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Editor's Note

IN CONTROL OF CHANGE

The adage "there is no constant in life but change" is indubious. Changes take place within us, around us, and in fact, it happens in our everyday living without even noticing. Innovation in technology and the appreciation and recognition of the benefits it bring is a good sample of change that is quickly taking place in today's world.

The subject of change especially within the organization is one that people react to in many ways and sometimes accompanied by mixed emotions, either positive or negative depending on the perception of an individual. However, in order to be non-resistant to change, one must acknowledge that it is a vital component of growth and the absence of such may result in a status quo.

Nonetheless, the detrimental hindrance along embracing change whether personal or within an institution is the "fear of the unknown". With the present hubbub in the water industry relative to the proposed Water Sector Reform Act otherwise known as Senate Bill 2997, said fear of the unknown restrain us and made us engage in skirmish against the issue of privatization of local water districts (LWD) for we are not certain on what lies ahead of us. Seemingly, the future of all LWD is still in the blank slate and its officials seem to be humming familiar song that goes "Do you know where you're going to". Although the short title of the proposed bill connotes positive change by using the word "reform", still the bill, as a whole, threatened LWD, infusing thought of abolishment when it proposed for the inclusion of "Public-Private Partnership" (PPP) agreement, as I quote from the explanatory note of the good Senator Edgardo J. Engara and the author of the aforesaid bill, " The Bill also emphasizes that PPP of water and sanitation services may be the step in the right direction toward securing uninterrupted, adequate, quality and dependable water services for everyone". Said PPP somehow belittled the capability of almost 800 water districts nationwide wherein some are servicing respective community for more than three decades, to adapt whatever reform on water sector constitutes on the bill and emphasizing that it is the "right direction". By the way, let me ask; is that part of the "daan tungo sa matuwid na landas" of our good President?

As we are all aware of the "coming soon changes" in the water industry, particularly to Local Water Districts aside from the recent re-categorization (LWD-MaCRO) and its subsequent changes, let us all be in control and arm ourselves with additional knowledge relevant to our work. Lastly, make no space for apathetic attitude, be involved in the process of change once the game started and the ball seems to be reaching our goal to stand still. In essence, do not let this change mess up personal and organizational success.



Coping Challenge and Facing Once More

Engr. Alberto M. Cervancia

The present pandemonium in the water industry, which threatened the existence of all local water districts as water service providers, brought a sudden melancholy feeling not only to the Management of Calamba Water District (CWD) but also to the rest of the local water districts nationwide, which has been servicing respective areas for more than three (3) decades.

Gazing back, we were like sailors sailing across the ocean empty handed. The fact that local water districts are "government owned" did not help us escape the woe of being a self-sufficient agency. Through various grants provided by the Local Water Utilities Agency (LWUA) together with the meager savings from the earnings on water sales and "belt tightening" on administrative costs, we were able to hit the lever of growth in various areas of our services. In fact, we were able to triple the service connections from an estimated 12,000 year 1995 to almost 42,000 at present. The goal to expand our water services to upland and feasible areas came into view as well which resulted to servicing area of 42

barangays out of 54. Said record covers almost 54% of the total population being served and probably with sufficient determination along with optimism, we will reach 100% in the next five to ten years. Proportionate to the growth in terms of connections is the development and expansion of CWD facilities which is being mirrored by its present assets. In particular, among others are additional water facilities, well-structured water distribution system, modern technologies used in monitoring water production and distribution, reservoir, fire hydrants, upgraded generator sets, warehouse and numerous service vehicles for mobility. Likewise, potable water from CWD is being tested by our DOH accredited laboratory and certified by the City Health Office, which assures that the result of the water samples taken from different service areas conforms to the Philippine National Standard for Drinking Water (PNSDW).

I felt great astonishment as I recall yesteryears and compare it with the present. The fruit of the hardships is visible and it seems that the District was able to uphold its

progress to the fullest and simultaneously manage to embrace social responsibility by its generous act of supporting projects towards environmental preservation.

We need not to enumerate the details of our success just to contest the word "failure" addressed to local water districts but rather we are opening our doors for whatever changes and challenging opportunities ahead of us as we further take the road of genuine public service as a service oriented institution.

As long as the Board of Directors, Management and the rest of the CWD employees joined hands on deck, nothing is impossible and cannot be conquered.

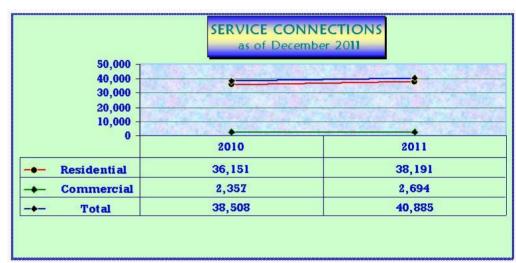
Keep on sailing CWD!

Performance Statistics Ramped Up in 2011

Cristina M. Bonaobra

CWD ramped up the crest of its service as reflected by noteworthy highlights of feat for the year 2011. As per Annual Report, operations marked 6.17% growth in the number of service connections. A total of 2,377 connections were added to the 2010 data which registered 38,508. On the average, 198 connections were added each month that reached the total connections of 40.885 for 2011. Simultaneously, the District's service area also expanded with two additional turned-over water systems namely Brgy. Punta and Majada-In, which likewise contributed an additional pumping station. Towards the end of 2011, the District was able to serve 42 out of 54 barangays with a total of 39 pumping stations situated strategically across different service areas within its jurisdiction.

Ensuing to this upturn was the increase in Revenue Water (RW) by 3.70%, from 67% in 2010 to 69.48% in 2011, raising the water sales from 10,367,091.65m³ to 10,750,099.27m³, yielding to an increment of 3.69%, despite the slight decrease of 0.90% in water production. Notwithstanding the slight drop off, the operation was still maintained to produce an average of 43,000 cubic meters a day, more than enough to exceed the average daily production requirement of 32,000m³ to supply the water demand of approximately 41,000 concessionaires.



Along with these increases was the favorable scale back of Non-Revenue Water (NRW) from 33 to 30.52 tantamount to a decrease of 2.48%. Out of the 30.52% NRW, 12.28% was already validated as caused by leaks and illegal connections; thus, registered Unaccounted for Water (UFW) is 18.24%, which in fact, is the lowest rate recorded since 2004. Compared to 2010 data that is 26.37,

UFW decreased by 8.13% and is 1.76 lower than the 20% standard water system loss rate set by the Local Water Utilities Administration (LWUA) as per Resolution No. 444 of 2009 and the 25% standard of World Bank. Such key performance indicators are a good gauge of efficient and effective management of the distribution system that reflects accurate mobilization of necessary (cont. in page 4...)



human and financial resources, and proper implementation of various programs. These likewise assure the Management that the potable water produced is well distributed all throughout the system, flowing through the water meters of the District straight to the faucets of the concessionaires' households, and that only minimal fraction of the supply goes to waste. Not only for the District, reduction of NRW also benefits the consumers as such ensures adequate water supply and curtails risk of contamination of water in the distribution network, thus concessionaires can guarantee safe and clean potable water being supplied to them.

These accomplishments would not have been achieved if it were not for the persistent and untiring efforts of the entire CWD Board of Directors, Management and staff. To mention in particular, the joint hard work exerted by the

Managers and field staff under the Commercial, Production and Engineering Departments who are actually doing the work indefatigably in different service areas performing maintenance and rehabilitation of distribution system, leak repair, meter calibration, accurate meter reading and apprehending water theft by illegal connections. Over and above these, cooperation and selfless concern of concessionaires to the operations of the District is likewise attributed as great contribution to these achievements. The Management recognizes them as very important members of the organization, thus, committing to focus on its thrust to provide the finest satisfaction they deserve.

CWD shall not only uphold the commitment of a true public service but also upkeep to do best in its operation for the benefit and welfare of the entire city milieu of Calamba. *Kudos CWD!*

Reference: Comparative Annual Report 2010-2011





Engr. Ma. Angelica P. Corpuz

HIGHLIGHTS OF

Eng'g Dept. Water Maintenance Division

Engr. Ma. Angelica P. Corpuz





Pipe laying of 6" uPVC Pipe and installation of other appurtenances at VDC, Brgy. La Mesa

palpable air of excitement and anticipation for the Engineering Department specifically the Water System Maintenance Division (WSMD). Heightened by its goal to ensure its best, the Division devises more evaluative measures to asses its service. Using a mixture of strategies and engineering techniques, the Division continues to uphold variety of approaches to solve problems involving demand of water.

The year 2012 crept in with a





Excavation of trenches and laying of pipes at Indigo Bay Subd. Ph2, Bagong Kalsada

Spearheaded by Engr. Joselito A. Gillera, Acting Engineering Department Manager, the following are the series of projects that has been implemented as of April 2012: service line rehabilitation at Villa De Calamba, Brgy. La Mesa, expansion of waterlines at Indigo Bay Subdivision Ph2, Bagong Kalsada, and Brgy. Makiling (Atlantic Grains), install distribution line and parallel piping at Purok 6, Brgy. Lawa, relocation of mainline pipes at Mayapa Bridge, Brgy. Mayapa, construction of Pumping Station at Maresco, Brgy.





Laying of pipes at Brgy. Makiling (Atlantic Grains)

ACCOMPLISHMENT

News Update

Palo Alto, Construction of Perimeter Fence at Aztec Subdivision., Brgy. Looc. and construction of extension office at Pabalan St., Brgy. 3.

Also, there were projects in 2011 that has been carried over this year, these are the following: rehabilitation of waterline at Maria Leonor, Brgy. Mayapa and Brgy. 3, Elepanio Subdivision, expansion of waterline at Atdramam Subdivision, Brgy. Real, install water distribution lines and clustering at Brgy. Barandal, and construction of Pumping Station at Brgy. Pasong Kalabaw and Barandal. The estimated total amount of the entire project is approximately 11 million pesos.

Furthermore, the WSMD sets to rehabilitate and expand more existing waterlines to improve and increase the quality, capacity and efficiency of service towards its commitment and dedication in achieving the vision-mission of the District.





Excavation of trenches and installation of other appurtenances at Purok 6, Brgy. Lawa





Installation of GI Pipes at Mayapa Bridge





Construction of pump house and electrical works at Maresco, Brgy. Palo Alto



OPPOSITION TO

SENATE BILL (S.B.) NO. 2997

Emanuel B. Capulong

All local water districts categorically oppose the proposed passage of Senate Bill No. 2997 as introduced by Hon. Senator Edgardo J. Angara. The good Senator should greatly consider the possible outcome to the general public if this Bill becomes a Law, which shall also be known as "The Water Sector Reform Act of 2012".

Our opposition to the said Bill pertains to the unreliable justification on the statement under the Explanatory Note which quoted that "the past 30 years have shown us that the fragmented water districts model of PD No. 198 has failed". This statement has no basis and

somewhat unfair. The truth of the matter is that all local water districts exercises independence and transparency especially when it comes to operation, to which the government whether national or local, have not spent or gave any single monetary support or assistance for its daily operation. It is a self-sustaining government-owned and controlled corporation performing public service and supplying public wants, in which the collection for its subsistence are coming directly from the payment of each and every concessionaires.

The Provincial Water Utilities Act or PD No. 198 was created precisely

because of the failure and inefficiency of the local government and the defunct National Waterworks and Sewerage Authority (NAWASA) to continuously provide and improve its services to the public mainly due to lack of government support.

The only aim and purpose for the passage of this Senate Bill is not for actual reforms but to privatize the existing water supply system. It is evident when it proposed for the inclusion of "Public-Private Partnership Agreement" or "PPP Agreement" which refers to all contracts and agreements between the government and a private person or entity for the provision of water



and sanitation services. The Local Water Supply and Sanitation Companies (LWSSC) shall be given the power of supervision, control and jurisdiction over all water and sanitation systems within the Provincial Water Resource Zone (PWRZ) which includes province created under RA No. 7160. The power to enter into "PPP" with private persons and entities shall be exercised by the LWSSC and to take ownership of all assets of Water Service Providers (WSP) including Local Water Districts.

Such move for privatization will surely affect not only the end-users but as well the entire

workforce of all local water districts. It will lead to high cost of water bill payments for the concessionaires because the cost of service will incorporate Return on Investment (ROI) exigent for the welfare of the private operators or shareholders. and will not anymore go through the process of public hearings and regulations by which the government intervenes which thus control fluctuation of water rates. It shall be within the discretion of a private corporation or entity under the guise of "public-private partnership". Concerning welfare of employees. appointment and compensation will no longer be covered by Civil Service Rules; instead, employment would

possibly be done through agency or by private contractors.

This proposed Senate Bill No. 2997 shall institute restrictions but not reforms, it shall create allocation but not distribution; it shall have total control and regulation but not protection and conservation. It would be very sad that the complete access to clean, safe, potable, and adequate supply of water shall not be afforded to all citizens by reason of sheer discrimination and unfair collaboration in which the exercise of authority is vested to a private person, corporation or entity.

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Cristina M. Bonaobra

A memorandum was recently issued and circulated to all departments informing CWD employees, on the new rulings on monthly net take home pay of government employees regardless of positions as provided by the General Appropriation Act (GAA) of 2012 issued by the Department of Budget and Management (DBM) shall not be lowered than the amount of Five Thousand Pesos (5,000.00).

Likewise, authorized deductions from salaries and other benefits accruing to every

government employee as contribution and payment to obligations are as follows:

- a) BIR, Philhealth, GSIS and HDMF
- b) Mutual benefits association, thrift banks and non-stock savings and loan associations duly operating under existing laws, which are managed by and/or for the benefit of government employees.
- c) Associations/cooperatives/ provident fund organized and managed by government employees for their benefit and welfare.

d) Duly licensed insurance companies accredited by national government agencies

The aforesaid authorized deductions shall be allowed to be deducted from the employee's salary provided that the ruling on take home pay will be met upon the total deductions. In the event of insufficient salary covering all the authorized deductions resulting to non-compliance to the ruling, deductions specified above under item "A" shall enjoy first preference and "B" as second preference, and so forth.











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56 protect water resources in an ecologically environment. balanced

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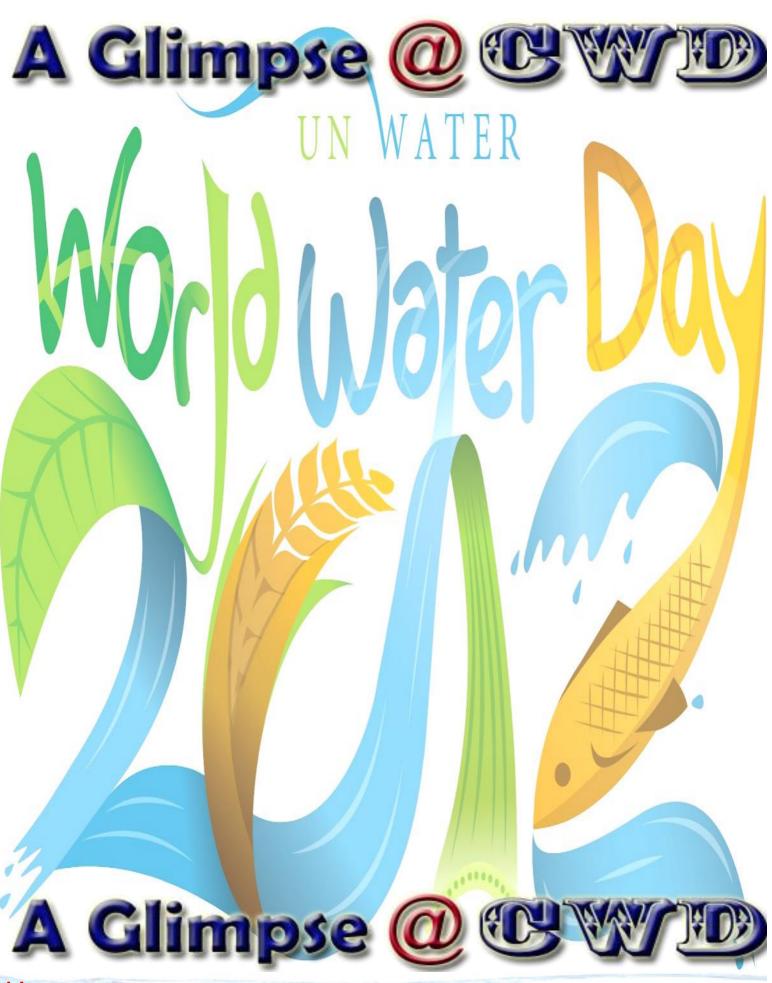


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About

ILLEGAL CONNECTION

Emanuel B. Capulong

Water connection is intertwined with public service. It entails the necessity for a clean, potable and accessible drinking water. Calamba Water District is in the forefront in providing the city of Calamba, the clear and clean water it truly deserves. It is also a mutual r esponsibility, which means the residents hereof who receives water from CWD as its source shall not in any way make illegal acts which can impede and likewise obstructs or interferes with the free flow of water.

What are those "illegal acts"? These are the illegal installation or unauthorized reconnection of pipelines, the tampering of water meter or using the so called "jumper" or any acts which constitute the crime of theft or having knowledge that the water a person is using is derived from theft. These are considered as criminal offenses which penalize any offender a maximum of six (6) years imprisonment or a fine of P2, 000.00 to P6, 000,00 or both. If the said acts were committed with the assistance or connivance of any of the officers and employees of Calamba Water District, the penalty shall be the maximum of three (3) years imprisonment and perpetual disqualification from government service against the said employee. As of January of 2012, there are 48

concessionaires that were apprehended for illegal connections by the CWD field inspectors.

The solution to this predicament is that, any concessionaire who receives a

demand letter should immediately upon receipt thereof give such demand their preferential attention to avoid the inconvenience of additional expenses and other legal charges when a criminal or civil action has been filed. The underlying problem arises when a certain individual or concessionaire set aside the demand letter issued by the Legal Section and does not initiate any move to settle his obligation. Water disconnection is implemented when a concessionaire has a remaining balance of unpaid water bills for more than a month or committed any illegal acts that will justify for its disconnection.

To be informed of the rules and regulations of the District pertaining to water connections, all applicants for new water connection must undergo orientation and are likewise required to bring necessary documents of ownership for the processing of such.

Katuparan ng Pangarap sa kabila ng Kalungkutan

"Salamat sa Calamba Water District sa pagtitiwalang ibinibigay sa akin mula noon hanggang ngayon" ito ang mga katagang nabanggit ni Regalado Rubio, isang kawani ng CWD simula pa ng taong 1997.

Si G. Rubio o mas kilala sa tawag na Radie ay nag umpisa bilang "utility" sa CWD. Dahil sa sipag at tiyaga na kanyang ipinamalas sa nasabing trabaho ay nabigyan siya ng regular plantilla sa Administrative Department na naging daan upang matustusan niya ang mga pangunahing pangangailangan ng kanyang pamilya lalo't higit ng anak na may karamdaman.

Aminado si Radie na hindi sapat ang buwanang kita niya sa CWD upang tugunan ang lahat ng gastusin ng kanyang pamilya lalong lalo na ang pangangailangang medical ng kanyang anak. Gayunpaman, aniya ay napakalaki ng ambag ng CWD sa pagbabago ng kanilang pamumuhay kung saan ito ang naging sandigan niya sa paghabi ng mga pangarap para sa mga anak kabilang na ang makapagtapos sa kolehiyo. March 2012 ng nabigyang katuparan ang nasabing pangarap, maluwalhating nakamit ng pangany niyang anak ang diploma para sa kursong BS Accountancy.



Ngunit sadyang mapagbiro ang tadhana para kay Radie, Pebrero ng taong kasalukuyan din ng pumanaw ang anak na may sakit sa edad na 16 matapos ng anim (6) na taong pakikipaglaban sa *leukemia*.

Ang kwento ng buhay ni Radie ay isa lamang sa napakaraming istorya ng pangarap na naisakatuparan, pangangailangang natugunan, at mga pagbabagong naidudulot sa tulong ng Calamba Water District.

Sampu ng empleyado ng CWD, hangad namin ang tagumpay ng lahat ng mga local water district sa buong Pilipinas upang patuloy na magbigay ng taos pusono serbisvo publiko para sa kani kaniyang komunidad na kinabibilangan. Manapay maliwanagan ang isipan ng lider ng ating bansa na suporta sa mga water district and kailangan at hindi reporma gaya ng isinasaad ng SB 2997 na isa lamang "band-aid solution" upang takpan ang ibat ibang uri ng isyu sa pamahalan at patatagin ang PPP or Public - Private Partnership.



Maribeth R. Gratela



Cristina M. Bonaobra







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