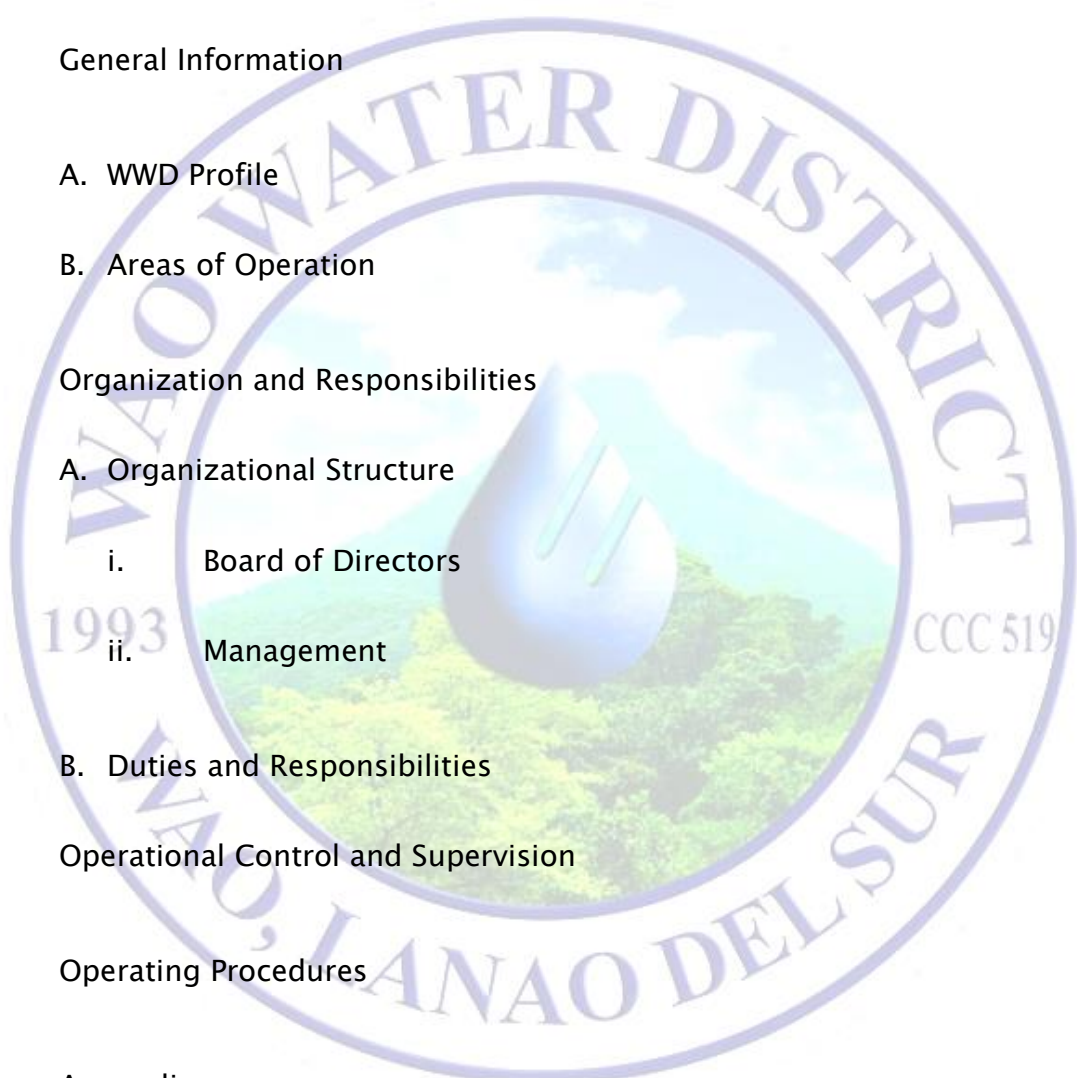


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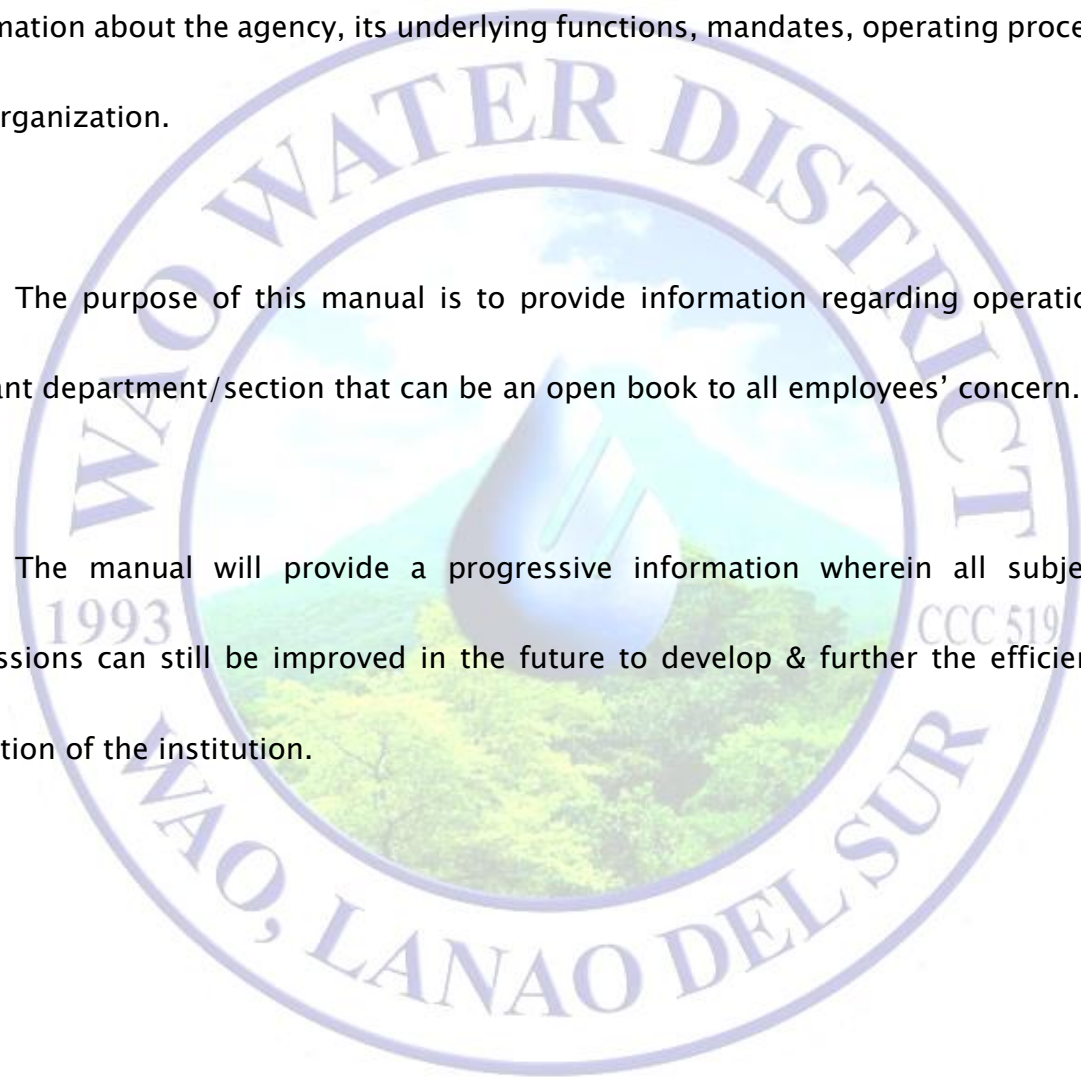


INTRODUCTION

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

The purpose of this manual is to provide information regarding operations of relevant department/section that can be an open book to all employees' concern.

The manual will provide a progressive information wherein all subjects & discussions can still be improved in the future to develop & further the efficiency of operation of the institution.



ACRONYMS

WWD	-	Wao Water District
LWD	-	Local Water District
DOH	-	Department of Health
LGU	-	Local Government Unit
LWUA	-	Local Water Utilities Administration
NWRB	-	National Water Resources Board
PD	-	Presidential Decree 198
SOA	-	Statement of Account
PR	-	Purchase Requisition
PhilGEPS	-	Philippine Government Electronic Procurement System
SALN	-	Statement of Assets, Liabilities and Net Worth

DEFINITION OF TERMS

Category D - The lower category of the water district. It should have a Service connections of below 3,000 aside from the following factors to be consider; Gross Revenues, Total Assets, Net Income before Interest & Depreciation, and Staff Productivity Index . Category D is allowed a maximum of four (4) sections as the primary functional grouping, each headed by a Senior level participating supervisory position.

Access and Coverage - performance of LWD in pursuing the goal of providing access and water service to the greater percentage of the population within their respective service areas.

Adequacy and Reliability of Service - performance of LWD rated in accordance with 24/7 availability of supply, capacity to meet the present and future water demand.

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Affordability – performance of LWD rated in accordance with their ability to ensure that their rates are kept affordable for the low income groups (LIG). It has been ascertained that a water consumption of 10 cubic meters per month will provide for the basic requirements of those in the LIG based on NSO and LGU data.

Concessionaire – a person/organization with a registered water service connection with the water District.

Delivery Units – Departments and Divisions of the LWD responsible for the achievement of the LWD's MFO and committed to performance targets which are tracked by a reporting system within the year verified by LWUA.

Disconnection – a process of closing a registered active service connection on the ground of delinquent water bill payment and/or committing fraudulent practices on water and water facilities as provided in RA 8041.

Potability –the quality of water that renders it safe and fit for human consumption. LWD performance with respect to the indicator shall mean compliance to the Philippine National Standards for Drinking Water (PNSDW) and all issuances and guidelines by the Department of Health (DOH) and the Local Water Utilities Administration (LWUA).

