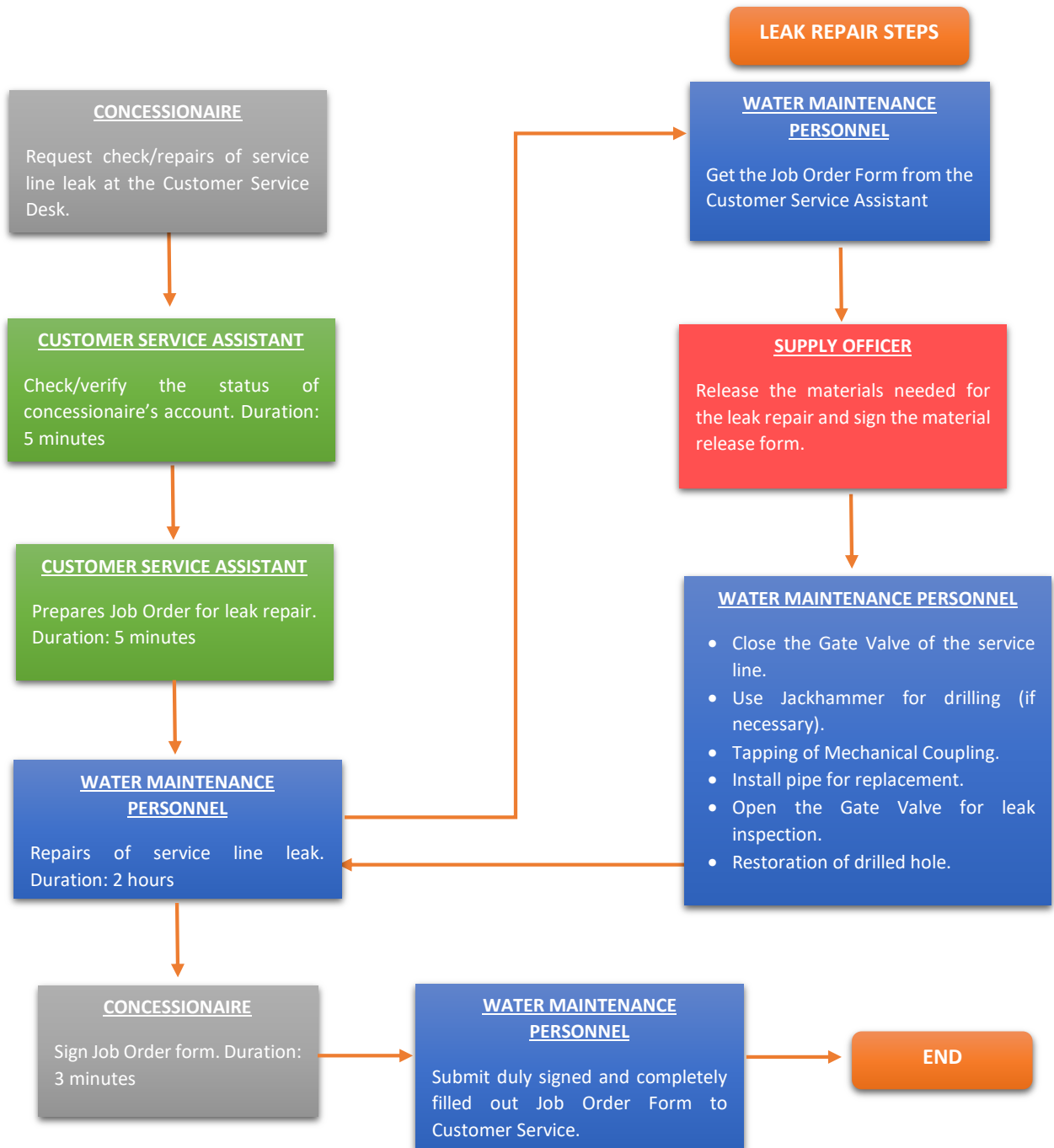


III. OPERATION AND MAINTENANCE WORKFLOW

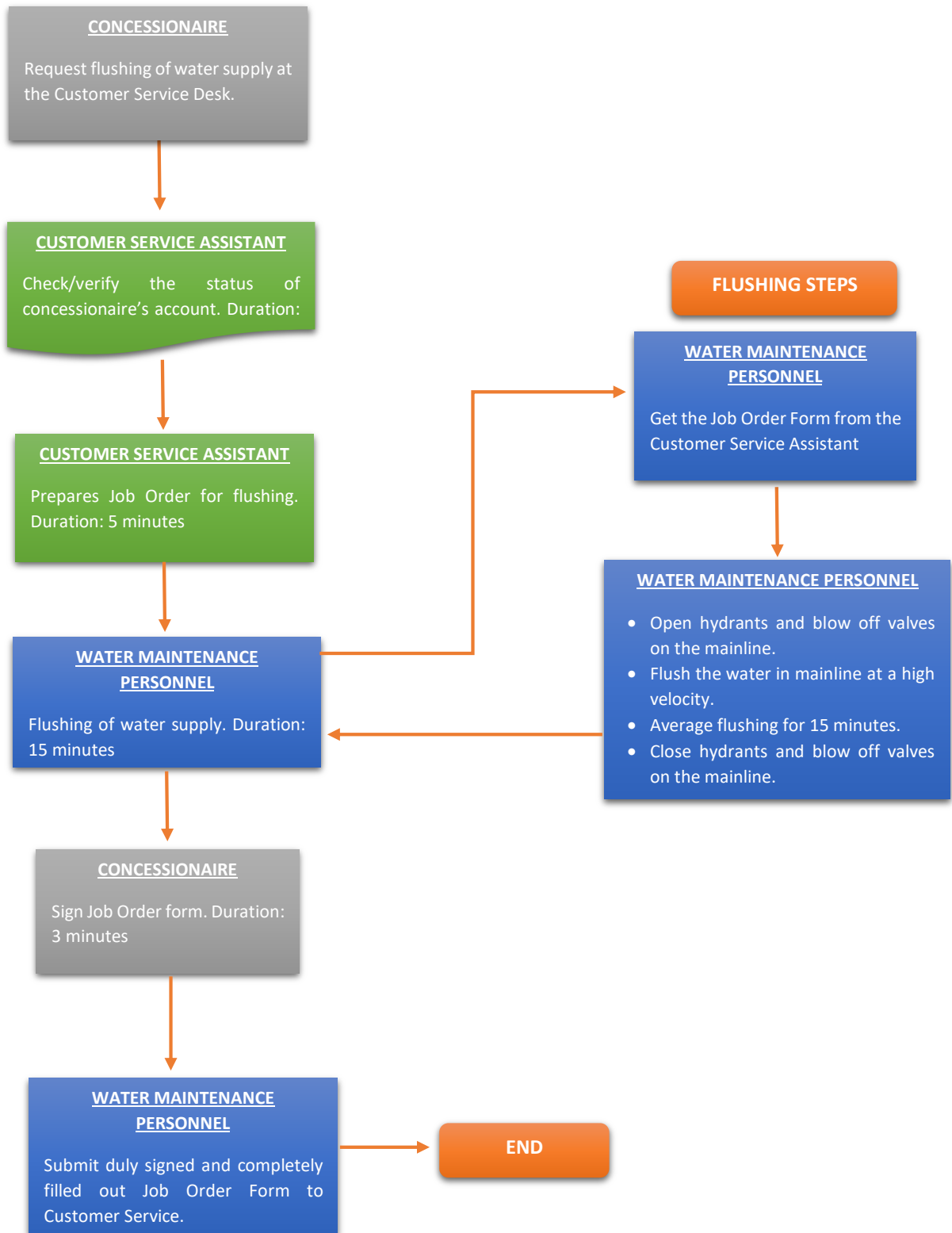
A. NEW WATER SERVICE CONNECTION



