

The logo of the San Rafael Water District is a circular emblem. It features a light blue outer ring with the text "SAN RAFAEL WATER DISTRICT" in a darker blue. Inside the ring is a green map of the district's service area. Overlaid on the map is a blue water tower with the year "1994" on its side.

SAN RAFAEL

WATER DISTRICT

OPERATIONS MANUAL

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I. INTRODUCTION

The Operations Manual of San Rafael Water District (SRWD) contains the general information about the agency, its underlying functions, mandates, operating procedures and organization.

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

The manual is divided into several parts, as follows:

General Information. This section contains the company profile, such as the brief history of SRWD, mandates and functions, its mission and vision, service pledge, pumping stations and areas of operation.

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

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

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

II. DEFINITION OF TERMS

SRWD – *San Rafael Water District*

PD- *Presidential Decree*

Category C- Following the Revised *LWD-MaCRO Manual on the Categorization and Re-categorization*, The categorization is a two-stage process. The initial stage is categorization based on the Number of Active Service Connections. For Category C, service connections should be at least 3,000. The second stage of categorization considers the following factors: Gross Revenues, Total Assets, Net Income before Interest and Depreciation, and Staff Productivity Index. These factors will determine the Point-Rating Category Points 25-49 for Category C, whichever is lower is the FINAL CATEGORY of the LWD.

SOA- *Statement of Account*

PPE – *Property Plant and Equipment*

PR – *Purchase Requisition*

LWUA – *Local Water Utilities Administration*

PhilGEPS – *Philippine Government Electronic Procurement System*

SALN – *Statement of Assets, Liabilities, and Net Worth*

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

III. GENERAL INFORMATION



A. PROFILE

THE WATER DISTRICT AND ITS FACILITIES

A. HISTORICAL BACKGROUND OF SAN RAFAEL WATER DISTRICT

A.1. THE WATER DISTRICT

San Rafael Water District (SRWD) was created and organized in 1993 pursuant to Resolution No. 35 Series of 1993 approved by the Sangguniang Bayan of San Rafael, dated 12 April 1993. The Resolution gave SRWD the full control of the administration and management of water work operations in the municipality of San Rafael, in accordance with PD No. 198.

SRWD was organized for the purpose of operating and maintaining the water supply system of the town of San Rafael as well as improving and expanding it. With this function, the water district was able to avail of financial, technical, and advisory services from Local Water Utilities Administration (LWUA) upon the issuance of the Conditional Certificate of Conformance (CCC). The CCC indicates that the Water District meets the minimum operational standards specified by LWUA. SRWD was issued CCC No. 528 by LWUA on 02 February 1994.

SRWD is a government-owned and controlled corporation and is an autonomous unit politically and economically independent from the local government. Its policies and

laws are set by its five-man Board of Directors. The management of the operations of the Water District is handled by the General Manager who is appointed by the Board of Directors. The district can only be dissolved through the act of the Board.

SRWD started its operations in January 1996 with 9 employees and 808 active service connections. As of December 2015, the number of active service connections increased to 9,591, the total population served is 57,546 and employed 35 personnel. The total assets have grown from P 8,348,211.27 from January 1996 to 97,606,813.00 in December 2015 (from SRWD January 1996 and December 2015 Balance Sheets). The growth of more than eighty nine (89) million pesos in assets of SRWD was brought by the construction of six (6) elevated reservoir, twelve (12) deep wells, one (1) booster pump, and more than 79 kilometer pipelines ranging from 50 mm Ø to 200 mm Ø pipes.

VISION STATEMENT

To provide the residents of San Rafael community with reliable and adequate supply of potable water thru optimum utilization of available resources.

MISSION STATEMENTS

- ❖ To attain maximum provision of water service to San Rafael community;
- ❖ To ensure delivery of quality water service;
- ❖ To engage in continuing studies and researches on technological advancement for further development of water service responsive to the needs of the residents;
- ❖ To encourage the cooperative participation of residents, civil groups and community leaders in the attainment of water systems development.

PERFORMANCE PLEDGE

We, the Officials and Employees of San Rafael Water District, commit to the pursuit of our Vision to deliver reliable and adequate supply of potable water to the residents of San Rafael community.

San Rafael Water District Pumping Station Data			
	Pumping Station	Motor Rating	Submersible Pump Model
1.	Caingin	40 HP	SP95-4
2.	Tambubong	40 HP	SP46-6
3.	Sampaloc	40 HP	SP60-13
4.	San Agustin	5 HP	SP70-8
5.	Cruz na Daan	5 HP	SP17-4
6.	Poblacion	5 HP	SP17-4
7.	Paseo	5 HP	SP17-4
8.	Garden Breeze *	3 HP	
9.	Gulod Maguinao	20 HP	FRANKLIN/20/SIAKTI
10.	Maronquillo	7.5 Hp	SP30-3
11.	Caingin 2	5 Hp	SP17-4
12.	Maasim	5 Hp	SP17-4
13.	Booster Pump	5 Hp	

*NOTE: Turn-over Well and Elevated Tank (No Well Data Submitted)

A.2. THE WATER SUPPLY

Prior to 1995, SRWD has no water supply system. The water supply system constructed in 1995 consisted of one deep well, pumping station (Caingin P.S.), 300 cu.m. elevated steel reservoir and a distribution network serving the Poblacion, BMA-Balagtas, Libis, Lico, Pantubig, Caingin (2 units) and Tambubong with pipelines ranging from 50 mm to 200 mm.

B. DESCRIPTION OF WATER WORKS FACILITIES

The water works facilities consist of the following: source facilities, storage facilities, transmission/distribution lines, treatment facilities, valves and hydrants. Description of each facility is discussed below.

B.1. Source Facilities

The water supply source of SRWD consists of twelve (12) deep wells located at Poblacion, Caingin (2 Units) , Tambubong, Maronquillo, Sampaloc, San Roque, Garden Breeze, Maguinao, Cruz na Daan, San Agustin and Maasim.

B.2. Treatment Facilities

All pumping stations are equipped with a hypo chlorinator. The district makes sure of chlorine supply for the safety of concessionaires especially during rainy season.

B.3. Transmission Facilities

The transmission facilities of SRWD are the pipelines from the existing pumping station of the distribution mains and to the storage facilities. About 200 meters of 200 mm diameter PVC transmission pipeline from Caingin P.S. to the distribution mains along the San Rafael - Baliwag Road was measured. Another 45 m of 150 mm diameter PVC transmission line from elevated steel reservoir to the distribution line was laid out.

B.4. Storage Facilities

San Rafael Water District has six (6) storage facilities in different barangays. Excess water fills the reservoir and supplements the source during the peak hours. A water level indicator is provided at the tank for the purpose water level monitoring.

Those elevated steel water tanks maintained by the pump operator by cleaning inside part of the tank every six (6) months and repainting the outer part every time the paint's removed.

B.5. Distribution Facilities

The distribution facilities consist mainly of the distribution pipelines (network), the service connections, valves and hydrants.