Potable water – water supplied to consumers which is safe to drink and food preparation and other domestic activity

Transparency – a set of policies that allow citizens to access information held by authorities

Water Bill – a statement or invoice of a water consumption by a concessionaire

GENERAL INFORMATION

A. WWD Profile

The Wao Water District was created by the Local Government Unit of Wao sometime in year 1991 to address the looming problems on its existing water system under the supervision of the Wao Municipal Waterworks System. It was in 1993 thru Mayor Remedios G. Guiab that the Wao Water District was officially created thru the issuance of the Conditional Conformance Certificate No. 519 last May 26, 1993 by the Local Water Utilities Administration (LWUA).

With its official creation, the Wao Water District then availed a financial loan from LWUA amounting to 4.24M and a grant from Sen. Alberto Romulo amounting to 3M to start the construction of a new water system. The construction started in March of 1998 and was operational in January of 1999 serving four (4) barangays and 790 service connections covering 15% of the total barangays of the municipality of Wao.

In 2005, the Government of Japan thru JICA extended financial grant amounting to 5 million pesos for its physical improvement which increases its service area by 24% covering a total of nine (9) barangays and increased its service connections to 2,090. The JICA-LWUA Small Water District Improvement Project construction was officially undertaken in November of 2008 and was accomplished in February of 2009.

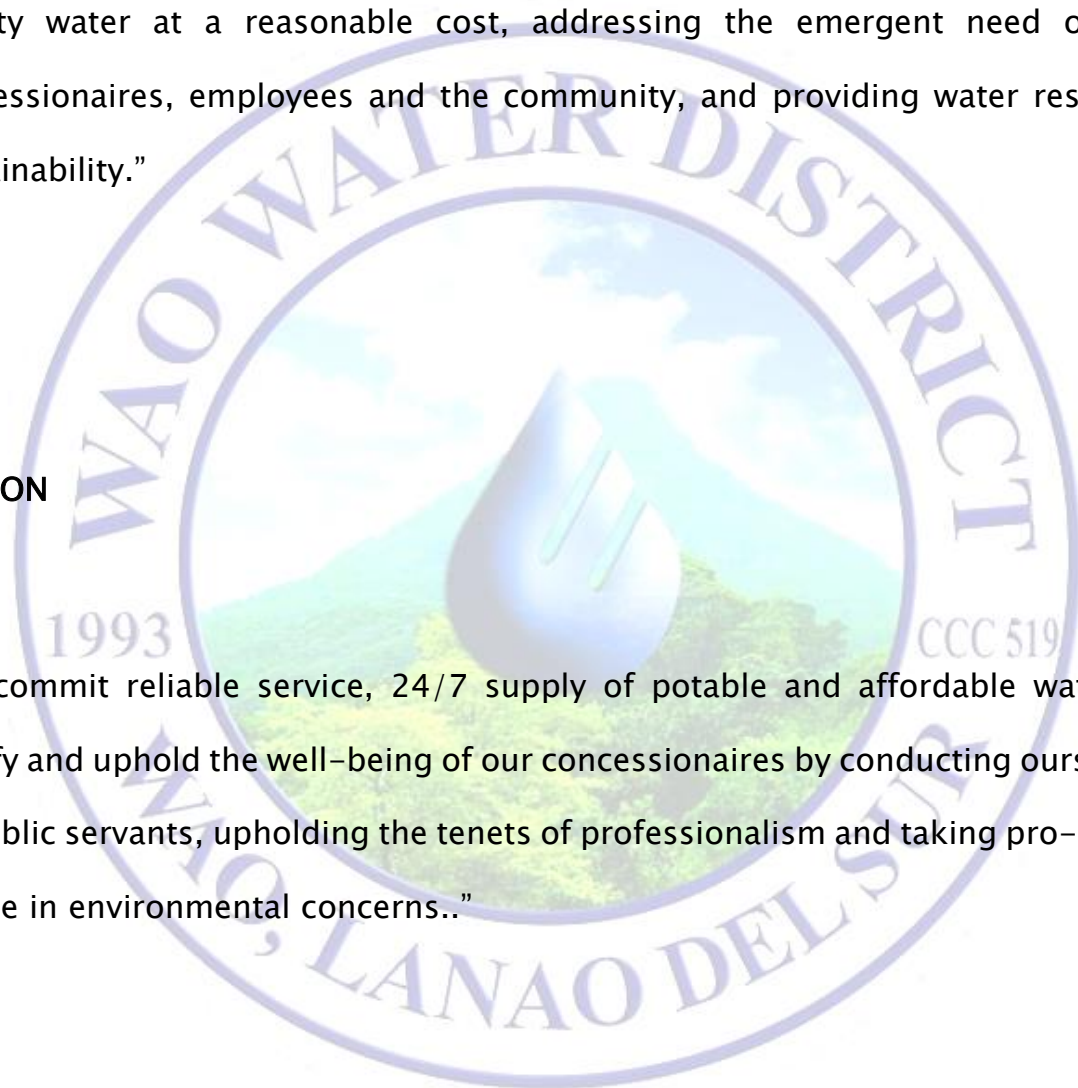
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VISION

“To be the finest and proficient Water District, extending excellent services, with quality water at a reasonable cost, addressing the emergent need of the concessionaires, employees and the community, and providing water resource sustainability.”

