



# INDANG WATER DISTRICT MANUAL OF OPERATIONS

*Caring for LIFE through Nature's Wealth*

## TABLE OF CONTENTS

---

	Page
I. INTRODUCTION ON THE MANUAL	3
II. GENERAL INFORMATION AND PROFILE	3
A. VISION, MISSION, CORE VALUES & STRATEGIC OBJECTIVES	3
B. BRIEF HISTORY	3
C. GENERAL INFORMATION AND PROFILE	
1. ADMINISTRATIVE	5
2. FINANCIAL/COMMERCIAL	8
3. TECHNICAL	10
4. OPERATIONAL	11
D. THE WATER DISTRICT AND ITS PHYSICAL SYSTEM'S FACILITIES	12
E. COMMUNITY ECONOMIC PROFILE	
1. TOTAL POPULATION	14
2. AVERAGE MONTHLY INCOME	14
3. MAJOR SOURCE OF INCOME	14
4. AVERAGE MONTHLY EXPENDITURES	14
5. MUNICIPALITY / CITY REVENUE	14
6. AVERAGE RATE OF MORTALITY (WATER BORNE DISEASE)	14
7. AVERAGE RATE OF MORTALITY (WATER BORNE DISEASE)	14
8. MAJOR AGRICULTURAL, INDUSTRIAL AND COMMERCIAL ACTIVITIES	14
F. OTHER INFORMATION	15
III. ORGANIZATION AND RESPONSIBILITIES	16
IV. OPERATIONAL CONTROL AND SUPERVISION	22
V. OPERATING PROCEDURES	28

## I. INTRODUCTION ON THE MANUAL

---

The Indang Water District (IWD) Manual of Operations provides an overview of the company's history, mandate, administrative, financial and technical operations. It aims to provide a better understanding of the district's general procedures, specifically on the following areas: Policy Making and General Management, Administrative and Financial, Engineering and Construction, Production and Water Quality and Commercial Services. This manual consists of IWD's brief history, its mandate: Vision, Mission, and Core Values, organizational and functional structure, responsibilities and obligations, operational control and supervision, and critical procedures of its operations. The necessary appendices are also included in this manual to provide a deeper understanding of the company's operation. Any amendment and revision of this manual will follow management review and the Board of Director's approval.

## II. GENERAL INFORMATION AND PROFILE

---

On July 1979, the IWD was formed by the virtue of a Municipal Resolution, transferring the existing water system to the District. The IWD was formally issued a Conditional Certificate of Conformance (CCC) No. 099 by the Local Water Utilities Administration (LWUA) on November 5, 1979 in its recognition to IWD's commitment to improve the domestic water supply of Indang. The District was then born and becomes eligible to avail of LWUA's comprehensive assistance program.

The IWD has been re-categorized from Small Water District to Medium Water District effective April 4, 2004. Moreover, pursuant to DBM Circular Letter No. 2011-10 dated November 18, 2011 re: Revised Local Water District manual on Categorization, Re-categorization and Other Related Matters (LWD-MaCRO) the Indang Water District was categorized as Category C Water District by LWUA effective March 2011.

### **VISION**

To be the best provider of safe, potable, adequate and affordable spring water in the whole Municipality of Indang.

### **MISSION**

To provide an affordable spring water supply to the people of Indang, Cavite as competent, technical, skilled, professional and God-centered employees of Indang Water District with state of the art equipment and excellent service.

## **CORE VALUES**

**S** – incere Service

**P** – rofessionalism and Patience

**R** – espect

**I** – ntegrity

**N** – ature Friendly

**G** – od Fearing

**S** – incerity

**M** – otivation

**I** – ntellect

**L** – oyalty

**E** – xcellence

## **STRATEGIC OBJECTIVES**

1. Provide safe, potable, adequate and affordable spring water.
2. Provide excellent services.
3. Increase financial stability.
4. Safeguard natural resources.
5. Strengthening partnership with other agencies.

## **BRIEF HISTORY**

Municipality of Indang is situated in the central part of Cavite Province approximately 12 km from Tagaytay Ridge. The Municipality consists of the Poblacion and surrounding barangays with a total land area of 8,920 hectares.

The original waterworks system was constructed in 1922-1924 with Ikloy Spring as its source and covers only the Poblacion. The system consists of a spring chamber, pumphouse with hydro turbine prime over and centrifugal pump, ground reservoir, 2 km transmission pipelines and distribution facilities. In 1980, a separate distribution pipe and ground reservoir in Barangay Kaytambog was included in the system. Total registered



concessionaires were 463 as of August 1980. Water production from the spring source is 580 cu.m. of which only 26.6 percent is accounted for.

The total water demand for various design years is derived from the demands for domestic, commercial, institutional and public faucets demands including an allowance for leakage and wastage.

The possible sources of water supply for Indang are springs, namely, Ikloy, Ipie I and Ipie II. All the springs emanate from fissures on the contact between permeable pyroclastics and impermeable tuff above the river course. The full production of Ikloy Spring alone is estimated to meet the water demand of Indang Water District.

## **II. GENERAL INFORMATION AND PROFILE**

### **A. ADMINISTRATIVE**

Indang Water District (IWD) was categorized as Category C Water District by LWUA effective March 2011. IWD's Functional Chart and Position/Organizational Chart were based on the Revised Local Water District Manual on Categorization, Re-categorization and Other Related Matters (LWD-MaCRO).

The District operates at a ratio of 1 regular employee for every 264 service connections. In order to resolve the workload, Management hired Job Order personnel to cope with the necessary day-to-day demand in operations.

As of December 31, 2018, the total IWD workforce was comprised of thirty-three (33) permanent employees and thirteen (13) casual employees. All employees met the minimum qualifications per Job Description adopted by the District. The District having been categorized as Category C Water District, has forty-five (45) positions on the Plantilla of Personnel (POP) based on the Position Allocation List (PAL) approved by the DBM on April 1, 2016.

IWD adopted Civil Services rules and regulations regarding hiring of personnel and other personnel matters. While IWD follows Local Water Utilities Administration (LWUA) rules and regulations in Utility Customer Relations and General Utility Operations, additional policies were adopted, repealed or amended by the District Board of Directors including those adopting LWUA guidelines.

IWD created, maintained and properly updated reliable records of the following in order to accurately present that data in timely reports to the management that can help in the decision-making:

<b>ADMINISTRATIVE AND FINANCE</b>	
Monthly Report on Accession	Monthly
Monthly Report on Separation	Monthly
Report on Agencies Implementation of the Mamamayan Muna Program	Monthly
Summary of Attendance (including tardiness, undertime and un authorized absence)	Monthly
Summary of Seminars/Trainings Attended	Monthly
Summary of Travel Orders	Monthly
Summary of Leave Balance	Quarterly
Utility Checklist Report	Daily
Daily Cashier's Report (DCR)	Daily
Daily Collection Report	Daily
Report of Accountability for Accountable Forms (RAAF)	Monthly
Lapsing Schedules	Monthly
Summary of Pulled out/Defective Meters	Monthly
Monthly Inventory Report	Monthly
Quarterly Reports on Physical Count of Inventories	Quarterly
Reports of Physical Count of Inventories	Yearly
Statement of Budget Utilization	Monthly
Statement of Expenses per Cost Center (Per Division)	Monthly
Income Statement	Monthly
Balance Sheet	Monthly
Cash Flow Statement	Monthly
Monthly Data Sheet	Monthly
Fuel Consumption Report	Monthly
Electricity Consumption Report	Monthly

Schedules of Accounts	Monthly
Project Procurement Management Plan Per Division	Annually
Projected Income Statement	Annually
Projected Water Sales	Annually
Projected New Connection	Annually
Capital Expenditures	Annually
Salaries and Benefits	Annually
Annual Procurement Plan	Annually
Report of Extraordinary & Miscellaneous Expenses	Quarterly
ROSA	Quarterly
Report of Unliquidated Cash Advances & Reports on Government Projects	Quarterly
<b>COMMERCIAL</b>	
Daily Billing Summary/Monthly Billing Summary	Daily
Daily Penalty Charges	Daily
Billing Adjustment Memos	Daily
Report of New Connections, Accounts, Reconnected Accounts, Transferred Accounts, Change of Account Names, Reclassified Accounts	Daily
Daily Status Report of Activities of Commercial Division	Daily
Ageing of Accounts	Monthly
Senior Citizen Discount Disconnected Summary	Monthly
<b>PRODUCTION WATER QUALITY DIVISION</b>	
Shifty Operator's Report	prescribed schedules
Monthly Operating Hours Report	Monthly
Monthly Flowmeter Readings	Monthly
Monthly KHW Readings	Monthly
Production Data	Monthly
Summary Report of Bacteriological-Test	Monthly
<b>ENGINEERING AND CONSTRUCTION DIVISION</b>	

Shifty Operator's Report	prescribed schedules
Vehicle Inspection Report	Daily
SACO, Maintenance Order and Service Request Monitoring Report	Daily
Monthly Operating Hours Report	Monthly
Monthly Flowmeter Readings	Monthly
Monthly KHW Readings	Monthly

Financial and Compliance Audit is being by the Commission on Audit (COA) annually.

To enhance transparency and enforce accountability, essential reports were posted in the IWD website ([www.indangwd.com](http://www.indangwd.com)) in compliance with Section 93 of the General Appropriations Act of FY2012 Section 93 which is the Transparency Seal provision. Moreover, reports were prepared regularly as required in the Commercial Practices Manual for Local Water Districts.

## B. FINANCIAL/COMMERCIAL

### Financial

The Financial Statements of the District report information using accounting principles appropriate for an enterprise fund to report its activities. The Financial Statements conform to the Philippine Financial Reporting Standards (PFRS).

The Balance Sheet includes information about the District's assets (i.e., the nature and amount of investments in resources) and liabilities (i.e., the obligations to creditors). This statement also provides the basis of evaluating the capital structure of the District and assessing its liquidity and financial flexibility.

The Income Statement identifies the District's revenues and expenses for the calendar year. This statements provides information on the District's operations and whether the District' revenues have covered its expenses.



The Statement of Cash Flows provides the information concerning the District’s cash receipts, cash payments and changes in cash resulting from operations, investments and financing activities. This statement also provides information on the sources and uses of cash and on the change in the cash balance.

The Notes to Financial Statements provide description of the accounting policies used to prepare the financial statements and present the material disclosures required by PFRS, that are not otherwise present in the financial statements.

**Commercial**

Water rates are instruments for recovering the cost of providing adequate water service to customers and must reflect not only the fixed costs of the supply system, but also on the operating expenses of the water district. The cost of service should be equated with revenue requirement for the purpose. IWD existing water rates that were presented during the Public Hearing held last November 10, 2004 underwent thorough review and approved by LWUA on February 23, 2010.

CLASSIFICATION	SIZE	MINIMUM	11-20 CU.M.	21-30 CU.M.	31 CU.M. AND ABOVE
Residential/Government	1/2	P 188.00	22.25/cu.m.	24.90/cu.m.	27.25/cu.m.
Commercial	1/2	P 376.00	44.50	49.80	54.50
Semi-Commercial A	1/2	P 329.00	38.95	43.55	47.65
Semi-Commercial B	1/2	P 282.00	33.40	37.35	40.85
Semi-Commercial C	1/2	P 235.00	27.80	31.10	34.05
Commercial	2	P 7,520.00	44.50	49.80	54.50

At an average, IWD’s current service growth was at 408 connections per annum.

As of December 31, 2018, the total number of existing connections was 8,554 wherein 8,188 are active while 366 are inactive. All service connections were metered and are

regularly billed. Delinquent concessionaires were 2,333.

At an average, there were five customers per connection.

