



CALBAYOG CITY WATER DISTRICT

# **OPERATIONS MANUAL**

ver. 2.0

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## REVISION SHEET

This page records the changes made to the document since its inception. Every time a revision is made to the document,

<b>Revision Number and Date</b>	<b>Revision Description</b>
Rev 0 Date: March 1, 2015	Operations Manual Produced
Rev 1 Date: December 27, 2016	Issue of first revision – New sections and procedures added

## I. GENERAL INFORMATION

### 1.1. INTRODUCTION

The Operation Manual of Calbayog City Water District (CCWD) contains the general information about the water district, its underlying function, mandates, organization and operating procedures. The purpose of this manual is to provide all stakeholders, employees of Calbayog City Water District and reader's knowledge about the water district's responsibilities and structure.

This manual defines the different role and responsibilities of the Board of Directors, General Manager, and Division Heads within the organization, operational control and supervision, and the different operating procedures of the activities of the district.

To summarize, the manual is composed of the following parts: **General Information**, which contains the brief history of CCWD, its mission and vision, goals, and areas of operation; **Organization and Responsibilities**, in this part the organizational structure as of 2015 was shown as well as the functional chart of each division; **Operational Control and Supervision**, the powers of authority are described in this section as well as the supervisory and operational control; **Operating Procedures**, contains the step-by-step procedures and flow charts illustrating the processes involved in the daily operation of CCWD.

The Calbayog City Water District Operation Manual is available on the district's official website at [www.ccwd.gov.ph](http://www.ccwd.gov.ph). Printed copies are maintained at the front desk or public assistance desk of CCWD office located at J. D. Avelino St., Brgy. East Awang, Calbayog City, Samar.

## 1.2. ABBREVIATIONS

**CCWD** - CALBAYOG CITY WATER DISTRICT

**LWUA** - LOCAL WATER UTILITIES ADMINISTRATION

**PD** - PRESIDENTIAL DECREE

**NRW** - NON REVENUE WATER

**WSC** - WATER SERVICE CONNECTION

**SAMO** - SERVICE AGREEMENT AND MAINTENANCE ORDER

**SOA** - STATEMENT OF ACCOUNT

**SALN** - STATEMENT OF ASSETS, LIABILITIES AND NET WORTH

**PHILGEPS** - PHILIPPINE GOVERNMENT ELECTRONIC PROCUREMENT SYSTEM

**RFQ** - REQUEST FOR QUOTATION

**OR** - OFFICIAL RECEIPT

**PR** - PURCHASE REQUISITION

**PO** - PURCHASE ORDER

**JO** - JOB ORDER

**BOD** - BOARD OF DIRECTORS

**SRS** - STORE REQUISITION SLIP

**DV** - DISBURSEMENT VOUCHER

### 1.3. MANDATES AND FUNCTIONS

The formation of the Calbayog City Water District (CCWD) begun in 1986 when the Sanguniang Panglunsod of the Calbayog City passed City Resolution No. 169 dated July 22, 1986, in accordance with Presidential Decree No. 198, as amended by the Presidential Decree No. 769, known as the Provincial Water Utilities Act of 1978, declaring a national policy favouring local operation and control of water system; authorizing the formulation of local water district. The purpose is to improve the entire water system and to provide safe, potable, reliable and sufficient water supply to the constituent of the city.

On March 4, 1987, a Conditional Certificate of Conformance No. 284 was issued to newly formed water district by the Local Water Utilities Administration (LWUA) and operate as a quasi-public entity.

On September 13, 1991, a decision/resolution was rendered by the Supreme Court declaring all local water districts as government-owned and controlled corporation (G.R. No. 95237-38). The CCWD is located within the city proper and has been operational 29 years. Its primary objective is to install, improve, maintain, and operate the water supply and distribution system and provide safe, potable, and sustainable water supply for residential, commercial, and industrial consumers with commitment of efficient service and ensuring the protection and preservation of our natural resources in the watershed area.

The Calbayog City Water District has three (3) sources, namely Pan-As, Pasungon, and Hamonini River. The District has a total service connections of 15,572, active connections 13,021 as of December 31, 2016. Calbayog City Water District is a non-profit oriented and receives no subsidy from the national government. The revenue raised is solely from the concessionaire's monthly payments of water bills other installation costs.

The district is currently managed by its General Manager, Mrs. Editha C. Yrigan, MPM. It has four (4) Departments and one (1) Division namely: Administrative and Human Resource Department headed by OIC, Ma. Crispina Y. Sapinit, Finance Services



Department headed by OIC, Mr. Nicandro B. Coquilla, Commercial Service Department, headed by Engr. Joseph M. Dacurro and Engineering and Operation Department headed by Engr. Rodolfo A. Tan. Management Services Division headed by Mr. Ricardo D. Serrato.

The Policy making body is composed of five (5) Board of directors representing different sectors. The Chairman is Engr. Ernesto L. Abasolo (Professional Sector), Vice-Chairman is Engr. Gil P. Lentejas (Civic Sector), Secretary is Mrs. Lourdes G. Baltazar (Women's Sector), Atty. Aileen R. Maglana (Business Sector) and the representative from Education Sector is now currently vacant.

### **1.3.1. VISION**

Calbayog City Water District (CCWD) envision itself as: The Leading Water Utility in Samar by 2025.

### **1.3.2. MISSION**

The Calbayog City Water District (CCWD) is committed to provide safe, potable and adequate, water, ensuring environmental protection, and providing technical as well as professional advancement to its employees, thus, promoting consumers' satisfaction even to the less privileged.

### **1.3.3. GOALS**

- a. Increase service coverage
- b. Increase active service connection to 15,000 by year 2018
- c. Improve water supply and customer service
- d. Reduce Non-Revenue-Water (NRW)
- e. Improve financial viability
- f. Environmental Protection and Rehabilitation in Watershed area
- g. Improve Organizational Efficiency and Productivity

### 1.3.4. OUR SERVICES OFFERED

In line with our functions, we deliver 24 hours water supply to the concessionaires, community and general public within the service area of the water district.

- a. Installation of water service connection
- b. Water service reconnection
- c. Water Bill payment
- d. Request for service repair
- e. Request for Relocation of Service Connection
- f. Request for Change of Name/Ownership of service connection
- g. Request for Voluntary Service Disconnection
- h. Request for Check-up of service connection
- i. Request for Change of Meter
- j. Filing of Complaint and Inquiries on Status of water service connection

### SCHEDULE OF AVAILABILITY OF SERVICE

Regular Office: Monday to Friday - 8:00 a.m. - 12:00 noon  
1:00 p.m. - 5:00 p.m.  
(Collection no noon break)

Saturdays: Collection Only - 7:00 a.m. - 12:00 noon

Saturdays & Sundays: Repairs (on call skeletal force)

### AREAS OF OPERATION

CCWD Facilities:

- a. Intake Dam Pumping Station
- b. Water Treatment Plant
- c. Pagbalican Pumping Sta./ Reservoir
- d. Narcisa Hills Subdivision Pumping Sta./Reservoir
- e. Fulgencio Subdivision Pump Sta.

### BARANGAYS THAT ARE SERVED BY CCWD AS OF 2016:

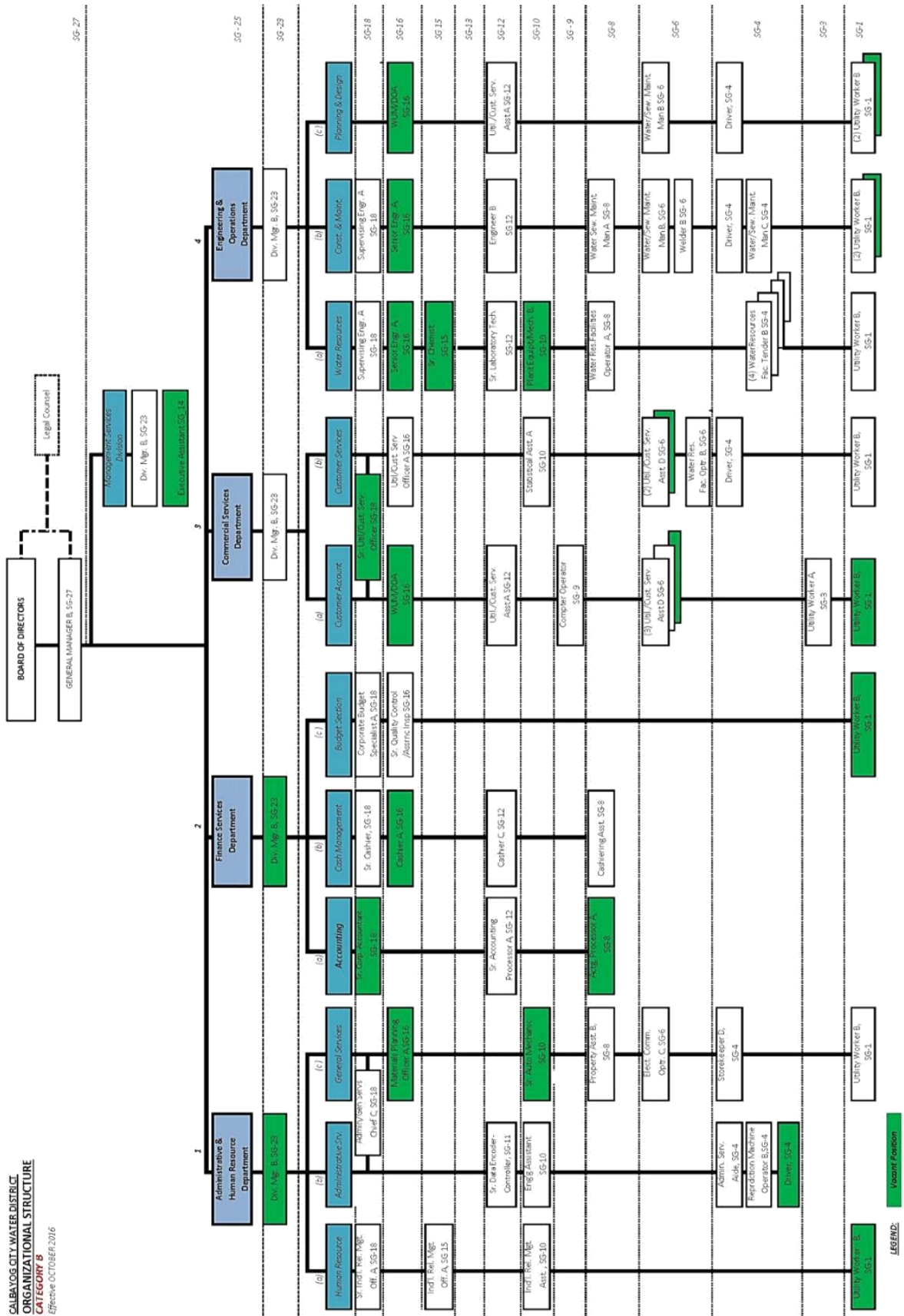
Zone	Area
1	Sigo, Cabatuan, Panlayahan, Mawacat, Cagbilwang, Cabugawan, Oquendo
2	Oquendo Proper, Begaho, Limarayon, portio of Anislag
3	Anislag, Palanas Cara, Lonoy
4	Amampacang, Saljag, Tomaliguez, Dinagan, Mabini
5	Tinambacan, Bante
6	Cagsalaosao, Portion of Trinidad, Sitio Talahib

