

ANNUAL REPORT FOR THE YEAR 2017

TIAONG WATER DISTRICT

BRGY. LALIG, TIAONG, QUEZON

4325 PHILIPPINES

Tel. No. 042-545 9170

Tel/Fax No. 042-545 6520

Mobile No. 0922 864 9318

Foreword

It is my privilege to present to you the Annual Report for Tiaong Water District for the Calendar Year 2017. 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 2017. It provides information about the Water Districts Financial Standing and Growth.

During the Year 2017, Tiaong Water District thru its TWD General Fund conducts expansion projects. One (1) additional Barangay (Del Rosario) and seven hundred thirty two (732) 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 replaced 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 6,824 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 25 Barangay out of 31 Barangay (80.65%) of Municipality of Tiaong.

TIAONG WATER DISTRICT
Tiaong, Quezon

2017 ANNUAL REPORT

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I. GENERAL

A.

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 2017) YES

The following summarizes the District's staffing

 - a. Total number of employees 44

 - b. Number of permanent employees 24

 - c. Number of casual/temporary employees/laborers 8

 - d. Number of employees meeting minimum qualifications per Job Description adopted by the District 24

 - e. Number of employees not classified as casual/temporary who do not meet the minimum qualifications established by the District 16

3. Has the District adopted a policy prohibiting hiring of personnel related up to the *fourth degree* by affinity or consanguinity? (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 consanguinity*? _____

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

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 no)

a. Customer Complaints	YES
b. Billing and Collection	YES
c. Delinquencies in Payment of Water Bills	YES
d. Meter Histories	YES
e. Service Connections	YES
f. Equipment Histories	YES
g. Equipment Downtime	YES
h. Bacteriological Tests	YES
i. System Pressure	YES
j. Leak Reports	YES
k. Unaccounted for Water	YES
l. 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

7. For this year, Auditing has been done by the Commission on Audit YES

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 District has not yet 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 a comparison of the immediate past year. Annex F

2. For the year under report, the District's total *budgetary outlay* was broken down into:

(Source: Approved Budget)	<u>P 50,198,683.30</u>
a. Operating Outlay	<u>P 34,874,683.30</u>
b. Capital Outlay	<u>P 11,365,000.00</u>
c. Special budgets, if any (<i>additional budget</i>)-Contingency	<u>P 311,000.00</u>
d. Debt Service	<u>P 3,448,000.00</u>
e. Reserve	<u>P 200,000.00</u>

3. For this same *one-year* period, the District's Gross Revenue was broken down into:

(Source: Financial Report)	<u>P 43,280,684.81</u>
a. Collection from water sales	<u>P 39,430,388.34</u>
b. Other water revenues	<u>P 1,701,885.74</u>
c. Other non-operating income	<u>P 404,910.73</u>
d. Proceeds from <i>LWUA loan</i> to finance new service connections	<u>P 1,743,500.00</u>

4. For this same *one-year* period, the District's expenditures was broken down into:

(Source: Financial Report)	<u>P 44,852,690.53</u>
a. Operational (operation & maintenance expenses, including	<u>P 30,310,295.57</u>

depreciation)	
b. Capital Outlay	<u>P 11,094,501.96</u>
c. Annual Debt Servicing (Annex G - Summary of Loan Payments to LWUA)	<u>P 3,447,893.00</u>
5. For this same <i>one-year</i> period, the total salaries, wages & other emoluments paid for the District's employees where broken down into:	<u>P 8,112,053.84</u>
a. For permanent employees	<u>P 3,844,178.35</u>
b. For casual/temporary	<u>P 4,267,875.49</u>
6. Expenses for power/fuel for pumping during the year (Acct. #726, if Commercial Practices Accts. are in effect):	<u>P 5,948,739.72</u>
7. Total amount <i>billed</i> during the year is broken down into:	<u>P 38,276,795.65</u>
	Residential & Govt <u>P 33,645,000.30</u>
	Commercial and others <u>P 4,631,795.35</u>
8. Total amount <i>collected</i> (<i>water sales only</i> during the year is broken down into:	<u>P 39,430,388.34</u>
a. Current Billings	<u>P 29,935,299.53</u>
b. Arrears	<u>P 9,495,088.81</u>
9. Total amount uncollected (delinquent) at year's end excluding Bad Debts	<u>P 0.00</u>
10. Total reserves at year's end	<u>P 1,431,324.79</u>
11. Complaints filed, processed and settled during the year	
a. Total number filed, processed and settled during the year	<u>3,611</u>
b. Number dismissed for lack of merit/wothdrawn	<u>0</u>
c. Number investigated	<u>3,611</u>
d. Number settled to the satisfaction of complaints	<u>3,611</u>
e. Number elevated to the District Board of Directors	<u>0</u>
f. Number settled by the Board	<u>0</u>
g. Number elevated to the higher authorities	<u>0</u>
12. At year's end, the following water charges were in force:	
(Annex H-Approved Water Rates Schedule)	<u>Annex H</u>
Had these rates been submitted to LWUA for review? (Yes or No)	<u>Yes</u>

