

DEL GALLEGO WATER DISTRICT

OPERATIONS MANUAL



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Introduction

The operation manual of **DEL GALLEGO WATER DISTRICT** is designed to provide general information about the agency, its fundamental function, mandates, operating procedures and organizational structure.

The **DEL GALLEGO WATER DISTRICT** is a local corporate entity established and maintained under the provisions of Presidential Decree No. 198, as amended by Presidential Decrees No. 768 and 1479, otherwise known as the Provincial Water Utilities Act of 1973.

This Operations Manual is composed of general information which contains the company profile, its history, mandates and functions, mission and visions, water rates, systems and area of operations.

Also, as part of the operation manual the governing authority to which has sole responsibility in establishing rates, rules, regulations and policies for the sale and distribution of water supply to concessionaires provided step by step procedures.

Definition of Terms and Acronyms

PD	- Presidential Decree
CSC	- Civil Service Commission
BOD	- Board of Directors
SALN	- Statement of Asset, Liabilities and Networth
SOA	- Statement of Accounts
SPMS	- Strategic Performance Management System
Citizens Charter	- organizational frontline services
PhilGEPS	- Philippine Government Electronic Procurement System
PPE	- Property, Plant and Equipment
LWUA	- Local Water Utilities Administration
DGWD	- Del Gallego Water District
Service Connection	- A pipeline or lateral taps at the water mains Leading to an individual household with Provisions of water meter, outlet valve and meter stand.
Service Contract	- A contract executed by the applicant of new Service connection. It contains salient features of applicant's obligation to DGWD including fees and charges to be paid before service connection shall be installed.

Water Facility	- Spring, production wells and related structures necessary for the supply of potable water.
BIR	- Bureau of Internal Revenue
BAM	- Billing Adjustment Memo
CSA	- Customer Service Assistant
CRF	- Classification Request Form
GIS	- Geographic Information System
NSC	- New Service Connection
OR	- Official Receipt
PD	- Production Department
SRO	- Service Request Order
SRS	- Store Requisition Slip
UCSA	- Utilities Customer Service Assistant
WRFO	- Water Resource Facilities Operator

General Information

HISTORICAL BACKGROUND

The original water system of Del Gallego was constructed in 1988 through the Barangay Waterworks Program/Special Projects of the Department of Local and Interior Government DILG. The project was funded through grant by USAID. The completed water system started operation in May 1989, and was managed by the Del Gallego Rural Waterworks and Sanitation Association. Since the start of operation of the Del Gallego RWSA, several rehabilitation/repair works had been instituted in the system. The Department of Public Works and Highway DPWH implemented a project for the replacement of existing PE Pipes with PVC. Another project, also undertaken by DPWH, was the laying of new transmission line coming from the spring-source. The funds all came from Congressional allocations. Also, repair works had been undertaken in 1995 when Typhoon Rosing damaged some of the system's facilities.

Because of decreasing supply and declining pressure caused by poor maintenance, water service had deteriorated. A number of concessionaires had opted for disconnection. About 75% of installed water meters were then out of order. In its urgent need to improve/upgrade the whole water system the municipal government had requested financial assistance from Cong. R. Andaya who immediately appropriated from his CIF funds for the improvement of the system. As pre-condition, a Water District should first be formed before this CIF grant could be availed through Local Water Utilities Administration LWUA. On May 31, 1999, the Sangguniang Bayan of Del Gallego passed Resolution No. 35, series of 1999, forming the Del Gallego Water District DGWD. LWUA issued a Conditional Certificate of Conformance (CCC) No. 576, making DGWD eligible for technical and financial assistance from LWUA. Consequently, the CIF grant was immediately utilized to improve the water system.

The Del Gallego water system, which was previously run by the Del Gallego RWSA, is now being managed by the Del Gallego Water District.



DGWD Mandate

The DEL GALLEGO WATER DISTRICT is a local corporate entity established and maintained under the provisions of Presidential Decree No. 198, as amended by Presidential Decrees No. 768 and 1479, otherwise known as the Provincial Water Utilities Act of 1973. It has full ownership and supervision of all existing water facilities of then Del Gallego Rural Waterworks and Sanitation Association, Incorporated, by virtue of the provisions of Resolution # 35 Series of 1999, dated May 31, 1999, of the Sangguniang Bayan ng Del Gallego, Camarines Sur to operate a water supply in the Municipality.

Mission

It is our mission to provide all the constituents of Del Gallego with safe, potable water at a socially conscious cost, beneficial to environment and the whole population, promoting the interest of each concessionaires and employees, through a God-fearing, hopeful and highly motivated work force.

Vision

We envision DEL GALLEGO WATER DISTRICT as a premiere provider of safe, potable water using state of the art, technologically advance and environmentally friendly facilities with competitive services provided by effecient and contented employees under a firm, descent and progressive management.

Water Resources

Present source of DGWD is a spring located in the northern barangay of Pinugusan about 4 km north-northwest of the Poblacion. Pinugusan spring, situated at an elevation of about 65 m amsl, has a present yield of 4.2 lps. A simple concrete drip-type chlorinating facility is presently installed at the spring-source.

The completed Kinalangan Pumping Station located near the boundary of Brgy. Comadogcadog, situated at an elevation of about 40 m amsl is about 9 km north-northeast of the poblacion. The Pumping Station will have a depth of 110m and yield of 15 lps.

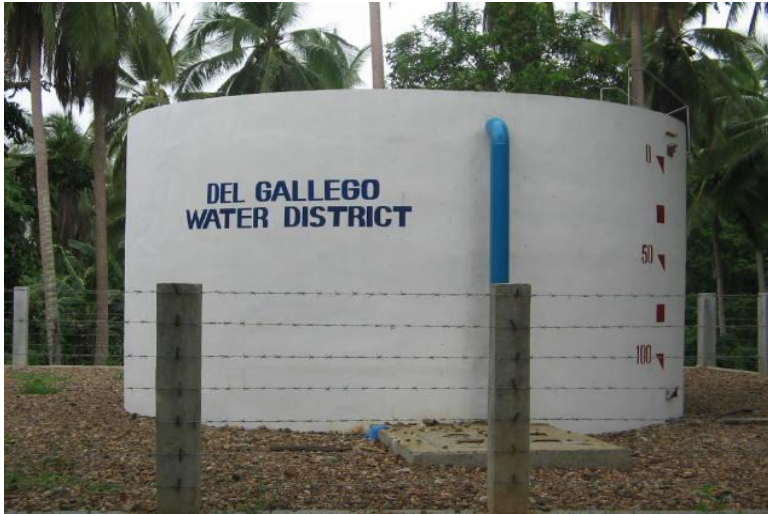


Figure A.1

A pumphouse constructed for pumping unit & power generating set, and other electromechanical appurtenances. A compact-type filter and a hypochlorinator will be installed to treat the water from the well. (see Figure A-1) .