MISSION

“We commit reliable service, 24/7 supply of potable and affordable water to satisfy and uphold the well-being of our concessionaires by conducting ourselves as public servants, upholding the tenets of professionalism and taking pro-active stance in environmental concerns..”



PERFORMANCE PLEDGE

We, the officials and employees of the Wao Water District, commit to:

Serve you promptly, efficiently, and with utmost courtesy by authorized personnel and with proper identification from Mondays to Fridays, 8:00 a.m. to 5:00 p.m., (with no noon break);

Ensure strict compliance with service standards;

Respond to your complaints about our services through our complaint and assistance desk and take corrective measures;

Value every citizen's comments, suggestions, and needs; and

Empower the public with access to information on our policies, activities and services.

All these we pledge;

because YOU deserve no less.



BOARD OF DIRECTORS



DIR. JOSEPHINE B. ATA
VICE CHAIRMAN



DIR. ELSO VILLARENTE
CHAIRMAN



DIR. PABLO P. PASCO
AUDITOR



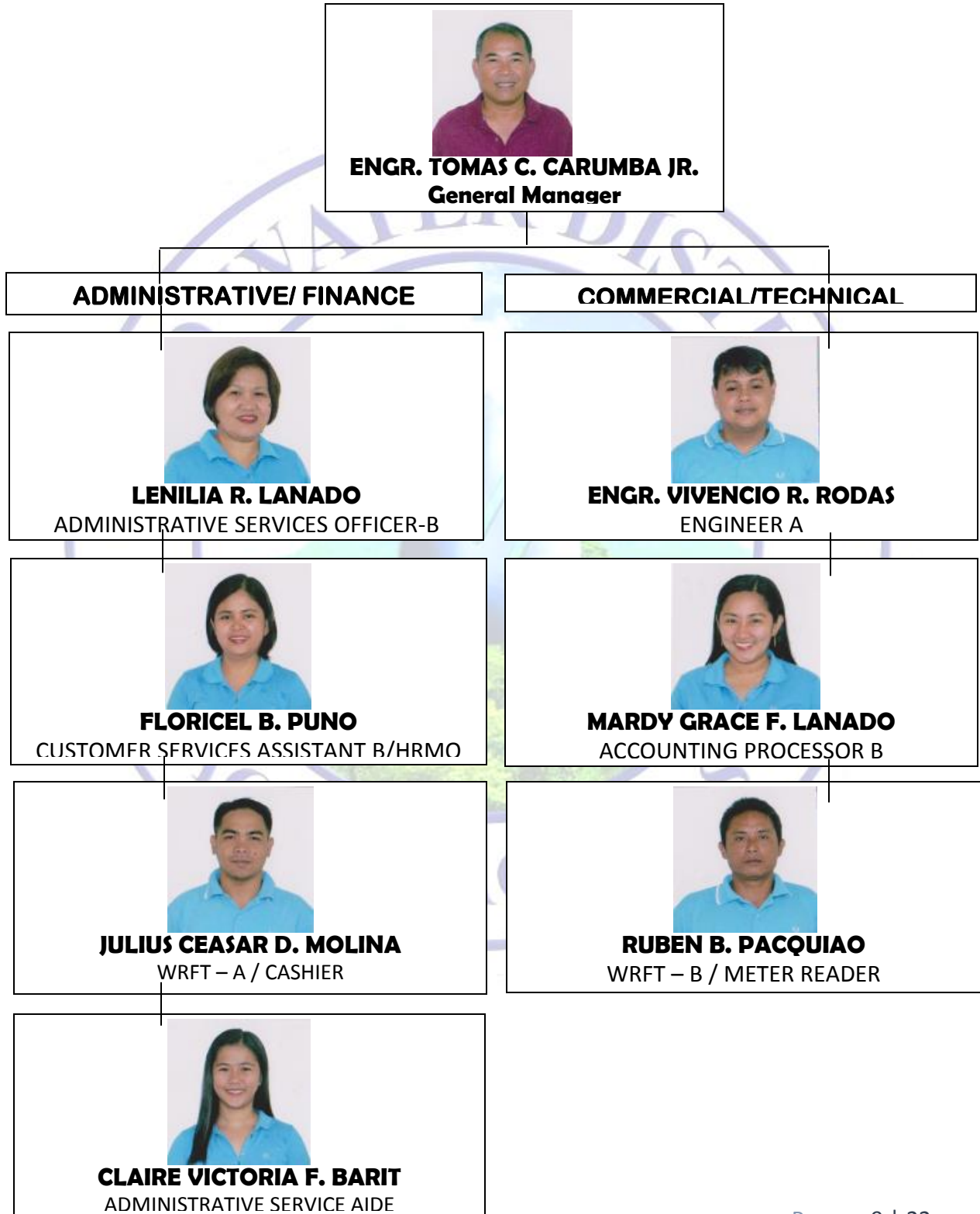
DIR. MARCELINA S. BALISTA
TREASURER



DIR. ANGELITA L. YUTIG
SECRETARY

A. Organizational Structure

MANAGEMENT



DUTIES AND RESPONSIBILITIES

The Primary Functions

Board of Directors appoints the General Manager, Approves Corporate Plans and Annual Budget, Contracts, Loans, Acquisition of Real Property, Organizational Structure, Compensation and Benefits, Water Rates and Charges. The Policy-making body of the WWD.