B.5.1. Network

The distribution network of San Rafael Water District consists of pipes of varying sizes ranging from 50 mm diameter to 200 mm diameter with a total length of more than 79 kilometers. All pipelines are made of PVC, installed since 1995 and serve twenty-four (24) barangays namely Maronquillo, Pulo, Talacsan, Libis, Poblacion, BMA-Balagtas, Lico, Pantubig, Caingin, Tambubong, Sampaloc, Ulingao, Capihan, San Roque, Maguinao, Cruz na Daan, Maasim, San Agustin, Banca-banca, Mabalas-balas, Diliman I, Dagat-dagatan, Pulong Bayabas and Paco.

B.5.2. Service Connections

There are two (2) classifications of service connection; residential and commercial users. As of December 2015, there are 9,591 service connections of which all are metered and active. There are two hundred eighty five (285) commercial water users and nine (9) production meters.

B.5.3. Valves and Hydrants

SRWD distribution system has Fifty (50) gate valves with diameter ranging from 50 mm to 200 mm, twenty-five (25) blow-offs with improvised hydrants head and twenty-one (21) blow-offs. There are four (4) existing fire hydrants in the system installed in barangays Poblacion, Caingin, Sampaloc and Cruz na Daan.

C. ORGANIZATIONAL STRUCTURE AND MANPOWER COMPLEMENT

San Rafael Water District is classified as a Category C Water District by the LWUA using the parameters laid down under the Revised LWD – MaCRO. It is composed of three Divisions: The Administrative & Finance Services Division, Engineering & Operations Division and the Commercial Division which are all headed by respective Division Managers. The total manpower development as of December 31, 2015 consists of 35 permanent employees. The Staff Productivity Index is 1:274 (two hundred seventy four concessionaires for every one employee). The Water District maintains a lean organization but could very well meet its mandate. Occasionally, outside services by contract or job orders provide support to the District's needs.

D. FIELD INVESTIGATIONS

Field investigations are being conducted daily to determine the hydraulic and physical condition of the existing facilities and to provide data for the recommendations to improve the system.

D.1. Pump Testing

All pumps are operational and monitor by pump operator as well as the logging of production data and measurement of water level.

D.2. Flow Measurement

Every pumping station has its own flow meter that will determine production data as well as the discharge in liter per second (LPS).

D.3 System Pressures

Pressure gauge installed in discharge line from well to acquire the pressure at every pumping stations. Additional pressure gauge installed in terminal distribution line to assessed the pumping hour of pump.

D.4. Water Quality of Existing Water Sources

Water sample was taken from the different existing source twice a year for Physical & Chemical test. Water samples were also collected from different points in the distribution areas, one sample each in all barangay covered by San Rafael Water District for the monthly Bacteriological test. Due to our treatment facilities, all water samples passed to the Philippine National Standard for Drinking Water with respect to coli form bacteria.

E. WATER USE PROFILE

The study of the water used in SRWD was undertaken to determine the existing water accountability. Consumption data were obtained from the billing records of the Water District. All the water users in the service area are 100 percent metered.

E.1 Water Consumption

The average monthly consumption per connection as of December 2015 is 18.32 cu. m. All the above data were based on the records of SRWD.

E.2. Water Production

In 2015 (January – December), the average monthly water production was estimated to be 206,446.79 cu. m.

E.3. Water Accountability

The accounted-for-water is the revenue producing water for the Water District. It is the percentage of the metered (billed) water consumption over the water production. The computed average monthly accounted-for-water as of December 2015 is 87.12%.

E.4. Unaccounted Water

The unaccounted-for-water is obtained from the difference between the water production and the metered water consumption. It includes the water losses due to illegal connections and flushing. The average monthly unaccounted-for-water as of December 2015 was computed to be 12.88%.

E.5. Water Rates

The new rate is in conformance with LWUA's "cross consumer subsidy". In this concept, large water consumers and well-of concessionaires (like commercial) are charged higher than small users. The commodity charge goes higher as the consumption increases.

LWUA APPROVED WATER RATES (JANUARY 2007)	
Min. Charge (10 cu. m.)	P 210.00
11 – 20 cu. m.	22.25
21 – 30 cu. m.	23.75
31 – 40 cu. m.	25.50
41 – 50 cu. m.	27.50
51 cu. m. up	29.75

CURRENT WATER RATES (SINCE 2007)	
Min. Charge (10 cu. m.)	P 190.00
11 – 20 cu. m.	20.71
21 – 30 cu. m.	22.35
31 – 40 cu. m.	24.25
41 – 50 cu. m.	26.43
51 cu. m. up	28.89

F. WATER SYSTEM DEFICIENCIES

The deficiencies of the existing system of SRWD based on the field investigations are discussed below.

F.1. Water Source and Its Facilities

F.1.1. Existing Water Source

The water supply of SRWD is sufficient to meet the demands of the existing water users. No deficiencies were observed during the field investigations.

F.1.2. Source Facilities

The pump installed in all pumping stations operates well. Every station has its own logbook for monitoring and proper maintenance. The pump operators monitor on water level and pressure to make sure of efficient pump operation.

F.2. Treatment Facilities

Every pumping station has its own chlorinator. Proper monitoring and checking of parts regularly lessen the possibility of chlorinator breakdown.

F.3. Transition Facilities

No deficiencies were observed during the field investigations in August 2012.

F.4. Storage Facilities

The six (6) elevated steel reservoir located in Lico, Maronquillo, Garden Breeze, San Roque, Cruz na Daan & San Agustin reduced the pumping time of pump and has stabilized the pressure at the terminal distribution line.

F.5. Distribution Facilities

Main distribution lines in all service area are all in good condition, no leaks were observed and head loss is minimal from end to end of the system.

F.6. Service Connections and Other Appurtenances

F.6.1. Service Connections

PVC pipes is being used in replacement for G.I. pipes as well as small fittings like elbow, coupling, st. elbow etc., plastic water meter is also introduced with a cheaper price.

F.6.2. Valve and Hydrants

Twenty-two (22) more valves were added due to expansion project in Talacsan to Pulo and Metro Cruz na Daan pipelines. All operational except one (1) valve in Caingin. Four (4) fire hydrants were installed and sixteen (16) blow-offs with improvised hydrants head tapped in distribution line terminals.

G. DISPOSAL FACILITIES

G.1. Drainage Facilities

There are no drainage systems in the service area on major roads from barangay Tambubong – Lico. Open canal was constructed from Barangay Poblacion – Libis and about 400 meters in Maronquillo. The presence of Angat River, irrigational canals, streams and rice fields serve as the natural drainage within the service area. No flooding was observed during heavy downpour. Inquiries from the local government regarding the funding for the construction of the drainage canals were made. No immediate and long-range plans were programmed and this infrastructure occupies the least priority in the municipal budget.

G.2. Solid Waste Disposal Facilities

The town of San Rafael has solid waste management program. Residents within the service area and even the whole town were advised to follow the Sangguniang Bayan Ordinance on Waste Management Program. Implementing waste segregation and avoid burning of solid waste.