A 100 cu.m reinforced concrete ground reservoir constructed along the Comadogcadog road at an elevation of 70 m amsl. The reservoir, located about 2 km southwest of the Kinalangan Pumping Station operated on a fill-and-draw basis and will supply the system daytime. The 100 cum concrete ground reservoir utilized to provide supply at night during minimum demand (see Figure A-2).

Figure A-2



100 cum Concrete Ground Reservoir, Bgry. Comadogcadog, Del Gallego, Camarines Sur.

The Kinalangan well-source will pump water to the ground reservoir which in turn supplies the system in gravity. The transmission line from the Pinugusan Spring-source and the line from the Ground reservoir interconnected near the existing Elevated reservoir (see also Figure A-3). Because of low elevation, the elevated reservoir shall not operate simultaneously with the ground reservoir. Operation of the existing reservoir/s will be controlled by valves and operated to meet the minimum demand in nighttime. At daytime, the ground reservoir will supply the whole system and meet the peak demand.



Figure A-3

Elevated Reservoir, Comadogcadog, Del Gallego, Cam.Sur



The present service area covered by the DGWD-Pinugusan Spring and Kinalangan Well water source are the following barangays:

M U N I C I P A L I T Y O F D E L G A L L E G O	
1	P O B L A C I O N Z O N E I
2	P O B L A C I O N Z O N E I I
3	P O B L A C I O N Z O N E I I I
4	K I N A L A N G A N
5	C A B A S A G
6	C O M A D O G C A D O G
7	C O M A D A Y C A D A Y
8	P I N U G U S A N
9	S U G S U G I N
10	S A B A N G
11	M A G A I S I

The service area can be expanded to the east and west of the Poblacion area, particularly along the Highway and the railroad tracks. The Water District plans to extend water service to other barangays and consider wells as a potentials source. After the georesistivity survey conducted by LWUA in CY 2011, the Sinuknipan I Pumping Station was constructed and completed, Sinuknipan well situated at Brgy. Sinuknipan with an elevation of 90 m amsl has a casing diameter of 200 mm and a depth 120 m yielding 5 lps. (See Figure A-4).



Figure A-4

A hypochlorinator metering pump 220V with 10-100 liters PE Solution Tanks with graduation and drain plug treatment facilities will provide for disinfection.

The Sinuknipan Well presently serves an area of additional four (4) barangays to above mention and as follows:

M U N I C I P A L I T Y O F D E L G A L L E G O	
1 2	S I N U K N I P A N I
1 3	N A G K A L I T
1 4	P I N A G D A P I A N
1 5	S A N J U A N

The existing transmission pipeline had a total length of more than 10,800 lineal meters with sizes ranging from 50 mm to 150 mm. The lines are made of PVC and GI materials. Gate valves and fire hydrants/blow-off assembled and installed.

The service connection data as of December, 2014 showed that the total number registered service connections is 1,475. Out of which, 1,308 are active and metered and 1,307 were billed. The system is serving a total population of more than 8,500. A commodity charge for a minimum consumption of ten (10) cubic meters varies according to the classification of the user. The schedule of water rates is given below:

Classification	MINIMUM CHARGE (0-10 cum)	COMMODITY CHARGE				
		11-20 cum	21-30 cum	31-40 cum	41-50 cum	51-up
Residential/ Government	250.00	27.00	31.50	35.00	42.00	44.00
Commercial/ Industrial	500.00	54.00	63.00	70.00	84.00	88.00
Commercial A	437.50	47.25	55.10	61.25	73.50	77.00
Commercial B	375.00	40.50	47.25	52.50	63.00	66.00
Commercial C	312.50	33.75	39.35	47.75	52.50	55.00
Bulk/W holesale	750.00	81.00	94.50	105.00	126.00	132.00

Classification of Service Connection

- a.) Each parcel of land under separate ownership must be provided with separate service, or else the district will classify the said connection as full commercial although the water use is purely domestic.
- b.) Two (2) or more dwelling units under one ownership and on the same lot maybe supplied through the same service, provided, however that the district shall reserve the right to limit the number of dwelling units of the area to be supplied by one service connection.
- c.) When a property provided with a service is subdivided, each service shall be considered as belonging to the lot or parcel of land upon which it fronts.
- d.) Generally, if service is installed to a building both as domestic and commercial the connection may classify to the higher classification. In cases that a commercial service connection is used partly as bulk/wholesale, then such connection shall be considered as bulk/wholesale.

Water service connections are classified into three (3) customer classes. Based on this classification, conversion factors are assigned to be multiplied to the residential rates, both to the minimum and commodity charges.

Classification	Conversion Factor
Residential/Government	1.0
Commercial/Industrial	2.0 (of Residential)
Commercial-A	1.75
Commercial-B	1.50
Commercial-C	1.25
Bulk/Wholesale	3.0 (of Residential)

Sub-Classification of Commercial Class:

Classification	Conversion Factor	Definition
Commercial	2.0	<ul style="list-style-type: none">- Rest House/Hotels, Lodges and Likes.- Hospitals, whether private or public- Cafeterias managed by cooperatives, corporation, etc.- Ice cream parlors/Beer houses/Bars- Night Clubs/Disco Pads- Restaurants/Gasoline Station /Bus Stations and/or terminals- CHB and concrete products manufacturers- Theaters/Carinderias/Confectionaries and Bakeries- Ice plants/Private Schools / Boarding House- Billiard Halls and other games- Entertainment Places/ Computer house/café- Any residential user who sell or supply water others
Commercial – A	1.75	<ul style="list-style-type: none">- Photo services/Dental & Medical Clinics- Warehouses/Groceries/Gift shops- Offices, including government- Drugstores/Wholesale & Retail outlets- Furniture shops- Fish & Meat stalls in public markets with Individual water meters

Commercial – B **1.50**

- Sari-sari Stores/Vulcanizing/Repair shop
- Other premises utilized for selling
- Foods or services including those used for living quarters

Commercial – C **1.25**

- Apartment whose owners assume Payment of water bills using one Central meter.