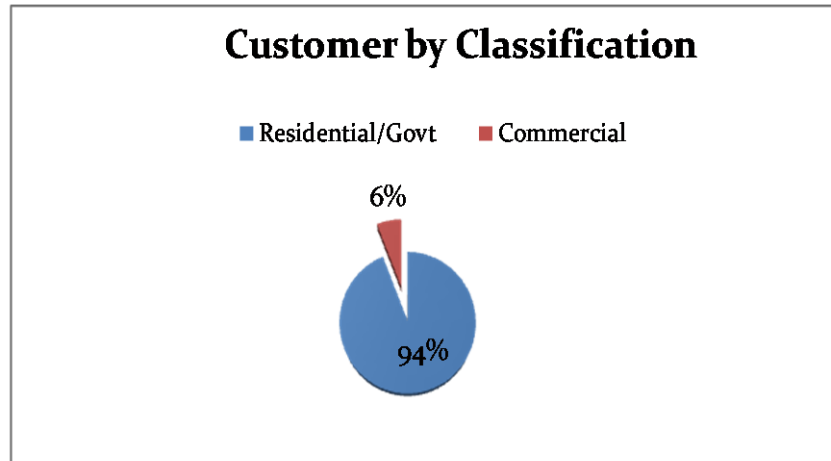
Out of the estimated population of Indang, Cavite of 72,223, 54,167 are being served by IWD as of December 31, 2018.

The District keeps written record of request for service which shows the date when such requests were made and the nature of the service requested. On the average, it takes 1 to 3 days to respond and to attend to such service requests.

As of December 31, 2018, the District has 8,188 total active service connections. The total connections are broken down into:

Type	Flat	Metered	Total
Residential/Government	-	7,625	7,625
Commercial	-	563	563
Bulk	-	-	-
Total	-	8,188	8,188

As noted above, 94% of the customers of IWD are under residential/government connections while only 6% is under the commercial connections.



### C. TECHNICAL

IWD regularly monitors its water quality through Monthly Bacteriological Analysis and Semi-annual Physical/Chemical Analysis. Disinfection is conducted through Chlorination which uses chlorine dosing pumps that directly injects chlorine solution to water transmission lines. The Chlorine Residual Test conducted obtained an average result of 0.316 ppm, which passes the minimum Philippine National Standard for Safe Drinking Water (PNSDW). Copies of these test reports were regularly submitted to LWUA, twelve (12) Bacteriological Analysis Summary Reports and two (2) Semi-Annual Physical/Chemical Examination Reports annually.

IWD also monitors each pump and motor efficiency by conducting regular test. Motors are checked for its meager resistance to identify if it fits long operating service or if it needs replacement. Pump discharge are being monitored to check its efficiency. Serviceable parts such as bearings, seals, and couplings are regularly checked and replaced. Out of the nineteen (19) pumps that are being used by IWD for its water production, fifteen (16) are operational and the four (3) serves as back-up/spare pumps.

### D. OPERATIONAL

IWD's water sources are two (2) spring sources and ten (11) deep wells. Its operational routine include, among others, meter reading and billing, operation of pumps, leak detection and repair, and other maintenance tasks.

Because of inadequate facilities, the District had to provide partial service in accordance with the following average length of time each 24-hours day:

Less than 6 hours service	None
7-12 hours service	None
13-18 hours service	3,027 service connections
19-24 hours service	5,161 service connections

Among the 26 barangays being covered by IWD's service, 12 barangays are enjoying 24 hours supply in its entire area or around 5,161 service connections. While 14 barangays are partially serviced with prescribed operating hours (13-18 hours) or equivalent to 3,027 service connections.

IWD had acquired major equipments and machineries to provide good quality service to its concessionaires through the years. IWD maintains list of major equipment and machinery with an initial cost of at least P 15,000 including pertinent information.

## **WATER DISTRICT & ITS PHYSICAL SYSTEM'S FACILITIES**

### **EXISTING SYSTEM'S FACILITIES**

#### **Structure and Equipment**

On the same day of IWD's 38<sup>th</sup> anniversary, IWD relocated its office at MNM Building, San Gregorio St., corner Calderon St., Indang, Cavite. The new office is under a lease contract for two (2) years at a monthly rate of fifty thousand pesos (P50,000.00) with a 10% escalation rate on the following years. The total office area is approximately at 285.70 sq.m. The Commercial and Engineering Division are located at the first floor while the Production and Water Quality, Administrative and Finance Division and the Office of the General Manager are located at the second floor.

Various office equipments are being acquired for the proper operation of the District.

The IWD's two (2) major water sources as Ipie and Ikloy springs and the eleven (11) deep wells has a total rated capacity of 16,144 cu.m. per day.

<b>PUMP STATION</b>	<b>LOCATION</b>	<b>NO. OF PUMPS</b>	<b>MAX. PRODUCTION CAPACITY</b>	<b>TREATMENT FACILITIES</b>
---------------------	-----------------	---------------------	---------------------------------	-----------------------------

PS # 1	Kayquit II	5	23.61; 25; 4.72 lps	2040, 2160, 408 cu. m/d	Chlorine injector
PS # 2	Poblacion I	1	Abandoned	-----	Chlorine injector
PS # 3	Kayquit II	1	Booster	-----	Chlorine injector
PS # 4	Kaytapos	1	Booster	-----	Chlorine injector
PS # 5	Calumpang Lejos	2	4.73 lps	409 cu. m/d	Chlorine injector
PS # 6	Mataas na Lupa	1	4 lps	346 cu. m/d	Chlorine injector
PS # 7	Poblacion 4	1	19 lps	1,642 cu. m/d	Chlorine injector
PS # 8	Banaba Lejos	1	3 lps	259 cu. m/d	Chlorine injector
PS # 9	Mahabang Kahoy Cerca	1	20 lps	1,728 cu. m/d	Chlorine injector
PS # 10	Mahabang Kahoy Lejos	1	3.4 lps	294 cu. m/d	Chlorine injector
PS # 11	Daine I	1	15 lps	1,296 cu. m/d	Chlorine injector
PS # 12	Limbon	1	21 lps	1,814 cu. m/d	Chlorine injector
PS # 13	Asama Homes Subd	1	12 lps	1,037 cu. m/d	Chlorine injector
PS # 14	Kayquit 2	1	22 lps	1,901 cu. m/d	Chlorine injector
PS # 15	Lumampong Halayhay	1	9.38 lps	810 cu. m/d	Chlorine injector

IWD has two reinforced concrete ground reservoirs which were built in 1922-1924 and 2002-2003. Both ground reservoirs are located in Barangay Kayquit II about 1 km South of Poblacion with a total capacity of 465 cu.m. broken down into:

Unit	Capacity	Type	Description
1	215 cu.m.	Dome	Concrete Ground Reservoir at Kayquit II, Indang, Cavite
1	250 cu.m.	Rectangular	Concrete Ground Reservoir at Kayquit II, Indang, Cavite



IWD acquired and built two Elevated Steel Tanks located at Asama Homes Subdivision and Pump Station No. 14, Kayquit II in CY 2010 and CY 2015, respectively. The total capacity of the said tanks is 365 cu.m., details are as follows:

Unit	Capacity	Type	Description
1	115 cu.m.	Rectangular	Elevated Steel Tank at Mataas Na Lupa, Indang, Cavite
1	250 cu.m.	Rectangular	Elevated Steel Tank at Kayquit II, Indang, Cavite

### Production

In 2018, water production averages at 199,546 cubic meters per month wherein, 83.97% of the water produced has been utilized (billed and unbilled) while 383,755 cubic meters of water or 16.03 % of production is considered Non-Revenue Water (NRW). Non revenue water (NRW) is water that has been produced and is lost before it reaches the customer. Losses can be real losses (through leaks & flushing, sometimes also referred to as physical losses) or apparent losses (through theft, unaccounted withdrawal of water or metering inaccuracies). High levels of NRW are detrimental to the financial viability of water utilities, as well to the quality of water itself.

Total Production	2,394,554 cu.m.
Total Water Utilized	2,010,799 cu.m.
NRW	383, 755 cu.m.
<b>NRW (in %)</b>	<b>16.03%</b>



## **OTHER INFORMATION**

### **Standard Operating Procedures**

The District has maintained its established standard operating procedures as specified in the IWD ARTA as required by Civil Service Commission.

### **Senior Citizens Discount**

As per IWD Board Resolution No. 14 dated September 28, 2010, IWD implemented its Senior Citizens discount last October, 2010 in compliance with Republic Act no. 9994 also known as the "Expanded Senior Citizens Act of 2010", granting additional benefits and privileges to Senior Citizens further amending Republic Act no. 7432 of 1992 as amended by Republic Act no. 9257 of 2003.

Under Article 12 on Utility Discount of Section 1, the grant of a minimum of five percent (5%) discount off the monthly utilization of water by households with senior citizens requires that the individual meters for the foregoing utilities are registered in the name of the senior citizen residing therein. It is required further that the monthly consumption does not exceed thirty cubic meters (30 cu.m.) of water. The privilege is granted per household regardless of the number of senior citizens residing therein. Other conditions of discount availment are: the meter registration should be in the name of the Senior Citizen for a period of one (1) year and the application of discount must be renewed annually.

### **Gender and Development**

Pursuant to Department of Budget and Management (DBM), National Economic and Development Authority (NEDA) and National Commission on the Role of Filipino Women (NCRFW) Joint Circular No. 2004-1 dated April 5, 2004, the Indang Water District (IWD) formed its Gender and Development Focal Point thru Office Order No. 56b-13, S. 2013.

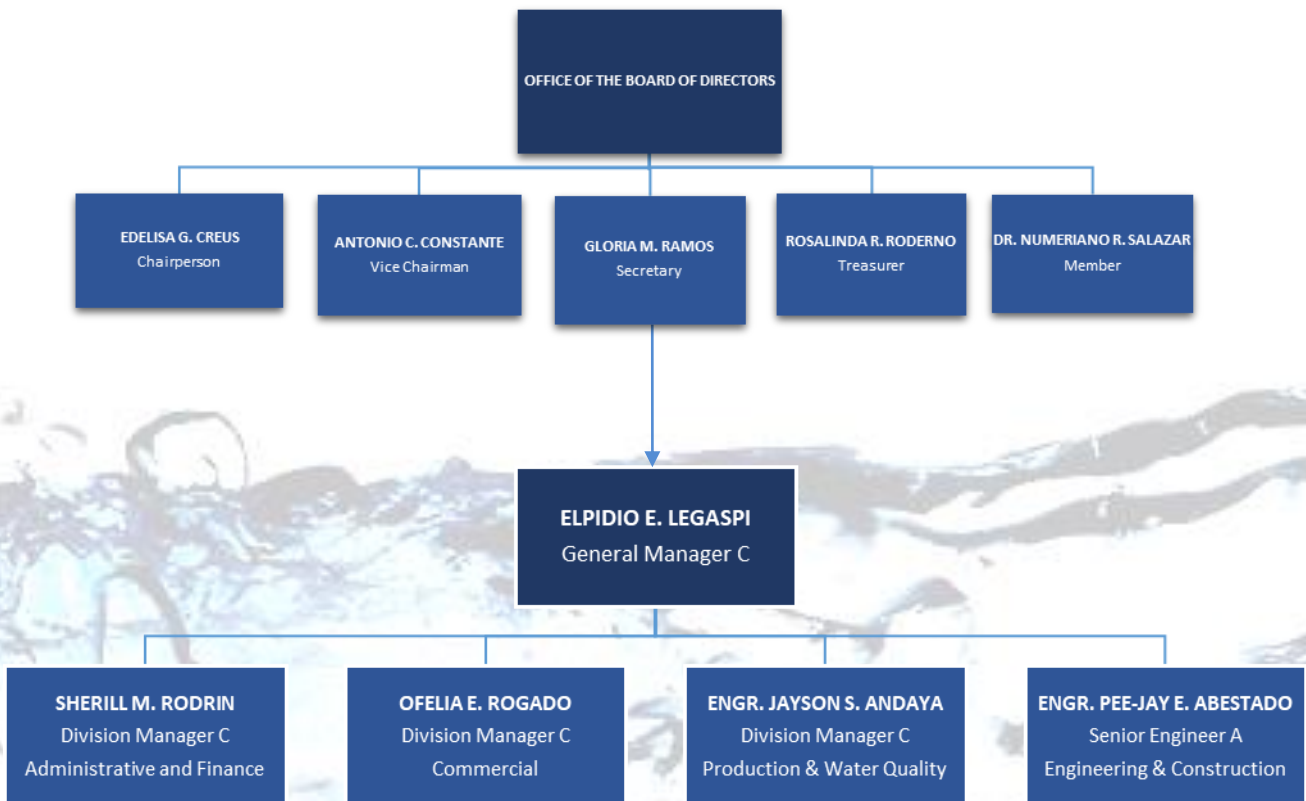
### **Strategic Performance Management System**

In line with the Guidelines in the Establishment and Implementation of Agency Strategic Performance Management System enunciated under Civil Service Commission (CSC) Resolution No. 1200481 promulgated March 16, 2012 and CSC Memorandum Circular No. 6, series of 2012, the Indang Water District adopted and implemented the approved Strategic Performance Management System (SPMS).

