

# **OPERATIONS MANUAL**

**BAGO CITY  
WATER DISTRICT**

## **Introduction**

This Operations Manual provides important organizational information as well as operations procedures for **BAGO CITY WATER DISTRICT (BACIWAD)**.

### **Scope of Operations Manual**

This Operations Manual will provide information such as billing and collection system; services offered and flow charts; service area; source of supply and pumping equipment; transmission and distribution system which is under the jurisdiction of Bago City Water District.

This Operations Manual will also show the general information about the District and the area of operation; organization and responsibilities; operational control and supervision and operating procedures which also crafted using the Bago City Water District approved Citizen's Charter.

Operation and maintenance measures and practices must be geared towards: (1) operating the system as designed; (2) preventing untimely deterioration or damage to the system; and (3) assuring satisfactory delivery of quality water 24/7.

Originally there are two (2) existing operational pipe water supply system located at the City proper and Barangay Ma-ao, constructed in 1960's and 1970's respectively and it was managed by NAWASA using 100 mm and 150 mm C.I. pipes. The LGU also installed similar sizes of ACP in some areas of the City proper.

### **Definition of Terms and Acronyms**

- **BAGO CITY WATER DISTRICT (BACIWAD)** – a Government Owned-and Controlled Corporation (GOCC) agency that provide potable water supply in the area of Bago City and the Municipality of Pulupandan.

As per LWUA MEMO CIRULAR NO. 001-11 (Classification of Commercial Connection)

### **CLASSIFICATION FACTOR AND DEFINITION**

#### **COMMERCIAL 2.00 – BUSINESS ESTABLISHMENT DIRECTLY USING WATER IN THEIR DAY TO DAY OPERATION**

1. Resorts, Hotels, Lodges and the like
2. Cafeterias managed by cooperatives, corp., etc.
3. Beerhouses, Bars, Nightclubs, and the likes
4. Restaurants, Carenderias, and the likes
5. Confectionaries, Bakeries, and ice cream parlors
6. Gasoline Stations
7. Bus Stations, Terminals, Ports including govt.-owned
8. Manufacturing, Processing Plant and the likes
9. Theaters
10. Ice Plants
11. Boarding houses, (with more than 3 boarders), Dormitories
12. Billiard halls and other gaming and entertainment places
13. CHB and concrete products manufacturers
14. Refilling Stations
15. Funeral Homes
16. Commercial Piggeries & Poultries

**SEMI COM-A (SC-A) 1.75-BUSINESS ESTABLISHMENT INDIRECTLY USING WATER IN THEIR DAY TO DAY OPERATION**

1. Dental and medical clinics, drugstores
2. Offices, including government business enterprises
3. Warehouses, Groceries, Wholesale and Retail Outlets
4. Furniture shops, gift shops, photo services
5. Fish and meat stalls in public markets with individual water meters
6. Tailoring and Dress Shops

**SEMI COM-B (SC-B) 1.50-SMALL BUSINESS ESTABLISHMENTS WITH CAPITALIZATION OF NOT MORE THAN P10, 000.00**

Such as:

1. Sari-sari stores
2. Vulcanizing and repair shop
3. Backyard Piggeries and Poultryes

**SEMI COM-C (SC-C) 1.25-APARTMENTS WHICH OWNERS ASSUME PAYMENT OF WATER BILLS USING ONE CENTRAL WATER METER**

- \* Located in a lot intended mainly for piggeries and poultryes, or in a residential lot of more than 1,000 sq. meters, piggery. With more than 10 heads, excluding piglets and poultryes of more than 200 layers/growers.
- \*\* Located beside/adjacent to a residential structure and inside the residential lot of not more than 1,000 sq. meters. Piggery of more than 5 but less than 10 heads, excluding piglets and poultry of more than 100 but less than 200 layers/growers.

## **General Information of BACIWAD**

### **History**

Bago City originally has two existing operational piped water supply system at the City Proper and Barangay Ma-ao, constructed in the 1960's and 1970's respectively. It was managed then by the now defunct NAWASA.

In September 1987, the system was transferred to the Bago City Water District (BACIWAD) upon its creation by virtue of Presidential Decree 198. The Conditional Certificate of Conformance (CCC) No. 317 was issued by LWUA to the Water District on October 29, 1987.

The City Proper then was served by two (2) deep well sources located in Barangay Balingasag and Barangay Ma-ao was served by a deep well but due to lot problem, it was replaced by a small spring. The City Proper has also two (2) elevated concrete tanks of 380 cu.m. and 200 cu.m. BACIWAD has only a total of 10 kms. more or less of distribution pipes ranging from 50 mm to 150 mm diameter serving 5 of 24 barangays in Bago City namely Barangay Poblacion and part of Barangays Sampinit, Balingasag, Lagasan and Ma-ao.

In 1998, the Danish International Development Assistance (DANIDA) had finalized the Project Study in Five Towns and Cities in Negros known as the Negros Water Supply and Sanitation Project (NWSSP) in which BACIWAD is one of the recipients.

In 1999 the Immediate Improvement Program (IIP) had started and followed by the Comprehensive Improvement Program (CIP) wherein additional deep well sources and elevated tanks were constructed together with the installation of 250 mm, 200 mm and 150 mm transmission lines and various sizes of distribution lines were laid out to saturate the existing service areas and the neighboring barangays and the Municipality of Pulupandan.

Presently, BACIWAD is serving 7 out of 24 barangays and supplies water to Pulupandan Water District on bulk sale.

## **VISION**

To be a BETTER WATER SERVICE PROVIDER for the people of Bago City and our neighboring municipality and visitors and to be a FACTOR AND CONTRIBUTOR in the improvement in their quality of life by the delivery of this most basic need with the competent and compassionate workforce.

## **MISSION**

The Bago City Water District (BACIWAD) is committed to the improvement of the living conditions and health situation of the target population of Bago City and the neighboring municipality through clean, safe, adequate and affordable water supply. Since we are a public utility organization, total quality management and full customer satisfaction are our indices of success.