On the average, about 70% of the whole population within the service area is presently served.

Organization and Responsibilities

BOARD OF DIRECTORS

The Board of Directors of the DEL GALLEGO WATER DISTRICT (DGWD) shall be composed of five (5) citizens of the Philippines who are of voting age and residents within the jurisdiction of the district. One (1) member shall be a representative of civic oriented service clubs, one (1) member a representative of professional associations, one (1) member a representative of business, commercial or financial organizations, one (1) member a representative of educational institutions, and one (1) member a representative of women's organizations. Terms of office of all directors in a given district shall be such a term of at least one (1) director, but not more than two (2) shall expire on December 31, of each even-numbered year. Regular terms of office after the initial terms shall be for six (6) years commencing on January 1 of odd-numbered years. The Board of Directors shall exercise and perform its powers and duties through the medium of resolution and or directives. The Board function shall be to establish policy and they shall not engage in the detailed management of the district.

The policy making body of the Del Gallego Water District is presently composed of five (5) members of the Board of Directors enumerated as follows:

Name	Position	Sector	Term of Office
ENGR. MAURITO A. UBAÑA	Chairman	Professional	01/01/2015-12/31/2020
REV. FR. JOSEPH ANGELO S. TOLEDO	Vice-Chairman	Education	01/01/2011-12/31/2016
MRS. MELITONA I. PENDOR	Secretary	Women	01/01/2013-12/31/2018
MR. EDGARDO L. MERCADO	Treasurer	Business	01/01/2015-12/31/2020
MR. ISAIAS B. DOLLENTE	Member	Civic	01/01/2013-12/31/2018

The Del Gallego Water District is under the managerial supervision of Dr. Evelyn B. Garcia, former Chairperson of the Board of Directors who was appointed General Manager D. There are six (6) regular/permanent employees and four contractual employees working with her (*see also figure A-5*) as stated below:

Name	Position	Section
EVELYN B. GARCIA, DMD.	General Manager D	
FLORENDA B. VALENCIA	Senior Accounting Processor A	Administrative/Finance
RAMON L. CATANEO	Engineer B	Operation/Technical
FREDDIE B. ALCANTARA	Utilities/Customer Service Asst. C	Commercial Section
REYNALDO G. AÑIL JR.	Water Resources Facilities Operator B	Operation/Technical
BENITO U. SILANG	Water Resources Facilities Operator B	Commercial Section
EUMAR S. SUARILLA	Administrative Services Aide	Administrative/Finance
EDUARDO I. MALINAO	Contractual	Operation/Technical
ALDEN J. VILLEGAS	Contractual	Operation/Technical
RUEL S. MAYO	Contractual	Operation/Technical
RENO P. VILLAPANDO	Contractual	Operation/Technical

DUTIES AND RESPONSIBILITIES

Administrative and Finance Section is responsible for recording and summarizing of financial transaction, preparation of financial reports, collections and disbursement of funds. They are also responsible on general services, materials and supplies, procurements, and management including human resources development and other administrative requirements.

- Maintain General Ledger.
- Prepares Payroll.
- Prepares vouchers.
- Prepares Financial Reports.

Commercial Section is responsible for meter reading, preparing bills and collection. Controlled the recording and posting of payments and updating of customers accounts. These sections also deal with costumer service requests and complaints arising from day to day operations.

In addition the section is responsible for marketing programs and implementation and other public information dissemination.

- Prepares bills.
- Prepares Billing Summary.
- Collects water bills only.
- Prepares Daily Collector's Report
- Prepares disconnection orders.
- Prepares Age Analysis of Accounts.
- Maintains records of service connections.

Operation/Technical Section covered the water system production, distribution and maintenance operation. Along with these responsibilities are performing new service installation, reconnect, disconnect and repairs service connection. Maintain record system of meter, transmission and distribution system. Maintain facilities and machineries including records of all data analysis.

- Makes minor/major system repairs.
- Makes meter sets.
- Makes meter disconnection.
- Maintain machinery and facilities.
- Repairs service connections.
- Maintains records system of meter, transmission and distribution system.



Figure A-5

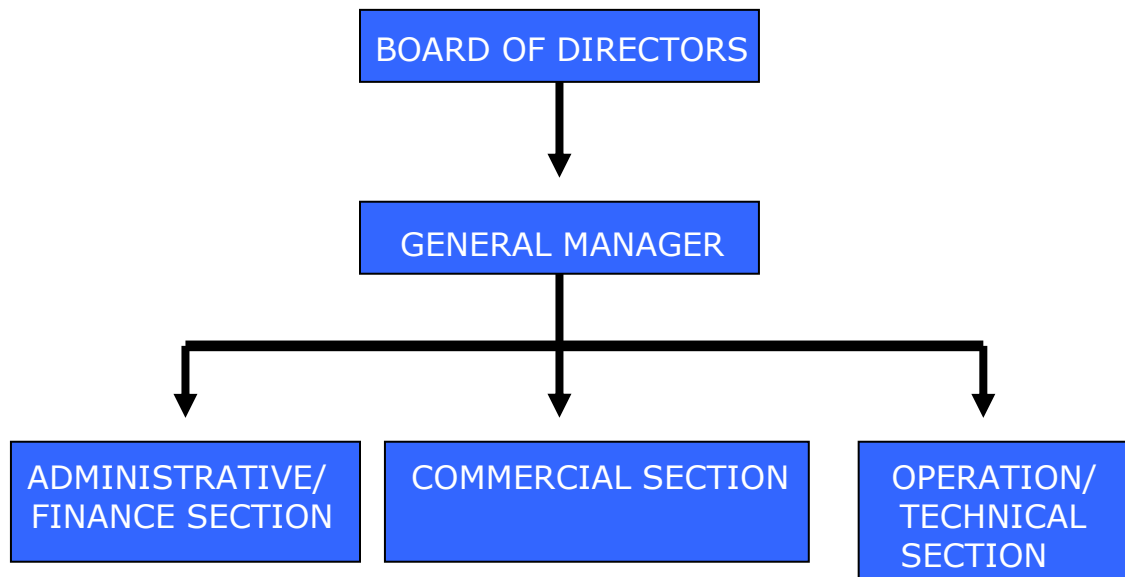
Operational Control and Supervision

The DEL GALLEGO WATER DISTRICT (DGWD) is governed by Board of Directors, comprised of five (5) members, which has sole responsibility in establishing rates, rules, regulations and policies for the sale and distribution of water supply to concessionaires within the service area of the Del Gallego Water District, through a General Manager.