### III. ORGANIZATION AND RESPONSIBILITIES

# IWD Organizational Chart

## Office of the Board of Directors

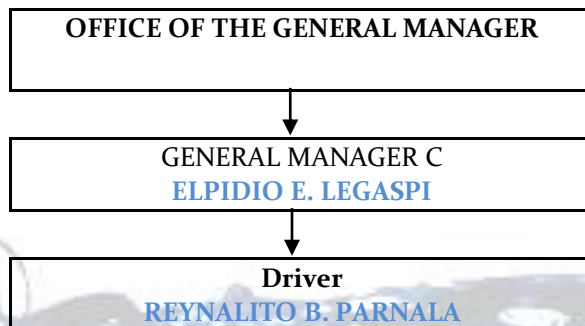




All powers, privileges, and duties of the district were exercised and performed by and through the board, provided, however, that any executive, administrative or ministerial power were delegated and re-delegated by the board to officers or divisions designated for such purpose by the board. (Source: PD 198)

Five (5) Board of Directors (BOD) govern the rules and regulations of the Indang Water District. Each BOD represents a sector: civic, business/ commercial or financial, education, women, and professional. The BOD holds regular and special meetings to deliberate and establish policies regarding the systems and procedures for the operation of the District. They issue resolutions for the implementation of the policies by the Management of the District. They review the existing policies and make amendments if necessary. They approves the Annual Budget and acts as the Head of the Procuring Entity as mandated by Republic Act No. 9184.

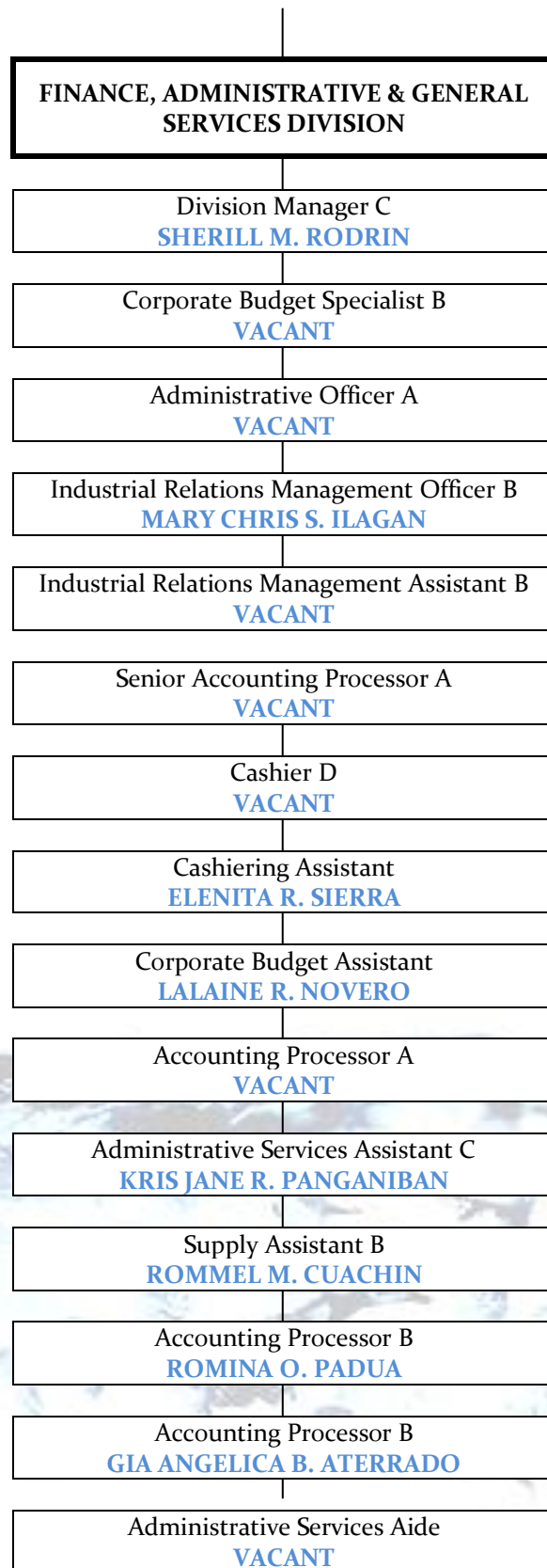
### Office of the General Manager

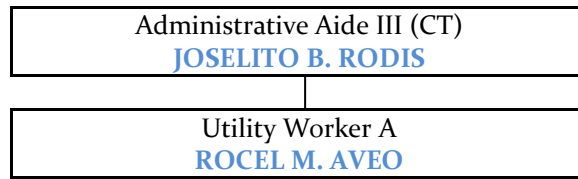


The Office of the General Manager is the central office of Indang Water District. This office exercises general supervision, control and direction of all the overall operations of the District. It coordinates with the other divisions and other agencies as well to strictly monitor the accomplishment of work activities and the implementation of policies, projects and programs.



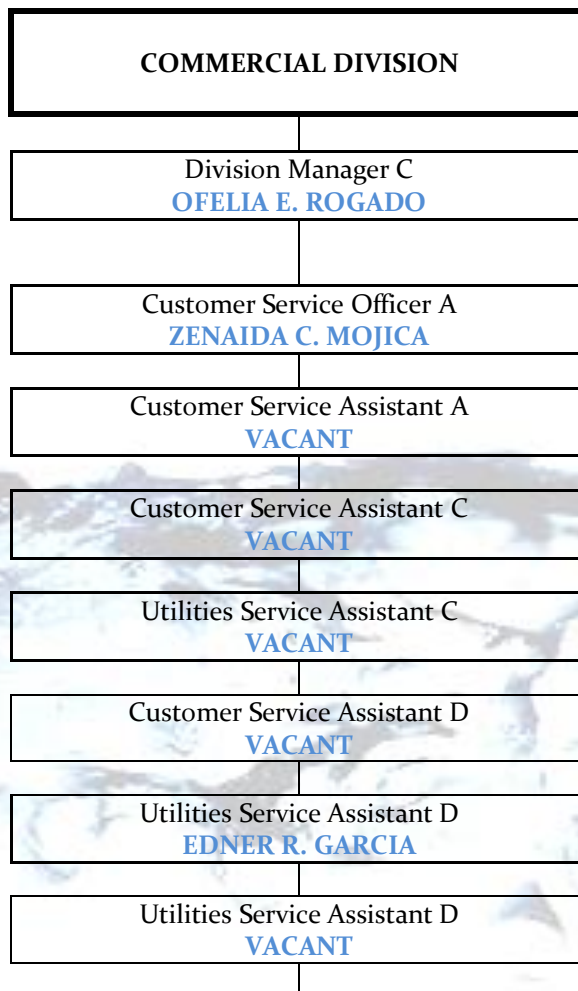
## Administrative and Finance Division

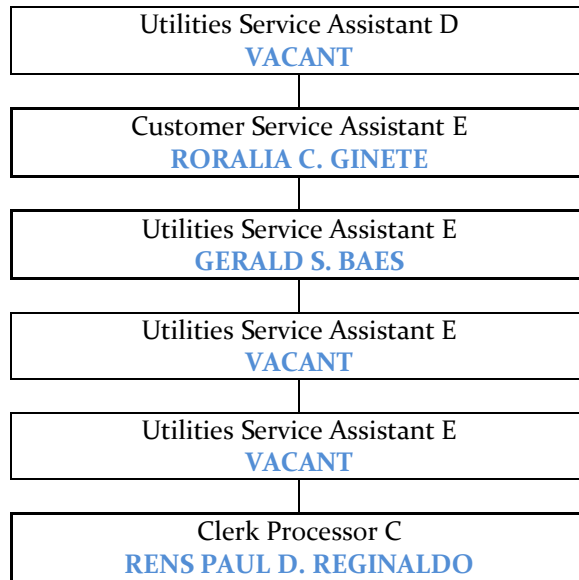




The Administrative and Finance Division is responsible in the District-wide financial, human resource program and related administrative support services. Areas of responsibility include accounting, budgeting, financial planning and reporting, cash management, purchasing, recruitment and selection, classification and pay, employee relations, benefits administration, equal employment opportunity, safety, training, property and supplies management & general services.

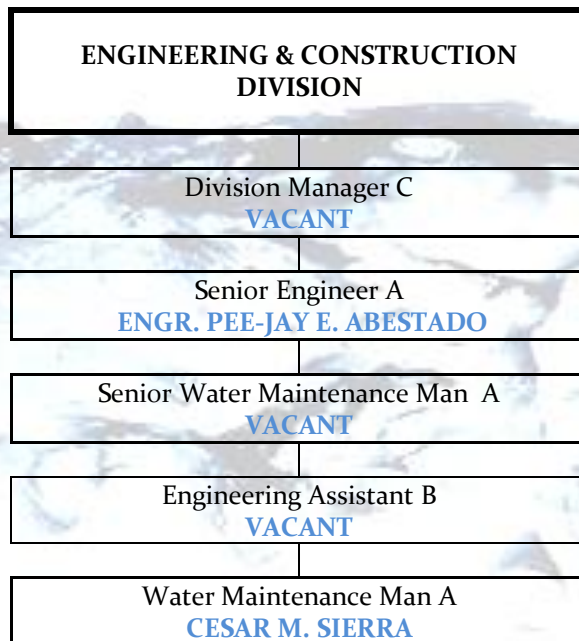
### Commercial Division





The Commercial Division is responsible in administering District-wide commercial services. Areas of responsibility include, but are not limited to information system, customer service, maintenance and updating of customer ledgers and billing records, customer accounting, customer relations, meter reading, reconnection & disconnection of water service, and monitoring of all accounts receivables and other collectibles.

