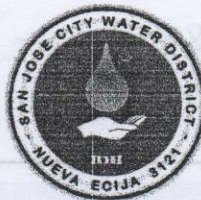


11/1/2016

SAN JOSE CITY WATER DISTRICT

Classification	Province	City	Municipality
1st Class	400,000,000.000	400,000,000.000	50,000,000.000
2nd Class	400,000,000.000	400,000,000.000	50,000,000.000
3rd Class	400,000,000.000	40,000,000.000	50,000,000.000
4th Class	50,000,000.000	50,000,000.000	50,000,000.000
5th Class	50,000,000.000	50,000,000.000	50,000,000.000
6th Class	50,000,000.000	50,000,000.000	50,000,000.000

OPERATIONS MANUAL



2015

Classification	Province	City	Municipality
1st Class	500,000,000.000	500,000,000.000	100,000,000.000
2nd Class	500,000,000.000	500,000,000.000	100,000,000.000
3rd Class	500,000,000.000	400,000,000.000	100,000,000.000
4th Class	400,000,000.000	300,000,000.000	50,000,000.000
5th Class	300,000,000.000	200,000,000.000	50,000,000.000
6th Class	200,000,000.000	100,000,000.000	50,000,000.000



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IV. Organization and Responsibilities	
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A.3. Finance & Commercial Division-(Budget and Accounting Section).....	9
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SJCWD OPERATIONS MANUAL

INTRODUCTION

The Operations Manual of SAN JOSE CITY Water District (SJCWD) contains the general information about the agency, its underlying function, 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 DWD, 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.

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 SJCWD. Activity flow charts are used to illustrate the different processes involved in daily operations.

SJCWD OPERATIONS
MANUAL

DEFINITION OF TERMS

SJWATER DISTRICT

PD – Presidential Decree

Category C – The categorization is a two-stage process. The initial stage is categorization based on the Number of Active Service Connections. For Category C a service connections of 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 SJCWD.

SOA – Statement of Account

PPE – Property Plant and
Equipment

PR – Purchase Requisition

HPC – Heterotropic Plate Count

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

AREAS OF OPERATION

PUMPING STATIONS	YEAR OF IMPLEMENTATION
1. MALASIN	1935
2. ENCARNACION	1985
3. TONDOD	1981
4. BELENA	2005
5. STO. NINO 1ST	2004
6. VILLARAMOS	1997

Average Annual Pump Cost (p/hp)	50%
Average Annual Chemicals Cost	30.5%
Average Annual Production (cu.m.)	5,586,108
Average Annual Escalation Factor (%)	10%
Annual Escalation Ratio	4.7%
Total Chemical Cost (pumping)	47,923
Total Production (cu.m.)	5,513,033
2012	5,513,033
2014	5,586,360
2013	5,586,261
2015	5,810,358
2011	5,841,334
2010	5,841,318

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2013	5,586,261
2015	5,810,358
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2010	5,841,318

ORGANIZATION AND RESPONSIBILITIES SAN JOSE CITY WATER DISTRICT ORGANIZATIONAL CHART

BOARD OF DIRECTORS

DR. RELITO S. IGNACIO
Chairman of the Board

Professional Sector

DIR. VOLTAIRE A. FRANCISCO
Vice Chairman

Business Sector

DIR. VERONICA A. MANUGUE
Member

Educational Sector

DIR. TERESITA E. ALFONSO
Member

Women Sector

DIR. RESTITUTO T. DOMINGO
Member

Civic Sector

BOARD OF DIRECTORS:

1. DR. Relito S. Ignacio- Chairman
2. Dir. Voltaire a. Francisco-Vice Chairman
3. Dir. Teresita E. Alfonso- Member
4. Dir. Veronica E. Manugue -Member
5. Dir. Restituto T. Domingo-Member



Billing and Collection Section

JOYCE MAY D. BAUTISTA

Senior Cashier

MANUEL MUNSAYAC

Cashier D

CELESTE T. CAAGBAY

Cashier D

ARNOLD L. MARTIN

Utilities Customer Service Assistant A

EDUARDO P. ANDRES

Utilities Customer Service Assistant B

LIBERTY I. FRANCISCO

Computer Operator

JOEL DG. DUMALE

Utilities Customer Service Assistant C

NEIL ALDRIN M. BARANGAN

Utilities Customer Service Assistant C

annex 18 for water rates analysis per classification
and approved rates depending on the category of water district. Please see attached
period of this business plan is and shall be accordance with the LWA recommended
The district existing water rates and the projected water rates increases within the

3019-3030
27CWD 072022 BY YN



XIII. TABLE ANALYSIS/ISSUING STRATEGIES

ENGINEERING DIVISION- (Production and Maintenance)

ENGR. CESAR R. DE LEON

Division Manager C

ROLANDO DR. DEL PILAR

Senior Project Planning and Development Officer

XII. REVENUE NEEDS

EDGAR DG. OZARRAGA

Water Maintenance Foreman

XI. DEBT SERVICE SCHEDULE

JEFFREY E. DIAMSAY

Senior Water Maintenance Man A

X. OPERATIONS AND MAINTENANCE

REYNANTE A. SOLOMON

Senior Water Maintenance Man A

IX. CAPITAL EXPENDITURES

ALFREDO P. DURLAO, JR.

