

THE OPERATIONS MANUAL OF GUAGUA WATER DISTRICT

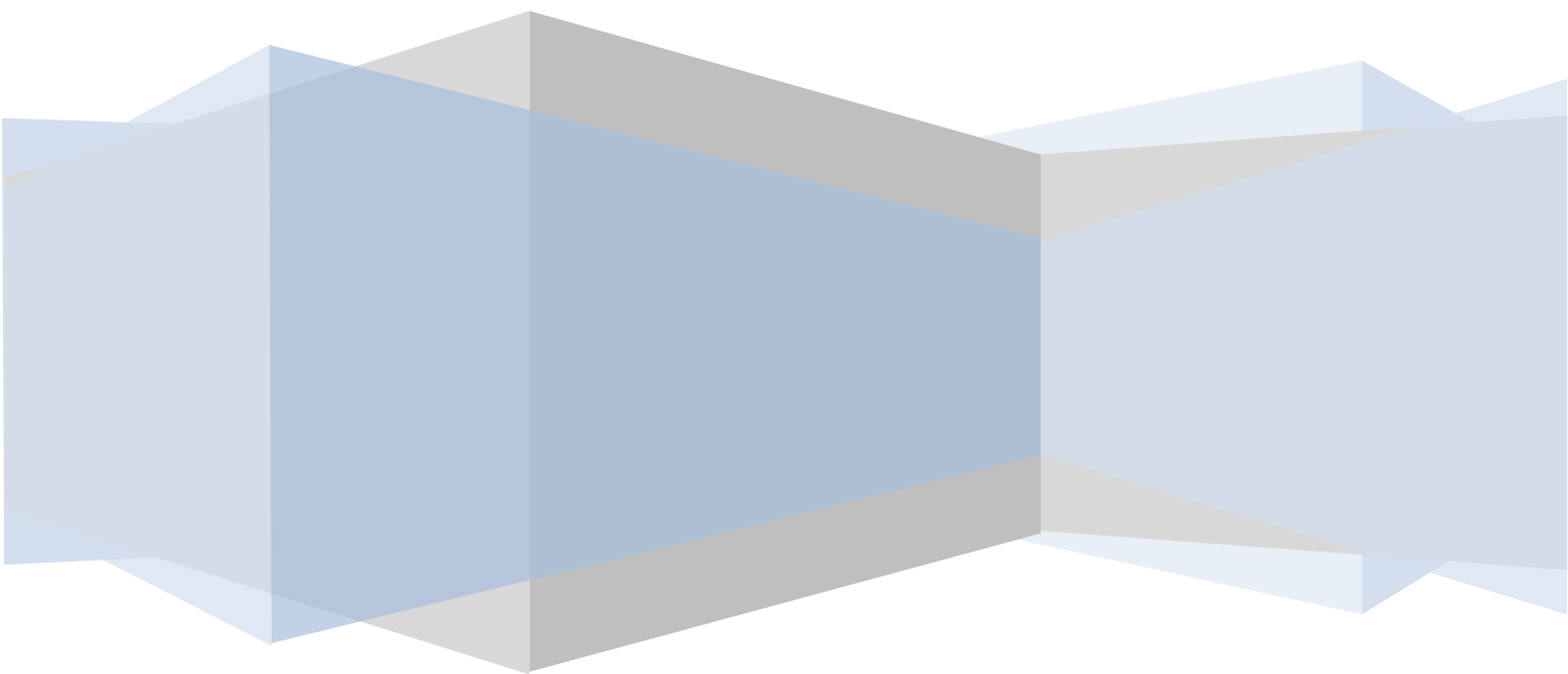


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Introduction

The Operations Manual of Guagua Water District (GWD) contains the general the agency, its underlying function, mandates, operating procedures and organization.

The purpose of this manual is to provide its readers knowledge about the districts responsibilities and structure.

The manual is divided into several parts, as follows:

General Information. This section contains the company profile, such as the mandates and functions, its mission and vision, value statement, goals and objectives, list of water sources and areas of operations.

Organization and Responsibilities. In this part of the manual, the organizational structure was shown using a diagram as of year 2015. as well as the duties and responsibilities of every department/division.

Operational Control and Supervision. The powers of authority are described in this part as well as the supervisory and operational controls.

Utilities Rules and Regulations. The rules and regulation that govern the Guagua Water District operation and service.

Operating Procedures. Contains the step-by-step procedures and work instructions of Guagua Water District. Activity flow charts are used to illustrate the different processes involved in daily operations.

DEFINITION OF TERMS

GWD – Guagua Water District

PD – Presidential Decree

Category B – The categorization is a two-stage process. The initial stage is categorization based on the Number of Active Service Connections. For Category B a service connections of at least 10,000. The second stage of categorization considers the following factors: Gross Revenues, Total Assets, Net Income before Interest and Depreciation, and Staff Productivity Index. These factors will determine the Point-Rating Category Points 50 – 74 for category B. Whichever is lower is the FINAL CATEGORY of the LWD.

SOA – Statement of Account

PPE – Property Plant and Equipment

PR – Purchase Requisition

HPC – Heterotrophic Plate Count

LWUA – Local Water Utilities Administration

PhilGEPS – Philippine Government Electronic Procurement System

FO – Field Operations

MO – Maintenance Order

SR – Service Request

DV – Disbursement Voucher

BUS – Budget Utilization Slip

JEV – Journal Entry Voucher

GL – General Ledger

RIS – Requisition and Issuance Slip

SDs – Supporting Documents, such as Sales Invoice, Purchase Order, Job Order, Statement of Account

GENERAL INFORMATION

Mandates and Functions

Guagua Water District is a public utility engaged in the delivery of potable and sufficient water in the municipality of Guagua, at all times and at a reasonable cost.

MISSION

We commit to provide safe, affordable and sufficient water through appropriate technology and efficient service with a dynamic workforce that is responsive to attaining utmost customer satisfaction.

VISION

To be an excellent institution in the community recognized for its continuous delivery of quality water at reasonable cost and with the highest degree of service.

VALUE STATEMENT

- *Commitment to public service*
- *Development for personal and professional growth*
- *Excellence with Integrity*



GOALS AND OBJECTIVES

1. *Develop efficient and dynamic workforce*
2. *Create highly feasible project for sustainable water supply*
3. *Develop appropriate advanced technology*
4. *Develop non revenue water reduction strategy*
5. *Develop marketing and growth strategy*
6. *Managing support mechanism*

LIST OF WATER SOURCES

NO.	LOCATION	HP RATING	AVE. DAILY VOLUME (m3)
I	San Nicolas 1 st	40 hp	2,413
V	Sto. Cristo	15 hp	1,400
VI	San Miguel, Betis	20 hp	1,136
VII	San Pablo	40 hp	1,608
X	LM Park Subd. Sta. Fe	30 hp	1,684
XI	San Antonio	20 hp	1,226
XII	Bancal	40 hp	2,413
XIII	Sta. Clara, Betis	25 hp	1,230
XIV	Ascomo	25 hp	969
XV	Mauli, Pulungmasle	30 hp	1,362
XVI	Natividad	40 hp	2,413

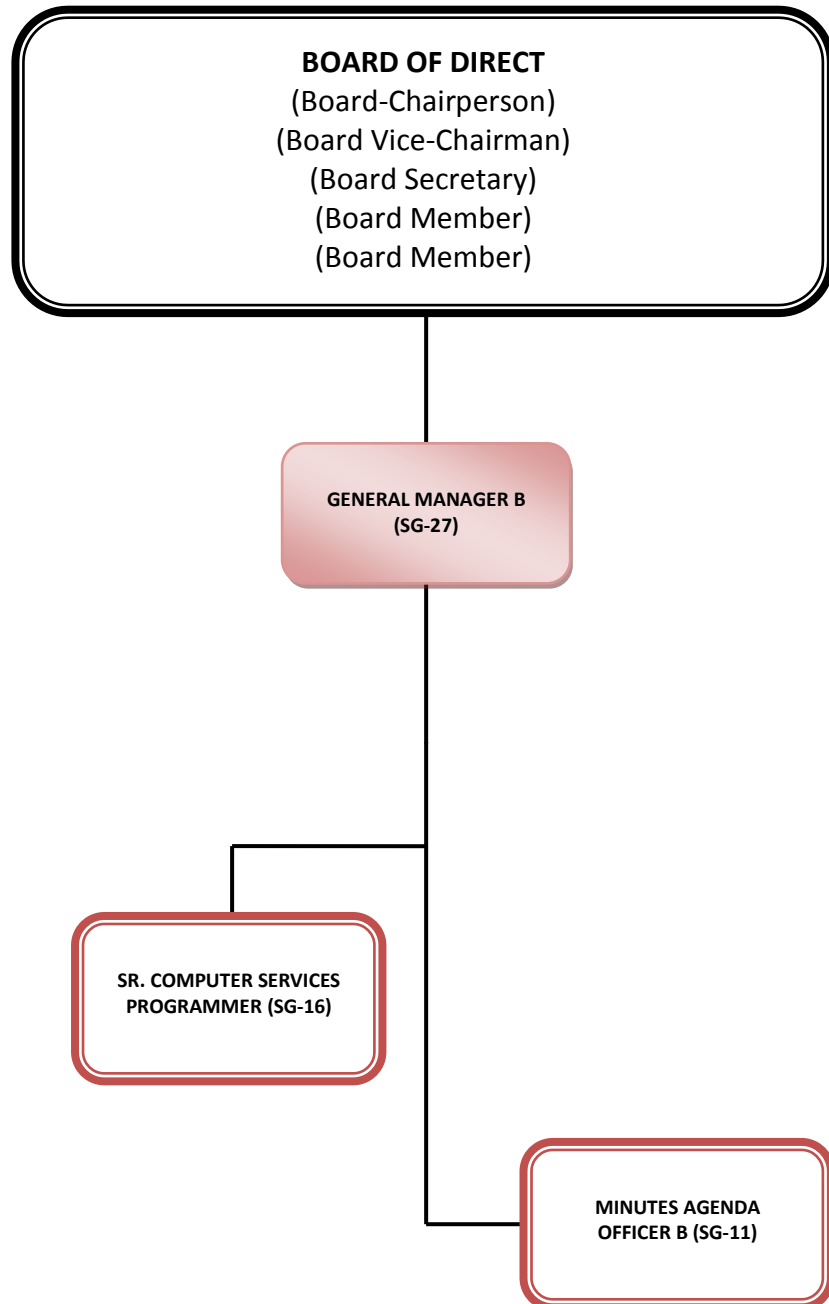
AREAS OF OPERATION

Barangays that are served by Guagua Water District

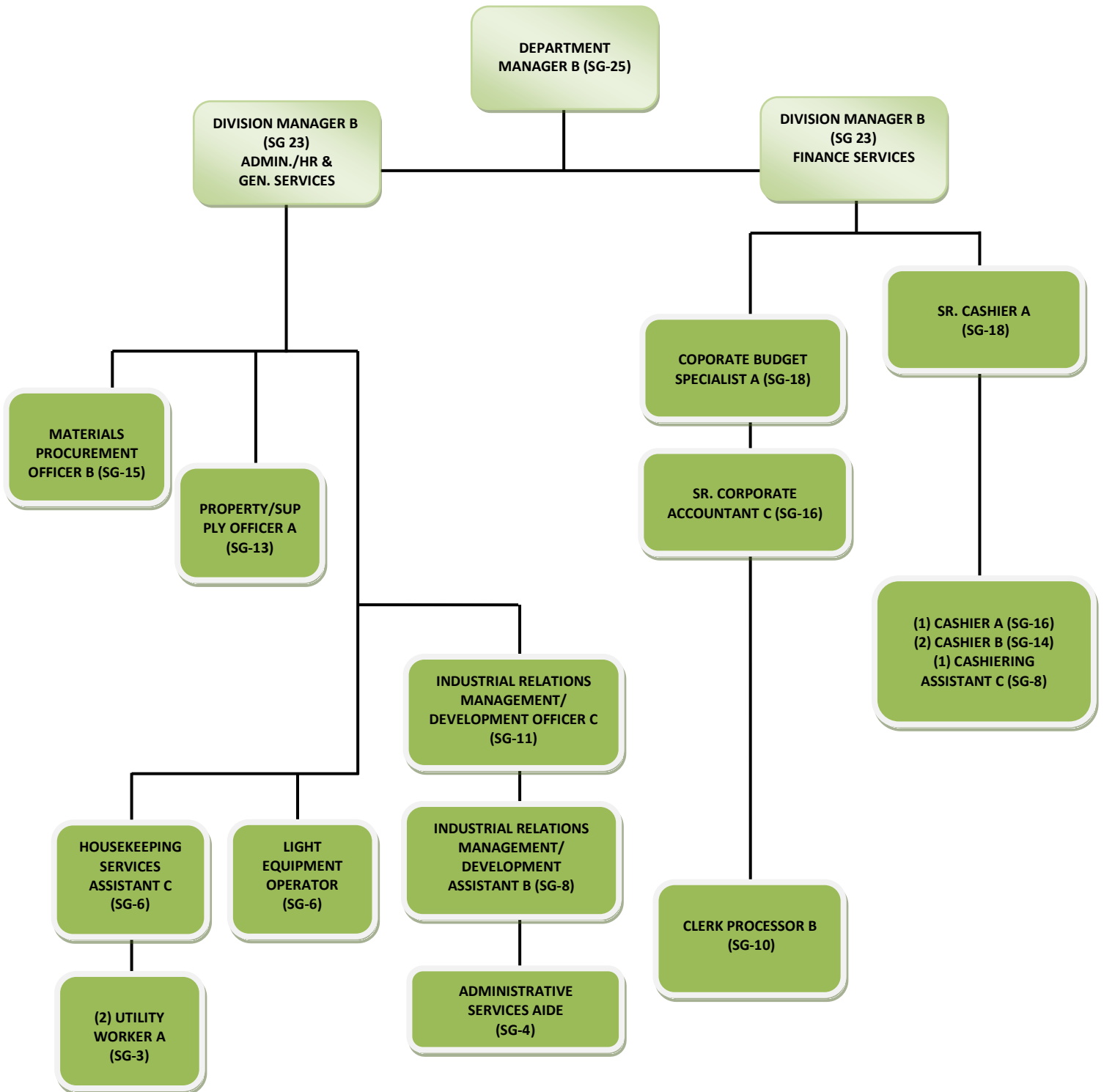
- Poblacion district
 - Bancal
 - Plaza Burgos
 - San Nicolas 1st
 - San Pedro
 - San Rafael
 - San Roque
 - Sta. Filomena
 - Sto. Cristo
 - Sto. Niño
- Pangulo district
 - San Vicente (Ebus)
 - Lambac
 - Magsaysay
 - Maquiapo
 - Natividad
 - Pulungmasle
 - Rizal
 - Ascomo
 - Jose Abad Santos (Siran)
- Locion district
 - San Pablo
 - San Juan 1st
 - San Jose
 - San Matias
 - San Isidro
 - San Antonio
- Betis district
 - San Agustin
 - San Juan Bautista
 - San Juan Nepomuceno
 - San Miguel
 - San Nicolas 2nd
 - Sta. Ines
 - Sta. Ursula