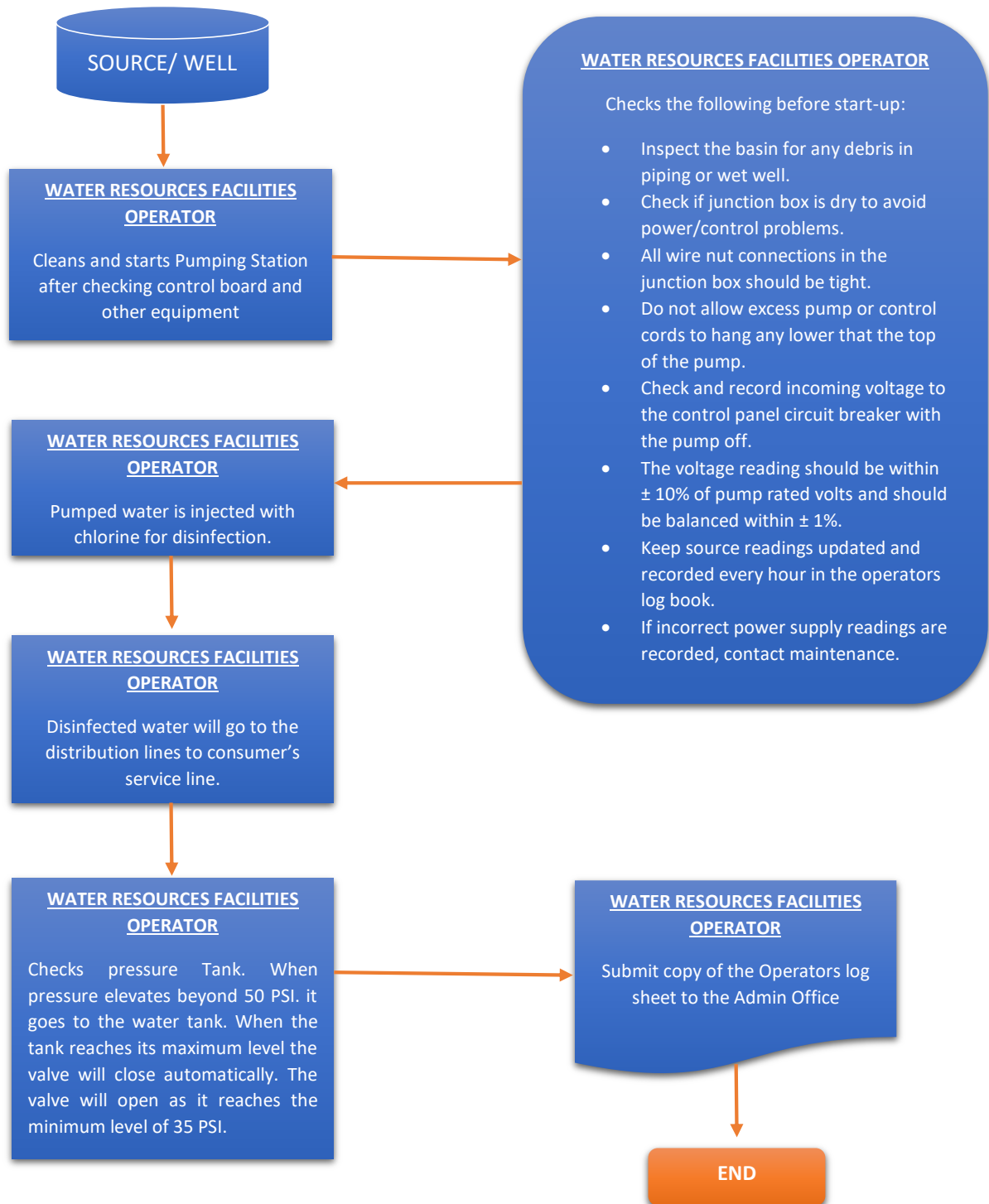
B. LEAK REPAIR OF SERVICE LINE



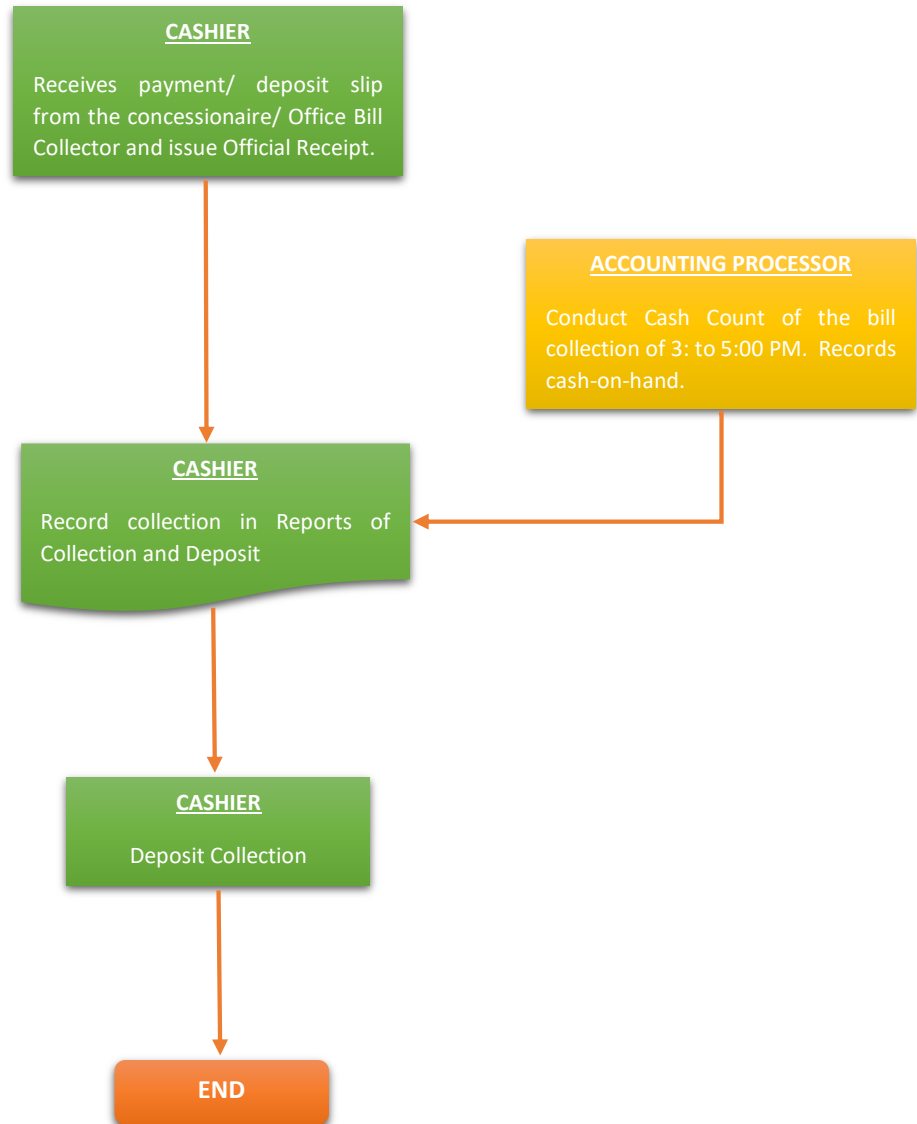
C. FLUSHING