H. ACHIEVEMENTS

1. Most Outstanding Water District Award in the Small Category for the year 1999.
2. Most Outstanding Water District Nominee in the Medium Category for the year 2004.

BOARD OF DIRECTORS OF SRWD

Socorro V. Valdecantos	Board Chair
Leonila G. Ramos	Vice-Chair
Marivic V. Vergel de Dios	Board Secretary
Manuel I. Vasallo, Jr.	Board Auditor
Evelyn E. Dionisio	Board Member

PUMPING STATIONS	IMPLEMENTATION YEAR
Caingin I	1996
Tambubong	2004
Sampaloc	2004
Cruz na Daan	2008
San Agustin	2008
Garden Breeze	2011
Paseo de San Roque	2011
Poblacion	2012
Maronquillo	2013
Maguinao-Gulod	2014
Caingin II	2014
Fair Field	2015

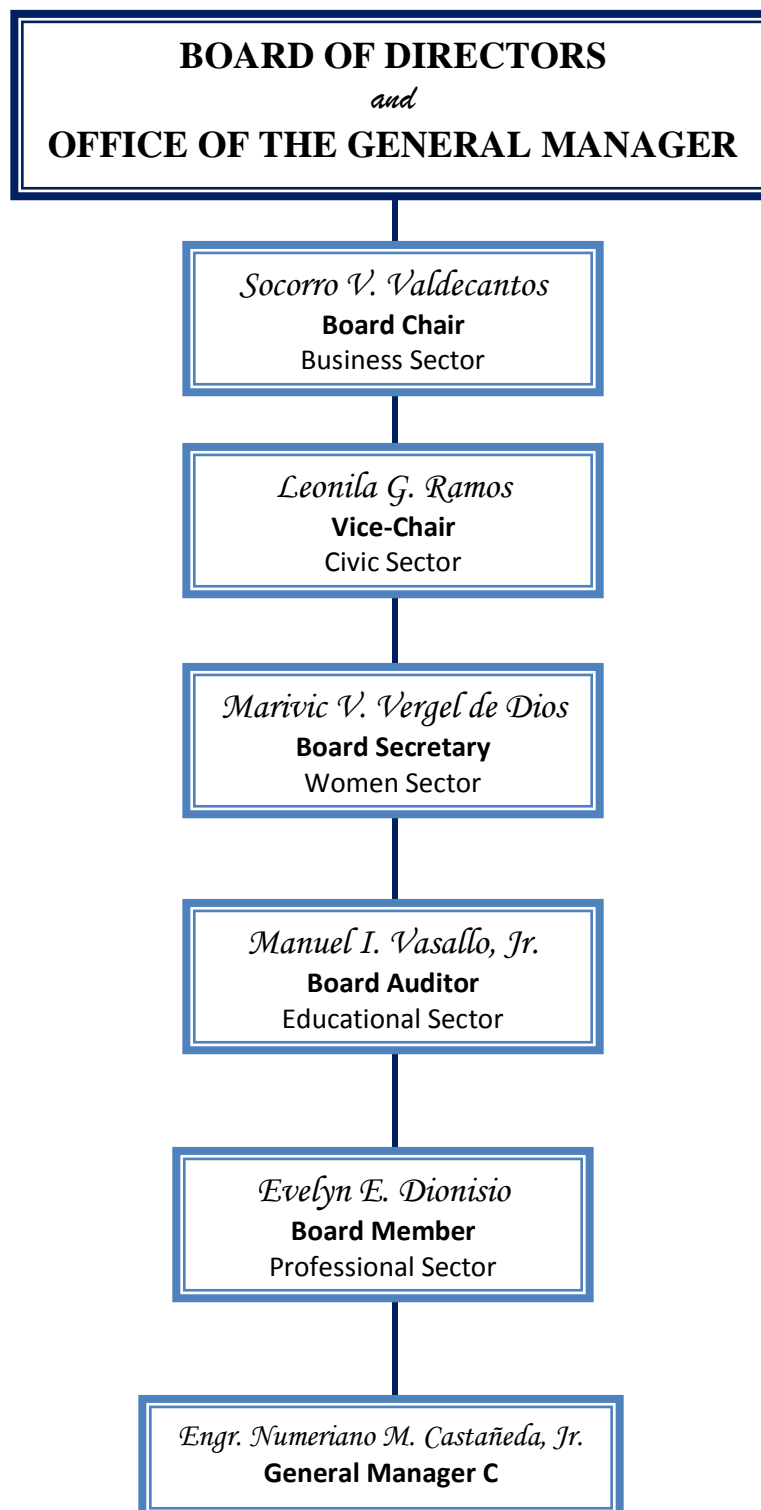
B. AREAS OF OPERATION

Barangays that are served by SRWD as of year 2015

BARANGAYS
Tambubong
Caingin
Pantubig
Lico
Balagtas
Poblacion
Libis
Ulingao
Pulo
Maronquillo
Talacsan
Sampaloc
San Agustin
Banca-Banca
Cruz na Daan
Maasim
Maguinao
Mabalas-Balas
Diliman
San Roque
Capihan
Dagat Dagatan
Pulong Bayabas
Paco

IV. ORGANIZATIONAL AND RESPONSIBILITIES

A. ORGANIZATIONAL STRUCTURE



ADMINISTRATIVE & FINANCE SERVICES DIVISION

Marivel V. Suarez
Division Manager C

Administrative Services

Finance Services

Property and Supplies Mgmt.

Vacant
Property/ Supply
Officer B

Wilfredo I. Vasallo
Admin. Services
Assistant A

Human Resource Mgmt.