ORGANIZATIONAL STRUCTURE

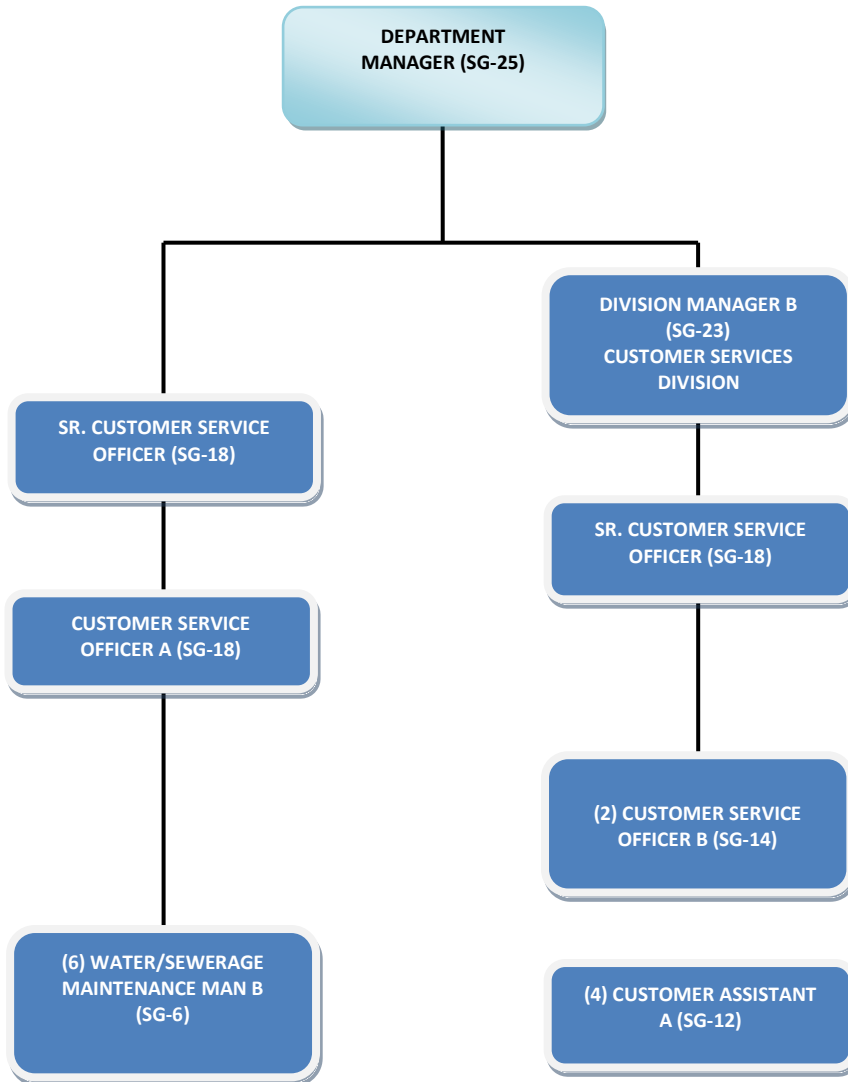
BOARD OF DIRECTORS AND OFFICE OF THE GENERAL MANAGER



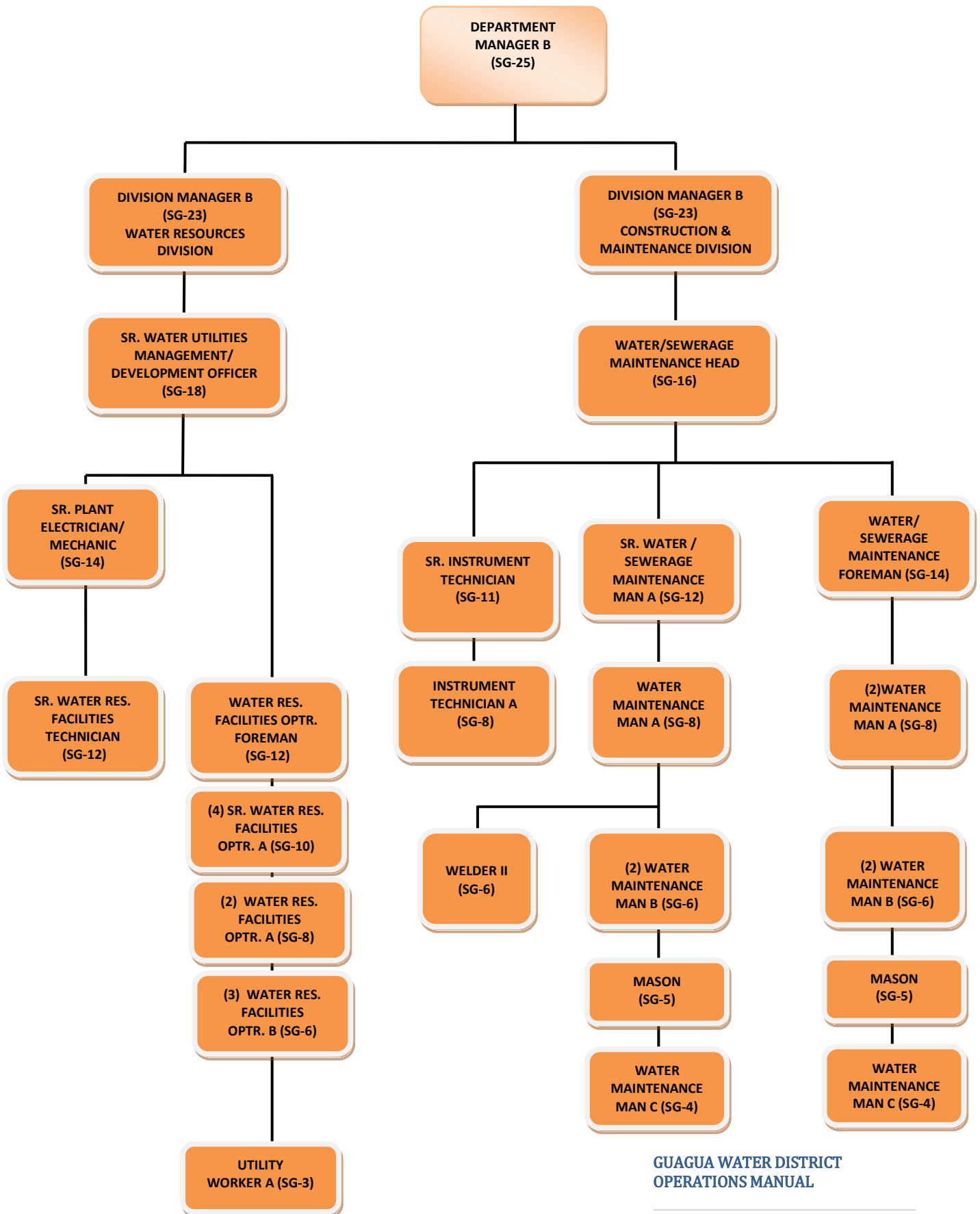
ADMINISTRATIVE DEPARTMENT



COMMERCIAL SERVICES DEPARTMENT



ENGINEERING & OPERATIONS DEPARTMENT



DUTIES AND RESPONSIBILITIES

The Primary Functions

Board of Directors is a policy making body. Ensures the availability of adequate financial resources and approves annual budget.

General Manager is responsible for full supervision and control of the maintenance and operation of water district facilities. Other duties shall be determined and specified from time to time by the Board.

Administrative Department provides, controls and manages the procedures, operations, finances and personnel of the organization. It is divided into two divisions:

Admin./HR & Gen. Services is responsible for general service. It is in-charge of the procurement; assists in the implementation of special projects program, seminars and trainings. Also responsible for the recruitment and retention of highly qualified employees for the agency.

Finance Services Division is responsible for the collection, deposits and disbursements; it is also responsible in recording and summarizing of financial transactions, preparation of Financial Reports and Inventory Management; also responsible for the Budget Preparation and assist in allocation and distribution of budgets as well as monitoring the budget performance.

Commercial Services Department provides customer services to the concessionaire/client. It is divided into two sections namely:

Customer Accounts Section is responsible for meter reading, billing and posting of penalty. Assists in the recording and posting of payments and monitoring of the customer accounts.

Customer Service Section is responsible in attending customer service requests and complaints. Responsible for the marketing strategies/program implementation and public information. In charge in inspection and investigation regarding water connection.

Engineering Department is responsible for the management of the water systems ,maintenance operations; and management of production and water distribution operations. It is divided into two division namely:

Construction and Maintenance Division is responsible for the installation of new service connections. Attending to the repairs and maintenance of water distribution lines; and performing of major and minor plumbing services. In-charge in water system project implementation and constructions. Responsible

for the water maintenance and disconnection and reconnection of service main lines.

Water Resources Division is responsible for the pumping operations and water distributions. Monitors the water quality and pressure. In-charge for the pumping facilities maintenance management, gathering and keeping data analysis.

OPERATIONAL CONTROL AND SUPERVISION

The **General Manager** shall exercise operational control and supervision over the following duties:

1. Implementation of agency's utility rules and regulation;
2. Plans and programs of the District's;
3. Conduct staff and committee meetings;
4. Prepare memoranda/letters;
5. Communications;
6. Preparation of agenda for Board meeting.
7. Decision-making authority in all matters affecting the district's operations.

The Department Manager of **Administrative** shall exercise operational control and supervision over the following duties:

Admin./HR & Gen. Services Division:

1. Recruitment, Selection and Placement (Issuance of Appointment);
2. Leave Administration;
3. Trainings/Seminars/Workshops/Orientations/Sessions;
4. General Services Report;
5. Procurement Services;
6. Keep & Maintain of Employees files and records such as 201 files, Service records;
7. Employees Payroll;
8. Process Employees Information & Certifications;
9. Supervise employees performance; compliance on submissions;
10. Maintaining the current employees through coaching and counseling.

Finance Services Division:

1. Preparation of Financial Statements;
2. Preparation of Annual Budget;
3. Trial Balance;
4. Preparation of Disbursement Vouchers, Budget Utilization Slip and Journal Entry Voucher;
5. Statement of Bank Reconciliation;
6. Preparation and submission of Alphalist of withholding taxes, annual registration fee, Franchise Tax and Income Tax Return;
7. Preparation of contribution and payment of BIR, GSIS, HDMF, Philhealth and Dues;
8. Liquidation of Cash Advances;
9. Preparation and releasing of Checks and Registry;
10. Cash Management (Collection, Deposits and Petty Cash Fund);
11. Maintain Property History Card
12. Monthly Depreciation schedule

13. Materials and Supplies Inventory
14. Payroll and benefits administration
15. Issuance of Official Receipts for water bills payment.

The Department Manager of *Commercial Services Department* provides mentoring with supervision of the next in rank positions in two divisions, the customer and accounts sections.

The Division Manager of *Customer Services Division* shall exercise operational control and supervision over the following duties:

1. Processing of Application for: New water service connections, change name and senior citizen discount;
2. Monthly Meter Reading and Billing;
3. Posting of Penalty
4. Preparation and posting of Billing Adjustment Memo
5. Disconnection of concessionaire's services with delinquent account
6. Reconnection of water services
7. Investigation
8. Repair and checking of water service
9. Schedule of Accounts Receivable;
10. Preparation and submission of reports

The Department Manager of *Engineering Department* shall exercise operational control and supervision over the following duties of the next in rank position of two divisions:

Construction & Maintenance Division:

1. Installation of New Water Service Connections;
2. Mainline Reconnection;
3. Repair of leaking pipes, broken pipes and broken meter stand;
4. Installation of Higher Meter Stand;
5. Relocation of Meter and Change Meter;
6. Disconnection Mainline;
7. Restoration;
8. Repair/Calibration of water meters;
9. Flushing of Hydrants;

Water Resources Division:

1. Operation of water disinfection (Chlorination)
2. Potability and chemical Test
3. Ensuring of 24/7 availability of water

4. Monitoring and maintenance of pump and pump equipments
5. Monthly Production Report
6. Operation and maintenance of Generators
7. Facility Maintenance

UTILITY RULES AND REGULATIONS GOVERNING THE OPERATIONS OF GUAGUA WATER DISTRICT

The Board of Directors of the Guagua Water District, pursuant to policy-making power vested by law under the pertinent provisions of Presidential Decree 198 as amended, hereby ordains this Utility Rules and Regulations as follows:

SECTION 1. TITLE AND COVERAGE – This document shall be known as the “Utility Rules and Regulations (URR) Governing the Operations of Guagua Water District”. This URR shall govern the operations of GWD and be made to apply to all its concessionaires and those who will avail of the services provided herein.

