



BAAO
WATER
DISTRICT
OPERATIONS MANUAL



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INTRODUCTION

The Operations Manual of Baao Water District (BWD) contains the general the agency, its underlying function, mandates, operating procedures and organization.

The purpose of this manual is to provide its readers knowledge about the districts responsibilities and structure.

The manual is divided into several parts, as follows:

GENERAL INFORMATION

This section contains the company profile, such as the mandates and functions, its mission and vision, its short history, the list of water sources and the areas of operations.

ORGANIZATION AND RESPONSIBILITIES

In this part of the manual, the organizational structure was shown using a diagram as of year 2015, as well as the duties and responsibilities of every department/division.

OPERATIONAL CONTROL AND SUPERVISION

The powers of authority are described in this part as well as the supervisory and operational controls.

UTILITIES RULES AND REGULATIONS

The rules and regulation that govern the Baao Water District operation and service.

OPERATING PROCEDURES

Contains the step-by-step procedures and work instructions of Baao Water District. Activity flow charts are used to illustrate the different processes involved in daily operations.



DEFINITION OF TERMS

| | | |
|------------|---|--|
| BWD | - | Baao Water District |
| PD | - | Presidential Decree |
| Category C | - | The categorization is a two-stage process. The initial stage is categorization based on the Number of Active Service Connections. For Category C a service connections of at least 3,000. The second stage of categorization considers the following factors: Gross Revenues, Total Assets, Net Income before Interest and Depreciation, and Staff Productivity Index. |
| SOA | - | Statement of Account |
| PPE | - | Property Plant and Equipment |
| PR | - | Purchase Requisition |
| HPC | - | Heterotrophic Plate Count |
| LWUA | - | Local Water Utilities Administration |
| PhilGEPS | - | Philippine Government Electronic Procurement System |
| FO | - | Field Operations |
| MO | - | Maintenance Order |
| SR | - | Service Request |
| DV | - | Disbursement Voucher |
| BUS | - | Budget Utilization Slip |
| JEV | - | Journal Entry Voucher |
| GL | - | General Ledger |
| RIS | - | Requisition and Issuance Slip |
| SDs | - | Supporting Documents, such as Sales Invoice, Purchase Order, Job Order, Statement of Account |



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GENERAL INFORMATION

MANDATES AND FUNCTIONS

Baao Water District is a public utility engaged in the delivery of potable and sufficient water in the municipality of Baao, at all times and at a reasonable cost.

MISSION

To continuously upgrade and develop the water district industry in providing safe water and efficient service to all its concessionaires

To easily provide connections to all households and establishments in the municipality of Baao

To extend its water supply service even to adjoining localities

VISION

To be one of Philippines' best water districts in providing excellent water supply service to its concessionaires

HISTORY

With an initial funding assistance of Php. 3.2 Million from the European Economic Development Community through the Bicol River Basin Development Project (BRBDP), the Barangay Waterworks Association was established in 1983 to provide several Barangays in Baao with potable drinking water. Registered in 1986 with Rural Waterworks Development Corporation (RWDC) under the name Baao Rural Waterworks and Sanitation Association (BRUWASA) it facilitated in providing water service with its sole Pumping Station located at Brgy. Buluang, with facilities constructed and implemented under the Project Management Office (PMO) of the Ministry of Public Works and Hi-ways.

By virtue of a Presidential Directive, in 1987 the RWDC was dissolved with its functions and mandate transferred to Local Water Utilities Administration (LWUA) in line with Presidential Decree 198, forming the Baao Water District with LWUA Certificate of Conditional Conformance NO. 313. With BWD under the LWUA, it had started with various rehabilitation and expansion projects of providing its service to additional Barangays.



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For almost 17 years, BWD had maintained providing its services with just Buluang Pumping Station as its sole water source. With the increasing demand for potable water supply of its existing service area and other adjacent Barangays, in 2002 and 2003, BWD was able to commission two (2) additional Pumping Stations located at Brgy. San Juan and Agdangan respectively, addressing the future water demand for this municipality and also with other adjacent municipalities in need for reliable water supply.

With the current thrust of BWD to maximize its operation with minimal manpower, it had successfully implemented the full automation of all its pumping stations, cutting its cost to operate but not compromising its services to its concessionaires.

The year 2006 had witnessed an abrupt financial transformation of BWD with its full operation of the Baao – Nabua Interconnection Project. The extended supply of BWD of potable water supply to Nabua Water District had resulted in the mutual benefit to both water districts.

With this year's projections, BWD will aim further to be re-categorized from almost 20 years as a small water district aspiring to become the newest medium water district surpassing the number of connection of more than 2000 households, 94% collection efficiency and with an anticipated annual gross income of close to 20 million. With the implementation of Agdangan- Buluang Interconnection Project, the existing 3 pumping stations in Brgy. Buluang, Brgy. San Juan and Brgy. Agdangan had finally joined together to operate complementarily with each other maintaining stable and uninterrupted water supply for its concessionaires.

In the middle part of 2009, Baao Water District has commissioned another water supply source at an abandoned well for almost 10 years at barangay San Vicente which included the construction of a 100 cu.m. steel ground reservoir and the implementation of the final interconnection of pipelines which connected barangays Bagumbayan, San Vicente, La Medalla, and Salvacion. The primary effect of the construction and commission of said facilities had ensured stability of water supply service to the upper barangays of the Poblacion of Baao.

Putting more dignity to the establishment of Baao Water District, the construction of Baao Water District Corporate Center will further enhance the dignity of a government office in the locality of Baao, Camarines Sur. The Baao Water District Corporate Center is a benchmark in the aims of the government



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in putting frontline public service into a sphere of professionalism and dynamism of each public servant.

Further, Baao Water District continuously goes beyond its own territorial boundaries that efforts to extend the water supply to adjacent barangays beyond the territorial jurisdiction of Baao proves firmly that the basic human need of water should be extended to end deprivation of areas without the supply of potable, safe, reliable and stable water supply.

With the eminent acceleration of Baao Water District from a small water district category towards the medium water district category puts further proof that the Baao Water District had reached its heights in competitiveness to provide an excellent water supply for those who need most.

In the coming years, Baao Water District having been firmly committed to provide water supply to waterless communities will materialize through the implementation of the water supply extension project to adjacent barangays within the Municipality of Bula, Camarines Sur. This further promotes the capability of Baao Water District to extend its services and promote the primary health concerns of the locality through the provision of potable, efficient, reliable and dependable water supply.

For more than ten years, Baao Water District had firmly stood on its commitment of maintaining the water supply service with optimum efficiency but with the concern of affordability. If the present operation of Baao Water District remains to be sustainable and efficient with its day to day operational requirements, BWD will strive greatly to maintain the present level of optimum service with utmost consideration to the cost of delivering its services to its concessionaires.

Soon, Baao Water District, with its dream of becoming one among the best water districts in the Philippines, will farther strive to complete and willingly compete the establishment of additional facilities to improve its water supply for its concessionaires while providing avenues for training and recreation for its employees which will soon become a future model as a water utility company.