Bago City Water District at present covers the following barangays:

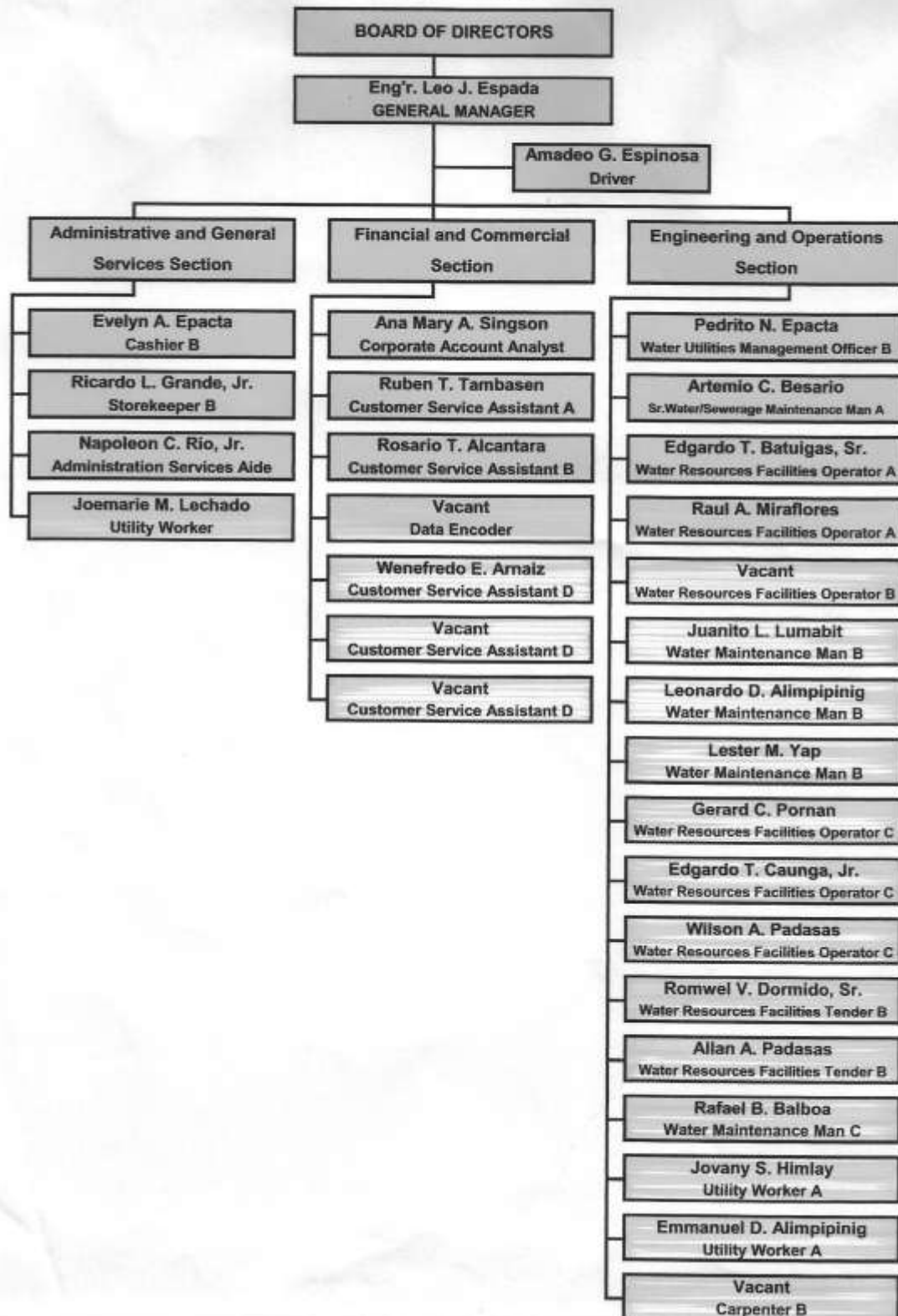
1. Poblacion
2. Lag-asan
3. Balingasag
4. Sampinit
5. Calumangan
6. Napoles
7. Ma-ao

# BAGO CITY WATER DISTRICT

Bago City, Negros Occidental

## ORGANIZATIONAL STRUCTURE

(Medium Category)



### Duties/ Functions and Responsibilities

<u>TITLE/POSITION</u>	<u>FUNCTION/S</u>
<b>Board of Directors</b>	<ul style="list-style-type: none"> <li>* Policy making body</li> </ul>
<b>General Manager C</b>	<ul style="list-style-type: none"> <li>* Implements Board's Policy</li> <li>* Prepares basic plan to carry out policies in achieving utility objectives, directs and controls utility activities towards that end.</li> <li>* Oversee the entire operations of the Water District (WD)</li> <li>* Attends meetings, seminars and conventions and official gatherings representing the WD.</li> <li>* Prepares agenda for the Board meetings and informed them of the WD status.</li> <li>* Proposes policies, rules, regulations and budget for Board's resolution.</li> <li>* Signs contracts in behalf of the WD upon approval of the Board.</li> </ul>
<b>Driver</b>	<ul style="list-style-type: none"> <li>* Maintains the vehicle assigned in good condition.</li> <li>* Withdraws and deposits collection to the bank.</li> <li>* Deliver, distributes and collects official documents to and from other government agencies.</li> <li>* To drive the office personnel on official travels.</li> </ul>
<b>Cashier B</b>	<ul style="list-style-type: none"> <li>* Receives daily collections from the office collectors.</li> <li>* Prepares report of collections and deposits daily.</li> <li>* Prepares checks and disbursed vouchers payable.</li> <li>* Prepares payroll bi-monthly.</li> <li>* Maintains petty cash fund.</li> </ul>
<b>Storekeeper B</b>	<ul style="list-style-type: none"> <li>* Receives all delivered supplies and materials and maintains records accurately.</li> <li>* Issues supplies and materials used for operation with proper documentations.</li> <li>* Request for replenishments of stocks when nearly empty.</li> <li>* Maintains continuous and accurate inventory.</li> </ul>
<b>Administration Services Aide</b>	<ul style="list-style-type: none"> <li>* Prepares customer ledger cards for posting of readings, consumption, payments and penalties.</li> <li>* Attends to the customer's needs and inquiries.</li> <li>* Encodes customer's data in the computer.</li> <li>* Other tasks that may be assigned.</li> </ul>