SECTION 2. DEFINITION OF TERMS – For purposes of this URR, all words herein used in the present tense shall include the future tense; all words in the plural number shall include the singular number; all words in the singular number shall include the plural numbers, all words in the masculine gender, shall include the feminine gender.

Whenever the following words and phrases set forth in this section are used, they shall, for the purpose of these regulations have the meanings, respectively prescribe to them in this section.

2.1. BOARD OF DIRECTORS – the policy making body of GWD.

2.2. MANAGEMENT – the General Manager and other executive staff in charge of the day-to-day operations of the GWD.

2.3. DISTRICT/GWD – The Guagua Water District, its General Manager and other appointed officers and any other persons or body vested with the responsibility and jurisdiction in matters pertinent to the District.

2.4. SERVICE CONNECTION – the tapping from the main distribution line to the curb line and the setting of the water meter and the necessary meter protective device.

2.5. WATER METER – a device used in measuring the volume of water consumption.

2.6. FIRE CONNECTION – the tapping of water mains and laying of pipes from the curb line and setting of the shut-off valve, flow detection device and vault.

2.7. COST – Labor, material, transportation expenses, supervision engineering and all other necessary overhead expenses.

SECTION 3. GENERAL POLICIES ON WATER SERVICE

3.1. METERING POLICY – It is a declared policy of the GWD that all water service connections are to be metered. The water meter shall be installed outside the premises of the concessionaire or not more than twenty meters (20 m.) away from the tapping point.

The furnishing of free water to the general public at public faucets is a function of the local government unit and the latter may apply for the installation of such service to the District. All water consumed through public faucets shall be charged as government class.

The jurisdiction and responsibility of GWD shall end at the water meter. The District is in no case liable for damages after the water meter.

In case GWD files suit for collection of pilferage, theft, or other violations, litigation costs shall be at the expense of the defendant.

No water is to be delivered without charge except for fire fighting purposes only.

3.2. EXEMPTION FROM GOVERNMENTAL FEES – GWD is not covered by the requirement of securing permits and fees from the municipal, provincial and national government, in the excavation and pipe laying in connection with District's expansion and improvement projects.

GWD is authorized to construct, excavate, any works along, under or across and road or street, watercourse, or conduit or any manner, which will afford security for life and property.

3.3. INDIVIDUAL SERVICE LINE – Every edifice, building, house or dwelling unit must be provided with a separate service line and meter. No subconnection of service line shall be allowed except when there is no available mainline, in such case, the following procedures shall be followed:

1. The applicant shall secure a written authorization from the owner of the existing service line.
2. The subconnection shall be relocated once a mainline is constructed.

3. In some other cases wherein there is an available mainline but needs to be subconnected, the General Manager may allow subconnection of service line, on special cases and for justifiable reason.

3.4. ANTI-PILFERAGE – No person – whether natural or juridical – shall tap, make or cause to be made any connection with water lines without prior authority or consent from the GWD. It is also declared unlawful for anyone to tamper, install or use tampered water meters, sticks, magnets, reversing water meters, shortening of vane wheels and other devices to steal water or interfere with accurate registry or metering of water usage, or otherwise results in its diversion in a manner whereby water is stolen or wasted.

Anyone caught doing any of these acts shall be charged Two Thousand Pesos for the first offense, Four Thousand Pesos for second offense and Six Thousand Pesos for the third offense.

Based on existing laws, it is declared unlawful for any person to:

1. Destroy, damage or interfere with canal, dam, service reservoir, water mains, water distribution, pipes or water works, appliance, machinery buildings, or property of the GWD;
2. Do any malicious act which shall injuriously affect the quantity or quality of water delivered by the GWD or the supply conveyance, measurement, or regulation thereof, including the prevention of, or interference with GWD personnel engaged in the discharge of duties connected therewith;
3. Prevent, obstruct and interfere with the survey, works and construction of access road and water mains and distribution network and any related works of the GWD;
4. Tap, make or cause to be made any connection with water lines without prior authority or consent from the GWD;
5. Tamper, install or use tampered water meters, sticks, magnets, reversing water meters, shortening of vane wheels and other device to steal water or interfere with accurate registry or metering of water usage, or otherwise result in its diversion in a manner whereby water is stolen or wasted;
6. Use or receive the direct benefit of water service with knowledge that diversion, tampering, or illegal connection existed at the time of that use, or that the use or receipt was otherwise without authorization of GWD;

7. Steal or pilfer water meters, main lines, pipes and related or ancillary facilities of the GWD;
8. Steal water for profit or resale;
9. Knowingly possess stolen or tampered water meters and;
10. Knowingly or willfully allow the occurrence of any of the above (pursuant to Water Crisis Act, as amended).
11. Removing any parts of the service connection (before the meter) without the authorization of GWD;
12. Extending water service connection to others outside the premises as temporary or permanent water service, without the authorization of GWD.

3.5. PRESSURE CONDITION – All applicants for service connections or water services shall be required to accept such condition of pressure and service as provided by the distributing system at the location of the proposed connection and shall agree to hold the District blameless for any damage arising out of low or high pressure conditions interruptions of service.

3.6. MAINTENANCE OF WATER PRESSURE AND SHUTTING DOWN FOR EMERGENCY REPAIRS – In cases of emergency repairs, the GWD may shut off its water supply or reduce water pressure when necessary, in which case GWD shall not be held liable for any damages that may be incurred by the concessionaire as a result thereof. It reserves the right to discontinue service while making emergency repairs or for causes, which in the discretion of the District necessitates such discontinuance. Concessionaires who are dependent on a continuous supply of water should provide their own storage. The GWD shall make prior announcement of any scheduled water interruption to the affected concessionaires.

SECTION 4. APPLICATION FOR SERVICE CONNECTION; WHO MAY APPLY – Any natural or juridical person may avail of the services of the District provided that the following requirements are complied with, to wit:

1. For individual applicants:
 - a. Photocopy of valid ID with picture
2. For juridical entity such as business firm or corporation:
 - a. Photocopy of all pertinent business registration/documents

Notarized lease agreement or a written authority from the lessor shall be required from lessee applying for water service connection.

Once the application is approved and upon payment of the required fees and submission of necessary documents, the applicant shall be required to sign the service application and construction order (SACO) and a contract for water services. The concessionaire shall be oriented by the authorized GWD representative of the terms and conditions of the SACO as well as the existing policies of the District.

SECTION 5. APPLICATION ON INSTALLMENT BASIS – Any applicant who wishes to apply for a new connection but is found unable to pay the corresponding charges and fees may be allowed the opportunity by paying only the registration, service charge and meter maintenance fee, provided, he/she must provide a certificate of indigence from the Barangay office.

However, the cost of materials shall be paid within three months from date of actual use of service connection to be equitably added in the succeeding monthly water bill of the subject concessionaire.

SECTION 6. INSTALLATION OF WATER SERVICE CONNECTION – The service connection or laterals from the GWD distribution line shall be installed by its authorized representative only after the requirements stated under Section 4 and the payment of the required fees are complied with including all other conditions as may be imposed by GWD.

6.1. SIZE AND LOCATION OF SERVICE CONNECTION – GWD reserves the right to determine the size of service connection and its location with respect to the boundaries of the premises to be served.

6.2. REQUIRED SERVICE CONNECTION FITTINGS – For every service connection, the District shall determine the necessary fittings to be used and shall be equipped with a gate valve on the inlet side of the meter for the exclusive use of the District in controlling the water supply through the service lateral.

It shall be explicitly agreed if the gate valve is damaged through the fault or negligence of concessionaire to the extent requiring replacement, such replacement shall be made at the concessionaires' expense.

6.3. MAINTENANCE OF SERVICE CONNECTIONS – The District shall maintain the service laterals extending from the service mainline up to meter including the meter. Provisions and maintenance of all pipes and fixtures extending after the

water meter towards the concessionaire's premises shall be shouldered by the concessionaire.

SECTION 7. DISTRICT RATES AND CHARGES – All water rates and charges shall be set by a formal resolution of the Board of Directors of the Guagua Water District and the Board of Trustees of the Local Water Utilities Administration shall confirm the approved water rates.

The District shall adopt the Approved Water Rates as per LWUA Board Resolution No. ___ Series of 20___. (See attached schedule of approved water rates).

7.1. METER MAINTENANCE FEE: The Guagua Water District shall supply the water meter of the concessionaires to be installed conspicuously outside the premises to provide easy access to Meter Readers and Service Crews and to minimize the possibility of meter tampering. Said concessionaire shall protect the meter from any damage and shall pay the total cost of the meter if damaged or stolen. The District shall require each and every applicant for new service connection, a meter maintenance fee (for repair and depreciation) in the amount of:

Size	Amount
½"	P 800.00
1"	P 1000.00
1 ½"	P 1,200.00
2"	P 2,000.00

7.2. MATERIALS FOR NEW CONNECTION – All materials to be used for new service connections from the mainline to the water meter will be directly purchased at the Guagua Water District office to make it convenient for the applicant and to safeguard the interest of the District as far as the use of good quality materials is concerned.

7.3. RESTORATION FEE – The Guagua Water District shall undertake all restoration works of excavated roads caused by installation of new service connections and the expense to be incurred will be charged to the concessionaires.

7.4. SWING VALVE AND METER PROTECTOR – Every service connection installed by the Guagua Water District shall be equipped with a swing valve and a meter protector. The valve shall be installed on the inlet side of the water meter, which

shall be for the exclusive use of the District in controlling the water supply through the service lateral.

It is further provided that, if the swing valve is damaged by the concessionaire's use to an extent requiring replacement, such replacement shall be made at the expense of the concessionaire.

Inactive connections which have no meter protector are likewise required to purchase meter protector before service connection can be reactivated.

SECTION 8. OBLIGATIONS OF THE CONCESSIONAIRE – The Concessionaire is bound to abide by the rules and regulations of the District as stipulated in the Service Application and Construction Order, as well as the applicable provisions of this URR. Moreover, the concessionaire shall:

1. Pay promptly and regularly the water bill and other miscellaneous charges.
2. Protect the water meter from physical damage and loss. Concessionaire shall provide grill box or any other device for the safety and protection of water meter whether the water meter is installed within or outside the premises. The grill box or any protective device should not be a cause for inconvenience in conducting meter reading and routinary investigations.
3. Check all the materials and fittings paid for the applied service connection. Any fittings paid for by the concessionaire but not installed should be reported to the office for immediate investigation.
4. Report immediately to the District any leakage or damage in any portion of his service connection. In case of failure to report the same, the concessionaire may be held liable for the resulting damage due to his failure.

SECTION 9. FIRE AND PROTECTIVE SERVICE CONNECTION – This service shall be used only for water consumed in the extinguishing of fires. Upon the completion of the installation the valve governing the same will be closed and shall remain so until a written order is received from the owner of the premises served by the reason of the installation, maintenance, use, fluctuation, or pressure or interruption of supply.

If water is used through fire connection for any other purpose than the extinguishing of fires, the Board shall have the right to place the meter on the fire connection at the owner's expense to shut off the entire water supply of the premises. Upon the installation of such meter, the water rates as adopted by resolution under the provided provisions of Section 7 herein apply.

The Board shall have the right to take a domestic, commercial or industrial service from the fire connection at the curb to supply the same premises as those to which the fire service connection belongs. The Board shall have the right to determine the proportion of the installation cost properly chargeable to each connection, if such segregation of costs shall become necessary.

The Board reserves the right to install on all fire connections a check valve of a type approved by the Board of underwriters and to equip the same by pass meter; such installation shall be at the expense of the owner of the property and the regular domestic water meters as set forth by resolution hereof shall apply for all water used through such service except for fire protection purposes only.

SECTION 10. SUPPLY FOR FLUSHING HYDRANT – An applicant for temporary use of water from a Flushing hydrant must secure a permit thereupon from GWD and pay the regular fee charged for the installation and removal of a meter to be installed on said hydrant, or in the case of the un-metered installation, for the permits required for such usage.

Each applicant shall provide himself with a hydrant wrench necessary to operate such hydrant and install a separate shutoff with restricting orifice to minimize the damage by the consumers used to an extent requiring repair or replacement such repair or replacement shall be made at the consumer's expense.

SECTION 11. WATER BILLS – Water bills are payable at the GWD office on the date the notices or statement of accounts are delivered to the concessionaire or his/her agent as designated in the application and shall be delinquent fifteen (15) days thereafter. A penalty charge of ten percent (10%) is added to all water bills not paid after due date. Service may be discontinued without further notice if payment of such bills is not made prior to disconnection date.

Failure to receive Statement of Account does not relieve a concessionaire from liability. Any amount due shall be deemed a debt to the GWD and any person, firm, or corporation failing, neglecting or refusing to pay said indebtedness shall be liable to a civil action in the name of the District in any court of competent jurisdiction for the amount hereof.