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LIST OF WATER SOURCES

As of June 2017

| No. | Location | HP Rating | Average Daily Volume (m ³) |
|-----|-----------------------------|-----------------|--|
| 1 | Buluang Pumping Station | 25 LPS | 1170 m ³ |
| 2 | San Juan Pumping Station | 30 LPS | 1800 m ³ |
| 3 | Agdangan Pumping Station | 25 LPS | 1170 m ³ |
| 4 | San Vicente Pumping Station | NON-OPERATIONAL | 0 |
| 5 | Sagrada Pumping Station | 25 LPS | 1170 m ³ |
| 6 | San Isidro Pumping Station | 50 LPS | 2520 m ³ |



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AREAS OF OPERATION

Barangays that are served by Baao Water District as of December 2015:

Municipality of Baao

- La Medalla
- San Nicolas
- San Ramon
- Del Rosario
- Sta. Cruz
- San Francisco
- San Roque
- San Jose
- Buluang
- San Vicente
- San Juan
- Sagrada
- Bagumbayan
- Salvacion
- Agdangan
- Sta. Teresita
- San Isidro

Municipality of Bula

- Sta. Elena
- Fabrica
- Portico
- Lanipga
- Pawili

Municipality of Nabua

- Sta. Elena
- *Bulk Sale*



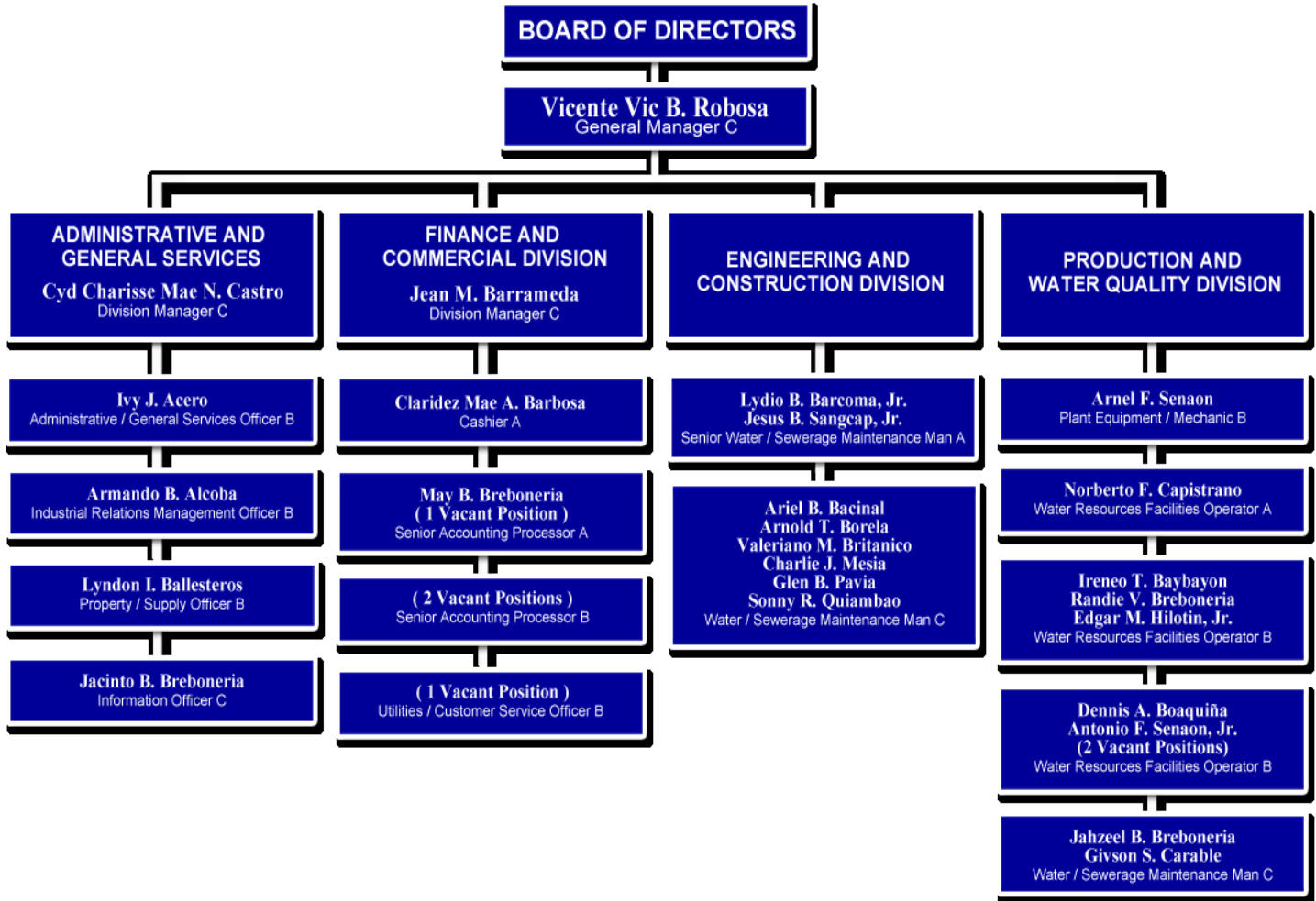
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ORGANIZATIONAL STRUCTURE





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BOARD OF DIRECTORS AND OFFICE OF THE GENERAL MANAGER

BOARD OF DIRECTORS

| | | |
|------------|---------------------------|--------------|
| Chairman: | Jovenal Renato B. Fajardo | Civic |
| Secretary: | Prescilla B. Sabeniano | Business |
| Members: | Conrado B. Botor | Education |
| | Jeanette B. Dato | Professional |
| | Gemma J. Daguman | Women |

GENERAL MANAGER C

Vicente Vic B. Robosa

ADMINISTRATIVE AND GENERAL SERVICES DIVISION

DIVISION MANAGER C

Cyd Charisse Mae N. Castro

ADMINISTRATIVE/GENERAL SERVICES OFFICER B

Ivy S. Jacob-Acero

INDUSTRIAL RELATIONS MANAGEMENT OFFICER B

Armando B. Alcoba

PROPERTY/SUPPLY OFFICER B

Lyndon I. Ballesteros

INFORMATION OFFICER C

Jacinto B. Breboneria



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FINANCE AND COMMERCIAL DIVISION

DIVISION MANAGER C

Jean M. Barrameda

CASHIER A

Claridez Mae A. Barbosa

ENGINEERING AND CONSTRUCTION DIVISION

SENIOR WATER/SEWERAGE MAINTENANCE MAN A

Lydio B. Barcoma Jr.

Jesus B. Sangcap Jr.

WATER/SEWERAGE MAINTENANCE MAN C

Valeriano M. Britanico

Sonny R. Quiambao

Charlie J. Mesia

Glen B. Pavia

PRODUCTION AND WATER QUALITY DIVISION

PLANT EQUIPMENT/MECHANIC B

Arnel F. Senaon

WATER RESOURCES FACILITIES OPERATOR A

Norberto F. Capistrano

WATER RESOURCES FACILITIES OPERATOR B

Ireneo T. Baybayon

Randie V. Breboneria

Edgar M. Hilotin Jr.

WATER RESOURCES FACILITIES OPERATOR C

Dennis A. Boaquiña

Antonio F. Senaon Jr.



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DUTIES AND RESPONSIBILITIES

The Primary Functions

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

General Manager is responsible for full supervision and control of the maintenance and operation of water district facilities. Other duties shall be determined and specified from time to time by the Board.

Administrative and General Services Division is responsible for general service. It is in-charge of the procurement; assists in the implementation of special projects program, seminars and trainings. Also responsible for the recruitment and retention of highly qualified employees for the agency.

Finance and Commercial Division

Finance Division is responsible for the collection, deposits and disbursements; it is also responsible in recording and summarizing of financial transactions, preparation of Financial Reports and Inventory Management; also responsible for the Budget Preparation and assist in allocation and distribution of budgets as well as monitoring the budget performance.

Commercial Division provides customer services to the concessionaire/client. It is divided into two sections namely: **Customer Accounts Section** is responsible for meter reading, billing and posting of penalty, assists in the recording and posting of payments and monitoring of the customer accounts; **Customer Service Section** is responsible in attending customer service requests and complaints, for the marketing strategies/program implementation and public information and in inspection and investigation regarding water connection.

Engineering and Construction Division is responsible for the management of the water systems, maintenance operations. Maintenance Section 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 main lines.