7	Trinidad, Basud, Cahumpan
8	Gadgaran, San Policarpo
9	San Policarpo, Matobato
10	Matobato, Capoocan
11	Obrero, Carmen
12	Carmen, Pagbalican, Dagum
13	Payahan, East Awang, Magsaysay, Rama Extension
14	Balud, Hamorawon, Purok1-4
15	Hamorawon Purok 4-7, Nijaga, Guin-on
16	Aguit-itan, East Awang
17	West Awang
18	Narcisa Hills Subdivision, GreenLand, Rawis, Bagacay
19	Bagacay, Carayman
20	Municipality of Sta. Margarita - Burabod, Cautod, Monbon
21	Cagsumje, Solsogon

*AVAILABILITY OF INFORMATION:* Information on the following subjects can be obtained from the following:

<b>Information Relating to</b>	<b>Located at</b>	<b>Tel./Telefax</b>
a) Adm./Gen. Services Personnel/Service/ Inquiry/Complaint	Administrative & Human Resource Department	2091843
b) Service Connection Inquiry/Request/Water Bill/Complaint	Commercial Service Department	2091218
c) Service Connection Installation/Repairs/Water Quality Inquiry	Engineering & Operation Department	2093779
d) Financial Reports/Matters	Finance Services Department	2093894
e) Management Concerns	Office of the General Manager	2091183; 2091795

## 1.4. ORGANIZATIONAL STRUCTURE



## 1.5. ORGANIZATION AND RESPONSIBILITIES

**1.5.1. Board of Directors** - The function of the board shall be to establish policy. Ensures the availability of adequate financial resources and approves annual budget. Appoints the general manager. Retains legal counsel and consultants for the preparation of feasibility reports. Authorizes acquisition of real properties. Authorizes the general manager to enter into Memorandum of Agreement. Maintains good relationship with local authorities and water district constituents.

It is composed of Five citizens of the Philippines who are of voting age and residents within the district. One member is a representative of civic-oriented service clubs, one member a representative of professional associations, one member a representative of business sector, one member a representative, one member a representative educational institution, and one member a representative of women's organizations. The district does not have any representative from the administration as sixth member.

**1.5.2. General Manager** - The duties of the General Manager and other officers shall be determined and specified from time to time by the board. The general manager, who shall not be a director, shall have full supervision and control of the maintenance and operation of water district facilities, with power and authority to appoint all personnel of the district; Provided, that the appointment of personnel in the supervisory level shall be subject to approval by the board. The General Manager has the ultimate decision-making authority in all matters affecting the operation of the district. The General Manager shall exercise operational control and supervision over the following duties;

1. Regular conduct of staff, general and committee meetings.
2. Preparation of Agenda for Board Meetings.
3. Implementation of agency's policies, rules and regulations.
4. Participation in district's activities with other line agencies and organizations.
5. Conduct monitoring and inspection of CCWD's projects implementation and facilities.

6. Regularly informs the Board as to the status of the water district.
7. Propose policies, rules and regulations, budgets and capital outlays for Board action.
8. Recommends action on awarding of contracts.

**1.5.3 Department Manager** - CCWD as Category B, there are four Departments supporting the office of the General Manager, namely Administrative & Human Resource, Commercial Services, Finance Services, Engineering & Operation Department.

The Head of Administrative & Human Resource Department is managed by a OIC-Division Manager B. She directs and supervises basic efforts of the division such as purchasing/procurement, maintenance, general services, human resource management, property section, information management, maintenance of radio communications, Supervises general plant ground maintenance and facilitate plans and programs of the activities of the water district. Coordinates with other division in the implementation/administration of policies, rules & regulations, programs prescribed by the management.

The Head of Commercial Services Department is managed by a Division Manager B. He supervises the utility activities specifically on water service application, meter reading, billings and collections, marketing, investigations, water service disconnection, reconnections, maintaining customer's records, and other related activities.

The Head of Engineering & Operation Department is managed by Division Manager B, a licensed civil engineer. He directs and supervises the engineering, construction works, repairs, maintenance activities of the water district. He coordinates with other divisions and evaluates performance of supervisors and employees under his division. He directs schedules and supervises all operation in production and treatment facilities, programs based on work orders. Ensures availability of supply to consumers. Ensures protection of water resources responsible for all system operation and supply

distribution. Control and monitor water quality. Ensures disinfection of mains and conduct water analysis and established minimum quality standards of water supply.

The Finance Services Department is headed by a OIC-Division Manager B. Supervises the implementation of procedures of bank deposits, and disbursement of funds, receives collection from tellers, and other related cash management. Regularly submit financial statements and other reports. Reviews & appraises the adequacy of accounting principles, financial and operating controls.

### **1.5.3.1. ADMINISTRATIVE AND HUMAN RESOURCE DEPARTMENT**

#### RESPONSIBILITIES

1. General Administration/Management of Company Assets.
  - a. In-charge of and performs the repair and maintenance of vehicles and equipment, building and other structures including electrical and plumbing services.
  - b. Responsible for monitoring and processing the documentary requirements for land title, payment of land taxes, and insurance premiums on properties and vehicles including annual LTO registration.
  - c. Responsible for receipts and issuance of property and equipment, materials and supplies.
2. Purchasing/Procurement
  - a. Responsible for facilitating the procurement of supplies/materials, etc. of the agency.
3. Records Management
  - a. Storage/archival of company records and files as well as disposal of which in accordance with records retention policy.
4. Human Resource
  - a. Responsible for the personnel selection and recruitment of the district's human resources requirements and custody of personnel 201 files.
  - b. Responsible for human resource development and training.

### **1.5.3.2. FINANCE SERVICES DEPARTMENT**

#### RESPONSIBILITIES

1. Cash and Fund Management
  - a. Responsible for proper disbursement of agency's fund adoption of proper accounting and auditing system and practices and compliance with legal and corporate guidelines.
  - b. Responsible for withholding of all personnel and agency's statutory obligations and remit the same to agencies concerned.
  - c. Responsible for preparation of payroll and other benefits of all employees and officials and facilitate payment for all transactions of the district.
  - d. Remittance of payment for water district obligations.
  - e. Collection of receivables
  - f. Deposit and investment of cash
  - g. Monitoring cash flow
2. Budgets and Financial Forecasting.
  - a. Budget preparation/consolidation
  - b. Budget monitoring
3. Financial Statements Preparation and Reporting.
  - a. Accounting/bookkeeping of water district financial transactions.
  - b. Preparation, generation of financial statements and other reports.
  - c. Maintaining records of properties, inventories, and other assets.

### **1.5.3.3. COMMERCIAL SERVICES DEPARTMENT**

#### RESPONSIBILITIES

1. Marketing/Sales of Products/Services of the Water District.
  - a. Make promotions of MKWD services
  - b. Conduct market study on proposed and new service area
2. New Accounts (Concessionaires') Processing.
  - a. Process application for New Water Service Connection and Reconnection, renewal of contracts.



3. Customer (Concessionaire) Relations and Services
  - a. Prepare service requests for reconnection, relocation, elevation of water meter, change meter, inspection of service connections for varied purposes, etc.
  - b. Conduct inspection/investigation for new connections, reconnections, high/low consumption, stuck-up/inverted/damage/lost water meter, reclassification of connections, probable illegal connections, negative reading, leakages, etc.
  - c. Accept application/renewal of Senior Citizen's Discount.
4. Meter Reading and Billing of Accounts.
  - a. Conduct monthly reading of water meters and deliver billing notices to concessionaires.
  - b. Bill concessionaries for their consumption
5. Disconnection and Reconnection of Accounts
  - a. Implement disconnection policy.
6. Accounts Receivable Monitoring
  - a. Monitor past due accounts and follow-up collections.

#### **1.5.3.4. ENGINEERING AND OPERATIONS DEPARTMENT**

##### RESPONSIBILITIES

1. Oversees the Water Resources, Construction and Maintenance, and the Planning and Design Design.
2. Execute supervision and operation of all three involved Divisions through related policies, goals, and objectives.

#### **A. WATER RESOURCES DIVISION**

##### RESPONSIBILITIES

1. Water Generation and Distribution
  - a. Identification and development/drilling of water source.
  - b. Operation and maintenance of pumping stations.
  - c. Maintaining desired water pressure level in all distribution lines.

- d. Monitoring pumping equipment/machineries performance and perform maintenance checks.
- 2. Quality Control and Assurance
  - a. Responsible for water treatment, disinfection, water quality control
  - b. Periodically submits water samples for laboratory testing required by the Department of Health on potable water.
  - c. Perform regular flushing of distribution lines
- 3. Environmental and Watershed
  - a. Coordinates with DENR for the Watershed Rehabilitation Project being undertaken by the water district in agreement with said government agency.

## **B. CONSTRUCTION AND MAINTENANCE**

### RESPONSIBILITIES

- 1. Repairs and Maintenance of Transmission, Distribution, Service Laterals, and Water Service Connection Pipelines Predictive and preventive maintenance including immediate repair of the following:
  - a. Transmission, distributions, service lateral and water service connection pipelines and appurtenances such as hydrants, blow-off valves, gate valves, air release valves, etc.
  - b. Restored grounds and other affected structures during construction, repair and maintenance works.
  - c. Upgrading of deteriorated and undersized pipelines.
  - d. Installation of water service laterals.
- 2. Water Meter Calibration and Maintenance
  - a. Keeping record and performing periodic calibration and maintenance of installed water meters of concessionaries every 5-year cycle.
- 3. Monitoring Distribution Pipeline Network
  - a. Keep and update computerized maintenance records of water service connections, isolation valves, hydrants and blow-offs.

- b. Perform periodic inspection of the distribution pipelines to ensure there is no leakage and lessen NRW.

#### 4. Construction/Engineering

- a. Responsible for the prioritization and construction of approved projects.
- b. Responsible for the prompt installation of New Water Service Connection in accordance with the technical standards set by the agency.

### **C. PLANNING AND DESIGN**

#### RESPONSIBILITIES

##### 1. Planning and Design

- a. Responsible for planning and development of program related to water distribution system and network by using commercial and in-house computer-aided engineering software (i.e., EPAnet, AUTOCAD, etc.)
- b. Responsible for establishing and adopting of optimum design, preparation of technical specifications, estimate and program of work.
- c. Responsible for establishing technical standard and in-house construction software development that may be applicable/adaptable to the needs of the agency.
- d. Responsible for the preparation, generation of all plans, records and documentation relative to the water distribution network system.

## II. OPERATION CONTROL AND SUPERVISION

**2.1. Administrative & Human Resource Department** has three (3) sections namely: Human Resource section, Administrative/Property & Supplies Section and General Services Section. The *Human Resource Section* carries out the activities, namely; Recruitment, Selection, Hiring, Performance Management, Employees Development, benefits & rewards management and employee relations. The *Administrative/Property & Supplies Section* is the overall in charge in the acquisition of new properties, equipment, supplies & materials, its utilization and disposition of unserviceable or no longer needed district's equipment. Coordinates all public information activities and establishes proper linkages with Broadcast and print media in terms of information dissemination. Conducts investigation relative to personnel discipline and prepares contracts and other legal documents and issue certification relative to personnel matters. The *General Services Section* is under the supervision of the division head. Monitor services need of the water district operating units. Attend to building maintenance, repairs, and cleanliness of the office premises, warehouse, storeroom and other office location as the need arises. Prepares and attend to plans and programs for team building and other activities of the water district.