<b>Utility Workers</b>	<ul style="list-style-type: none"> <li>* Help in the repair and maintenance works in the water supply system</li> <li>* Acts as temporary pump operators when needed.</li> <li>* Help in maintaining the order and cleanliness in the office.</li> </ul>
<b>Corporate Account Analyst</b>	<ul style="list-style-type: none"> <li>* Prepares disbursement vouchers for payments.</li> <li>* Prepares monthly data and financial reports.</li> <li>* Calculates payrolls and required lawful deductions.</li> <li>* Prepares personnel appointment and service contracts of Job Orders.</li> <li>* Prepares all documents needed by COA, BIR, LWUA, and other government agencies.</li> </ul>
<b>Customer Service Assistant A</b>	<ul style="list-style-type: none"> <li>* Receives application for new service line connection.</li> <li>* Prepares meter reading schedule regularly.</li> <li>* Receives complaints and issues maintenance orders.</li> <li>* Maintains customers records.</li> <li>* Conducts orientation to new applicants of water connection.</li> </ul>
<b>Customer Service Assistant B</b>	<ul style="list-style-type: none"> <li>* Receives customer complaints and refer it to the personnel in charge.</li> <li>* Prepares billing summary.</li> <li>* Prepares communications, notices, agenda and minutes of the BOD meeting.</li> <li>* Maintains employees leave cards.</li> </ul>
<b>Data Encoder</b>	<ul style="list-style-type: none"> <li>* Prepares meter reading sheet.</li> <li>* Encodes meter reading of each concessionaire.</li> <li>* Prepares billings per zone.</li> <li>* Maintains the computer database.</li> </ul>
<b>Customer Service Assistant D</b>	<ul style="list-style-type: none"> <li>* Receives payments from the concessionaires.</li> <li>* Prepares daily collection report.</li> <li>* Posting of reading, consumption, and penalties to the customer ledger card.</li> <li>* Prepares abstract of bids.</li> </ul>

<b>Water Utilities Management Officer B</b>	<ul style="list-style-type: none"> <li>* Determines production requirements and develops proper pumping schedules.</li> <li>* Ensure a 24/7 customer service for a safe, potable water supply.</li> <li>* Maintains accurate records as to daily production, well data and equipment and machinery history.</li> <li>* Prepares regular monthly schedule of pump operations and pump tenders.</li> <li>* Supervises all production and maintenance operation activities.</li> <li>* Design production facilities and supporting documents for procurement.</li> </ul>
<b>Senior Water/Sewerage Maintenance Man A</b>	<ul style="list-style-type: none"> <li>* Supervise all repairs and maintenance works in the transmission and distribution lines.</li> <li>* Make schedule of elevated tanks cleaning and proper maintenance.</li> <li>* Conducts regular backwashing of filters and flushing of distribution lines.</li> <li>* Deliver fuel to generator sets at the pumping stations during power failures.</li> </ul>
<b>Water Resources Facilities Operators A, B, and C</b>  <b>and</b>  <b>Water Resources Facilities Tender B</b>	<ul style="list-style-type: none"> <li>* Operates pumping equipments properly.</li> <li>* Records all necessary data required during pumping operations.</li> <li>* Reports immediately to supervisor any trouble in the pumping station that can paralyze our operations.</li> <li>* Observe daily operating log book.</li> <li>* Observe proper cleanliness in the vicinity of the pump house.</li> </ul>
<b>Water Maintenance Man A and B</b>	<ul style="list-style-type: none"> <li>* Receives Maintenance Orders for the repairs and maintenance of the system.</li> <li>* Taps and install pipelines.</li> <li>* Install new water connections for the new concessionaires.</li> <li>* Serve Notice of Disconnection.</li> <li>* Disconnect and reconnect water connections.</li> </ul>
<b>Utility Worker A</b>	<ul style="list-style-type: none"> <li>* Assist in all the repair and maintenance works of the water water system.</li> <li>* Help in the maintenance of the Administrative Office.</li> <li>* Assigned as Facilities Tender when needed.</li> </ul>

<b>Water Utilities Management Officer B</b>	<ul style="list-style-type: none"> <li>* Determines production requirements and develops proper pumping schedules.</li> <li>* Ensure a 24/7 customer service for a safe, potable water supply.</li> <li>* Maintains accurate records as to daily production, well data and equipment and machinery history.</li> <li>* Prepares regular monthly schedule of pump operations and pump tenders.</li> <li>* Supervises all production and maintenance operation activities.</li> <li>* Design production facilities and supporting documents for procurement.</li> </ul>
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## **Operational Control and Supervision**

Activities in any pumping station operation must be thoroughly programmed for optimum utilization. To ensure consistency in the operations implementation and flexibility of plumber, the following are guidelines and practices in the operation

### **1. Water Distribution Lines**

- Always maintain positive line pressure to prevent backflow from private storage and intrusion of foreign water that may pollute or contaminate the system.
- When manipulating valves, operate in such manner as to prevent sudden changes in velocity and flow reversal to pipes not normally subject to flow reversal that might stir up sediments and make the water dirty.
- Set up a routine program for flushing dead ends where chronic complains occurs.
- In distribution areas having considerable deposit of sediments, implement a complete flushing program. If necessary, install additional blow-off or hydrant valves.

New connections use PE tubing and brass fittings while old connections were made of G.I. connection were metered and extensive leak repair on connection is being implemented.

### **I) Budgeting**

#### **A) General**

- In the beginning of the 4<sup>th</sup> quarter, next year's budget is prepared upon by the General Manager gathered the actual year to date income and expenses from the Corporate Account Analyst as his guide for the preparation of the projected income and expenses for next year's budget.
- The General Manager discusses and reviews the proposed budget together with the Section Heads.
- The General Manager presents the Water District's total Budget to the Board of Directors for their review and approval.

## **II) General Accounting and Management Information**

- The Corporate Account Analyst prepares the journal voucher for miscellaneous transactions which were not taken up in the specialized journals.
- The Corporate Account Analyst posts the amounts in the journal vouchers to the general and subsidiary ledgers. After balancing these journals, she posts their total amounts to the general ledger and the subsidiary ledgers.
- The Corporate Account Analyst extracts the balances of the general ledger accounts and records these balances in the trial balance.
- The Corporate Account Analyst prepares the following reports:
  - Statement of Income
  - Detailed Statement of Revenues and Expenses
  - Cash Flow Statement
  - Balance Sheet
  - Statement of Retained Earnings
- The reports are received by the General Manager for his review and approval. The General Manager submits the reports to the Board of Directors if needed and other interested parties such as the Local Water Utilities Administration (LWUA) and Commission of Audit (COA).