Production and Water Quality Division is responsible for the pumping operations and water distributions. Monitors the water quality and pressure. In-charge for the pumping facilities maintenance management, gathering and keeping data analysis.



OPERATIONAL CONTROL AND SUPERVISION

The **General Manager** shall exercise operational control and supervision over the following duties:

1. Implementation of agency's utility rules and regulation;
2. Plans and programs of the Water District;
3. Conduct staff and committee meetings;
4. Prepare memoranda/letters;
5. Communications;
6. Preparation of agenda for board meeting.
7. Decision-making authority in all matters affecting the district's operations.

The **Division Manager of Administrative and General Services Division** shall exercise operational control and supervision over the following duties:

Administrative and General Services Section:

1. Recruitment, Selection and Placement (Issuance of Appointment);
2. Leave Administration;
3. Trainings/Seminars/Workshops/Orientations/Sessions;
4. General Services Report;
5. Procurement Services;
6. Keep & Maintain of Employees files and records such as 201 files, service records;
7. Employees Payroll;
8. Process Employees Information & Certifications;
9. Supervise employees' performance; compliance on submissions;
10. Maintaining the current employees through coaching and counseling.

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

Finance Section:

1. Preparation of Financial Statements;
2. Preparation of Annual Budget;
3. Trial Balance;



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4. Preparation of Disbursement Vouchers, Budget Utilization Slip and Journal Entry Voucher;
5. Statement of Bank Reconciliation;
6. Preparation and submission of Alphalist of withholding taxes, annual registration fee, Franchise Tax and Income Tax Return;
7. Preparation of contribution and payment of BIR, GSIS, HDMF, Philhealth and Dues;
8. Liquidation of Cash Advances;
9. Preparation and releasing of Checks and Registry;
10. Cash Management (Collection, Deposits and Petty Cash Fund);
11. Maintain Property History Card
12. Monthly Depreciation schedule
13. Materials and Supplies Inventory
14. Payroll and benefits administration
15. Issuance of Official Receipts for water bills payment.

Commercial Section:

1. Processing of Application for: New water service connections, change name and senior citizen discount;
2. Monthly Meter Reading and Billing;
3. Posting of Penalty
4. Preparation and posting of Billing Adjustment Memo
5. Disconnection of concessionaire's services with delinquent account
6. Reconnection of water services
7. Investigation
8. Repair and checking of water service
9. Schedule of Accounts Receivable;
10. Preparation and submission of reports

The **Senior Water/Sewerage Maintenance Man A** shall assume the role of the **Division Manager of Engineering and Construction Division** and shall exercise operational control and supervision over the following duties:

Engineering and Construction Section:

1. Installation of New Water Service Connections;
2. Mainline Reconnection;
3. Repair of leaking pipes, broken pipes and broken meter stand;
4. Installation of Higher Meter Stand;
5. Relocation of Meter and Change Meter;



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6. Disconnection Mainline;
7. Restoration;
8. Repair/Calibration of water meters;
9. Flushing of Hydrants;

The **Senior Water/Sewerage Maintenance Man A** shall assume the role of the **Division Manager of Production and Water Quality Division** and shall exercise operational control and supervision over the following duties:

Production Section:

1. Operation of water disinfection (Chlorination)
2. Potability and chemical Test
3. Ensuring of 24/7 availability of water
4. Monitoring and maintenance of pump and pump equipment
5. Monthly Production Report
6. Operation and maintenance of Generators
7. Facility Maintenance



UTILITY RULES AND REGULATIONS GOVERNING THE OPERATIONS OF BAAO WATER DISTRICT

The Board of Directors of the Baao Water District, pursuant to policy-making power vested by law under the pertinent provisions of Presidential Decree 198 as amended, hereby ordains this Utility Rules and Regulations as follows:

SECTION 1. TITLE AND COVERAGE – This document shall be known as the “Utility Rules and Regulations (URR) Governing the Operations of Baao Water District”. This URR shall govern the operations of BWD and be made to apply to all its concessionaires and those who will avail of the services provided herein.

SECTION 2. DEFINITION OF TERMS – For purposes of this URR, all words herein used in the present tense shall include the future tense; all words in the plural number shall include the singular number; all words in the singular number shall include the plural numbers, all words in the masculine gender, shall include the feminine gender.

Whenever the following words and phrases set forth in this section are used, they shall, for the purpose of these regulations have the meanings, respectively prescribe to them in this section.

2.1. Board of Directors – the policy making body of BWD.

2.2. Management – the General Manager and other executive staff in charge of the day-to-day operations of the BWD.

2.3. Water District/BWD – The Baao Water District, its General Manager and other appointed officers and any other persons or body vested with the responsibility and jurisdiction in matters pertinent to the Water District.

2.4. Service Connection – the tapping from the main distribution line to the curb line and the setting of the water meter and the necessary meter protective device.

2.5. Water Meter – a device used in measuring the volume of water consumption.

2.6. Fire Connection – the tapping of water mains and laying of pipes from the curb line and setting of the shut-off valve, flow detection device and vault.



2.7. Cost – Labor, material, transportation expenses, supervision engineering and all other necessary overhead expenses.

SECTION 3. GENERAL POLICIES ON WATER SERVICE

3.1. Metering Policy – It is a declared policy of the BWD that all water service connections are to be metered. The water meter shall be installed outside the premises of the concessionaire or not more than twenty meters (20 m.) away from the tapping point.

The furnishing of free water to the general public at public faucets is a function of the local government unit and the latter may apply for the installation of such service to the District. All water consumed through public faucets shall be charged as government class.

The jurisdiction and responsibility of BWD shall end at the water meter. The District is in no case liable for damages after the water meter. In case BWD files suit for collection of pilferage, theft, or other violations, litigation costs shall be at the expense of the defendant.

No water is to be delivered without charge except for firefighting purposes only.

3.2. Exemption from Governmental Fees – BWD is not covered by the requirement of securing permits and fees from the municipal, provincial and national government, in the excavation and pipe laying in connection with District's expansion and improvement projects.

BWD is authorized to construct, excavate, any works along, under or across and road or street, watercourse, or conduit or any manner, which will afford security for life and property.

3.3. Individual Service Line – Every edifice, building, house or dwelling unit must be provided with a separate service line and meter. No sub connection of service line shall be allowed except when there is no available mainline, in such case, the following procedures shall be followed:

1. The applicant shall secure a written authorization from the owner of the existing service line.
2. The sub connection shall be relocated once a mainline is constructed.
3. In some other cases wherein there is an available mainline but needs to be sub connected, the General Manager may allow sub connection of service line, on special cases and for justifiable reason.

3.4. Anti-Pilferage – No person—whether natural or—shall tap, make or cause to be made any connection with water lines without prior authority or consent



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from the BWD. It is also declared unlawful for anyone to tamper, install or use tampered water meters, sticks, magnets, reversing water meters, shortening of vane wheels and other devices to steal water or interfere with accurate registry or metering of water usage, or otherwise results in its diversion in a manner whereby water is stolen or wasted. Anyone caught doing any of these acts shall be charged Three Thousand Pesos for the first offense, Six Thousand Pesos for second offense and permanent disconnection for the third offense.

