# ANNUAL REPORT FOR THE YEAR 2016

# TIAONG WATER DISTRICT

BRGY. LALIG, TIAONG, QUEZON
4325 PHILIPPINES

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#### Foreword

It is my privilege to present to you the Annual Report for Tiaong Water District for the Calendar Year 2016. I hope you will find this report both informative and interesting and that it will give you a greater understanding of the work undertaken by our organization. More importantly, the Annual Report shows the result of Tiaong Water District operation for the year 2016. It provides information about the Water Districts Financial Standing and Growth.

During the Year 2016, Tiaong Water District thru its TWD General Fund conducts expansion projects. Two (3) additional Barangay (San Juan and Cabay) and seven hundred sixty two (762) New Service Connection was now served by the Water District.

Water is the heart of our Industry. Our hands serve as waterways from source up to our concessionaires. The challenge is how far can we reach them without spilling a drop from our hands? The goal of Tiaong Water District is to reach them all. As the world is facing significant environmental and sustainability related challenges, mega-trends such as climate change and population growth, Demand for water increases. Our business grows and our geographic footprint expands. We have to consistently evolve what we do and force ourselves to find new ways to sustain our operations and, in the process, reduce the loss of each drop of water.

# **VISION**

To provide the entire Municipality of Tiaong clean, potable and affordable supply of water

To cooperate and coordinate with Government Agencies, Water Associations and Private Entities to ensure sustainable water supply in the locality

To act as catalyst to economic growth of Tiaong by providing better water services to its consumers

# **MISSION**

The Tiaong Water District exists as an institution tasked to provide clean, safe and affordable water.

#### I. WATER DISTRICT HISTORY

Tiaong Water District was created thru Municipal Resolution No. 68 which was passed on November 19, 1980 by the local government of Tiaong, Quezon. This resolution gave the water district full control and administration of the waterworks operations in the municipality in accordance with P.D. 198 better known as the "Local Water Utilities Act of 1973" as amended by P.D. Nos. 768 and 1479.

Tiaong Water District was issued the Conditional Certificate of Conformance (CCC) on May 4, 1981 by the Local Water Utilities Administration which enabled it to operate under standard specifications.

The first source of water of Tiaong Water was a spring from a Mountain in Ayusan II. The quantity from the spring could not sustain the increasing demand of concessionaires. Therefore to improve the Quantity and Quality of Water, the District Develop a new source, Ayusan, Lusacan and Lagalag Pumping Station which began its operation on 2001, 2005 and 2009 respectively. Tiaong Water District develop new source of water at Ayusan II Pumping Station on November 2012 that replace Ayusan Pumping Station. During 2016 Tiaong Water District successfully develops new water source from Brgy. Anastacia, Tiaong, Quezon

At present, Tiaong Water is a Category C Water District that has 6,092 active concessionaires is classified as residential and commercial. The present service area of the district is divided into fifteen (15) zones within the town of Tiaong, Quezon. The Tiaong Water District has served 24 Barangay out of 31 Barangay (77%) of Municipality of Tiaong.

# TIAONG WATER DISTRICT Tiaong, Quezon

#### 2016 ANNUAL REPORT

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#### ANNUAL REPORT

For the Period January 1, 2016 to December 31, 2016

## I. GENERAL

ADMINISTRATIVE

1. Attached approved organizational charts in effect as year's end.	
a. Functional Chart	YES
b. Position/Organizational Chart (Key employees only) -	
showing	
Permanent positions and incumbents	YES
2. Attach list of employed personnel with pertinent information.	
(List of Plantilla of Personnel for the Fiscal Year 2016)	YES
The following summarizes the District's staffing	
a. Total number of employees	40
b. Number of permanent	
employees	15
c. Number of casual/temporary employees/laborers	13
d. Number of employees meeting minimum	
qualifications per	15
Job Description adopted by the District	
e. Number of employees not classified as	
casual/temporary	12
who do not meet the minimum qualifications	
established	
by the District	
3. Has the District adopted a policy prohibiting hiring of personnel related	
up to the <i>fourth degree</i> by affinity or consaguinity? (Yes	
or No)	Yes, CSC Rules
If not, how many of the employees are related to other	
employees	
of officials with the fourth degree by affinity of consaguinity?	
consugurnity:	
4. Has the District adopted rules and regulation	YES
a. Peronnel Matters	YES
b. Utility Customer Relations	YES
c. General Utility Operations	YES
During the year, in how many instances (or how many	
times) have	
exemption to theses rules and regulations has been in	
special cases?	NONE
cuscs:	NONE
5. Attach list of policy - setting resolutions adopted, repealed or amended	
by the District Board including those adopting LWUA guidelines	
(Summary of Policy - Setting Resolutions)	YES
6. Has the District written and properly updated, reliable records of the	
following?  (A field check may be undertaken, if necessary? Yes or	
(A field check may be undertaken, if necessary? Yes or no)	
a. Customer Complaints	YES
b. Billing and Collection	YES
c. Deliquencies in Payment of Water Bills	YES
d. Meter Histories	YES