## **III) Liquidation of Advances to Officers and Employees**

- Receives the statement of expenditures and supporting documents on the liquidation of advances from officers or employees. Checks the authenticity of the transactions and the presence of signatures of authorized approving authority on the supporting documents and the statement of expenditures.
- Compares amount of the cash advance in the statement of expenditures with the advances subsidiary ledger of the submitting officer or employee to ensure that amounts in both records tally.
- Numbers the statements of expenditures consecutively using the month and consecutive number coding system.
- Places account distribution on the statement of expenditures. Records the account distribution in the advances account distribution worksheet.

- At the end of the month, totals the account distribution worksheet. Prepare corresponding Journal Voucher.

#### **IV) Disbursement**

##### **A) Payment to Local Suppliers**

- The Corporate Account Analyst is responsible for checking compliance of supplier with the proper procurement procedures.
- The Check Voucher is prepared by the Corporate Account Analyst only after receipt of all the required supporting documents.
- After approval of the General Manager, the Corporate Account Analyst records the Check Voucher in the Voucher Register and posts to the Stock Card of the Property Card the quantity and cost of the items purchased.

##### **B) Working Fund/Petty Cash Fund Operation**

- The Working Fund is used to pay petty cash expenses either at the District Office or the project office.
- Payments are supported by the Working Fund Voucher and by other supporting papers.
- When cash balance of the fund reaches the set minimum level, the voucher for expenses are made summarized in the Working Fund Voucher Summary and presented to the Corporate Account Analyst for replenishment of the fund.
- In case of liquidation of the fund, the cash balance, if any, is to be turned over to the Cashier.

##### **C) Check Preparation**

- On or before the due date of the obligation, the check is prepared by the Cashier. The check number, date, and the amount are recorded in the corresponding check voucher.
- All checks are "crossed" and made payable in the name of the payee.
- After the check, the Check Voucher, and the supporting documents are reviewed and signed by the authorized signatories, these documents are returned to the Cashier for distribution and recording of the check voucher in the Cashier's cash book.

- The Corporate Account Analyst receives a copy of the Check Voucher and the supporting documents from the Cashier for recording in the Check Register and notation of payment in the Voucher Register to close the liability.

**D) Bank Reconciliation**

- Upon receipt of the Bank Statement, a Bank Reconciliation Statement is prepared by the Corporate Account Analyst to reconcile the cash balance in the Bank Statement with the General Ledger cash balance.
- In case of any bank error, a letter to bank citing the differences is prepared. In case of a District's error, a Journal Voucher is prepared to correct the error.

**E) Refund of Customer Deposit**

- Refund of customer deposits is made after the Posting and Billing Clerk has noted on the Refund Authorization the balance of receivables from the customer which are offset against the deposit.
- If there is a refund, the necessary check voucher is prepared; if the deposit is less than or equal to the receivables from customer, a Journal Voucher is prepared offsetting the deposit against the receivables.

**V) Payroll**

- The Payroll for regular, casual and job order is prepared by the Corporate Account Analyst. The Authority to Overtime form indicates the personnel action approved by the General Manager.
- The payroll is prepared twice a month for regular, casual and job order employees.
- Time cards signifying time in and out are punched in the Bundy clock for water district with this facility. A log book will also determine the daily work records as the basis of determining regular overtime compensation, and undertime deductions for regular employees in case no Bundy clock is available especially to the Pump Operators who are assigned in different Pump Station far away from Water District office area. In either method of recording working hours, construction and maintenance personnel will prepare Daily Work Records as a basis for distributing labor cost.

- Vacation and sick leaves are mentioned in a Leave Credit Record are maintained by the Customer Service Assistant B.
- Water District employees who resign, transfer, go on indefinite leave, or are suspended or separated are given clearance if they have no accountabilities with the District; consequently, they are dropped from the payroll. Accounts of employees who are not given clearances are offset against employees' due wages and, if there are any remaining account balances, the employees are asked to make promissory notes for their liabilities.
- Check vouchers are prepared for remittances of deductions are made from employees' wages for certain government agencies and other authorized institutions, like the BIR and GSIS, Pag-ibig, and PhilHealth.

## **VI Purchasing**

- The Purchasing Agent is responsible for obtaining needed materials and supplies at the lowest possible price consistent with the required quantity, quality and service. To perform this function effectively, he should conduct periodic visits to suppliers to observe their facilities, organization, and operations and to obtain information should be passed on to the operating personnel for possible use of the products in the construction, operation, and maintenance of the water system.
- The performance of suppliers' for past should be considered in the determination of possible sources of supply.
- Approval of the Purchase Order is made by the General Manager.
- Request for Quotation are secured from at least three suppliers by the Bids and Awards Committee (BAC).
- Emergency purchases are allowed only if the needed material is exceptionally urgent or absolutely indispensable for preventing immediate danger to life or property or for avoiding detriments to public service.
- All emergency purchases are to be covered by a Purchase Order just like a regular purchase. For duly authorized emergency purchases, the Purchasing Agent may personally canvass the prices of the requisitioned item from the local market, if canvass is not available. On the basis of the quotations received, the Purchasing Agent purchases the requisitioned item from the supplier offering the lowest price consistent with the quality, quantity, and service required.



- Purchase Orders, should be basis to follow up. To facilitate follow up, the Purchasing Agent should maintain an updated unserved orders file in which the Purchase Order copies will be filed according to supplier. The other copies of Purchase Order are filed numerically for control purposes.
- For reference and control purposes, the Purchase Requisition should also be filed numerically, after preparing the Purchase Order there from and approval of the Purchase Order.

## **VII) Requisitioning of Materials and Supplies**

### **A) Ordering of Stock Items**

- Regular stock items are reordered whenever the available stock (on hand plus ordered) reaches or falls below the reorder point.
- The reorder quantity is based on the established level for the particular item. However, in case of a sudden increase in consumption, the reorder quantity may be increased to bring back the inventory to the maximum level. Proper justification should be indicated in the PR.
- The Storekeeper is responsible for following up all pending requisitions.
- The Storekeeper periodically reviews the reorder points and reorder quantities of regular stock items and recommends changes, if necessary, to the Section Head. The Section Head is consulted to determine the projected needs of their respective sections for the items. Likewise, the Purchasing Agent is consulted for possible changes in procurement lead times, unit prices, and other purchasing consideration.