Based on existing laws, it is declared unlawful for any person to:

1. Destroy, damage or interfere with canal, dam, service reservoir, water mains, water distribution, pipes or water works, appliance, machinery buildings, or property of the BWD;
2. Do any malicious act which shall injuriously affect the quantity or quality of water delivered by the BWD or the supply conveyance, measurement, or regulation thereof, including the prevention of, or interference with BWD personnel engaged in the discharge of duties connected therewith;
3. Prevent, obstruct and interfere with the survey, works and construction of access road and water mains and distribution network and any related works of the BWD;
4. Tap, make or cause to be made any connection with water lines without prior authority or consent from the BWD;
5. Tamper, install or use tampered water meters, sticks, magnets, reversing water meters, shortening of vane wheels and other device to steal water or interfere with accurate registry or metering of water usage, or otherwise result in its diversion in a manner whereby water is stolen or wasted;
6. Use or receive the direct benefit of water service with knowledge that diversion, tampering, or illegal connection existed at the time of that use, or that the use or receipt was otherwise without authorization of BWD;
7. Steal or pilfer water meters, main lines, pipes and related or ancillary facilities of the BWD;
8. Steal water for profit or resale;
9. Knowingly possess stolen or tampered water meters and;
10. Knowingly or willfully allow the occurrence of any of the above (pursuant to Water Crisis Act, as amended).
11. Removing any parts of the service connection (before the meter) without the authorization of BWD;
12. Extending water service connection to others outside the premises as temporary or permanent water service, without the authorization of BWD.

3.5. Pressure Condition – All applicants for service connections or water services shall be required to accept such condition of pressure and service as



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provided by the distributing system at the location of the proposed connection and shall agree to hold the District blameless for any damage arising out of low or high pressure conditions interruptions of service.

3.6. Maintenance of Water Pressure and Shutting Down for Emergency Repairs – In cases of emergency repairs, the BWD may shut off its water supply or reduce water pressure when necessary, in which case BWD shall not be held liable for any damages that may be incurred by the concessionaire as a result thereof. It reserves the right to discontinue service while making emergency repairs or for causes, which in the discretion of the District necessitates such discontinuance. Concessionaires who are dependent on a continuous supply of water should provide their own storage. The BWD shall make prior announcement of any scheduled water interruption to the affected concessionaires.

SECTION 4. APPLICATION FOR SERVICE CONNECTION; WHO MAY APPLY

– Any natural or juridical person may avail of the services of the District provided that the following requirements are complied with, to wit:

1. For individual applicants:
 - a. Photocopy of valid ID with picture
2. For juridical entity such as business firm or corporation:
 - a. Photocopy of all pertinent business registration/documents

Notarized lease agreement or a written authority from the lessor shall be required from lessee applying for water service connection. Once the application is approved and upon payment of the required fees and submission of necessary documents, the applicant shall be required to sign the service application and a contract for water services. The concessionaire shall be oriented by the authorized BWD representative of the terms and conditions of the SACO as well as the existing policies of the District.

SECTION 5. APPLICATION ON INSTALLMENT BASIS – Any applicant who wishes to apply for a new connection but is found unable to pay the corresponding charges and fees may be allowed the opportunity by paying only the registration, service charge and meter maintenance fee, provided, he/she must provide a certificate of indigence from the Barangay office.

However, the cost of materials shall be paid within three months from date of actual use of service connection to be equitably added in the succeeding monthly water bill of the subject concessionaire.

SECTION 6. INSTALLATION OF WATER SERVICE CONNECTION – The service connection or laterals from the BWD distribution line shall be installed by its authorized representative only after the requirements stated under



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Section 4 and the payment of the required fees are complied with including all other conditions as may be imposed by BWD.

6.1. Size and Location of Service Connection – BWD reserves the right to determine the size of service connection and its location with respect to the boundaries of the premises to be served.

6.2. Required Service Connection Fittings – For every service connection, the District shall determine the necessary fittings to be used and shall be equipped with a gate valve on the inlet side of the meter for the exclusive use of the District in controlling the water supply through the service lateral.

It shall be explicitly agreed if the gate valve is damaged through the fault or negligence of concessionaire to the extent requiring replacement, such replacement shall be made at the concessionaires' expense.

6.3. Maintenance of Service Connections – The District shall maintain the service laterals extending from the service mainline up to meter including the meter. Provisions and maintenance of all pipes and fixtures extending after the water meter towards the concessionaire's premises shall be shouldered by the concessionaire.

SECTION 7. DISTRICT RATES AND CHARGES – All water rates and charges shall be set by a formal resolution of the Board of Directors of the Baa0 Water District and the Board of Trustees of the Local Water Utilities Administration shall confirm the approved water rates. The District shall adopt the Approved Water Rates as per LWUA Board Resolution No. ____ Series of 20___. (See attached schedule of approved water rates).

7.1. Meter Maintenance Fee: The Baa0 Water District shall supply the water meter of the concessionaires to be installed conspicuously outside the premises to provide easy access to Meter Readers and Service Crews and to minimize the possibility of meter tampering. Said concessionaire shall protect the meter from any damage and shall pay the total cost of the meter if damaged or stolen. The District shall require each and every applicant for new service connection, a meter maintenance fee (for repair and depreciation) in the amount of one thousand five hundred pesos (Php. 1,500.00).

7.2. Materials for New Connection – All materials to be used for new service connections from the mainline to the water meter will be directly purchased at the Baa0 Water District office to make it convenient for the applicant and to safeguard the interest of the District as far as the use of good quality materials is concerned.



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7.3. Restoration Fee – The Baao Water District shall undertake all restoration works of excavated roads caused by installation of new service connections and the expense to be incurred will be charged to the concessionaires.

7.4. Swing Valve and Meter Protector – Every service connection installed by the Baao Water District shall be equipped with a swing valve and a meter protector. The valve shall be installed on the inlet side of the water meter, which shall be for the exclusive use of the District in controlling the water supply through the service lateral.

It is further provided that, if the swing valve is damaged by the concessionaire's use to an extent requiring replacement, such replacement shall be made at the expense of the concessionaire.

Inactive connections which have no meter protector are likewise required to purchase meter protector before service connection can be reactivated.

SECTION 8. OBLIGATIONS OF THE CONCESSIONAIRE – The Concessionaire is bound to abide by the rules and regulations of the District as stipulated in the Service Application and Construction Order, as well as the applicable provisions of this URR. Moreover, the concessionaire shall:

1. Pay promptly and regularly the water bill and other miscellaneous charges.
2. Protect the water meter from physical damage and loss. Concessionaire shall provide grill box or any other device for the safety and protection of water meter whether the water meter is installed within or outside the premises. The grill box or any protective device should not be a cause for inconvenience in conducting meter reading and routinary investigations.
3. Check all the materials and fittings paid for the applied service connection. Any fittings paid for by the concessionaire but not installed should be reported to the office for immediate investigation.
4. Report immediately to the District any leakage or damage in any portion of his service connection. In case of failure to report the same, the concessionaire may be held liable for the resulting damage due to his failure.

SECTION 9. FIRE AND PROTECTIVE SERVICE CONNECTION – This service shall be used only for water consumed in the extinguishing of fires. Upon the completion of the installation the valve governing the same will be closed and shall remain so until a written order is received from the owner of the premises served by the reason of the installation, maintenance, use, fluctuation, or pressure or interruption of supply.



If water is used through fire connection for any other purpose than the extinguishing of fires, the Board shall have the right to place the meter on the fire connection at the owner's expense to shut off the entire water supply of the premises. Upon the installation of such meter, the water rates as adopted by resolution under the provided provisions of Section 7 herein apply.

The Board shall have the right to take a domestic, commercial or industrial service from the fire connection at the curb to supply the same premises as those to which the fire service connection belongs. The Board shall have the right to determine the proportion of the installation cost properly chargeable to each connection, if such segregation of costs shall become necessary.

The Board reserves the right to install on all fire connections a check valve of a type approved by the Board of underwriters and to equip the same by pass meter; such installation shall be at the expense of the owner of the property and the regular domestic water meters as set forth by resolution hereof shall apply for all water used through such service except for fire protection purposes only.

SECTION 10. SUPPLY FOR FLUSHING HYDRANT – An applicant for temporary use of water from a Flushing hydrant must secure a permit thereupon from BWD and pay the regular fee charged for the installation and removal of a meter to be installed on said hydrant, or in the case of the un-metered installation, for the permits required for such usage.

