

GUBAT WATER DISTRICT



OPERATIONS MANUAL

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Republic of the Philippines

**GUBAT
WATER
DISTRICT**

0538 Manook Street,
Gubat, Sorsogon
Tel. Nos. 311-10-16; 311-13-19

**EXCERPT FROM THE MINUTES OF REGULAR BOARD MEETING HELD AT OFFICE OF
THE GUBAT WATER DISTRICT HELD ON DECEMBER 21, 2015.**

RESOLUTION NO. 10-s-2015

**RESOLUTION ADOPTING THE GUBAT WATER DISTRICT (GWD) OPERATIONS
MANUAL OF CORE FUNCTIONS**

WHEREAS, the Management has presented to the Board of Directors the recommendation for adoption of the Gubat Water District (GWD) Operations Manual of Core Function;

WHEREAS, submission of Operations Manual of Core Functions is in compliance with Memorandum Circular No. 2015-1 of the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting System dated August 12, 2015;

WHEREAS, the Operations Manual of Core Functions is one of the basic requirements for the Agency Priority Performance Target for CY 2015 on Quality Management Systems (QMS) which shall be posted in the Agency Transparency Seal subject to review and regular upgrading in line with CSC Memorandum Circular No. 6, series of 2012;

WHEREAS, the Board of Directors approves the adoption of Gubat Water District's Operations Manual of Core Functions in adherence to efficient functions and performance;

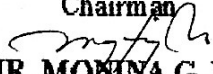
NOW THEREFORE, on motion duly made and seconded;

BE IT RESOLVED, as it is hereby resolved, to adopt the Gubat Water District's Operations Manual of Core Functions.


APPROVED. December 21, 2015


DIR. RUBEN E. LELIS

Chairman


DIR. MONINA G. FAJARDO

Member


DIR. MELCHOR D. ENCINAS.

Vice-Chairman


DIR. PORTIA P. FRESNOZA

Member

GUBAT WATER DISTRICT

OPERATIONS MANUAL

The operations Manual of Gubat Water District (GWD) contains the general information about the Agency, its underlying functions, mandates, operating procedures and organizations.

The purpose of this Manual is to provide the readers knowledge about the Ditric't's responsibilities and structures and facilities.

The Manual is divided into several parts as follows:

General Information

Contains the Company Profile, History, Mandates and Functions, Mission and Vision, Performance Pledge, Corporate Goals.

Organization and Responsibilities

The Organizational Structure and Staffing Pattern approved by the DBM for Category C Water District, the duties and responsibilities of the employees in the department.

Operating Procedures.

Explains the processes and procedures and work instructions of Gubat Water District, illustrating the different processes involved in daily operations.

11. DEFINITION OF TERMS

GWD	-	GUBAT WATER DISTRICT
DBM	-	Department of Budget and Management
LWUA	-	Local Water Utilities Administration
LWD	-	Local Water District

A. COMPANY PROFILE

The formation of Water District in the Philippines was conceptualized in 1973 by Virtue of Presidential Decree 198 otherwise known as Provincial Water Utilities Act of 1973. This Decree authorizes the formation of the Local Water Districts and providing for the Government and Administration of such District's; Chartering a National Administration to facilitate improvement of Local Water Utilities.; Granting said Administration such power as are necessary to optimize public service from water utility operations and for other purposes.

Gubat Water District was formed in July 1, 1980 by virtue of Sanggunian Bayan Resolution No. 34 –s- 1980 under the leadership of Hon. Mayor Angel R. Pura Jr., and Hon. Vice-Mayor Angel E. Escandor. theSanggunian Bayan Members who passed the Resolution were Honorable:

1. Hon. Tobias E. Escobedo
2. Hon. Ramon E. Escoto
3. Hon. Roger F. Sarmiento
4. Hon. Antonio F. Diesta
5. Hon. Aurora E. Espinol
6. Hon. Pedro H. Quinones
7. Hon. Ramon G. Encinares
8. Hon. Juan D. Fajardo

Provided in the Sanggunian Bayan Resolution is the formation of an Autonomous Gubat Water District and the transfer of the existing water facilities of the Local Government Unit to the jurisdiction and ownership of the Gubat Water District.

Immediately after the formation of the Gubat Water District, Hon. Mayor Angel R. Pura Jr., appointed the new set of Board of Directors tasked to formulate Policies of the Water District. The Board of Directors and their term of offices were as follows:

Jose E. Escalora - from July 1, 1980 to Dec. 31, 1982

Dominador E. Escoto - from July 1, 1980 Dec. 31, 1984

Juan E. Escandor Sr. - from July 1, 1980 to Dec. 31, 1982

Portia P. Fresnoza - from July 1, 1980 to Dec. 31, 1984

Godofredo E. Villarroya- from July 1, 1980 to Dec. 31, 1986

The Board on its initial meeting in July 1980 appointed Mr. Jesus E. Dino as General Manager. The Water System of Gubat that was constructed in 1917 was likewise turned over by LGU to Gubat Water District with 200 connections. Total assets turned over was valued at P350,000.00.

In October 6, 1980 the Local Water Utilities Administration (LWUA) issued the Conditional Certificate of Conformance to Gubat Water District paving the way for the Gubat Water District to acquire Financial Assistance from LWUA and other Financial Government Financing Agencies.

For its early action program, Local Water Utilities Administration (LWUA) granted the District P 200,000.00 Loan for the Metering Program. After two (2) years another loan from LWUA amounting to 1.5 Million Pesos for Service Development and Expansion Program of Service Lines was likewise granted. Upon its completion total service connections reached 450.

Due to its financial problem however, the District was unable to pay LWUA its Debt Service for almost 2 years prompting LWUA to take over the Management of the Water District.

Mr. Salvador F. Villarroja Jr., an employee of LWUA and a native of Gubat was assigned to act as the Interim General Manager (IGM) of the Gubat Water District starting July 1, 1992. During his term as an IGM the 45 Million DANIDA Project was implemented. The project includes tapping of New Sources, the installation of new pipe lines, the construction of Reservoirs and the expansion of service line outside the Poblacion of Gubat. After two (2) years of construction, the project was completed. Upon its completion the District is now able to provide a better water service to 3,200 connections

After two (2) years as Interim General Manager, LWUA recalled Mr. Salvador F. Villarroja Jr., to home office and instructed the Board to hire a full time General Manager for the Gubat Water District. The Board however, realizing the fragility of the new project coupled with its huge obligation to pay LWUA the required Debt Service, prevailed upon Mr. Salvador F. Villarroja Jr., to accept the position of the General Manager of the Gubat Water District on a full time capacity.

In July 1, 1994, Mr. Salvador F. Villarroja Jr., transferred from LWUA to Gubat Water District with the appointment as General Manager. The thrust of Management focused on providing a 24 hours potable water service to all the 42 Barangays of Gubat. As of today, 40 Barangays are now enjoying a 24 hour water service with the constructions of 16 new Wells and the laying of about 30 km. Distribution Lines. The District because of its sound Financial Management is able to pay LWUA the required Debt Service for the last 14 years. The loan will mature by year 2023.

In 1996, the District acquired a 2,000 square meter property with a Bungalow House along Manook Street for its permanent office. The District has improved the building and is now the center of the corporate business of the Gubat Water District.

In 1998, the District was Categorized from Small to Medium Category and was the first in Bicol to be awarded the change in Categorization. In 2004, LWUA has awarded Gubat Water District as an Outstanding Water District for Medium Category for its 2003 operation. In 2006, again the District received the Most Outstanding Water District Award for its 2005 operation. Water Quality, Collection Efficiency and Efficient Operations were the factors considered for the District to win the Award. Gubat Water District having complied with the guidelines as provided for in the DBM-approved Revised Local Water District (LWD) Manual in Categorizations, Re-Categorizations and Other Related Matters, is categorized by the Local Water Utilities Administration (LWUA) as Category-C Water district effective March 2012.

Gubat Water District, has four Divisions, the Administrative Division, which handles the Book of Accounts and Personnel, the Commercial Division, which handles New Connections, Billing and Collections, and Disconnections, the Engineering Division, which handles the Construction and Maintenance and Water Quality, and the Finance Division, which handles Cashiering and Inventories. Each Division is headed by a Division Manager. Total employee at present is 25 regulars and 7 contractual. Average Water Sales per month is 1.6 Million Pesos with an Average of Net Income of 1.7 Million Pesos per year.

The people of Gubat has now a 24 hour of water service with water quality duly complying with the Standard Set by the Philippine Drinking Water.

The continuing improved performance of the Gubat Water District is attributed to the well defined operation which all employees support and understand. The employees have their trust in the leadership. Another factor is the people's appreciation and satisfaction of the water service in the community. There's a continuing dialogue between the District and the Concessionaires on how to better improved the present operation. The support of the Local Officials to the District is exemplary. Local Officials particularly the Mayor has allowed the Water District to independently operate without political pressure or intervention. The Concern and Trust of the Board to the Management has nothing to be asked for. Effective Policies are always formulated to assist the Management in running the Business Affairs of the District.

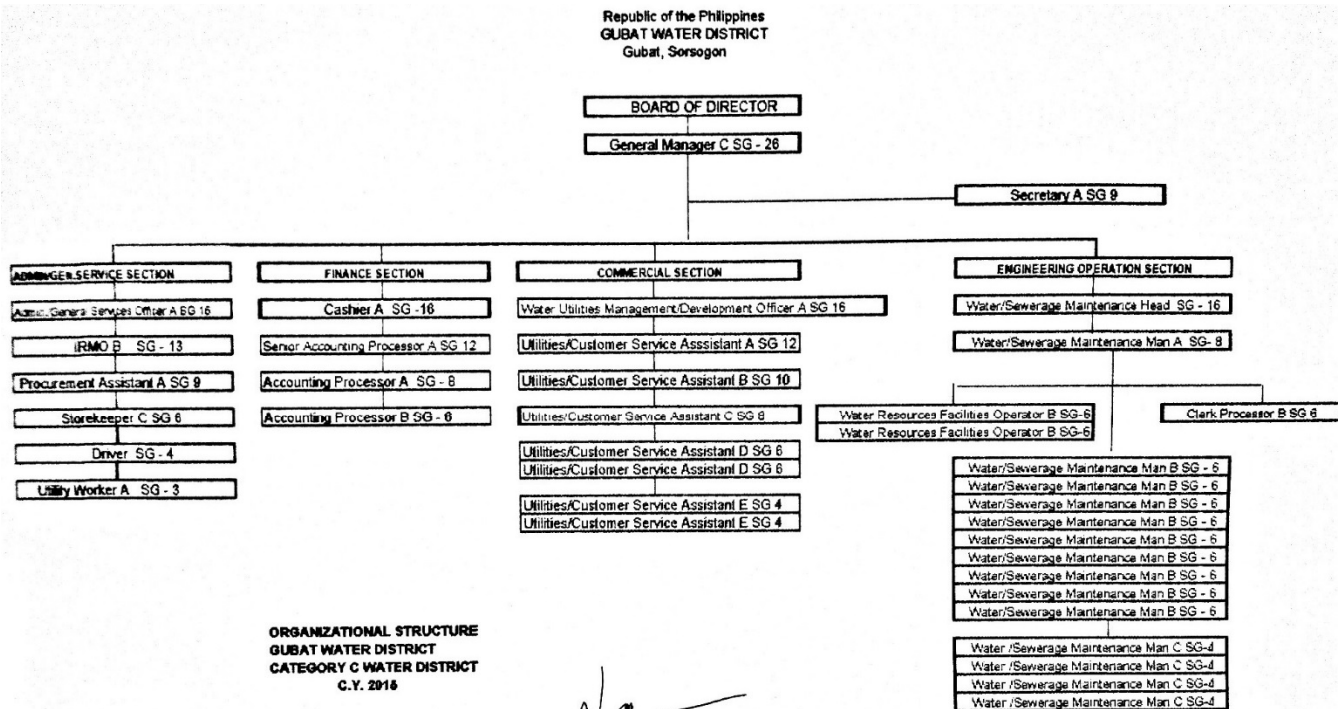
At present, Gubat Water District has 25 sources of water supply of which 20 Deep Wells and 5 Spring Sources.

COMPANY HISTORY

GUBAT WATER DISTRICT – is a Government-Owned and Controlled Corporation (GOCC) and is an autonomous and politically and economically independent from the local government. The Board of Directors formulated the Policies, Rules and Regulations of the Water District. Management operation of the Water District is handled by the **General Manager**.

GUBAT WATER DISTRICT, is now categorized as Category C Water District. As of March 2013, the District has a total of 5,000 active service connections operating 24 hours a day through hard work and dedication of the employees. **Gubat Water District** was able to withstand the hardship and challenges of times and was able to make use of its resources in order to achieve its goal and objectives in giving the best water service to the people of Gubat.

Organizational Chart



Prepared by:
NILDA E. ERENO
IRMO-B DES.

Noted by:
SALVADOR F. VILLARROYA JR.
General Manager

B. LEGAL MANDATE

The **Gubat Water District**, with its legal mandate contained in Presidential Decree 198 otherwise known as “The Provincial Water Utilities Act of 1973” as amended by Presidential Decree Nos. 768 and 1479 and RA 9286 which provides:

National Policy favoring local operation and control of water system, authorizing the formations of local water districts providing for the government and administration of such districts; chartering a national administration to facilitate improvement of local water utilities, granting said administrations, such powers are necessary to optimize service from water utility operations, and for other purposes.

This mandate is sought to be fulfilled through carrying out the following strategic objectives, which GWD had drawn from its programs and project, from where it plans to flow out its services to the people, to wit:

1. Provide 24- hour supply of water to all concessionaires by developing new water services and intensive implementation from non-revenue water reduction program;
2. Providing bacterial/sediment/cancer-agent free and clear drinking water by replacing pipelines and having fully operational quality control section; and
3. Expanding service area covered to around 30,000 service connections by installing new distribution lines.

This shall be worked against the backdrop of its Vision and Mission, which states:

VISSION

A WATER SYSTEM THAT IS WELL MAINTAINED IN ALL THE 42 BARANGAYS OF GUBAT SERVING THE WATER REQUIREMENTS OF THE COMMUNITY ON A 24 HOUR BASIS

MISSION

PROVIDING THE PEOPLE OF GUBAT WITH POTABLE, ADEQUATE, RELIABLE AND AFFORDABLE WATER SUPPLY AND INSTALLING HYDRANT FACILITIES IN STRATEGIC PLACES AROUND THE SERVICE AREA TO PROTECT THE COMMUNITY FROM FIRE.

Recognizing the significance of attitudinal values of as an overriding drive for moral recovery in the entire Philippines Bureaucracy, GWD drills the development and internalization of specific values contained in its value statement, which states:

Excellence

We pursue excellence in all we do for our concessionaires for ourselves well, striving always for law-abiding quality service.

Integrity

We are committed to the highest standards of business ethics and good governance.

Results-Oriented

We accept individual responsibility for our commitments and expect to be accountable for results.

The delivery of its services with level of quality aligned to its enshrined mission and vision, embodying its mandate has to be delivered through its human resource with a number and types of positions as authorized by the Department of Budget and Management.

C. CORPORATE GOALS

- We shall strive to provide a quality service within acceptable standard.
- We shall strive to bring the benefits of water service to the greatness possible people and businesses within our service area.

- We shall strive to seek and adopt a reasonable rate structure that would truly reflect the cost of providing desired level of water services.
- We shall maintain adequate returns to ensure our financial viability and ensure sustainability of water service to the community.
- We shall remain steadfast in our commitment to enhance the productivity of our resources.
- We shall provide our employees with just and reasonable compensation and benefits with opportunities for professional growth and advancement on basis of performance, integrity and loyalty to Gubat Water District and to the public it serves.
- We shall uphold and maintain at all times high standard of business ethics.
- We shall be guided primarily by the basic principle of Gubat Water District interest and those of the concessionaires.
- We shall fulfill with dedication and commitment our social responsibility.
- We shall undertake by ourselves and through subsidiaries, activities which support and complement our operations, enhance the utilization of resources and development of environment protective programs.

D. PERFORMANCE PLEDGE

We, the Officials and Employees of Gubat Water District, commit to:

Be true with our Mission and Vision, and be transparent with our policies, programs, activities, and services.

Afford quality water to all our service areas in a manner that protects the environment, support a strong economy, and a healthy community;

Welcome every concessionaire's comments, suggestions, and needs, including those with special needs such as the differently-abled, pregnant women, and senior citizens.

All times serve you promptly, efficiently, and with utmost courtesy and honesty by authorized GWD personnel with proper identification, from Mondays to Fridays 8:00 to 5:00 pm without noon break, and Saturdays, 8:00 to 12:00 noon.

Deliver you with services in strict compliance with prescribed standards.

All these we pledge, because you deserve the best.

IV. ORGANIZATION AND RESPONSIBILITIES

a. ORGANIZATIONAL STRUCTURE

The Organization Structure and Staffing Pattern of GWD have changed since its creation in 1980. It was patterned under the terms and conditions prescribed by the Department of Budget (DBM) approved SME Manual for Local Water Districts through an approved Plantilla of Positions (PoP). On March 2012, GWD was re-categorized under **Category C** by LWUA. The re-categorization had brought changes in the staffing pattern and total manpower. The increase in the number of personnel, reclassification of positions was done to further enhance its services to their valued concessionaires and to promote professional growth to its employees.

Presently, the Organizational Structure and Staffing Patterns (OSSP) of GWD is composed of the following, to wit;

- Office of the Board of Directors
- Office of the General Manager
- Administrative, Human Resource and Finance Services Department
 - Human Resource
 - Administrative/General Services Section
- Commercial Services Department
 - Customer Accounts
 - Customer Services

- Engineering and Operations Department
 - Water Resources and Planning and Design
 - Construction and Maintenance

b. DUTIES AND RESPONSIBILITIES OF THE RESPECTIVE OFFICES/DEPARTMENTS

OFFICE OF THE GENERAL MANAGER

The Office of the General Manager is in charge of the overall administration of the District's office operation, oversees personnel management; directs and sets forth procedures; execute duly established policies and guidelines relative to its services in order to effect organization effectiveness and efficiency.

GENERAL MANAGER

- The General Manager shall have full supervision and control of the maintenance and operation of water district's facilities, with power and authority to appoint all personnel of the District.
- Directs basic efforts of all departments, division and office towards achieving utility goals and objectives with established policies.
- Oversees and conducts meetings of the Board of Directors; keep the Board informed as to utility operation; proposes policies, rules and regulations and budget for board action; also awarding of contracts; carries out board policies in achieving utility activities towards that ends files and follow up loan applications and sign loan agreements in behalf of the district.
- Directs the approval of disbursements of funds and other payment of sum of money in the name of district, execute for and in behalf of the district contracts and agreement, the district enters into as approved by the Boards.

ADMINISTRATIVE, HUMAN RESOURCE AND FINANCE SERVICES DEPARTMENT

- Plan and implements goals and targets for the Finance, General Services and Administration Department and directs the activities of all utility offices (except engineering) that are considered “staff”, actions in working towards the achievement of utility objectives.
- Direct basic efforts of the Accounting office, Personnel office, and general plant maintenance, coordinate travel of water district employees; assist the recruitment/selection, hiring and training of personnel, provide supply procurement and motor pool services; oversee security efforts; evaluate superficial performance; prepares management report, as required to report of regulatory or creditor; establish employees performance standards and evaluate employees performance.
- Oversees the preparations of annual budget, revenue and expense budget; cash flow preparations and financial analysis regarding water rates increase.
- Oversees the preparation of monthly financial reports, semimonthly and annual reports, and maintenance of office/ general records and files; liability claims and property insurances and the conduct of physical inventory.
- Manages the preparation and maintenance of financial records and reports the general ledger, accounts payable, accounts receivable, payroll, inventories, fixed assets and disbursement vouchers.
- Oversees cash management, investment of the district and debt management.
- Oversees and ensures the procurement of materials, supplies, equipment and other facilities are in accordance with the provision of RA 9184, the Government Procurement Reform Act.
- Manages information technology support for the district including the installation and upgrade of Data Base Systems/Programs to improve efficiency and productivity.

COMMERCIAL SERVICES DEPARTMENT

- Direct the operation of determining customer services and billing; maintain customer standards and responds to customer’s complaints and inquiries
- Supervise the accurate and up-to-date maintenance and customer records; enforces utility rules and regulations as to billings, payments, delinquencies and assistance; trains personnel on customer relations; writes billing and receipts; pursues delinquent accounts

and recommend write-offs as required and prepared management reports relative to commercial activities and matters; coordinate public information activities; prepare periodic reports and other reports that is required; prepare budget.

- Oversee the district's needs in term of commercial transactions; handle daily business issues and transactions.
- Plans, organizes, assigns, supervises reviews and evaluates the works of field and customers service office support staff; recommend selections of staff; train and provide for their professional development; assists in planning goals and objectives, procedures and work standard for each division/selection.

ENGINEERING AND OPERATIONS DEPARTMENT

- Plans, organize, direct and coordinate District engineering and programs that require into actions with outside agencies and the general public; engineering design, securing permits and project construction activities; to exercise full functional management responsibility and oversight of assigned engineering program and projects and to provide staff assistance to the General Manger.
- Assist the General Manager in managing and directing operation; to plan, organize and direct the activities of the Engineering and operation department; to analyze and recommend the policies and procedures related to the district's organizations mission and vision to provide the highest quality water to consumers at the lowest possible cost; and to utilize performance planning to identify, establish, achieve goals and objectives of the District.
- Ensure compliance with government regulations regarding water quality, employee safety and environmental issues.
- District Safety practices are implemented to ensure a safe and healthy work environment.
- Assist in developing and coordinating the District's annual budget and review budget proposed work.
- Recommend the appointment of personnel; conduct performance evaluation; recommend discipline; implement disciplinary procedures; necessary for the efficient and professional operations of the department.

- Supervising the District’s potable water quality program and collection of potable water supplies; trouble shooting with the water distribution system; supervising daily operation of the water treatment plants and deep wells.
- Plan, organize, direct review the operations and maintenance of the District transmission and distribution lines, water reservoir, and treatment facilities.

V. OPERATING PROCEDURES

BASIC FEATURES

a. GENERAL ACCOUNTING AND FINANCIAL MANAGEMENT

1. Journal Entry Vouchers (JEV) are prepared for daily transactions on receipts/collections, deposit of collections, check payments, issuances of materials, and liquidation of cahier’s advances for employees’ payroll and other emoluments.

2. The JEVs are posted to the respective special journals:

Cash Receipts and Deposit Journal	- collections and deposits
Check Disbursements Journal	- for check payments
Cash Disbursement Journal	- for liquidations of cahier’s advances for employee’s payroll and other emoluments

Materials and Supplies Inventory Journal - for issuances of materials

3. For transactions that do not fall with the above special journals, JEVs are prepared and posted to the General Journal.

4. These journals are kept in balance and at the end of the Month, are recapped with the appropriate categories.

5. Summarized entries from the respective journals are recorded to the General Ledger by the Administrative General/Services Officer-A (AGSO).

6. The AGSO extracts the balances of the General Ledger accounts, then prepares the following financial statements:

- a. Monthly

- i. Balance Sheet (Condensed and Detailed)
- ii. Statement of Income and Expenses (Condensed and Detailed)
- iii. Cash Flow Statement
- iv. Monthly Data Sheet

b. Annually

v. Statement of Changes in Equity

vi. Notes to Financial Statements

7. These reports are reviewed before submitting to the General Manager for approval and are submitted to the Board of Directors, Local Water Utilities Administration (LWUA), Commission on Audit (COA) and other interested parties.

b. BILLING AND COLLECTION BASIC FEATURES

METER READING

1. Meter Reading activity normally starts on the first working day of every month, if the first day of the month falls on a Sunday then meter reading is moved on the next day. Meter reading ends in the 10th or 11th day of the month.
2. Water meters are read monthly in each service area, grouped by zones to achieve a system whereby water meters of an area are read within a period of one day, after taking into account the average number of water meters which can be read in a day's time.
3. The meter reader proceeds to the place/address of service connections of the customer, reads the consumption, encodes the meter, reads data on the meter reading card, prints the bill and delivers the bill immediately to the consumers.
4. The bill delivered monthly by the meter reader is known as Billing Notice.

BILLING

1. Water Bills are prepared not later than the day prior to meter reading. Water bills prepared to concessionaires belonging to one zone should be checked for competences against the total number of connections shown in the data base of service connections.

- Any discrepancies noted in the number of bills prepared and the number of service connections in the meter reading logbook should be investigated.
2. A daily billing summary is prepared for completed water bills forwarded to the customer service officer and to the Section Head for verification.
 3. In the event the complaint is made by a customer that the water bill is excessive, a re-read should be made in the water meter; checks the service line if there are leaks; the water meter will be removed or should be calibrated; a personal investigation of service lines/ premises shall be reviewed by the responsible officer of the Commercial Department.
 4. In case of disputed bill, after all the investigation finds no reason to adjust the bill, management shall refer/ elevate to the Board of Directors (BoD) for final ruling/decision.
 5. The billing shall be based on the last three months normal consumption, in the event the meter malfunctions.
 6. For men registering water meter, the billing shall be adjusted based on the computer percentage of over registering, as a result of meter calibrations, but should not be lower than the average billing of the last three months consumptions.
 7. Meters with more than 100% ever registering shall be considered malfunctioning meter and the billing shall be based on the case of malfunctioning meter.

COLLECTION

1. Water bills are due and payable at the Office of the Gubat Water District, on the date the bill is delivered to the consumer. Gubat Water District grants 15-days grace period for customers to pay their bill without penalty.
2. The due date stipulated in the Billing Notice is the maximum day the customer shall pay his basic consumption without penalty. A penalty or late payment charge shall be required if no payment is received after due date. Service may be disconnected for three months unpaid bill.
3. The administrative Office of GWD has one teller booth to receive payments from Monday to Friday from 8:00 a.m. – 5:00pm no noon break and Saturday from 8:00 a.m to 12:00 noon only.

4. All collection received by the Tellers are reported in a Collection Report checked by the Customer Service Officer in the Commercial Department verified by the Accountant of the Administrative, Human Resource and Finance Service Department before remitting to the Cashier. All collections remitted to the Cashier are deposited in the bank in the morning of the following banking day. The cashier prepares the Cash Receipt and Report Record daily and Daily Cash Position Report in the morning, checked/verified by the Administrative Section Head.
5. Paid water bills are filed by account number and date of payment.
6. Payments by checks made by the concessionaires who are honored by the bank..

b. SERVICE GUIDE

ACTING ON THE COLLECTION OF PAYMENT OF SUPPLIERS/CREDITORS

INSTALLATION OF NEW WATER SERVICE CONNECTION

Schedule of Availability of Service:

Monday – Friday 8:00 am - 5:00 pm

Installation of New Service Connection

Who may avail of the services?

Those who need water service connection within the service area of Gubat Water District

What are the requirements?

1. Proof of ownership of land/building(photocopy of TCT)
2. Attendance to an Orientation Seminar
3. Accomplished Application Form
4. Recent Picture (2x2)
5. Recent Community Tax Certification

Computation of Fees: (As of 2015-to present)

For New Service Connection:

Residential/Government/Commercial – **P3,000.00**

Other Fees:

Tunneling Fee – (depends on location site of service tapping)

Materials - (depends on materials needed for installation)

Duration: 1 day, 2 hours and 30 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Approach Customer Service Assistant and Fill up Pre-Application Form	Verify the Pre-Application Form submitted (Rebecca S. Jebulan)	10 minutes	Customer Service Assistant (Rebecca S. Jebulan)		
2	Present the requirements	Verify the requirements (Rebecca S. Jebulan)	2 minutes	Customer Service Assistant (Rebecca S. Jebulan)		Application for Water Service Connection
	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
3	Fill up Official Application Form for Water-Service Connection	Submit the application for investigation (Rebecca S. Jebulan)	4 minutes	Customer Service Assistant (Rebecca S. Jebulan)		
	Wait for the investigation be conducted	Proceed to site for evaluation and inspection		Water Maintenance Man		

4		(Albino E. Estropia, Joaquin Hila)	1 day	(Benjamin E. Escarda)		
5		Return the investigated application to the Customer Service Assistant (Albino E. Estropia)	1 minute	Water Maintenance Man (Benjamin E. Escarda)		
6	Attend Seminar or Orientation (every Friday of the month)	Orient the applications on the rules and regulations on water service connection (Rebecca S. Jebulan)	2 hours	Customer Assistant (Rebecca S. Jebulan)		
7	Pay the registration fees and other charges	Process payment and issue official receipt (Rebecca S. Jebulan, Merle E. Funtanares)	5 minutes	Cashier (Merle E. Funtanares)	P 3,000 plus other charges	

	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
8	Present OR and wait for the application to be processed	Endorsement to Commercial Supervisor for recommending approval (Merle E. Funtanares)	5 minutes	Commercial and Engineering Supervisors (Milagros F. Estavillo, Benjamin E. Escarda)		
		Endorse to the General Manager for	3 minutes	General Manager		

9		final approval		(GM Salvador F. Villarroya Jr.)		
10		Forward the application to the Engineering for Implementation (Rebecca S. Jebulan)	3 minutes	Customer Service Assistant (Rebecca S. Jebulan)		
11		Requisition of the materials needed for installation (Albino E. Estropia)	15 minutes	Water Maintenance Man (Albino E. Estropia)		
12		Install the water service connection (Albino E. Estropia, Joaquin E. Hila)	1 hour	Water Maintenance Man (Abino E. Estropia, Joaquin E. Hila)		
13		Turn over the accomplished application form to the Commercial Section (Benjamin E. Escarda)	1 minute	Water Maintenance Man A (Benjamin E. Escarda)		
14		Received accomplished application from Engineering Section (Rebecca S. Jebulan)	5 minutes	Customer Service Assistant (Rebecca S. Jebulan)		

Repair of Service Connections:

Schedule of Availability of Service:

Monday to Friday
8:00 am to 5:00 pm

Who May Avail of the Services:

The concessionaires of Gubat with existing Water Service Connection and are Requesting for services concerning:

- | | | |
|-------------------------|-----------------|------------------------|
| Leak after the meter | Dirty water | Transfer of Tapping |
| Meter relocation | No water | Taste or Odor of Water |
| Low pressure | Meter leak | |
| Gate valve installation | Leaking faucets | |

What are the Requirements:

1. Properly accomplishment Service Request Form.

Duration: 1 hour and 10 minutes

How to avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Fill up service request form	Verify the information indicated on the SR form	2 minutes	Customer Service Assistant		Service Request Form

		(Rebecca S. Jebulan)		(Rebecca S. Jebulan)		
2	Wait for the request to be acted	Log the data on the record book (Rebecca s. Jebulan)	2 minutes	Customer Service Assistant (Rebecca S. Jebulan)		

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
3		Endorse to the Engineering Section (Rebecca S. Jebulan)	2 minutes	Customer Service Assistant (Rebecca s. Jebulan)		
4		Act on the service requested (Joaquin E. Hila, Benjamin S. Embile)	1 hour	Water Maintenance Man (Joaquin E. Hila, Benjamin S. Embile)		
5	Sign on the SR Form attesting that action was taken on the request	Turn-over accomplished SR Form to the Commercial Section (Joaquin Hila)	5 minutes	Water Maintenance Man (Joaquin E. Hila)		
6		Received accomplished SR from the Engineering Section (Rebecca S. Jebulan)	2 minutes	Customer Service Assistant (Rebecca S. Jebulan)		
		Record accomplished SR to		Customer Service		

7		the logbook. (Rebecca s. Jebulan)	2 minutes	Assistant (Rebecca s. Jebulan)		
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- The maximum time, depending on the nature of service requested.

Calibration and Testing of Water Meters

Schedule of Availability of Service:

Monday to Friday

8:00 am to 5:00 pm

Who May Avail of the Service:

The concessionaires of Gubat with existing service connection requesting for the testing and calibration of their defective meters.

What are the Requirements:

1. Properly accomplished application for Service Meter Calibration and Testing Form or Service Request Form

Duration:

2 hours and 20 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Fill up Service Request Form	Verify the information on the SR form (Rebecca S. Jebulan)	2 minutes	Customer Service Assistant (Rebecca S. Jebulan)		Service Request Form
	Wait for the	Log the data on the		Customer		

2	request to be acted	log book (Rebecca S. Jebulan)	2 minutes	Service Assistant (Rebecca S. Jebulan)		
3		Endorse to the Engineering Section (Rebecca S. Jebulan)	3 minutes	Customer Service Assistant (Rebecca S. Jebulan)		
Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
4		Act on the service requested (Rebecca s. Jebulan)	3 minutes	Customer Service Assistant (Rebecca S. Jebulan)		
5	Sign on the SR Form attesting that action was taken on the request	Turn-over accomplished SR Form to Commercial (Albino E. Estropia)	2 minutes	Water Maintenance Man (Albino E. Estropia)		
6		Received accomplished SR Form from Engineering Section (Rebecca S. Jebulan)	2 minutes	Customer Service Assistant (Rebecca S. Jebulan)		
7		Record the Accomplished SR to the logbook (Rebecca S. Jebulan)	2 minutes	Customer Service Assistant (Rebecca S. Jebulan)		

Collection of Payment

Schedule of Availability of Service:

Monday to Friday 8:00 am to 5:00 pm and Saturday 8:00 am to 12:00 noon only

To all concessionaires of Gubat Water District with existing Active Service Connection.

What are the Requirements:

Official Billing Receipt (Individual)

Duration:

3 minutes tellering/receipt

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Approach teller and present Bill Receipt	Verify the authenticity of the Bill Receipt (Irvin Ereno)	2 minutes	Teller (Irvin E. Ereno)		Bill Receipt
2	Wait for the Official Receipt	Determine the amount/due date of the Bill Receipt (Irvin Ereno)	2 minutes	Teller (Irvin E. Ereno)		Bill Receipt
3		Validate the Official Receipt	2 minutes	Teller		

		(Irvin Ereno)				
4		Issue/Release the Official Receipt (Irvin Ereno)	2 minutes	Teller		

Due date exclude arrears; Arrears payable immediately upon receipt of statement. A penalty is added to bills paid after due date.

Change of Account Name

Schedule of Availability of Service:

Monday to Friday

8:00 am to 5:00 pm

Who May avail of the Service:

The concessionaires of Gubat with existing service connection requesting for a change of Account Name.

What are the Requirements:

1. Properly accomplished Application Form for a Change of Account Name
2. Valid documents as evidence for a Change of Account Name

Duration: 1 hour and 20 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Approach Customer Service Assistant and fill up Application Form	Verify the authenticity of the document submitted (Rebecca S. Jebulan)	6 minutes	Customer Service Assistant (Rebecca S. Jebulan)		

2	Wait for the request to be processed	Log the data on the Log Book (Rebecca s. Jebulan)	2 minutes			
3		Endorse to the Commercial Section Head for recommending approval (Rebecca S. Jebulan, Milagros)	2 minutes	Commercial Commercial Section Head (Milagros F. Estavillo)		

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
4		Endorse to the Gen. Manager for final approval (Rebecca S. Jebulan)	2 minutes	General Manager (GM Salvador F. Villarroya Jr.)		
5		Record to the Customer Ledger Card (Rebecca S. Jebulan, Milagros F. Estavillo)	3 minutes	Customer Service Assistant/ Billing Head (Rebecca S. Jebulan, Milagros F. Estavillo)		

Reclassification of Billing Category

Schedule of Availability of Service

Monday to Friday
8:00 am to 5:00 pm

Who May Avail of the Service

The new concessionaires of Gubat with new service connection requesting Category of Billing.

What are the Requirements:

Properly accomplished Application Form of the new service connection

Duration:

30 minutes

How to Avail of the Services:

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
	Approach	Verify the		Customer		

1	Customer Service Assistant	accomplished application form (Rebecca S. Jebulan, Milagros F. Estavillo)	5 minutes	Service Assistant (Rebecca S. Jebulan)		
2		Determine classification of the Service Connection/ Billing Head (Milagros F. Estavillo)	5 minutes	Commercial Section Head (Milagros F. Estavillo)		

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
3	Reclassification Of Billing	Informing the Official Category (Milagros F. Estavillo)	5 minutes	Commercial Section Head (Milagros F. Estavillo)		
4		Record accomplished Application Form to Customer Ledger Card/ Billing Head (Milagros F. Estavillo)	5 minutes	Customer Service Assistant (Rebecca S. Jebulan)		

Water Quality Analysis

Schedule of Availability of Service:

Every 3rd Monday of the Month 8:00 am

Who May Avail of the Service:

The concessionaires of Gubat with existing services connection requesting for a Water Quality Analysis.

What are the Requirements:

1. Properly Accomplished Service Request Form
2. Water coming from their faucet
3. Sterilized bottle coming from DOH

Duration: 1 hour

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Approach Customer Service Assistant	Verify the information on the SR (Rutchel D. Gestiada)	5 minutes	Customer Service Assistant (Rutchel D. Gestiada)		
	Fill up Service	Required sterilized		Customer		

2	Request Form	bottle coming from DOH (Rutchel D. Gestiada)	10 minutes	Service Assistant (Rutchel D. Gestiada)		
3	Submit/Provides Requirement (Bottle and Water)	Submit water to DOH Laboratory (Rutchel D. Gestiada)	4 hours	Procurement Assistant (Rutchel D. Gestiada)		

Submission of water samples to DOH – every 3rd week of the month

Relocation of Water Meters

Schedule of Availability of Service:

Monday to Friday 8:00 am to 5:00 pms

Who May Avail of the Services:

The concessionaires of Gubat with existing service connection requesting for the relocation of Water Meter

What are the Requirements:

1. Properly accomplished Service Request Form

Duration: 1 hour and 35 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Fill up Service Request Form	Verify the information (Rebecca S. Jebulan)	2 minutes	Customer Service Assistant (Rebecca S. Jebulan)		
	Wait for the request to be	Log the data on the record book	2 minutes	Customer Service		

2	processed	(Rebecca S. Jebulan)		Assistant (Rebecca S. Jebulan)		
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Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
4		Turn-over accomplished SR form to Commercial Section (Benjamin E. Escarda)	2 minutes	Water Maintenance Man (Benjamin E. Escarda)		

3	Sign on the SR attesting that action was taken on the request	Endorse to the Engineering to act on the service (Benjamin E. Escarda)	1 hour & 20 minutes	Water Maintenance Man A (Benjamin E. Escarda)		
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5		Received and record accomplished SR to the Log Book (Rebecca S. Jebulan)	2 minutes	Customer Service Assistant (Rebecca S. Jebulan)		
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Transfer of Service Tapping

Schedule of Availability of Service:

Monday to Friday

8:00 am to 5:00 pm

Who May Avail of the Service:

The concessionaires of Gubat with existing service connection requesting for the transfer of tapping.

What are the Requirements:

1. Properly accomplished Service Request Form

Duration: 1 hour and 20 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Fill up Service Request Form	Verify the information (Rebecca S. Jebulan)	2 minutes	Customer Service Assistant (Rebecca S. Jebulan)		Service Request Form
2	Wait for the request to be processed	Log the data on the record book (Rebecca S. Jebulan)	2 minutes	Customer Service Assistant (Rebecca S. Jebulan)		
3	Sign on the SR attesting that action was taken	Endorse to the Engineering to act on the service requested (Benjamin E. Escarda)	1 hour & 30 minutes	Water Maintenance Man (Albino E. Estropia, Joaquin E. Hila)		

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
4		Turn-over accomplished SR Form to Commercial Section (Albino e. Estropia)	2 minutes	Water Maintenance Man (Albino E. Estropia)		
		Received		Customer		

5		accomplished SR from Eng. Section (Rebecca S. Jebulan)	2 minutes	Service Assistant (Rebecca S. Jebulan)		
6		Record the accomplished SR to the logbook/ Billing Head (Rebecca S. Jebulans, Milagros F. Estavillo)	2 minutes	Customer Service Assistant/ Billing Head (Rebecca S. Jebulan, Milagros F. Estavillo)		

Processing of Application for Water Service Closure

Schedule of Availability of Service:

Monday to Friday

8:00 am to 5:00 pm

Who May Avail of the Service:

The concessionaires of Gubat with existing connection requesting for water service to be closed.

What are the Requirements:

1. Properly accomplished Application for Service Closure Form

Duration: 1 hour and 20 minutes (including processing of Maintenance Order)

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Fill up Application for Service Closure Form	Verify the application and accounts/ Billing Head (Rebecca S. Jebulan, Milagros F. Estavillo)	7 minutes	Customer Service Assistant /Billing Head (Rebecca S. Jebulan, Milagros F. Estavillo)		Application for Service Closure
2	Settle the account if any, or sign a promissory note	Process payment and issue OR (for full settlement of account). Let the client sign a promissory note. (Rebecca S. Jebulan)	5 minutes	Commercial Section Headr (Milagros F. Estavillo)		
3	Present OR/ promissory note and wait for the application to be processed	Prepare and process maintenance order (Rebecca S. Jebulan)	3 minutes	Customer Service Assistant (Rebecca S. Jebulan)		

Processing of Application for Reconnection

Schedule of Availability of Service:

Monday to Friday

8:00 am to 5:00 pm

Who May Avail of the Service:

The concessionaires of Gubat with existing service connection requesting for services to be opened.

What are the Requirements:

For over a year old connections:

1. Previous Billing Notice
2. 1 2x2 picture
3. Recent residence certificate
4. Attendance of Orientation/Seminar

Duration: 1 hour and 30 minutes (including processing of application form)

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Approach Customer Service Asst. & Fill up Application Form	Verify the application Form submitted/ Billing Head (Rebecca S. Jebulan, Milagros F. Estavillo)	8 minutes	Customer Service Assistant (Rebecca S. Jebulan, Milagros F. Estavillo)		Application Form for Reconnection
2		Determine the date of closure of the water connection whether less than or over a year closed (Milagros F. Estavillo)	5 minutes	Customer Service Assistant (Rebecca S. Jebulan)		

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form

3	Present the requirement for over a year old connections only	Verify the documents submitted (Rebecca s. Jebulan)	2 minutes	Customer Service Assistant (Rebecca S. Jebulan)		
4		Orientation of the rules & regulations governing the water service connection (Rebecca S. Jebulan)	2 hours	Commercial Section Head (Milagros F. Estavillo)		
5	Pay the reconnection fee and other applicable charges	Process payment and issue Official Receipt (Merle E. Funtanares)	5 minutes	Cashier (Merle E. Funtanares)	P 200.00* 2,000.00** Plus other applicable charges	
6	Present OR and wait for the application to be processed	Prepare and process Maintenance Order (Rebecca S. Jebulan)	2 minutes	Customer Service Assistant (Rebecca S. Jebulan)		

* Reconnection Fee

** Charge as New Connection

For Reconnection less than 30 days after closure – charge of P200.00 as Reconnection Fee.

30 days after closure and over a year after closure – charge as new connection P3, 000.00

Processing of Application for Grant of Billing Adjustment

Schedule of Availability of Service:

Monday to Friday

8:00 am to 5:00 pm

Who May Avail of the Service:

The concessionaires of Gubat with existing water service connection requesting that their water bills be adjusted based on the prescribed rules.

What are the Requirements:

1. Request for adjustment

Duration: 15 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Approach and request Customer Service Assistant	Endorse customer to the commercial Head (Rebecca S. Jebulan,)	5 minutes	Customer Service Assistant (Rebecca S. Jebulan)		Form of Billing Adjustment Memo
2	Wait for the request to be processed	Verify the validity of request and justification (Rebecca S. Jebulan)	2 minutes	Commercial Section Supervisor (Rebecca S. Jebulan)		
3		Compute the adjustment based on nature of complaint and justification (Milagros F. Estavillo)	5 minutes	Customer Service Assistant (Milagros F. Estavillo)		

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
4		Review the computation and recommend the adjustment	2 minutes	Commercial Section Supervisor		

		(Rebecca S. Jebulan)		(Rebecca S. Jebulan)		
5		Prepare Billing Adjustment Memo(BAM) (Milagros F. Estavillo)	5 minutes	Customer Service Assistant (Rebecca S. Jebulan)		
6		Forward BAM to the Commercial Section Supervisor for approval by the General Manager (Rebecca S. Jebulan)	2 minutes	General Manager (GM Salvador F. Villaroya Jr.)		
7		Forward BAM to the Customer Service Assistant (Encoder) for encoding (Milagros F. Estavillo)	2 minutes	Billing Head (Encoder) (Milagros F. Estavillo)		

Processing of Maintenance Order

Schedule of Availability of Service

Monday to Friday

8:00 am to 5:00 pm

Who May Avail of the Service:

The concessionaires of Gubat with existing water service connection and are requesting for services concerning:

- a. Service line leak
- b. Mainline leak
- c. Tapping point leak
- d. Meter leak
- e. Standpipe leak
- f. Tailpiece leak
- g. Elbow/service cock leak

What are the Requirements:

- 1. Properly accomplished Maintenance Order Form

Duration: 1 hour and 10 minutes

How to Avail of the Service:

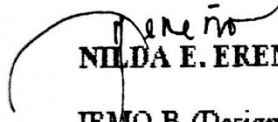
Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Fill up Maintenance Order Form	Verify the information indicated on the MO Form Rebecca S. Jebulam	2 minutes	Customer Service Assistant (Rebecca S. Jebulan)		Maintenance Order Form
2	Wait for the request to be processed	Log the data on the record book	2 minutes	Customer Service Assistant (Rebecca S. Jebulan)		

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
3		Endorsed to Engineering Section	2 minutes	Customer Service Assistant		

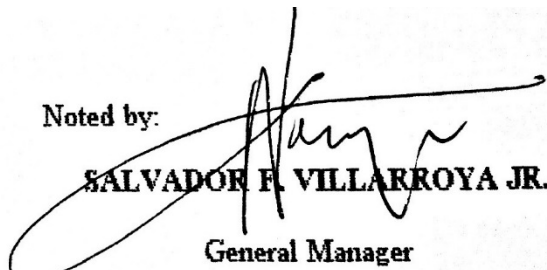
4	Sign on the MO Form attesting that action was taken on the request	Act on the Service requested (Benjamin E. Escarda)	1 hour	Water Maintenance Man A (Benjamin E. Escarda)		
5		Turn-over accomplished MO Form to the Commercial Section (Albino e. Estropia)	2 minutes	Water Maintenance Man (Albino E. Estropia)		
6		Received accomplished MO Form from the Engineering Section (Rebecca S. Jebulan)	1 minutes	Customer Service Assistant (Rebecca S. Jebulan)		
7		Record Accomplished SR to the logbook (Rebecca S. Jebulan)	1 minutes each	Customer Service Assistant (Rebecca S. Jebulan)		

END OF TRANSACTION

Prepared by:


NILDA E. ERENO
 IRMO-B (Designate)

Noted by:


SALVADOR F. VILLARROYA JR.
 General Manager