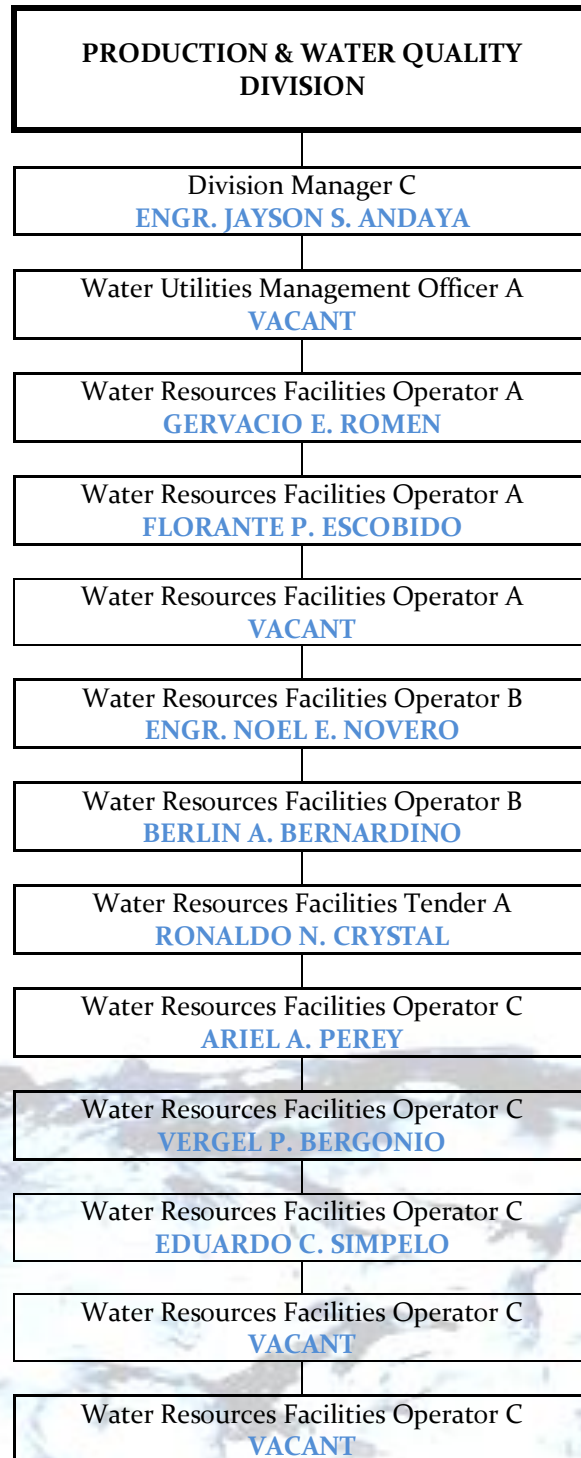
**Engineering and Construction Division**



Water Maintenance Man A <b>VACANT</b>
Water Maintenance Man A <b>VACANT</b>
Water Maintenance Man B <b>MANUEL P. VIDALLON III</b>
Water Maintenance Man B <b>ADONIS S. AGUSTIN</b>
Water Maintenance Man B <b>VACANT</b>
Water Maintenance Man C <b>ORLIE M. NUESTRO</b>
Water Maintenance Man C <b>VACANT</b>
Water Maintenance Man C <b>HERBERT M. RAMOS</b>
Water Maintenance Man C <b>VACANT</b>
Water Maintenance Man C <b>VACANT</b>

The Engineering and Construction Division is responsible in the conduct of engineering design, field inspection of construction work in progress to ensure compliance with plans, specifications and accepted construction methods and maintenance of the District's water distribution system. Areas of responsibility include drafting works & preparation of cost estimate for the construction projects, waterline installation, rehabilitation and upgrading, installation of new water service connection in every household, repair & maintenance of the pipelines and oversight of meter repair shop.

## Production and Water Quality Division



The Production and Water Quality Division is responsible in the operation and maintenance of water treatment, pumping facilities, and related distribution and storage



facilities of the District. The division is also responsible in directing water quality and operations support activities for the District. Areas of responsibility include overseeing plant operations and pumping activities, technical operations support, environmental compliance, watershed management, water supply engineering, laboratory sampling and testing and emergency planning and preparedness.

#### **IV. OPERATIONAL CONTROL AND SUPERVISION**

---

The General Manager exercises control in the over-all operation and management of the District:

1. Manages complex operations and coordinates implementation of the annual and long-range work plans;
2. Directs major technical and administrative work activities; approves designs, plans and specifications and monitors the District's construction and capital improvement projects;
3. Sustains sound fiscal management and oversees financial operations;
4. Enhances and protects public image and position, ensures customer satisfaction and promote positive customer relations;
5. Builds strong organizational team by providing guidance to employees regarding personnel related issues and day-to-day activities;
6. Maintains professional and technical competencies by attending educational workshops, organizational meetings and establish professional networks;
7. Contribute to team effort by holding regular meetings, timely and effective performance feedback and involvement of appropriate employees in the decision-making process;
8. Work effectively with local and national regulatory agencies, consultants, developers and customers.

The Division Manager of the Administrative & Finance Division exercises operational control and supervision over the following:

1. Division's program of work plan, work activities, finance and administrative projects and programs; work flow; work products, methods and procedures;
2. Implementation of needed work process and automation improvements and methods for improving administrative and financial services.
3. Preparation and maintenance of a variety of financial & administrative reports and records related to the general ledger, accounts payable, accounts receivable,

payroll, job costing, budget & fixed assets, personnel files and employees records, including but not limited to:

- a. Financial Statements (Income Statement, Balance Sheet and Cash Flow Statement) and Notes to Financial Statements on year-end;
  - b. Monthly Data Sheet;
  - c. Monthly Projected Cash Flow;
  - d. Statement of Budget Utilization;
  - e. Insurance Policies of Motor Vehicles;
  - f. Books of Accounts (Cash Receipts Journal, Check Disbursement Journal, Disbursement Journal, Materials and Supplies Inventory Journal and Billing Register);
  - g. General and Subsidiary Ledgers;
  - h. Bank Reconciliation Statement and Schedules of Balance Sheet Accounts;
  - i. Stock and Property, Plant and Equipment Ledger Cards;
  - j. Lapsing Schedules for Depreciation of Property, Plant and Equipment;
  - k. Budget Utilization Slips and Disbursement Vouchers;
  - l. Daily Collection and Daily Cashier's Report;
  - m. Report of Accountability for Accountable Forms (RAAF);
  - n. Office orders and inter-office memoranda;
  - o. Employees' Leave Cards;
  - p. 201 Files;
  - q. Appointment Papers including CSC Form 33, Position Description Form, Oath of Office and the like;
  - r. Job Order Contracts;
  - s. Payroll and Pay Slips;
  - t. Report of Supplies and Materials Issued and corresponding Requisition Issuance Slips;
  - u. Property Acknowledgement Receipts;
  - v. Travel Order and Trip Tickets;
4. Purchase and issuance of materials, supplies & equipments to be conducted in accordance with District, DBM and COA policies;
  5. Development, planning, and implementation of goals and objectives for the finance, administrative & general services division;

6. Preparation and administration of internal policies and procedures relating to division's program of activities;
7. Interpretation and explanation of applicable rules, laws and regulations to supervisors and other concerned Divisions.
8. Coordination of division's activities with other divisions;
9. Providing responsible advice and counsel to the General Manager, and division managers on a variety of financial & administrative issues;
10. Conduct of financial reviews of District operations and activities and report findings and recommendations to the General Manager and Board of Directors; serves as liaison with external auditors and coordinates their activities on behalf of the District.
11. Oversees preparation & presentation of the District's annual budget;
12. Staffing, equipment, and supply needs based upon recent trends and planned activities;
13. Monitoring of expenditures after budget adoption;
14. Approval of purchase requisitions;
15. As Treasurer, oversees cash management, investment & debt management activities;
16. Attendance on Board of Directors' meetings;
17. Preparation and presentation of staff reports and agenda items for consideration by the Board; serves as advisor to the General Manager and Board as to financial planning and administration.
18. Hiring new staff;
19. Prioritizes, assigns and reviews work; approves time off for payroll purposes and prepares employee performance evaluations; monitors and participates in employee relations.
20. Creation, reclassification or transfer of Positions.
21. Preparation and submission/remittance of reports required by different agencies as:
  - Commission on Audit
    - a. Quarterly Reports required by the Commission on Audit (i.e. EME, ROSA, Unliquidated Cash Advances and Reports on Government Projects);
    - b. Annual Reports required by COA Circular No. 2015-004 dated July 16, 2015;
    - c. Annual Report of Local Water Districts pursuant to Republic Act No. 10026 as required by Senate of the Philippines;

Bureau of Internal Revenue

- d. Monthly Remittance of withholding taxes on compensation, expanded withholding tax and Value-Added Tax;
- e. Franchise Tax;
- f. Annual Information Return of Income Taxes Withheld – Expanded and Compensation;
- g. Annual Income Tax Return;

Civil Service Commission

- h. Monthly Report on Accession, Separation, on Project Dibar and Report on Agencies Implementation of the Mamamayan Muna Program;

Office of the Ombudsman

- i. Statement of Assets, Liabilities and Net worth;

Department of Budget and Management

- j. Plantilla of Position;

The Division Manager of the Commercial Division exercises operational control over the following:

1. Division's program of work plan, work activities, commercial projects and programs; work flow; work products, methods and procedures;
2. Implementation of needed work processes and automation improvements (i.e. billing systems) and methods for improving customer service and customer account management.
3. Development, planning, and implementation of goals and objectives for the commercial division;
4. Preparation and administration of internal policies and procedures relating to division's program of activities;
5. Preparation and/or review of appropriate documents in relation to:
  - a. Water Service Applications;
  - b. Request for Reconnection of Water Service;
  - c. Application for Senior Citizen Discount Availment;
  - d. Request for Temporary Closure of Water Service;
  - e. Change of Account Name;
  - f. Transfer of Relocation of Water Service Connection;
  - g. Other Customer Concerns and/or Complaints.
6. Preparation and maintenance of a variety of commercial reports and records, including but not limited to:
  - a. Water billings and penalty charges summary;
  - b. Billing adjustment memoranda and Credit/Debit Memos;



- c. Ageing of accounts receivable;
  - d. Maintenance Orders, Disconnection Orders and Service Requests;
  - e. Report/Summary on disconnected, reconnected and new connections; List of senior citizens who avail 5% discounts;
  - f. Statement of Account;
  - g. Letter/Notice of Reclassification of Water Service Connection;
  - h. Demand Letters for Long Disconnected Accounts with Arrears.
7. Post – inspection of service connections (illegal connections or tampering);
  8. Water Meter Calibration;
  9. Coordination of division's activities with other divisions; providing responsible advice and counsel to the General Manager, and division managers on a variety of commercial/customer issues/concerns;
  10. Attendance on Board of Directors meetings; preparation and presentation of staff reports and agenda items for consideration by the Board;
  11. Acts as advisor to the General Manager and Board as to customer accounting, meter reading, and customer relations.

The Division Manager of the Engineering and Construction Division exercises operational control over the following:

1. Division's program work plan; engineering & construction activities, projects and programs; work flow and project status; plans, specifications, engineer's notes, computations & estimates for projects of substantial difficulty;
2. Implementation of needed work processes and automation improvements, and methods for improving engineering & construction activities such as:
3. Development, planning and implementation of goals and objectives for engineering & construction division;
4. Directs and coordinates staff, operations and maintenance activities of water maintenance crew; functional areas of responsibility include the installation of new service connections; maintenance, operation, repair of minor and major leakages on water service lines; expansion and relocation of water distribution facilities and service lines; and restoration works.
5. Preparation of complete reports including texts, charts, maps, diagrams & sketches in relation to engineering and construction activities;
6. Coordination of division activities with other divisions especially in cases of water interruption due to repair and maintenance works;



7. Provides responsible advice and counsel to the General Manager, and division managers on a variety of engineering & constructions issues;
8. Maintenance of division records and files;
9. Recommendation of procedures and practices to improve operational efficiency;
10. Evaluation of alternatives for performing needed work including contracting out services;
11. Attends project review meetings to evaluate progress of ongoing construction or maintenance activities;
12. Visits job sites to oversee work in progress and provide needed direction; responds to major emergencies during and after office hours as needed;
13. Directs the investigation and correction of consumer and operational complaints within areas of jurisdiction.
14. Attendance on Board of Directors and Board Committee meetings; preparation and presentation of staff reports and agenda items for consideration by the Board;
15. Serves as advisor to the General Manager and Board as to engineering, construction and maintenance issues.