Each applicant shall provide himself with a hydrant wrench necessary to operate such hydrant and install a separate shutoff with restricting orifice to minimize the damage by the consumers used to an extent requiring repair or replacement such repair or replacement shall be made at the consumer's expense.

SECTION 11. WATER BILLS – Water bills are payable at the BWD office on the date the notices or statement of accounts are delivered to the concessionaire or his/her agent as designated in the application and shall be delinquent fifteen (15) days thereafter. A penalty charge of ten percent (10%) is added to all water bills not paid after due date. Service may be discontinued without further notice if payment of such bills is not made prior to disconnection date.

Failure to receive Statement of Account does not relieve a concessionaire from liability. Any amount due shall be deemed a debt to the BWD and any person, firm, or corporation failing, neglecting or refusing to pay said indebtedness



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shall be liable to a civil action in the name of the District in any court of competent jurisdiction for the amount hereof.

SECTION 12. METER READING AND BILL TENDING SCHEDULE –The meter reader will read the water consumption on a monthly basis, and tender the statement of account to the concessionaire which contains the corresponding amount of consumption (present and previous), billing due date, disconnection date, arrears if any, among others.

After the lapse of fifteen (15) days from the reading date, the account shall be due for payment

SECTION 13. GUIDELINES FOR METER READING – If the water meter is 100% accurate, present reading of figures indicated therein at the time of reading less previous reading shall be the total consumption in cubic meter.

1. If the water meter is not 100% accurate due to:
 - a. Stuck-up meter – the basis will be the average consumption for the preceding three (3) months.
 - b. Unreadable meter – (i.e. buried or partially buried meter, dirty meter, and moisture of the glass, closed gate) it will be charged the minimum consumption. When actual reading reflects a higher consumption from the previous billing, the difference will be charged on the next billing period.
2. In case of stuck-up, dirty and moisture meter replacement of water meter will be made, and in the case the meter has been enclosed by gate or construction done by the concessionaire, meter site transfer will be made by the representatives of BWD.
3. If the water meter is stolen, the basis will be the average consumption for the preceding three (3) months.

SECTION 14. DISPUTED BILLS – In the event a concessionaire makes a complaint that his/her water bill is excessive, re-read shall be made on the meter and an investigation shall be done to determine the cause. In the event that the Service Investigator found no reason, said water meter shall be pulled out for recalibration. Should there be no reason to adjust said bill and the consumer continues to contest this, it shall be referred to the General Manager for final ruling, subject to the rights of the concessionaire to appeal said ruling.

SECTION 15. REFUNDS AND ADJUSTMENTS – If for any reason, a concessionaire becomes entitled to a refund as for over payment or other just cause, a demand shall be made by the concessionaire to the District to refund



such over payment and subject to the approval of the General Manager or his delegated representative. The amount overpaid shall be credited to the concessionaire's account.

SECTION 16. WATER METER; OWNERSHIP, LOCATION AND PROTECTION

– All water meters shall remain the absolute property of the District. The BWD has the right to set and maintain a water meter on any connection. In case of disconnection, the water meter shall be turned over to the BWD. All water meters should be installed at a place to be determined by the District which is convenient for meter readers, plumbers and personnel of BWD to read, maintain and disconnect. If requested, the water meter may be installed inside the concessionaire's premises, provided, the concessionaire can guarantee the accessibility of the water meter at any given time. In addition, he must sign a waiver not to make complaint in the billing on ground that the meter is not properly read due to its location.

The concessionaire shall be held liable for any damage or loss to the meter due to his fault or negligence. However, in case of damage to water meter, due to ordinary wear and tear that rendered it unserviceable, its replacement shall be borne by the District. In case of lost water meter due to theft and robbery, the concessionaire shall be held liable for the replacement of the water meter. The concessionaire shall pay for the cost of water meter and its installation. However, the District shall install a meter protector as protective maintenance for free.

SECTION 17. METER TESTING AND CALIBRATION – When the accuracy of water meter is questioned, BWD upon request will cause an official test to be made at its own expense. The concessionaire shall be duly notified of the time and date of such test so that the concessionaire will be present before such test will be made in the BWD office. The meter will be tested on various rates of delivery and if the average registration is more than two percent (2%) in excess of the actual quantity of water passing through the meter, the District shall refund to the concessionaire the overcharge based upon the test.

SECTION 18. UNDERGROUND LEAKAGE –In the event the concessionaire incurred higher water consumption than his average billing, he may request the BWD to conduct site investigation to determine the cause of the high consumption. If from the investigation, it is found that the high consumption and billing is due to underground leakage, said water bill shall be adjusted to not more than fifty percent (50%) of the wastage subject to General Manager's approval. Under Resolution No.4, series 2011, the General Manager has the authority to decide special cases of concessionaires where no direct provision under this utility rules. (Same shall apply under Section 14.)



The concessionaire must repair the leakage immediately. The average consumption of the concessionaire for six months preceding the high water consumption shall be billed to the concessionaire. Adjustment due to underground leakage, however, shall only be granted once every four years to a concessionaire.

SECTION 19. DISCONNECTION OF SERVICE CONNECTION – The BWD reserves the right to disconnect service to the concessionaire for valid and reasonable grounds such as but not limited to the following:

- a. Illegal tapping of water connection
- b. Tampering of water meter
- c. Tampering of angel valve lock
- d. Removal of cap plug
- e. Non-payment of two (2) months water bill
- f. Violation of any provisions of the URR.

SECTION 20. DISCONNECTION PROCEDURE – BWD shall have the right and authority to disconnect the water services of any delinquent concessionaire incurring two months arrears as reflected on the Statement of Account, except on Saturdays, Sundays and Holidays, or deny restoration of the same, unless the conditions for reconnection as provided in Section 21 are complied with.

1. Upon service of notice of disconnection to the delinquent concessionaire, the latter shall be given forty-eight hours to settle all his obligations to the BWD; otherwise his water connection shall be disconnected by locking the angel valve or removal of water meter and plugging the pipe.
2. If after three days, the delinquent concessionaire fails to cause the reconnection of his service connection by paying the required penalties and arrears, BWD shall undertake to disconnect the lateral from the mainline.
3. Disconnection from the mainline may also be undertaken earlier than three days if the delinquent concessionaire endeavors to tap his disconnected water connection or pilfer water from the disconnected line. In this case, the concessionaire shall be declared a violating concessionaire and shall be dealt with according to the provisions herein applicable.
4. BWD shall also have the right and authority to immediately disconnect the water service of concessionaires, whether delinquent or good payer when evidence of theft, pilferage, and other serious violation exists in accordance with Section 3.4 on Anti Pilferage and Section 22 on Illegal Connection hereof. This is without prejudice to whatever further civil and/ or criminal action the BWD will undertake.



SECTION 21. RECONNECTION OF DISCONNECTED SERVICE CONNECTION

– A disconnected water service can be reactivated only if the following requisites are complied with:

21.1. A delinquent concessionaire who is seeking reconnection of the service connection shall pay the following fees:

- a. Arrearages, including penalties;
- b. Reconnection Fee; and
- c. Other incidental expenses

21.2. When service has been discontinued on account of non-payment of water bills or for any other infractions of the rules, a reconnection fee (Three Hundred Pesos (Php. 300.00) for concessionaires having been disconnected for 6 months or less, and Five Hundred Pesos (Php. 500.00) for those over 6 months) shall be paid plus all outstanding bills before service will be restored.

In the event that the service line is disconnected from the mainline, the same rates for reconnection fee will follow. The reconnection for removed meter will be done within the day upon the settlement of arrears and other charges. Reconnection will be determined on a first come, first serve basis.

No reconnection fee shall be charged to concessionaires who requested for voluntary temporary disconnection for within 3 months, provided that they do not have an outstanding account with BWD. After 3 months, the same rates for reconnection fee will follow.

21.3. A violating concessionaire who is seeking reconnection of service shall execute an Affidavit of Commitment stating the following:

- a. The violating concessionaire shall faithfully and diligently comply with all the pertinent rules and regulations of BWD;
- b. In case of recurrence of similar incident, the concessionaire shall be held liable for resulting damages which the BWD may suffer and agrees to the permanent disconnection of service.

The reconnection shall be undertaken within five days after complying with the aforementioned requirements.

21.4. Accounts that have been disconnected for three (3) months or more must have to be reinvestigated first to determine if the service has already been permanently disconnected. In such case, the period for reconnection may take longer.



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21.5. If a civil or criminal action is pending against the concessionaire, no reconnection may be undertaken unless and until the concessionaire will acknowledge and settles fully the liabilities and obligations to BWD.

SECTION 22. ILLEGAL CONNECTIONS – All water connections which are not registered and authorized by the BWD are considered illegal connections such as but not limited to:

- a. Installing water connection without application being made to the BWD.
- b. Installed by persons other than the authorized personnel of the BWD.
- c. Installed in a site or location which is not specified in the application.
- d. Reconnection of disconnected service without paying the necessary fees.
- e. Unauthorized meter and tapping site transfer.
- f. Tampering of meter, tampering of valve lock, removal of cap plug, usage of jumpers, water pilferage and other similar acts and devices.

SECTION 23. TAMPERING WITH DISTRICT PROPERTY – No one except an authorized employee or representative of the BWD shall at any time and in any manner shall operate the curb cocks or valves, main cocks, gate valves of the BWD's system or shall interfere with meters or their connections, street mains or other parts of the water system. The BWD has the right to take action against the concessionaire pursuant to provisions of the URR.

Penalty of Offender:

- a. First Offense – Php. 3,000.00 plus consumption assessment
- b. Second Offense – Php. 6,000.00 plus consumption assessment
- c. Third Offense – Permanent Disconnection

SECTION 24. USAGE OF ELECTRICAL AND MECHANICAL SUCTION PUMP

– Using any electrical or mechanical device such as booster pump is prohibited as it may affect the system pressure, as well as the quality and potability of water. The BWD shall have the right to take action against any concessionaire who violates this section.

SECTION 25. WRITING OFF BAD DEBTS – Bad debts shall be written off when their age is 10 years or more and that the Water District has already exerted all efforts to collect them but to no avail.

The following procedures shall be adopted in relation to the above mentioned bad debts:



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1. Inactive concessionaires with outstanding accounts will be sent demand letter through registered mail six (6) months after the disconnection of water service.
2. The second demand letter will be sent one (1) year from the date of the first demand letter and the third demand letter will be sent after one (1) year thereafter.
3. Recommendation for write-off will be made to the COA if the accounts remain unsettled.
4. Management will provide allowance for bad debts for its accounts receivables. When the accounts reached the age of ten (10) years, Management will write off the account.

SECTION 26. CHANGE OF REGISTERED NAME – The Baao Water District shall exact the amount of One Hundred Pesos (Php. 100.00) if there will be a request for a change of a registered concessionaire for any reason.

The concessionaire has to submit a letter request and in addition present to the Baao Water District any of the following documents.

- a. Death certificate of the original registered concessionaire
- b. Deed of sale
- c. Deed of assignment
- d. Notarized waiver of right or any document to prove change of ownership
- e. Proper identification of the person requesting the change of name

SECTION 27. SUB-CLASSIFICATION OF COMMERCIAL CONNECTORS – The Baao Water District adopts varying water rates depending on the classification of concessionaires. Water service connections are classified into six customer classes. The commercial classes are further divided into sub-classifications.

| Classification | Minimum Water Rate (1 – 10 cu.m) |
|------------------------|---|
| Residential/Government | Php. 237.00 |
| Commercial/Industrial | Php. 474.00 |
| Commercial-A | Php. 414.75 |
| Commercial-B | Php. 355.50 |
| Commercial-C | Php. 296.25 |
| Bulk/Whole Sale | Php. 16.50/cu.m |

Wherein:

1. Residential (Domestic) – Persons and establishments drawing water from BWD which they use for the day-to-day living such as cooking, washing, bathing, drinking, flushing toilets and any other domestic use to sustain their everyday life



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2. Government – Agencies or establishments of the Government that performs public service and consumed water in connection with the operation of those public functions
3. Commercial – Persons and establishments drawing water from the system for the purpose of using this water, directly or indirectly, to promote their trade or occupation or to produce a commercial or saleable product
4. Semi-Commercial A – Business establishments indirectly using water in their day to day operations
5. Semi-Commercial B – Premises utilized for selling food or services, including premises used for living quarters
6. Semi-Commercial C – Apartment whose owners assume payment for water bills using one central water meter
7. Bulk Sale – Persons and establishments drawing water from the system by bulk

SUB-CLASSIFICATIONS OF COMMERCIAL CLASS

Commercial/Industrial

- Rest houses
- Hotels, lodges and the likes
- Hospitals, whether private or public
- Cafeterias managed by cooperatives, corporations, etc.
- Ice cream parlors
- Beer houses
- Bars, night clubs and disco pads
- Restaurants
- Billiard halls and other games and entertainment places
- Any residential user who sells or supplies water to others
- Gasoline stations
- Bus stations and/or terminals
- CHB and concrete products manufacturers
- Theaters
- Carenderias
- Confectioneries and bakeries
- Ice plants
- Private schools
- Boarding houses

Commercial-A

- Photo services
- Dental and medical clinics
- Warehouses
- Groceries
- Gift shops
- Fish and meat stalls in public markets with individual water meters
- Offices, including government banks
- Drugstores
- Wholesale and retail outlets
- Furniture shops



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Commercial-B

- Sari-sari stores
- Vulcanizing and repair shops
- Other premises utilized for selling food or services including premises used for living quarters

Commercial-C

- Apartments whose owners assume payment of water bills using one central water meter

SECTION 28. PENALTIES – Violation of any provision of this URR shall be penalized in accordance with the provisions of P.D. 198, R.A. 8041, the applicable provisions of the Revised Penal Code of the Philippines and other pertinent laws.

SECTION 29. SEPARABILITY CLAUSE – If any section, subsection, sentence, clause or phrase of these regulations is, for any reason declared to be unconstitutional, illegal or invalid such declaration shall not affect the legality and validity of the remaining portion of the URR.

SECTION 30. REPEALING CLAUSE – All prior Board Resolutions or parts thereof, inconsistent with the provisions of this URR are hereby repealed. The URR may be altered, modified, amended or repealed by the Board of Directors of BWD through a Board Resolution duly adopted and approved.