Water Sewerage Maintenance Man A

GODOFREDO DC. CORBE

Water Maintenance Man A

FERNANDO A. ESCUADRO

Water Maintenance Man A



Production Division:

ALBERTO E. PAJARILLO
Water Utilities Development Officer

ANGELITO A. ESTRADA
Water Resources Facilities Operator A

DINDO S. PURIFICACION
Water Resources Facilities Operator A

EDUARDO E. SORO
Water Resources Facilities Operator A

EDUARDO N. PAREDES, JR.
Water Resources Facilities Operator A

SEGUNDO M. CIRIACO
Water Resources Facilities Operator A

MANUEL H. LEAL
Water Resources Facilities Operator A

DARWIN SV. TUMANDAY
Water Resources Facilities Operator B

RODEGELIO P. ARIEM
Water Resources Facilities Operator B

NESTOR F. PATIAG
Water Resources Facilities Operator B

RODELIO S. ASUNCION
Water Resources Facilities Operator B



SJCMD Operations Manual

DUTIES AND RESPONSIBILITIES**The Primary Functions**

Board of Directors is a policy making body. Ensures the availability of adequate financial resources and approves annual budget.

General Manager is to direct reports to the Board of Directors, promote, and coordinate the operations of the Water District in a manner that will optimize the districts revenues and savings, improve the districts efficiency, achieve the mission and vision goals, and result in outstanding customer service. She is also responsible to the Administrative Division.

Finance and Commercial Division- (Finance) Maintain a documented system of accounting policies and procedures. Forecast cash flow positions, ensure that sufficient funds are available to meet on going operational and capital investment requirements. Monitor progress and ensure achievement. Develop budgets and operate within them. Makes recommendations for equipment or asset purchases based upon targeted goals and operational needs. (Commercial) Manage water sales of the district to concessionaires within main area and all barangays. Ensures consistent, profitable growth in sales revenues through management and deployment of her division. Reviews and recommends discounts percentage to the General Manager.

Engineering Division- (Maintenance) Confer with management, production and marketing staff to discuss project specifications and procedures. Coordinate and direct projects, making detailed plans to accomplish goals and directing the integration of technical activities of technical activities. Analyze technology, resource needs and market demand to plan and access the feasibility of projects, Program of Work Plan. 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 in water system project implementation and constructions. Responsible for the water maintenance and disconnection and reconnection of service lines. (Production) 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.



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.
5. Preparation and updating of PPE Depreciation Schedule;
6. Preparation of Payroll;
7. Meet BIR deadlines;
8. Preparation and submission of Alphalist of withholding taxes, annual registration fee & Income Tax Return (ITR);
9. Maintenance of 201 files;
10. Submission of SALN;
11. Updating leave records;
12. Preparation of Purchase Order/Request;
13. Posting to Phil-GEPS for invitation to bid;
14. Preparation of Creation, Reclassification and upgrade of Positions;
15. Preparation of procurements;
16. Issuance of materials and supplies;
17. Physical count of inventory;
18. Submission of Inspection and Acceptance Report (IAR);
19. Delivery of Documents to outside public.

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

The Division Manager of **Finance and Commercial Division** shall exercise operational control over the following duties: (For Finance)

1. Preparation of Financial statements;
2. Preparation of statement of Bank Reconciliation;
3. Preparation of Annual budget;
4. Preparation of Disbursement Voucher;
5. Liquidation of Cash advances;
6. Report of Monthly remittances and loan payment;
7. Preparation and payment of (BIR, GSIS, HDMF, Philhealth LWUA)
8. Reports of daily Collection and Deposit;
9. Deposits of cash and check collections;
10. Administration of Petty Cash Fund;
11. Release of checks;
12. Release of payroll;
13. Preparation and submission of Report on Salaries and Allowances (ROSA) received by principal officers and governing board of Directors to Commission on Audit (COA);
14. Issuance of "Acknowledgment Receipt of Equipment" (ARE) Semi expendable and Non-expandable property
15. Submission of Inspection and Acceptance Report (IAR);



(For Commercial) shall exercise operational control over the following duties:

1. Processing of Applications for: New water service connections, change name, maintenance & Inspection order;
2. Issuance of Official Receipts;
3. Submission of Schedule of Accounts Receivable;
4. Submission of Collection Report;
5. Checking of high water consumption.

(For Maintenance) shall exercise operational control over the following duties:

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. Issuance of water bills (SOA)
7. Issuance of Official Receipts upon collection (field collection)
8. Conduct of network flushing activity;
9. Report on Non-Revenue Water (NRW) or Unaccounted water per cubic meter;

(For Production) shall exercise operational control over the following duties:

1. Submission of water samples for Bacti-Testing & Heterological Plate Count (HPC) 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;
4. Operation of Chlorination equipment;
5. Maintenance of Installation of electrical wiring
6. Operation and maintenance of Generators

The 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

10111	118	2101	902	1'130
10111	202	2101	308	1'338
10111	230	2101	390	1'788
10111	338	2101	112	320



AREAS OF OPERATION:

Caanawan	132	E. E. Marcos	343	481
Ypal Sug	138	E. E. Marcos	431	534
Ypal Jn	1818	E. E. Marcos	324	324
Connection	of	Connection	of	1014