### **B) Return of Materials to Suppliers**

- Delivered materials which are found to be defective (with hidden defect not noted during inspection) should be returned immediately to the supplier.
- Upon discovery of a defective item, the Storekeeper request the Purchasing Agent to make arrangements with the supplier for the return (if the replacement is not possible) on the defective item.

- All materials returned to the supplier are covered by a Materials Returned to Supplier form approved by the Storekeeper.

### **VIII) Work Order and Construction Cost**

- A Work Order is prepared for all proposed to be undertaken, classified as follows:
  - Construction and/or expansion of major waterworks projects such as wells and pumping stations, distribution mains, and others.
  - Installation of major machinery and equipment
  - Major repairs and replacement of fixed asset, if such repairs will prolong the life of the fixed assets or increase its operating efficiency; minor repairs and regular maintenance work will be covered by a Job Order and all expenses associated with it will be charged to operations.
  - General improvements, such as the construction of facilities intended for the welfare of the employees and/or the community.
  - Retirement of major fixed assets, specifically those which entail material and labor costs in dismantling.
- Only projects which are provided for in the approved Capital Expenditures Budget are considered for construction. These projects should be covered by Work Orders.
- Work Orders are prepared as soon as the design and engineering work in the proposed project completed. Sufficient time should be allotted for the review and approval of the Work Order and the supporting detailed plans, drawings, and specifications. For projects intended to be contracted out, adequate time should be provided for the process of advertising and awarding bids or the negotiation of contracts so that the entire process is completed prior to the date on which the construction of the project to begin.
- Work Order for deferred projects are resubmitted for review and approval on a specified future time.
- A Work Order Status Report, showing the percentage of completion and costs incurred to date, is prepared monthly. This report serves as a management tool in controlling construction projects by comparing the scheduled date of completion against the actual percentage of physical and actual accomplishment.

Republic of the Philippines  
**BAGO CITY WATER DISTRICT**

<b><u>MAINTENANCE ORDER</u></b>					
NAME _____				DATE _____	
SERVICE ADDRESS _____				METER NO. _____	
ACCOUNT NO. _____				M.O. NO. _____	
<input type="checkbox"/> READ	<input type="checkbox"/> TURN OFF	<input type="checkbox"/> REPAIR BOX		PREPARED BY: _____	
<input type="checkbox"/> STUCK	<input type="checkbox"/> METER LEAK	<input type="checkbox"/> LEAK CHECK		APPROVED BY: _____	
<input type="checkbox"/> TURN ON	<input type="checkbox"/> TEST	<input type="checkbox"/> OTHERS			
<input type="checkbox"/> REMOVE	METER NO.	SIZE	KIND/BRAND	READING	REMARKS: _____
<input type="checkbox"/> SET					
<input type="checkbox"/> OTHERS					
TEST RESULTS:		<input type="checkbox"/> FIELD		DATE COMPLETED: _____	
		<input type="checkbox"/> SHOP		BY: _____	
		TESTED BY: _____		PLUMBER	
		DATE: _____			

Republic of the Philippines  
**BAGO CITY WATER DISTRICT**

**SERVICE REQUEST**

CONCESSIONAIRE \_\_\_\_\_ NO. \_\_\_\_\_  
SERVICE ADDRESS \_\_\_\_\_

REQUEST RECEIVED BY: _____ DATE _____	APPROVED BY: _____	COMPLETED ACTION REVIEWED BY: _____
<input type="checkbox"/> DIRTY WATER <input type="checkbox"/> NO WATER <input type="checkbox"/> HIGH CONSUMPTION <input type="checkbox"/> TASTE OR ODOR <input type="checkbox"/> HIGH PRESSURE <input type="checkbox"/> LOW PRESSURE <input type="checkbox"/> METER LEAK <input type="checkbox"/> REREAD	ACTION TAKEN: _____ _____ _____ By: _____ METER READER / PLUMBER	
OTHERS (Specify) _____ _____ _____ _____ _____ _____ _____	TO CONCESSIONAIRE: Did action taken satisfy your request? <div style="text-align: right;"><input type="checkbox"/> YES <input type="checkbox"/> NO</div> SIGNATURE _____	

Customer Type: Residential  
Meter Size: 1/2"

0	10	0.00	152.00
11	20	15.85	152.00
21	30	17.50	310.50
31	40	18.90	485.50
41	50	20.40	674.50
51	99,999	21.95	878.50

Customer Type: Residential  
Meter Size: 3/4"

1.00

0	10	0.00	243.20
11	20	15.85	243.20
21	30	17.50	401.70
31	40	18.90	576.70
41	50	20.40	765.70
51	99,999	21.95	969.70

Customer Type: Government  
Meter Size: 1/2"

0	10	0.00	152.00
11	20	15.85	152.00
21	30	17.50	310.50
31	40	18.90	485.50
41	50	20.40	674.50
51	99,999	21.95	878.50

Customer Type: Commercial  
Meter Size: 1/2"

0	10	0.00	304.00
11	20	31.70	304.00
21	30	35.00	621.00
31	40	37.80	971.00
41	50	40.80	1,349.00
51	99,999	43.90	1,757.00

Customer Type: Commercial "A"  
Meter Size: 1/2"

0	10	0.00	266.00
11	20	27.70	266.00
21	30	30.60	543.00
31	40	33.05	849.00
41	50	35.70	1,179.50
51	99,999	38.40	1,536.50

Customer Type: Commercial "B"  
Meter Size: 1/2"

0	10	0.00	228.00
11	20	23.75	228.00
21	30	26.25	465.50
31	40	28.35	728.00
41	50	30.60	1,011.50
51	99,999	32.90	1,317.50

Customer Type: Commercial "C"  
Meter Size: 1/2"

0	10	0.00	190.00
11	20	19.80	190.00
21	30	21.85	388.00
31	40	23.60	606.50
41	50	25.50	842.50
51	99,999	27.40	1,097.50

Customer Type: Bulk  
Meter Size: 1/2"

0	1	0.00	12.00
2	99,999	12.00	12.00

Customer Type: Cluster  
Meter Size: 1/2"

0	1	0.00	15.20
2	99,999	15.20	15.20

$$1" = \times 3.20$$

$$= 486.4' \quad (\text{MIN.})$$



Republic of the Philippines  
**BAGO CITY WATER DISTRICT**

Social Justice Complex  
Rafael Solas Drive  
Bago City, Negros Occidental  
Tel. No. 365