Mary Grace V. Matic
Admin./ General
Services Officer B

Jonalyn H. Viola
Admin. Services
Assistant C

General Services

Rommel A. Ordoñez, Jr.
Utility Worker A

Romeo F. Valimento
Utility Worker A

Accounting and Budget

Rebelyn H. Sarondo
Admin./ General Services
Officer A

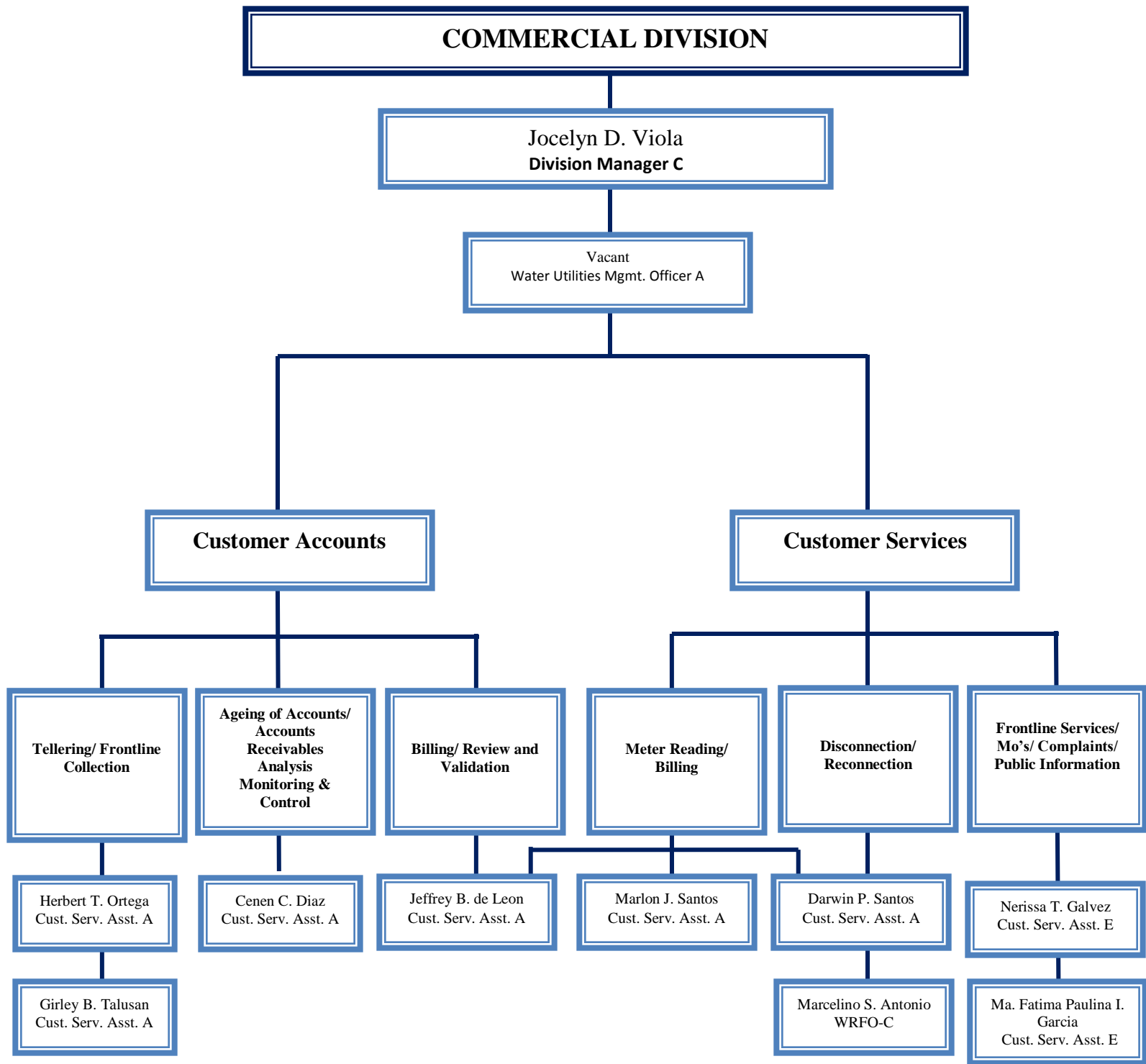
Melicel B. Santos
Cust. Serv. Asst. A

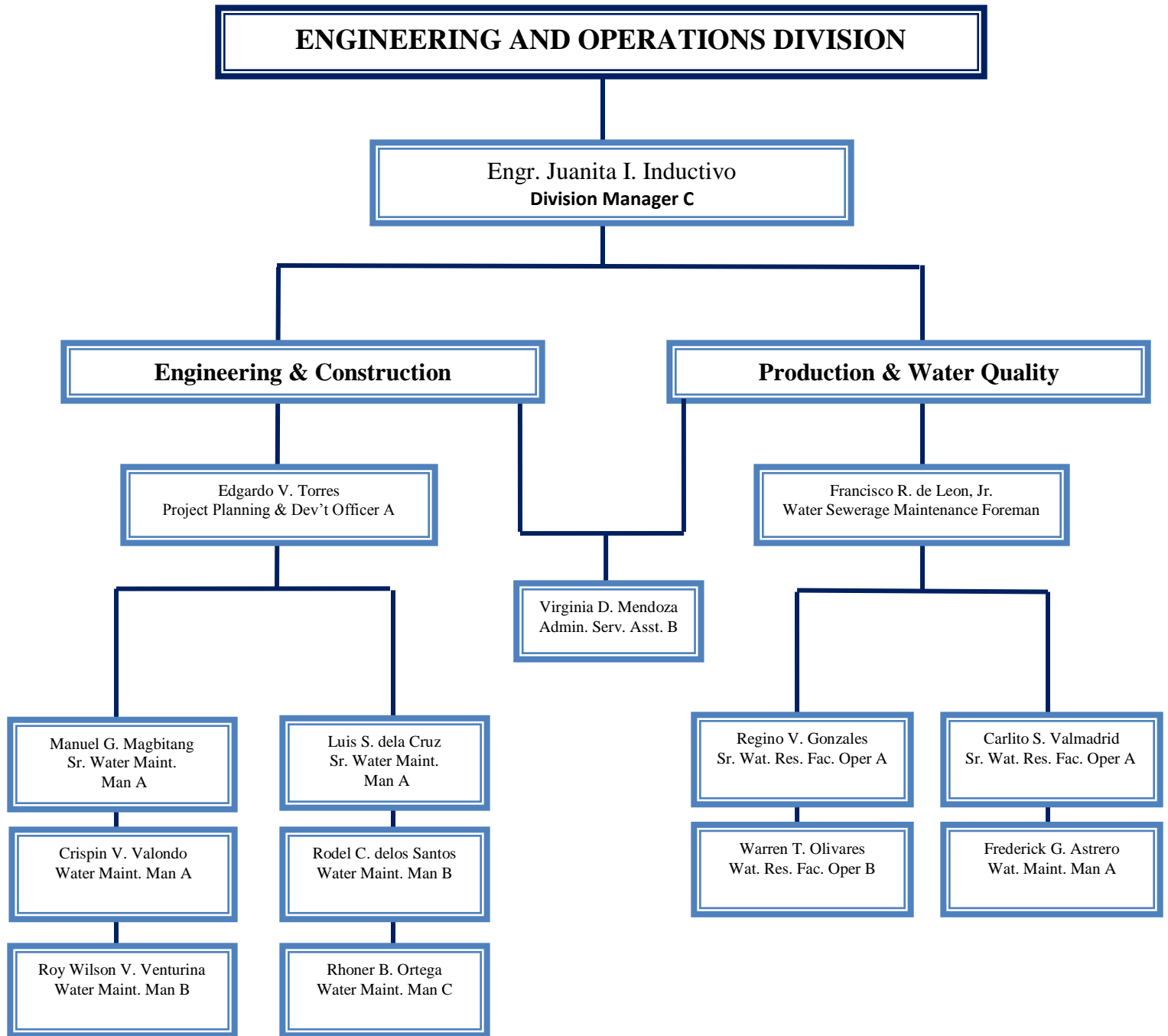
Ana Liza T. Mendoza
Admin. Serv. Asst. A

Vacant
Senior Accounting
Processor A

Cash Mgmt. and Collection

Vivian R. Ramos
Cashier A





B. DUTIES AND RESPONSIBILITIES

The Primary Functions

Board of Directors is a policy making body. Determines necessary company policies for adoption, ensures the availability of adequate financial resources and approves annual budget.