Rates, rules, regulation and policies of DGWD herein set forth supersede all those previously in force by DGORWSA, Inc. No officer, agent or employee has the authority to waive, alter or amend in any respect any part thereof or to make an agreement inconsistent herewith. Rates, rules, regulation and policies are subject to revisions by the Board of Directors (BOD)

Any conflict arising from the application and/or interpretation of any rate schedule, rules, regulations or policies governing the day-to-day operation of the DGWD shall be resolved by the General Manager.

FUNCTIONAL ORGANIZATIONAL CHART OF DEL GALLEGO WATER DISTRICT



Operating Procedures

Applying for New Service Connection

1. Proceed to Public Assistance Counter, state your request and sign-up at the logbook.
2. The officer of the day (OD) will give you the Service Application Form and list of requirements. The OD will assist you to fill-up the form and complete your requirement, it takes only a minutes. After the Forms and requirements accomplished the OD will prepare a Maintenance order for site-inspection and issued to maintenance man who conduct on-site inspection. Conduct of Site inspections takes 30 min. to 24 hours.
3. The customer will attend the Orientation/Seminar after signing the Application and Contract for Water Service, Service Application and Construction Order and Contract for Water Meter Use it takes only 15 minutes.
4. Customers Accounts Information, Cost of Materials, Registration Fee and other charges will be encoded to billing system and printed the assessment to inform the customers for payments and verification.
5. Proceed to the cashier window and pay the fees and material charges register on the billing system matching with printed assessment given and wait the Official receipt issued.
6. The customer service assistant will schedule the installation of service connection and inform the customer. Forward the Service Request/Maintenance Order to assigned personnel and provide the requisition and Issuance slip for materials that will be issued and submit to the Supply/Property Officer.
7. The materials will be issued at the day as schedule for installation. It takes 30 minutes to 1 hour to do the installation.

8. Lastly, the customers will acknowledge the work perform by signing the Service Request (Form BC-14).

9. End of Transaction.

- Further problems arise after the new installed lines service connection please visits our office or contact us at Hotline # 09082533071/09052661127.

Repair of Service Connection

1. Please proceed to Public Assistance Counter, sign at the visitors' logbook and provide information regarding request or you can reach us through our hotline to the following # Smart: 09082533071 Globe: 09052661127 or email at dgwd_576@yahoo.com for your request.
2. The Officer of the day will prepare the Service Request Form for several minutes for approval and handed it to the maintenance man for inspection to ascertain materials needed and determine nature of work.
3. Perform the Repair on site.
 - a. Simple repairs 30 minutes to 2 hours after inspection.
 - b. For complex repair, 1-2 days after inspection.
4. After the conduct of repair kindly sign the Service Request form.
5. End of transaction.

Inspection of Service Connection with No Water/Low Pressure

1. Please proceed to Public Assistance Counter, sign at the visitors' logbook and provide information regarding request or you can reach us through our hotline to the following # Smart: 09082533071 Globe: 09052661127 or email at dgwd_576@yahoo.com for your request.



2. Please wait another minutes the officer of the day will prepare the Service Request Form for approval and handed it to the Maintenance man to conduct an inspection / evaluation of service line connection.
3. Inform concessionaires the result of inspection within 2 hours after receipt of request.
4. Conduct repair, if needed.
 - a. Simple repairs 30 minutes to 2 hours after inspection.
 - b. For complex repair, 1-2 days after inspection.

(If problem that needs repair is after the water meter, client has an option to have it repaired by non-DGWD plumber)

5. Kindly sign the Service Request Form if necessary repair was done.
6. End of transaction.

Service Disconnection

1. During the schedule of disconnection per Zoning, the Billing/collection clerk will provide the Account Analysis for Disconnection and prepare the Maintenance Order form to be submitted to the authority for approval.
2. The Personnel assign will receive the Maintenance Order and the List of Accounts to conduct the disconnection schedule for the day.
3. The assigned personnel will perform the permanent / temporary disconnection and water meter pull out on site.
4. At the end of the day the assigned personnel will do the records and reports of Service Disconnection.



Reclassification of Account

1. Proceed to Public Assistance Counter and provide information regarding request. The concessionaire will be asked to sign the Accounts Reclassification Form. This will take five (5) minutes with the help of Officer of the day.
2. The Officer of the Day will forward the account reclassification form to the assigned personnel who will conduct an inspection to validate your reclassification request and will notify the concessionaire upon approval/disapproval of result regarding request within 10-30 minutes.
3. If approved, the customer records will be updated and reflect changes made on the concessionaire's accounts.
4. The new accounts classification will appear in the next billing statement.
5. End of transaction.

Transfer of Service Connection

1. Proceed to Public Assistance Counter and provide information regarding request and sign the visitors' logbook.
2. The officer of the day will verify the concessionaire's accounts that will take five (5) minutes and prepare the service request/order form and forward to assign maintenance man upon approval to conduct site-inspection.
3. The maintenance man will conduct an inspection immediately upon receipt of the Service/Maintenance order and provide assessment reports of necessary charges and fees to be paid.



4. Then proceed to cashiers' windows for payment and hold a minutes for an Official Receipt.
5. After payments are made, transfer of service connection will schedule immediately to assigned plumber. The requisition and issuance slip for materials will be forwarded within five (5) minutes to Supply/Property Officer for release of materials needed.
6. Installation of service connection will follows for about thirty (30) minutes to one (1) hour.
7. After completion, the service request form will signed by the requesting party.
8. End of transaction.
 - Further problems arise after the installation please visits our office or contact us at Hotline # 09082533071/09052661127.