**2.2. Commercial Services Department** has two (2) sections, the Customer Account and Customer Services. Providing information to the managers and board status of the water district's operation. It focuses on three major activities meter reading, billing, collection; maintains operation of account unit in the calculation of water rates and other charges. Prepares quarterly ageing of accounts. Entertains customer complaints, queries, application of new service connections, conducts seminar of applicants of service connection, maintain master list of concessionaires. Undertakes marketing operation/strategies. Disconnect & conduct investigation the veracity of application of connection. Validating questionable consumption and connections.

**2.3. Finance Services Department** has three (3) sections, Accounting, Budget and Cash Management Section. The *Accounting & Budget Section*, covers a wide range from basic bookkeeping, books of accounts, and preparation of financial reports, monitors budget & expenditures. Responsible for management cash flow and

ensuring there are enough funds available to meet the day to day expenses and payments. Ensures that the water district pay its employees accurately and timely compensation & benefits, mandatory remittances to pertinent government agencies. Prepares revenue projections and commercial reports. The *Cash Management Section*, focuses all cash received and receivables from consumers & sales or other sources. Submits Cash daily cash position and disbursement reports, Prepares check issuance and certify cash availability to pay expenses. Reviews all approved and signed checks.

**2.4. The Engineering & Operations Department**, has three (3) sections, the Construction & Maintenance, Planning & Design and Water Resource Section. Undertakes implementation & expansion projects. Preparation of program of work and estimates for all construction of district facilities, non-revenue management, installation of service connections, accomplished job orders prepared by the commercial division. Maintenance of water service connection, formulates preventive and corrective maintenance programs. Conducts regular system maintenance activities, leak detection, and leak repairs. Performs other related maintenance works. *Water Resources Section*, schedules and carries out of all operation production, monitoring & ensuring the water production from the different water resources and conducting source explorations to ensure sustainability of the water supply. Assists in the different watershed management activities like tree planting and watershed monitoring. Ensuring the potability and safety of the water produced by conducting scheduled water bacteriological/laboratory tests. Conducts water samples, analysis of water samples, and residual chlorine reading reports. Maintains proper chlorination of filter and sedimentation settling basin effluents.

### III. OPERATING PROCEDURES

#### **3.1 ENGINEERING AND OPERATION**

**3.1.1. Source of Water** - Calbayog City Water District has three (3) main water sources, namely Pan-as Falls, Hamonini River and Pasungon and four (4) pumping stations.

**Sources:**

- a. Hamonini River – Estimated minimum flow about 1.5 cu.m. per sec and approximately 14 amsl and water is being conveyed through 400 mm diameter pipelines to WTP by 4-vertical turbine pump with a capacity of 70 lps each.
- b. Pasungon River – About 17 km northwest of the city proper at 46 lps capacity. Filtration gallery structure is located at 146 amsl. Water is conveyed by 200 mm diameter pipelines to WTP by gravity.
- c. Pan-as Falls – About 30 km northwest of the city proper at 34 lps capacity. Intake structure is located 281.0 amsl and break pressure chamber 107.0. Water conveyed by 200 mm diameter pipelines to WTP by gravity.

##### **3.1.1.1. Pagbalican Pumping Station**

The Pagbalican Pumping Station at Brgy. Pagbalican concrete reservoir with a capacity of 1,654 cubic meters is constantly filled up by two pumping machine from a cistern tank. A 70 cubic meters per hour diesel engine drive pump and 40 cubic meters per hour electric drive pump. The station is designed to improve the system pressure during peak hour at the city proper.

##### **3.1.1.2 Narcisa Pumping Station**

A 50 cubic meter PVC cylindrical elevated tank in Narcisa Pumping Station at Brgy. Rawis was installed to meet with the demand of the consumers in the subdivision. Situated at the elevated area and at the east part of the city,

the plant functioned with two five horsepower electric close type centrifugal pump alternately operating at 500 liters per minute capacity.

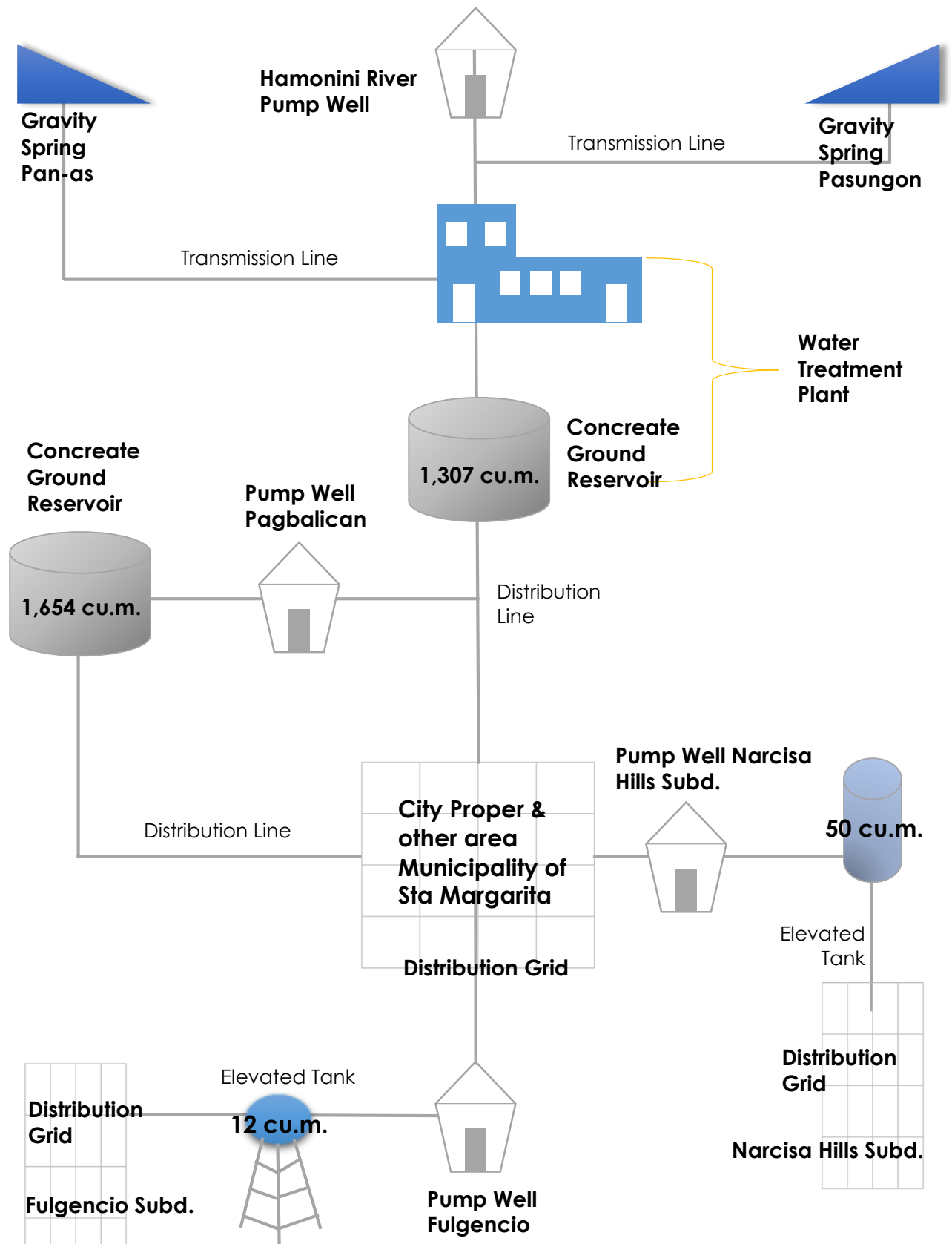
#### **3.1.1.3 Fulgencio Pumping Station**

Similar to Narcisa Pumping Station, the plant is using one unit 2,000 liters per hour water pump that charge the elevated twelve cubic meter stainless spherical reservoir eleven meters high from a cistern tank.

#### **3.1.1.4 Cabatuan Pumping Station**













Cabatuan Pumping Station has 4-vertical turbine pump with a capacity of 70 lps each.

**3.2. FLOW DIAGRAM**

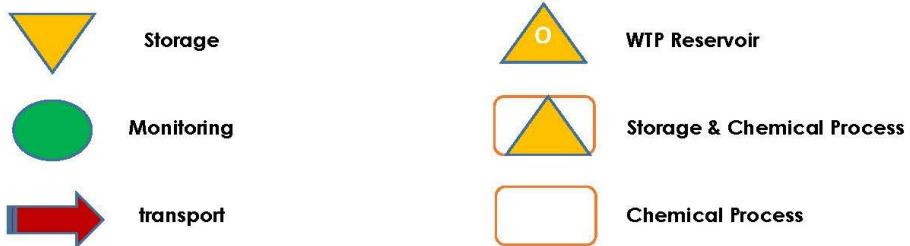




**3.3. PROCESS FLOW DIAGRAM**

Description	Step	Responsible Department/Employee
Hamonini River/Pan-as Falls/Pasungon		Engineering and Operation Department
Transport for Treatment		Engineering and Operation Department
Monitoring for Water Quality		Engineering and Operation Department
Injection of Flocculants, Coagulation and Chlorination		Engineering and Operation Department
Pre-Storage		Water Resource Operator
Monitoring of Debris		Water Resource Operator
Flocculants, Sedimentation, Filtration		Water Resource Operator
Storage Tank and Post Chlorination		Water Resource Operator
Monitoring for Residual		Water Resource Operator
Storage to WTP Reservoir		Water Resource Operator
Distribution		Engineering and Operation Department
Concessionaires		*
Monitoring for Water Quality		Sr. Laboratory Technician

Legend:



### 3.4. TREATMENT PROCESSES

CCWD uses the standard coagulation-flocculation-sedimentation and rapid sand filter. It undergoes rapid media filtration and final disinfection by gas chlorination. The system also employs back-up use of sodium hypochlorite if gas chlorine is not available. The WTP uses powder Poly Aluminum Chloride (PAC) for coagulation.

The first step of the process involves proper mixing of raw water with powder PAC with 10 % minimum alumina content as coagulant with contact time of less than one minute. In mixing basins powder chlorine solution is also added for preliminary disinfection and to kill most disease-causing microorganisms and to eliminate algae formation. Powder PAC solution is also added in fast-strong flash mixers which cause particles (such as silts) that would not readily settle out of the water, to clump together into larger particles called floc.

After coagulation flocculation basins gently agitates the water to concentrate the suspended solids in an efficient manner.

In sedimentation, the speed of the flowing water is slowed down so that the larger suspended particles can settle out by gravity and collect on tank bottom. The clear water on the surface the spills over the top of the tank on route to the filtration.