General Manager is the overall in-charge of the management, operations and implementation of the programs and services.

Administrative & Finance Section is responsible in the administration, evaluation, monitoring, placement, development, personnel planning and discipline, and other personnel actions of the district. Also responsible for the recruitment and retention of highly qualified employees for the agency. In-charge of controlling and monitoring of cash funds, ensures high collection efficiency and takes charge of all bank transactions. Evaluates and monitors the financial flow and transaction of the district vis-à-vis the approved budget and in accordance with the rules and regulations of the COA

Commercial & Technical Section handles customers and attends to all types of service requests. Takes charge in the billing of customers' monthly consumption. Monitors the implementation of all projects, programs, and the regular on-field operations of the district. Conducts repair on minor & major leak defects, installation of new service connections and water source development projects. Maintains accurate and stable potable water supply delivery.

OPERATION 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 districts' activities with other organizations.

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

The **Administrative and Finance Section** shall exercise operational control over the following duties:

1. Preparation of Financial Statements;
2. Preparation of Bank Reconciliation Statement;
3. Preparation of Creation, Reclassification and upgrade of Positions;
4. Preparation and upgrading of PPE Depreciation Schedule;
5. Preparation of Annual Budget;
6. Preparation and release of Payroll;
7. Meet BIR deadlines;
8. Preparation and submission of Alphalist of withholding taxes, Annual Registration Fee & Income Tax Return (ITR)
9. Preparation of Disbursement Voucher;
10. Liquidation of Cash Advances;
11. Report of Monthly Remittances and Loan Payment;

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12. Preparation and Payment of BIR, HDMF, PhilHealth, LBP & LWUA;
13. Issuance of Official & Collector's Official Receipt;
14. Reports of Daily Collection and Deposit;
15. Deposits of Cash and Check Collections;
16. Administration of Petty Cash Fund;
17. Disbursement Vouchers and Obligation Requests;
18. Release of Checks;
19. Maintenance of 201 Files;
20. Submission of SALN;
21. Updating of Leave Records;
22. Employee's Attendance;
23. Preparation and Submission of Report on Salaries and Allowances (ROSA) received by principal officers and governing Board of Directors to Commission on Audit (COA);

The **Commercial & Technical Section** shall exercise operational control over the following duties;

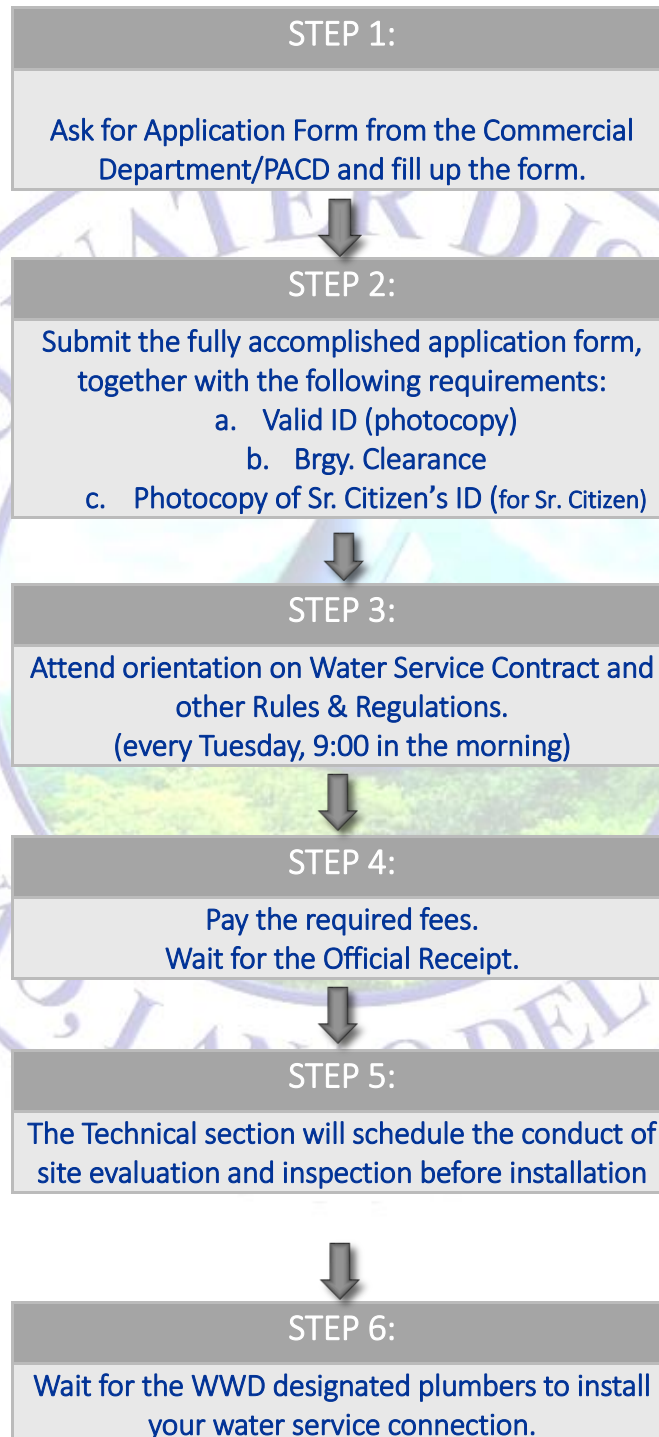
1. Processing of Applicants for: New Water Service Connections and Senior Citizen's/PWD Discount;
2. Attends to customers Queries, Requests and Complaints;
3. Meter Reading;
4. Monitoring of concessionaire's monthly consumption;
5. Checking of high water consumption;
6. Water meter relocation;
7. Repair/Calibration of water meter due to blurred, stuck-up or damage;
8. Repair of service line or meter stand leak;
9. Installation of new water service connections;