f. Equipment Histories	YES
i. Equipment Histories	YES
g. Equipment Downtime	YES
h. Bacteriological Tests	YES
i. System Pressure	YES
j. Leak Reports	YES
k. Unaccounted for	
Water	YES
I. Pump Effeciencies	YES
m. Water Production	YES
n. Water Production	YES
o. Valve and pipeline location	YES
p. General Accounting	YES
q. Stock Inventory	YES
r. Stores Usage	YES
s. Employees Record	YES
t. Minutes and Board Meetings	YES
ti Minutes and Board Meetings	
7. For this year, Auditing has been done by the Commission on Audit	No
8. Attach list of reports prepared regularly by the District on a monthly	
basis as required in the commercial Practice Manual (Omit this item if the Dist yet	rict has not
installed the commercial practices system in which case, indicate that the said	
system has not yet been installed yet.	
(List of Reports Prepared Regularly)	Annex E
B. FINANCIAL/COMMERCIAL  1. Attach the District's financial statements for the report year including comparison	a
of the immediate past year.	Annex F
2. For the year under report, the District's total <i>budgetary outlay</i> was bro	okan dawa
into:	oken down
(Source: Approved Budget)	P 41,338,300.00
a. Operating Outlay	P 26,935,500.00
b. Capital Outlay	
c. Special budgets, if any (additional budget)-	P 10.653.000.00
	P 10,653,000.00
Contingency	P 10,653,000.00 P 337,800.00
Contingency d. Debt Service	
- ,	P 337,800.00
d. Debt Service e. Reserve  3. For this same <i>one-year</i> period, the District's Gross Revenue was	P 337,800.00 P 3,211,000.00
d. Debt Service e. Reserve	P 337,800.00 P 3,211,000.00
d. Debt Service e. Reserve  3. For this same <i>one-year</i> period, the District's Gross Revenue was broken down into:	P 337,800.00 P 3,211,000.00 P 201,000.00
d. Debt Service e. Reserve  3. For this same <i>one-year</i> period, the District's Gross Revenue was broken down into: (Source: Financial Report)	P 337,800.00 P 3,211,000.00 P 201,000.00  P 36,778,155.13
d. Debt Service e. Reserve  3. For this same <i>one-year</i> period, the District's Gross Revenue was broken down into: (Source: Financial Report)  a. Collection from water sales	P 337,800.00 P 3,211,000.00 P 201,000.00  P 36,778,155.13 P 34,409,385.31
d. Debt Service e. Reserve  3. For this same <i>one-year</i> period, the District's Gross Revenue was broken down into: (Source: Financial Report)  a. Collection from water sales b. Other water revenues	P 337,800.00 P 3,211,000.00 P 201,000.00  P 36,778,155.13  P 34,409,385.31 P 2,057,032.50
d. Debt Service e. Reserve  3. For this same one-year period, the District's Gross Revenue was broken down into: (Source: Financial Report)  a. Collection from water sales b. Other water revenues c. Other non-operating income d. Proceeds from LWUA loan to finance new service	P 337,800.00 P 3,211,000.00 P 201,000.00  P 36,778,155.13  P 34,409,385.31 P 2,057,032.50
d. Debt Service e. Reserve  3. For this same one-year period, the District's Gross Revenue was broken down into: (Source: Financial Report)  a. Collection from water sales b. Other water revenues c. Other non-operating income d. Proceeds from LWUA loan to finance new service connections  4. For this same one-year period, the District's expenditures was broken	P 337,800.00 P 3,211,000.00 P 201,000.00  P 36,778,155.13  P 34,409,385.31 P 2,057,032.50
d. Debt Service e. Reserve  3. For this same one-year period, the District's Gross Revenue was broken down into: (Source: Financial Report)  a. Collection from water sales b. Other water revenues c. Other non-operating income d. Proceeds from LWUA loan to finance new service connections  4. For this same one-year period, the District's expenditures was broken down into: (Source: Financial Report)  a. Operational (operation & maintenance expenses, including depreciation)	P 337,800.00 P 3,211,000.00 P 201,000.00  P 36,778,155.13  P 34,409,385.31 P 2,057,032.50 P 311,737.32  P 35,485,577.46  P 26,751,404.06
d. Debt Service e. Reserve  3. For this same one-year period, the District's Gross Revenue was broken down into: (Source: Financial Report)  a. Collection from water sales b. Other water revenues c. Other non-operating income d. Proceeds from LWUA loan to finance new service connections  4. For this same one-year period, the District's expenditures was broken down into: (Source: Financial Report)  a. Operational (operation & maintenance expenses, including	P 337,800.00 P 3,211,000.00 P 201,000.00  P 36,778,155.13  P 34,409,385.31 P 2,057,032.50 P 311,737.32  P 35,485,577.46