The Division Manager of the Production and Water Quality Division exercises operational control over the following:

1. Division's program work plan; production & water quality activities, projects and programs; work flow; plant operations and maintenance activities;
2. Implementation of needed work processes and automation improvements i.e. Variable Frequency Drives, and methods for improving water supply services;
3. Development, planning and implementation of goals and objectives for production & water quality division;
4. Establishment of operational standards and methods for water treatment operations & pumping activities;
5. Interpretation and explanation of applicable rules, laws and regulations to supervisors and other concerned Divisions;
6. Coordination of division activities with other divisions;
7. Provides responsible advice and counsel to the General Manager, and division managers on a variety of production & water quality issues;
8. Oversees the maintenance of division records and files including but not limited to:

- a. Monthly Production Data;
  - b. Summary Report on Microbiological Test;
  - c. Physical/Chemical Test Forms and Results;
  - d. Daily Chlorine Consumption Report;
  - e. Daily Operator's Report on Operating Hours, Flowmeter Readings, KWH Readings, Pressure Gauge Readings, Water Level of Reservoirs;
  - f. Incident's Report, if any.
  - g. Chlorine Residual Tests;
  - h. Zone Metering;
  - i. Flushing and valving.
9. Conducts/oversees water system engineering studies, design and/or pilot testing with emphasis on optimizing unit processes of water treatment and water quality control;
  10. Initiates and directs special studies and investigations to improve and maintain water treatment and production performance;
  11. Reviews and provides input and direction to the work of consultants as needed;
  12. Develops implementation strategies and plans to meet more stringent regulations and customer requirements.
  13. Directs and provides oversight for the water quality monitoring program, including laboratory operations and field analyses for regulatory compliance, operational data collection, and special investigations;
  14. Ensures implementation of quality assurance/quality control measures consistent with national certification requirements;
  15. Manages District-wide environmental compliance program, including determining applicable laws and regulations, interfacing with regulatory agencies and ascertaining permitting requirements, and developing compliance plans.
  16. Directs compliance activities by overseeing the preparation of needed documentation and permit applications, educating and training staff, ensuring appropriate record keeping and submission of required reports, responding to regulatory actions, and ensuring completion of follow-up measures when necessary.
  17. Represents the District with water agency groups; makes presentations to public groups regarding District activities and programs; manages the District's water rights and water supply contracts, including overseeing water allocations and charges, contract amendments, and general contract administration issues.
  18. Attends Board of Directors and Board Committee meetings; prepares and presents staff reports and agenda items for consideration by the Board; serves as advisor to the General Manager and Board as to operations and maintenance issues.

## **V. OPERATING PROCEDURES**

---

### **A. ADMINISTRATIVE**

## 1. Correspondence System

The proper preparation and handling of correspondence is of special importance since such materials carries with it an impression of the effectiveness of Division personnel. Division manager and other responsible staff members shall ensure application of these procedures within their areas of responsibility. Questions shall be directed to the administrative division.

Water District Address

- Incoming Correspondence

All correspondence, whether by mail or fax, to the Water District should be addressed as follows:

General Manager

Indang Water District

MNM Building San Gregorio St. cor Calderon St., Indang, Cavite

Correspondence received at any other address should be forwarded to the Administrative Services Section and a change of address notification shall be sent by the addressee to the correspondents or publishers.

- Outgoing Correspondence

These guidelines should be followed for all outgoing correspondence.

1. Seal the original and any copies to be mailed in addressed envelope(s).
2. Attach instruction if special handling such as airmail, registered mail, etc. is required.
3. Route to the “incoming” bin in the central file with the following attached.

Duplicate - copy for central file (Records/Admin Section)  
Original letter(s) being answered  
Related information

The Administrative Assistant will assemble the daily duplicate for review and approval by the General Manager.

After approval:

1. Outgoing correspondence will be delivered to Admin Section for mailing.
  2. The duplicate will be routed to the Department/Division Heads and returned to the central file.
- Distribution of Memorandum

Memorandum, from other government agencies shall be forwarded to the “incoming” bin for routing and for signature by the General Manager, if required, and distributed.

Internal memos may be addressed to the appropriate Division Head.

- Guidelines for Letter and Memos

The following guidelines shall apply for communications used by the District:

1. Date shall be the date of final typing.
2. Salutation and complementary closing are not used (for memos only).
3. Do not include the General Manager’s name on a letter or memorandum unless he/she is to sign it.
4. Envelopes and or mailing labels shall be addressed at the time the communication is typed.
5. All communications (letter/memo) shall require a duplicate copy for the central file, which shall be checked by the person signing the letter or memo and by the Department/Division Head prior forwarding for mailing.
6. Reference initials (persons signing, writer, and typist) are to be used in original letter or memorandum. Copy and enclosure notations are used on all letter and memorandum, as follows.



7. When a reply to a communication will be delayed for any length of time while information is being gathered, or for other valid reasons, the communication shall be promptly acknowledged stating when the full reply may be expected.
  8. Word processor coding: the machine location, disc number and document number shall be coded on the lower left corner of all material produced on word processing equipment.
- Communication to the Board of Directors

On all matters to be presented to the Board of Directors, initials/ signatures by the concerned staff member or General Manager shall be required.

- District Forms

Forms used by all Departments/Divisions will be ordered, stocked and distributed by the Administrative and Finance Division.

The form should be received by the concerned Division Heads or authorized user, and any suggestions for revision and improvement noted in a simple copy.

Person ordering shall prepare a “Requisition and Issue Slip ” giving all the required information necessary to order the form.

## **2. Records Management**

The purpose of these procedures is to establish the basic policies and steps for the retention and disposition of the district records. Department/Division Heads shall ensure application of these procedures within their areas of responsibility. Questions will be directed to the Department/Division Heads.

- Disposal of Records Schedule

The records retention schedule is based on the General Records Disposition schedule of National Archives adopted in 2009. The following steps are required in the disposition of District Records.



1. Records destruction request are initiated annually. Respective Division Head will evaluate their own records, which have reached their retention period and submit a recommendation to the Administrative and Finance Division Manager for the disposal of these records.
2. The Administrative and Finance Division Manager signs the records destruction request and forwards the information to the General Manager for his recommendation. The signed requests are then presented to the Board of Directors for approval.
3. If approved, the Administrative and Finance Division Manager will request the evaluation and approval of the National Archives for the evaluation and approval of disposal of records.
4. The Administrative and Finance Division Manager will then schedule the disposal of all the records that have reached their retention period as approved by the National Archives and will send a request letter to the Commission on Audit and National Archives for their representatives to witness/ observe the actual disposal of records as recommended by the National Archives.

### 3. Signature Authorization

The following personnel are authorized to approve and sign various documents in their respective departments:

Finance and Admin	Commercial	Engineering	Production
Sherill M. Rodrin	Ofelia E. Rogado	Pee-Jay E. Abestado	Jayson S. Andaya

In the absence of the above personnel, the duly designated officer in-charge shall be the automatic alternate signatory.

### 4. District Meetings

Efficient management requires effective and continuing communication with all employees. As a means of providing effective communications, the District has established the various meetings described. Coordination of efforts in relating management policies and decision to all employees is of particular importance.

Department/Division, Section and employee meetings provide the opportunity to attain better communication at all levels of employment.

Regularly scheduled District meetings are as follows:

- Management Core Team Meeting

Meeting : within the 2nd week of the month

Time : 10:00 a.m.

Chairperson :General Manager

Attendees : Core Team

- Performance Management Team (PMT) Meeting

Meeting : within the 1st week of January, April,July and October

Time : 10:00 a.m.

Chairperson : PMT Chairman

Attendees : PMT Members

- Department/Division and Various Committee Meetings

On a per need basis, department/ division and various committee meetings are held on agreed schedules.

## **5. Public Information and Awareness**

Providing quality service to the public is a primary objective of the District. Maintaining good public relations is of equal importance. Day to day contact with consumers and the general public is the most effective public relations tool the District has.

With each contact, the consumer's impression of the Water District is formed by the attention, knowledge, courtesy and appearance displayed by the employee. In person to person contact, much of the understanding and confidence of those with whom we meet. Each employee shares a part of the responsibility for an effective public relations effort. A neat and clean appearance and a positive, helpful attitude are necessary for effective public relations.

- Public Notices/ News Releases

To serve the best interest of both the Water District and those who gain knowledge about the District from various news articles and publications, information regarding the activities or facilities of the District, the Board of Directors or District employees that is furnished for publication must be as accurate, reliable and uniform as possible. Request for information from reporters, “action line” or others that will result in publication in area newspaper should be referred to the General Manager for reply. Affected Dept./Div. Heads and staff will be consulted and records reviewed as necessary to prepare a reply. All replies will be reviewed and approved by the General Manager. The Commercial Division, in coordination with Administrative Section shall handle all public notices related to operations.

- Material for Publication

The General Manager shall also approve material written by the District employees about District activities, operations, or facilities before it is submitted for publication.

## **6. Employee Relationship with Contractors, Bidders and Suppliers**

It is the District policy that employee acceptance of gifts or gratuities, entertainment, or other substantial favors from persons whom the District has a business relationship is undesirable.

District employees or any member of their families shall therefore not solicit or accept gifts or favors, either directly or indirectly, which exceed nominal value, or unusual or frequent meals or entertainment from contractors, bidders, suppliers or others doing business or hoping to do business with the Indang Water District. Items of token or little intrinsic value, such as advertising giveaways or a sample of the company’s product are accepted. This policy is to strengthen cordial and business like relationships and avoid situation that might create a misunderstanding or be subject to criticism from the standpoint of the business ethics. Division Heads shall be responsible for the compliance with this policy.

## **7. Outside Employment or Business Activity**

No Water District employee shall engage in any outside or collateral employment or business activity except with the approval of the General Manager and the/Board of Directors. No employee shall engage in any outside collateral, employment or business

activity, which is incompatible with the duties, functions and responsibilities of the District, the Board of Directors or the employee. No employee shall engage in any outside collateral business activity or employment which by its nature, hours or physical demands, would substantial impair the quality or quantity of the employee's work with the District, reflect discredit on the District, or tend to increase the District's payments for sick leave or worker's comprehension benefits.

- Approval procedure

Employees who wish to engage in outside employment must submit a request for approval for collateral or outside employment. A request shall be filed for each employer or business activity and must be renewed on April 1 of each year. The employee shall submit the completed request, via his immediate supervisor, to his Div. Manager with his written recommendation. The Div. Manager shall forward the request to the General Manager with a recommendation (if approval is not recommended, attach a memo stating the reasons therefore). The request, with the General Manager's recommendation, is then submitted to the Board of Directors.

As a representative of the District, an employee shall no, during his working hours, solicit outside work or business activities for or make recommendation for, himself, another individual or firm.

## **8. Buildings and Ground Security**

- General Ground Security

Entry to the Water District service yard is restricted to authorized persons and vehicles. Authorized vehicles are District vehicles and vendors delivering materials.

Employee shall assist in the District's security by watching for unauthorized persons or vehicles on Districts property. Make a special effort to obtain the license of any suspicious vehicle.

Report all security violations or matters of a suspicious nature to a Water District supervisor through a written incident report.

- Parking



Employee's private vehicles may be parked in the garage but priority for parking in the covered areas shall be for IWD owned vehicles.

➤ Building Security

Assigned personnel by the GM shall unlock the administration building at 7:30 a.m. and lock it at 5:30 p.m.

- Locking and Key control for District facilities

➤ Keys :

The District policy is to issue keys only to those employees whose assignments require keys.

The Property/Supply Officer is the custodian of the keys except for the keys of the pumping stations. He maintains a complete set of original keys from which duplicates may be made. All duplicates shall be duly accounted.

No employee shall duplicate a District Key. Request for keys should be initiated by a memo from the supervisor. The memo required approval by the Div. Head and the General Manager.

The Property/Supply Officer will then issue the necessary keys and maintain a current record of all keys issued.

Employees must return all keys when they terminate employment with the District, or when the key are no longer necessary because of assignment changes.