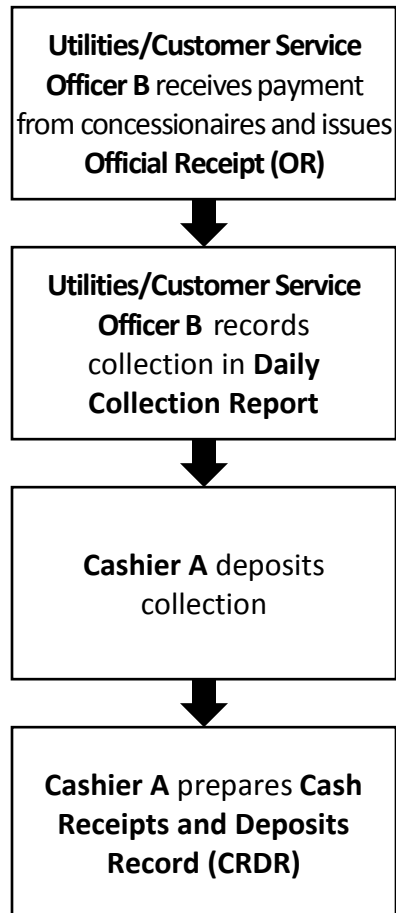


OPERATING PROCEDURES

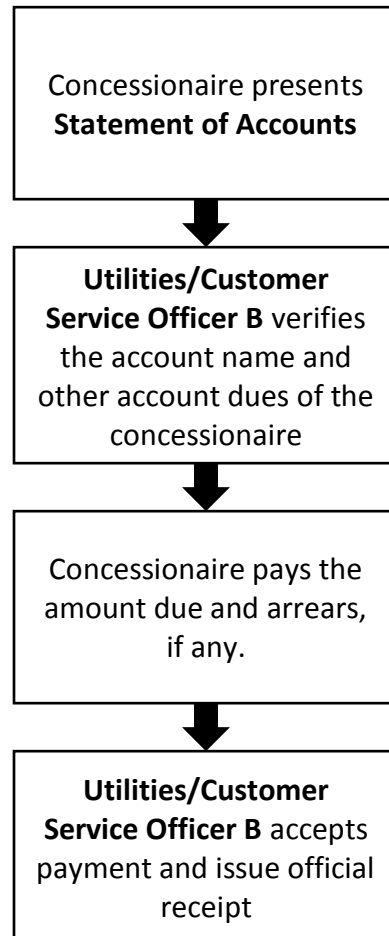
FINANCE DIVISION

Accounting Workflow

Receipt and Collection Process

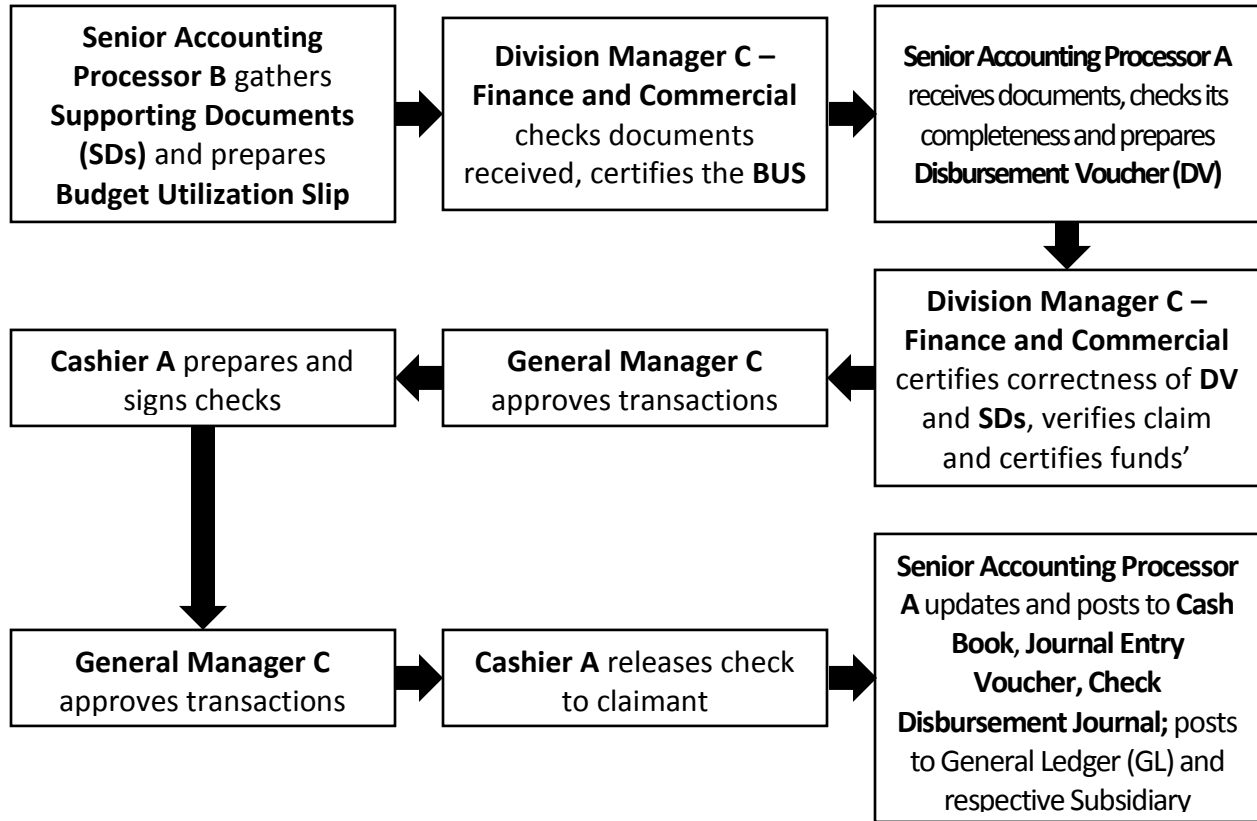


Payment of Bills





Disbursement Process





COMMERCIAL DIVISION

New Connection

Information Officer C
collects **Service Application Contract** form in triplicate and **Clearance Slip** with the other needed requirements, and verifies them

Water/Sewerage Maintenance Man C inspects site and prepares **Bills of Materials**

Information Officer C orients applicant w/ contract provisions

Cashier A processes payment and issues **Official Receipt (OR)**

Information Officer C processes application and advises applicant of schedule of installation

General Manager C approves **Contract** and

Property and Supply Officer B prepares **RIS** and issues materials

Water/Sewerage Maintenance Man C prepares **Maintenance Order**, installs water service

Monthly Meter Reading

Utilities/Customer Service Officer B prepares the list of concessionaires subject for billing

Meter Readers (Water/Sewerage Maintenance Man C and Water Resources Facilities Operator B) conduct meter reading

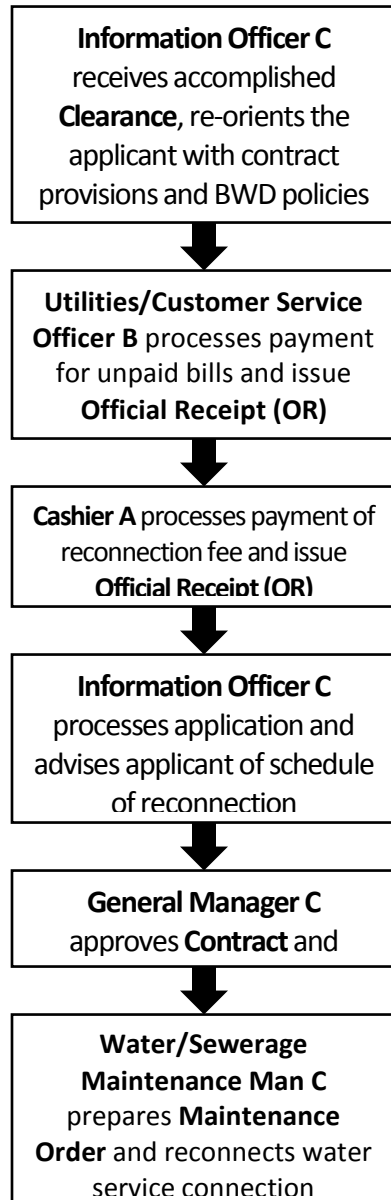
Utilities/Customer Service Officer B reviews data for abnormal consumption, prints **Statement of Account (SOA)** and posts to **Ledger**