	emoluments paid	aries, wages & other	
	for the District's employees where broken o	down into:	P 6,455,250.50
	a. For permanent employees		P 3,350,100.00
	b. For casual/temporary		P 3,105,150.50
	6. Expenses for power/fuel for pumping during	g the year (Acct. #726, if	
	Commercial  Practices Accts. are in effect):		P 4,721,423.75
	7. Total amount <i>billed</i> during the year is broke	en down into:	P 33,520,975.65
		Residential &	
		Govt	P 29,795,301.35
		Commercial and others	P 3,725,674.30
	8. Total amount <i>collected</i> (water sales only du broken down into:	ring the year is	P 29,162,480.04
	2 Current Billings		D 21 11E E01 22
	a. Current Billings b. Arrears		P 21,115,591.32 P 8,046,888.72
	9. Total amount uncollected (deliquent) at yea	ar's end excluding	
	Bad Debts	O TO THE TOTAL O	P 0.00
	10. Total reserves at year's end		P 1,089,572.76
	11. Complaints filed, processed and settled du	iring the year	
	a. Total number filed, processed and se the year	ettled during	3,419
	<ul> <li>b. Number dismissed for lack of merit/wothdrawn</li> </ul>		0
	c. Number investigated		3,419
	d. Number settled to the satisfaction of e. Number elevated to the District Boar	•	3,419
	Directors f. Number settled by the Board		0
	g. Number elevated to the higher authorities		0
	12. At year's end, the following water charges	were in	
	force: (Annex H-Approved Water Rates Schedule)		Annex H
	Had these rates been submitted to LW or <i>No</i> )	UA for review? (Yes	Yes
C. TECHNICAL			
	Has the District adopted by Board Resolutio	ns, a set of design and	
	construction standard? (Yes or No)		YES
	If so, who prepared it?		BOD
	Is it being adhered to strictly?		YES
	2. Does the District undertake bacteriological (Yes or No)	test of its water?	YES
	How often are these test made per year?		Monthly
	Is LWUA being furnished copies of these tes	st reports? (Yes or	
	No)  For the report year, how many such reports	s were submitted to	YES
	LWUA?		12

5. For this same *one-year* period, the total salaries, wages & other

	<ol><li>State the method of water treatment employed by the District, if any</li></ol>	Chlorination
	4. Does the District undertake regular pump efficiency test? (Yes or No)	
	How many of these pumps does the District have in its system?	3
	How many of these pumps are operational?	3
PERATIONAL		
	1. Total water production during the year in cubic metes	
	(Annex I-Summary of Water Production and Consumption)	Annex I
	Total water billed in cubic meters	1,318,184
	Average per capita consumption in lpd	
	2 Attack list of Water Sources (Append MD Water	
	<ol><li>Attach list of Water Sources (Annex J-WD Water Sources)</li></ol>	Annex J
	2. Is the District provided with measuring devices to measure their	
	<ol><li>Is the District provided with measuring devices to measure their water</li></ol>	
	production? (Yes or No)	YES
	If yes, what type? If not, how do you measure	Flow Meter
	productions	
	4. As of year's end, the District has the following existing service	
	connection and related information. (Annex K-Service Connection	
	Growth)	Annex K
	a. Total number of existing connections (Active & Inactive	
	Connection) b. Number of Active Connections	7,113
	c. Number of Active Connections	6,092
	Connections	6,092
	1. With functioning meters	6,092
	2. With non-functioning	3,00 =
	meters d. Number of flat rate	0
	connections	0
	e. Number of connections regularly billed	-
	<ul> <li>f. Number of deliquent concessionaires</li> <li>g. Average number of customers per connections</li> </ul>	1,021
	(HH)	6,092
	5. Estimated population of district service areas	76,760
	a. Estimated population served by utility whether fully or	
	partially	30,460
	6. Because of inadequate facilities, the District had to provide partial service	
	in accordance with the following average length of time each 24-hours day:	
	a. Less than 6 hours	
	service	N/A
	b. 7-12 hours service c. 13-18 hours service	N/A
	c. 13-18 nours service d. 19-24 hours service	N/A N/A
	(Not: You may vary the number of hours as may be	,,,
	necessary to suit  actual conditions)	

D.