Administrative and Finance Services Division is in-charge with administrative and financial services consisting of two groups namely:

- a. Administrative Group** is responsible for general services, collection and disbursement of funds and property and supplies management. It is in-charge of the procurement and assist in the implementation of special projects and program. Also responsible for the recruitment and retention of highly qualified employees for the agency.
- b. Finance Group** is responsible for the recording and summarizing of financial transactions, preparation of financial reports and funds management. Also responsible for the Budget Preparation and assist in allocation and distribution of budgets as well as monitoring of the budget performance.

Commercial Division provides customer services to the concessionaires/client. Responsible for billing and collection of water sales of the district. It is divided into two groups namely:

- a. Customer Accounts Group** is responsible for meter reading, billing and collection. Assists in the recording and posting of payments and monitoring of the customer accounts.
- b. Customer Services Group** is responsible in attending to customer service requests and complaints. Responsible for the marketing strategies/program implementation and public information. In-charge of inspection and investigation of water connection.

Engineering and Operations Division is responsible for the management of the water systems maintenance operations; and management of production and water distribution operations.

- a. **Engineering and Construction Group** is responsible for the installation of new service connections. Attending to the repairs and maintenance of water distribution lines; and performing of major and minor plumbing services. In-charge of water system project implementation and construction. Responsible for the water maintenance and disconnection and reconnection of service lines.
- b. **Production and Water Quality Group** is responsible for the pumping operations and water distributions. Monitors the water quality. In-charge for the pumping facilities maintenance management, gathering and keeping of data analysis.

C. OPERATIONAL CONTROL AND SUPERVISION

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

1. Regular conduct of staff and committee meetings;
2. Preparation of agenda for Board meeting;
3. Implementation of agency's policies, rules and regulations;
4. Participation in district's activities with other organizations.

The General Manager has the ultimate decision-making authority in all matters affecting the district.

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

1. Preparation of Financial statements;
2. Preparation of statement of Bank Reconciliation;
3. Preparation of Creation, Reclassification and Upgrade of Positions;
4. Preparation of updating of PPE Depreciation Schedule,
5. Preparation of Annual Budget;
6. Conduct of in-house training;
7. Preparation and release of Payroll;
8. Meet BIR deadlines;
9. Preparation and submission of Alphalist of withholding taxes, annual registration fee and Income Tax Return (ITR);
10. Preparation of Disbursement Voucher;
11. Liquidation of Cash advances;
12. Report of Monthly remittances and loan payment;
13. Preparation and payment of BIR, GSIS, HDMF, PhilHealth, LWUA and other regulatory bodies)
14. Reports of daily Collection and Deposits;
15. Deposits of cash and check collections;
16. Administration of Petty Cash Fund;

17. Release of checks;
18. Maintenance of 201 files;
19. Submission of SALN;
20. Updating leave records;
21. Preparation and submission of Report on Salaries and Allowances (ROSA) received by principal officers and governing board of Directors to Commission on Audit (COA);
22. Quarterly report submission of: "Mamamayan Muna Program" (MMP), Report in Accession; Report on Separation;
23. Issuance of "Acknowledgement Receipt of Equipment" (ARE) Semi expendable and Non-expendable property;
24. Preparation of Purchase Order/Request
25. Posting to PhilGEPS for invitation to bid;
26. Preparation of procurements;
27. Issuance of materials and supplies;
28. Physical count of inventory;
29. Submission of Inspection and Acceptance Report (IAR)
30. Delivery of Documents to outside public.

The Watchman/Security Guard shall exercise operational control over the following duties;

1. Buildings, facilities and property safeguarded against theft, vandalism, fire and illegal entry;
2. Office building sanitized, cleaned and secured

The Division Manager of **Commercial Division** shall exercise operational control over the following duties:

1. Processing of Applications for: New water service connections, change name, maintenance and inspection order;
2. Issuance of Official Receipts and Water Bill Receipts;
3. Submission of Schedule of Accounts Receivables;

4. Submission of Collection Reports;
5. Checking of high water consumption;
6. Determination of effective marketing strategies;
7. Implementation of public information programs;
8. Determination of status of concessionaires as to residential or commercial

The Project Planning and Development Officer under the **Engineering and Construction Group** shall exercise operational control over the following duty:

1. Water meter relocation;
2. Repair/Calibration of water meter due to blurred, stuck-up or damage;
3. Repair of the main or distribution line;
4. Repair of service line or meter stand pipe leak;
5. Installation of new water service connections;
6. Conduct of network flushing activity;
7. Preparation of program of work for any proposed project of SRWD;
8. Implementation and Supervision of approved program of work.

The Water Sewerage Maintenance Foreman under **Production and Water Quality Group** shall exercise operational control over the following;

1. Submission of water samples for Bacti-Testing and Heterological Plate Count to Provincial Health Office monthly;
2. Submission of Chemical and Physical testing of water samples from all pumping stations;
3. Submission Summary report on Microbiological Test of water samples to LWUA; Municipal Health Office and Mayor's Office
4. Operations of Chlorination equipment;
5. Maintenance of Installation of electrical wiring;
6. Operation and maintenance of Generators
7. Report of Non-Revenue Water (NRW)

D. OPERATING PROCEDURES

D.1. COMMERCIAL SERVICES DIVISION

1. APPLICATION FOR WATER SERVICE CONNECTION

The water service connection will not be made until it is approved and all charges are paid such as: Water Service Application Fee of P 2,500.00 and arrears from the previous service connection.

In case of cancellation for service application , an amount of P 500.00 will be deducted from the Service Application Fee.

Who may avail our services?

All bonafide residents of San Rafael

What are the requirements?

RESIDENTIAL (Any two (2) of the following:)

- One (1) Government Issued ID/ Company ID/ School ID
- Land Title/ Deed of Sale
- Certificate of Residency from Barangay Captain
(without proof of ownership : with P 1,000 deposit)

SUBDIVISIONS

- One (1) Government Issued ID/ Company ID/ School ID
- Land Title/ Deed of Sale/ Certificate of Transfer/Sale/ Rights
- Home Owner's Association Certification
- Certificate of Residency from Barangay Captain
(without proof of ownership : with P 1,000 deposit)

COMMERCIAL CLASS

- One (1) Government Issued ID or any valid ID
- Business/Mayor's Permit
- Lease or Rental Contract and Land Title of Owner Building

** All ID's should bear signature, picture and exact address of the applicant*

Step	Client	Service Provider	Duration under normal circumstances	in-Charge	Fees
1	Present requirements with water service application	Accomplish water service contract, fill up form	6 minutes	Frontline Staff	P 2,500.00 (traverse & mainline)
2	Check the correctness of data on Service Application and Construction Order (SACO), if found correct, then sign	Process request of service application then inform client of site inspection and table orientation of policies	4 minutes	Frontline Staff	
3	Present filled out service application, pay necessary cost of materials, fees and other charges, if any.	Accept payment and issue official receipt, request client to submit the Application Contract to frontline staff for photocopy of OR, require document to be attached to application contract, for office copy	4 minutes	Teller	
4	Investigation of In-house connection	The concessionaires will send notice to the district if their in-house connection was ready for tapping.	within 3 days	Investigator	
5	END OF TRANSACTION	Installation of Water Service Connection	within 10 days after investigation	Plumber	

2. PAYMENT OF WATER BILL

It is important to bring your Billing Notice when paying water bill. If you failed to bring the billing notice, please proceed to the Front Desk Staff to ask for your Account Number.