SECTION 12. METER READING AND BILL TENDING SCHEDULE –The meter reader will read the water consumption on a monthly basis, and tender the statement of account to the concessionaire which contains the corresponding amount of consumption (present and previous), billing due date, disconnection date, arrears if any, among others.

After the lapse of fifteen (15) days from the reading date, the account shall be due for payment.

SECTION 13. GUIDELINES FOR METER READING – If the water meter is 100% accurate, present reading of figures indicated therein at the time of reading less previous reading shall be the total consumption in cubic meter.

1. If the water meter is not 100% accurate due to:
 - a. Stuck-up meter – the basis will be the average consumption for the preceding three (3) months.
 - b. Unreadable meter – (i.e. buried or partially buried meter, dirty meter, moisture of the glass, closed gate) it will be charged the minimum consumption. When actual reading reflects a higher consumption from the previous billing, the difference will be charged on the next billing period.
2. In case of stuck-up, dirty and moisture meter replacement of water meter will be made, and in the case the meter has been enclosed by gate or construction done by the concessionaire, meter site transfer will be made by the representatives of GWD.
3. If the water meter is stolen, the basis will be the average consumption for the preceding three (3) months.

SECTION 14. DISPUTED BILLS – In the event a concessionaire makes a complaint that his/her water bill is excessive, re-read shall be made on the meter and an investigation shall be done to determine the cause. In the event that the Service Investigator found no reason, said water meter shall be pulled out for re-calibration. Should there be no reason to adjust said bill and the consumer continues to contest this, it shall be referred to the General Manager for final ruling, subject to the rights of the concessionaire to appeal said ruling.

SECTION 15. REFUNDS AND ADJUSTMENTS – If for any reason, a concessionaire becomes entitled to a refund as for over payment or other just cause, a demand shall be made by the concessionaire to the District to refund such over payment and subject to the approval of the General Manager or his delegated representative. The amount overpaid shall be credited to the concessionaire's account.

SECTION 16. WATER METER; OWNERSHIP, LOCATION AND PROTECTION – All water meters shall remain the absolute property of the District. The GWD has the right to set and maintain a water meter on any connection. In case of disconnection, the water meter shall be turned over to the GWD.

All water meters should be installed at a place to be determined by the District which is convenient for meter readers, plumbers and personnel of GWD to read, maintain and disconnect. If requested, the water meter may be installed inside the concessionaire's premises, provided, the concessionaire can guarantee the accessibility of the water meter at any given time. In addition, he must sign a waiver not to make complaint in the billing on ground that the meter is not properly read due to its location.

The concessionaire shall be held liable for any damage or loss to the meter due to his fault or negligence.

However, in case of damage to water meter, due to ordinary wear and tear that rendered it unserviceable, its replacement shall be borne by the District. In case of lost water meter due to theft and robbery, the concessionaire shall be held liable for the replacement of the water meter. The concessionaire shall pay for the cost of water meter and its installation. However, the District shall install a meter protector as protective maintenance for free.

SECTION 17. METER TESTING AND CALIBRATION – When the accuracy of water meter is questioned, GWD upon request will cause an official test to be made at its own expense. The concessionaire shall be duly notified of the time and date of such test so that the concessionaire will be present before such test will be made in the GWD office. The meter will be tested on various rates of delivery and if the average registration is more than two percent (2%) in excess of the actual quantity of water passing through the meter, the District shall refund to the concessionaire the overcharge based upon the test.

SECTION 18. UNDERGROUND LEAKAGE –In the event the concessionaire incurred higher water consumption than his average billing, he may request the GWD to conduct site investigation to determine the cause of the high consumption. If from the investigation, it is found that the high consumption and billing is due to underground leakage, said water bill shall be adjusted to not more than fifty percent (50%) of the wastage subject to General Manager's approval. Under Resolution No.4, series 2011, the General Manager has the authority to decide special cases of concessionaires where no direct provision under this utility rules. (Same shall apply under Section 14.)

The concessionaire must repair the leakage immediately. The average consumption of the concessionaire for six months preceding the high water consumption shall be billed to the concessionaire. Adjustment due to underground leakage, however, shall only be granted once every four years to a concessionaire.

SECTION 19. DISCONNECTION OF SERVICE CONNECTION – The GWD reserves the right to disconnect service to the concessionaire for valid and reasonable grounds such as but not limited to the following:

- a. Illegal tapping of water connection
- b. Tampering of water meter
- c. Tampering of angel valve lock
- d. Removal of cap plug
- e. Non-payment of two (2) months water bill
- f. Violation of any provisions of the URR.

SECTION 20. DISCONNECTION PROCEDURE – GWD shall have the right and authority to disconnect the water services of any delinquent concessionaire incurring two months arrears as reflected on the Statement of Account, except on Saturdays, Sundays and Holidays, or deny restoration of the same, unless the conditions for reconnection as provided in Section 21 are complied with.

1. Upon service of notice of disconnection to the delinquent concessionaire, the latter shall be given forty-eight hours to settle all his obligations to the GWD; otherwise his water connection shall be disconnected by locking the angel valve or removal of water meter and plugging the pipe.
2. If after three days, the delinquent concessionaire fails to cause the reconnection of his service connection by paying the required penalties and arrears, GWD shall undertake to disconnect the lateral from the mainline.
3. Disconnection from the mainline may also be undertaken earlier than three days if the delinquent concessionaire endeavors to tap his disconnected water connection or pilfer water from the disconnected line. In this case, the concessionaire shall be declared a violating concessionaire and shall be dealt with according to the provisions herein applicable.
4. GWD shall also have the right and authority to immediately disconnect the water service of concessionaires, whether delinquent or good payer when evidence of theft, pilferage, and other serious violation exists in

accordance with Section 3.4 on Anti Pilferage and Section 22 on Illegal Connection hereof. This is without prejudice to whatever further civil and/ or criminal action the GWD will undertake.

SECTION 21. RECONNECTION OF DISCONNECTED SERVICE CONNECTION – A disconnected water service can be reactivated only if the following requisites are complied with:

21.1. A delinquent concessionaire who is seeking reconnection of the service connection shall pay the following fees:

- a. Arrearages, including penalties;
- b. Reconnection Fee; and
- c. Other incidental expenses

21.2. No reconnection fee shall be charged to concessionaires who requested for voluntary temporary disconnection, provided that they do not have an outstanding account with GWD.

When service has been discontinued on account of non-payment of water bills or for any other infractions of the rules, a reconnection fee of Fifty Pesos and a service charge of One Hundred Pesos shall be paid by the concessionaire plus all outstanding bills before service will be restored.

In the event that the service line is disconnected from the mainline, the reconnection fee is Five Hundred Pesos and a service charge of One Hundred Pesos. The reconnection for removed meter will be done within the day upon the settlement of arrears and other charges. Reconnection will be determined on a first come, first serve basis.

21.3. A violating concessionaire who is seeking reconnection of service shall execute an Affidavit of Commitment stating the following:

- a. The violating concessionaire shall faithfully and diligently comply with all the pertinent rules and regulations of GWD;
- b. In case of recurrence of similar incident, the concessionaire shall be held liable for resulting damages which the GWD may suffer and agrees to the permanent disconnection of service.

The reconnection shall be undertaken within five days after complying with the aforementioned requirements.

21.4. Accounts that have been disconnected for three (3) months or more must have to be reinvestigated first to determine if the service has already been

permanently disconnected. In such case, the period for reconnection may take longer.

21.5. If a civil or criminal action is pending against the concessionaire, no reconnection may be undertaken unless and until the concessionaire will acknowledge and settles fully the liabilities and obligations to GWD.

SECTION 22. ILLEGAL CONNECTIONS – All water connections which are not registered and authorized by the GWD are considered illegal connections such as but not limited to:

- a. Installing water connection without application being made to the GWD.
- b. Installed by persons other than the authorized personnel of the GWD.
- c. Installed in a site or location which is not specified in the application.
- d. Reconnection of disconnected service without paying the necessary fees.
- e. Unauthorized meter and tapping site transfer.
- f. Tampering of meter, tampering of valve lock, removal of cap plug, usage of jumpers, water pilferage and other similar acts and devices.

SECTION 23. TAMPERING WITH DISTRICT PROPERTY – No one except an authorized employee or representative of the GWD shall at any time and in any manner shall operate the curb cocks or valves, main cocks, gate valves of the GWD’s system or shall interfere with meters or their connections, street mains or other parts of the water system. The GWD has the right to take action against the concessionaire pursuant to provisions of the URR.

Penalty of Offender:

- a. First offense – P 2,000.00 plus consumption assessment
- b. Second offense – 6,000.00 plus consumption assessment
- c. Third offense – 10,000.00 plus consumption assessment and Court case applying Anti – Pilferage Act

SECTION 24. USAGE OF ELECTRICAL AND MECHANICAL SUCTION PUMP – Using any electrical or mechanical device such as booster pump is prohibited as it may affect the system pressure, as well as the quality and potability of water. The GWD shall have the right to take action against any concessionaire who violates this section.

SECTION 25. WRITING OFF BAD DEBTS – Bad debts shall be written off when their age is 10 years or more and that the District has already exerted all efforts to collect them but to no avail.

The determination of bad debts shall be derived from the computation based on the percentages and ageing of accounts receivables as follows:

Age of Account	Percentage
31 days	1%
31-60 days	1%
61-90 days	1%
91-120 days	1%
120 days or more	2%

The following procedures shall be adopted in relation to the above mentioned bad debts:

1. Inactive concessionaires with outstanding accounts will be sent demand letter through registered mail six (6) months after the disconnection of water service.
2. The second demand letter will be sent one (1) year from the date of the first demand letter and the third demand letter will be sent after one (1) year thereafter.
3. Recommendation for write- off will be made to the COA if the accounts remain unsettled.
4. Management will provide allowance for bad debts for its accounts receivables. When the accounts reached the age of ten (10) years, Management will write off the account.

SECTION 26. CHANGE OF REGISTERED NAME – The Guagua Water District shall exact the following amount if there will be a request for a change of a registered concessionaire for any reason.

Classification	Amount/Fee
Residential	P 100.00
Semi-commercial	P 200.00
Commercial/Industrial	P 300.00

The concessionaire has to submit a letter request and in addition present to the Guagua Water District any of the following documents.

- a. Death certificate of the original registered concessionaire
- b. Deed of sale
- c. Deed of assignment
- d. Notarized waiver of right or any document to prove change of ownership
- e. Proper identification of the person requesting the change of name

SECTION 27. SUB-CLASSIFICATION OF COMMERCIAL CONNECTORS – The Guagua Water District adopts the following guideline on the uniform conversion factor for determining the sub-classification of commercial connectors.

Water service connections are classified into three customer classes. Based on this classification, conversion factors are assigned and used in arriving at the corresponding water rates. The conversion factors are to be multiplied to the residential rates, both to the minimum and commodity charges.

Classification	Conversion Factor
Residential/Government	1.0
Commercial/Industrial	2.0 (of Residential)
Commercial-A	1.75
Commercial-B	1.50
Commercial-C	1.25
Bulk/Wholesale	3.0 (of Residential)

Wherein:

1. Residential (Domestic) – Persons and establishments drawing water from GWD which they use for the day-to-day living such as cooking, washing, bathing, drinking, flushing toilets and any other domestic use to sustain their everyday life.
2. Government –agency or establishment of the Government that performs public service and consumed water in connection with the operation of those public functions.
3. Commercial – Persons and establishments drawing water from the system for the purpose of using this water, directly or indirectly, to promote their trade or occupation or to produce a commercial or saleable product; conversion factor 2.

4. Semi-Commercial A – a business establishment indirectly using water in their day to day operations; conversion factor 1.75.
5. Semi-Commercial B – conversion factor 1.50.
6. Semi-Commercial C – conversion factor 1.25.
7. Bulk Sale – Persons and establishments drawing water from the system by bulk; conversion factor 3 (for further discussion)

SUB-CLASSIFICATIONS OF COMMERCIAL CLASS

Commercial 2.0

- Rest houses
- Hotels, lodges and the likes
- Hospitals, whether private or public
- Cafeterias managed by cooperatives, corporations, etc.
- Ice cream parlors
- Beer houses
- Bars, night clubs and disco pads
- Restaurants
- Gasoline stations
- Bus stations and/or terminals
- CHB and concrete products manufacturers
- Theaters
- Carenderias
- Confectioneries and bakeries
- Ice plants
- Private schools
- Boarding houses
- Billiard halls and other games and entertainment places
- Any residential user who sells or supplies water to others

Commercial-A 1.75

- Photo services
- Dental and medical clinics
- Warehouses
- Groceries
- Gift shops
- Offices, including government banks
- Drugstores
- Wholesale and retail outlets
- Furniture shops
- Fish and meat stalls in public markets with individual water meters

Commercial-B 1.50

- Sari-sari stores
- Vulcanizing and repair shops
- Other premises utilized for selling foods or services including premises used for living quarters

Commercial-C 1.25

- Apartments whose owners assume payment of water bills using one central water meter

SECTION 28. PENALTIES – Violation of any provision of this URR shall be penalized in accordance with the provisions of P.D. 198, R.A. 8041, the applicable provisions of the Revised Penal Code of the Philippines and other pertinent laws.

SECTION 29. SEPARABILITY CLAUSE – If any section, subsection, sentence, clause or phrase of these regulations is, for any reason declared to be unconstitutional, illegal or invalid such declaration shall not affect the legality and validity of the remaining portion of the URR.