7. Attach list of major equipment and machinery (with an initial cost of at least P 10,000.00 including pertinent information). (Annex M-List of Major Equipments)	Annex L
8. Does the District keep written record of request for service? (Yes or No)	YES
a. Does the record show the date when such requests were made and the nature of the service requested (Yes or No)  b. On the sucress, how long (in dous) does it take the District to	YES
<ul> <li>b. On the average, how long (in days) does it take the District to respond and attend such requests?</li> </ul>	24 hours
c. How many such reports were received during the year?	3,419
d. How many of these reports attended to during the year?	3,419

#### **TIAONG WATER DISTRICT**

#### ANNUAL REPORT

For the Period January 1, 2016 to December 31, 2016

#### II. PROFILE

#### 1. THE WATER DISTRICT & ITS PHYSICAL SYSTEM'S FACILITIES

#### A. ORGANIZATION

		Age (months) as of	
1. Date Formed	November 11, 1980	12/31/15	421
		CCC	
2. Date CCC was issued	May 4, 1981	_ No.	151
3. Personnel	29		
		<del>_</del>	

Comments: (adequacy, qualification, performance & others)

#### B. EXISTING SYSTEM'S FACILITIES

#### 1. Service

1.1 Service Area	24 Barangay of Tiaong, Quezon
1.2 Population of Service Area (Latest)	76,760
1.3 No. of Households	6,092
1.4 No. of Persons/Household	5
1.5 Service Time (hrs./day)	24 hours/day

#### 2. Structure and Equipment

#### 2.1 Administration Building

Office Area	60 sq m
Office Equipment (see List of Major Equipments)	Annex M
2.2 If rented, how much per month?	N/A
2.3 Type of Water Source	Deepwell
Rated Capacity per day (cu.m. / day)	5,166 m <sup>3</sup> / day

2.4 Reservoir (description, built, dimension and capacity)

1 unit	150	cu.m	Concrete Ground Tank Reservoir at
			Lumingon, Tiaong, Quezon

#### 2.5 Water Sources (Annex K-WD Water Sources)

#### 2.6 Service Connections

Туре	Flat	Metered	Total
Residential			
Government	0	5,860	5,860
Commercial	0	232	232
Bulk	0	0	0
Total	0	6,092	6,092

### 2.7 Production

Average Monthly Production
a. Booster/Pumping (cu.m)

b.	Bulk	Water	(cu.m)
----	------	-------	--------

153	3,175
	-

Production Efficiency % (average/month) (Total Water Utilized/Total Production)	72%
NRW % <u>(28%)</u> YTD	28%
140 % (20%) 11D	2070
. CURRENT OPERATION / FINANCIAL HIGHLIGHTS	
A. Existing Water Rates (Annex H-Water Rates Schedule)	Annex H
B. Operating Income/Expenses	
Average Water Sales (average/mo)	P 2,793,353.39
Average Collection (average/mo)	P 2,867,448.78
Average Expenses-O & M for the year (average/mo)	P 2,229,283.67
C. Financial Highlights (rate & status)	
Current Ratio = Current Assets	
Current Liabilities	2.22:1
Long Term Debt/Equity Ratio	0.86 : 1.00
Monthly Biling (average/mo)	P 2,793,353.39
Collection Efficiency-% of On-Time Payment (YTD)	90%
. COMMUNITY ECONOMIC PROFILE	
A. Total Population (covered by the Water District)	30,460
B. Average Monthly Family Income in the Area	10,557
C. Major Source of Income	Agricultural / Retail Trade
D. Average Monthly Family Expenditure in the Area	
E. City/Municipal Revenue (CY 2008)	101,556,658.77
F. Average Rate of Mortality per 100,000 population due to waterborne diseases (e.g. diarrhea)	0
G. Average Rate of Morbidity per 100,000 population due to waterborne diseases (e.g. diarrhea)	54 Cases
H. Major Agricultural. Industrial and Commercial activities Palay/Corn/Coconut Production, Carabao/Cattle/Swine/Goat/Livestock Production,	Retail Trade Businesses

#### 4. OTHER INFORMATION

Prepared by:

- 1. The District has no Bulk Water per month
- 2. The District has implemented the Meter Clustering System to help alleviate water pilferage
- 3. The District has regularly monitors the Residual Chlorine in various strategic points of its water supply system
- 4. The District has maintained its established safety programs and standard operating procedure
- 5. The District has continued implementing the 5% discount for water bill of Senior Citizens
- $6. \ The \ District \ has \ approved \ the \ Gender \ and \ Development \ Budget \ for \ CY \ 2016 \ in \ compliance \ with \ RA \ 9710$
- 7. The District has adopted and implemented the approved Strategic Performance Management System (SPMS)

8. The District has religiously paid the principal and interest of its various loans to LWUA

Checked by:

WILFRESO L MORALES
SE ACCOUNTING PROCESSOR A

ENGR. PERSEVERANDO T. ATIENZA

General Manager

Noted by: