

MANAPLA WATER DISTRICT

OPERATIONS MANUAL

*“Public service must be more than doing a job
efficiently and honestly”*

INTRODUCTION

This Operations Manual provides important information on organizational and operational procedures of the **MANAPLA WATER DISTRICT (MWD)**.

SCOPE OF OPERATIONS MANUAL

This Operations Manual will show the general information about the Manapla Water District including its history, vision and mission, its organizational structure and the duties and functions of its officers and staff; the operational control and supervision and the operating procedures which were formed in accordance with the approved Citizen's Charter of the Manapla Water District.

This Operations Manual will likewise provide information on the services offered by the district as well as the classification of service connections, operating procedures on application for service connection including the applicable forms, general policy on water service and other information that would provide fundamental direction to the over-all operation of the MWD.

DEFINITION OF TERMS AND ACRONYMS

- **Manapla Water District** - a Government-Owned and Controlled Corporation (GOCC) that provides adequate and potable water supply to the residents of Manapla.
- **SRS-** Stores Requisition Slip
- **WSR-** Water Service Request
- **CSA-D** Customer Service Assistant D
- **USA-D** Utilities Service Assistant D

GENERAL INFORMATION

HISTORY

The original water system of Manapla Water District (MWD) was constructed in 1965 under the management of the Local Government Unit (LGU) with drilled well as its source, an elevated concrete reservoir and asbestos transmission/distribution pipelines. The Mabini well has a capacity of about 30 litres per second (l/s) located about 500 meters southeast of the town proper.

The service area covered only the poblacion area. Later in 1978, the system was improved with the addition of another shallow well equipped with 40 horse power (Hp) submersible pump and installation of new distribution lines.

MWD was formed on July 21, 1982 pursuant to TITLE 11 of the Presidential Decree No. 198 (as amended by Presidential Decree Nos. 768 and 1479, RA 9286) or the Local Water District Law and was issued Conditional Certificate of Conformance (CCC) on July 21, 1983 with registry number 234 for the purpose of:

- a. Acquiring, installing, improving, maintaining and operating water supply and distribution system for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of the district.
- b. Providing, maintaining and operating waste water collection, treatment and disposal facilities, and
- c. Conducting such other functions and operations incidental to water resource development, utilization and disposal within the district, as are necessary or incidental to said purpose.

The water supply system was operated and managed by the LGU until November 12, 1982 when MWD took over the water supply operations of the District.

Through the assistance of Local Water Utilities Administration (LWUA), the water district was the beneficiary of the P12.9 million loan funded by the Kreditanstalt fur Wiederaufbau (KfW) of Germany. The loan was used to finance the rehabilitation of the existing old water supply system, construction of iron removal facilities and the rehabilitation of the Mabini Pumping Station. The project started in April 2005 and completed in November 2006.

LWUA instituted the Full Takeover of the Water District on July 2, 2007 due to serious rift between the Board and Management which stemmed from the accumulation of high account receivables equivalent to about 9 months of unpaid water bills. The problems have been remedied and LWUA turned over the water district to the Local Board and Management on September 1, 2009.

Currently, the District is serving eight (8) Barangays within the poblacion area out of the twelve (12) Barangays of the Municipality with a total of 1,685 active service connections as of December 31, 2015 and continuously growing with the implementation of saturation program throughout its present service area. Also added to the improvement of service connections are the proliferation of housing projects and construction of commercial complex within the boundary of the existing service area.

Service area covers the following barangays of Manapla :

- Brgy.I
- Brgy. I-A
- Brgy. I-B
- Brgy. II
- Brgy. II-A
- Brgy. Punta Salong
- Brgy. Punta Mesa
- Brgy. Chambery

TYPES OF FRONTLINE SERVICES

- New Service Connection
- Re-opening
- Transfer of connection
- Transfer of ownership
- Collection of:
 - a. Waterbills
 - b. Materials
 - c. Application fee
 - d. Re-opening fee
 - e. Transfer of Connection and Ownership
- Complaints on:
 - a. Service Connection Leakage -before meter
 - b. Malfunction meter
 - c. No Water and Big Consumption

M W D M A N D A T E

Mission

Manapla Water District commits to efficiently provide potable, adequate, and continuous water supply in the Municipality of Manapla

Vision

We envision the Manapla Water District to be a model of professionalized, dedicated and self-reliant water service provider to the whole community.

PERFORMANCE PLEDGE

We, the officers and employees of Manapla Water District, pledge and commit to:

- Be sensitive with and professional in dealing with the public and serve them with utmost sincerity;
- Respond to the complaints about our services in the soonest possible time
- Always ensure strict compliance with the standards for water service providers.
- Value the comments and suggestions of consumers.
- Empower the public through access to information on our policies, programs, and services which are transparent and truthful.

CORE VALUES

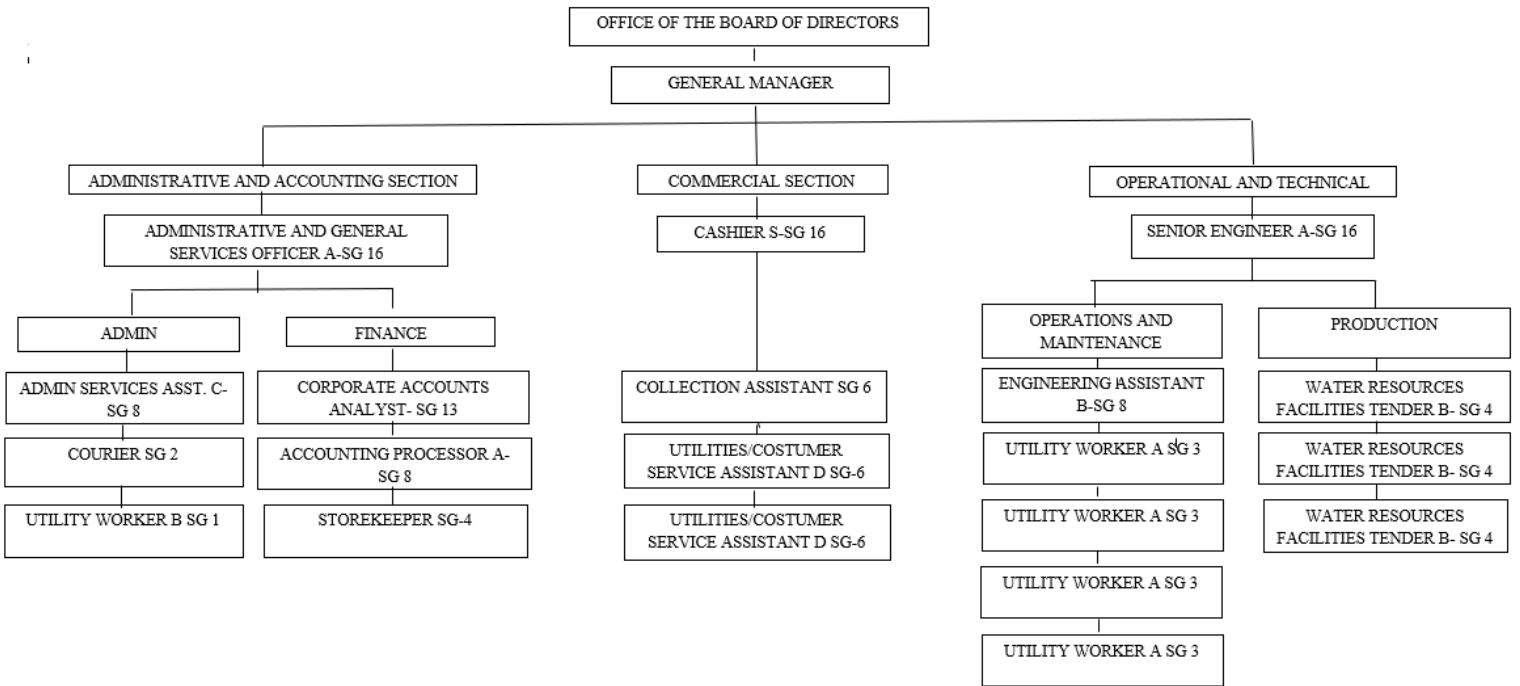
SERVICE WITH A
HEART
INTEGRITY
RESPONSIVE
TRANSSPARENT

ORGANIZATIONAL STRUCTURE



Republic of the Philippines
 Province of Negros Occidental
MANAPLA WATER DISTRICT
 B. Gallo St., Manapla, Negros Occidental
 Email add: manaplawd@yahoo.com/Tel. No. 034 491 0013

PROPOSED ORGANIZATIONAL STRUCTURE AND STAFFING PATTERN



DUTIES / FUNCTIONS AND RESPONSIBILITIES

I. BOARD OF DIRECTORS

- The policy-making body of the Manapla Water District.

II. GENERAL MANAGER

- Policy Implementer and General Supervision
 - Works together with the Board of Directors.
 - Implements the policies.
 - Develops strategies for long term plan.
 - Develops operating policies and solve operational problems.
 - Controls the operations of the water district.
 - Guides the water district to its goal.
 - Represents the water district in all transactions and meetings.
 - Monitors and evaluates the operational report.
 - General supervision and monitoring.
 - Appoint all personnel of the district and ensure that all appointments meet the qualification standards set by the Civil Service Commission and that position is provided in the DBM approved position allocation list.

III. COLLECTION ASSISTANT

Responsible for all cash collections and issuance of Official Receipts to acknowledge receipt of such collections.

A. Receives payments based on the following documents:

1. Water bills
2. Application forms for new service connections
3. Staking Reports
4. Other service requests such as transfer of meters, reconnection fees, change of name...
5. Other miscellaneous transactions such as liquidation of cash advances/payroll & purchase of materials.

B. Prepares Official Receipts in three (3) copies indicating the following details:

1. Date payment is received
2. Name of payer/concessionaires
3. Address of payer

4. Amount paid (in words and in figures)
5. Application of payment (e.g. water bills, materials, installation fee, etc.)
6. Mode of payment (cash or check). If payment is made in check, write the check details such as the date of check, check number, bank name and bank branch
7. Signature of the collecting officer

C. Issue copies of Official Receipts as follows:

1. Original copy - Return to the payer together with the water bill stamped "PAID"
2. 2nd copy - Cashier's file
3. 3rd copy - Bookkeeper's file

D. Prepare summary of total collections upon remittance of cash to the cashier and sign the cash count sheet to acknowledge cash turned over to the cashier.

E. Performs other functions that may be assigned by the Management.

IV. CASHIER B

Responsible for the custody, safekeeping and monitoring of the funds of the district. Ensures that all disbursement of funds or any movements thereof are valid and authorized.

- A. Receives all cash collected by the Cash Collecting Officer.
- B. Conducts cash count of all collection remitted by the CCO and prepares cash count sheet and signs "Done by" and let the CCO sign the "Fund Custodian" portion to acknowledge the cash turned over.
- C. Prepares deposit slips corresponding to the total cash collected for the day, to be deposited to the authorized depository bank the next banking day.
- D. Prepares Daily Cash Position Report indicating the following details for all cash on hand and in bank accounts, to include Petty Cash Fund and Payroll Fund:
 1. Beginning balance for the day
 2. Total collection for the day supported with ORs' and Daily Collection Report (indicating OR nos., names of concessionaires and the amount)
 3. Interest earned/Credit Memos
 4. Deposit of previous day's collection.
 5. Check disbursements indicating names of payee, amount and check nos.
 6. Fund transfers if any
 7. Debit Memos
 8. Ending balance for the day
- E. Signs Disbursement Vouchers certifying that supporting documents are complete and proper and cash is available.

- F. Prepares check based on the approved Disbursement Vouchers. Signs the check and forwards it to the GM for counter signature.
- G. Releases the check and ensures that DVs and check duplicates are duly signed by the payee.
- H. Forwards all paid DVs to the bookkeeper for filing.
- I. Prepares and signs Authority for Fund Transfer and forwards it to the bookkeeper for JEV, then to the GM for counter signing.
- J. Performs other functions that may be assigned by the management.

V. CORPORATE ACCOUNTS ANALYST

Responsible for the complete documentation, recording, maintenance and safekeeping of books of accounts and other financial records and the preparation of financial and operations reports and schedules.

- A. Prepares Disbursement Vouchers based on approved Request for Payment of Obligation and signs the “prepared by” portion of the DV.
- B. Prepares Journal Entry Vouchers for all disbursements, collections and all other miscellaneous transactions which were not taken up in the specialized journals and forwards it to the GM for approval.
- C. Maintains the following books of accounts:
 - 1. General Ledger
 - 2. Subsidiary Ledgers
 - a. Cash in Bank
 - b. Accounts Receivables
 - c. Cash Advances
 - d. Inventories
 - e. Property, Plant and Equipment
 - f. Accounts Payable
 - 3. Cash Receipts and Deposits Journal
 - 4. Check Disbursement Journals
 - 5. General Journal
- D. Prepares monthly the following Financial Reports and schedules:
 - 1. Balance Sheet
 - 2. Income Statement
 - 3. Cash flow Statement
 - 4. Statement of Changes in Equity
 - 5. Schedules
- E. Prepares monthly Bank Reconciliation Statements
- F. Prepares the Monthly Data Sheet
- G. Prepares Reports for other Regulatory Agencies such as:

1. Local Water Utilities Administration
2. Commission on Audit
3. Bureau of Internal Revenue

H. Prepares the Annual Budget in coordination with the different sections and the GM

I. Prepares the Annual Procurement Plan based on the Annual Budget

J. Performs other functions that may be assigned by the management.

VI. ADMINISTRATIVE SERVICES ASSISTANT C

Responsible in the administration of personnel related activities in accordance with the district's policies in pursuant to the Civil Service Commission rules and regulations.

A. Prepares and keeps updated the service record of the employees and facilitates required submission to proper agencies such as the CSC, DBM and GSIS

B. Maintenance of 201 Files of all the employees

C. Maintenance of all Memorandum Orders and other correspondence regarding personnel matters.

D. Prepares the original and renewal of the appointment of the permanent, temporary and casual; and contract of Job Order employees including the process of selection for hiring

E. Reviews and recommends approval of leave application of the employees including request for monetization of leave credits

F. Maintains leave cards and monitors daily time record of the employees

G. Prepares the Notice of Salary Adjustments (NOSA) and Step Increments of the employees

H. Prepares payroll and monitors regulatory deductions such as BIR, GSIS, Pag-IBIG and Philhealth premiums

I. Prepares remittance reports due to all regulatory agencies.

J. Certifies loan application of the employees to the GSIS and Pag-ibig

K. Prepares and submits all regulatory requirements of CSC and DBM

L. Monitors the implementation of policies, rules and regulations issued by governing agencies such as the filing of SALN.

M. Handles all personnel and CSC related matters.

N. Performs other functions that may be assigned by the management.

VII. ACCOUNTING PROCESSOR A (BILLING & POSTING CLERK)

Responsible in the proper billing of the concessionaires based on the meter reading reports of the meter reader and the posting of bill payments in the system. Handles all matters including complaints related to accounts of concessionaires.

- A. Receives the Meter Reading cards from the Meter Reader.
- B. Encodes the meter readings in the Billing and Collection System, create a back up of the file data and computes bills.
- C. Review water bills by comparing the total consumption and the amount against the meter reading cards and back up the files.
- D. Prints water bills and forwards to the Customer Service Assistant D for distribution.
- E. Prepares the Monthly Billing Summary together with the Penalty Charges and forwards it to the Bookkeeper for JEV.
- F. Receives 3rd copy of the OR's and encodes OR no. and amount of bill payments to the Billing and Collection System. If payment by check, encode check no then SAVE.
- G. Prints Daily Collection Report and forwards to the Cashier.
- H. Prints Daily Collector's Report and forwards it to the Bookkeeper.
- I. Prepares Billing Adjustment Memos (BAM) if needed and posts to the Billing and Collection System and forwards BAM to the Bookkeeper for JEV.
- J. Monitors concessionaires' account balances and prepares disconnection notices and disconnection of services orders for delinquent customers. Forwards to the GM for review and approval.
- K. Issues approved disconnection orders to the Water Maintenance Man B for execution.
- L. Purchases all approved purchased orders.
- M. Prepares overtime accomplishment report.
- N. Performs other functions that may be assigned by the management.

VIII. CUSTOMER SERVICE ASSISTANT D (METER READER)

Responsible for the reading of meters of all service connections, distribution of water bills, maintenance of meter reading cards and application for new service connections.

1. METER READING

- A. Conducts monthly reading of water meters.
- B. Records the reading, the water consumption and the corresponding amount of water bill in the meter card assigned to each concessionaire.
- C. Distributes monthly water bills to the concessionaires.
- D. Observes and analyzes readings of water consumptions of concessionaires (e.g. stocked up meters, leakages and high speed meters). Reports to the maintenance section any defects for further action.
- E. Distributes disconnection notices to delinquent concessionaires.
- F. Updates meter reading cards for disconnections, reconnections and change meters.

2. CUSTOMER SERVICE

- G. Conducts orientation to applicants for service connections regarding the utility rules and regulations of the district.
- H. Checks records if applicants have existing service connections and outstanding accounts for proper disposition.
- I. Assists applicants in filing Service Application & Construction Order form and payment of applicable fees.
- J. Processes application forms for approval by the GM and forwards to the maintenance section for billing of materials.
- K. Prepares schedule of installation of service connections for applicants who have fully paid the applicable fees.
- L. Prepares meter reading cards for new installed service connections.
- M. Forwards the accomplished Meter Reading Card to the Accounting Processor A for account number assignment.
- N. Entertains customer's complaints regarding their service connections and forwards to maintenance section for proper action.

- O. Maintains records on maintenance orders, service request and investigation report on service connections.
- P. Performs other functions that may be assigned by the management.

IX. CUSTOMER SERVICE ASSISTANT D (STORE KEEPER/METER READER)

Responsible for the requisition, monitoring, maintenance and safeguarding of all the supplies, materials, equipments and facilities owned by the district. Serves as alternate meter reader.

1. STOREKEEPING

- A. Receives Stores Requisition Slip (SRS) and issues supplies or materials requested.
- B. Receives and keeps all delivered items after being inspected by the designated inspector.
- C. Records daily all issued and received supplies and materials in the corresponding stock cards.
- D. Monitors level of stocks to ensure availability of supply.
- E. Prepares the following documents needed for purchase of materials and the issuance thereof
 - a. Purchase Request
 - b. Purchase Order
 - c. Request for Quotation
 - d. Abstract of Quotation
 - e. Inspection and Acceptance Report
 - f. Memorandum Receipts
- F. Conducts monthly inventory of supplies and materials to ensure reconciliation of physical existence against inventory record. Conducts annual inventory of all the district's properties.
- G. Prepares and maintains monthly report on materials and supplies issued.
- H. Records all issuances/returns of equipments and tools to identify accountability.