Change of Ownership

1. Proceed to Public Assistance Counter and state that you want to request a change of ownership and fill out the Change Registration Form (CRF) and secure other applicable requirements below:
 - a. Copy of Deed of Sale
 - b. Copy of Death Certificate, if the previous account holder has passed away;
 - c. Lease of Contract
 - d. Written consent/waiver of the previous account holder.

Note: *If the concessionaire/customer is new, advice client to attend the orientation seminar for new service connection, otherwise advice client to pay the Change Registration Fee at the Cashiers' window.*

2. The Officer of the Day (OD) will review the CRF and other submitted documents in minutes. After review and approve the concessionaire will now pay the Change Registration fee and get an Official Receipt at Cashiers window.
3. Upon payment the concessionaire account details will be updated and the account name will appear in the next billing statement.
4. End of transaction.

Voluntary Disconnection of Service

1. Proceed to Public Assistance Counter and provide information regarding your request.
2. The Officer of the Day will prepare Service Request Form and verify the status of concessionaires account.
3. If accounts have an outstanding balance please proceed to cashier booth to pay the unpaid bill as stated on the accounts. If no water bills balance on your accounts the OD will prepare the Service Order for Voluntary Disconnection.
4. After the service Order finished kindly sign the form.
5. The Maintenance Man will file and records the transaction to update on the billing system.
6. End of transaction.
 - Further problems arise after the installation please visits our office or contact us at Hotline # 09082533071/09052661127.

Reconnection of Service Connection

1. Proceed to Public Assistance Counter and state your request for reconnection of water service.
2. Within seven (7) minutes the billing section will evaluate the accounts for the arrears to be paid and provide the concessionaire with printout including the reconnection fee and update the accounts.
3. Pay the arrears and reconnection fee to the cashiers' window and please wait for the Official Receipt this will take a minute.
4. Upon payment the Officer of the day will prepare the Service Order for water service reconnection issued to the Maintenance Man to conduct inspection and reconnection.
5. The Supply Officer will provide the water meter if pulled-out and records the initial reading and issued to the assigned maintenance man.
6. Perform the Reconnection.
 - This will take 1-1 ½ hours reconnection
 - And 1-2 hours for mainline reconnection.
7. After the work order was done kindly sign the form and the assigned plumber will file and records the transaction for updating the concessionaires account.
8. End of transaction.
 - Further problems arise after the installation please visits our office or contact us at Hotline # 09082533071/09052661127.

Inspection of Water Meter for Possible Defect

1. Proceed to Public Assistance Counter and provide information regarding your request.
2. The officer of the day will prepare service order and inform the client on the schedule of inspection.
3. The maintenance man will conduct inspection and/or field test water meter accuracy and inform the client of the result.

Note: *If the problem is over registering water meter, billing will be adjusted based on the average consumption for the last six months or, for new service connections, to the minimum rate.*

(If problem that needs repair is after the water meter, client has an option to have it repaired by non-DGWD plumber.)

4. After the test inspection the maintenance will provide and submit report forwarded to Commercial Section.
5. The billing clerk assigned will prepare the billing adjustment memo and reflect the change in the customer account ledger.
6. End of transaction.

Billing

1. The billing clerks will update the customer records for new service connection/reconnected accounts / disconnected accounts and replaced water meter at the end of the month.
2. Generates meter reading proof list to be printed and forwarded to meter readers on the first week of the month.



3. Perform the actual meter reading as scheduled.
4. Encoding of meter reading result.

Note: *if an abrupt increase in consumption is found, the billing clerk will prepare a meter reading verification slip to verify meter reading of accounts with abrupt increase/decrease consumption.*

5. After the meter reader submit the meter reading proof list the billing clerk will generates the statement of accounts (Water Bill).
6. The copies of statement of accounts will be forwarded to assigned collector and the other copy will be turn-over to assigned maintenance man for distribution.
7. The maintenance man assigned for distribution of water bill should let concessionaire to sign the billing confirmation report.
8. End of transaction.

Collection of Water Bill

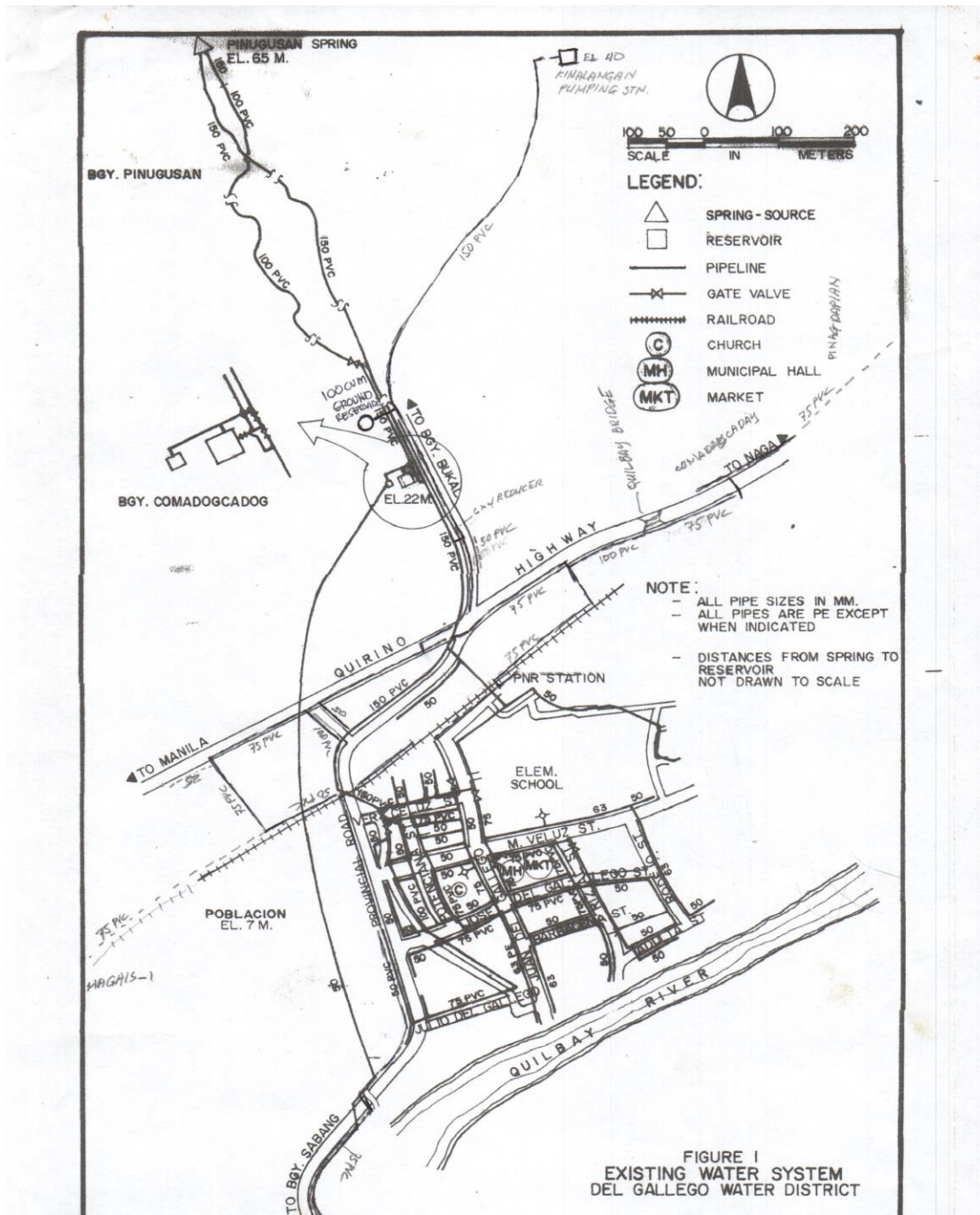
1. Please bring the Customers copy of statement of account and proceed to the cashiers' windows and present the copy.
2. The assigned collector will verify the statement of account registered at the billing system.
3. Upon verification the collector state the amount to be paid and please give the payment and wait for the Official Receipt this will takes two (2) minutes only.
4. End of transaction.