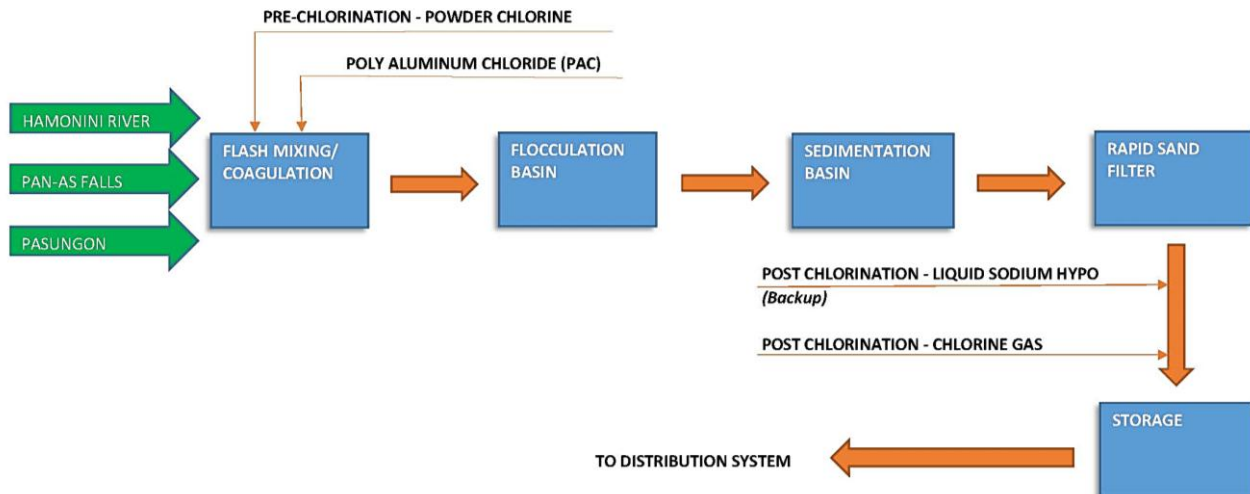
The WTP is equipped with a conventional sequence of flash mixer, flocculation basins and sedimentation in rectangular basins.

Filtration is the final step in removing the particulate matter. WTP is equipped with eight (8) gravity sand filters. Each filter consists of a rectangular concrete basin containing media i.e. sand and three (3) layers of gravel, fine on top and coarse at the bottom and a bottom pipe system for filtered water collection and other appurtenances. Filter backwash is made by using the available head existing in the filtered water outlet.

The final process involves injection of liquefied gas chlorine to disinfect and kill any remaining disease-causing microorganisms in the water, as well as to sustain a chlorine residual in the water as it makes through the distribution system and to meet the standard set by PNSDW to assure safe drinking water. Chlorinated water then flows

into the treated water reservoir with the capacity of 1,407 m<sup>3</sup> which goes to the distribution system.

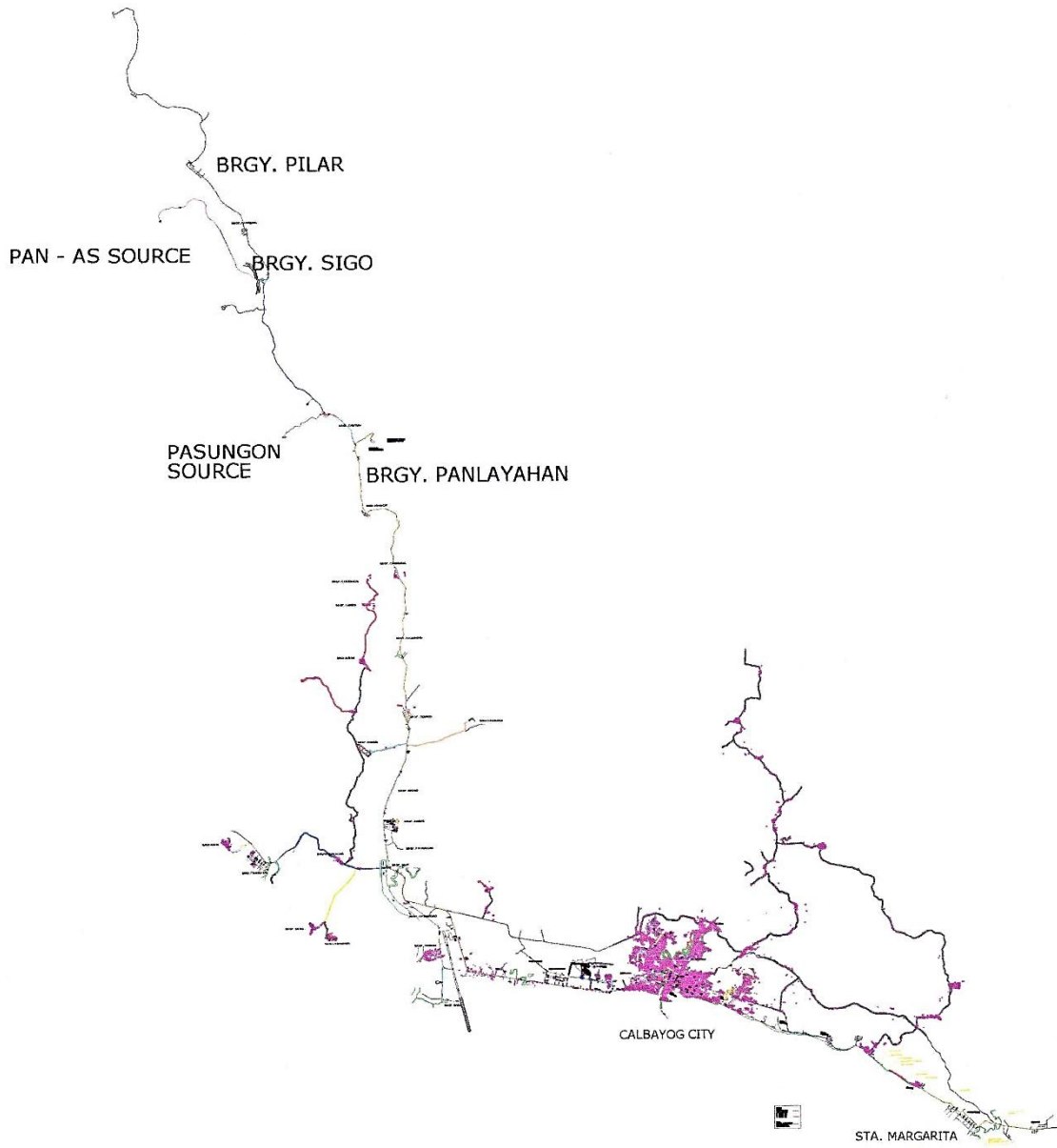
### 3.5. TREATMENT PROCESSES FLOW DIAGRAM: WTP



### 3.6. DISTRIBUTION SYSTEM

The current distribution line is serving 52 barangays subdivided into 21 zones. Three (3) pumping stations are in build within the area of city proper to boost water pressure to high elevated areas.

### 3.7. DISTRIBUTION LINE



### 3.8. WATER QUALITY REQUIRED

The district follows the standards set by the Administrative Order No 2007-Philippine National Standards for Drinking Water of 2007.

To ensure safe drinking water, the laboratory technician conducts the following:

#### 3.8.1. Bacteriological Test

##### a. PHC Bottle

Tests are conducted every Monday on WTP reservoir, Tuesday and Friday on the distribution lines using PHC bottle. Daily results are saved in a database and filed.

##### b. Microbiological Test

The test is conducted by a DOH accredited testing laboratory center. Water sample is brought to Leyte Metropolitan Water District Laboratory every 1<sup>st</sup> week of the month. Test Results are submitted to City Health office and to LWUA every month.

#### 3.8.2. Laboratory Test

Water sampling in WTP reservoir is conducted in an hourly basis and in random household points within the service area. The WTP is equipped with laboratory equipment to measure the following standards:

- a. Chlorine Residual - 1.0-1.5 ppm
- b. Ph - 6.5 - 8.5 mg/l
- c. Total Dissolved Solid - 500 mg/l
- d. Turbidity - 5.0 NTU

Laboratory test results are recorded in a daily monitoring form.

#### 3.8.3. Physico-Chemical Test

This test is conducted twice a year by a DOH accredited testing laboratory center. The test measures, Aesthetic, Physical, and Chemical components of the water supplied. The table below shows the parameters and the results being measured by the test.

### 3.9. COMMERCIAL SERVICES DEPARTMENT

#### A. APPLICATION AND INSTALLATION OF WATER SERVICE CONNECTION

STEP	CLIENT	SERVICE PROVIDER	DURATION	INCHARGE	FEES
1	Service application forms & other requirements and to make clarificatory inquiries.	Provide the client with a short briefing on the service application & maintenance order (SAMO) form and its requirements.	15 minutes	Customer Service Assistant (CSA)	
2	Fill-up SAMO form.	Advise customer to pay the inspection fee	1 minute	CSA	
3	Pay inspection fee	Accept payment & Issue O.R.	2 minutes	Cashier	P 75.00
4	Present copy of O.R.	Schedule applicant for inspection and seminar orientation	1 minute	CSA	
5	Attend Orientation Seminar.	Conduct Orientation Seminar.	2 hrs 30 minutes	CSA & Eng'g. Representative	
6	Submit accomplished application form & other requirements.	Process for review, inspection & prepare estimate.	3 days	Inspector & Eng'g Aide	
7		Verification of estimate & other Installation cost	1 minute	CSA/Acctg.	
8	Pay Installation Cost.	Accept payment & issue O.R.	2 minutes	Cashier	Actual Estimate
9	Present copy of O.R.	Process application and forward to Admin/General Services Head recommends to the General Manager for approval prior to transmission to Property section & Eng'g Department.	5 minutes	CSA	
10		Release of materials to Eng'g Department.	1 day to 2 days	Property Custodian	
11		Installation of Service Connection.	14 days *	Plumbers	
12	Acceptance of work done, sign the SAMO.	Post to BCWin.	1 day	Encoder/Billing	

END OF TRANSACTION

**\*From payment of installation fees & completion of requirements.**

**B. WATER SERVICE RECONNECTION**

STEP	CLIENT	SERVICE PROVIDER	DURATION	INCHARGE	FEES	FORM
1	Proceed to Customer Service & request for service reconnection	After verification of record, issue maintenance order for Reconnection.	1 minute	Customer Service Assistant (CSA)		Maintenance Order
2	<p>Pay the following:</p> <ul style="list-style-type: none"> <li>-Arrears</li>   <li>-Reconnection fee                             <ul style="list-style-type: none"> <li>*Re-open(below 6 months)</li> <li>*Re-registration (6 months &amp; above)                                     <ul style="list-style-type: none"> <li>-Residential</li> <li>-Commercial</li> </ul> </li> </ul> </li>   <li>-Customer Consumption Deposit (If no deposit has been made)                             <ul style="list-style-type: none"> <li>-Residential</li> <li>-Commercial                                     <ul style="list-style-type: none"> <li>A</li> <li>B</li> <li>C</li> </ul> </li> </ul> </li>   <li>-Illegal Re-open (IRO) (if there is any)</li> </ul>	<p>Accept Payment &amp; issue official Receipt</p>	1 minute	Bill collector	Arrears	
	2 minutes		Bill collector	P100.00		
	2 minutes		Cashier	P400.00 P1000.00		
	1 minute		Cashier	P574.00 P1,148.00 P1,004.50 P861.00 P717.50		
				Actual Penalty		
3	Return to Customer Service & present Official receipt	Forward the Maintenance Order to the Division Manager for approval	1 minute	CSA		Maintenance Order
4	Acceptance of work done, sign the SAMO	<p>Reconnection of water services</p> <ul style="list-style-type: none"> <li>-Re-open</li>   <li>-Re-registration                             <ul style="list-style-type: none"> <li>-sealed/padlock</li> <li>-plugged</li> </ul> </li> </ul>	<p>2 Hours</p> <p>2 hours 7 days*</p>	Meter readers/ Disconnection Team Plumbers		Maintenance Order

**END OF TRANSACTION**

*\*From payment of reconnection fees & completion of requirements*

**C. WATER BILL PAYMENT**

STEP	CLIENT	SERVICE PROVIDER	DURATION	INCHARGE	FEES
1	Get priority number	Security Guard	1 minute	Security Guard	
2	Wait for their no. to be called				
3	Present statement Of account (SOA) or inform collector / teller of any account information	Accept payment & validate statement of account or issue official receipt	2 minutes	Bill collector/ teller	
END OF TRANSACTION					



**D. REQUEST FOR SERVICE REPAIR**

STEP	CLIENT	SERVICE PROVIDER	DURATION	INCHARGE	FEEES	FORM
1	Proceed to Customer Service (CS) & give Complete account of leak. Leak reporting may also be done through text, call or email.	Prepare Maintenance Order (MO)	1 minute	Customer Service Assistant (CSA)		MO
2		Implementation of MO by Eng'g & Construction	3 days	Engineering Assistant / aide		
3	Acceptance of work done; sign the MO	Post inspection of service connection	2 minutes	Concessionaires /authorized representative		
<b>END OF TRANSACTION</b>						

**E. REQUEST FOR RELOCATION OF WATER SERVICE CONNECTION**

**e.1. PHASE I**

STEP	CLIENT	SERVICE PROVIDER	DURATION	INCHARGE	FEES	FORM
1	Proceed to Customer Service to give the request & present the Documents	Verify the documents & prepare MO for relocation	1 minute	Customer Services Assistant (CSA)		Maintenance Order (MO)
2	Pay inspection fee	Accept payment & issue O.R.	2 minute	Cashier	P75.00	O.R.
3	Return to Customer Service to present O.R.	Forward the Maintenance Order to the Division Manager for approval prior to transmission To Engineering Department	1 minute	CSA		
4		Inspection & Estimate	1 day	Inspector		

**e.2. PHASE II**

STEP	CLIENT	SERVICE PROVIDER	DURATION	INCHARGE	FEES	FORM
5	Pay the following : -Relocation fee Same zone other zone  -Pay Estimated Cost (if there is any)	Accept payment & issue O.R.  Accept payment & issue O.R.	2 minutes  2 minutes	Cashier  Cashier	P75.00 P250.00  Actual Estimate	O.R.  O.R.
6	Return to Customer Service to present the O.R.	Forward the MO to the Division Manager for approval prior to transmission to Engineering Division	1 minute	CSA		
7	Accept work done; sign the MO	Implementation Of relocation	5 days	Plumbers		
<b>END OF TRANSACTION</b>						

**F. REQUEST FOR CHANGE OF OWNERSHIP OF WATER SERVICE CONNECTION**

STEP	CLIENT	SERVICE PROVIDER	DURATION	INCHARGE	FEES	FORM
1	Present proof of ownership	Provide Service Application & Maintenance Order (SAMO) form & service contract	1 minute	Customer Service Assistant (CSA)		
2	Fill up SAMO form & service request form	Prepare transfer Ownership form/ Maintenance Order	1 minute	CSA		
3	Pay inspection fee & Approval fee for change of ownership; Notarial fee	Accept payment & issue O.R.	2 minutes	Cashier	P75.00 P50.00 P100.00	
4		Inspector investigate the transfer of ownership	1 day	Investigator		
5		Forward the transfer Form to Division Manager for approval	1 minute	Investigator		
6		Edit name at BCWin to change to name of new owner	3 minutes	Investigator		
<b>END OF TRANSACTION</b>						

**G. REQUEST FOR VOLUNTARY WATER SERVICE DISCONNECTION**

STEP	CLIENT	SERVICE PROVIDER	DURATION	INCHARGE	FEEES	FORM
1	Proceed to Customer Service & request for voluntary disconnection	Verify record & the requirements submitted; prepare request form	1 minute	Customer Service Asst. CSA		Maintenance Order (MO)
2	Pay water bills if there's unpaid bills or arrears.	Accept payment and issue OR.	1 minute	Bill Collector		O.R.
3	Return to Customer Service & present OR.	Forward the MO to the Division Manager for approval.	1 minute	CSA		
4		Implementation of request for voluntary disconnection a) Meter stand b)Underground				
5	Accept work done; sign the MO	For underground disconnection, post inspection of service connection	1 day	Inspector		
<b>END OF TRANSACTION</b>						

**H. REQUEST FOR CHECK-UP OF WATER SERVICE CONNECTION**

STEP	CLIENT	SERVICE PROVIDER	DURATION	INCHARGE	FEEES	FORM
1	Proceed to Customer Service & give complete account of the problem	Prepare Maintenance Order (MO)	1 minute	Customer Service Assistant (CSA)		Maintenance Order
2		Forward MO to the Division Manager for approval prior To transmission to Engineering Department	1 minute	CSA		
3		Implementation of MO	5 days	Plumbers		
4	Accept the work done; sign the MO		2 minutes	Concessionaires		
<b>END OF TRANSACTION</b>						

**I. REQUEST FOR CHANGE METER**

STEP	CLIENT	SERVICE PROVIDER	DURATION	INCHARGE	FEES	FORM
1	Proceed to Customer Service & give complete account of the problem	Prepare Maintenance Order (MO)	1 minute	Customer Service Assistant (CSA)		MO
2		Forward the MO to the Division Manager for approval prior to transmission to Engineering Department	1 minute	Investigator		
3		Implementation of MO	5 days	Plumber		
4	Accept the work done; sign the MO	Post change of meter to BCWin	1 day	CSA		
<b>END OF TRANSACTION</b>						

**J. FILING OF COMPLAINT & INQUIRIES ON STATUS OF WATER SERVICE**

STEP	CLIENT	SERVICE PROVIDER	DURATION	INCHARGE	FEES	FORM
1	Proceed to Customer Service & give complete account of the problem, Complaints & inquiries may also be done through call, text, or email.	Prepare Maintenance Order (MO) or Service Request depending on nature of complaint or inquiry	1 minute	Customer Service Assistant (CSA)		Maintenance Order (MO)/ Service Request (SR)
2		Forward the MO or SR to the Division Manager for approval prior to transmission to concerned department	1 minute	CSA		
3		Implementation of MO	5 days	Contractor		
4	Accept the work done; sign the MO	Post inspection of service connection	1 day	Inspector		
<b>END OF TRANSACTION</b>						