2. CUSTOMER SERVICE

- I. Conducts orientation to applicants for service connections regarding the utility rules and regulations of the district.
- J. Checks records if applicants have existing service connections and outstanding accounts for proper disposition.
- K. Prepares requests for engineering permits for concrete cutting and excavation.
- L. Entertains customer's complaints regarding their service connections and forwards to maintenance section for proper action.
- M. Maintains records on maintenance orders, service request and investigation report on service connections.
- N. Serves as alternate meter reader.
- O. Performs other functions that may be assigned by the management.

X. UTILITIES SERVICES ASSISTANT D

Responsible in the construction and maintenance of water transmission and distribution mains including pipe laying, excavation, restoration, and concreting for the main and customer service connections.

- A. Performs routine task in constructing and maintaining water transmission and distribution lines.
- B. Installs service connection from the main to the customer connection lines.
- C. Monitors any defect or leakage in the service connections and mainlines and performs immediate repair thereof.
- D. Monitors any violations against MWD regulations such as illegal tapping and pilferage and reports the same to the Management for proper action.
- E. Performs regular flushing of blow off and hydrants and prepares related report thereto.
- F. Carries out disconnection of service lines of customers in arrears.

- G. Performs re-opening and transfer of service connections.
- H. Maintains proper use of materials and equipments used in the construction and repair.
- I. Performs other functions that may be assigned by the management.

XI. WATER RESOURCES FACILITIES OPERATOR B

Responsible in the operation and maintenance of the water district resources and production facilities to ensure adequate delivery of quality, potable and continuous water supply.

- A. Operates production facilities.
- B. Monitors water level, volume, pressure and power voltage during production. Observes unusual sounds generated by pumping facilities.
- C. Maintains records of water productions (flow meter), power consumptions, voltage and ampere, time of production and all other data necessary in the proper pump operation of the district. Maintains records of fuel consumptions of the generator set.
- D. Prepares monthly production report.
- E. Performs regular backwashing operations at the source.
- F. Inspects and maintains electrical and mechanical facilities to ensure continuous production of water supply.
- G. Monitors and records application of chlorine and conducts daily tests to ensure that residual chlorine is within the acceptable level.
- J. Collects water samples for laboratory testing.
- K. Performs other functions that may be assigned by the management.

OPERATIONAL CONTROL AND SUPERVISION

I. BUDGETING

- For the preparation of the annual budget, a meeting as requested by the General Manager with the employees was conducted in order to obtain all the equipments and supplies needed by each of the employees as to quantities and schedule of the purchase.
- At the end of the third quarter of the current year, the annual operating budget for the next year is prepared by the personnel in charge under the supervision of the General Manager.
- The General Manager reviews the prepared budget for revision if there is any.
- The General Manager presents the final budget proposal to the board of directors for approval.

II. DISBURSEMENT

- All disbursement vouchers are prepared by the bookkeeper.

A. Payment to Local Suppliers

- The bookkeeper receives the cash invoices of all the purchased items and all other required supporting documents.
- The bookkeeper prepares the disbursement voucher which also includes the computation of taxes to be withheld from the suppliers and forwards the voucher to the General Manager for approval.
- The General Manager forwards the voucher to Cashier-Designate for the preparation of Check and secures signatures of both signatories.
- The check is issued to suppliers by the designated cashier.

B. PETTY CASH FUND OPERATION

- The petty cash fund is used to pay petty cash expenses of the district for amounts not exceeding Five Hundred Pesos (P500.00).
- Payments are supported with Petty Cash Fund Vouchers and supporting documents such as Official Receipts, Water Service Requests, Reimbursement Receipt Expenses etc.
- When the fund balance reaches the maximum level set for replenishment, the Petty Cash Fund Custodian prepares the Summary of all the Petty Cash expenses and forwards it to the Bookkeeper for voucher.

C. REVOLVING FUND

- The Revolving Fund which is usually consists of small bills was set up to address the problem of the bill collector for lack of loose change especially in the morning. The fund was released to the bill collector.
- At the end of the day, the fund is turned over by the bill collector to the Cashier designate.

D. CHECK PREPARATION

- Upon receiving the Disbursement Vouchers for payments of obligation, the Cashier Designate checks and ensures that supporting documents are proper and complete and cash is available. Check is then prepared by him by filling in the check number, date, the payee and the amount. The check number and date are also recorded in the vouchers.
- The Cashier Designate ensures that both signatories have signed the check. He then releases the check to the payee.

E. BANK RECONCILIATION

- Upon receipt of the Bank Statements, a Bank Reconciliation is prepared by the bookkeeper to reconcile the cash balances of MWD per book to per bank.

- In case of any bank error, a letter is immediately sent to the bank noting the differences of cash amounts and balances. In case of the district's error, a journal voucher is prepared to correct the error.

III. PAYROLL

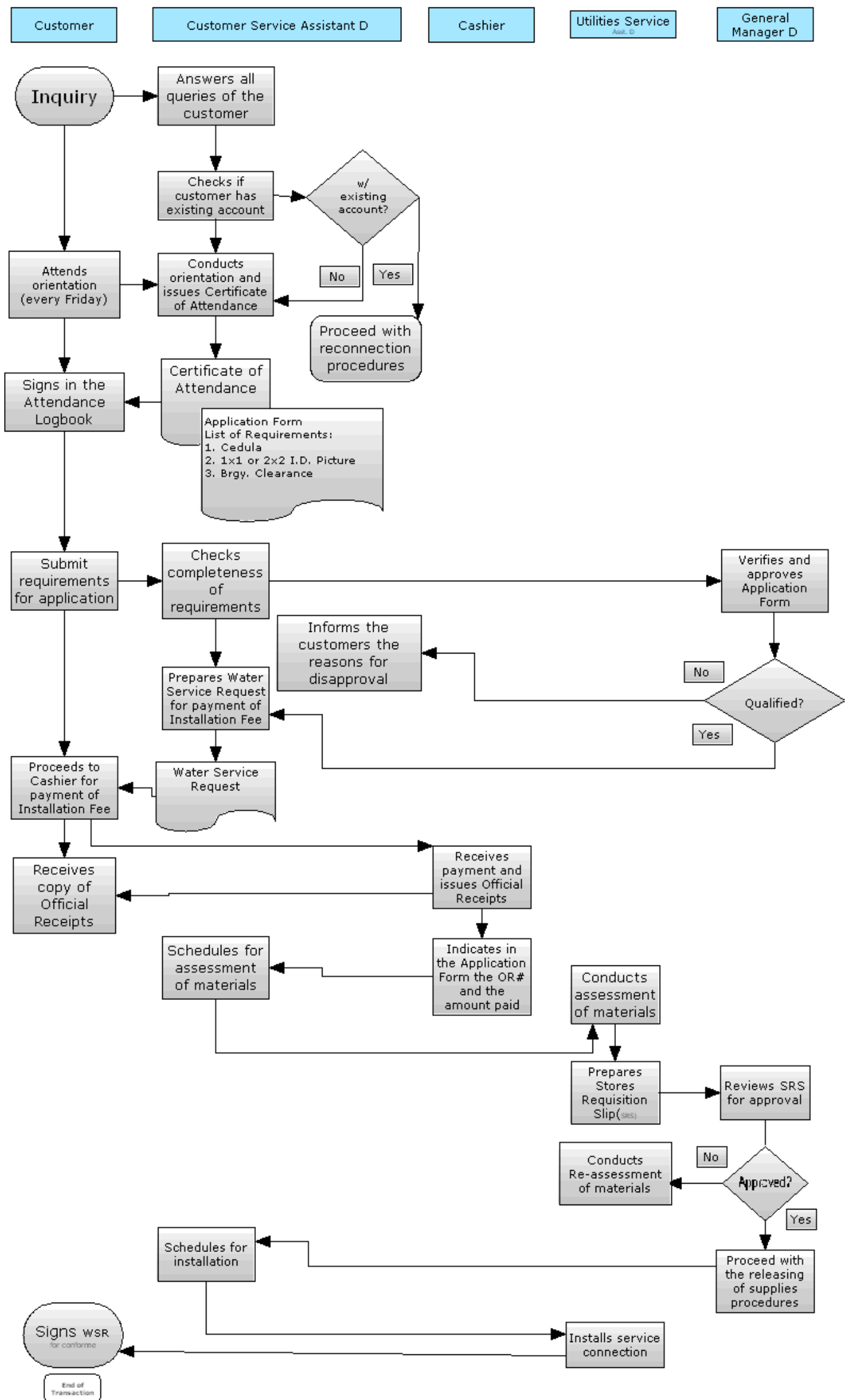
- Payroll of the employees including those of Job Order workers are prepared by the Human Resource Management Officer.
- For regular and temporary employees, payroll is prepared for the whole month and disbursement is scheduled weekly. In case of the salary of JOs, payroll is made every 15th and end of the month.
- Time cards are used for the punch in and out of the employees to the bundy clock. Due to the absence of bundy clock in pumping stations, a logbook is used as basis for the in and out of pump operators.
- In case of overtime services, employees shall prepare and file the accomplished Overtime Request Form duly signed by the General Manager.
- Employees who resign, transfer, go on indefinite leave, or separated are consequently dropped from the payroll. Remaining accounts, should there be any, of employees shall be offset from his/her due wages and/or separation pay.
- Reports of the deductions made per payroll for the remittances of employee's premium contributions, salary loans and other deductions are likewise prepared by the HRMO and submitted to the bookkeeper for vouchers.

IV. PURCHASING

- Requesting personnel fills up the Purchase Requisition Form listing all the items he / she needed as to quantity and specifications.
- The purchasing employee is responsible for sending the Request for Quotations to at least three (3) suppliers.
- The Bids and Awards Committee deliberated and approved the quotations. The requisitioned items shall be purchased from the supplier which offers the lowest prices yet consistent with the quantity, quality and service required.

- All Purchase Orders are approved by the General Manager (GM) and are given sequence number for monitoring purposes.
- Emergency purchases are also allowed but only if the materials are urgently needed so as to avoid delays in the performance of urgent activities to prevent danger to life or property or to avoid detriments to public service. Emergency purchases should likewise be supported with Purchase Requisition, Quotations and Purchase Orders duly approved by the GM.
- The requesting personnel are responsible to follow-up all of their orders to the purchasing employee.

FLOWCHART FOR APPLICATION OF SERVICE CONNECTION



PROCEDURES ON THE APPLICATION FOR NEW SERVICE CONNECTION

- The applicant inquires on how to apply for water service connection. The Customer Service Assistant D (CSA-D) interviews and answers all queries of the customer and checks per record if he/she has an existing account. If there is, proceeds with the reconnection procedures otherwise, informs the customer for the orientation of policies and regulations of the district which is scheduled every Friday @ 2:00 o'clock in the afternoon.
- The customer attends the orientation and signs in the attendance logbook to prove that he/she had attended the orientation.
- The CSA-D shall issue Certificate of Attendance and Application Form to be filled up by the customer and list of other requirements to be submitted.
- Upon receipt of the requirements submitted by the customer, the CSA-D checks the documents for completeness and forwards it to the General Manager (GM) for verification and approval.
- If the application of the customer is disapproved, the CSA-D informs the customer for the reasons of the disapproval. But if it is approved, the CSA-D prepares Water Service Request (WSR) indicating the amount for New Installation Fee and presents WSR to the customer for payment together with his/her application form.
- The customer proceeds to the cashier and present WSR for the payment of the installation fee.
- The cashier receives the payment of the customer and issues Official Receipt reflecting the amount paid by the customer. Writes OR# and the amount paid also in the application form and forwards it to the CSA-D.
- The CSA-D schedules for the assessment of materials to be used for the installation of service connection.
- The Utilities Service Assistant D (USA-D) conducts the assessment of materials and prepares Stores Requisition Slip (SRS) enumerating all the items needed for installation as to description and quantity. Forwards SRS to the GM for approval.
- The GM reviews and approves the SRS and proceeds with the procedures on the releasing of supplies. If assessment does not conform with the requirements, a re-assessment of materials shall be conducted.
- The CSA-D schedules the installation of the water service connection of the customer.

- The USA-D installs the service connection of the customer.
- The customer signs the WSR form for conforme of the installation process conducted by the USA-D.

Annex 1: Application Form

MANAPLA WATER DISTRICT
Manapla, Negros Occidental

No. _____

SERVICE APPLICATION AND CONSTRUCTION ORDER

Applicant: _____

Address: _____

I hereby apply for a water service connection, size _____ to be located at _____

I understand that the connection will not be made until it is approved and all charges are paid. I assume responsibility for the meter and all water that passes through the connection. I will conform to the rules and regulations of the Water District.

Applicant's Signature: _____ Date: _____

Ext. Cont. No. _____ TIN: _____

Investigation of Water Source: System is / / Adequate / / Not Adequate

Investigated by: _____
Const., Repair & Maint. Supervisor
Date: _____

Amount of Charges Due:

Installation Fee	₱ _____	Official Receipt No.	_____
Guaranty Deposit	_____		_____
Meter Proctor	_____	Date:	_____
Saddle Clamp	_____		_____
Other	_____		_____
TOTAL AMOUNT	₱ _____	CASHIER	_____

Approved for Installation: _____

Installed by: _____
Date: _____
Initial Meter Reading: _____
Meter Brand: _____ Type: _____
Meter SN: _____

Service Connection Record: _____
Authority to Sub-Connect: _____

Service Connection No. _____
Account No. _____
I authorize _____
to sub-connect from my W/S connection under A.C. No. _____

(Signature of Registered Owner)

SKETCH OF LOCATION OF PROPOSED SERVICE

WATER METER SERVICE CONTRACT

Application is hereby made for a water service to be supplied by Manapla Water District for my use in accordance with the existing rules and regulations being imposed by the district or to be enforced hereinafter. In addition, I hereby agree to the following.

1. To allow District's representative/s to have access at all time in my premises, house or building for the purpose of installing a water meter, reading and/or inspecting water meter, etc. And to respect the district's authority to enforce its rules and regulations, policies and practices including the routine disconnection of delinquent accounts and disruption of service due to pilferage;
2. That I shall be held responsible for the safety of the meter to be installed outside my residence or of the enclosed compound as the case maybe;
3. That service connection to be installed shall revert back to the water district in case of the death of the house owner or upon disclosure that the house or building it serves have been sold or its ownership thereof is transferred to other person, except in case where a notice is served to the district of such sale or transfer to a new owner complete with the presentation of document of conveyance or sale as required;
4. To pay the Water District the required fees and charges prior to installation of water connection and to provide all the required materials for the said installation at my own expense;
5. Calibration or repair of the water meter shall be at my own expense, and in case the Water Meter is stolen I shall be obligated to replace it also at my own expense;
6. That it is a criminal offense to tamper water meter or steal water as embodied in Sec. 31(d) of P.D. 198, as amended, or as provided for the Water Crisis Act of 1995;
7. That water bills shall be payable to Manapla Water District and will become due on the date indicated in the bill or be delinquent fifteen (15) days thereafter of which 10% penalty will be added to the amount thereof. Failure to receive a bill does not relieve me of my liability and service maybe disconnected if the bill not paid within due date;
8. That the jurisdiction and responsibility of the District shall end at the water meter and the District shall in any case not be liable for damages beyond the meter, however all pipes and fixtures lying within the customers property shall be maintained by the customer.
9. That in case of commercial and/or residential building leased and/or occupied by other person, both the owner of the building and the occupant thereof shall be signatories of this contract and shall be jointly liable for the bills and damage in case of breach thereof.
10. That the Water District shall not be responsible for interruption of the water service due to cause beyond its control and may disconnect the service upon violation of the terms of this contract or when the water district has reasonable ground to believe that the customer is using the water service in violation of its rules and regulations, existing laws; and
11. In case of court litigation, the applicant hereby agrees that the case shall be filed in any competent court of Negros Occidental.

Signature of Applicant

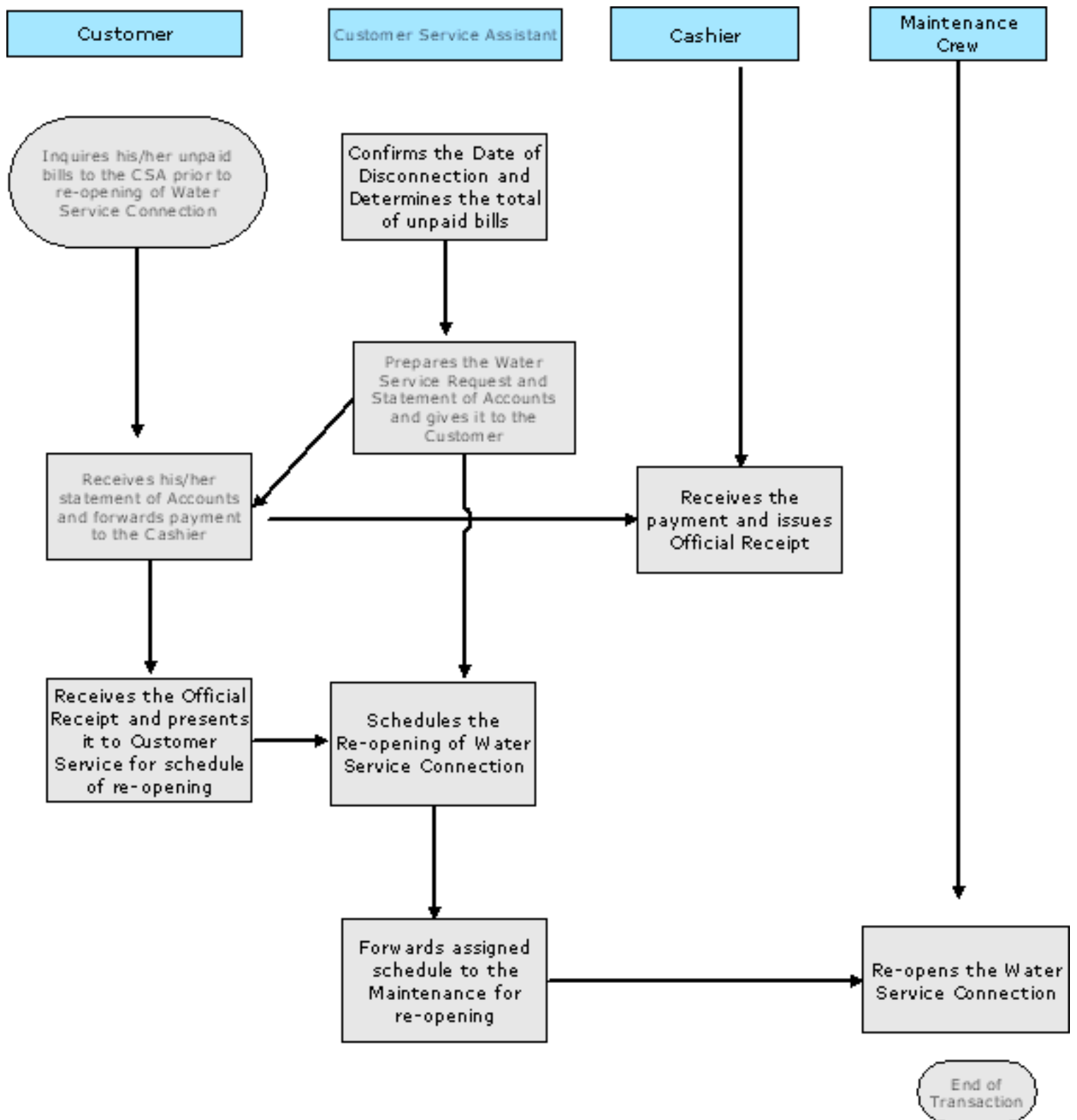
Signature of Building/Lot Owner

Approved:

Signature of Spouse

LANE BETTE B. BUCERA

FLOWCHART ON HOW TO RE-OPEN THE WATER SERVICE CONNECTION



PROCEDURES ON HOW TO RE-OPEN THE WATER SERVICE CONNECTION

- The Disconnected Customer inquires his/her unpaid bills to the Customer Service Section prior to re-opening of Water Service Connection. The Customer Service Assistant D (CSA-D) confirms the date of disconnection and determines the total amount of unpaid bills.
- For the customers who were disconnected more than once for the period of twelve months, the following reconnection fee shall be applied: For twice or more the Reconnection Fee is Php500.00 and for thrice or more is Php1700.00 with Orientation Seminar, scheduled every Friday at 2 o'clock in the afternoon.
- The CSA-D prepares the Water Service Request and Statement of Accounts and gives it to the Customer. The Customer forwards his/her Statement of Accounts to the cashier and pays the amount and other charges reflected in the WSR. The Cashier receives the amount and issues official receipt. Upon receiving the OR, the customer shall present it to the Customer Service Section for the schedule of re-opening. The CSA-D schedules the date and forwards it to the maintenance crew for re-opening the water service connection.

CLASSIFICATIONS OF SERVICE **CONNECTIONS**

(Adopted Thru Board Resolution No. 19 S. 2008)

CLASSIFICATION FACTORS DEFINITION

- A. **DOMESTIC CLASS**- This is a connection whereby water is purely used for domestic needs such as for drinking, washing, cooking, bathing, watering small gardens, washing of private cars, etc. This is the lowest rate block with a conversion factor of 1.0.
- B. **GOVERNMENT CLASS**- This class uses water primarily for public service and not intended to generate profit. The rate class is the same as the domestic class at conversion factor of 1.0.
- C. **COMMERCIAL CLASS**- This class includes all building used as place for conducting business transactions and generating profit. This class has sub-classifications, which ranges from factor 1.25 to 2.00. For consistency, the implementation of the class is categorized as follows:
1. **Commercial C (Factor 1.25)**- Covered herein are apartments whose owners assume payment of water bills using one control water meter.
 2. **Commercial B (Factor 1.5)**- Included in this class are the following:
 - a. Sari-sari stores
 - b. Vulcanizing and Repair Shops
 - c. Other premises utilized for selling foods or services including premises used for living quarters.
 3. **Commercial A (Factor 1.75)**- Below belongs to this class:
 - a. Photo services
 - b. Dental and Medical Clinics
 - c. Warehouses
 - d. Groceries
 - e. Gift shops
 - f. Offices, including government profit generator
 - g. Drugstore
 - h. Wholesale and retail outlets
 - i. Furniture Shops
 - j. Fish and Meat Stalls in Public Markets

4. Full Commercial (Factor 2.0)- Included herein are the following, to wit:
- a. Rest Houses
 - b. Hotels, Lodgings and the likes`
 - c. Hospitals, whether private or public
 - d. Cafeteria managed by cooperatives, corporations, etc.
 - e. Ice Cream Parlor
 - f. Beer Houses
 - g. Bars, Night Clubs and Disco Pads
 - h. Restaurants
 - i. Gasoline stations and terminals
 - j. CHB and concrete products manufacturers
 - k. Theaters
 - l. Carinderias
 - m. Confectionaries, bakeries
 - n. Ice plants
 - o. Private Schools
 - p. Boarding houses
 - q. Billiard Halls and other games and entertainment place

D. BULK/WHOLESALE (Factor 3.0) - This includes the following:

- a. Domestic connections who sell/vend water without transforming into another product or supplies water to other for a fee such as bottled water manufacturer.
- b. Vending water in bulk quantity such as sale to tankers or by containers to contractor's ships, airplanes, trucks and for factory use.

WATER RATES

<u>Classification</u>	<u>Size</u>	<u>Minimum Charge</u> 0-10 cu.m.	<u>Commodity Charges</u>			
			<u>11-20</u>	<u>21-30</u>	<u>31-40</u>	<u>41 Up</u>
Residential	½"	240.00	26.70	32.10	37.50	42.90
	¾"	384.00	26.70	32.10	37.50	42.90
	1"	768.00	26.70	32.10	37.50	42.90
Full Commercial	½"	480.00	53.40	64.20	75.00	85.80
	¾"	768.00	53.40	64.20	75.00	85.80
	1"	1,536.00	53.40	64.20	75.00	85.80
	2"	9,600.00	53.40	64.20	75.00	85.80
Commercial A	½"	420.00	46.70	56.15	65.60	75.05
	¾"	672.00	46.70	56.15	65.60	75.05
	1"	1,344.00	46.70	56.15	65.60	75.05
Commercial B	½"	360.00	40.05	48.15	56.25	64.35
	¾"	576.00	40.05	48.15	56.25	64.35
	1"	1,152.00	40.05	48.15	56.25	64.35
Commercial C	½"	300.00	33.35	40.10	46.85	53.60
	¾"	480.00	33.35	40.10	46.85	53.60
	1"	960.00	33.35	40.10	46.85	53.60

PAYMENT OF WATER BILLS

a. Water Charges/Bills

i. Reading Dates

- i. Varies every zone – for zone 1
– Every 1st day of the month . . .

- ii. Due date – 15th day after reading date
**(for zone 1 every 16th, for
zone 2 every 17th day, etc.)**

When the 15th day falls on a holiday, Due Date will be moved to the next working day.

b. Delinquent Service

- i. Payment AFTER Due Date = 10% Penalty
- ii. Grace Period is given, 4 days after the Due Date
- iii. Disconnection Date – 5th day after the Due Date

c. Disputed Bills

i. High Speed Water Meter

- a. Ratio (**Based on average consumption for 3 months**)
- b. Billing Adjustment based on the difference of actual and meter reading

ii. Leakages

- a. Less 25% of water bill (**must be reported within the month**)

TAMPERING WITH DISTRICT PROPERTY

- a. No one except an employee or representative of the Interim Board shall at any time and in any manner interfere with water meters or their connections, distribution mains and other parts of the water system.
- b. Anyone caught stealing water by tampering or pilferage shall pay the following, to wit:
 1. Consumption assessment, under collection, unpaid service, etc.
 2. Fines due to act of commission of criminal act of qualified theft for water,
 3. Penalty of imprisonment as charge,
 4. Cost of damages to District property or other private properties,
 5. Incidental expenses actually spent in the maintenance of peace and order in reaction to customer's attitude necessitating assistance from the PNP or other government official also expenses for uncovering such violations.

The above charges due to pilferage/ tampering are included in the district's Consolidated Anti-Pilferage Policy and Practice.

- c. If the discovery and apprehension was made possible by an informer volunteering information of the crime or pilferages the informer who is aided or assisted by the facilitator/witnesses are rewarded with substantial cash rewards of 50% and 30% respectively, of the total amount collected for consumption assessment and fines.
- d. In the case of connecting water services from an existing and legal service without approval from the District the illegal connector will be fined as follows, to wit:
 - a. 1st Offense - Written warning plus the admittance affidavit of the offender
 - b. 2nd Offense - P2,000.00
 - c. 3rd Offense - P6,000.00
 - d. 4th Offense - Court case applying District's consolidated Anti – Pilferage Policy and practice per the Provincial Water Utilities Act of 1973 and the Water Crisis Act of 1995.

OPERATING PROCEDURES

LIST OF FRONTLINE SERVICES

I. Maintenance / Production Division

Type of Frontline Services	Fees	Processing Time	Person/ Office Responsible
Respond to Leakages Report:			Plumber
Within 2km radius		1 hr	Plumber
Within 5km radius		2 hr	Plumber
Within 5km radius		4 hr	Plumber
Repair Major Leakages (site)			
Under the concrete, pavement			
-National highway		3 days	Plumber
-Barangay road		2 days	Plumber
-Foot walk		1 day	Plumber
Under earth pavement		3 hr	Plumber
Repair Minor leakages (site)			
Service connection		30 mins	Plumber
Water meter fittings		20 mins	Plumber
Installation (on job site)			
New connection		40 mins	Plumber
Reconnection		40 mins	Plumber
Re-opening (sealed)		1 mins	Plumber
Transfer of connection		50 mins	Plumber

II. Administrative Division

Type of Frontline Services	Fees	Processing Time	Person/Office Responsible
Informal Complaints:			
Text		1 minute	
Phone Call		1 minute	
E-mails		3 days	

III. Commercial Division

Type of Frontline Services	Fees	Processing Time	Person Responsible
Application:			
New Connection	1,700	5 days	Customer Service Assistant
Re-opening	300	4 days	Customer Service Assistant
Transfer of connection	300	4 days	Customer Service Assistant
Transfer of ownership	50	30 mins	Customer Service Assistant
Collection:			
Water bills	Based on consumption	3 mins	
Materials		4 mins	
Application fee		2 mins	
Re-opening fee		2 mins	

Transfer of Connection and Ownership		2 mins	
Complaints on:			
Service Connection Leakage-before meter		5 minutes	
Malfunction meter		5 minutes	
No water & Big Consumption		5 minutes	

PROCEDURES ON RELEASING OF OTHER SUPPLIES

1. Requesting personnel shall fill up and sign the Store Requisition Slip (SRS) in two (2) copies, listing all the items to be requested and the purpose thereof. Forwards the SRS to the storekeeper.
2. Storekeeper receives the SRS and checks if requested items are available in store; if available, indicate the cost or selling price whichever is applicable, in the corresponding items. Adds up the amount to get the total cost and forwards the SRS to the designated bookkeeper.
3. Bookkeeper-designate reviews the costing as reflected on the SRS and certifies for correctness. Forwards SRS to the Storekeeper.
4. For materials to be sold to customers:
 - 1.1 Storekeeper forwards the SRS to the customer to be presented to the collection assistant for payment.
 - 1.2 Collection Assistant receives cash and SRS from the customer and issues official receipt. Stamps paid the SRS and forwards to the storekeeper.
5. Should the customer requests for a copy of the SRS, the storekeeper shall provide a photocopy.
6. Storekeeper issues the items to the requesting or receiving personnel and requires him to sign the “received by” portion of the SRS. Signs the SRS to signify that the items were already issued.
7. Requesting or receiving personnel signs the SRS to signify receipt of the items.
8. Storekeeper records the items released in their corresponding bin cards. Files 2nd copy of the SRS.
9. At the end of the month, storekeeper prepares Report of Materials Issued and forwards to the Corporate Accounts Analyst/Bookkeeper supported with the SRS original copy.
10. Corporate Accounts Analyst/Bookkeeper reviews the Report of Materials Issued and records in the appropriate book of accounts.
11. Corporate Accounts Analyst/bookkeeper files the report.