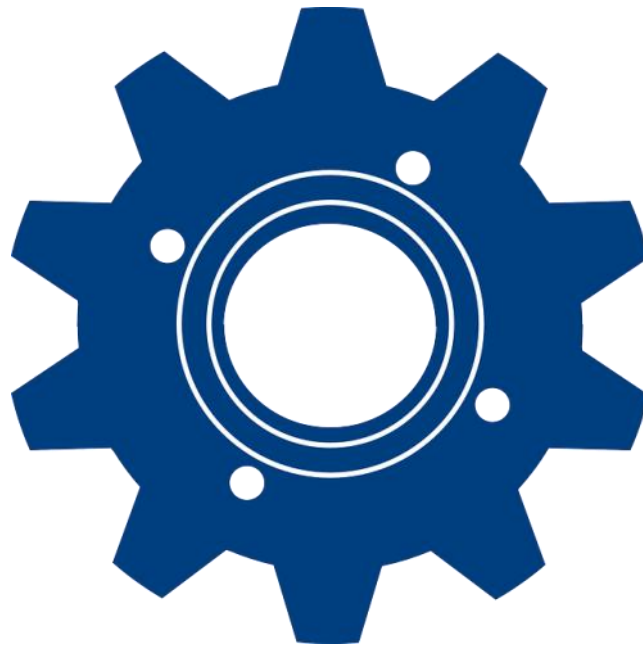


2015

CALAMBA WATER DISTRICT



# OPERATIONS MANUAL

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## Introduction

The Operations Manual of Calamba Water District (CWD) contains the general information about the agency, its underlying function, mandates, operating procedures and organization.

The purpose of this manual is to provide readers with knowledge about the district's functions 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 CWD, mandates and functions, its mission and vision, pumping stations and areas of operation.

**Organization and Responsibilities.** In this part of the manual, the organizational structure was shown using a diagram (see pages 8 & 9) as of year 2015, and the corresponding 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 CWD. Activity flow charts are used to illustrate the different processes involved in daily operations.

## **ACRONYMS**

<b>CWD</b>	-	<b>Calamba Water District</b>
<b>PD</b>	-	<b>Presidential Decree</b>
<b>SOA</b>	-	<b>Statement of Account</b>
<b>PPE</b>	-	<b>Property Plant and Equipment</b>
<b>PR</b>	-	<b>Purchase request</b>
<b>LWUA</b>	-	<b>Local Water Utilities Administration</b>
<b>PhilGEPS</b>	-	<b>Philippine Government Electronic Procurement Systems</b>
<b>SALN</b>	-	<b>Statement of Assets, Liabilities and Networth</b>
<b>SDs</b>	-	<b>supporting documents such as sales invoice, purchase request, job order and statement of account</b>

## GENERAL INFORMATION

### *History*

The Municipality of Calamba used to manage the water system of the town as early as 1926. However, in 1956, the National Waterworks and Sewerage System Authority (NAWASA) was created and took charge of the water system management of the whole province of Laguna. It was in 1964 when the supervision and management of the water system was given back to the municipal government.

Almost a decade after, the Presidential Decree (PD) 198, as amended by the PD 768 and 1479, otherwise known as the Local Water Utilities Act of 1973, paved the way for the creation of the Local Water Utilities Administration (LWUA) which among the objectives is to extend financial aid and assist urban and rural water users through loans, trainings, and other forms of technical assistance. Thus, an autonomous Local Water District was formed, independent of the local government, which took charge of the management and operation of the local water utility as a self-liquidating revenue and service-oriented organization.

Realizing the necessity for sufficient, safe, and potable water for domestic and industrial use in the locality, the Municipal Council of Calamba, headed by then Mayor Taciano Rizal, adopted and approved Resolution No. 82, Series of 1974 on August 7, 1974. The resolution provided for the creation of the Calamba Water District (CWD) covering all areas within the geographic boundaries of the municipality, and transferring all existing facilities into the jurisdiction and ownership of the CWD, pursuant to the PD 198.

On September 4, 1976, LWUA awarded the Conditional Certificate of Conformance # 29 to the CWD after the latter had completed the minimum requirements to form a District, granting the CWD the right and privileges to function as such, as prescribed in the PD 198. In its early years, the CWD had only been servicing around 700 concessionaires. Good management and hard work paid off that in a span of three decades, its coverage and number of concessionaires grew significantly to over 49,770. Additionally, from an original single water source, the CWD now has 57 pumping stations to date.

Unwavering in its effort to expand and provide water for more people, the CWD focused its attention on improving existing structures, construction of new pumping stations, and installation of pipelines that would benefit over 389,377 population.

Presently, CWD has a total of 52,107 service connections and 46 barangays being served.



Figure 1: CWD logo

## **Mandates and Functions**

The CWD (hereinafter referred to as “District”) upholds the following institutional principles embodied in its vision, mission, and core values.

### **A. VISION**

A District with the highest quality of service, that ensures customer satisfaction by providing continuous supply of potable water at an affordable cost and committed to environmental preservation and protection.

### **B. MISSION**

The District provides the Calambeños with sufficient supply of potable water 24/7, along with its commitment to establish sewerage and septage management system as part of our environmental concern.

### **C. CORE VALUES**

The District shall inculcate in the minds and hearts of its employees the following core values:

- Knowledgeability — wisdom as evidenced by possession of knowledge
- Dedication — whole hearted devotion to one’s work
- Commitment — pledging one’s self to a purposeful endeavour, while practicing righteous beliefs and faithfully adhering to those beliefs; it is also referred to as “persistence with purpose”
- Loyalty — means being absolutely true at all times in any circumstances
- Integrity — possession of strong moral character
- Simple Living — the act of moving from a lifestyle of greater consumption towards a lifestyle based on voluntary simplicity

## **Public Relations**

As public servants, the District's officials and employees shall foster good relationship within the organization and with the general public, and shall endeavour to establish a good institutional image.