## IV. WORKFLOW CHARTS

### 4.1. ACCOUNTING & CASH MANAGEMENT WORKFLOW

#### 4.1.1. RECEIPT AND COLLECTION PROCESS

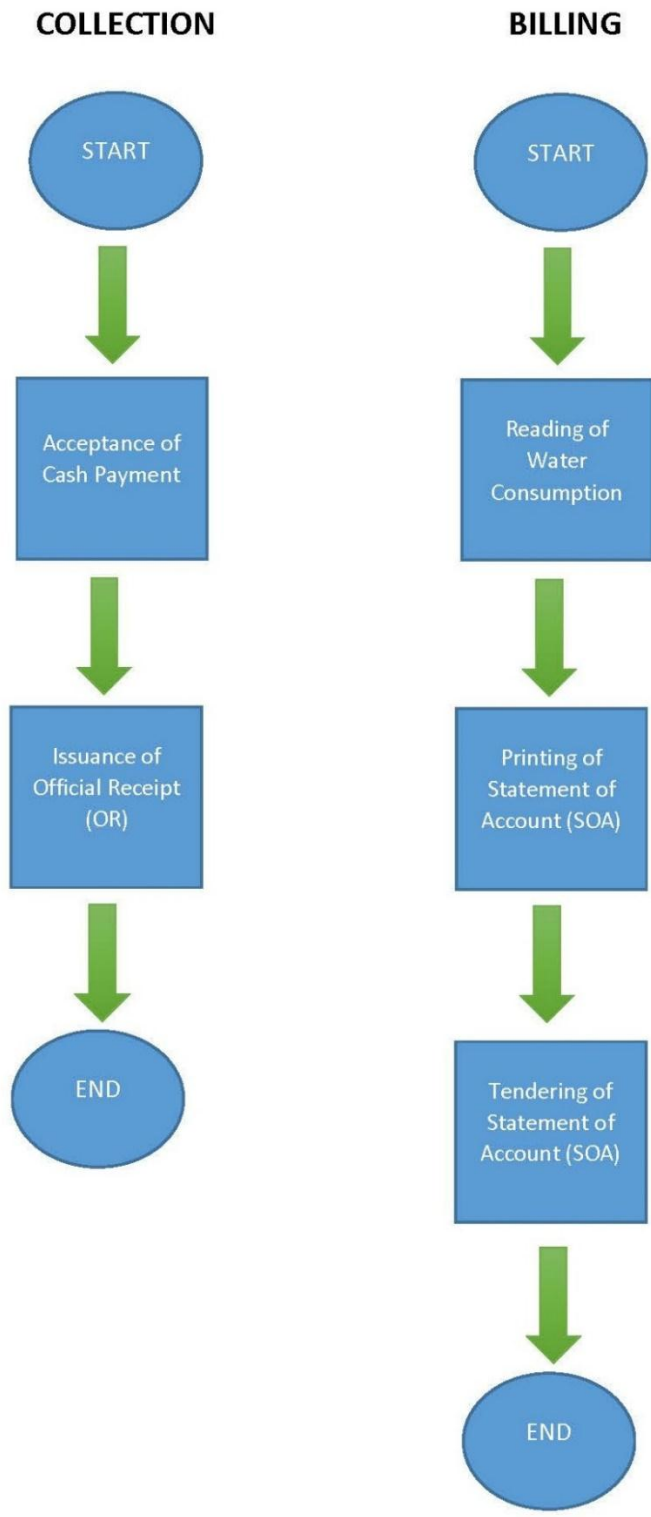




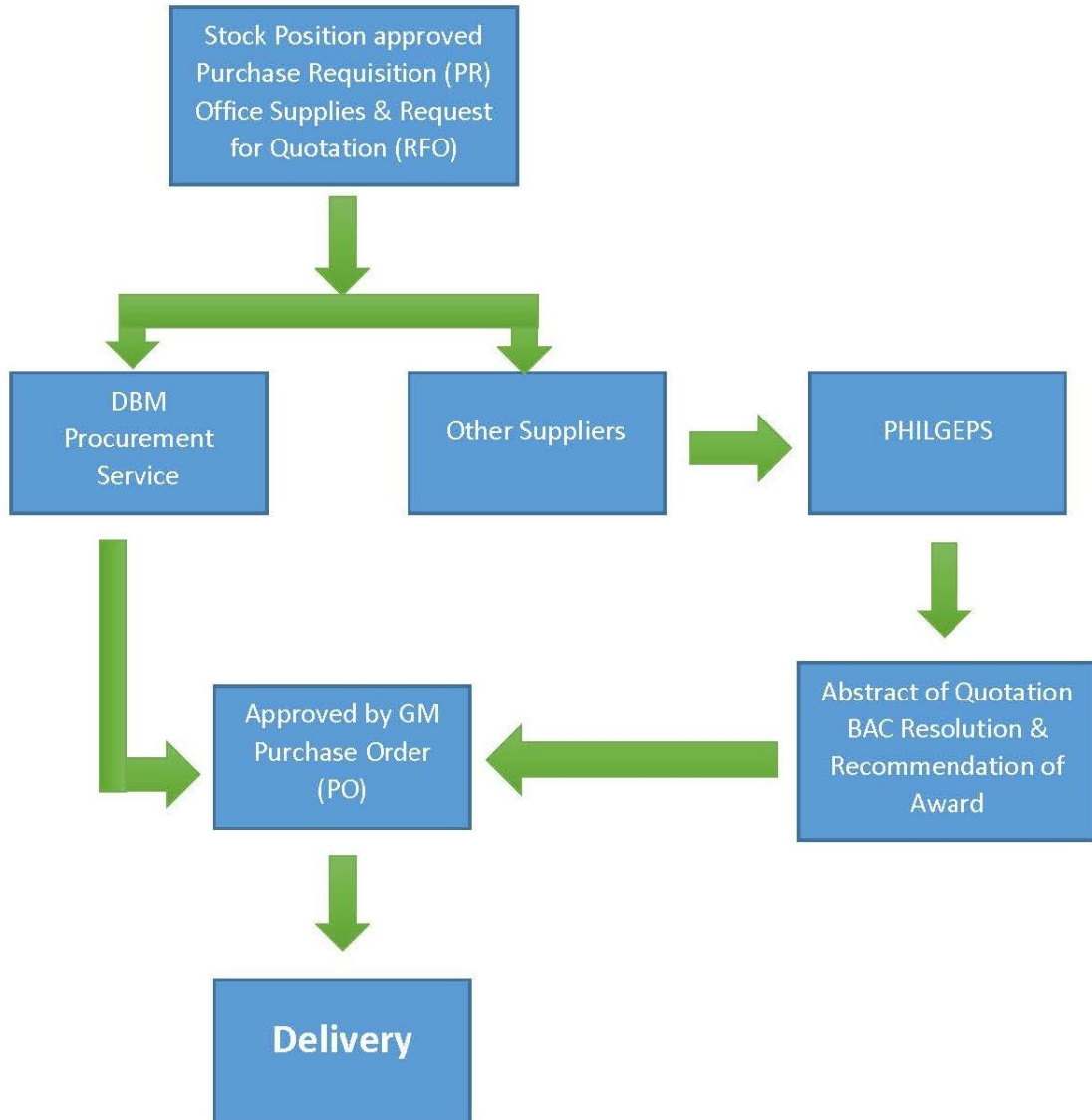
**4.1.2. DISBURSEMENT PROCESS**



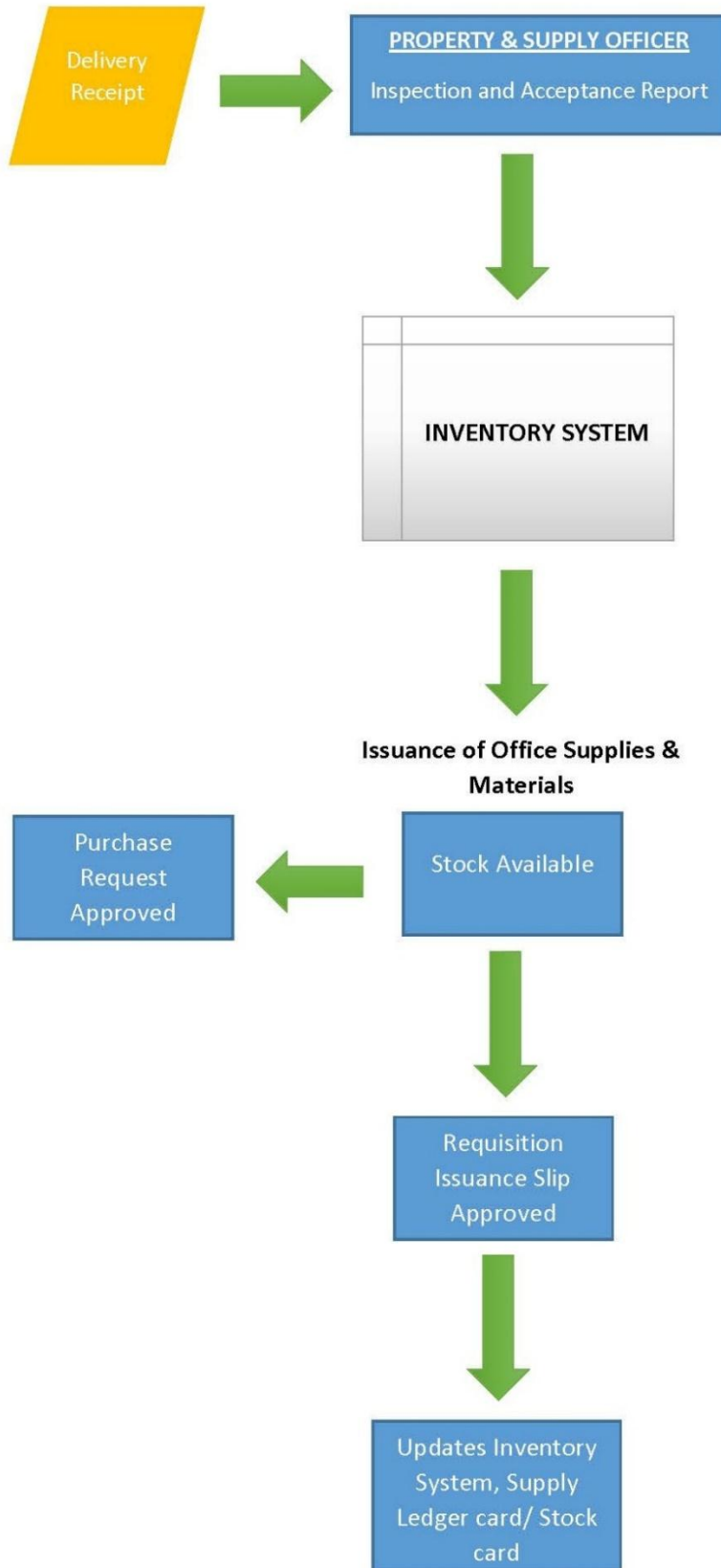
## 4.2. BILLING & COLLECTION PROCESS



### 4.3. PROCUREMENT PROCESS



#### 4.4. RECEIPTS OF DELIVERIES OF INVENTORY



## V. APPENDICES

### 5.1. FEEDBACK MECHANISM

#### FEEDBACK MECHANISM

We believe that clients deserve the highest level of customer service satisfaction. Therefore, we encourage you that after transacting with us, please fill-up the smiley form available at the security guard/teller's counter and drop it in the suggestion box at teller's counter of the Cashiering Section Administration Building, CCWD, J. D. Avelino Street or call us at 2091218 (Hot Line) Or 2091843. We assure you that your feedback will be taken with utmost confidentiality.



### 5.2. REDRESS MECHANISM

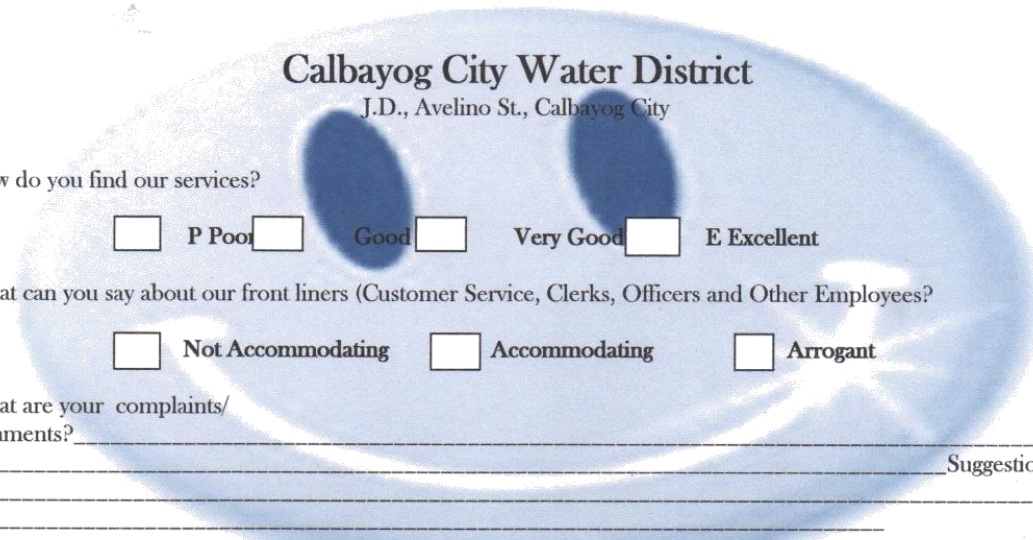
#### REDRESS MECHANISM

We are committed in providing high quality of service to the people of Calbayog City and the nearby Municipality of Sta.Margarita, Samar. There may be times when you feel dissatisfied with our service. We appreciate your comments and suggestions to further improve our services. For complaints, please contact our Public Assistance Action Section or Commercial Services Department, Calbayog City Water District, J. D. Avelino St., Calbayog City, Samar or call us at (055) 2091843; 2091183; Globe line 5339161.

You can register your complaints at our e-mail address, [ccwd\\_87@yahoo.com](mailto:ccwd_87@yahoo.com) you are welcome to use this facility.

All complaints will be acknowledged within Five (5) days and final reply on the action taken will be communicated within Fifteen (15) days. Allowable period of extension within Thirty (30) days due to unusual circumstances; i.e. unforeseen events beyond the control of concerned government office or the water district.

5.3. FEEDBACKFORM SMILEY



**Calbayog City Water District**  
J.D., Avelino St., Calbayog City

How do you find our services?

P Poor  Good  Very Good  E Excellent

What can you say about our front liners (Customer Service, Clerks, Officers and Other Employees?)

Not Accommodating  Accommodating  Arrogant

What are your complaints/  
comments? \_\_\_\_\_

\_\_\_\_\_ Suggestions

\_\_\_\_\_

**5.4. SERVICE FEES, CHARGES AND DEPOSITS**

**New Connection**

Particulars	Residential	Commercial
Registration Fee	400.00	1,000.00
Inspection/Estimation Fee	75.00	75.00
Water Meter Maintenance Fee (1/2" ø)	1,650.00	1,650.00
Water Meter Concrete Base	50.00	50.00
Customer's Consumption Deposit (2 mos.)	574.00	A-1,004.50/B-861.00/C-717.50 Transient - 10,000.00
Standard Materials	749.15 - 1,437.96	749.15 - 1,437.96
Concrete Road Cutting	Linear meter -100/m Square meter - 800/m	Linear meter -100/m Square meter - 800/m
Tapping Fee	100.00	100.00
Notarial Fee	100.00	100.00

**Re-registration**

Particulars	Residential	Commercial
Registration Fee	400.00	1,000.00
Inspection Fee	75.00	75.00
Water Meter Maintenance Fee (1/2" ø)	1,650.00	1,650.00
Customer's Consumption Deposit (2 mo.)	574.00	A-1,004.50/B-861.00/C-717.50 Transient - 10,000.00

**Relocation of Water Meter**

Inspection Fee	75.00	75.00
Approved Relocation Fee: Same Zone	75.00	75.00
Different Zone	250.00	250.00
Materials <i>(base on actual cost)</i>		

**Calibration of Water Meter**

Calibration Fee	100.00	100.00
-----------------	--------	--------

**Replacement/Purchase of Materials**

Stop Cock Lock	159.60	159.60
Teflon Tape	14.78	14.78
Water Meter : At fault	1,980.00	1,980.00
Not at fault	1,650.00	1,650.00
Less than five years	No cost	No cost
Installation Fee/Labor	50.00	50.00

**Illegal Re-open**

1st offense	1,000.00	2,000.00
2nd and subsequent offense	4,000.00	6,000.00

**NEW WATER CONNECTION/RE-REGISTRATION (Abandoned/Inactive Accounts)**

	<u>RESIDENTIAL</u>	<u>COMMERCIAL</u>
Registration Fee(orientation seminar/member ship fee	400.00 \	1,000.00 \
Inspection /Investigation Fee	75.00 \	75.00 \
Water Meter Concrete Base	50.00 \	50.00 \
Tapping Fee	100.00 \	100.00 \
Notarial Fee	100.00 \	100.00 \
Customer's Consumption Deposit (CCD)	Equivalent to (2) mos.	Equivalent to (2) mos.
(For Transient: Instead of CCD,they are required to pay ₱10,000.00	Minimum Consumption	Minimum Consumption
Water Meter Maintenance Fee(at Cost)	1650.00 \	1,650.00
Standard materials (Variable amount with 20% mark up on the acquisition cost)	-	-
With Concrete Road Cutting:		
1 linear meter	100.00 \	100.00
1 square meter	800.00 \	800.00

**SERVICE FEE/CHARGES/DEPOSIT**

<b>Tapping Fee(New Connection)</b> 100.00	<b>Registration Fee:</b>	<b>ILLEGAL CONNECTION/TAPPING BY</b>
Or any Installation with Saddle Clamp	Residential 400.00	<b>PASS CONNECTION</b>
Approved Relocation Fee	Commercial 1,000.00	Residential 4,000.00
Same Location:		Commercial 6,000.00
Another Location:	<b>Re-open fees:</b>	Add:1 year ave.mo.Cons.)x2.5x6 mos.
Single Connection 250.00	1 mo.- 6 mos. 100.00	<b>OEDER OF PAYMENT:</b>
Dual connection 150.00	Above 6 mos.	1.Re-registration/Re-open fee/Inp. Fee
Approved Change Name 50.00	- Residential 400.00 \	2.CCWD
Approved Reclasification fr Comm'l to Re 50.00	- Commercial 1,000.00	3.Illegal Re-open/Illegal Connections
Customer's Deposit(New Connection)	<b>COST OF MATERIALS:</b>	4.Materials (full)
Re-registration/Re-open 2 mos.up	Stop Cock lock 432.00	5.Arrears
Residential 574.00	Teflon Tape 21.00	6.Current bill
Commercial	Labor 503.60	<b>Meter Calibration/Testing (Accuracy limit)</b>
302 1,148.00	<b>MAINTENECE ORDER</b>	95-105% minimum test flow rate
312 1,004.50	Paid Materials 453.60	98-102% maximum and intermediate test flow
322 861.00	Labor(MSR) 50.00	<b>SERVICE REQUEST FEE:</b>
332 717.50	Paid A/R	Request for Calibration Fee 100.00
(Exemption: Gov'tInst.,School,Charity Transient Fee (for Contractors) 10,000.00	149-01 453.60	Re-classification/Change of name relocation (Inspection Fee) 75.00
	149-03 50.00	
<b>WATER METER MAINTENANCE FEE</b>	<b>ILLEGAL RE-OPEN</b>	
New Connection 1,650.00	1 <sup>st</sup> offense 1,000.00	
Re-registration 1,650.00	2 <sup>nd</sup> -up offense 4,000.00	
With 5 years from installation		
Defective(Broken glass/cons.fault) co cost		
Defective(broken glass.cons.fault) 1,980.00		
<b>More than five years</b>		
Active (For replacement) 1,188.00 \		
Inactive (re-installation of WM no cost		
Previously removed-use old,calibrated, functional water meters)		

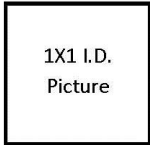


**5.5. WATER RATES**

CONS	Residential		Commercial				Bulk/Wholesale
	1/2"	1"	1/2" 302	"A" 312	"B" 322	"C" 332	1/2"
<b>1-10</b>	<b>287.00</b>	<b>918.40</b>	<b>574.00</b>	<b>502.25</b>	<b>430.50</b>	<b>358.75</b>	<b>861.00</b>
<b>11-20</b>	<b>33.15</b>	<b>33.15</b>	<b>66.30</b>	<b>58.00</b>	<b>49.70</b>	<b>41.45</b>	<b>99.45</b>
<b>21-30</b>	<b>36.00</b>	<b>36.00</b>	<b>72.00</b>	<b>63.00</b>	<b>54.00</b>	<b>45.00</b>	<b>108.00</b>
<b>31-40</b>	<b>40.00</b>	<b>40.00</b>	<b>80.00</b>	<b>70.00</b>	<b>60.00</b>	<b>50.00</b>	<b>120.00</b>
<b>41 up</b>	<b>44.75</b>	<b>44.75</b>	<b>89.50</b>	<b>78.30</b>	<b>67.10</b>	<b>56.00</b>	<b>134.25</b>
<b>11</b>	320.15	33.15	640.30	560.25	480.20	400.20	960.45
<b>12</b>	353.30	66.30	706.60	618.25	529.90	441.65	1,059.90
<b>13</b>	386.45	99.45	772.90	676.25	579.60	483.10	1,159.35
<b>14</b>	419.60	132.60	839.20	734.25	629.30	524.55	1,258.80
<b>15</b>	452.75	165.75	905.50	792.25	679.00	566.00	1,358.25
<b>16</b>	485.90	198.90	971.80	850.25	728.70	607.45	1,457.70
<b>17</b>	519.05	232.05	1,038.10	908.25	778.40	648.90	1,557.15
<b>18</b>	552.20	265.20	1,104.40	966.25	828.10	690.35	1,656.60
<b>19</b>	585.35	298.35	1,170.70	1,024.25	877.80	731.80	1,756.05
<b>20</b>	618.50	331.50	1,237.00	1,082.25	927.50	773.25	1,855.50

**5.6. FORMS**

**CALBAYOG CITY WATER DISTRICT**  
 Sen. J.D. Avelino Ave., Calbayog City



Type of Application			<input type="checkbox"/> New Connection	<input type="checkbox"/> Change of Name	<input type="checkbox"/> Re-registration
1. Surname:		First Name:		Middle Name:	
2. Permanent Address:					
3. Service Location:					
4. Date of Application:		5. Date of Birth :		6. Nationality:	
7. Civil Status:		8. Spouse Name:			
9. Employment:		10. Contact No.:		11. No. of Occupants:	
12. Res. Cert. No./Issued on/Issued at:					
Type of connection applied for:					
<input type="checkbox"/> Residential		<input type="checkbox"/> Government Institution			
<input type="checkbox"/> Apartment		<input type="checkbox"/> Department Store			
<input type="checkbox"/> Sari-sari Store		<input type="checkbox"/> Hotel/Restaurant			
<input type="checkbox"/> Whole Sale		<input type="checkbox"/> Boarding House			
<input type="checkbox"/> Grocery Store		<input type="checkbox"/> Other please specify _____			
I hereby certify that the above statements are true and correct, and that I understand that the connection will not be made until it is approved and all charges are paid. I assume responsibility for the water that passes through the connection. I will conform to the rules and regulations of the CALBAYOG CITY WATER DISTRICT.					
THUMB MARK					
LEFT		RIGHT		_____	
				Signature of Applicant	
				Date: _____	
<b>TO BE FILLED-OUT BY CCWD</b>					
<b>Particulars</b>		<b>Amount</b>			
Registration Fee:		_____			
Inspection Fee:		_____			
Tapping Fee:		_____			
Water Maintenance:		_____			
Standard Materials:		_____			
Concrete Cutting/Restoration:		_____			
Others:		_____			
		Total =		_____	
		O.R. # =		_____	
		Date =		_____	
		Cashier		_____	
		Signature Over Printed Name			
1. Investigation of Application:		System pressure is		<input type="checkbox"/> Adequate <input type="checkbox"/> Not Adequate	
2. Remarks : _____					
3. Investigated : _____ Date: _____					
Recommending Approval:			Approved by:		
<b><u>ENGR. JOSEPH M. DACURRO</u></b> Division Manager B			<b><u>EDITHA C. YRIGAN, MPM</u></b> General Manager B		

**REPUBLIC OF THE PHILIPPINES**  
**Calbayog City Water District**  
Sen. J.D. Avelino Ave., Calbayog City

**WATER SERVICE CONTRACT**

Name of Consumer: \_\_\_\_\_  
Address: \_\_\_\_\_

This AGREEMENT entered into by and between the CALBAYOG CITY WATER DISTRICT an Agency created by Presidential Decree No. 198, hereinafter referred to as the DISTRICT and the CONSUMER named above.

**WITNESSETH**

1. The DISTRICT agrees to provide water service to the premises occupied by the CONSUMER at the above stated address at the DISTRICT'S Present Rate schedule which may be modified, and/or increased by a Resolution of the Board of Directors of the DISTRICT subject to review and approval by the Local Water Utilities Administration.
2. The CONSUMER hereby agrees to pay said Water Service based on DISTRICT'S present applicable rate schedule provided that in the event of increase in Water Service Rates, the CONSUMER further agrees and binds himself to pay the aforementioned service in accordance with the New Rate Schedule as may be determined and resolved by the Board of Directors of the DISTRICT subject to the approval by the Local Water Utilities Administration.
3. The DISTRICT reserves the right to determine the size of service connections and their locations with respect to the boundaries of the premises they served. The laying of the CONSUMER'S service lateral to the meter shall not be done until the location of the service connection has been approved by the DISTRICT or its duly authorized representative.
4. The work of tapping the main connection, the service pipe thereto and laying the pipe from the main to the meter stand including the digging and filling – in of the trench on the streets in which a water main is located, will be performed by the employee of the DISTRICT at the rates set forth in Section 3 of the rules and Regulations of the DISTRICT.
5. Subject to the agreement with the CONSUMER, the DISTRICT shall furnish all necessary pipes, appurtenances, materials, and labor necessary for the water connection and bill the CONSUMER accordingly at the stipulated rate to be contained in the written application for WATER SERVICE CONTRACT to be filled up by the CONSUMER.
6. Payment of charges for the damages to road pavement in connection with the tapping of service connection shall be assumed by the CONSUMER accordingly at the stipulated rate to be contained in the written application for WATER SERVICE CONTRACT.
7. Before the service is provided, the CONSUMER for every service connection classified as residential/government/public faucet and commercial, shall be required to pay the registration fee and all other fees as required plus the actual cost of materials used and shall be paid in cash.
8. All existing service connection of the CONSUMER lawfully acquired and operated by him under an authority from a government owned waterworks system that has joined and turned-over all its assets to the DISTRICT, shall be respected by the same and shall henceforth, be subject to the stipulation of this agreement and existing Rules and Regulations of the DISTRICT.
9. This AGREEMENT is non-transferable and must be accompanied by a duly approved written application for service on a prescribed form provided for that purpose.
10. Service Connection is hereby limited to one house or building or premises where the connection is desired, the application and this AGREEMENT must likewise be signed by the owner of the property who shall guarantee the payment of all sums due for water service furnished pursuant to the said application and AGREEMENT in case of the default of the CONSUMER.
11. Water connection may be cut or disconnected in the presence or absence of the delinquent concessionaire.
12. The CONSUMER agrees to absolutely refrain from giving or allowing connection from the premises to another house/apartment dwelling, else, they will be considered a commercial customer and they will be billed on the prevailing commercial A water rates.
13. Water bill/accounts are due and payable at the Office of the Calbayog City Water District on the date of the delivery of bill notice to the CONSUMER or his duly authorized agent and shall be declared delinquent fifteen (15) days thereafter. A penalty charge of ten (10%) percent shall be imposed in addition to the water charge if the payment of the water bill is not made on or before the due date. Disconnection/Re-connection fee will be charged to the CONSUMERS' outstanding account balance if the said fee is paid beyond disconnection date and the water service may be disconnected without further notice. The service can be turned on again only upon payment of all amount due plus the reconnection charge.
14. Failure to receive a bill does not relieve the CONSUMER of his liability under the contract for services. Any amount due shall be deemed a debt to the DISTRICT 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.

15. The DISTRICT reserves the right to shut – off water supply whenever necessary. This will be done only when absolutely necessary and no action for DAMAGES shall lie against the DISTRICT for such shutting-off the supply.  
 16. All water meter, curb cocks and/or valves connection, shall be under the control of the DISTRICT. The CONSUMER shall be held liable for loss or damage to the meter and all fittings/appurtenances after the meter. The cost shall be included in the next Water Bill.

17. The CONSUMER agrees to allow authorized employees or representatives of the DISTRICT to enter his/her premises at all times for the purpose of determining and removing illegal service connection, delivering water bills, installing, inspecting, removing, testing, replacing water meters and properties or equipment of the DISTRICT.

18. When the accuracy of the water meter is in questioned, the DISTRICT, upon the request of the CONSUMER, will cause an official test be made in accordance with the existing Rules and Regulation of the DISTRICT. The Consumer will be charged a corresponding calibration fee.

19. The DISTRICT reserves the right to disconnect existing service connection for any of the following reasons: (a) For the prevention of fraudulent use of water, (b) For nonpayment of bills; (c) For repairs; (d) For want of supply or of distribution capacity; (e) For violations of any of the term of this AGREEMENT; (f) for violation of PD 198 as amended; (g) For cause beyond the District’s control; (h) for violation of the Water Crisis Act.

20. The CONSUMER finally agrees to observe the Rules and Regulations laid down by the DISTRICT for an effective/efficient water service and which are merged and made Integral part of this AGREEMENT.

21. This AGREEMENT shall not be binding upon the DISTRICT unless it is signed by the CONSUMER and/or the property owner and duly accepted by the General Manager or authorized representative of the DISTRICT, for which reason the DISTRICT may order the closure of water connection, if already installed.

Done at Calbayog City, Philippines this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
 CONSUMER

CTC No. \_\_\_\_\_  
 Issued on: \_\_\_\_\_  
 Issued at: \_\_\_\_\_

CALBAYOG CITY WATER DISTRICT

ACCEPTED ON: \_\_\_\_\_

By: **EDITHA C. YRIGAN, MPM**  
 General Manager B

CTC #: \_\_\_\_\_  
 Issued on: \_\_\_\_\_  
 Issued at: \_\_\_\_\_

**MEMORANDUM**

**THE PROPERTY OWNER AGREES:**

To guarantee/assume the responsibility of payment of all water bills and of all other accounts incurred in connection with said water service upon default payment of the above consumer.

\_\_\_\_\_  
**Property Owner**

I hereby acknowledge the receipt of original Water Service Agreement duly signed by me and Calbayog City Water District, representative.

\_\_\_\_\_  
 Signature of Concessionaire\Representative

Date: \_\_\_\_\_  
 Time: \_\_\_\_\_

**CALBAYOG CITY WATER DISTRICT**  
**Sen. J.D. Avelino Ave., Calbayog City**  
**Tel. No. 2091-218 / 2091-843**

**WATER METER INSTALLATION AGREEMENT**

Brand & Size	Meter No.	Reading
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I, \_\_\_\_\_ of legal age, single/married and resident of \_\_\_\_\_, Calbayog City, Samar herein referred to as the **CONCESSIONAIRE** agree with the Calbayog City Water District, a legal entity duly created by law, engaged in public service in connection with the operation, distribution, control and supervision of the local water system as follows:

1. That the CCWD shall provide and install water meter/s in my premises as a water concessionaire, the location of which will be determined by the CCWD on the basis of the safety of the meter/s convenience for the water meter readers and/or employees of the CCWD to facilitate reading, inspection, repair and etc.
2. That as a concessionaire, it is my responsibility to safeguard the installed meter/s from loss, destruction, tampering, damage and from all other similar acts which would render useless the purpose and the use of said meter/s;
3. That if the meter/s is/are destroyed, damaged and/or loss, it is my duty to report the same to the CCWD within five (5) days from discovery and to pay the value of said water meter/s at the time of installation and/or to replace the same with the same kind and brand;
4. That tampering with the installed water meter/s is illegal as the actual water consumption cannot be recorded and this constitutes water pilferage aside from the damage done to the water meter/s. In case my water meter/s is/are tampered I am liable to pay the fine in relation with this offense, aside from the value of water consumed as determined by the CCWD; that if the water meter/s is/are damaged due to the tampering of the same, as a concessionaire I am liable for the expenses incurred in the repair thereof if the same can still be repaired;
5. That I will give free access and entry to my premises to employees of the CCWD at all times for purposes of inspection, verifying my water connections and/or reading water meter/s; re: my consumption and
6. That if the house where I reside and/or I am registered as the concessionaire is occupied by others, aside from myself and my family, I still assume full responsibility in connection with this agreement .

**IN WITNESS WHEREOF**, I have affixed my signature this \_\_\_\_ day of \_\_\_\_\_, 20 \_\_, at Calbayog City, Philippines.

\_\_\_\_\_  
 Signature Over Printed Name  
 CTC No. \_\_\_\_\_  
 Issued on: \_\_\_\_\_  
 Issued at : \_\_\_\_\_

**WITH MY CONFORMITY:**

**EDITHA C. YRIGAN, MPM**  
 General Manager B

CTC #: \_\_\_\_\_  
 Issued on: \_\_\_\_\_  
 Issued at: \_\_\_\_\_

**SUBSCRIBED AND SWORN TO BEFORE ME** this \_\_\_\_ day of \_\_\_\_\_, 20\_\_ at Calbayog City, Samar.

Doc. No. \_\_\_\_\_;  
 Book No. \_\_\_\_\_;  
 Page No. \_\_\_\_\_;  
 Series of 20 \_\_\_\_\_.

**CALBAYOG CITY WATER DISTRICT**  
**Sen. Jose D. Avelino Ave., Calbayog City**

No. \_\_\_\_\_

**SERVICE REQUEST**

Concessionaire : \_\_\_\_\_  
 Service Address : \_\_\_\_\_  
 Account No. : \_\_\_\_\_

Request Received by: _____ (Signature Over Printed Name)	Date: _____	Approved by: _____
/ / Calibration of Water Meter    / / Change of Name    / / Relocation of Water Meter / / Temporary Disconnect        / / Service Maintenance    / / Change Meter		Action Taken: _____
Other (Pls. specify) _____ _____		Remarks: _____ _____ _____
Reason/s _____ _____		By: _____ Meter Reader/Plumber/Investigator (Signature Over Printed Name)
Requested by: _____ Signature Over Printed Name		----- To Concessionaire: Did action satisfy your request? / / YES / / NO
		_____ Concessionaire's Signature

Note: **Sketch at the back for request of relocation.**

**CALBAYOG CITY WATER DISTRICT**  
Sen. Jose Avelino Ave., Calbayog City

**APPLICATION FOR**  
**SENIOR CITIZEN'S DISCOUNT AVAILMENT**

**NAME:** \_\_\_\_\_ **ACCOUNT NO.:** \_\_\_\_\_  
**ADDRESS:** \_\_\_\_\_  
**CONTACT NO.:** \_\_\_\_\_ **DATE OF BIRTH:** \_\_\_\_\_

**DOCUMENTARY REQUIREMENTS SUBMITTED:**

- APPLICATION FORM
- PROOF OF RESIDENCE (Brgy. Certification)
- PROOF OF BILLING
- VALID SENIOR CITIZEN CARD ID NO. \_\_\_\_\_ (Photocopy)

**OTHER ID PRESENTED**

- |   |                                       |
|---|---------------------------------------|
| <input type="checkbox"/> PASSPORT         | <input type="checkbox"/> VOTER'S ID   |
| <input type="checkbox"/> DRIVER'S LICENSE | <input type="checkbox"/> POSTAL ID    |
| <input type="checkbox"/> SSS/GSIS ID      | <input type="checkbox"/> OTHERS _____ |

**CONDITIONS OF THE AVAILMENT:**

1. THE SENIOR CITIZEN MUST BE A RESIDENT OF THE HOUSEHOLD.
2. CONSUMPTION SHOULD NOT EXCEED 30 CUBIC METERS.
3. THIS IS GRANTED PER HOUSEHOLD REGARDLESS OF THE NUMBER OF THE SENIOR CITIZENS LIVING THEREIN.
4. SERVICE CONNECTION REGISTRATION SHOULD BE IN THE NAME OF THE SENIOR CITIZEN AVAILING OF THE DISCOUNT FOR A PERIOD OF ONE (1) YEAR.
5. THERE SHALL BE ANNUAL RENEWAL OF THE APPLICATION.
6. A SENIOR CITIZEN CAN ONLY AVAIL OF ONE CONNECTION DISCOUNT.
7. WATER CONNECTION CLASSIFIED AS RESIDENTIAL.

It is understood that I am fully aware of the conditions for the availment of the discount and that I agree to abide by all its terms.

IN WITNESS WHEREOF, I have hereunto affixed my signature this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_  
at the City of Calbayog, Samar, Philippines.

**CONFORME:**

\_\_\_\_\_  
Signature Over Printed Name

Republic of the Philippines...)  
City of Calbayog, . . . . . )

**AFFIDAVIT OF WAIVER**

I, \_\_\_\_\_ of legal age, single/married, Filipino and a resident of \_\_\_\_\_ after having been duly sworn to in accordance with the law hereby depose and say:

1. That I am the registered owner of a residential house situated at \_\_\_\_\_, Calbayog City, and a registered member of the Calbayog City Water District (CCWD), this City. With account no. \_\_\_\_\_.
2. That I am waiving my right as a member of the CCWD in favor of \_\_\_\_\_.
3. That I am executing this affidavit of waiver freely and voluntarily.

Further, affiant sayeth naught.

\_\_\_\_\_  
Affiant  
Comm. Tax Cert. No. \_\_\_\_\_  
Issued On: \_\_\_\_\_  
Issued At: \_\_\_\_\_

SUBSCRIBED AND SWORN TO before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_  
Affiant exhibiting his Community Tax Certificate as indicated above.

\_\_\_\_\_  
(Person Administering Oath)



CALBAYOG CITY WATER DISTRICT  
Sen. Jose D. Avelino Ave., Calbayog City

CONFORMANCE

To whom this may concern:

I, the undersigned, a registered concessionaire of Calbayog City Water District and a resident of \_\_\_\_\_, Calbayog City has agreed to have a Dual/Branch connection with Mr./Mrs. \_\_\_\_\_, a new applicant of the district for service connection.

Consequently thereof, I am conforming to any modification or changes to my service connection, upon approval of said design of connection from the District or its representative.

Conforming hereto my approval this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, at Calbayog City, Samar.

Concurred:

New Applicant:

Active/Existing Concessionaire:

-----  
Signature Over Printed Name

-----  
Signature Over Printed Name