➤ Padlocks

Request for a padlock should be initiated by memo from the supervisor. The Div. Manager and the General Manager must approve the memo. The Administrative Department will then issue the padlock.



## **9. Smoking Policy**

Smoking shall be prohibited inside the administration building and at the main entrance.

### **B. FINANCIAL MANAGEMENT**

#### **1. Receipt and Collection Processes**

Collecting Officer:

1. Receives payment from creditors/concessionaires
2. Inputs collection in Total Utility Billing System and print/issue Official Receipt
3. Deposits collection
4. Prints Daily Collection Report to be used in the conduct of Cash Count by Finance Personnel
5. Prepares and Certifies Report of Collections and Deposits and Forward to Accounting Section with duplicate copies of Ors

#### **2. Check Disbursement Process**

1. Creditor/Concerned Office/employee gathers supporting documents; prepare Disbursement Voucher (DV) and the Budget Utilization Slip (BUS) with Box A duly certified by the requesting officer on the necessity, legality of charges and by the Head of the Budget on the availability of funds. Then submit to Accounting Section for processing.
2. Accounting Section checks completeness of documents, assign number to the DV and forward to the concerned office.
3. Accounting Section verifies claim, certifies funds availability and forwards DV to Approving Officer.
4. Head of Agency or authorized Approving Officer approves transaction and forwards DV to Disbursing Officer.
5. Disbursing Officer prepares and signs check, and forwards check with DV to countersigning Officer.
6. Approving Officer Countersigns check and returns to Disbursing Officer.
7. Disbursing Officer releases check to claimant, updates Check Booklet.
8. Prepares and Certifies the Report of Checks Issued and forward it with the DVs and the SDs to Accounting Section preparation of Journal Entry Voucher.
9. Accounting Section signs "Prepared by" portion and the approval portion of the JEV and record JEV in the Check Disbursements Journal (CkDJ) and file.

#### **3. Inventory Process**

**Purchases:**

1. On a quarterly basis, Supply Officer to prepare Purchase Request of inventories being carried on stock based on Annual Procurement Plan.
2. Supply Officer submits duly approved Purchase Request to Bids and Awards Committee (BAC) for the procurement process.
3. After award, BAC submits Purchase Order to Budget Section for funding.
4. Budget Section records in the Budget Utilization Worksheet for the provision of fund.
5. Supply Officer receives purchased items, enter in the Stock Cards/ Property Cards. Forward delivery receipt/invoice/appropriate documents to Accounting Section. Cause inspection of items. Prepare Inspection and Acceptance Report (IAR).
6. Accounting Section prepares a JEV to record receipt of the inventory/equipment in the books of accounts and in Stock Ledger Card (SLC)/Property, Plant and Equipment Ledger Card (PPELC)

**Issuances:**

1. Requisitioning Unit prepares Requisition and Issue Slip (RIS) and forwards to Property Unit for verification existence of item requested. The withdrawal of the stock requisitioned.
2. Supply Officer releases supplies and property requisitioned. Prepares Property Acknowledgement Receipt (PAR) for signature of the Accountable Officer (recipient of the item). Records issuance in the respective Stock Cards/Property Cards.
3. Supply Officer prepares and submits Report of Supplies and Materials Issued (RSMI) to Accounting Section attached copies of RIS.
4. Upon receipt of the RSMI, Accounting Unit recapitulates, assigns cost and prepares JEV for the issuance and posts the same in the SLC/PPELC.

**4. Imprest Cash fund**

The Petty Cash Fund (PCF) of P10,000.00 is established to cover single payments in the amount P500.00 and below, which do not require detailed procurement process. Expenses of above P500.00 may likewise be accommodated provided these are certified to be emergency in nature and require immediate response so as not to hamper the normal business operations of the company. At no time will the PCF be used to accommodate company and/or personal checks. The amount of PCF shall always equal to the cash tems plus unliquidated cash advances and unreplenished expenses. Whenever the total petty cash disbursement is at 75% of the total, replenishment shall be processed.

Guideline for the Administration of the Imprest Cash fund

- a. Cash Advances

- 1) End user requests and presents two (2) copies of Request for Cash Advance properly filled up indicating the purpose, amount and name of availing employee duly noted by his/her *Department Manager*, to the PCF Custodian. The request form must be supported by approved documents (Purchase Request with Supply Availability, Certificate of Emergency Purchase, etc.) in accordance to the purpose payment.
- 2) The PCF Custodian releases the requested cash advance, the availing employee shall sign the Request for Cash Advance and the Petty Cash Fund Record Sheet recognizing the receipt of cash.
- 3) Upon receipt of the requested amount, the employee shall carry out the intended transaction. The item(s) shall be presented for inspection and other recording procedures to concerned unit.
- 4) Upon liquidation, he/she must present an Official Receipt (OR) or Sales Invoice (SI) from the supplier of goods/services or any valid proof of acknowledgement in the absence of an OR/SI (e.g. Reimbursement Expense Receipt) together with Requisition and Issue Slip (RIS), if any.
- 5) Liquidation process shall follow.

*Note: Other supporting document(s) may be required if necessary.*

#### b. Reimbursements

- 1) Submit an accomplished PCV with a brief summary of expenses supported by the following documents relative to the transaction of payment duly approved by an authorized officer.
  - ☐ Official Receipt and/or Cash/Sales Invoice stamped “Received” by Admin (Property) with RIS, *if any*.
  - ☐ Approved documents (Purchase Request with Supply Availability, Certificate of Emergency Purchase, Travel Order with Certificate of Appearance, etc.)
- 2) The employee requesting for reimbursement shall sign the PCV and the PCF Record Sheet upon the receipt of the amount reimbursed.

*Note: Other supporting document(s) may be required if necessary.*

#### c. Replenishments

- 1) Upon reaching a certain amount, the Custodian shall prepare a summary of PCVs/ and submit the same to the Accounting & Budget Division for preparation of vouchers.



- 2) With the required signatures, the vouchers and the supporting documents shall be forwarded to Disbursing Officer for check processing and forward the same to signatories for approval.
- 3) Finally, proceeds from the replenishment check shall be the fresh funds for subsequent Petty Cash transactions.

## **2. Retirement of Fixed Assets**

Disposal of government property occurs when an equipment or property can no longer provide efficient service or has been rendered useless due to obsolescence. Once an asset was identified as such, disposal procedure should be immediately initiated to avoid further deteriorations of the physical form value and lesser cost for storing the property, which can be used for other purposes

The Disposal activities are governed primarily by the following:

1. Executive Order No. 888, s.1983
2. Executive Order No. 285, s.1987
3. Administrative Order No. 389, s.1993

The Disposal procedures start by creating the Disposal Committee. The Committee inspects the unserviceable unit/property to verify the justification for disposal and initially sets the appraised value of all disposable property, which is subject to the approval of the Commission on Audit. After which, the Committee will submit a copy of the Report on Asset for Disposal to the Administrative and Finance Division for verification of the assets subject to disposal were recorded in the books of the Water District. Then, the report will be recommended to the General Manager for the manner/modes of disposal.

After the approval by the General Manager, the report will be forwarded to the Commission on Audit for further inspection and approval. Once the COA approved the disposal, it will be forwarded to the Board of Directors for their final approval.

After the Board approval, it will be forwarded to Bidding and Award Committee to conduct public biddings for the sale of disposable property. After the actual sale of disposal of assets, a report will be submitted to the Administrative and Finance Division particularly to the Accounting & Budget Section to properly remove the property from the books of accounts and taking up the proceeds from the sale of property.

### **3. Control and Movement of Tools and Equipment**

The following procedures apply to the control, movement and accountability for the assignment, use and repair of controllable tools and equipment, and apply to all inventoried tools assigned to the employees or located in the tool room. It is the responsibility of each involved supervisor to insure compliance with these procedures.

Inventory listing for tools is maintained by the storekeeper, inventories are updated monthly and discrepancies with explanation should be reported immediately to the Admin. Manager.

All temporary (loans from tool room) movements of controllable tools and equipment, i.e. inventory items from one location to another, should be recorded on an Equipment and Property Movement Report and approved by the supervisor. /The notice should be prepared in duplicate, the original sent to the supervisor and copy to be retained by the storekeeper. The reason for each movement should be noted, i.e. transfer, repair, loan, etc. temporary loans from tool room will be recorded in a log maintained by the storekeeper.

The storekeeper maintains a chronological record of tools issued for loan and for tools received for servicing and repair.

The employee will sign for each item issued and the storekeeper will sign when the item is returned.

Missing items should be reported immediately to the appropriate supervisor and Division Manager.

Failure to locate an item reported missing after reasonable search and investigation required that a Water District Security Report be completed to inform the General Manager and to initiate further appropriate action.

#### **C. PERSONNEL**

##### **1. Sick Leave and Vacation Reporting**



Employees reporting off sick shall call their supervisor prior to their scheduled work time or at least 1 hour before work schedule each day unless other arrangements have been made. Shift workers are expected to call their supervisor in sufficient time to allow scheduling of replacement personnel.

Sick leave including time taken off for doctor, dental or family illness shall be reported to the Human Resources Section daily on the Daily Time Record.

Each Division Manager should report a sick leave report to the Human Resources Section by 8:15 a.m. daily. This report should include:

The names of the employees reporting off on sick leave that day.

The names of the employees reporting back to work that day after being on sick leave.

The above information will be reported by memorandum to the General Manager and Division Managers each day.

Request for time – off should be submitted at least five (5) days prior to the beginning of the absence. Request shall be forwarded for approval in the following order:

Immediate Supervisor (Initial)

Division Manager

General Manager

## **2. Overtime Policy**

District policy requires that work be planned, scheduled and performed during regularly scheduled working hours and that overtime will be allowed only for essential emergency repairs or approved scheduled overtime where practicable, overtime will be distributed equally among employees, taking into account qualifications and availability.

The Rules and Procedures adopted and implemented by the agency regarding the rendition and payment of overtime services is in compliance with Section 13.1 of Civil Service Commission and Department of Budget and Management's Joint Circular No. 1 s. 2015 dated November 25, 2015.

All overtime shall be reviewed by the appropriate Division Manager, questioned worked must be reported on a time card to be paid.

### **3. Bulletin board**

Bulletin board is to be used to communicate information regarding the district activities and programs, of interest to all water district employees.

All materials posted to the water district bulletin boards must have prior approval of the Division Manager for Administration before posting.

The following types of notices are generally acceptable for bulletin boards:

- a. Job vacancies
- b. Notice of meetings
- c. Notice pertaining to educational courses
- d. Notice of a civic, educational, recreational, athletic, personal (sale of personal car, refrigerator and etc.) or social affair of a non – controversial and/or non – political nature
- e. Department directives, memos, etc.
- f. Different committees and its composition

Items excluded from posting on district bulletin boards include notice of a controversial or political nature such as:

- a. Campaign material for rival faction within or between the employee association
- b. Material, which is detrimental to a sound employer – employee relationship.
- c. Material presented to promote a particular cause, idea, organization or individual.

### **4. Access to Personnel Files**

Personnel transaction and other functions performed by the district's personnel office is

handled in a manner in which provide maximum privacy for each employee. The personnel files maintained in that office are considered confidential, and access to these files is restricted to the following persons and conditions:

### **Regular Employees**

The following Personnel are authorized to review the contents of the regular employees personnel file folders:

General Manager

The employees' Department/Division Manager

The employee

The employee or his/her representative should make prior arrangements with the Administrative Assistant, and should review the personnel folder in the presence of the Administrative Assistant. On request, copies of any item in a personnel folder will be furnished to the employee. The employee may authorize in writing that copies of the items in his/her file be furnished to other authorized persons.

### **Casual/Contractual Employees**

The following personnel are authorized to review the contents of a Job Order Employees' personnel file folder:

General Manager

The employees' Division Manager

The employee

All person other than those designated above obtains the approval of the General Manager to review an Employees' personnel folder.