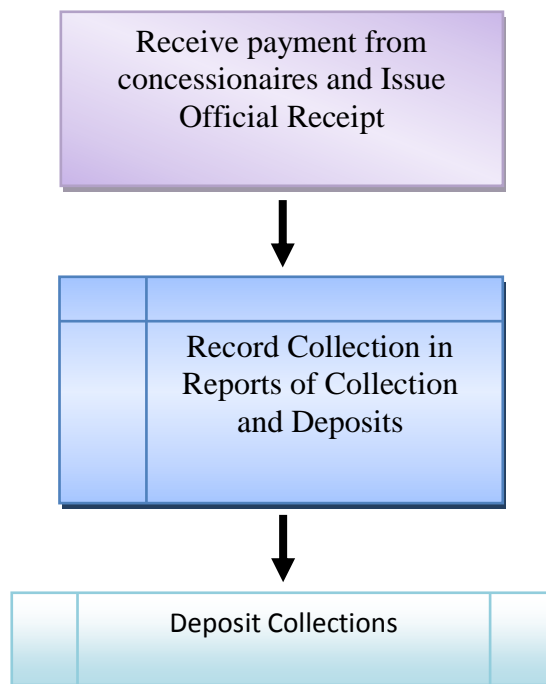
SECTION 30. REPEALING CLAUSE – All prior Board Resolutions or parts thereof, inconsistent with the provisions of this URR are hereby repealed. The URR may be altered, modified, amended or repealed by the Board of Directors of GWD through a Board Resolution duly adopted and approved.

OPERATING PROCEDURES

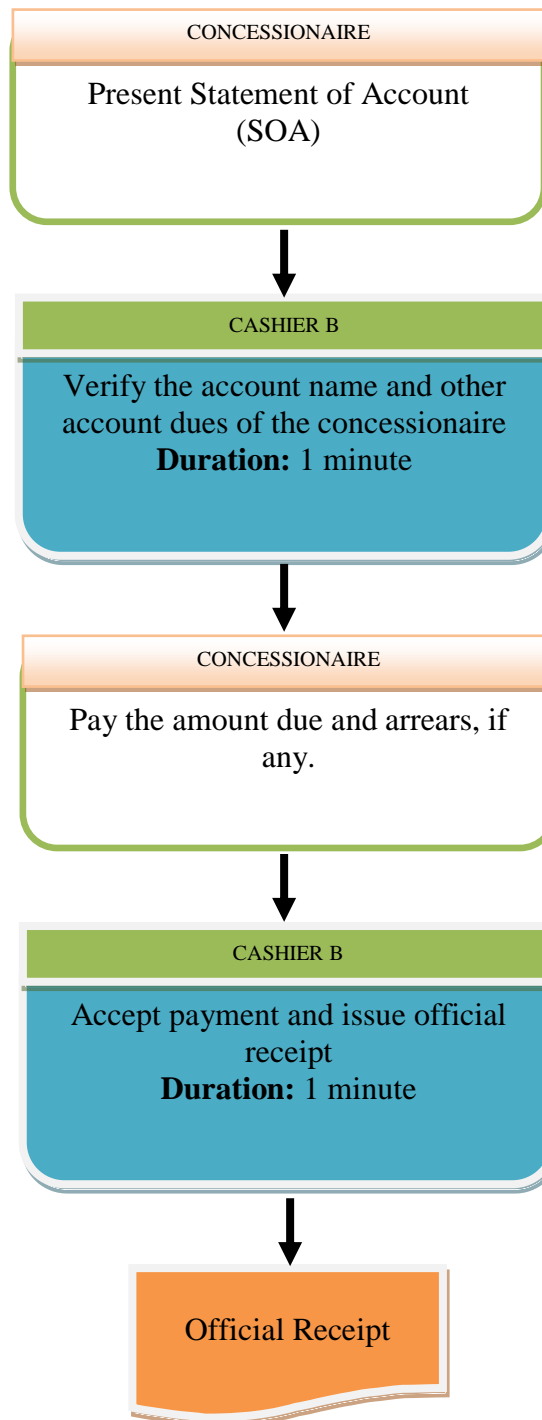
A. ADMINISTRATIVE AND FINANCE SERVICES DIVISION