## ORGANIZATION AND RESPONSIBILITIES CALAMBA WATER DISTRICT

### ORGANIZATIONAL CHART

#### BOARD OF DIRECTORS



**Rev. Fr. Reine Lucino  
B. Eriga V.F.**  
Chairman



**Dr. Rodolfo T. Yu**  
Vice-Chairman



**Exequiel A. Aguilar, Jr.**  
Secretary

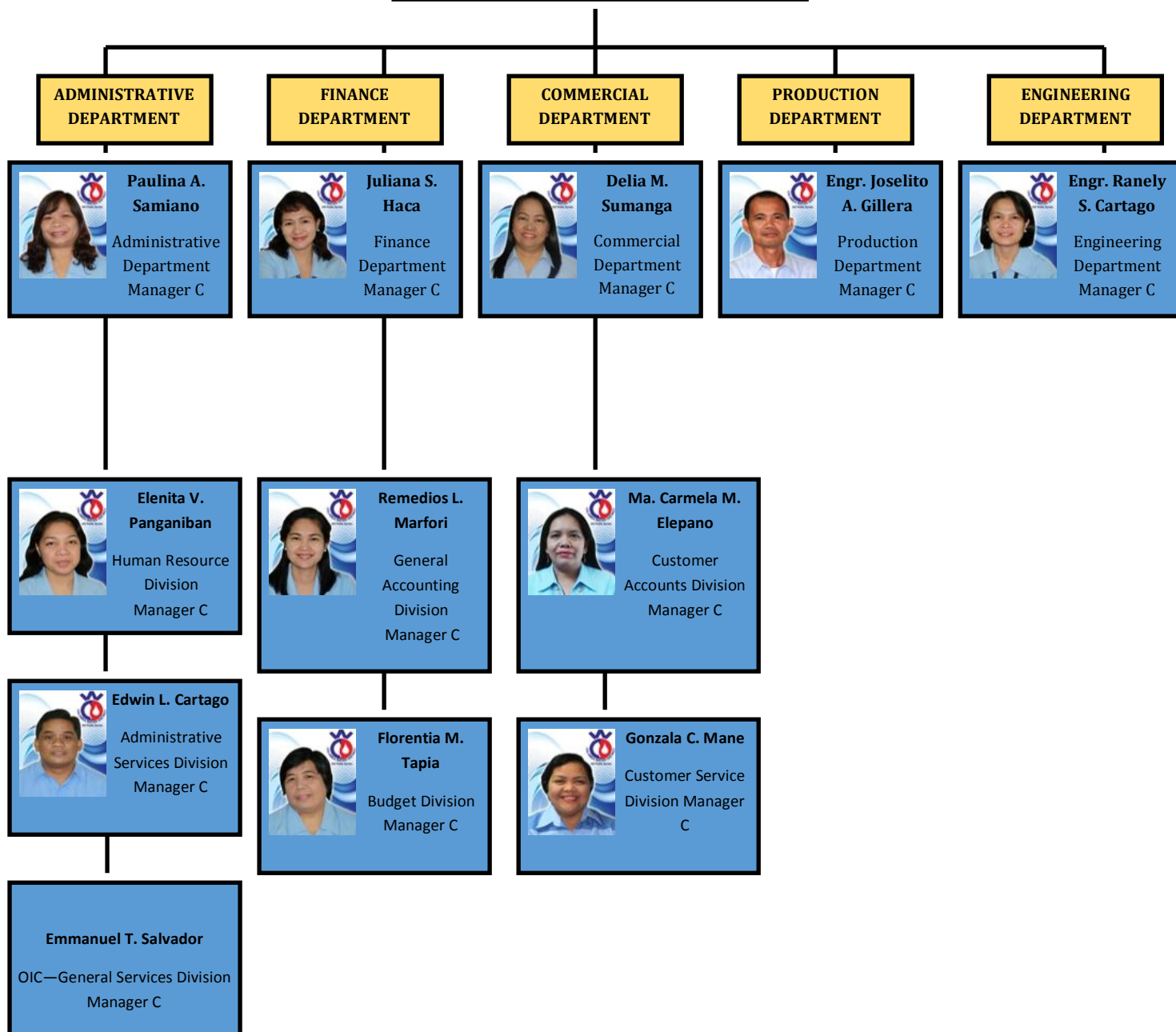
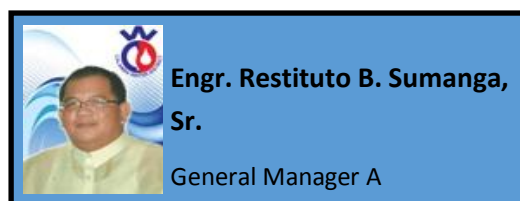


**Myrna P. Pamplona  
Ph.D**  
Treasurer



**Ervy R. Mercado**  
P.R.O

## MANAGEMENT



## DUTIES AND RESPONSIBILITIES

### ***Primary Functions***

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

**Administrative Department** is responsible for general service, collection and disbursement. It is in-charge of the procurement; assists in the implementation of special projects program. Also responsible for the recruitment and retention of highly qualified employees for the agency.

**Finance Department** is responsible for the recording of financial transactions, preparation of financial reports and inventory management. It is also responsible for the Budget Preparation and the one assisting the departments during allocation and distribution of budgets as well as monitoring the budget performance.

**Commercial Department** provides customer services to the concessionaires/client. It administers the distribution of billing among concessionaires and responsible for the collection of water sales of the district. It is divided into two sections as follows:

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

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

**Water Systems Maintenance Division** 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 in water system project implementation and constructions. Responsible for the water maintenance and disconnection and reconnection of service lines.

**Production Department** 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.

## OPERATIONAL AND CONTROL AND SUPERVISION

### Office of the General Manager (OGM)

The General Manager shall endeavor to perform the following functions:

1. Plan, organize, direct, and control maintenance of operations of the District;
2. Formulate and determine the general policy and program of the organization;
3. Recommend the general policy to the Board and formulate and determine programs for the District;
4. Monitor, control, and coordinate the activities of the different departments of the District;
5. Conduct and direct contractual negotiations on behalf of the District;
6. Take responsibility for the public relation components of the District for purposes of information dissemination, persuasion and adjustment, and to engineer public support for an activity, cause, movement or the District itself;
7. Formulate and implement public relation strategies on how to gain public understanding, support, and acceptance of the District's systems and activities that will benefit the people of the City of Calamba;
8. Engage in the actual protection and watershed conservation programs within the city and in the nearby watersheds in collaboration with Makiling Center for Mountain Ecosystem (MCME), College of Forestry and Natural Resources of the University of the Philippines Los Baños (CFNR-UPLB), Department of Environment and Natural Resources (DENR) and City Environment and Natural Resources Office (CENRO); and
9. Perform other functions as may be delegated by the Board.

### **Office of the Assistant General Manager (OAGM)**

The Assistant General Manager (AGM) shall:

1. Assist the General Manager in controlling and coordinating the activities of the different departments of the District;
2. Assist the General Manager in formulating and determining the general programs of the District and such other functions as delegated by the Board;
3. Assist in the assessment of the District's past and future performance;
4. Determine how the projects of the District can be achieved, in consultation with the Department Managers (DM) on such matters as methods of operations, equipment required, financial capability, and present manpower;
5. Implement policies on the construction and maintenance of water utility transmission, distribution and service lines, fire hydrants, and valve exercise;
6. Monitor the quality of installation of new service connections and reconstructions; and
7. Attend to concessionaires' complaints/inquiries which were not settled at the lowest level.

### **Administrative Department (AD)**

The Administrative Department takes charge of the management and operations of the District's daily grind of work and duties. This department consists of three divisions and one section, which are the Human Resources Division, Administrative Services Division, General Services Division and Cashiering Section.

#### **A. Human Resources Division (HRD)**

1. In-charge of the hiring, promotion, and other personnel movements;
2. Responsible for the maintenance and monitoring of Plantilla of Personnel, 201-File, service records, leave credits, daily time record, GSIS and Pag-ibig loans, hospitalization and performance evaluation;
3. Coordinate and ensure employees' attendance to different training programs; and
4. Assist in the implementation of the policies embodied in the PRAISE, Personnel Selection Board, Grievance Machinery, and other personnel matters.

B. Administrative Services Division

1. Issue requisition slips to different department s;
2. Canvass/recommend and procure goods and consulting services;
3. Responsible for the proper documentation of all transactions of District purchases;
4. Maintain records of order for routine purchases;
5. Serve as the main support unit of the Bids and Awards Committee (BAC);
6. Implement procurement system with reference to RA 9184 (Government Procurement Policy);
7. Protect and safeguard the lives and properties within the District's premises.

C. General Services Division

1. Plan and determines the re- ordering point of office supplies and materials needed for operations;
2. Maintain inventories of materials, equipment, tools, and other stocks;
3. Check the quantity and quality of materials and equipment purchased;
4. Plan, direct, and supervise the implementation of periodic maintenance of service vehicles;
5. Plan, direct, and supervise the maintenance and housekeeping of the office building and other facilities of the District;
6. Responsible for the assessment of all office equipment to ensure that all are in good running condition
7. Check completeness and accuracy of the abstract of canvass and recommend to the BAC the purchase of materials, equipment and the like.

D. Cashiering Section

1. Monitor the in-flow and out-flow of cash in the form of:
  - Collection and disbursement summary;
  - Daily cash position;
  - Cashier's collection summary.
2. Responsible for the issuance of payment to:
  - Suppliers;
  - Remittances to other government agencies;
  - Payroll distribution.
3. In-charge of transferring of funds to different depository banks.