Pay your Water Bill on or before the due date indicated in the Water Bill. Your Water Bill will bear a 5% penalty charge for non-payment on or before the said due date. Non-payment after the final notice date indicated in the Billing Notice, will mean automatic disconnection of your water service line.

"Payment of Water Bill on disconnection date will not stop the scheduled disconnection of the service line, once Disconnecter is out of the office to execute the Disconnection Order"

Reconnection Fee:

P 50.00 for 7 days (from the date of disconnection)

P 200.00 - 8 days and over

Schedule of Service

Availability:

Monday to Friday

7:30 am - 5:00 pm

NO LUNCH BREAK

Step	Client	Service Provider	Duration under normal circumstances	In-charge	Fees	Form
1	Present Water Bill or any information of the concessionaire	Accept payment and issue corresponding Official Receipt	4 minutes	Teller	Total amount due	Official Receipt
2	For Disconnected Accounts	Proceed to Frontline Staff and secure a clearance order, then settle the payment to the teller.	5 minutes	Frontline Staff / Teller	Arrears + Reconnection Fee	Clearance Order / Official Receipt
3	End of Transaction					

3. REPAIR AND MAINTENANCE

Concessionaires may report leakages by visiting the SRWD Customer Service/ Frontline Desk during office hours.

For complaints and notifications you can reach us 24/7 to our hotline nos. :

(Sun) 09237147224 (Smart) 09194872161 (Globe) 09165357037

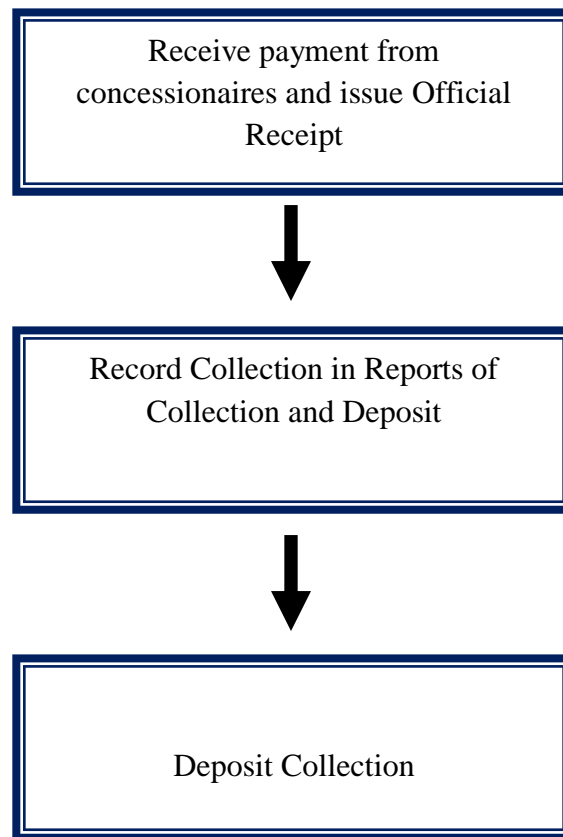
Step	Client	Service Provider	Duration under normal circumstances	In-charge	Fees	Form
1	Report leakages	Proceed to Frontline Staff or call to the SRWD hotline numbers to report leakages and damages in water line	5 minutes	Frontline Staff	Total amount of materials (if accidentally damage)	maintenance Order Form
2		Log and determine extent of leak and damage and request materials needed for the repair.	2 hours (for minor leak) 5 hours (for major leak)	Operations' Staff/ Plumber		

~ Fees, charges and water rates are subject to change without prior notice.

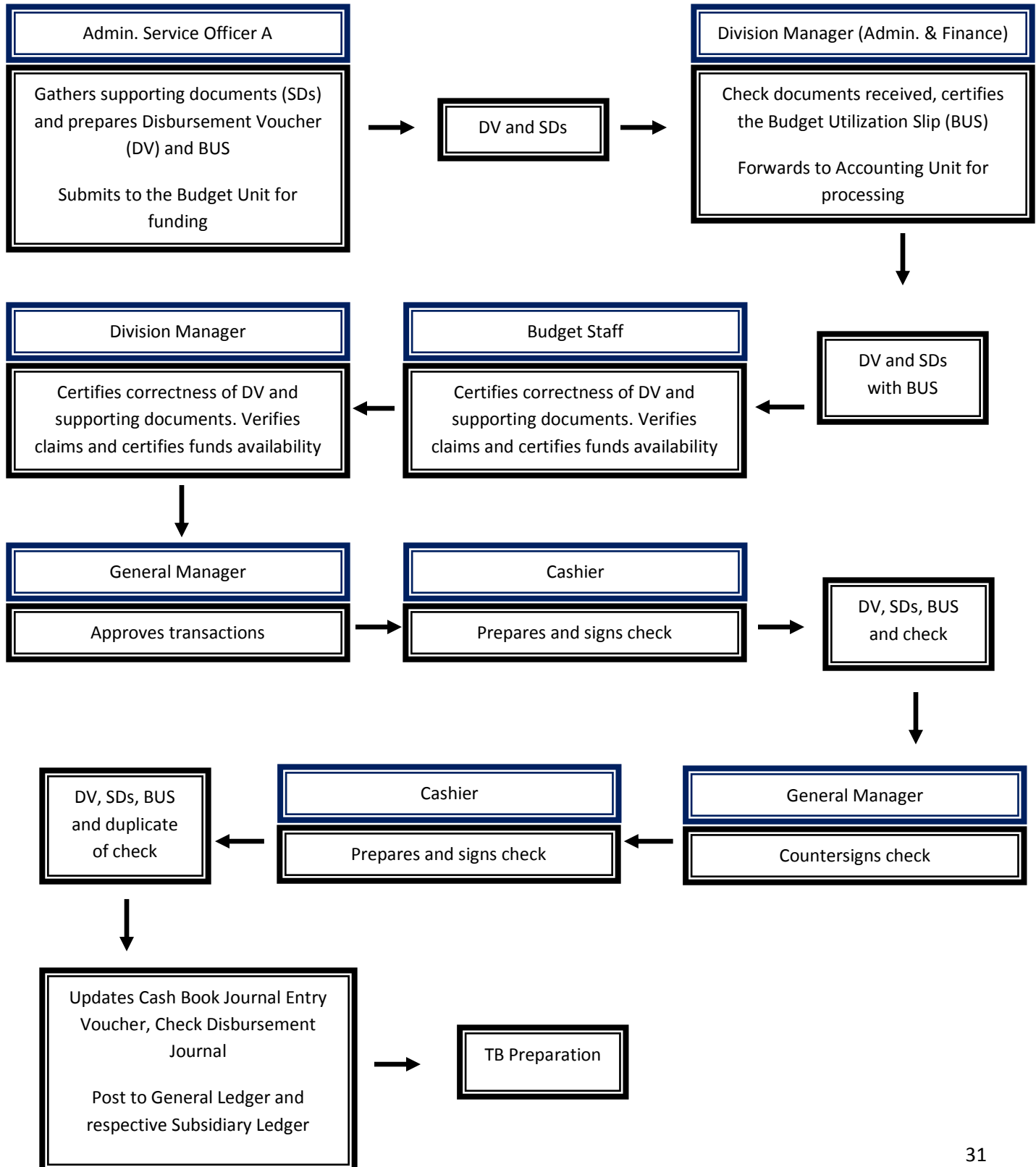
D.2. ADMINISTRATIVE AND FINANCE SERVICES DIVISION