ACCOUNTING WORKFLOW

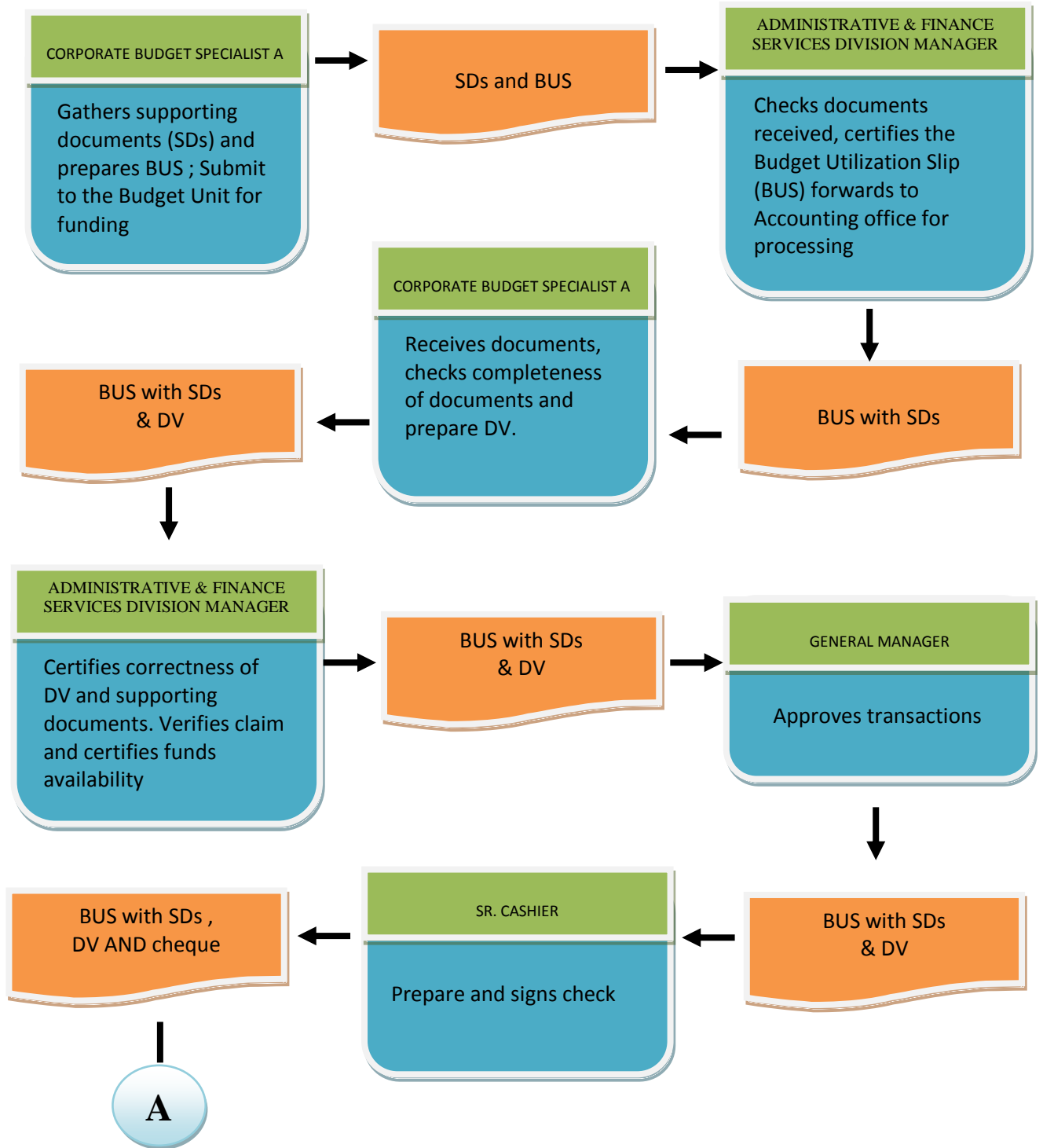
Receipt and Collection Process

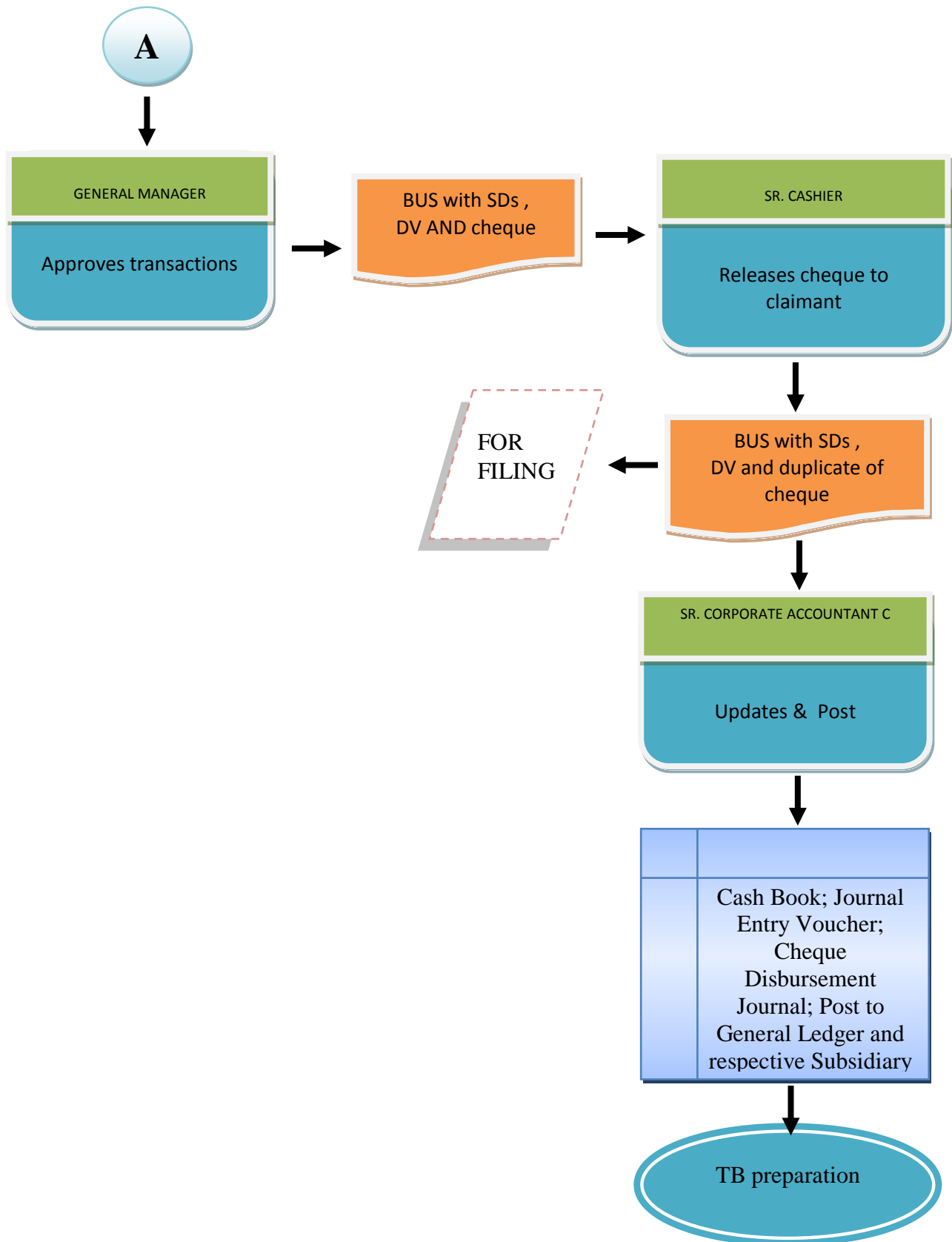


PAYMENT OF BILLS



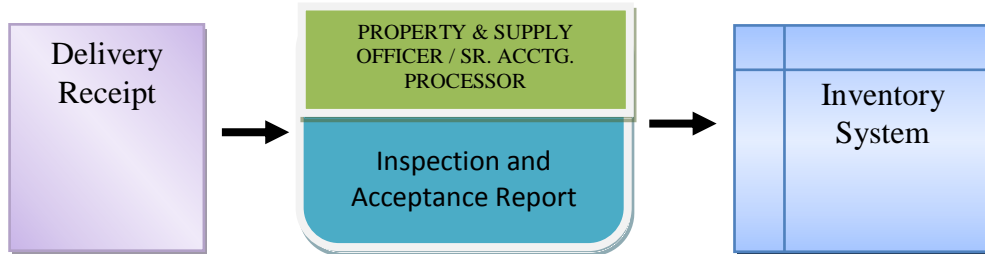
DISBURSEMENT PROCESS



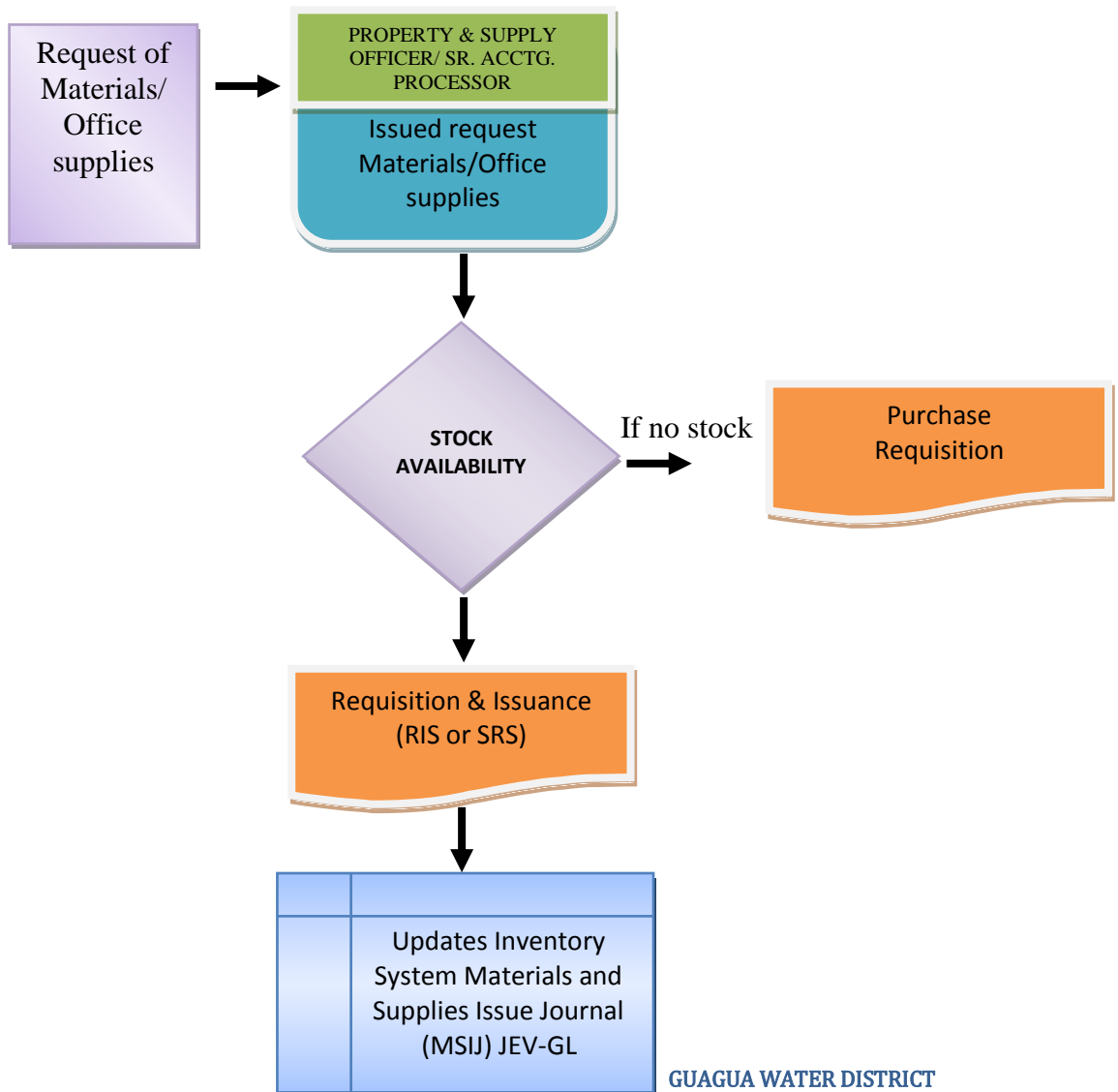


MATERIALS & OFFICE SUPPLIES

Receipt of Deliveries of Inventory



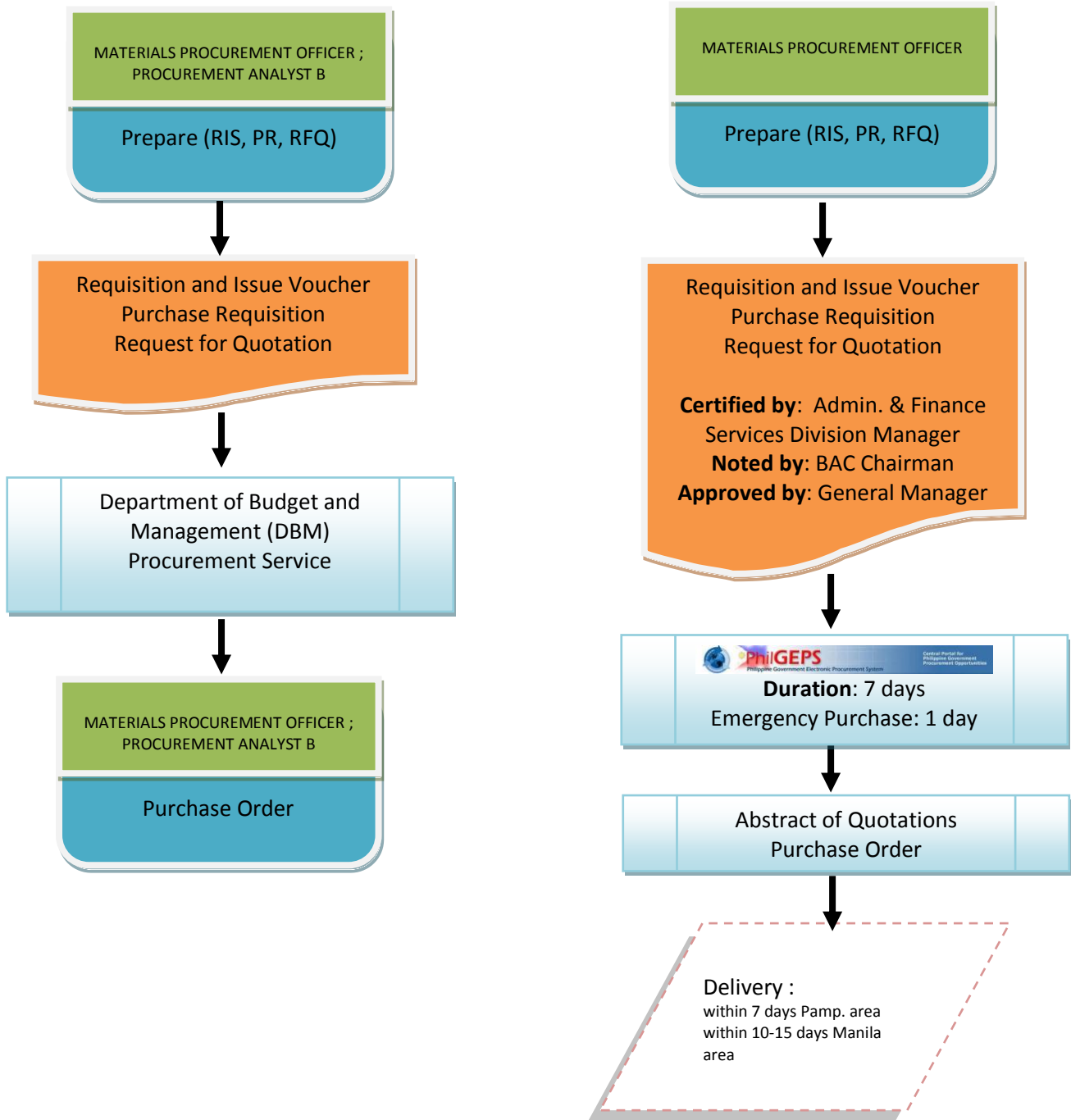
Issuance of Materials / Office Supplies



PROCUREMENT PROCESS

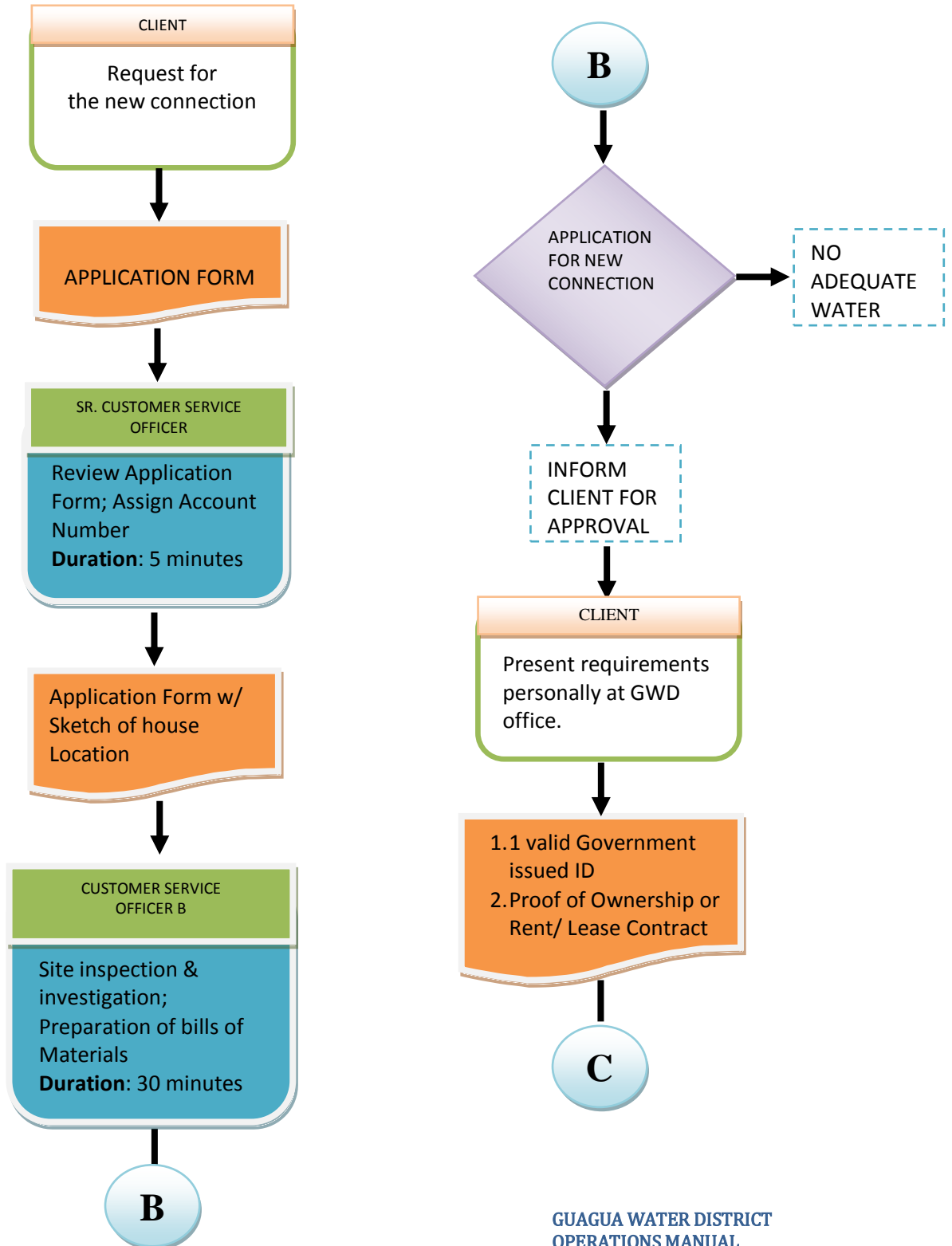
B. Office Supplies:

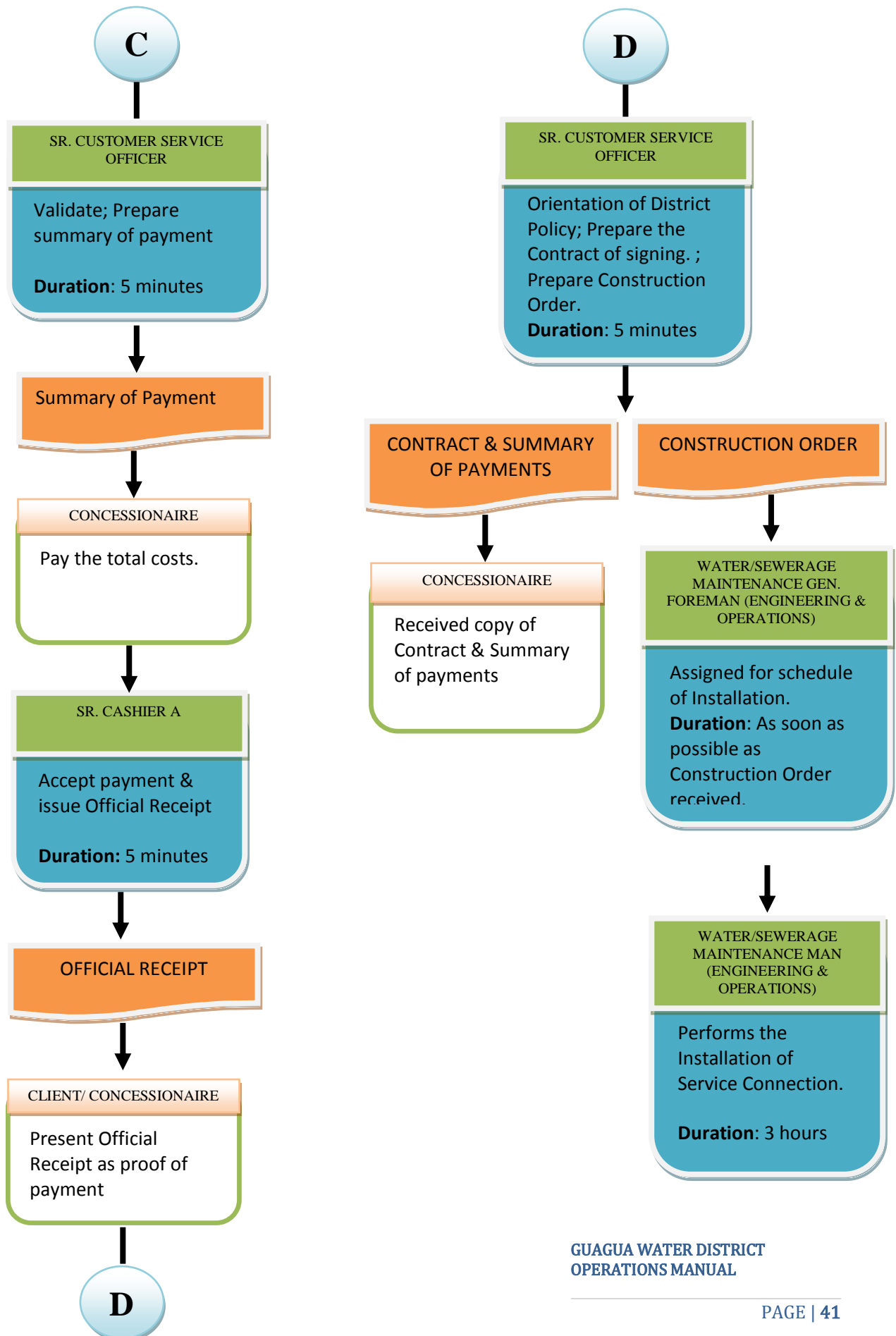
Merchandise:



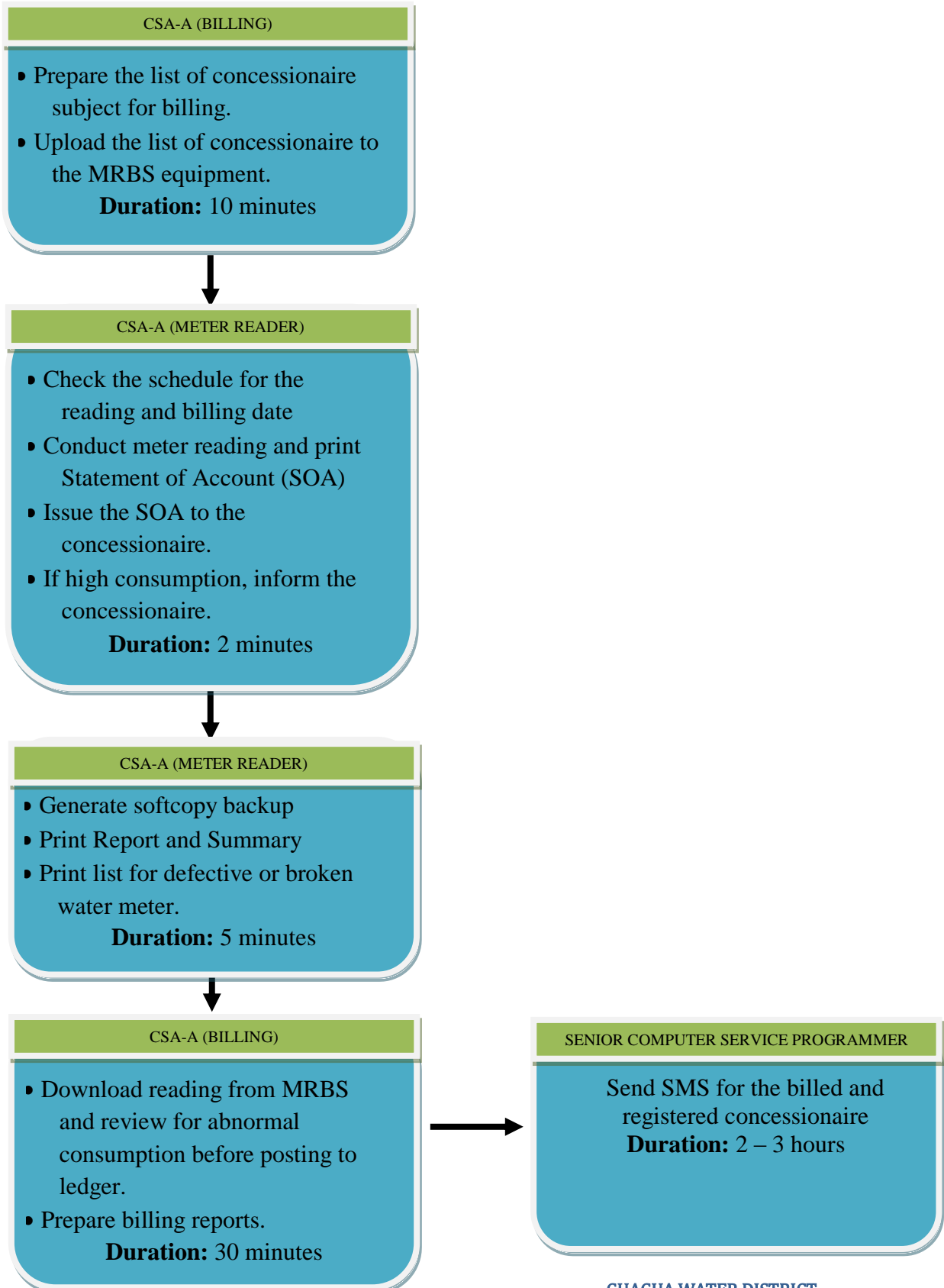
B. COMMERCIAL SERVICES

NEW CONNECTION

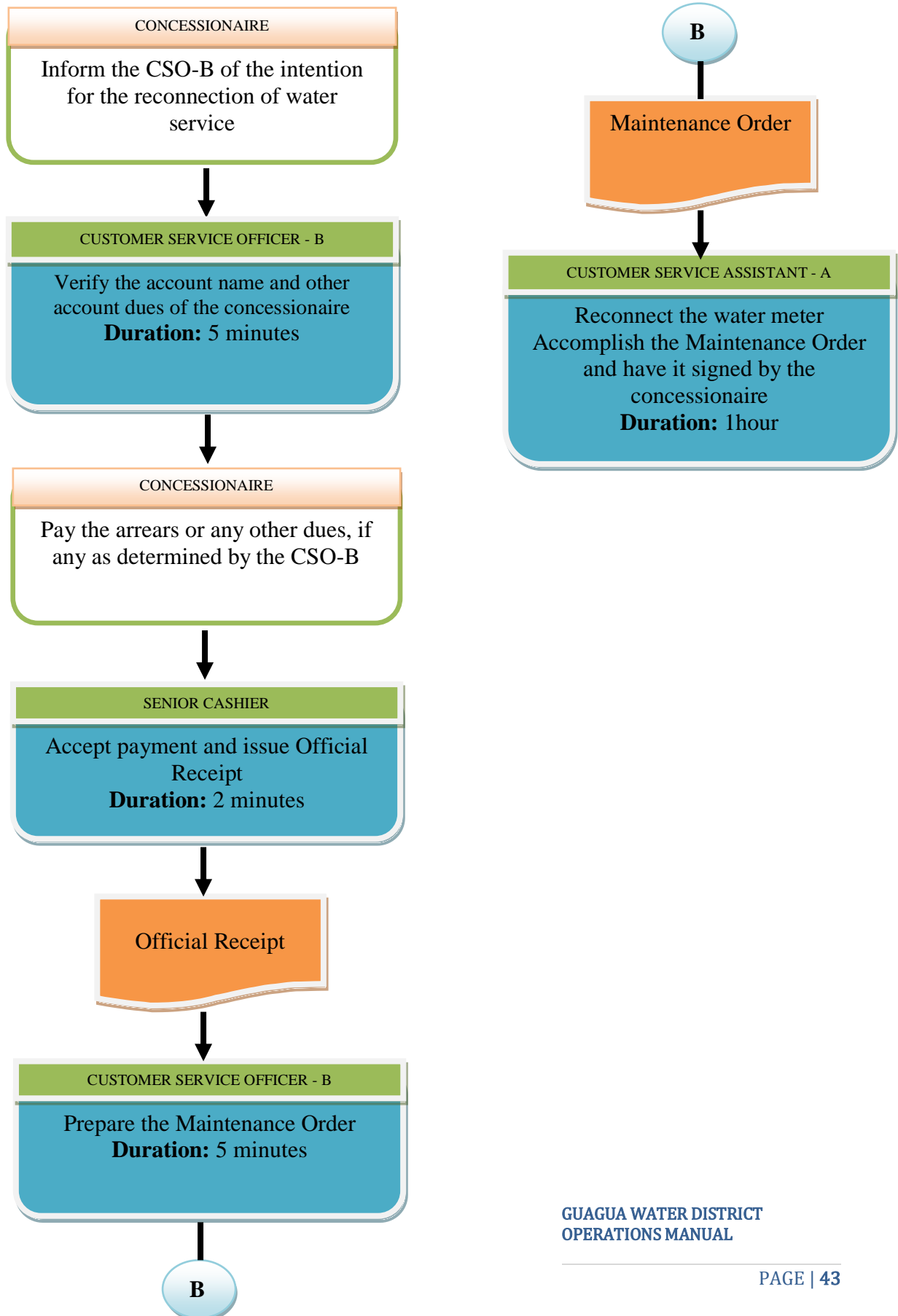




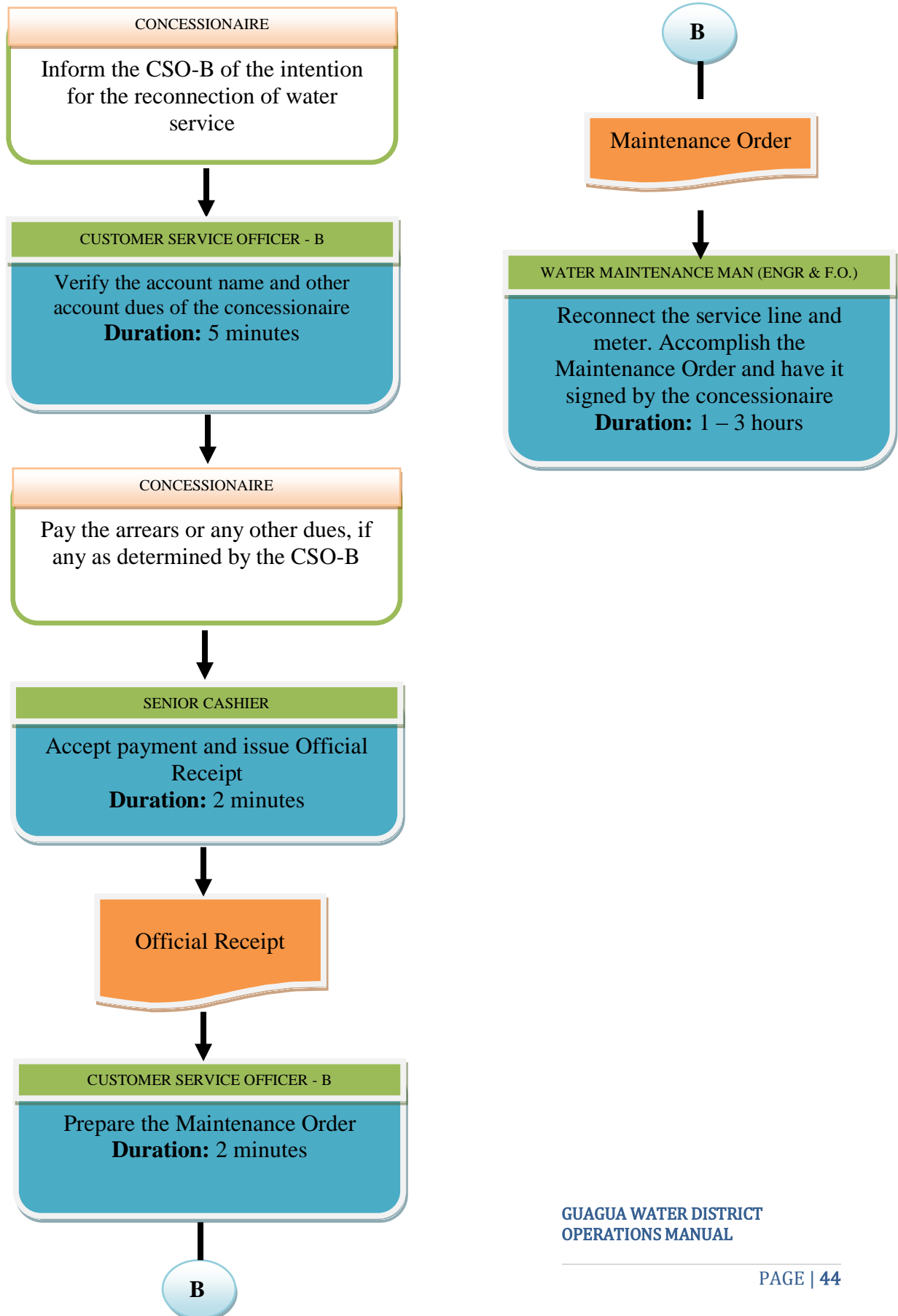
MONTHLY METER READING



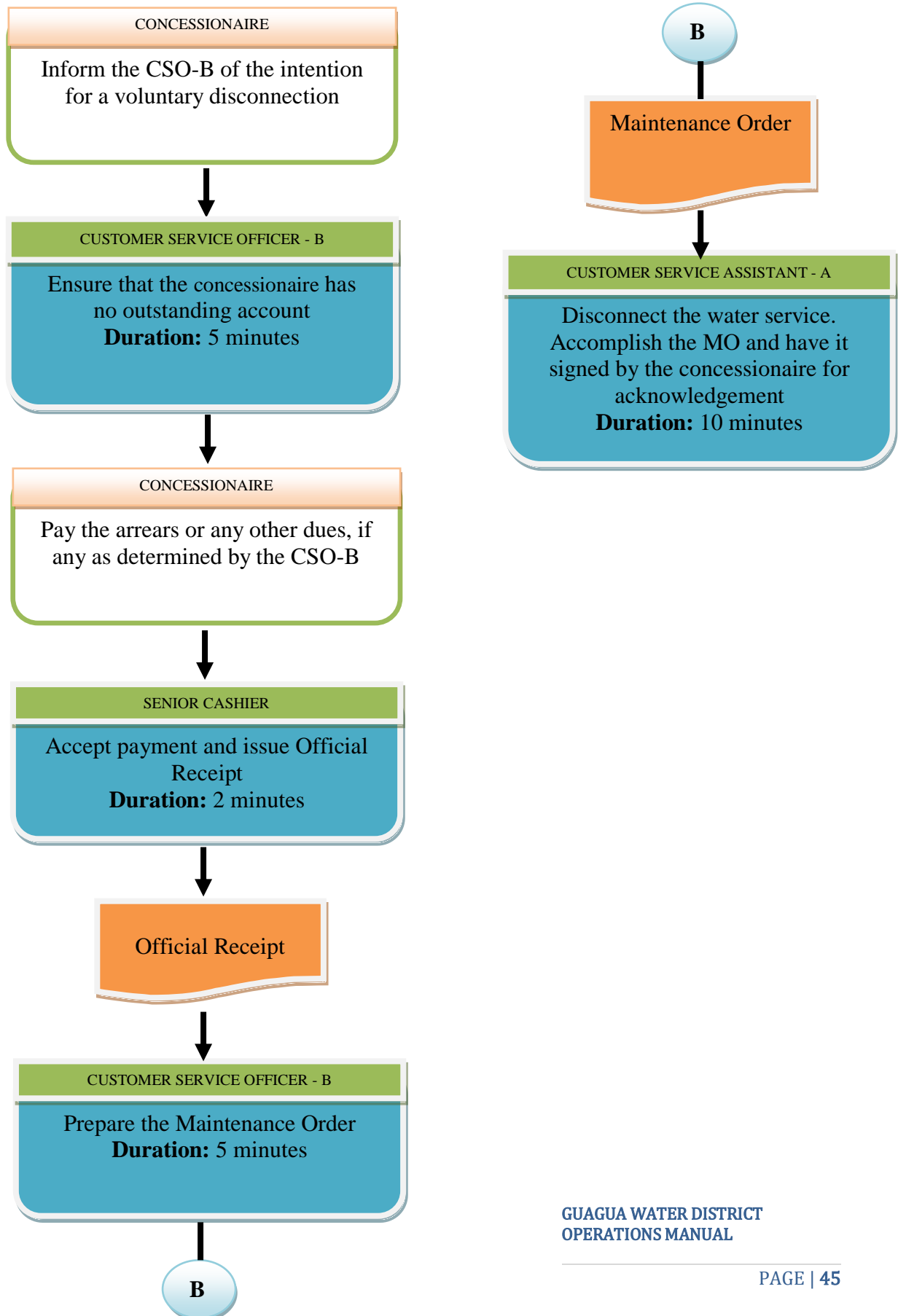
RECONNECTION OF DISCONNECTED WATER METER LINES



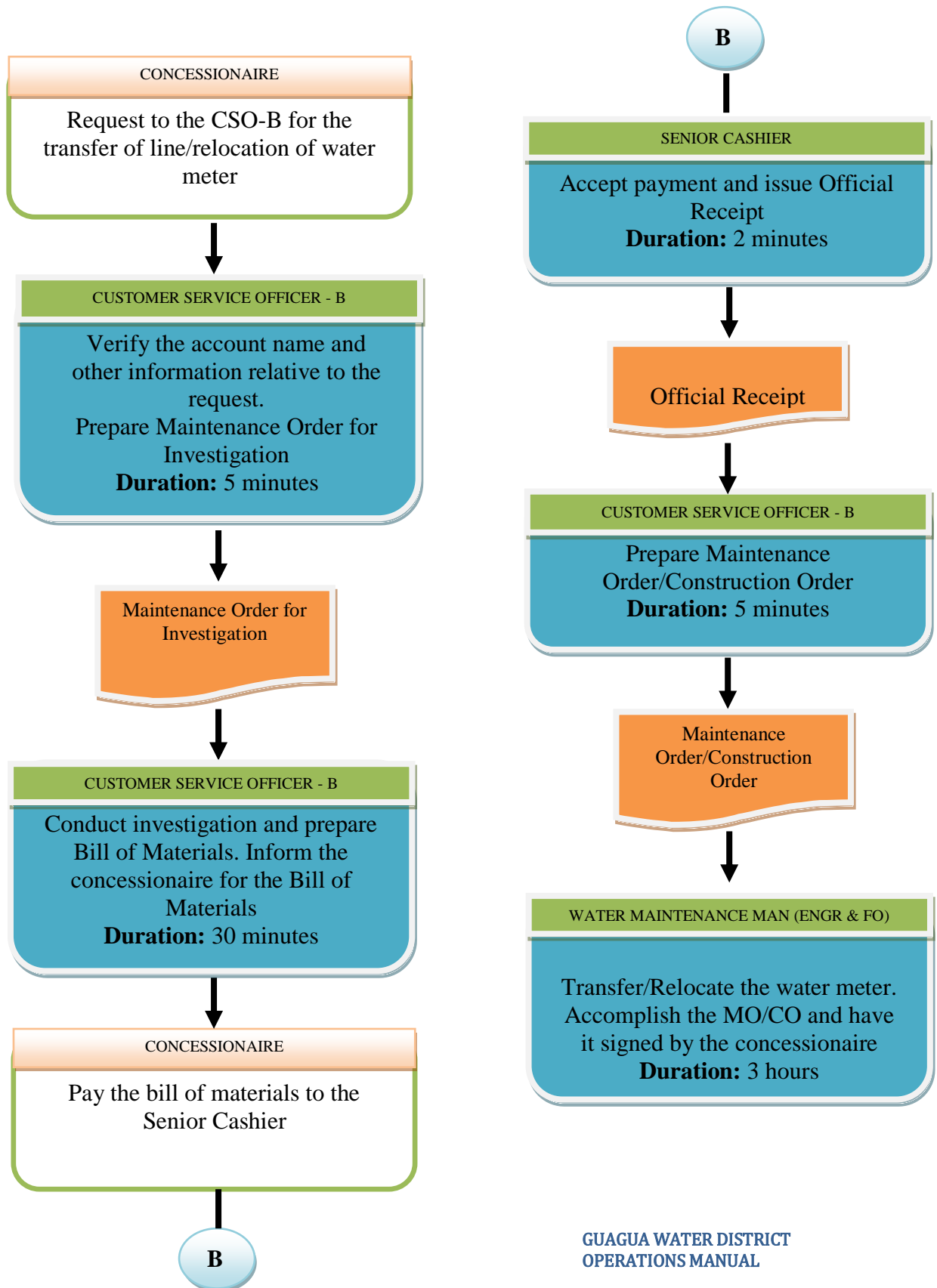
RECONNECTION OF DISCONNECTED SERVICE LINES (MAIN LINE)



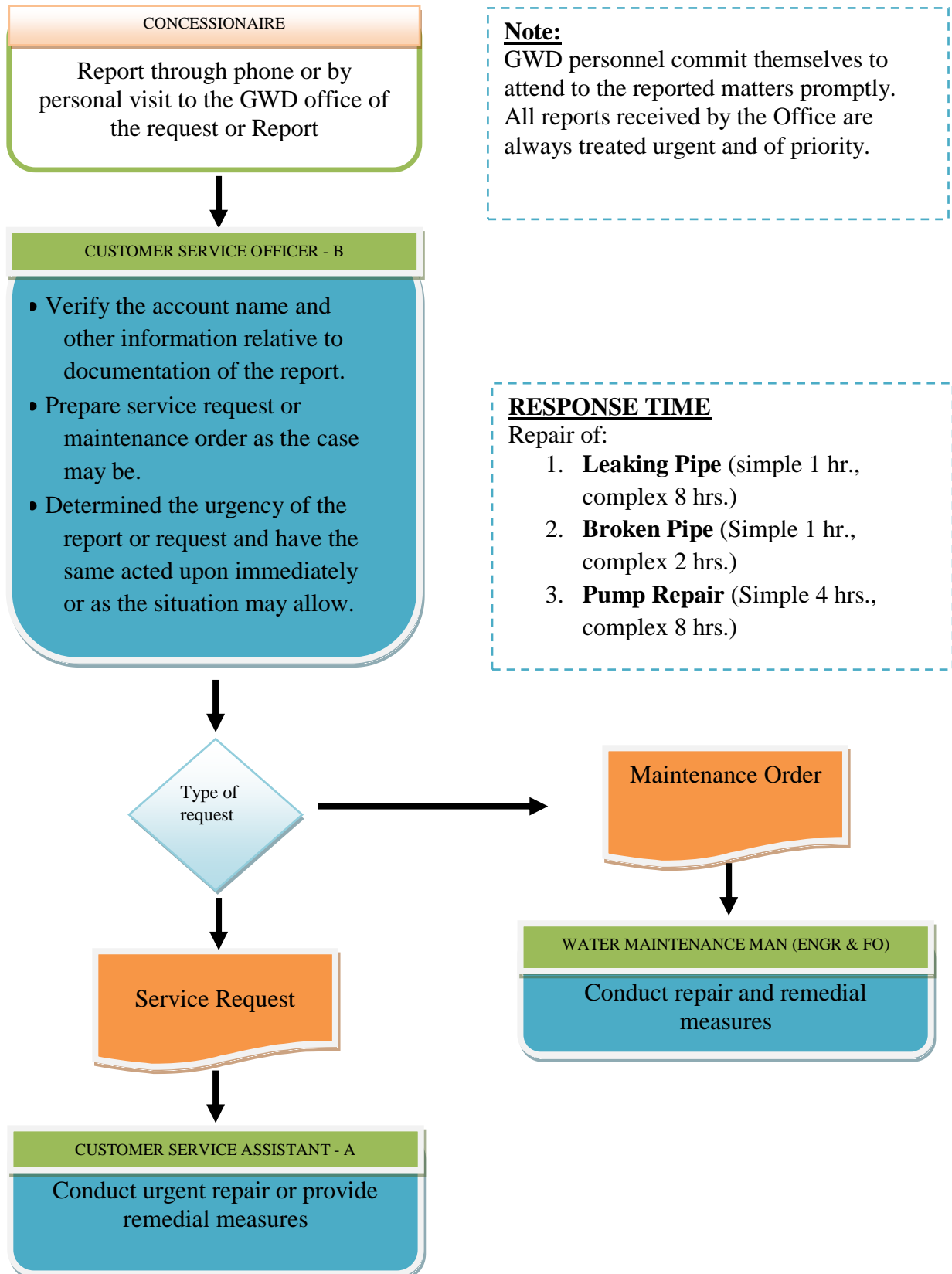
VOLUNTARY DISCONNECTION OF WATER SERVICE



TRANSFER OF LINE/RELOCATION OF WATER METER



CUSTOMER REQUEST AND REPORTS



C. FEEDBACK AND REDRESS MECHANISM

If you like our service, please tell it to others. If not, please tell it to us instead, You may:

• **Call us at:**

* Administrative & Finance Services Division (045) 900 2949

* Commercial Services (045) 901 1110 to 11
(Billing and Collection)

* Engineering & Operations (045) 434 0616

• **Write us at:**

Snail Mail

Guagua Water District
GWD Bldg., San Matias, Guagua, Pampanga
C-2003

Electronic Mail

gwd916@yahoo.com

Webpage:

guaguawaterdistrict.com

• **Talk to us.**

- Our Officer of the Day is ready to help you.

.....

Or you may write your comments, suggestions, or commendation at our Suggestion Box located at the Teller's Booth.

You may also accomplish the Feedback and Redress Mechanism Form which is available at the Public Assistance Desk.