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10. Issuance of water bills (SOA)
11. Follow-ups of Installation balances;
12. Repair of main or distribution line;
13. Conduct of flushing activity;
14. Report of Non-Revenue Water (NRW) or unaccounted water consumption;
15. Submission of water samples for bacteriological test
16. Submission of water samples from spring sources for Physical & Chemical test;
17. Submission of summary result to LWUA;
18. Operation of Chlorination and monitoring of daily chlorine level;
19. Controlling/Throttling of gatevalves;
20. Monitoring of Pressure Gauge;
21. Survey for possible expansion;
22. Preparation of detailed Engineering designs;
23. Preparation of Purchase Order/Request;
24. Posting to PhilGEPS for invitation to bid;
25. Preparation of Procurement documents;
26. Issuance of Materials and Supplies;
27. Inventory of Materials, Supplies and Properties;
28. Submission of Inspection and Acceptance Report (IAR);
29. Preparation of Monthly Issued Materials Report

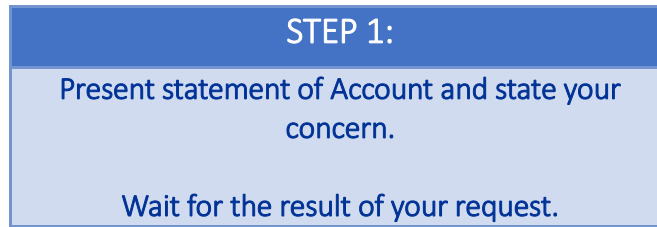
OPERATING PROCEDURES

I. APPLICATION FOR WATER SERVICE CONNECTION

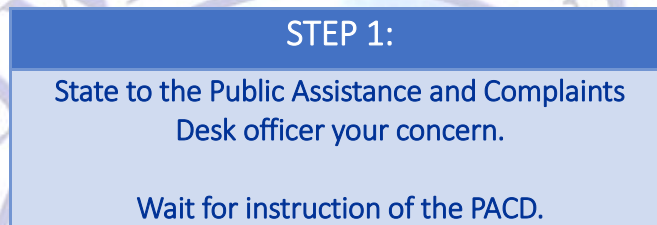


II. CUSTOMER SERVICES

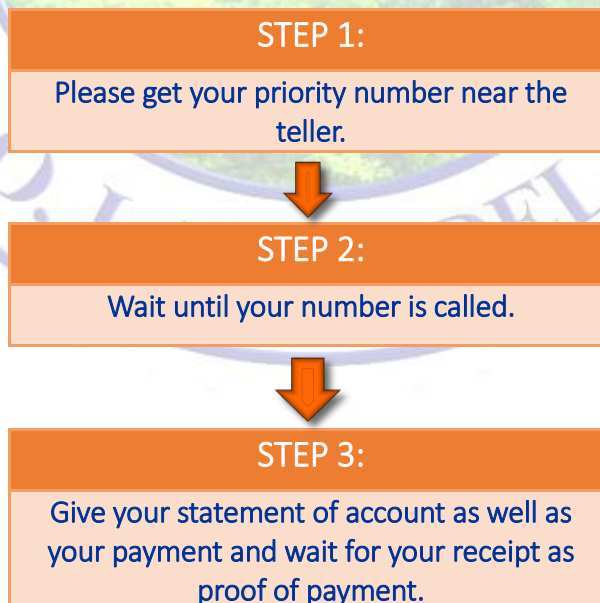
A. Verification of Accounts



B. Complaints, Queries and Requests



III. RECEIVING OF PAYMENTS (Water Bill, Installation Fee & Materials)



IV. MAINTENANCE OF WATER SERVICE CONNECTION

A. Ball Valve Replacement

STEP 1:

Request the Public Assistance and Complaints Desk officer for a change of ball valve.