**RESOLUTION NO. 20**  
**Series of 2001**

**RESOLUTION OF THE BOARD OF DIRECTORS OF THE BAGO CITY WATER DISTRICT (BACIWAD) APPROVING THE IMPLEMENTATION OF THE NEXT WATER RATE AND THE SUBSEQUENT PROJECTED WATER TARIFF SCHEDULE WHICH WERE PREPARED BY THE LOCAL WATER UTILITIES ADMINISTRATION (LWUA).**

WHEREAS, a series of water rates was presented during the last Project Presentation of the Negros Water Supply and Sanitation Project (NWSSP) held last October 25, 1997 at the Bago City Coliseum and Cultural Center;

WHEREAS, the implementation of the next water rate of P127.00 as Minimum Charge will be on July this year;

WHEREAS, the subsequent water rates with Minimum Charge of P152.00, P167.00, P187.00 and P207.00 will be implemented on January 2002, January 2003, July 2005 and January 2007 respectively;

WHEREAS, water rates of P167.00 and thereafter will be presented first for Public Hearing and will be approved by LWUA before implementation;

WHEREAS, the Body also reserves some consideration of the economic situation of our consumers, that if BACIWAD can operate and maintain safely and most important can pay all its financial obligations and continuously expanding its services, the implementation of the subsequent water rates will be properly evaluated.


NOW THEREFORE, on motion of Director Alejo T. Torretijo, unanimously seconded and approved by all the Members of the Board present,

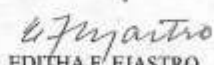
RESOLVED, as it is hereby resolved to approved the implementation of the next water rate and the subsequent projected water tariff schedule which were prepared by the Local Water Utilities Administration (LWUA).

UNANIMOUSLY APPROVED:

Passed: June 5, 2001

We hereby certify to the correctness of the above-stated Resolution.

  
LUIS N. SEDONIO  
Member

  
EDITHA F. EJASTRO  
Treasurer

  
ALEJO T. TORRETIJO

  
FELICIANO L. DENILA



Republic of the Philippines  
**BAGO CITY WATER DISTRICT**  
Social Justice Complex  
Rafael Salas Drive  
Bago City, Negros Occidental  
Tel. No. 4610-365

**RESOLUTION NO. 07**  
Series of 2005

**RESOLUTION OF THE BOARD OF DIRECTORS OF THE BAGO CITY WATER DISTRICT (BACIWAD) ADOPTING THE NEWLY APPROVED WATER RATES SCHEDULE BY THE LOCAL WATER UTILITIES ADMINISTRATION (LWUA) TO BE IMPLEMENTED STARTING ON THE 1<sup>ST</sup> OF MAY, 2005 CONSUMPTION.**

WHEREAS, BACIWAD previously increased its water rates from a Minimum Charge (MC) of P98.00 to P127.00 last January 1, 2000;

WHEREAS, the next water rates increase was originally scheduled last January 2002, as presented during the last Project Presentation and Public Hearing held at the Bago City Coliseum and Cultural Center last October 25, 1997 has a Minimum Charge of P152.00;

WHEREAS, due to the good financial condition of BACIWAD, the said scheduled water rates increase was postponed for three (3) years and four (4) months;

WHEREAS, the recent increases in the production cost, operating and maintenance cost due to higher cost of fuel products and water supply equipments and materials; and the upgrading from small to medium category, BACIWAD has no choice but to implement the previously scheduled water rates increase;

WHEREAS, the new Water Rates Schedule was recently approved by LWUA as per BOT Resolution No. 73 series of 2005 passed last April 5, 2005 and can be implemented after at least seven (7) days of posting in the conspicuous places in the service area.

NOW THEREFORE, upon motion of **Director Luis N. Sedonio**, unanimously seconded by all the Members of the Board present,

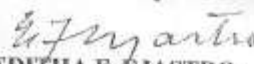
RESOLVED, as it is hereby resolved to adopt the newly approved water rates schedule by LWUA to be implemented starting on the 1<sup>st</sup> of May, 2005 consumption.

UNANIMOUSLY APPROVED;

Passed: April 11, 2005


We hereby certify to the correctness of the above-stated Resolution.

  
**ALEJO T. TORRETIJO**  
Vice-Chairman

  
**EDITHA F. EJASTRO**  
Treasurer

  
**FELICIANO L. DENILA**  
Chairman

  
**ALICE P. BALBOA**  
Secretary

  
**LUIS N. SEDONIO**  
Member

**BAGO CITY WATER DISTRICT**  
 Social Justice Complex, Rafael Salas Drive  
 Bago City  
 Tel. Nos. 4610365 / 7328177

Investigation of Application	
Name _____	System is _____ Adequate
Address _____	_____ In-adequate
I hereby apply for a water service connection /re-opening, size _____ to be located at _____	
Remarks: _____	
Investigated By: _____	

I understand that the connection will not be made unless 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 Bago City Water District.  <div style="display: flex; justify-content: space-between;"> <span>Signature of Applicant _____</span> <span>Date _____</span> </div>	Application Fee P _____ Meter Payment _____ Inspection Fee _____ Additional Materials _____ Miscellaneous Fee _____	Date Paid _____  O.R. No. _____
	Total Amount Due P _____	
SKETCH OF LOCATION OF PROPOSED SERVICE:          	RECOMMENDING APPROVAL:  <div style="text-align: center;"> <u><b>RUBEN T. TAMBASEN</b></u>  <i>Chief, Commercial Division</i> </div>	
	APPROVED FOR CONSTRUCTION:  <div style="text-align: center;"> <u><b>ENGR. LEO J. ESPADA</b></u>  <i>General Manager</i> </div>	
	Installed By: _____	
	Date _____	
	Serial No. _____	
Meter No. _____		
Account _____		

*"You'll never miss the water till the well runs dry."*



**BAGO CITY WATER DISTRICT**  
**Social Justice Complex, Rafael Salas Drive**  
**Bago City**

**APPLICATION AND CONTRACT FOR WATER SERVICE**

Application is hereby made on water service to be supplied by the Bago City Water District, to be used by me in accordance with the rules and regulations formulated by the Board of Directors, now in force may be in force thereafter.

In addition I hereby agree to:

1. Pay the Bago City Water District all the necessary fees before the installation of my service will be undertaken.
2. Use the water exclusively for domestic or purposes indicated hereunder and never to irrigate crops or water ponds or pools.
3. Use the water service on a month to month basis.
4. Notify the Bago City Water District when as an owner I transfer ownership of the property, when as tenant, I leave the premises.
5. Pay monthly to the Bago City Water District for the water service.
6. Authorize representative of the Bago City Water District to enter my premises anytime to enable them to perform their official duties.
7. Guarantee that no tapping will be made on my service pipe from water main to the water meter and agree to maintain expenses of same.
8. Disallow any sub-connection from my water service without the authority of the Bago City Water District.
9. Disconnect the service upon violation of the terms of the contract or when the Bago City Water District has reasonable grounds to believe that the customer is using the water service in violation of rules and regulations or office policies.
10. The Bago City Water District shall not be responsible for the interruption of the service due to cause beyond its control.
11. Give full authority to plumber where to mount water meters such that location is most accessible and convenient to representative of the District.
12. Tampering of water meters or acts whereby water is drawn in deceitful manners are strictly prohibited as specified in the memorandum. (Back Page)

Bill to  
Collection Address  
Connection requested  
Location of service ZONE NO.  
Water Meter Make  
Size of Meter  
Serial No.  
Date Meter Mounted  
Reading on Meter: INITIAL READING:

\_\_\_\_\_  
(Signature of Applicant)

APPROVED:

\_\_\_\_\_  
ENGR. LEO J. ESPADA  
General Manager

## LIST OF FRONTLINE SERVICES

PROCESSING OF APPLICATION FOR NEW SERVICE CONNECTION						
Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Processing Time	Person In-Charge
1	Present Sketch of Location	Cleared as to the account and source location briefing		Location Plan/Sketch	5 mins.	Mr. R. Tambunan
2		Inform the applicant of requirements		Checklist	2 mins.	Mr. R. Tambunan
3	Submission of Requirements and Documents	Check documents submitted and require applicant of site inspection fee		Copy of Lot Title/ Authorization from the Owner/L.D./Res. Cert.	10 mins.	Mr. R. Tambunan
4	Pay Site Inspection fee and present O.R. to their in-charge personnel.	Issue O.R., issue application form and contract.	60.00	Application Form	5 mins.	Mr. R. Tambunan
5	Understood, Fill Out and Submit Form	Verify, inform the applicant of their responsibilities and issue application number.			5 mins.	Mr. R. Tambunan
6		Log and forward to repair and maintenance for field inspection			3 mins.	Mr. R. Tambunan

## LIST OF FRONTLINE SERVICES

SERVICE REQUEST-DISCONNECTION(VOLUNTARY)						
Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Processing Time	Person in-Charge
1.	Fill-out and Submit Form	Log and Forward to Repair and Maintenance		Service Request Form	3 mins.	Mr. R. Tambunan
2.	Sign Acknowledgment Form	Disconnect Service Connection		Service Request Form	30 mins.	Mr. A. Baranto
3.		Safe keeping of the water meter for future reconnection		Water District Logbook	5 mins.	Mr. D. Singulides
END OF TRANSACTION						

## LIST OF FRONTLINE SERVICES

SERVICE REQUEST-CONVERSION OF WATER CONNECTION SIZE						
Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Processing Time	Person In-Charge
1	Inquire the procedure for conversion of water connection size	Prepare form to be filled out		Service Request Form	3 mins.	Mr. R. Tambasen
2		Log and Forward to Repair and Maintenance for field inspection			3 mins.	Mr. R. Tambasen
3		Actual field inspection and submit report			20 mins.	Mr. A. Besado
4	Sign Acknowledgment Form	Prepare the bill materials		Acknowledgment Form	5 mins.	Mr. R. Tambasen
5	Payment of the Bill of Materials	Receive Payment			5 mins.	Designated collector
6		Approval by General Manager and forward to personnel in-charge				GM Leo Espada
7		Install the new water connection			Within the day	Mr. A. Besado
END OF TRANSACTION						

## LIST OF FRONTLINE SERVICES

SERVICE REQUEST-RECLASSIFICATION OF CONNECTION						
Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Processing Time	Person In-Charge
1	Inquire the procedure for reclassification	Prepare form to be filled out		Service Request Form	3 mins.	Mr. R. Tambasen
2	Explain reason/s for reclassification	Log and forward to Repair and Maintenance for field inspection			3 mins.	Mr. R. Tambasen
3		Actual field inspection and submit report			30 mins.	Mr. A. Besaric
4		Re-classify service connection			2 mins.	Mr. M. Perez
END OF TRANSACTION						

## LIST OF FRONTLINE SERVICES

SERVICE REQUEST-TRANSFER OF SERVICE CONNECTION						
Step	Applicant/Client	Service Provider	Fee	Form to Fill Out	Processing Time	Person In-Charge
1	Inquire the procedure for transfer of service connection	Prepare form to be filled-out for assessment		Service Request Form	5 mins.	Mr. R. Tambunan
2		Log and Forward to Repair and Maintenance for field inspection			3 mins.	Mr. R. Tambunan
3		Actual field inspection and submit the list of materials needed			20 mins.	Mr. R. Tambunan
4	Pay transfer fee and materials needed for transfer	Receive Payment	P 200.00 plus materials needed		5 mins.	Designated Collector
5		Transfer service connection			Within the day	Mr. A. Benito
END OF TRANSACTION						

## LIST OF FRONTLINE SERVICES

SERVICES REQUEST-CHANGE OF CONCESSIONAIRES NAME						
Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Processing Time	Person In-Charge
1	Inquire the procedure to change of concessionaires name	Prepare form to fill-out		Service Request Form	3 mins.	Mr. R. Tambazon
2	Show Identification Card and Residence Certificate	Verify if the applicant has no previous records			2 mins.	Mr. R. Tambazon
3		Change of Concessionaires name			2 mins.	Mr. M. Faraz
END OF TRANSACTION						

PROCESSING OF APPLICATION FOR NEW SERVICE CONNECTION						
Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Processing Time	Person In-Charge
7		Actual field inspection and quantifying the need of water supply materials (Apply excavation permit if needed).			1 day	Mr. A. Basalo
8	Prepare Lay-out	Prepare assessment and inform applicant for payment.		Application Form	10 mins.	Mr. R. Tambasan
9	Pay Installation Charges	Receive Payment	P 1,625		5 mins.	Designated Collector
10		Assign new Account Number, recommends approval and forward to General Manager for construction approval.		Application Form	5 mins.	Mr. R. Tambasan
11		Approval by General Manager and forward to personnel in-charge.		Application Form		GM Leo J. Capala
12	Sign acknowledgement form	Install water connection.		Application Form and Materials Acknowledgement Form.	1-2 days	Mr. A. Basalo
TOTAL INSTALLATION FEE P 1,625.00						
END OF TRANSACTION						

## LIST OF FRONTLINE SERVICES

COLLECTION OF PAYMENTS						
Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Processing Time	Person In-Charge
1	Present current water bill given by the meter reader	Receives water bill and compares account number and amount with office copies/files			1 min.	Designated Collector
2	Inform the collector how much or how many bills are you going to pay if you have arrears	Verify bills if there is Notice of Disconnection, receive payments and issue Official Receipt.	water bill		2-3 mins	Mr. R. Tambunan
3	Reconsideration for non-payment of water bill after it was due	Know the reasons why client can't pay and when he/she can fully pay		Promissory Note	3 mins.	Mr. R. Tambunan
END OF TRANSACTION						

## LIST OF FRONTLINE SERVICES

SERVICE REQUEST-FLUSHING OF DISTRIBUTION/SERVICE LINE						
Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Processing Time	Person In-Charge
1	Fill-Out Form to request for flushing of distribution/service line	Log and forward to General Manager for approval		Service Request Form	3 mins.	Mr. R. Tambunan
2		Approval by General Manager and forward to personnel in-charge				GM Leo Capala

## LIST OF FRONTLINE SERVICES

SERVICE REQUEST-MAJOR REPAIRS, CLOGGED UP LINES BEFORE THE WATER METER						
Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Duration of Activity	Person In-Charge
1		Site inspection and Assessment	None	Materials Requisition and Issuance Slip	15 mins	Mr. A. Besario
2		Maintenance and repairs crew return to site for repair	None		Within a day	Mr. A. Besario
END OF TRANSACTION						

## LIST OF FRONTLINE SERVICES

SERVICE REQUEST-RECONNECTION						
Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Processing Time	Person In-Charge
1	Inquire for the total amount to be paid	Compute the total amount to be paid including penalties			5 mins	Mr. R. Tamkizer
2	Pay all the necessary charges including reconnection fee	Receive payment	P 100.00		5 mins	Designated Collector
3		Retrieve records of the previous water meter and release additional materials for reconnection		Logbook and materials requisition and issue slip	10 mins	Mr. D. Singulato

## LIST OF FRONTLINE SERVICES

SERVICE REQUEST-MAJOR REPAIRS,CLOGGED UP LINES BEFORE THE WATER METER						
Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Duration of Activity	Person In-Charge
1		Site inspection and Assessment	None	Materials Requisition and Issuance Slip	15 mins.	Mr. A. Besario
2		Maintenance and repairs crew return to site for repair	None		Within a day	Mr. A. Besario
END OF TRANSACTION						

## LIST OF FRONTLINE SERVICES

SERVICE REQUEST-RECONNECTION						
Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Processing Time	Person In-Charge
1	Inquire for the total amount to be paid	Compute the total amount to be paid including penalties			5 mins.	Mr. R. Tambores
2	Pay all the necessary charges including reconnection fee	Receive payment	P.300.00		5 mins.	Designated Collector
3		Retrieve records of the previous water meter and release additional materials for reconnection		Logbook and materials requisition and issue slip	10 mins.	Mr. D. Singularis



## LIST OF FRONTLINE SERVICES

SERVICE REQUEST - INSPECTION OF SERVICE CONNECTION DUE TO HIGH CONSUMPTION						
Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Processing Time	Person In-Charge
1	Submit Fill-Out Form provided by the Water District.	Log and Forward to repair and maintenance for field inspection		Service Request Form	5 mins.	Mr. R. Tambasen
2		Actual field inspection and submit report			30 mins.	Mr. A. Beasato
3	Sign acknowledgement form	Inform the consumer the cause of high consumption		Service Request Form	3 mins.	Mr. R. Tambasen
4		Replaces water meter if needed (but not damage)	none	Service Request Form	1 hour	Mr. A. Beasato
5		Water meter is forcibly damaged	actual cost of water meter		1 hour	Mr. A. Beasato
END OF TRANSACTION						

## LIST OF FRONTLINE SERVICES

SERVICE REQUEST-LEAK REPAIRS, CLOGGED UP LINES BEFORE THE WATER METER						
Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Duration of Activity	Person In-Charge
1	Report any service line leaks and clog up	Explain to concessionaire rules concerning leaks or any repairs	None	Service Request Form	5 mins	Mr. R. Tambasen
2		Site inspection to determine the materials needed and scope of work	None		30mins	Inspection Crew/ Plumber
3		Provide materials after the Requisition and Issuance Slip is filled out after	None	Requisition and Issuance Slip	15mins	Plumber

**BAGO CITY WATER DISTRICT**  
Social Justice Complex, Rafael Salas Drive  
Bago City

Memorandum:

All Consumers  
Bago City Water District  
Bago City

Your attention is hereby invited to Section 31 Paragraph D of Presidential Decree 198 which partly reads:

"Any person who install any water connection without the previous authority from the Water District established under this Decree, tampers water meters or uses jumpers or other device whereby water is stolen ... etc... shall upon conviction be punished by prison correctional its minimum period or a fine ranging from P2,000.00 to P6,000.00."

In this connection, the following acts are prohibited:

1. Cutting or loosening of a water meter seal.
2. Breaking of dial glass.
3. Detachment, destruction or losing a pointer.
4. Disfiguring of the dial to enable a reader to read the figure clearly.
5. Detachment or losing of lid or cover of a meter.
6. Removing or losing of an inside mechanism.
7. Unauthorized disconnection of a water meter.
8. Losing a government owned water meter.
9. Reversing of water meter.
10. Deforming or destroying of water meter.
11. Unauthorized opening of a close connection.
12. Unauthorized tapping of a pipeline.
13. Installing an outlet before a water meter.
14. Using any method to stop a water meter.
15. Tampering of any mechanism to slow down the functioning of a water meter.

As a protective measure it is hereby suggested that sturdy boxes be constructed to enclose water meters.

In view of the foregoing, please be guided accordingly.

ENGR. LEO J. ESPADA  
General Manager

WATER METER BRAND \_\_\_\_\_  
SERIAL NO. \_\_\_\_\_  
SEALED ON \_\_\_\_\_  
\_\_\_\_\_

CONSUMER