1. Brgy. A. Pascual

2. Brgy. Abar 1st3. Brgy. Abar 2nd

4. Brgy. Caanawan

5. Brgy. Malasin

6. Brgy. Rafael Rueda, Sr.

7. Brgy. F. E. Marcos

8. Brgy. Canuto Ramos

9. Brgy. R. Eugenio

10. Brgy. C. Sanchez

11. Brgy. Sto. Nino 1st12. Brgy. Sto. Nino 2nd

13. Brgy. Sibut

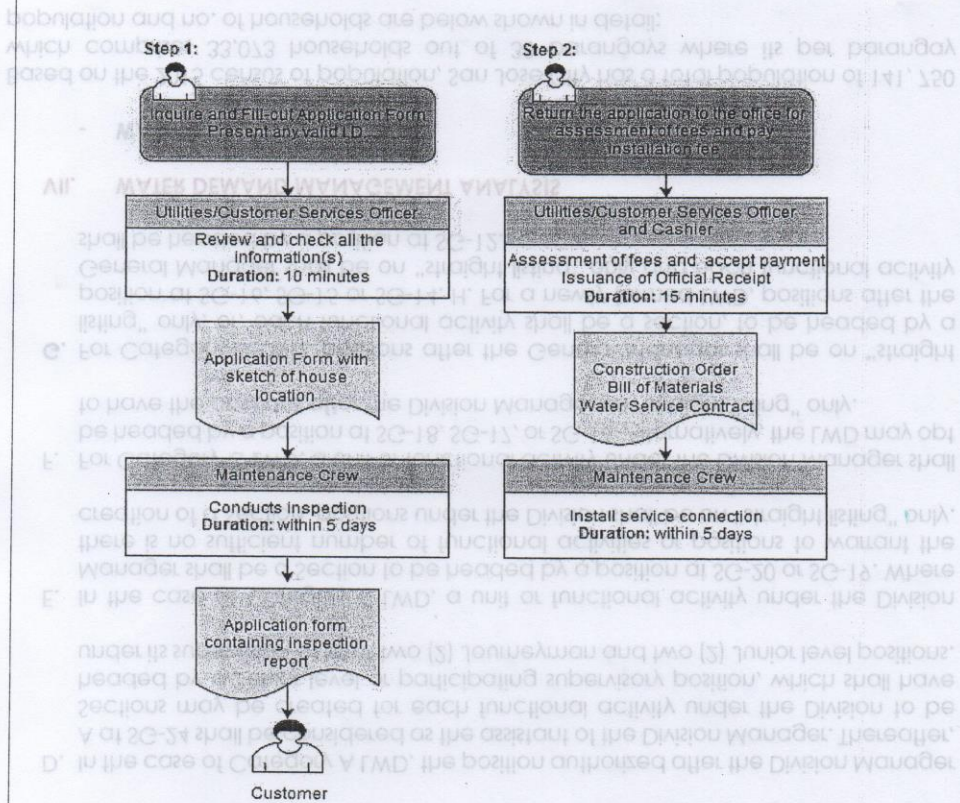
14. Brgy. Tondod

Caanawan	132	8880	141281	33033
Ypal Sug	138	888	1188	492
Ypal Jn	1818	813	1814	440
Connection	of	491	888	559
1. Brgy. A. Pascual	132	113	1800	384
2. Brgy. Abar 1 st	138	188	3243	849
3. Brgy. Abar 2 nd	1818	3383	4889	1134
4. Brgy. Caanawan	132	833	1389	309
5. Brgy. Malasin	138	3883	2884	1433
6. Brgy. Rafael Rueda, Sr.	1818	3434	9833	5068
7. Brgy. F. E. Marcos	1818	3843	2132	1342
8. Brgy. Canuto Ramos	132	3313	9438	1914
9. Brgy. R. Eugenio	138	993	1486	336
10. Brgy. C. Sanchez	1818	3092	9210	1468
11. Brgy. Sto. Nino 1 st	132	283	1349	593
12. Brgy. Sto. Nino 2 nd	138	883	3134	228
13. Brgy. Sibut	1818	1913	3383	130
14. Brgy. Tondod	132	1303	3210	333
Caanawan	132	881	1803	213
Ypal Sug	138	1809	1133	3243
Ypal Jn	1818	1430	3098	998
Connection	of	209	1018	544
Caanawan	132	3433	3413	1302
Ypal Sug	138	1092	3133	293
Ypal Jn	1818	4039	3392	1801
Connection	of	3829	3820	2309
Caanawan	132	1210	1403	5813
Ypal Sug	138	1323	1338	3280
Ypal Jn	1818	241	203	1044
Connection	of	883	882	1883
Caanawan	132	338	133	1201
Ypal Sug	138	1330	1388	3218
Ypal Jn	1818	839	883	1818
Connection	of	3338	3403	9342



OPERATING PROCEDURES

1. COMMERCIAL SERVICES DEPARTMENT A. NEW CONNECTION



B. RECONNECTION OF DISCONNECTED LINES

number of positions in an FWD
for Categories A to C shall be strictly observed in the determination of the total
connections for Category D, and one hundred twenty (120) service connections
A. The staff productivity index of one (1) position for every one hundred (100) service

on staffing pattern as follows:

The SJCWD staffing ratio

STAFFING RATIO

approved by the board
provided that the appointment
water district facilities with board
director shall have full supervisory
specified from time to time by the board
the duties of the general manager who shall not be a

The function of the board shall
be delegated and re-delegated
board, provided, however, that
privileges and duties of the board
board of directors and management
the kind of governance

organization of its performance
create value while providing acc
governance system. Good corporate
the San Jose City Water District
and managed through corporate

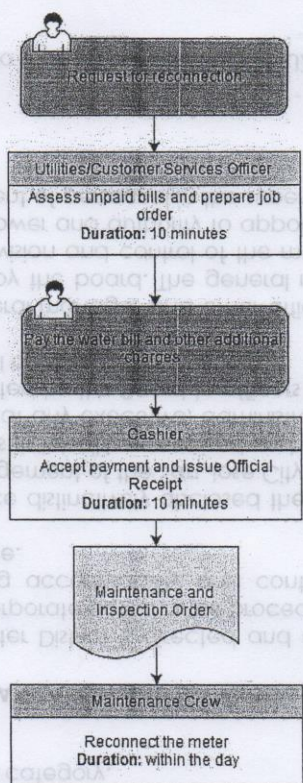
principles of operation
performance review is in order to ensure the SJCWD financial stability and long-term
normally, such budgeting entails additional prudential requirements. Hence,
until 2020 (please see annex 1 & 2 for the details of present staff list and its analysis)
personnel during the past years shall be the base of the budgeting of its category into B
revenues, fixed assets and net income. The growth of the SJCWD physical and financial
(2026) was based on the size of the SJCWD as determined largely by the amount of
the establishment of a standard organizational structure and staffing pattern

PRINCIPLES OF OPERATION

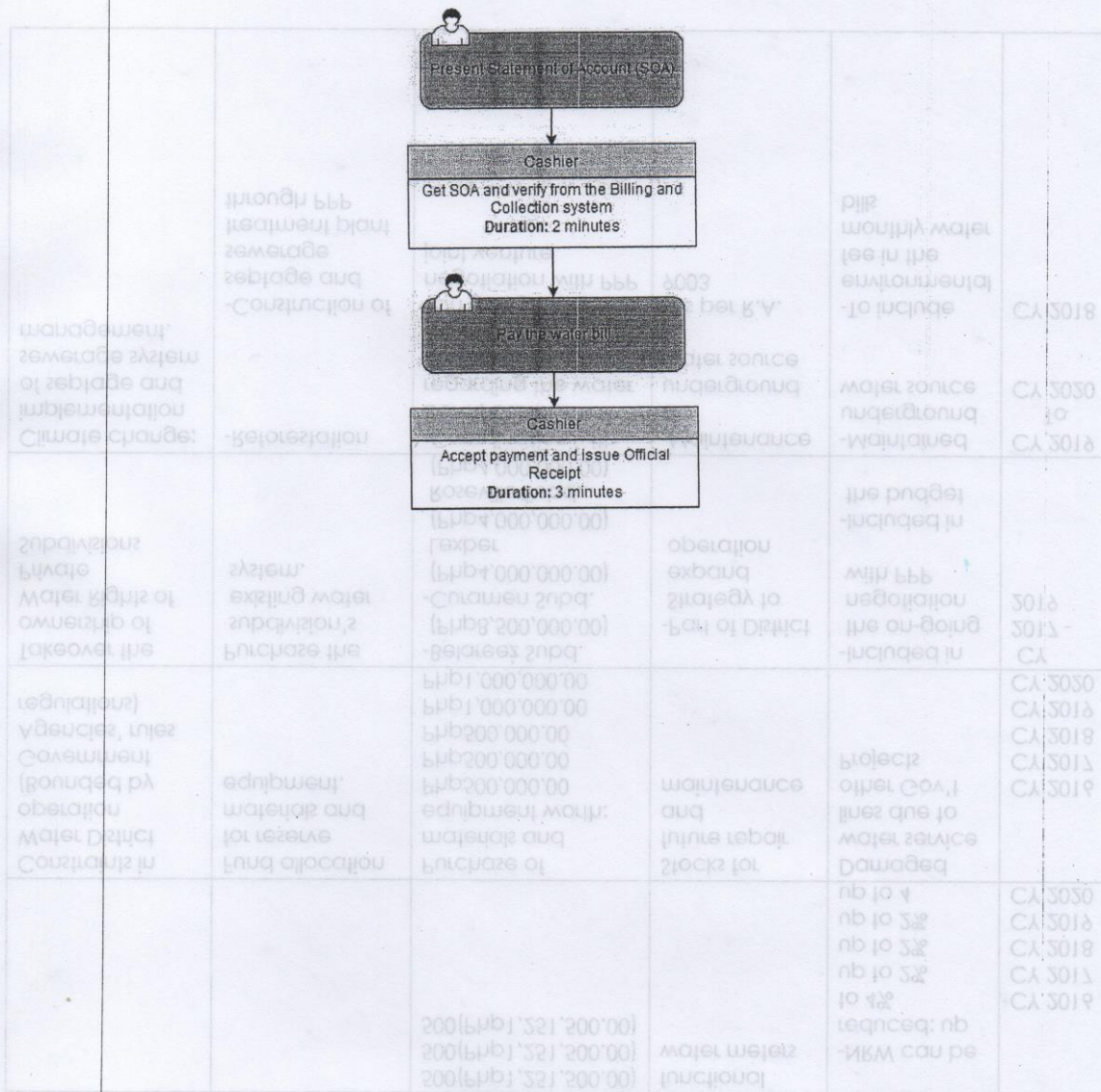
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revenues, fixed assets and net income. The growth of the SJCWD physical and financial
(2026) was based on the size of the SJCWD as determined largely by the amount of
the establishment of a standard organizational structure and staffing pattern

COMPLIANCE WITH FWD-MASCO

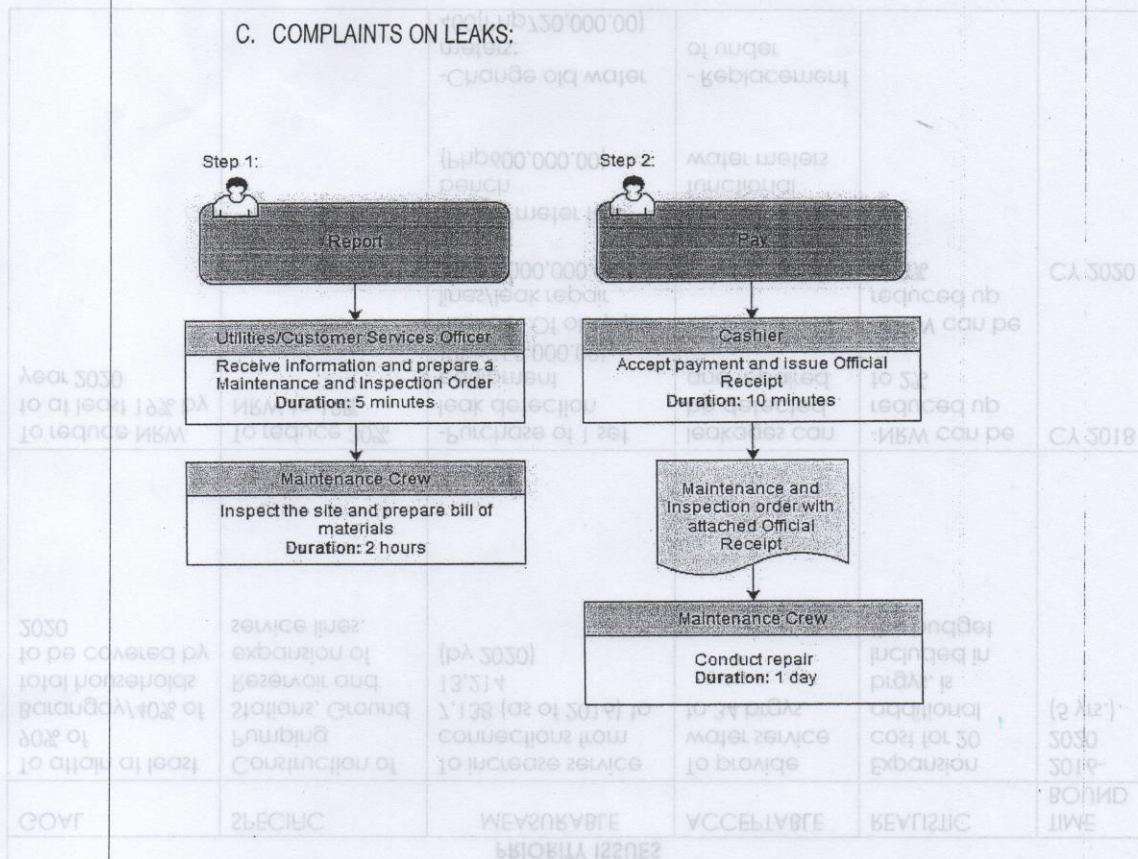
AL ORGANIZATIONAL STRUCTURE AND STAFFING



C. PAYMENT OF WATER BILLS



C. COMPLAINTS ON LEAKS:



A. STRATEGIC GOALS

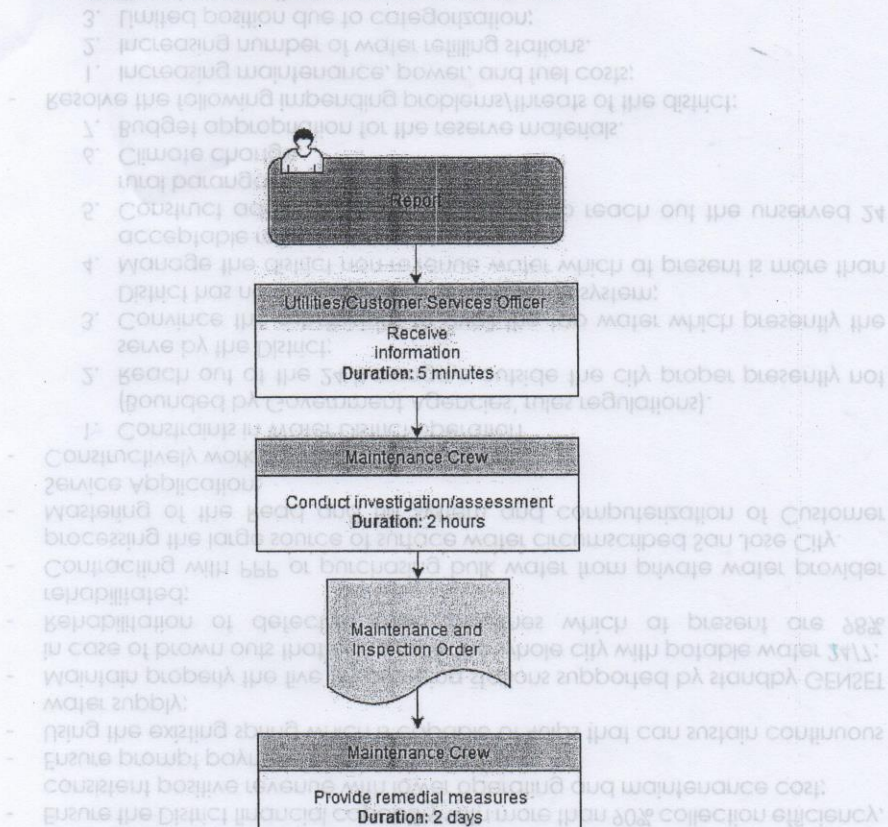
1. Takeover the ownership of water rights of private subdivisions, agencies, water regulations.
2. Climate change: implementation of separate and sewerage system
3. Constraints in Water District operation (bounded by Government)
4. To reduce NRW to at least 10% by year 2030
5. To attain at least 80% of barangays/10% of total households to be covered by 2030

Ranking of the priority issues according to the following:



PRIORITY ISSUES

E. COMPLAINTS IN LOW PRESSURE/ HIGH CONSUMPTION



AREAS OF CONCERN

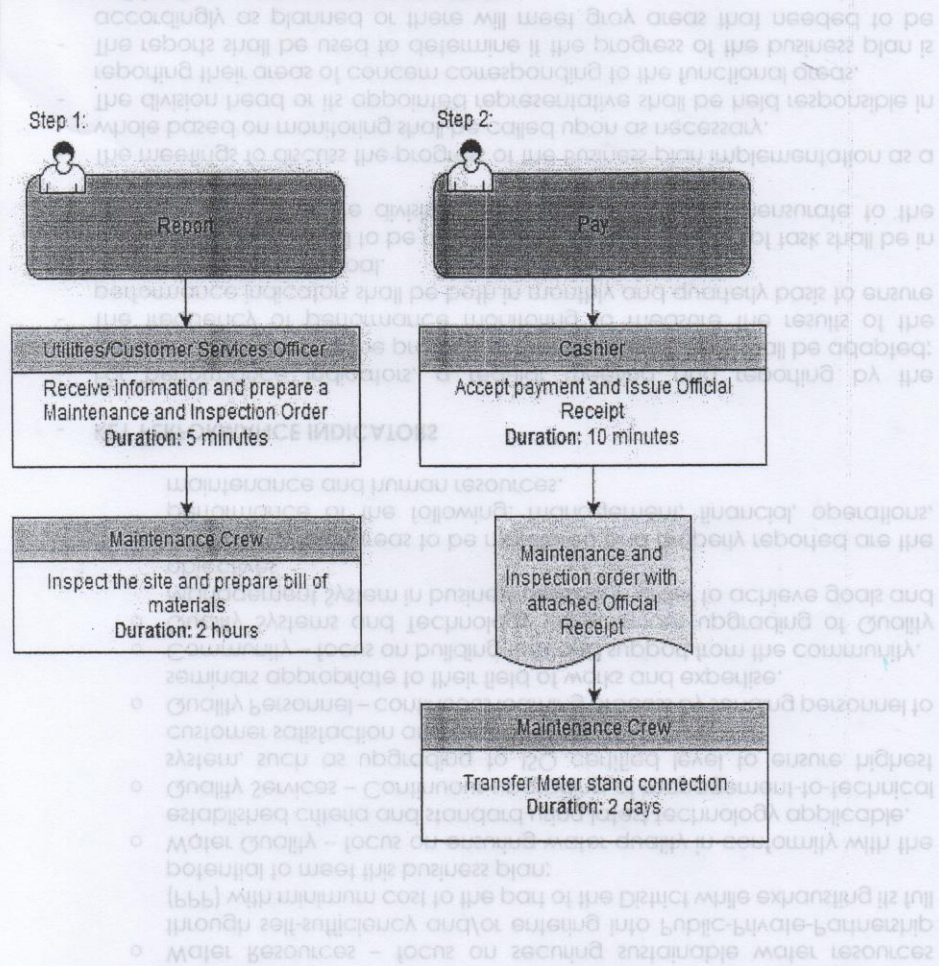
IA. ASSESSMENT OF CURRENT CONDITIONS AND PRIORITY ISSUES

- from local and international offering agencies;
- from other government agencies, such as (WHA), if necessary, or other grants
- Private Partnership (PPP) without cost to the government, and sourcing of loan
- Funding of investment shall be sourced from the District general fund, Public
- guided by the Engineering Division upholding the vision of the District;
- investment for rehabilitation and expansion projects to be determined and

INVESTMENT AND FUNDING INFORMATION



F. TRANSFER OF LINE/RELOCATION OF WATER METER

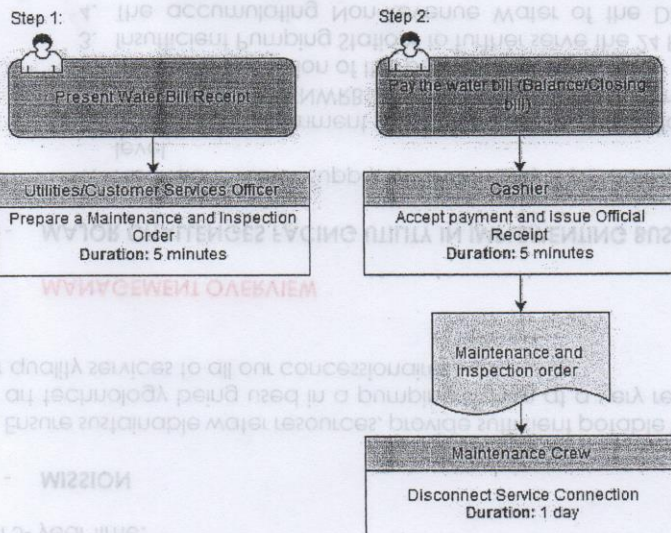


monitored:
establish other helpful options with the following functional areas to be
framework coordinates the district's strategy with its ongoing operations and
the goals and objectives for the performance measurement system. The
the district's strategic direction, strategies and related activities provide

BUSINESS PLAN MONITORING AND REPORTING



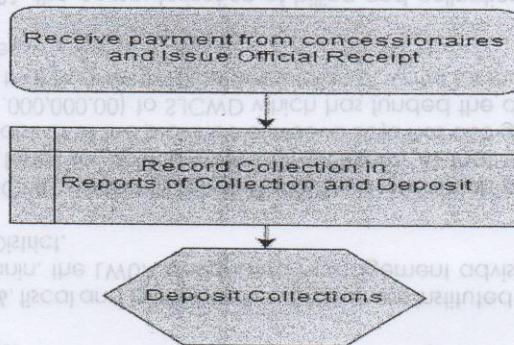
G. REQUEST FOR VOLUNTARY DISCONNECTION



II. ADMINISTRATIVE AND FINANCE SERVICES DEPARTMENT

ACCOUNTING WORKFLOW

RECEIPTS AND COLLECTION PROCESS

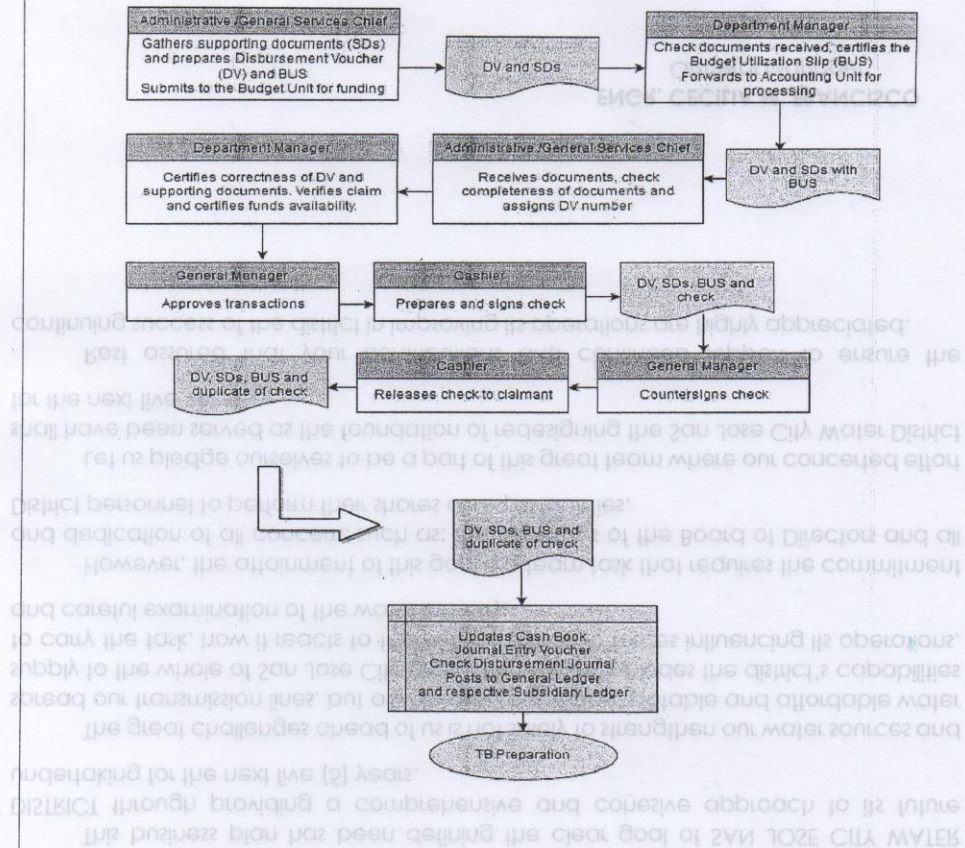


HISTORICAL BACKGROUND AND PRESENT INFORMATION

GENERAL DESCRIPTION OF THE UTILTY



DISBURSEMENT PROCESS

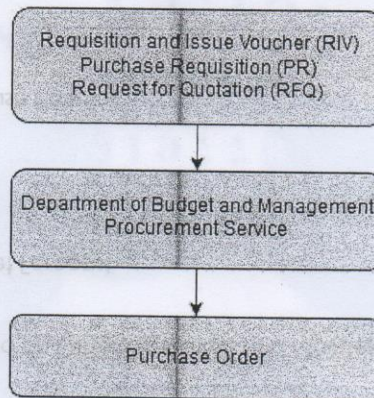


Message from the General Manager

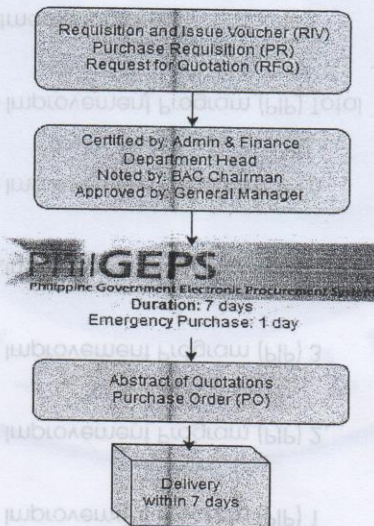
WE22VCE

PROCUREMENT PROCESS

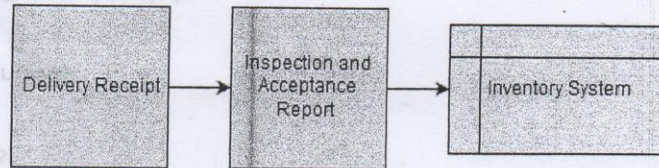
OFFICE SUPPLIES:



MERCHANDISE:



RECEIPT OF DELIVERIES OF INVENTORY



ISSUANCE OF OFFICE SUPPLIES

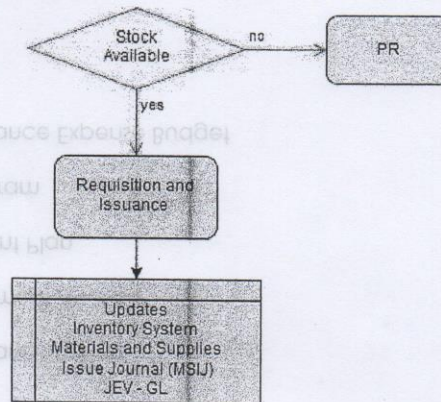
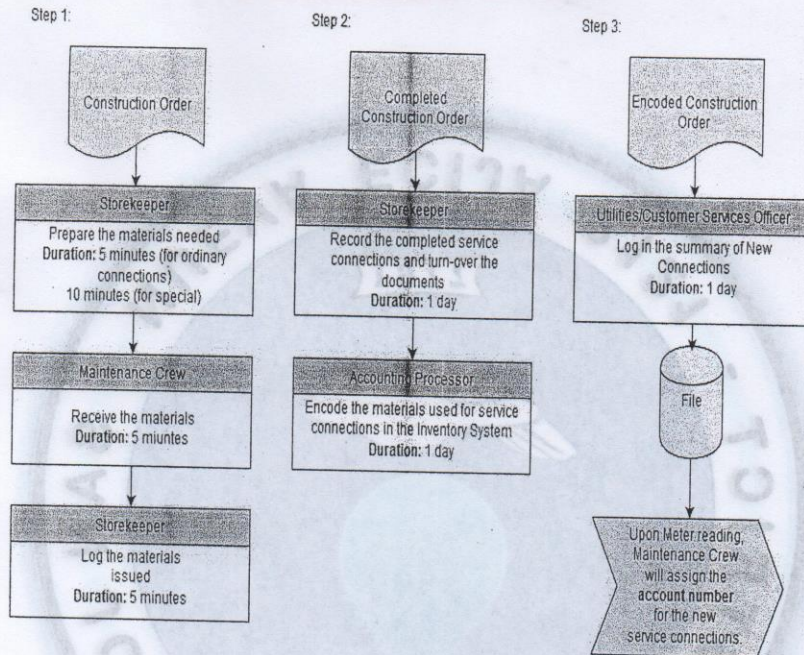


TABLE OF CONTENTS

ISSUANCE OF NEW SERVICE CONNECTION MATERIALS



APPENDICES

Reference:

Department of Budget and Management (2011). *Revised Local Water District manual on categorization, re-categorization and other related matters (LWD – MaCRO)*. Retrieved October 5, 2015 from http://www.lwua.gov.ph/wd_classification/Revised-Local-Water-District-Manual-MaCRO.pdf

NO. 331, SERIES OF 2008

BOARD OF DIRECTORS AND AMENDING RESOLUTION
PROPER REPRESENTATION IN THE WATER DISTRICT
REVISED POLICY GUIDELINES AND PERTAINING TO
LWUA—MC NO. 002-JE

NO. 331, SERIES OF 2008

BOARD OF DIRECTORS AND AMENDING RESOLUTION
PROPER REPRESENTATION IN THE WATER DISTRICT
REVISED POLICY GUIDELINES AND PERTAINING TO
LWUA—MC NO. 002-JE

General Manager

ENIC: CECILIA W. FRANCISCO

FEEDBACK FORM (PANANAW O PUNA)

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

(Ipaalam po ninyo sa amin kung paano naming kayo napaglingkuran. Maaaring gamitin ito para sa papuri, reklamo, o mungkahi. Mangyaring itsek lamang ang kahong naaayon.)

☐

COMPLIMENT

☐

COMPLAINT

☐

SUGGESTION

Person(s)/Unit Office Concerned or Involved:

(Mga) Tao/ Pangkat/Tanggapan na may Kinalaman sa Papuri, Reklamo, o Mungkahi

Facts or Details Surrounding the Incident:

(Kaganapan o Detalyang Bumabalot sa Pangyayari)

(Please use additional sheet/s, if necessary)

(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

NAME (Optional):

OFFICE/AGENCY:

(PANGALAN)

(TANGGAPAN/AHENSYA)

ADDRESS:

Contact Numbers (if any):

(TIRAHAN)

(TELEPONO)

EMAIL ADDRESS (if any):

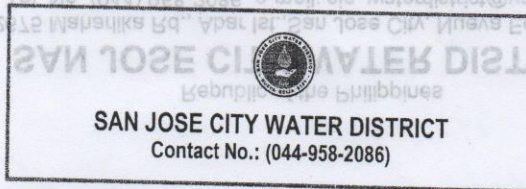
SIGNATURE:

DATE:

(LAGDA)

(PETA)

Figure A.1: Feedback Form



Requirements for New Water Service Connection:

1. Statement of Account / Official Receipt of neighbor with existing water connection
2. Xerox copy of ID with picture
3. Accomplished Application Form (request from the district)

Figure A.2: List of requirements for new service connection