APPENDICES

Reference:

Revised Local Water District manual on categorization, re-categorization and other related matters. Department of Budget and Management (2011). <http://www.dbm.gov.ph/wp-content/uploads/2012/03/Revised-Local-Water-District-Manual-MaCRO.pdf>

Revised Local Water District manual on categorization, re-categorization and other related matters (LWD – MaCRO). http://www.lwua.gov.ph/wd_classification/Revised-Local-Water-District-Manual-MaCRO.pdf

Republic Act 9184 for Procurement Policy and Procedure. Government Procurement Policy Board http://www.gppb.gov.ph/laws/laws/RA_9184.pdf

PD 198 (Revised 2010) for utilities rules and regulations. Local Water District [www.lwua.gov.ph/downloads.../PD%20198%20\(Revised%202010\).pdf](http://www.lwua.gov.ph/downloads.../PD%20198%20(Revised%202010).pdf)

Anti Pilferage Act (Republic Act No. 7832) http://www.lawphil.net/statutes/repacts/ra1994/ra_7832_1994.html

Manual on New Government Accounting System (NGAS). Commission on Audit (COA) <http://www.coa.gov.ph/index.php/2013-06-19-13-06-41/manuals/category/4400-manuals-on-the-new-government-accounting-system-ngas>

Civil Service Commission - <http://web.csc.gov.ph/cscsite2/>

Philippine Government Electronic Procurement System - <http://philgeps.gov.ph/>

as of Dec.2017