For field collection:

1. The field collector will visit the concessionaire to serve the disconnection notice as schedule indicating their statement of accounts to collect payment.
2. The field collector sign any proof that he receive the amount from the concessionaire this will only takes six (6) minutes and remit the payment to the office collection clerk for issuance of Official Receipt and give it back to the concessionaires.
3. End of transaction.

Appendices

Appendix A



Appendix B



Republic of the Philippines
DEL GALLEGO WATER DISTRICT
Del Gallego, Camarines Sur

APPLICATION AND CONTRACT FOR WATER SERVICE

Application is hereby made for water service to be supplied by **DEL GALLEGO WATER DISTRICT**, Del Gallego, Camarines Sur to be used by me in accordance with the Rules and Regulations of the DEL GALLEGO WATER DISTRICT to enforce or maybe enforce thereafter.

IN ADDITION I HEREBY AGREE :

1. To use water meter on a monthly basis which automatically renew unless otherwise terminated upon due notice within reasonable time.
2. To pay on a monthly basis the Del Gallego Water District for the water rate furnished upon presentation of the bill within fifteen (15) days from its presentation. Water Service maybe disconnected without further notice if the same is not paid after seven (7) days grace period.
3. To notify the Del Gallego Water District when as owner, transfer the ownership of the property to another, or when as tenant decided to leave the premises.
4. That duly authorize representatives of Del Gallego Water District are hereby given permission to enter the premises to enable them to perform their official duties.
5. That the Del Gallego Water District shall not be held responsible for the interruption of the service due to causes beyond its control and may disconnect the service upon violation of any terms of this contract or when the district has reasonable ground to believe that the customer is using the water service in violation of DGWD Utility Rules and Regulations, Existing Laws, Municipal Ordinances and Presidential Decrees.
6. To guarantee that no illegal tapping will be made on my service pipeline and agree to maintain expenses of the same including the water meter.
7. That I will not allow any sub-connection from my water service line without permission from the Del Gallego Water District.
8. That Failure to receive a bill/statement of account does not relieve me of my liability.
9. That any amount due shall be deemed a debt to the Del Gallego Water District and neglecting or refusing to pay said indebtedness shall be my liability to a civil action in the name of Del Gallego Water District, in any court of competent jurisdiction for the amount thereof.

Subscribed and sworn to before me this ____ day of _____, _____.

CONFORME:
Concessionaire:

Del Gallego Water District:

(SIGNATURE OVER PRINTED NAME)
RES. CERT. NO.: _____
DATE ISSUED : _____
PLACE ISSUED : _____

EVELYN B. GARCIA,DMD
(SIGNATURE OVER PRINTED NAME)
RES. CERT. NO.: _____
DATE ISSUED : _____
PLACE ISSUED: _____

Notarized by:

(SIGNATURE OVER PRINTED NAME)
NOTARY PUBLIC

**Not Valid without
Official Seal**

LIC. NO. _____
VALID UNTIL: _____
BOOK No. _____ PAGE No. _____





Republic of the Philippines
DEL GALLEGO WATER DISTRICT
Del Gallego, Camarines Sur

FORM No. BC - 19

[illegible]

SACO/FORMS 2004



Appendix D



Republic of the Philippines
DEL GALLEGO WATER DISTRICT
Del Gallego, Camarines Sur

CONTRACT FOR WATER METER USE

I, _____ of _____, under Account No. _____ Hereby acknowledge to have received from this date, the Water Meter and accessories, properties of Del Gallego Water District for which I am responsible, subject to the provision of PD 198 as amended and the Rules and Regulations of Del Gallego Water District, and which will be used in my house/establishment for water service connection properly described below as follow:

Brand _____ Size _____ Cost _____ Serial No. _____

That said Water Meter and accessories for which I am responsible are in good condition and properly installed by the personnel of the Del Gallego Water District and that I am responsible for the safety of the same and I shall bear the cost in its repair or pay the total cost if damaged or lost in my possession.

Signed this _____ day of _____ 20____ at Del Gallego, Camarines Sur.