Meter Readers distribute SOA to concessionaires

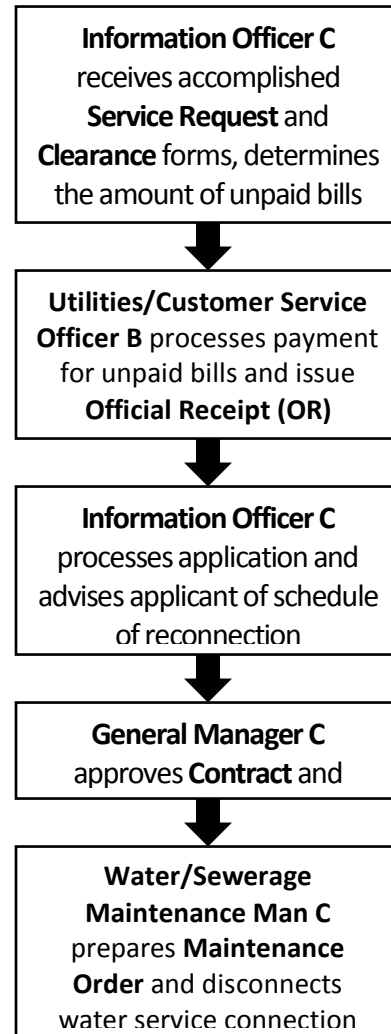
Utilities/Customer Service Officer B generates softcopy backup, print **Report, Summary** and list for defective/broken water



Reconnection

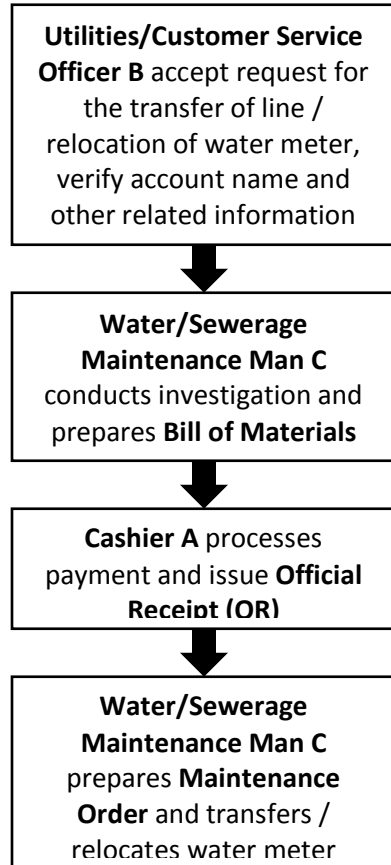


Voluntary Disconnection

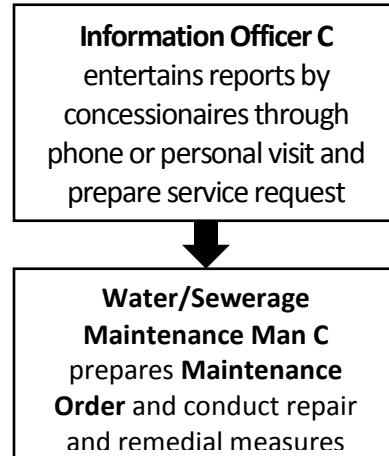




Transfer of Lines / Relocation of Water Meter



Customer Request and Reports

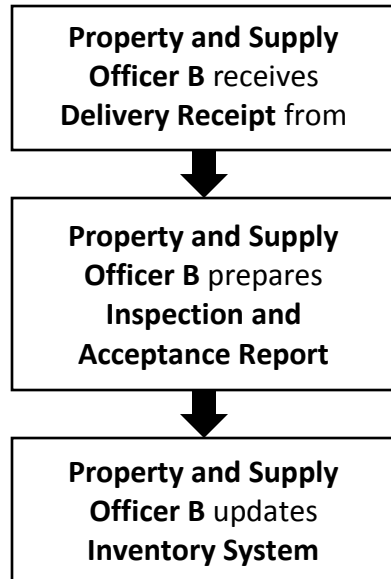




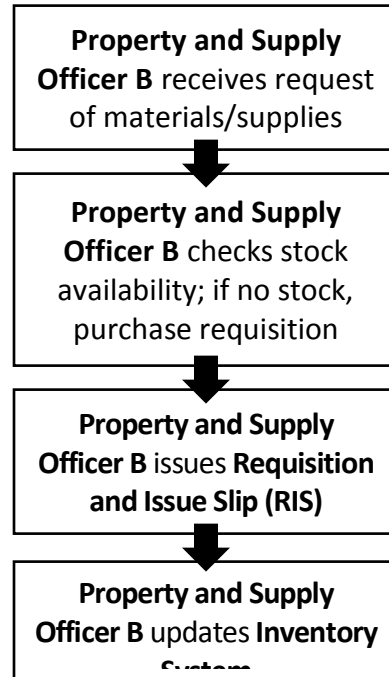
ADMINISTRATIVE AND GENERAL SERVICES DIVISION

Materials and Office Supplies

RECEIPT OF DELIVERIES



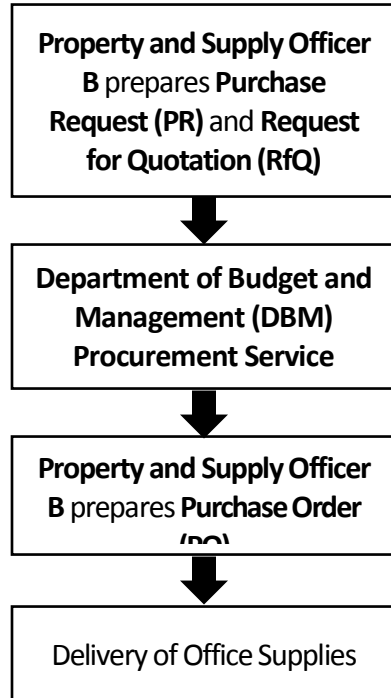
ISSUANCE OF MATERIALS/SUPPLIES



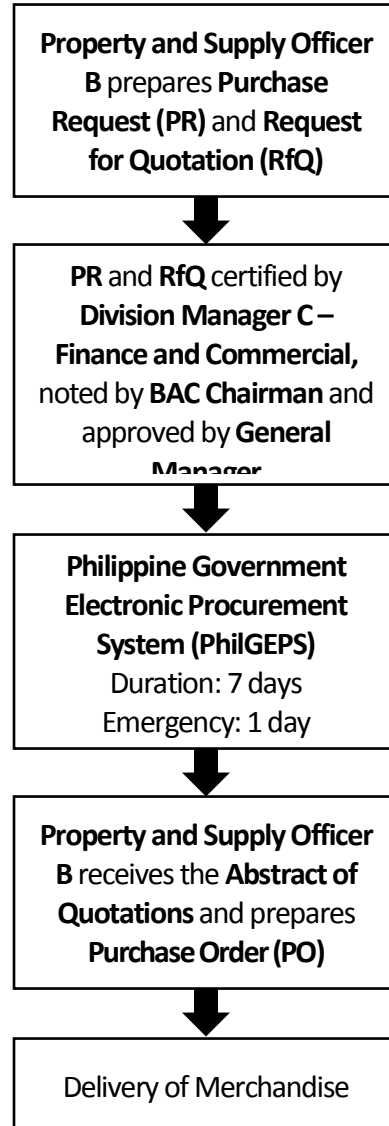


Procurement Process

OFFICE SUPPLIES



MERCHANDISE





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FEEDBACK AND REDRESS MECHANISM

To improve the services of the Water District, the concessionaires are encouraged to give suggestions/comments via:

- Filling-up the Customer Feedback Form
- Using the Suggestion Box available at the Customer Service Assistance Counter
- Correspondence sent thru:
 - a. Email at baao_wd@yahoo.com;
 - b. Telefax (54-2663642);
 - c. Mail at Baa Water District, Baa, Camarines Sur

Complaints not settled at the Customer Service Assistance Counter shall be referred to the office of the General Manager.