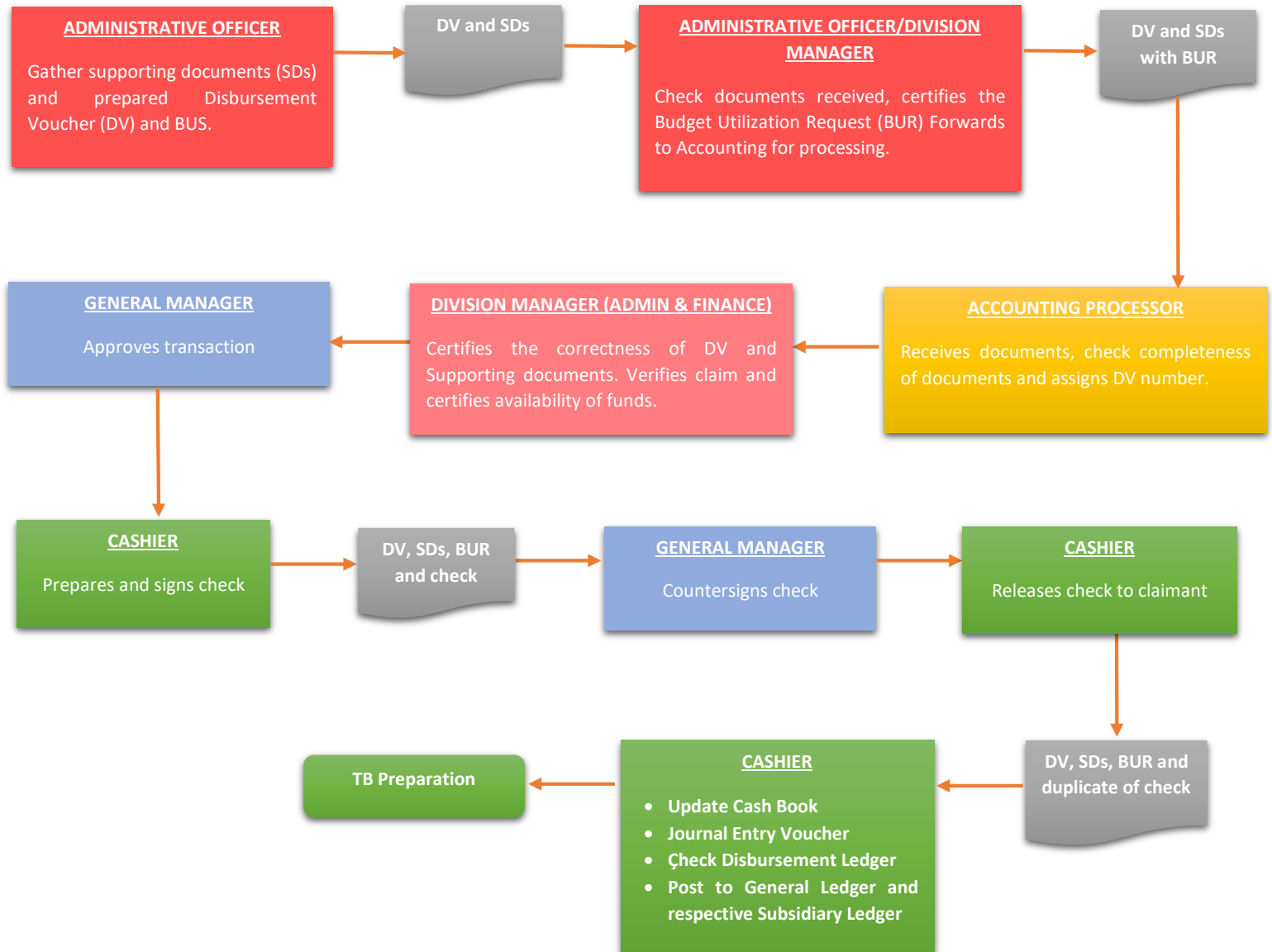
D. PRODUCTION



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

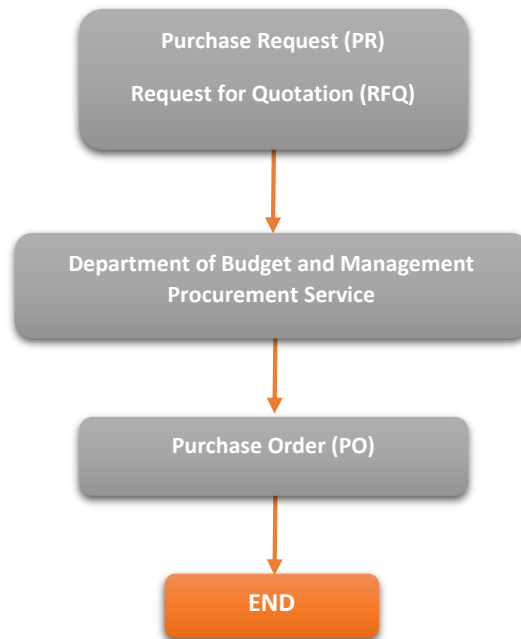