STEP 2:

Pay to the teller for the materials needed.

B. Water Meter Calibration

STEP 1:

Request at the front desk for water meter calibration.



STEP 2:

Pay to the cashier the calibration charge.

C. Water Meter Transfer

STEP 1:
Request at the Public Assistance and Complaints Desk for water meter transfer.



STEP 2:
Pay to the cashier.

V. VERIFICATION OF ACCOUNTS

STEP 1:
Go to the Public Assistance and Complaints Desk (PACD) and state your concern.



STEP 2:
A. For clarification of payments, present your payment evidences.



STEP 3:
Wait for the result of your transaction.



STEP 4:

For clarification of meter reading consumption and high consumption: Present your previous and current water bill.



STEP 6:

You may wait for the result of your concern or come back after an hour.

VI. REQUEST FOR TEMPORARY/ VOLUNTARY DISCONNECTION OF WATER SERVICE CONNECTION

STEP 1:

Ask the Public Assistance and Complaints Desk your concern.



STEP 2:

Fill-up the request form for temporary/ voluntary disconnection of your service connection.



STEP 3:

Pay your outstanding account to the teller and wait for your receipt as proof of payment.



STEP 4:

Show your receipt to the in-charge.

VII. REQUEST FOR CHANGE OF NAME/ OWNERSHIP AND CHANGE OF CLASSIFICATION

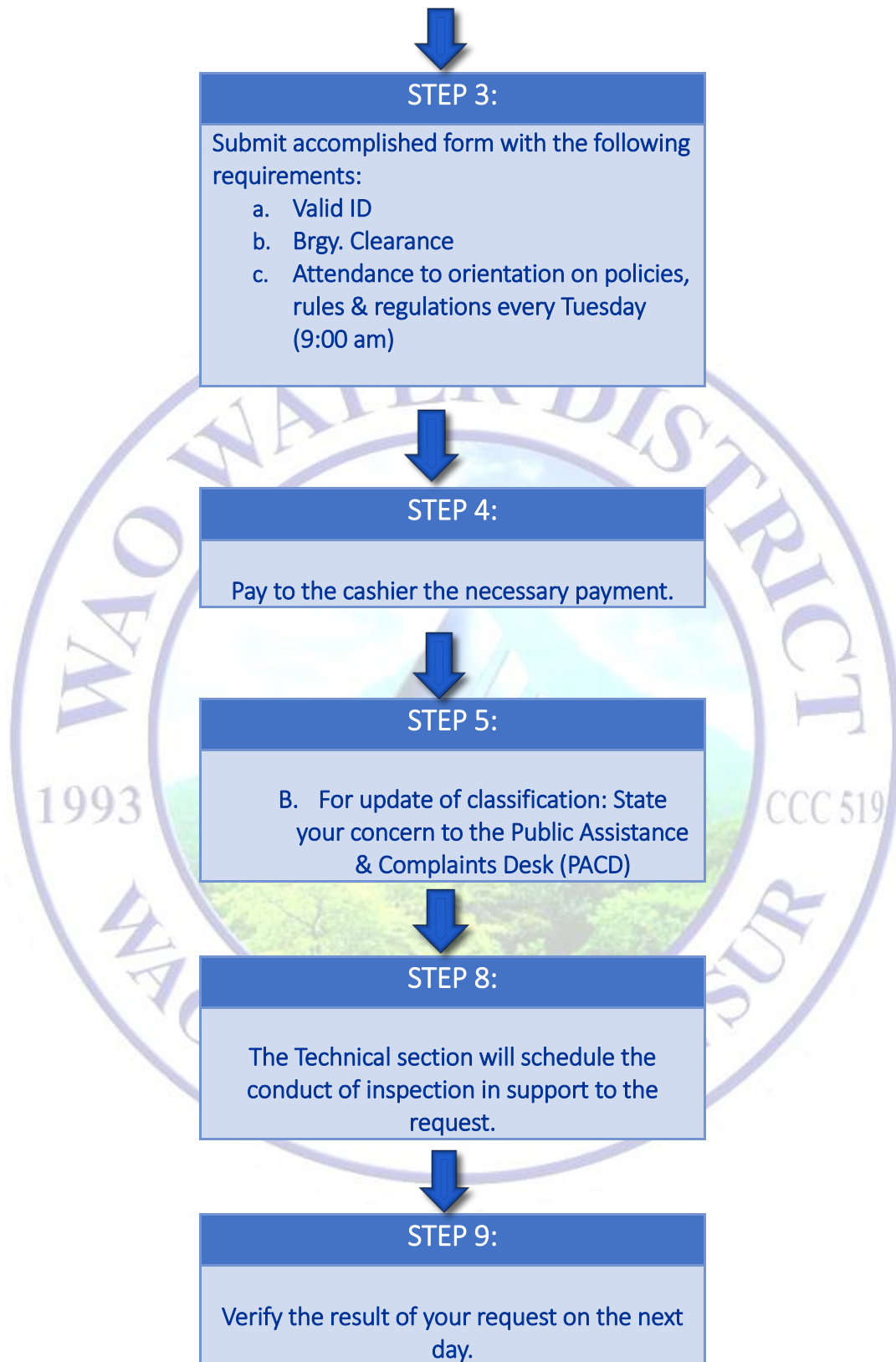
STEP 1:

State your concern to the Public Assistance and Complaints Desk.

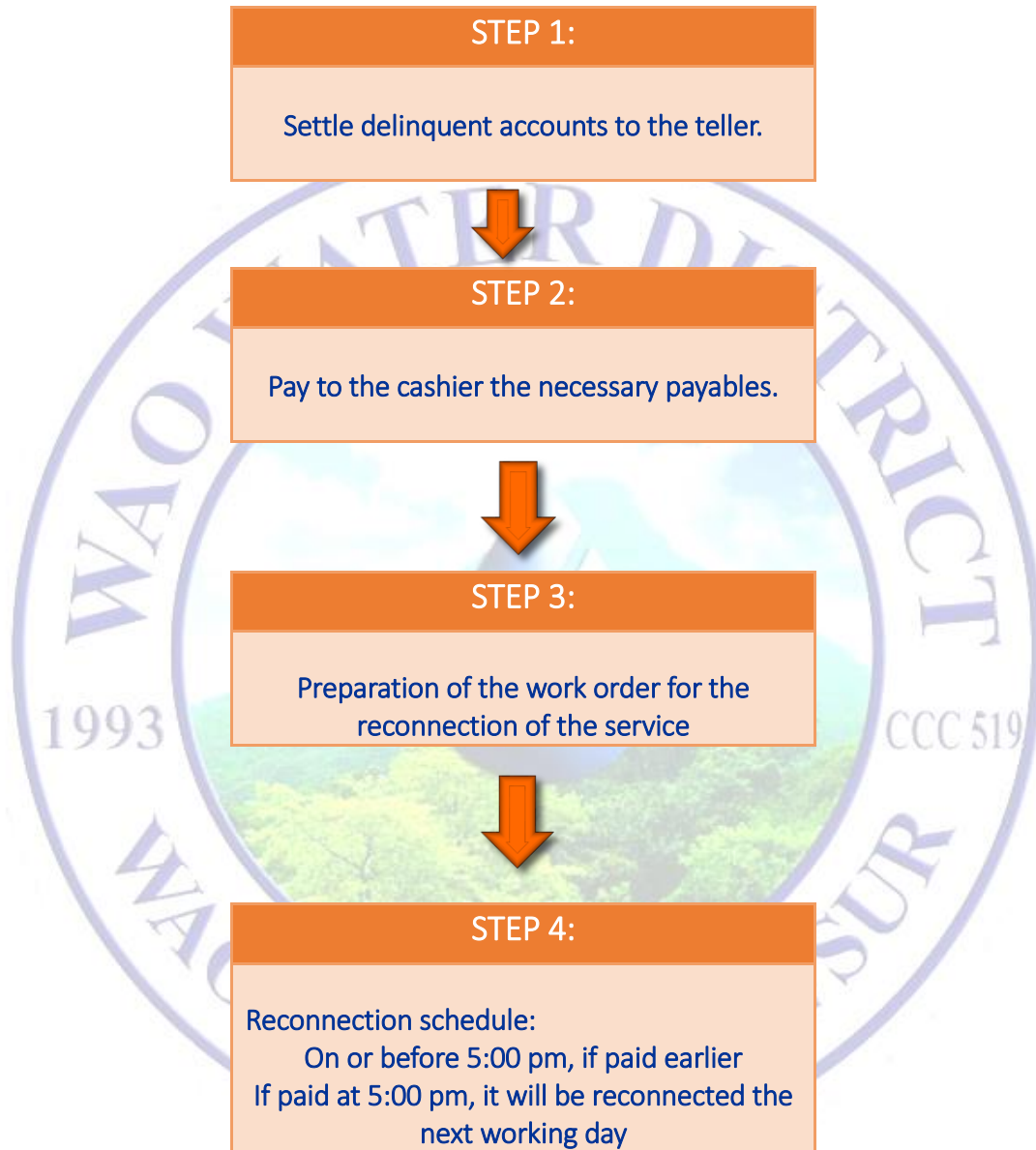


STEP 2:

A. For Change of Name: Fill- up the application form and affix your signature.



VIII. RECONNECTION OF DISCONNECTED WATER SERVICE CONNECTION



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APPENDICES

Reference:

- Revised Local Water District manual on categorization, re-categorization and other related matters (LWD-MaCRO).
- http://www.lwua.gov.ph/wd_classification/RevisedLocal-Water-District-Manual-MaCRO.pdf
- Presidential Decree 198