The personnel file cabinet shall remain locked when not in use.

## **D. SAFETY**

### **1. Safety Program**

The Safety Program of the District shall comply with the requirements established by the Philippine Occupational Safety and Health Act, the applicable safety and accident procedures of the Municipality, and the Policies and Procedures set forth in this part of the Procedural Manual.

#### **Responsibility**

The General Manager has overall responsibility for the safety program. Division Managers and Supervisors at every level are responsible for the proper conduct and compliance with these safety policies for all employees under their supervision.

### **2. Phil – OSHA Inspection Procedure**

The water District, like every place of employment in the Philippines is subject to inspection by a Phil – OSHA compliance safety engineer.

The compliance safety engineer may enter the place of employment without advance notice, introduce himself, and ask to see the employer, or employees' representative.

The law provides the employer and a representative of the employees the opportunity to accompany the compliance safety engineer during the inspection for the purpose of aiding in the inspection.

The employee meeting the compliance inspector should notify the Administrative and Finance Division representative who will proceed as follows:

Notify the Division Heads. Advise the persons contacted of the PHIL – OSHA inspector's location, and request them to report the inspector.

The person reporting to the inspector should:



- a. Request to see the inspector's identification
- b. Request the chairperson or a member of the Employees' Safety Committee to join the inspection party.
- c. Accompany the Phil – OSHA inspector if he starts the inspection before the arrival of those summoned, noting the areas inspected and safety infractions indicated by the inspector.
- d. The Phil – OSHA inspector will hold a closing conference following the inspection. The district representatives should take notes on the matters discussed and forward them to the General Manager.

### **3. Medical Emergency**

In the event an employee suffers a medical emergency, the person who first reaches that employee shall:

Make the victim as comfortable as possible while waiting for aid. Emergency first aid should ONLY be administered by an employee certified in first aid or an employee trained in CPR.

Dispatch another person to notify the Administrative and Finance Division- Human Resource Section (HRS) and the victim's supervisor. Bring the victim to the nearest hospital, as the case may be.

### **4. Personal Injuries**

These procedures will be followed for reporting and handling personal injuries involving department personnel during the course of their duties.

#### Serious Injury Requiring Emergency Medical Attention

The supervisor or nearby employee should inform the Administrative and Finance Division-Human Resource Section (HRS), report the location of the injured employee and the nature of the injury, and request paramedics if needed. If paramedics are not needed, take the injured employee directly to the emergency center of the nearest hospital.

<u>Name</u>	<u>Address</u>	<u>Phone</u>
M.V. Santiago Medical Center	A. Luna St. Brgy. Poblacion Indang, Cavite	(046) 512-9723
M.V. Santiago Medical Center	Brgy. De Ocampo TreceMartires City, Cavite	(046) 419-0174
General Emilio Aguinaldo Memorial Hospital	TreceMatires-Indang Rd. TreceMartires City, Cavite	(046) 419-0061

An employee injured or needing immediate medical attention while at a remote location or out of the city should proceed to the nearest center for treatment.

The following should be immediately notified:

- a. The injured Employees' Section/Division Head
- b. The Human Resource Section

If the injuries result from a vehicle accident, refer to procedures on Vehicular Accident.

### Non – Serious Injuries

Injured employees requiring medical attention of a non- emergency nature will be given first aid treatment, or if not available, he/she should be brought to any of the above mentioned hospitals above. If desired, the employee may opt to choose other hospital than that of listed here provided that the said institution is accredited by the District's Health Maintenance (HMO) Provider as of the time of the injury.

The injured Employee or supervisor should report the injury to the following:

- a. The injured Employees' Section/Division Head
- b. The Human Resource Section

If the employee is returned to work on modified duty, the supervisor shall assign duties within the physical restrictions and for the number of days prescribed by the doctor.

## Injuries occurring after working hours or on Weekend or Holiday

An employee sustaining a job – related injury on a weekend, holiday, should seek medical attention at the nearest hospital listed herein.

Depending on the seriousness of the injury, the Employees' supervisor may be contacted. The appropriate accident report should be completed on the following workday.

### **5. Vehicular Accidents**

The following procedures will be followed for reporting and handling vehicular accidents involving district vehicles and employees.

#### **Employees**

An employee involved in a vehicular accident will notify his immediate supervisor and the HRS, reporting the exact location, the extent of injuries, and the district vehicle involved. The employee will remain at the scene of the accident until released by his supervisor. If able, the employee should secure the following:

- a. Incident report
- b. Police reports

### **E. TRAINING**

#### **1. New Employee Orientation**

The new Employee orientation program shall be called as **NEW** (New Entrants Welcome) Program. The District provides all new employees with an overview of the water district, its functions, its composition, as well as the various rules, policies and guidelines that the agency adopts and implements.

#### **Personnel**

Once an individual has been hired by the district and passed the necessary physical and medical examination, the employee will be contacted by the district Personnel of signing all required documents. The HR Personnel will introduce the new employee to the General Manager, if available. After the HR orientation, the new employee shall then be endorsed to the appropriate Division Head, for their respective orientation.

### General Manager

The General Manager will welcome the new employee to the District

### Department/ Division

The Department/Division Head will introduce the new employee to the Supervisor and review current goals and priorities as necessary.

It will be the responsibility of the Supervisor to introduce the new employee to the District personnel and give the employee a detailed explanation of job duties and responsibilities, work schedules, and District's facilities. The Supervisor will review employee's position within the Department and how it relates to the function of the District. Current policies and procedures relating to the job assignment and other specifics will be reviewed.

## **2. Training Programs**

The Water District will provide and support training, education and career development programs to upgrade and improve the professional, technical and job performance skills and abilities of District's employees.

The District will provide all possible sorts of training programs, in-house, external as well as e-learning to better serve the employee's needs in strengthening job skills and allowing greater opportunities for advancement.

In service training or "in house" training is usually conducted during normal working hours within the organization and jurisdiction.

External trainings, on the other hand, is when an employee is being sent outside the



District to attend a learning session provided by other institution, whether government or private. Attending employee shall be considered on Official Business and shall be extended with the necessary logistics assistance as well as the appropriate allowances.

Trainings to be given to employees shall all be job-related which are deemed necessary in the promotion and maintenance of work efficiency and economy in the District.

## **F. TRANSPORTATION**

### **1. Assignment of Automotive Equipment**

The following procedures apply to the assignment and use of District owned vehicles on official Water District business.

Employees authorized to drive District – owned vehicle on District business must possess a valid Professional Driver’s License for the class of vehicle they operate.

#### District – Owned Vehicles to and Kept at Private Residences

Assigned motor vehicles may not be driven and kept at the employees’ residence without the approval of the General Manager. Approval will only be given to those employees regularly required to respond to emergency duty calls or similar types of clearly defined public necessities after normal business hours.

Employees authorized to take and assigned vehicle home may use vehicle for District business only, and are not permitted to transport persons for other than business purposes without authorization from the General Manager. District – owned vehicles should, if possible, be parked in the garage or in a private driveway.

## **CUSTOMER SERVICE**

Indang Water District has existing rules and regulations that govern its provision of water service connection and related service to applicants and concessionaires. Details are provided in the Standard Operating Procedure of the Commercial Division. For purpose of simplification, below are some of the major services provided to customers

with corresponding procedures.

## **1. Application for New Water Service Connection**

The Service Application and Construction Order (SACO) involves the application, processing, verification to Total Utility Billing System (TUBS), conduct site inspection and estimate of materials, review and approval of a new water service connection. Under normal condition, the SACO of a customer is installed within three (3) working days upon payment of his/her application.

Below are the basic steps in applying for a New Water Service Connection:

1. Applicant goes to Customer Service Section to fill-up service application and sign Contract for Water service Connection.
2. Utility Service Assistant (USA) visits applicant's residence/ establishment to inspect the location and assess cost of NWSC.
3. Applicant go to IWD office and submit the requirements necessary for water meter connection:
  - a. Barangay Clearance
  - b. Residence Certificate (Cedula)
  - c. Authorization letter from the concessionaire in case on Tee-Connection

4. Pay NWSC Fees at the Cashier

Customer Service Assistant (CSA) will forward the new application form and its attachment to Immediate Supervisor and Division Manager-Commercial for review and approval respectively. Prepares and forward the Requisition Issue slip (RIS) with the duplicate copy of list of materials to Division Manager-Admin & Finance for approval.

5. CSA shall forward the new connection form and its attachment to Engineering and Construction Division (ECD) to install applicant's NWSC.

## **2. Reconnection of a Padlocked/Pulled-out Water Service Connection (RE)**

The service involves the receiving, processing, verification, approval of maintenance order and reconnection of a padlocked water service account or pulled-out water meter. Under normal condition, the Reconnection of a customer is reconnected within 4 working hours after payment.

Below are the basic steps in the Reconnection:

1. Applicant goes to IWD Office and proceed to Cashier for payment of water bill arrears and reconnection fee.
2. The applicant will proceed to Customer Service and present the official receipt for reconnection fee. CSA prepares the Maintenance Order for reconnection
3. USA unlocks/install water meter, and shall duly accomplished the MO for Reconnection and submit the same to CSA.
4. CSA is responsible to furnish the TUBS Administrator copy of the accomplished MO for reconnection and shall tag the same as Reconnected to TUBS.

### **3. Leaks and Other Customer Complaints or Requests**

The service involves the request for service or maintenance of the concessionaire's water meter, water service connection, or any part of the IWD water system that needs repair or replacement. Under normal condition, the Service Request and Maintenance Order of a customer is acted upon within 3 working hours from the time of his/her request.

Below are the basic steps in requesting for service/ maintenance of water connection:

1. Customer report to CSA details on the service/ maintenance being requested.
  - a. CSA Obtain the following information and record the report/complaints/requests in the logbook:
    - i. Name and complete address of the water service account or concerned citizen requesting service/maintenance
    - ii. Specific location/landmark of area (for leak/line damage)
    - iii. Description of damage or problem
  - b. CSA Prepare Maintenance Order (MO)/Service Request (SR) for the following report/complaints/request:
    - i. MO for Change Defective Gate Valve and/or Defective Water Meter (CD) - if request involve gate valve leak/replacement, ball valve

- replacement and water meter replacement.
- ii. SR to Inspect/Check High Consumption (CH) - if request involves water meter works such as: meter leak and meter test (in-field testing)
  - iii. SR to check/verify erroneous reading (CE) - if request involves re-reading of meter
  - iv. MO for repair of leakages on water service connections and other related concerns (LWS) - if requests involve leak on meter tail piece, main line leak/damage, leak on service line, leak on tapping line, leak within meter stand
- c. CSA will submit the prepared SR/MO to the Immediate Supervisor and Division Manager for review and approval respectively
  - d. CSA will forward the approved SR/MO to the following for appropriate action:
    - i. Engineering and Construction Division – Maintenance Order for Repair of Leakages on Water Service Connections and Other Related Concerns (LWS)
    - ii. USAs – (a) MO for Change Defective Gate Valve and/or Defective Water Meter (CD); (b) SR to Inspect/Check High or Low Consumption/In-field testing of water meter (CH); (c) SR to check/verify erroneous reading (CE)
  - e. In the case of erroneous reading, the TUBS Administrator will prepare the necessary adjustment in the TUBS and prepare Statement of Account (SOA) to furnish the concessionaire a copy of the adjustment;
  - f. In the case of high/low consumption, the USA will advise the concessionaire on the result of inspection and provide details and necessary action to resolve the problem

#### **4. Temporary Closure of Water Service Connections**

The service involves the requests of the concessionaire for a temporary and voluntary disconnection of water service connection

Below are the basic steps in the Temporary Closure of Water Service Connection (TC):

1. Proceed to Customer Service Section for the request of temporary closure of



water service connection. Verify if there is an existing accounts payable of water bill and advise concessionaire to settle payment before the temporary closure of service connection.