New Service connection:	Water Meter Replacement
Date Installed: _____	_____
Installed By: _____	_____
Initial Reading: _____	Last Reading: _____
Classification: _____	_____
Address: _____	_____

Signature of Concessionaire/Tenant

APPROVED BY:

EVELYN B. GARCIA, DMD.
General Manager - D



Appendix E



Republic of the Philippines
DEL GALLEG0 WATER DISTRICT
 Del Gallego, Camarines Sur
METER READING SHEET
ZONE 00 BOOK 1

Account No.	Account Name	Address	Meter No/Brand	Remarks	Pres. Reading
001-12-0001	BALISA, NEMERLYN	BRGY. SABANG,	0000 EVER		
001-12-0015	BARGO, RICO	SABANG, DEL			
001-12-0030	NIEBRES, NENITA	SABANG, DEL			
001-12-0045	NIEBRES, JESUS	SABANG, DEL			
001-12-0046	MALINAO, CONCEPCION	SITIO MOOG,	2011071941 EVER		
001-12-0059	REFRESCA, FRANCISCO JR. 2	SITIO MOOG,	2009121981 EVER		
001-12-0060	BORJA, MARILOU	SABANG, DEL			
001-12-0065	DELOS SANTOS, SHIRLEY	BRGY. SABANG DEL	2011061218 EVER		
001-12-0070	LISAY, MYRNA	BRGY. SABANG	2009120239 EVER		
001-12-0075	SAPINOSO, RICARDO	SABANG, DEL			
001-12-0090	BASAYSAY, JOSEPHINA	SABANG, DEL			
001-12-0105	LOSABIO, VIRGINIA	SABANG, DEL			
001-12-0120	ELBO, DIGNA	SABANG, DEL			
001-12-0135	BERRY, BERJAMIN	SABANG, DEL	020804189 EVER		
001-12-0150	BOCAGO, BEVERLY M.	SABANG, DEL	2009121431 EVER		
001-12-0164	ESPLANA, MISCHIEL	BRGY. SABANG DEL	2011060596 EVER		
001-12-0165	RAFA, LOIDA	SABANG, DEL			
001-12-0180	TORERO, BEVERLY	SABANG, DEL			
001-12-0181	CONI, RUBEN D.	SABANG DEL	2011060924 EVER		
001-12-0195	SAN JUAN, NELSON	SABANG, DEL			
001-12-0196	SAN ANTONIO, EMELITA G.	SITIO MOOG,	2011061443 EVER		
001-12-0210	MORILLO, LORNA	SABANG, DEL			
001-12-0225	ESPLANA, IMELDA	SABANG, DEL			
001-12-0240	LISAY, LILIBETH	SABANG, DEL	2009121319 EVER		
001-12-0255	TORERO, SALVADOR	SABANG, DEL			

Page 1 of 6



Appendix F




Republic of the Philippines
DEL GALLEGO WATER DISTRICT
 Brgy. Comadogcadog, Del Gallego,
 Camarines Sur, 4411

BILLING ADJUSTMENT MEMO					MEMO	
CONCESSIONAIRE					DATE	
CUST. ACCT. NO.					BILL NO.	
EXPLANATION:						
CONSUMPTION (CU.M.)			JOURNAL ENTRIES			
AS BILLED	SHOULD BE	INCREASE (DECREASE)	ACCOUNT		AMOUNT	
			TITLE	NO.	DEBIT	CREDIT
		-				
Prepared by:			Approved by:			
FREDDIE B. ALCANTARA BILLING/CLERK			EVELYN B. GARCIA, DMD. GENERAL MANAGER D			




Appendix G

CONCESSIONAIRE: ADDRESS: ACCOUNT NUMBER:			 <p> Republic of the Philippines DEL GALLEGO WATER DISTRICT Del Gallego, Camarines Sur TIN 005-529-926-000 NV CCC # 576 Tel. No. (042) 304-8543 </p>		
PERIOD COVERED		METER READING		CU. M. CONSUMED	DATE DUE
FROM	TO	DATE	PRESENT		
			PREVIOUS		
<p style="text-align: center;"><u>NOTICE</u></p> <p>Please disregard arrears if you have already paid the same. A penalty charge of 10% will be added to all overdue bills. Service maybe discontinued if payment of the bill is not made after the due date. If payment is made by check, please make it payable to the DEL GALLEGO WATER DISTRICT.</p> <p>The above figures are subject to review and or corrections/adjustments.</p> <p><i>All payments are applied first against prior unpaid water bills.</i></p> <p>Thank you.</p> <p style="text-align: right;">DGWD MANAGEMENT</p>			<p>BILLING FOR THE CURRENT PERIOD</p> <p>Add: ARREARS: CY: _____</p> <p style="padding-left: 150px;">PY: _____</p> <p style="text-align: center;">OTHER CHARGES:</p> <p>TOTAL CHARGES: _____</p> <p>Add: PENALTY CHARGE _____</p> <p>TOTAL AMOUNT DUE _____</p> <p>Less: _____</p> <p>BALANCE DUE _____</p>		<p>P</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>P</p> <p>=====</p>
			DISCONNECTION DATE: _____		
			BILL NO. 00001		BILLING RECEIPT

ORIGINAL COPY

Appendix H

 <div style="display: inline-block; text-align: left;"> <p>Republic of the Philippines</p> <p>DEL GALLEGO WATER DISTRICT</p> <p>Zone 1, Poblacion, Del Gallego, Camarines Sur</p> <p>Non-VAT Reg. TIN 005-529-926-000 CCC # 576</p> <p>Tel. No. (042) 304-8543</p> </div>	
OFFICIAL RECEIPT	
DATE: _____	136304
Received from Mr./M _____ the sum of _____ (P _____) as payment for:	
Water Bill - Current	P _____
Water Bill - Arrears - CY	
Arrears - PY	
Reopening Fee	
Transfer Fee	
Application/Registration Fee	
Inspection Fee	
Water Meter Maintenance	
Tapping Fee	
Notarial Fee	
Boring/Restoration Fee	
Others: Materials	
Total Sales	
Less: SC/PWD Discount	
Total Due	
Less: Withholding Tax	
Payment Due	P _____
Payment in the form of: <input type="checkbox"/> Cash <input type="checkbox"/> Check No. _____ Date : _____ NOTE: In case payment is made by check, such payment will become binding only when check is honored by the drawee bank upon first presentation.	
RECEIVED BY: _____	
CASHIER	
Form No. BC - 17	