B. DISBURSEMENT PROCESS



C. PROCUREMENT PROCESS

1. OFFICE SUPPLIES



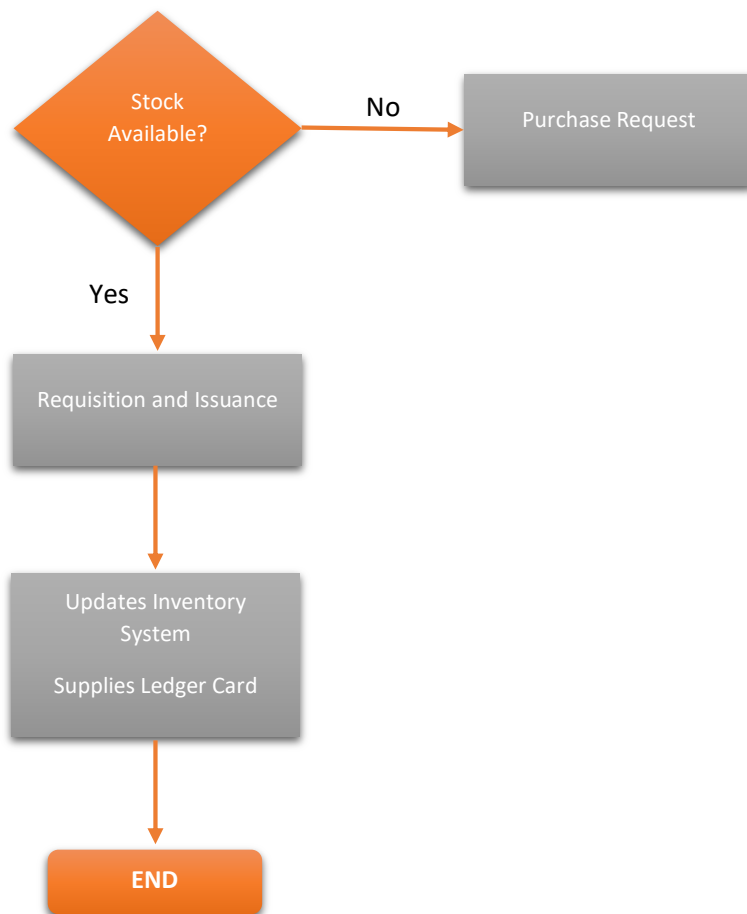
2. SERVICE CONNECTION MATERIALS/FITTINGS



D. RECEIPTS OF DELIVERIES OF INVENTORY



E. ISSUANCE OF OFFICE SUPPLIES



F. ISSUANCE OF SERVICE CONNECTION MATERIALS