## **Finance Department**

### **A. Accounting and Budget Division**

1. Accounting and internal control of financial matters;
2. Implement accounting systems, procedures and compliance to board policies that concerns the department's function;
3. Analyze financial statement of the ff:
  - a. general ledger account;
  - b. balance sheet;
  - c. income statement ;
  - d. cash flows;
- e. detailed statement of revenue and expenses;
4. Monitor revenues and disbursement over budget;
5. Yearly budget against actual budget;
6. Provide possible recommendations to improve the district's fiscal operations.

## **Commercial Department**

This department covers two (2) divisions that performs varying functions. These are the following:

### **A. Customer Accounts Division**

1. Responsible for the schedule of the following activities: meter reading, billing, and collection;
2. Attend to customer complaints regarding meter reading, billing, and collection;
3. Prepare the yearly projection on Billing and Collection.

### **B. Customer Service Division**

1. Responsible for service connection, detection of illegal connection, re-opening and reconnection of service connection;
2. Attend to concessionaires' requests, complaints pertaining to application of service connection, illegal connection, and other related matters;
3. Conduct barangayan (community forum) in order to disseminate information on the policies of the District that concerns its concessionaires and the advantages of turning over the water system of different barangays and/or subdivisions to the District.
4. Prepare the yearly projection of new connections;
5. Establish harmonious relationship among all commercial and industrial businesses and establishments, as well as with the government and non-government entities within the City of Calamba, in support to the District's Program on Ground Water Assessment under PD 198, Sec. 39;
6. Promote environmental awareness among the populace within the coverage area towards the District's commitment to environmental preservation & protection as vital in delivering better public service.

**Engineering Department**

**A. Water Maintenance Division**

1. In-charge of the maintenance of distribution, transmission and service lines;
2. Monitor and repair major/minor leaks at source, along the water networks and the household lines;
3. Ensure interconnection of particular subdivision's water system to main lines;
4. Execute tapping, reconnection and water meter calibration;
5. Install water meters;
6. Repair or replaces defective water meter;
7. Restore damaged concrete pavement brought about by repair or construction of the water system;
8. Survey and estimate materials for new connection.

**B. Planning Division**

1. Prepare and design the District's water system expansions and rehabilitations, building structure, project expansions or renovations from preliminary concepts and sketches;
2. Update house mapping, water system facilities, and agency cost estimate;
3. Monitor deep well yield and discharge of pumping stations;
4. Monitor water distribution pressure;
5. Monitor Non-Revenue Water;
6. Evaluate subdivisions and barangays (community) to be turned-over to the District.

**Production Department**

**A. Production Division**

1. Determine the production requirements and develop resulting schedules;
2. Ensure the maintenance of production equipment and facilities;
3. Responsible for the treatment and disinfection of the entire water system;
4. Monitors the running condition of pumps and motors;
5. Monitors water appearance coming from source;
6. Maintains accurate records of the daily production operation, machinery history, and levels and pressure of the District's;
7. Monitors water level.

B. Quality Control Division

1. Conducts regular bacteriological, physical, and chemicals test
2. Tests and checks water quality and potability in different sampling points and sources.
3. Maintains the potability of water 24/7.

**Service Connections**

*as of December 2014*

Residential / Government Connections	46,595
Commercial / Industrial Connections	2,979
Total Metered Connections	49,574
Total Population Served	247,870
Total Population of Calamba City	459,246
No. of Barangays Served	46
Total No. of Barangays in Calamba City	54

**Water Facilities***as of December 2014*

	Location	Units	Capacity (LPS)
1. Spring Water Source			
	1.1 Bucal (Phase 2)	4	230
2. Deepwell Water Source			
	2.1 Service Area		
	2.1.1 Crossing		44
	2.1.2 Landmark		31
	2.1.3 Parian		44
	2.1.4 Villa De Calamba		20
	2.1.5 Real		44
	2.1.6 Lawa	8	41
	2.2 AZTEC	1	4
	2.3 Barandal	2	2.5
	2.4 Bubuyan	2	
	2.5 Bunggo	3	4.6
	2.6 Canlubang	8	125.6
	2.7 Glenwood	1	3.3
	2.8 Gumamela	1	1.0
	2.9 Homeland	1	8.5
	2.10 Laguna Hills	1	3.3
	2.11 Lakeview Heights	1	1.2
	2.12 Majada-In Housing	2	
	2.13 Major Homes	1	2.2
	2.14 Makiling	1	20
	2.15 MARESCO	1	4
	2.16 Maunong	3	2.8
	2.17 Milagrosa	1	10
	2.18 North Marie	1	4
	2.19 Punta	2	
	2.20 San Cristobal	1	6.3
	2.21 Sirang Lupa	1	17.8
	2.22 Southville VI	2	18.11
	2.23 Tibagan	1	1.2
	2.24 Turbina	1	1.2
	2.25 Woodlands	1	

## 3. Water Treatment

Calcium Hypochlorite CaClO<sub>2</sub> 51

Liquid Gas Chlorination 5

## 4. Reservoir

## 4.1 Concrete

4.1.1 Villa De Calamba 1 455

4.1.2 Bucal Phase 2 1 1700

## 4.2 Elevated "Steel"

4.2.1 AZTEC 1

4.2.2 Barandal 1

4.2.3 Bunggo 1

4.2.4 Bubuyan 1

4.2.5 Canlubang 8

4.2.6 Glenwood Subd. 1

4.2.7 Homeland 1

4.2.8 Laguna Hills 2

4.2.9 Lakeview Heights 1

4.2.10 Majada-In Housing 1

4.2.11 Major Homes 1

4.2.12 Makiling Hills 1

4.2.13 MARESCO 1

4.2.14 Maunong 2

4.2.15 Southville VI 2

4.2.16 Tibagan 1

4.2.17 Tierra Hermosa 2

4.2.18 Ulango 1

4.2.19 Villa Consolacion 1

4.2.20 VPB &amp; SCGH 3

4.2.21 VLP 2

5. Transmission/  
Distribution of Pipelines

423.18 km

## 6. Gate Valves

417 pcs

## 7. Fire Hydrant

364 pcs

## Application for New Water Connection

### Requirements for New Connections

1. Barangay Clearance for Water Connection
2. Latest 2x2 picture (2 pcs.)
3. Residence Certificate or any Government I.D.
4. Land Title or Certificate of Ownership (Original & Photocopy)
5. Sketch of Location
6. Water Bill receipt of neighbouring house or establishment
7. In-house plumbing design and Water Pipeline outlay
8. Application Fee of Php 102.00
9. Attendance in the Pre-connection Orientation

### Procedures for applying New Connections

1. Filling out of application form with P102 application fee (Commercial Dept.).  
All application will be submitted to Engineering Dept.  
at the end of the day.
2. Estimator will visit the site (Engineering Dept.)
3. Approval of application (Engineering Dept.)
4. Quotation of available materials (Admin Dept.)
5. Orientation during Thursday and Friday at 1:00 PM to 3:00 PM (Commercial Dept.)
6. Costing of materials and approval of requirements (Commercial Dept.)
7. Payment of new connection fee (Admin Dept.)
8. Schedule of tapping (Engineering Dept.)
9. Installation of water (Engineering Dept.)

### Procedures of Re-connection (Not more than 3 months)

1. Get the Order of Payment (Commercial Dept.)
2. Pay the re-connection fee of P102 and additional Water Bill deposit, if necessary, to Cashier (Admin Dept.)
3. Pay the water bill total balance to Bill Collector (Ground floor).
4. Fill out the Service Request Form (Commercial Dept.). The personnel will visit the site within the day.

### (More than 3 months)

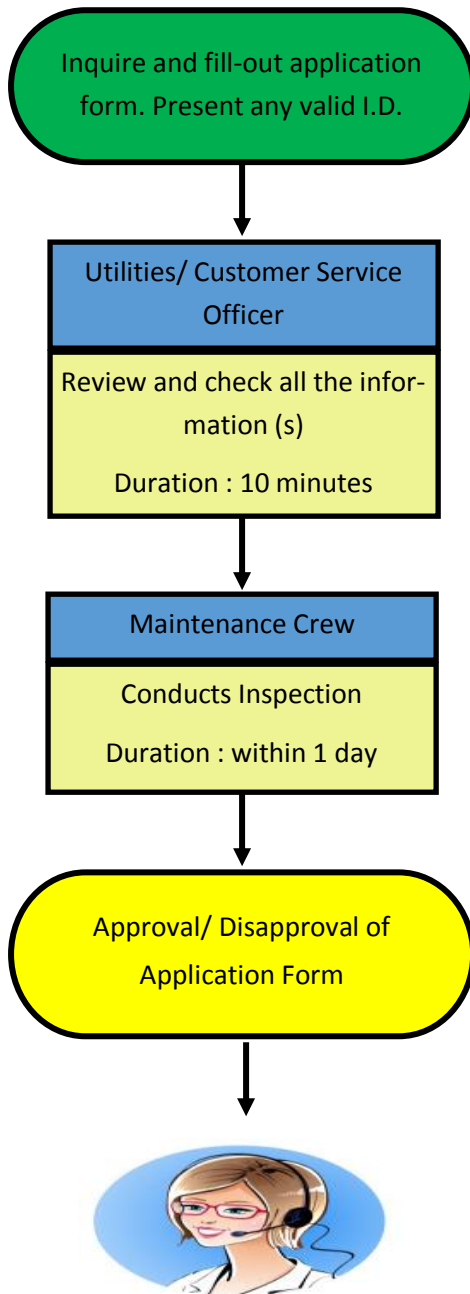
1. Get the Estimate Form (Commercial Dept.).  
This form will be submitted to Engineering Dept. for inspection.
2. Get the Order of Payment (Commercial Dept.).
3. Pay the re-connection fee of P102 and additional Water Bill deposit, if necessary, to Cashier (Admin Dept.)
4. Pay the Water Bill total balance to Bill Collector (Ground floor).
5. Fill out the Service Form Request (Commercial Dept.).  
The personnel will visit the place within 3-5 days after the filing of re-connection.

## OPERATING PROCEDURES

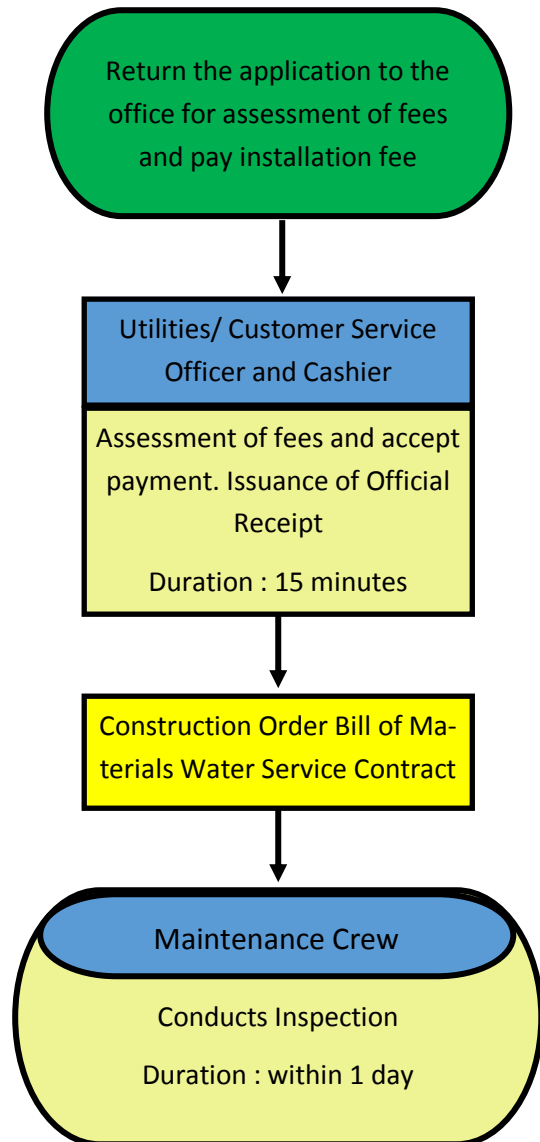
### I. COMMERCIAL SERVICES DEPARTMENT

#### A. NEW CONNECTION

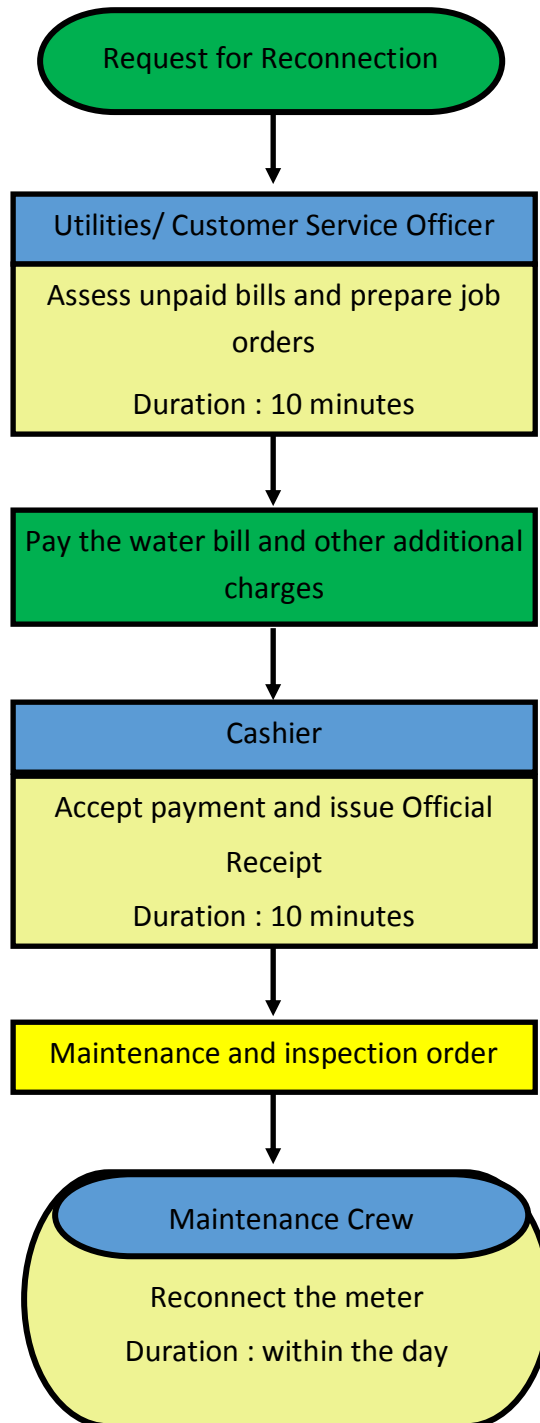
Step 1:



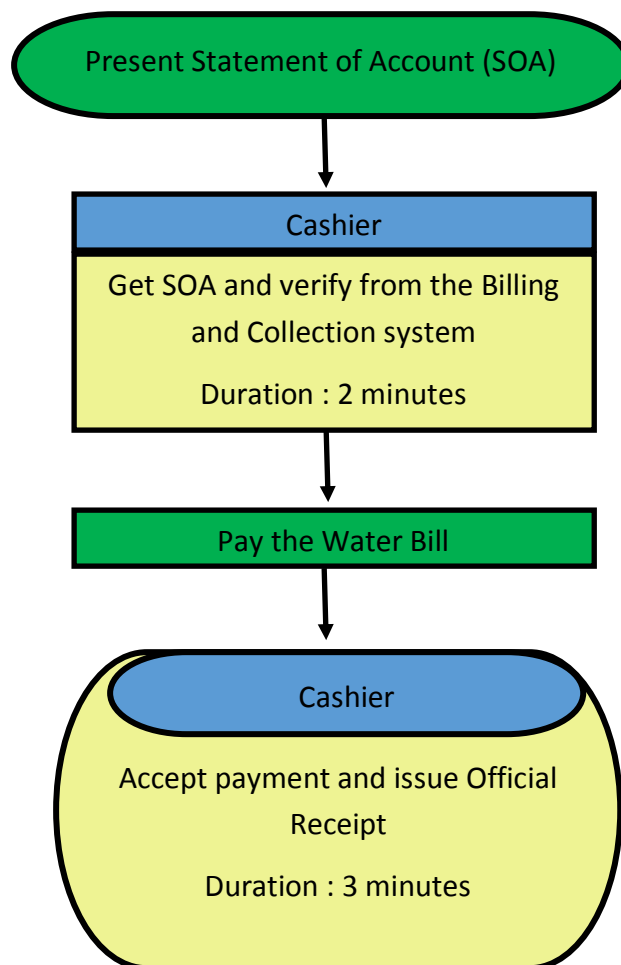
Step 2:



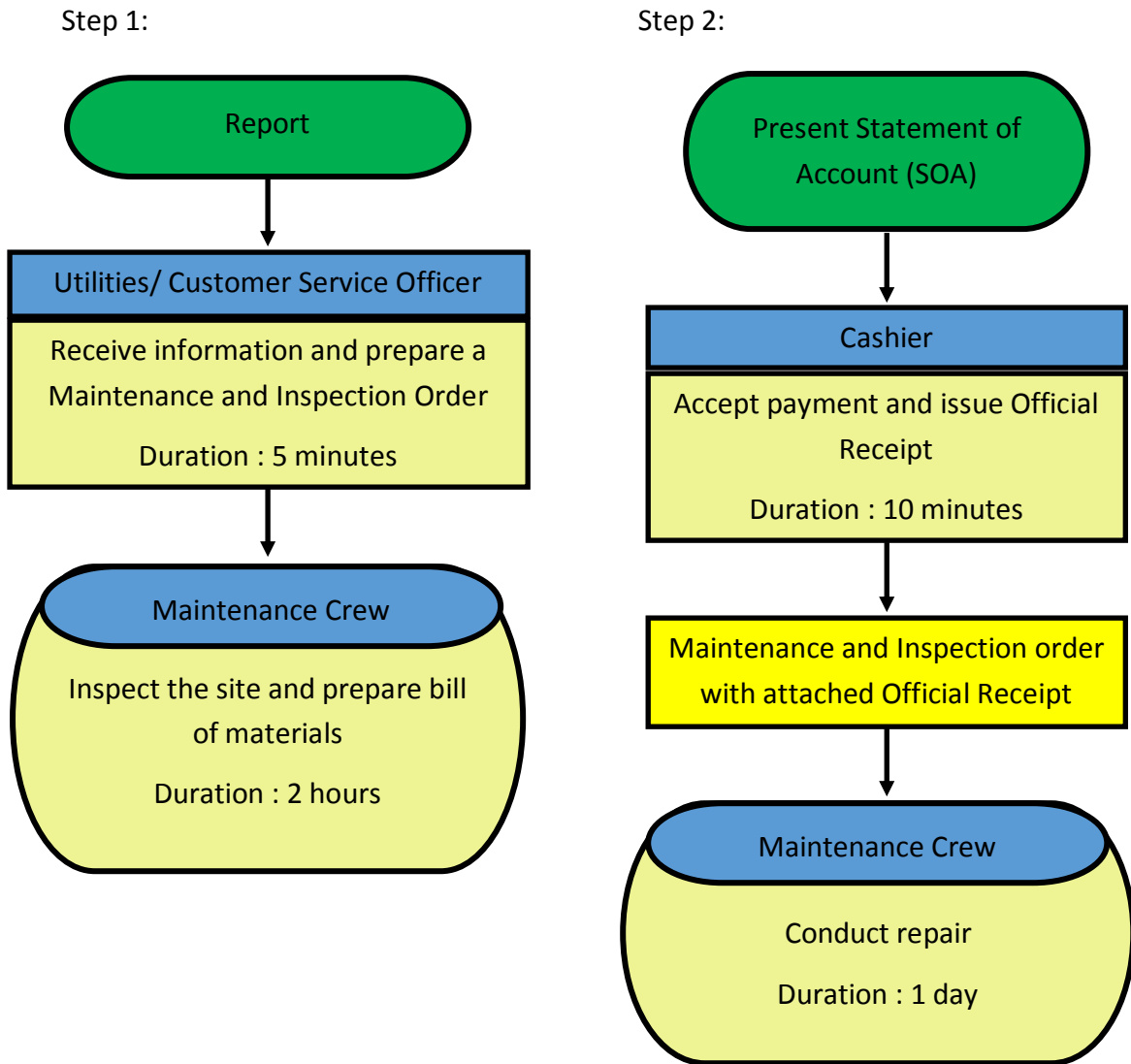
## B. RECONNECTION OF DISCONNECTED LINES



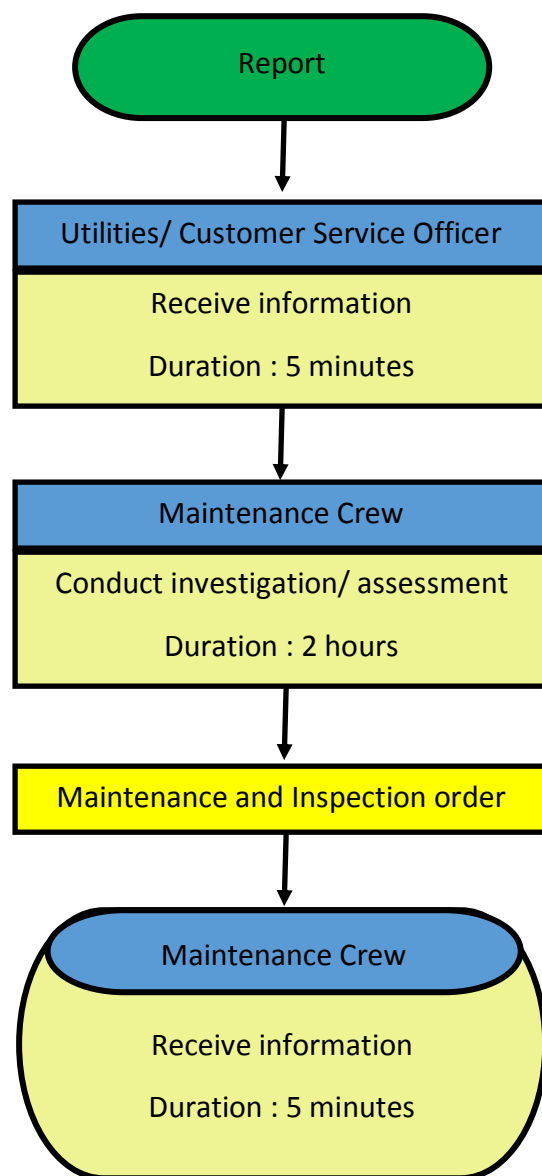
### C. PAYMENT OF WATER BILLS



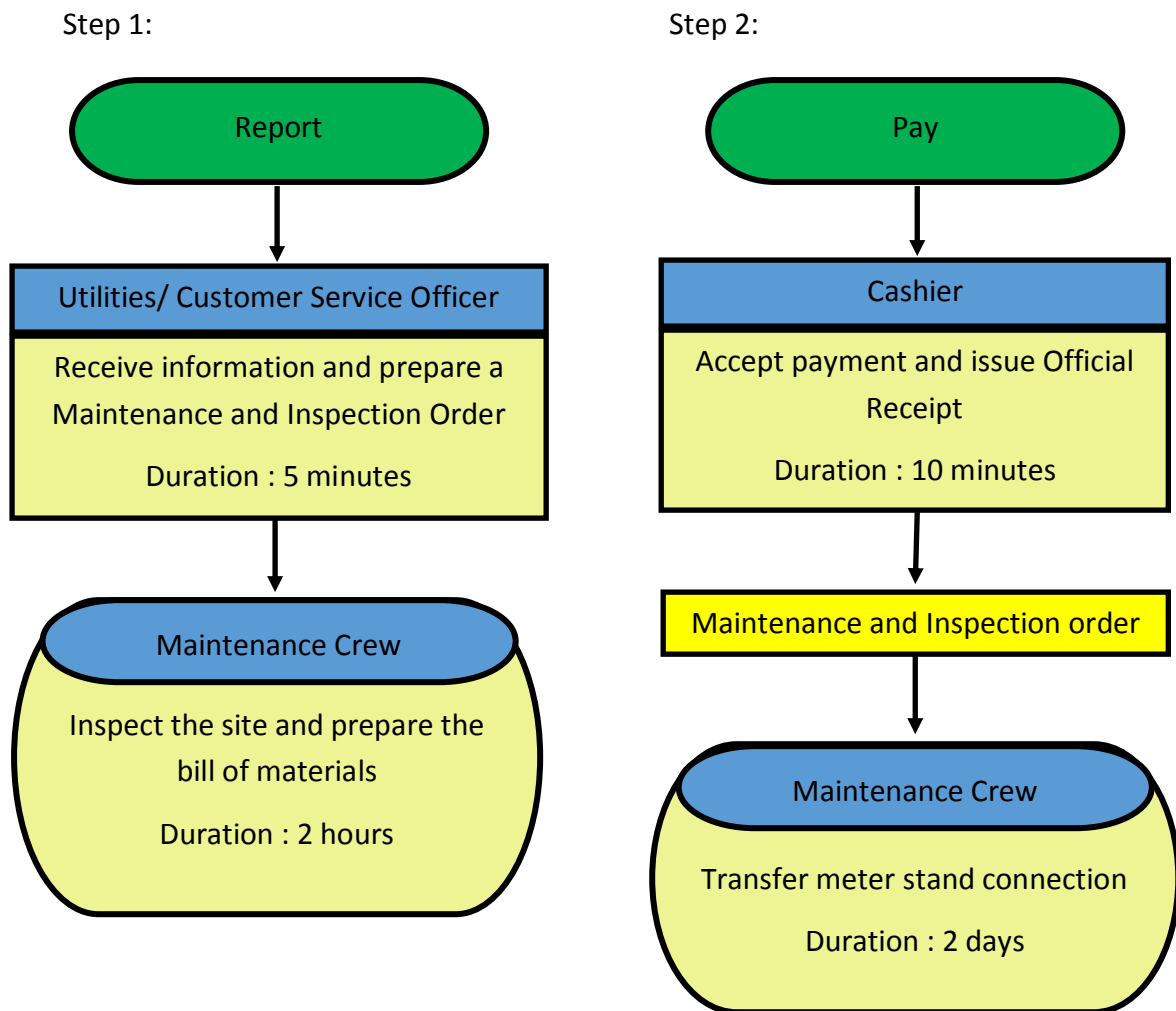
#### D. COMPLAINTS ON LEAKS



## E. COMPLAINTS ON LOW PRESSURE/ HIGH CONSUMPTION

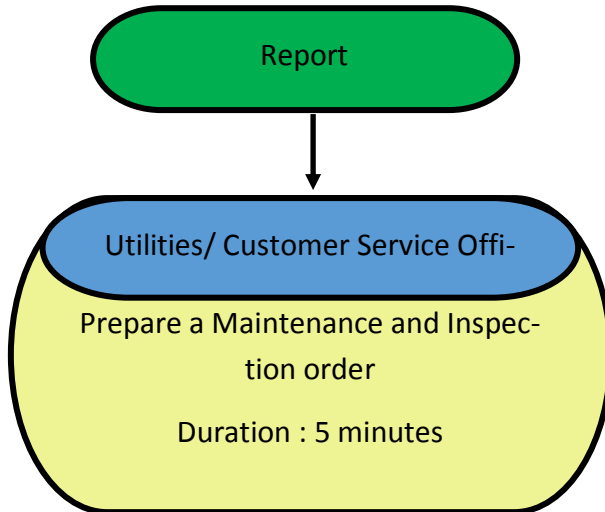


## F. TRANSFER OF LINE/ RELOCATION OF WATER METER

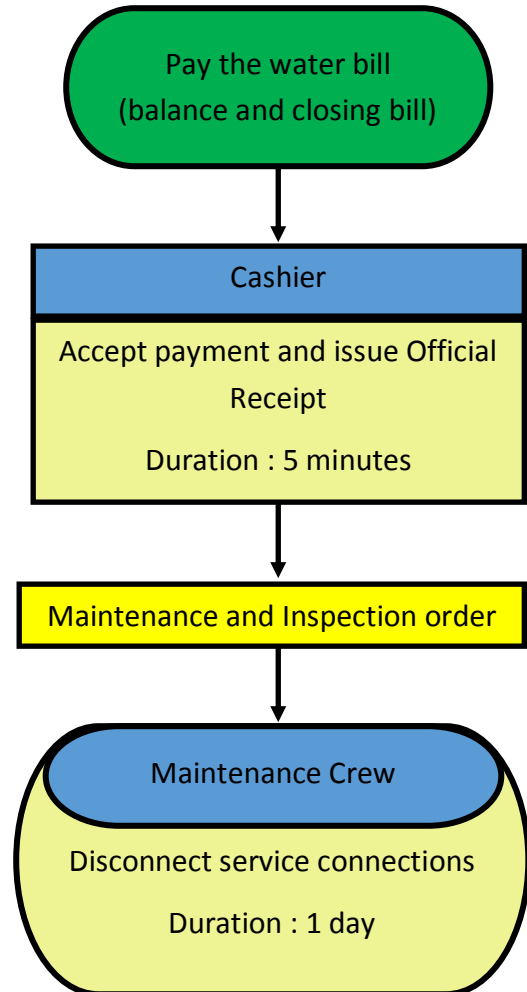


## G. REQUEST FOR VOLUNTARY DISCONNECTION

Step 1:



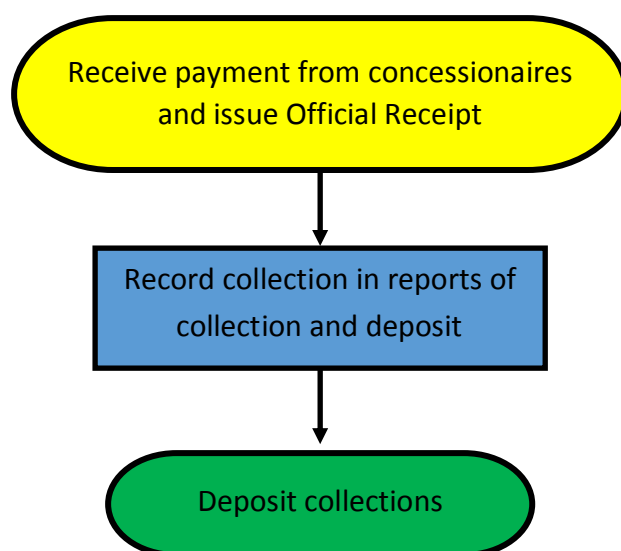
Step 2:



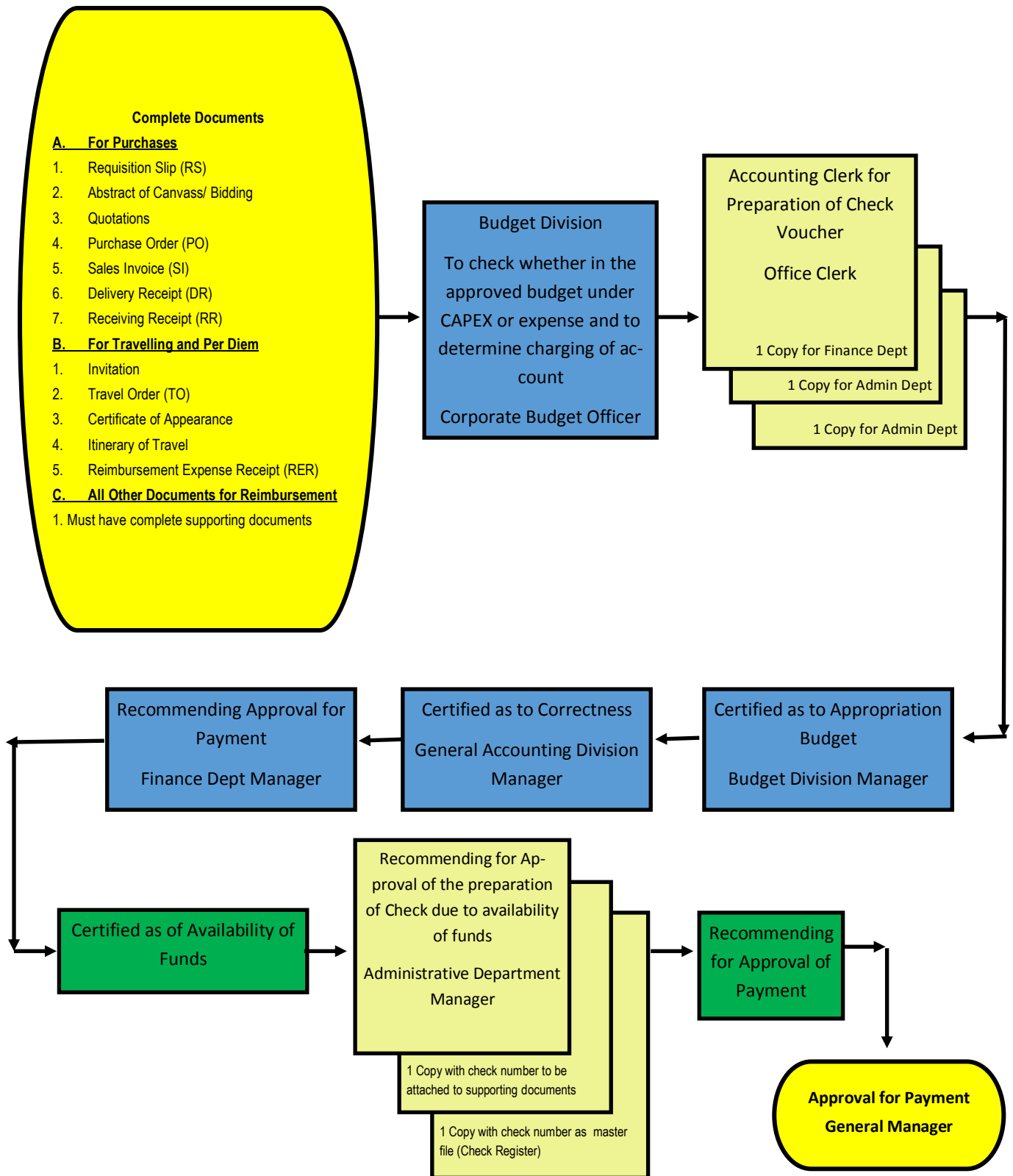
## II. ADMINISTRATIVE AND FINANCE SERVICES UNIT

### ACCOUNTING WORKFLOW

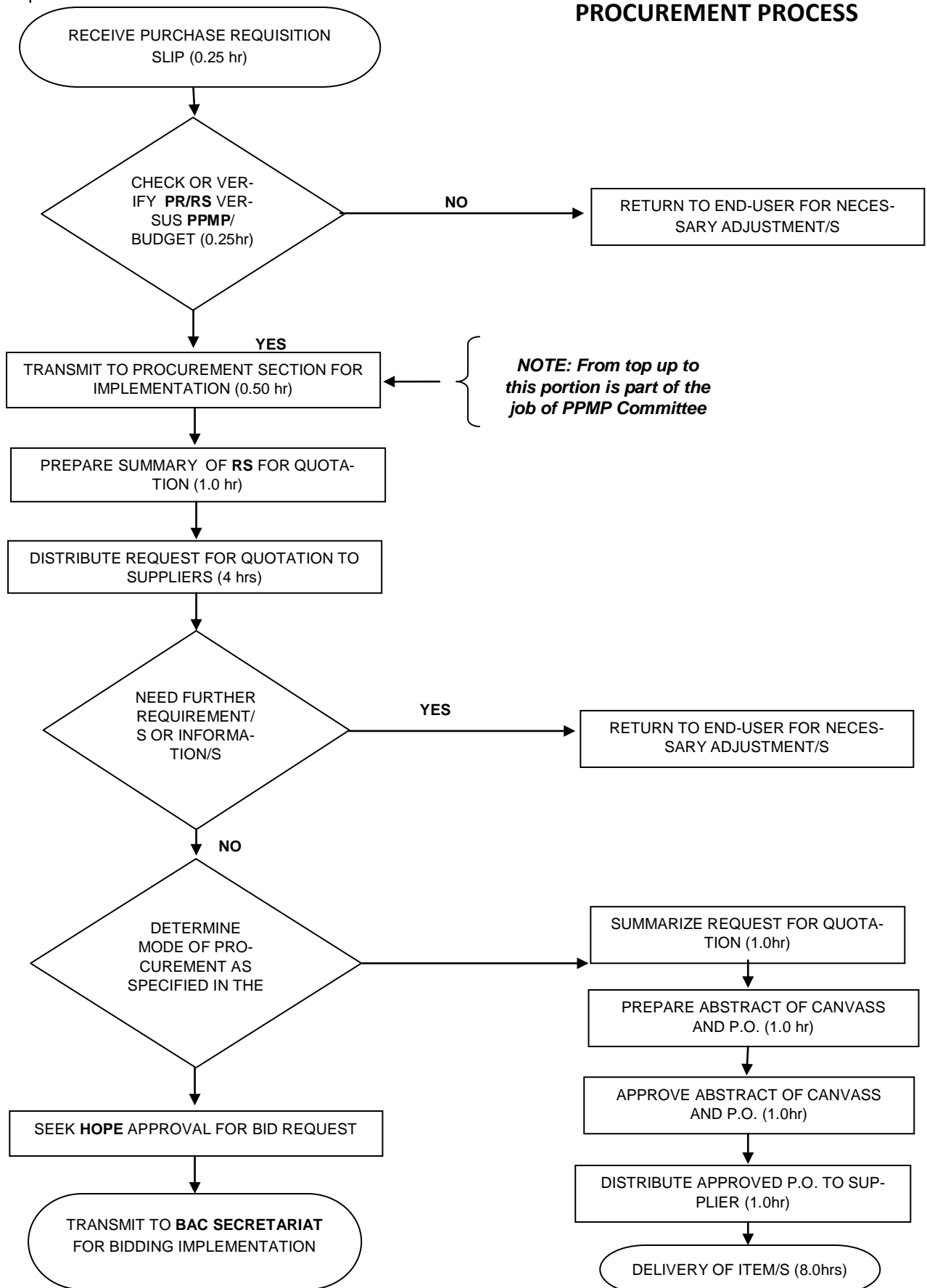
#### RECEIPTS AND COLLECTION PROCESS



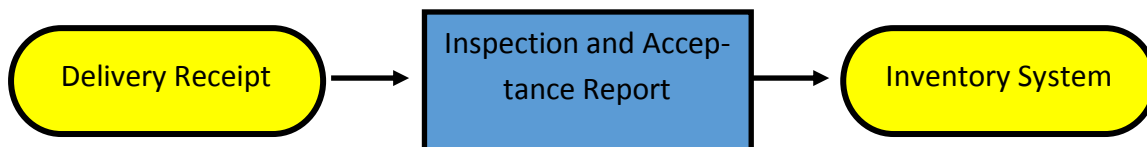
## DISBURSEMENT PROCESS



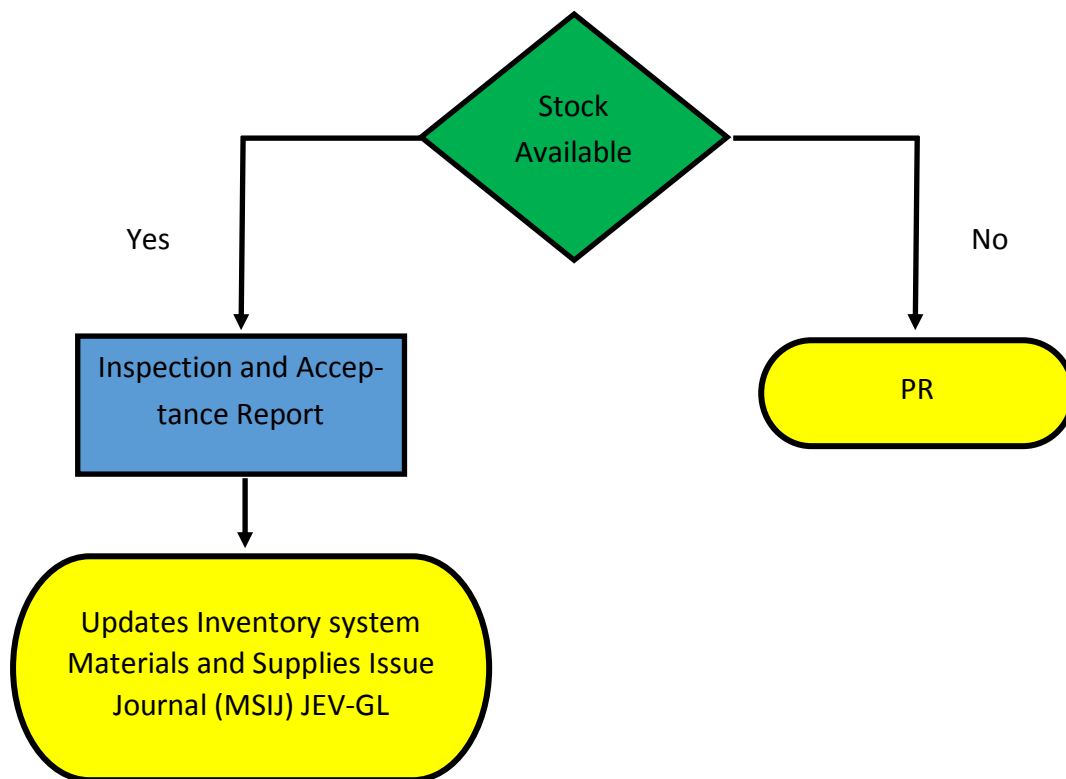
## PROCUREMENT PROCESS



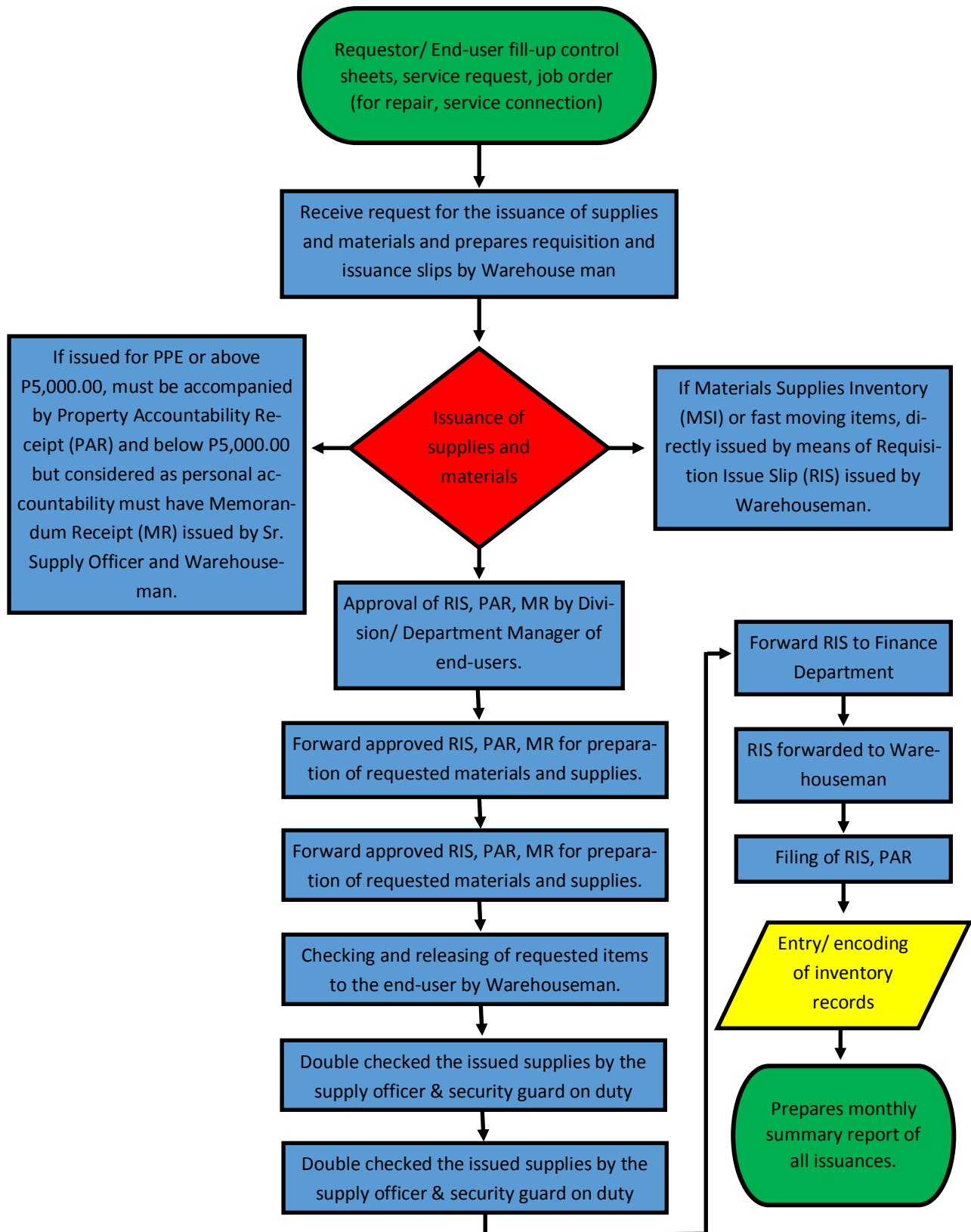
### RECEIPT OF DELIVERIES



### ISSUANCE OF OFFICE SUPPLIES



## WAREHOUSE ISSUANCE OF MATERIALS



## ISSUANCE OF NEW SERVICE CONNECTION MATERIALS