300 Peds (50x2) SN 135001-150000 Orig. - Customer Dup. - Accounting

BIR Authority to Print No. QCN 1AU0001430797

Date Issued: 12-15-2015 Valid until: 12-15-2020 Printer's Accreditation No. 065MP20140000000010

NAGA GOLDPRINT INC. Concepcion Grande Naga City Date Issued: 24-Feb-2014

TIN: 000-270-060-000 VAT

"THIS DOCUMENTS IS NOT VALID FOR CLAIMING INPUT TAXES"

"THIS OFFICIAL RECEIPT SHALL BE VALID FOR FIVE (5) YEARS FROM THE DATE OF ATP"

Appendix I

SERVICE REQUEST

CONCESSIONAIRE: _____ S.R. NO. _____
 SERVICE ADDRESS: _____

REQUEST RECEIVED BY: _____ DATE: _____	APPROVED BY: _____	COMPLETED ACTION REVIEWED BY: _____
--	-----------------------	---

- ☐ DIRTY WATER ☐ NO WATER ☐ HIGH CONSUMPTION
☐ TASTE /ODOR ☐ HIGH PRESSURE
☐ LOW PRESSURE ☐ METER LEAK ☐ REREAD

ACTION TAKEN:

 By: _____

OTHERS (Specify) _____

METER READER/PLUMBER

TO CONCESSIONAIRE: Did action taken satisfy your request?

☐ YES ☐ NO

 SIGNATURE

FORM BC - 14



Appendix J



Republic of the Philippines
DEL GALLEGU WATER DISTRICT
 Del Gallego, Camarines Sur

MAINTENANCE ORDER

NAME: _____ DATE: _____
 SERVICE ADDRESS: _____ METER NO. _____
 ACCOUNT NO.: _____ M.O. NO. _____

☐ READ ☐ TURN OFF ☐ REPAIR BOX PREPARED BY: _____
☐ STUCK ☐ METER LEAK ☐ LEAK CHECK _____
☐ TURN ON ☐ TEST ☐ OTHERS APPROVED BY: _____

☐ REMOVE

METER NO.	SIZE	KIND/BRAND	READING

 REMARKS: _____
☐ SET

METER NO.	SIZE	KIND/BRAND	READING

☐ OTHERS _____

TEST RESULTS:	<input type="checkbox"/> FIELD <input type="checkbox"/> SHOP	DATE COMPLETED:
	TESTED BY: _____ DATE: _____	BY: _____ PLUMBER

FORM BC - 13



Appendix K

Republic of the Philippines
DEL GALLEGO WATER DISTRICT
Province of Camarines Sur
Del Gallego, Camarines Sur

APPLICATION FOR
SENIOR CITIZEN DISCOUNT AVAILMENT

Name: _____ Date of Birth: _____

Complete Address : _____

Code No.: _____ Acct. No.: _____

Documentary Requirements Submitted:

☐ Application Form

☐ Picture (2x2)

☐ Proof of residence / barangay clearance

☐ Valid senior citizen ID (ID No. _____)

☐ Other IDs presented

☐ Passport ☐ Driver's license

☐ GSIS/SSS ☐ Voter's ID

If applying through a representative:

☐ Authorization Letter

☐ Picture holding the latest newspaper

☐ Government issued ID of the representative

CONDITIONS FOR THE AVAILMENT:

1. The senior citizen must be a resident of the household.
2. Consumption should not exceed 30 cubic meters.
3. This is granted by household regardless of the number of senior citizens living therein.
4. Meter registration should be in the name of the senior citizen for a period of one year.

Signature over Printed Name of Applicant

Date

Evaluated By:

Recommended Approval

Date Approved

Appendix L



Republic of the Philippines
DEL GALLEGO WATER DISTRICT
Brgy. Comadogcadog, Del Gallego,
Camarines Sur, 4411

DATE: _____

TO: _____

SUBJECT: **SERVICE CONNECTION CLASSIFICATION/RECLASSIFICATION PROGRAM**

Sir/Madam:

In pursuance to Board of Directors (BOD) Resolution No. 13 s. 2006 of the Del Gallego Water District, we are pleased to inform that your service connection classified/reclassified from _____ to _____
_____ **effective** _____ **consumption** _____ **billing.**

Please find the attached water rate schedule for your reference and guidance.

For further clarification regarding this matter, please visit us our office anytime during office hours, Monday to Friday from 8:00 AM to 5:00 PM.

Truly yours,

EVELYN B. GARCIA, DMD.
General Manager D



Appendix M

Republic of the Philippines
DEL GALLEGOS WATER DISTRICT
Del Gallego, Camarines Sur

JOURNAL VOUCHER

[illegible]

Appendix N



DGWD Customer Feedback Form

DGWD CUSTOMER



How is our service?

Please check appropriate box

Service

Yes <input type="checkbox"/>	No <input type="checkbox"/>	Well-organized / orderly procedures
<input type="checkbox"/>	<input type="checkbox"/>	Less Process /
<input type="checkbox"/>	<input type="checkbox"/>	Bureaucratic
<input type="checkbox"/>	<input type="checkbox"/>	Fast Service
<input type="checkbox"/>	<input type="checkbox"/>	Customer-friendly service

Personnel

Yes <input type="checkbox"/>	No <input type="checkbox"/>	Explains procedures/ instruction well
<input type="checkbox"/>	<input type="checkbox"/>	Responds / acts fast
<input type="checkbox"/>	<input type="checkbox"/>	Friendly, accommodating smiling
<input type="checkbox"/>	<input type="checkbox"/>	Courteous / respectful
<input type="checkbox"/>	<input type="checkbox"/>	Tidy, neat well-groomed
<input type="checkbox"/>	<input type="checkbox"/>	Wearing proper uniform
<input type="checkbox"/>	<input type="checkbox"/>	Wearing ID card

Name of commendable / erring employee _____

Position _____ Department Assigned _____

If not wearing ID card, please indicate distinctive body marks/characteristics. _____

OVER ALL IMPRESSION OF OUR SERVICE

☐ Satisfied ☐ Dissatisfied

Date of visit / transaction _____

CUSTOMER'S DETAILS (optional)

Name: _____ Age _____ ☐ M ☐ F

Contact no. _____ Email Add. _____

Address: _____

FEEDBACK FORM



References

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