ACCOUNTING WORK FLOW

RECEIPTS AND COLLECTION PROCESS

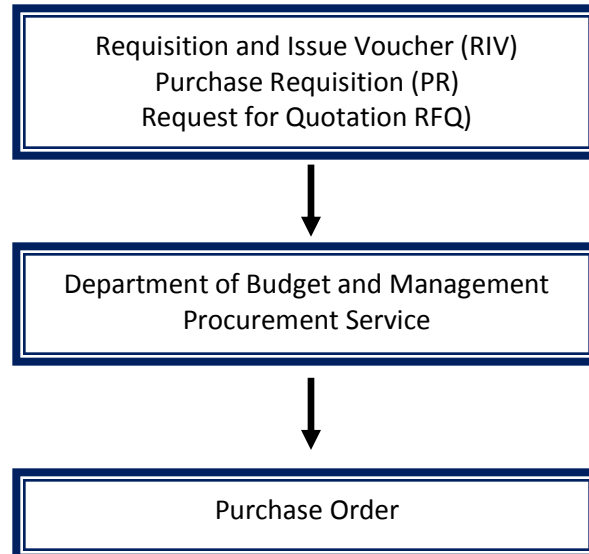


DISBURSEMENT PROCESS

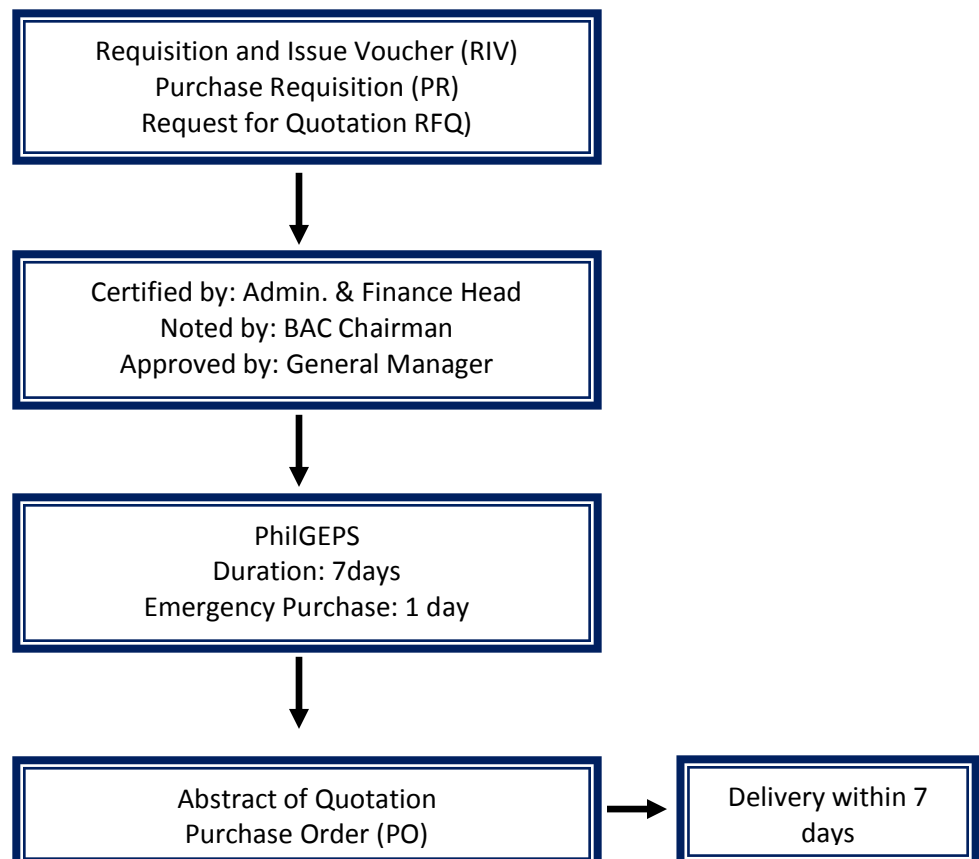


PROCUREMENT PROCESS

Office Supplies:



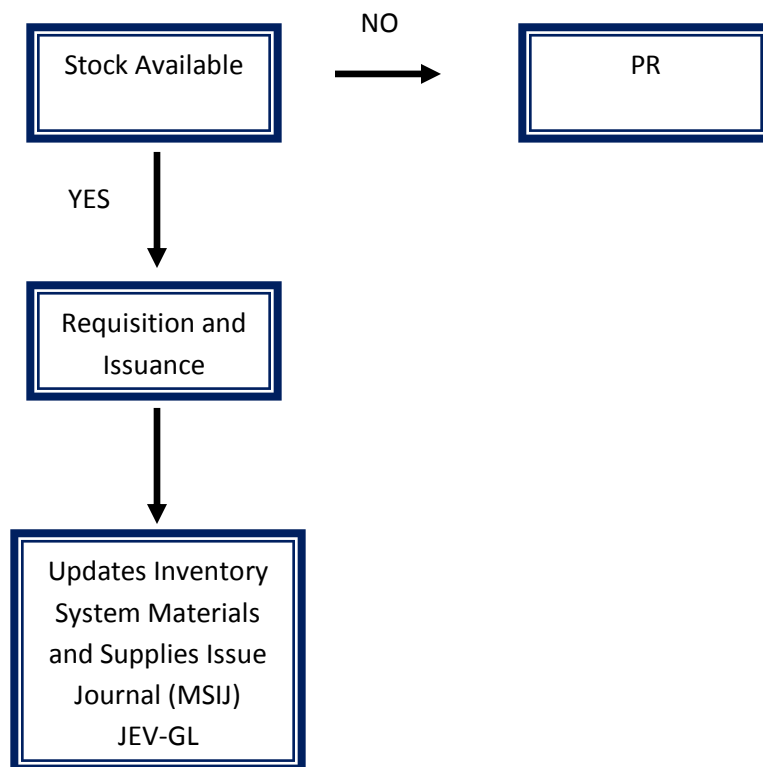
Merchandise:



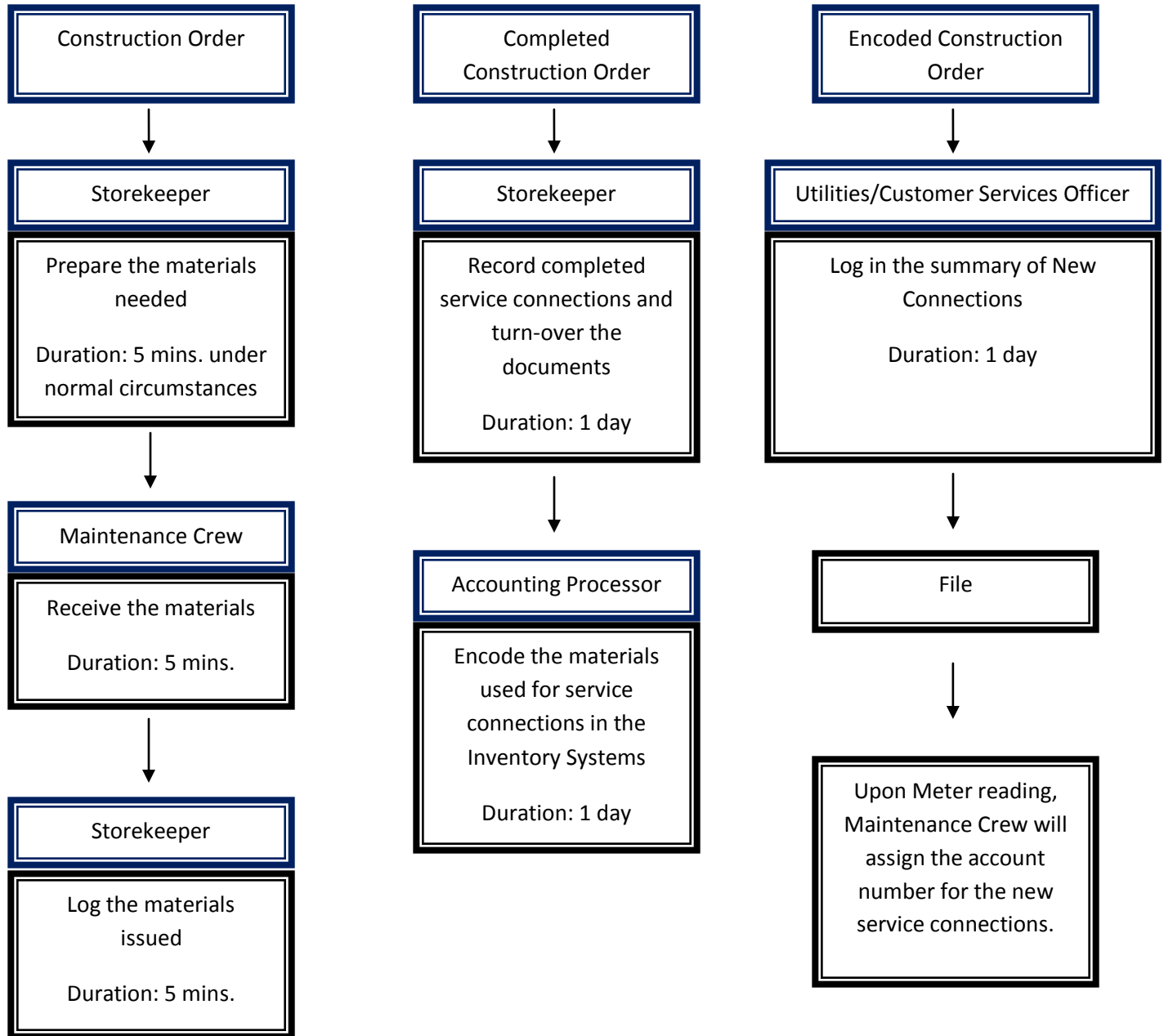
RECEIPT OF DELIVERIES OF INVENTORY



ISSUANCE OF OFFICE SUPPLIES



ISSUANCE OF NEW SERVICE CONNECTION MATERIALS



E. APPENDICES

Reference:

Department of Budget and Management (2011): Revised Local Water District Manual on Categorization, Re-Categorization and other related matters (LWD-MaCRO). Retrieved from http://www/lwua.gov.ph/wd_classification/Revised-Local-Water-District-Manual-MaCRO.pdf

Feedback and Redress Mechanism

We value your comments and suggestions because we believe that participative and cooperative efforts bring about better results by knowing how we can further improve our services for your satisfaction.

Feedback Form (Papuri, Puna o Mungkahi)

Please let us know how we served you.

Ipaalam po ninyo sa amin kung paano namin kayo napaglingkuran.

You may accomplish this form to write your comments, complaints and suggestions.

Maaaring gamitin ito sa pananaw, puna o mungkahi.

Just check the applicable item in the corresponding box.

Mangyari lamang lagyan ng tsek (/) ang kahon para sa naaayong komento.

Compliment

☐

Complaint

☐

Suggestion

☐

(Papuri)

(Puna)

(Mungkahi
)

Person(s) / Unit/ Office concerned or involved:

(Mga) tao/ pangkat/ tanggapan na may kinalaman sa papuri, reklamo or mungkahi

Facts or Details of the Incident: (Please use additional sheet/s or write at the back if necessary)

(Kaganapan or detalye ng insidente. Gumamit ng karagdagang papel o isulat sa likod kung kailangan)

Recommendation(s)/ Suggestion(s)/ Desired Action from our Office

(Mungkahi/ Nais na aksyon mula sa aming tanggapan)

Name (OPTIONAL):

(Pangalan)

Office/Agency:

(Tanggapan/ Ahensya)

Address

Contact No.:

Signature

(Lagda)

Date

Petsa

For inquiries, comments, complaints or suggestions with respect to our services, you may do any of the following:

- ✚ Talk to our Officer of the Day at the Customer Service Desk/ Front Desk (7:30am to 5:00pm)
- ✚ Accomplish our Feedback Form available at our office and drop it in the suggestion box found at the lobby of our office
- ✚ Send your feedback thru e-mail at sanrafaelwd@yahoo.com
- ✚ Call at our office Tel. No. (044) 769-42-71 / (044) 892-0790 and Hotline Nos. **(Sun) 09237147224 (Smart) 0919-487-21-61 (Globe) 0916-535-70-37**

Office Hours:

San Rafael Water District Main Office, Poblacion, SRB

Monday to Friday 7:30am to 5:00pm

Cruz na Daan Satellite Office at Cruz na Daan Public Market

Tuesday and Thursday 9:00am to 3:00 pm