2. Customer goes to Cashier for payment of unpaid accounts. Cashier accomplish the following:
  - a. Accepts payment
  - b. Issues an Official Receipt (O.R.) to the customer
3. Customer presents O.R. to CSA
  - a. CSA verify and obtain O.R. number
  - b. CSA prepares SR for Temporary Closure of Service Connection and forward to the Immediate Supervisor and Division Manager-Commercial for verification and approval respectively
  - c. CSA forward to the USA the approved SR for actual temporary disconnection of service connection.
  - d. USA returns accomplished SR to CSA for work status updating to TUBS (customer's ledger) and filing of records.

## **5. Disconnection of a Water Service Account**

The IWD has the right to disconnect service to a concessionaire for valid and reasonable grounds such as but not limited to the following reasons: illegal tapping of water connection, tampering of water meter, tampering of padlock, removal of cap plug, non-payment of two (2) months water bill, and violation of any provision of the IWD Utility Rules and Regulations.

### **Disconnection of a Delinquent Concessionaire**

After the lapse of 60 days from the date of billing, as indicated in the IWD Billing Notice of the concessionaire, IWD has the right and authority to disconnect the water service of a delinquent concessionaire. A concessionaire is considered delinquent if he/she fails to settle on the prescribed time any of the following obligations: water bill, penalty, service connection fee, and other applicable charges.

### **Below is the procedure in the Disconnection of a Delinquent Account**

1. TUBS Administrator prepares disconnection notices and forward the same to Immediate Supervisor and Division Manager-Commercial for verification and approval, respectively
2. TUBS Administrator shall forward the disconnection notices to USAs for

- appropriate action
3. USAs shall strictly disconnect connections with disconnection notices unless lifting of the same was accordingly approved by Division Manager-Commercial and/or General Manager
  4. In the field, USAs verifies to TUBS Administrator thru radio communication, text or call the status of payment of the account to be disconnected. If paid, the account is not disconnected. If not paid, proceed to Step 5 below.
  5. Disconnect account - padlock or remove meter (Note: USAs assigned in the disconnection is responsible to promptly communicate with the TUBS Administrator thru radio communication/text/call the accounts that are actually disconnected) to promptly tag “disconnected” connections as “Disconnected” and charge the same with Reconnection Fee
  6. Provide the following account information to the disconnection notice form:
    - a. Padlock number/or Remarks that water meter is pulled-out (in case of pulled-out water meter)
    - b. Last reading of water meter
    - c. Time of actual disconnection
  7. USAs shall submit the updated disconnection notices to the TUBS Administrator
  8. TUBS Administrator Disconnect account in the IWD Total Utility Billing System (TUBS) using the disconnection list as reference.
  9. TUBS Administrator shall review the duly accomplished disconnection notices to verify “disconnected accounts” and to verify correctness/ completeness of accomplished MOF
  10. CSA file/safe keep MO

## **6. Senior Citizen 5% Water Discount**

Pursuant to the implementation of Republic Act 9994 or Expanded Senior Citizen’s Act of 2010, IWD grants the necessary discount on water consumption. Its implementation is detailed in the IWD Implementing Guidelines on Senior Citizen and Senior Citizen Water Discount.

Senior Citizens are guided by the following procedures:

### Inquiry on the Application for Senior Citizen 5% Water Discount

1. Applicant inquires on the process and requirements on Senior Citizen Water Discount.
2. CSA asks applicant if water meter is under the name of the Senior Citizen household member. Verify account in the IWD TUBS. If YES, proceed to Step 3, if

NO, suggest Change Account Name Service to applicant. Refer to Change Name Service process.

3. Provide applicant a List of Requirements for Senior Citizen Water Discount. Advise applicant to immediately accomplish and submit the requirements.

#### NOTE:

The Senior Citizen 5% Water Discount can only be availed if the individual household water meter is registered in the name of the senior citizen residing therein for at least a period of one (1) year.

For water service connection account that are newly- registered (less than a year) under the name of the senior citizen, inform applicant to avail of the discount once the prescribed one year period of registration is already satisfied.

#### Application for Senior Citizen 5% Water Discount

1. Applicant submits requirements for the Senior Citizen 5% Water Discount.
2. CSA shall prepare Application for Senior Citizen Discount Availment (per RA9994)
3. CSA shall confirm/check with the TUBS Administrator if the particular Senior Citizen has been registered to IWD for a period of one year
4. USAs shall conduct investigation to verify that the application for availment will be considered valid (verify that the Senior applying for Discount is residing in that particular household)
5. CSA shall forward the Application for Senior Citizen's Discount to Immediate Supervisor and Division Manager-Commercial for verification and approval respectively
6. CSA shall furnish the TUBS Administrator list of Approved Senior Citizen for 5% Discount Availment for the latter's tagging of the said account as "Senior Citizen"
7. CSA shall monitor/update the list of Approved Senior Citizen's Discount and forward the said monthly list to Administrative and Finance Division after month-end
8. CSA is responsible in preparing letters to Senior Citizen who are up for the renewal of application two weeks before expiration of the SC discount and forward the same to Immediate Supervisor and Division Manager-Commercial for review and approval respectively
9. CSA shall furnish the TUBS Administrator list of Senior Citizen who did not comply to the renewal of Application for Senior Citizen's Discount for the latter's untagging of SC discount

## Change of Account Name to Avail 5% Senior Citizen Water Discount Privilege

1. Applicant submits requirements for the change name of account.
2. Customer Service Clerk checks the completeness and correctness of the requirements. Refer to List of Requirements Under the Change Name of Account to Avail of Senior Citizen 5% Water Discount.
3. If YES, proceed to Step 3. If NO, request applicant to satisfy the requirements.
4. CSA prepares SR for the Change of Account Name of the water service connection account to be registered under the name of the senior citizen availing the 5% water discount.

### NOTE:

1. The Senior Citizen 5% Water Discount can only be availed if the individual household water meter is registered in the name of the senior citizen residing therein for at least a period of one (1) year.
2. In case of death of the senior citizen who is the registered owner of the water service connection account, immediate relative who is also a senior citizen and living under the same registered address of the deceased owner of water service connection account may assume the Senior Citizen 5% Water Discount Privilege.

This is not withstanding the one (1) year proof of billing of the meter registration under the name of the new senior citizen applicant. Subject, however to the submission of the List of Requirements Under the Change Name of Account and approval of change name application.

## **7. Transfer of Water Service Connection/Relocation of Water Meter**

The service involves the requests of the concessionaire for the transfer of water service connection (water meter to be relocated/transferred from one tapping line to another) or relocation of water meter (there will be no change in the original tapping line). Under normal condition, the Transfer/Relocation of service connection is accomplished within 1 working day after payment of materials.

Note: A Fee is a requirement in the case of Transfer of Connection

Below are the basic steps in the Transfer/Relocation of Water Service Connection (TRS):



1. The Customer will proceed to the CSA and report the request for transfer/relocation of service connection
2. The CSA will record the request on the logbook. Advise the concessionaire for an inspection to determine the location and materials.
3. The CSA will prepare SR and forward the same to the Immediate Supervisor and Division Manager-Commercial for verification and approval respectively
4. The CSA will then forward the approved SR to the TUBS Administrator for tagging of Transfer of Connection Fee to the IWD TUBS in case of transfer of connection and proceed to the Cashier for payment
5. The CSA will forward the SR with attached List of Materials form to the USAs for inspection
6. The USAs will conduct actual inspection to determine the location where the water meter will be transferred/relocated and enlist the materials needed for such activity. The USA will advise the concessionaire to buy the materials needed if there is any in order to facilitate the transfer/relocation
7. The USAs will submit the accomplished SR to the CSA
8. The CSA will forward the same to the ECD for the actual transfer/relocation of water service connection.

## **8. Reclassification of Service Connection**

The service involve the monitoring of consumption for accounts with zero and above 30 cu. m. monthly consumption to verify if there is an existing leakages within the service line of concessionaires or for possible reclassification of service connection from Residential to Commercial Classification and vice versa.

1. CSA shall prepare MOs for Investigation of Account for Possible Reclassification (IR) for accounts with zero (o) and above 30 cu. m. monthly consumption
2. USAs shall conduct investigation/inspection
3. CSA shall prepare letter to the concessionaire whose account will be reclassified either from Commercial to residential or Vice Versa and forward the letter to Immediate Supervisor and Division Manager-Commercial for review and approval respectively
4. USAs shall distribute the letter
5. CSA shall furnish the TUBS Administrator monthly summary of accounts for reclassification for the latter's tagging to Customer Ledger Account in the IWD-TUBS

## **9. Change of Account Name of Water Service Connection**

1. The Customer will proceed to the CSA to request for the change of account name and acquire the list of requirements for the said request
2. The customer will submit the complete requirements to process transfer of ownership
3. The CSA will prepare SR for Change of Account Name (CA) and forward the same attached the complete requirements to the Immediate Supervisor and Division Manager-Commercial for review and approval respectively
4. Proceed to the Cashier for payment of Change of Name Fee
5. The CSA will forward to the TUBS Administrator the approved SR for updating of Account Name to the Customer Ledger Account

## **WATER SOURCE AND DISTRIBUTION SYSTEM MAINTENANCE**

1. **Proper Water Source Distribution System Preventive Maintenance:**
  - a. Reading of flow meter and recording the production:
    1. Regular recording of water production
    2. Calculating the amount of water used during a time period (shiftly, daily weekly, & monthly)
  - b. Daily Preparation and monitoring of Chlorine solution from pump station sources
    1. Always check if the chemical tank has sufficient volume of chlorine solution.
    2. Always monitor if the chemical feed pump is not clogged or no chlorine residue accumulated on the injector.
    3. Make sure that the solution is being injected to the system and no air lock present on the hoses.
    4. Conduct regular cleaning of chlorine injectors.
    5. Re-fill the chlorine solution regularly or as needed.
  - c. Regular Maintenance and Securing of Pump Station Grounds and Premises
    1. Conduct daily inspection of pump station and storage facilities to ensure protection against unauthorized entry.
    2. Provide appropriate fencing, locks, and delineation for the protection of facilities.
    3. Posting of Indang Water District Name and Warning Signs to pump stations to deter trespassing.
    4. Providing 24 hours operator on duty to secure IWD main water source
  - d. Check and Record Water Level in Reservoirs and Storage Tanks.
    1. Regularly check the water level in elevated steel tanks and concrete ground reservoirs.
    2. Perform proper adjustment from water source to avoid overflowing of storage or inadequate water supply.

3. Check and inspect tanks structure, and report needed repairs and maintenance, for appropriate action.
- e. Inspection of Sources (Well and Springs)
  1. Conduct visual inspection on water source facilities to check if there are necessary maintenance needed
  2. Conduct volumetric test to verify capacity of source
  3. Check if there are potential threats that can contaminate water sources, and recommend appropriate action
- f. Inspection of Transmission Facilities and Fittings
  1. Conduct inspection on pipes, valves, and other fittings to ensure proper water supply transmission.
  2. Conduct maintenance and repairs to avoid leaks and water interruptions
  3. Monitor valve settings
  4. Recommend replacement and preventive maintenance of such materials
- g. Inspection of Electro Mechanical Equipment
  1. Inspect pumps, motors, and controls.
  2. Check operational conditions such as vibration, sound, and heat which are unusual to ensure that they are working properly.
  3. Monitor gauges, including pressure, voltage, amperes, hertz, frequency, and other performance indicators.
- h. Conduct Water Quality Monitoring
  1. Conduct Monthly water sampling for Microbial Test
  2. Monitor Chlorine Residual Testing
  3. Conduct Semi-Annual Physical Chemical Test
- i. Inspection of Stand by Power Generator System
  1. Conduct weekly test runs to ensure proper running condition during power failure and fluctuations.
  2. Conduct regular Change oil and preventive maintenance of generator sets