C. TECHNICAL

1. Has the District adopted by Board Resolutions, a set of design and construction standard? (Yes or No)	<u>YES</u>
If so, who prepared it?	<u>BOD</u>
Is it being adhered to strictly?	<u>YES</u>
2. Does the District undertake bacteriological test of its water? (Yes or No)	<u>YES</u>
How often are these test made per year?	<u>Monthly</u>
Is LWUA being furnished copies of these test reports? (Yes or	<u>YES</u>

No)	
For the report year, how many such reports were submitted to LWUA?	<u>12</u>
3. State the method of water treatment employed by the District, if any	<u>Chlorination</u>
4. Does the District undertake regular pump efficiency test? (Yes or No)	
How many of these pumps does the District have in its system?	<u>3</u>
How many of these pumps are operational?	<u>3</u>

D. OPERATIONAL

1. Total water production during the year in cubic metres (Annex I-Summary of Water Production and Consumption)	<u>Annex I</u>
Total water billed in cubic meters	<u>1,469,394</u>
Average per capita consumption in lpd	
2. Attach list of Water Sources (Annex J-WD Water Sources)	<u>Annex J</u>
3. Is the District provided with measuring devices to measure their water production? (Yes or No)	<u>YES</u>
If yes, what type?	<u>Flow Meter</u>
If not, how do you measure productions	
4. As of year's end, the District has the following existing service connection and related information. (Annex K-Service Connection Growth)	<u>Annex K</u>
a. Total number of existing connections (Active & Inactive Connection)	<u>7,846</u>
b. Number of Active Connections	<u>6,824</u>
c. Number of Metered Connections	<u>6,824</u>
1. With functioning meters	<u>6,824</u>
2. With non-functioning meters	<u>0</u>
d. Number of flat rate connections	<u>0</u>
e. Number of connections regularly billed	<u>-</u>
f. Number of delinquent concessionaires	<u>1,022</u>
g. Average number of customers per connections (HH)	<u>6,824</u>
5. Estimated population of district service areas	<u>68,240</u>
a. Estimated population served by utility whether fully or partially	<u>34,120</u>
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	<u>N/A</u>
b. 7-12 hours service	<u>N/A</u>
c. 13-18 hours service	<u>N/A</u>
d. 19-24 hours service	<u>N/A</u>

(Not: You may vary the number of hours as may be necessary to suit actual conditions)

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)

YES

b. On the average, how long (in days) does it take the District to respond and attend such requests?

24 hours

c. How many such reports were received during the year?

3,611

d. How many of these reports attended to during the year?

3,611

TIAONG WATER DISTRICT

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II. PROFILE

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

A. ORGANIZATION

1. Date Formed	November 11, 1980	Age (months) as of 12/31/17	440
2. Date CCC was issued	May 4, 1981	CCC No.	151
3. Personnel	<u>44</u>		

Comments: (adequacy, qualification, performance & others)

B. EXISTING SYSTEM'S FACILITIES

1. Service

1.1 Service Area	25 Barangay of Tiaong, Quezon
1.2 Population of Service Area (Latest)	<u>68,240</u>
1.3 No. of Households	<u>6,824</u>
1.4 No. of Persons/Household	<u>5</u>
1.5 Service Time (hrs./day)	<u>24 hours/day</u>

2. Structure and Equipment

2.1 Administration Building	
Office Area	<u>60 sq m</u>
Office Equipment (see List of Major Equipments)	<u>Annex M</u>
2.2 If rented, how much per month?	<u>N/A</u>
2.3 Type of Water Source	<u>Deepwell</u>
Rated Capacity per day (cu.m. / day)	<u>6,998.4 m³ / day</u>

2.4 Reservoir (description, built, dimension and capacity)

1 unit	150	cu.m	Concrete Ground Tank Reservoir at Lumingon, Tiaong, Quezon
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2.5 Water Sources (Annex K-WD Water Sources)

2.6 Service Connections

Type	Flat	Metered	Total
Residential Government	0	6,562	6,562
Commercial	0	262	262
Bulk	0	0	0
Total	0	6,824	6,824

2.7 Production

Average Monthly Production

a. Booster/Pumping (cu.m) 159,647

b. Bulk Water (cu.m) -

Production Efficiency % (average/month)

(Total Water Utilized/Total Production) 77%

NRW % **(23%)** YTD 23%

2. 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 3,189,891.75

Average Collection (average/mo) P 3,285,865.70

Average Expenses-O & M for the year (average/mo) P 2,525,857.96

C. Financial Highlights (rate & status)

Current Ratio = $\frac{\text{Current Assets}}{\text{Current Liabilities}}$ 2.22:1

Long Term Debt/Equity Ratio 0.67 : 1.00

Monthly Billing (average/mo)	P 3,189,891.75
Collection Efficiency-% of On-Time Payment (YTD)	91%

3. COMMUNITY ECONOMIC PROFILE

A. Total Population (covered by the Water District)	34,120
B. Average Monthly Family Income in the Area	9,165
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)	127 Cases
H. Major Agricultural, Industrial and Commercial activities	Palay/Corn/Coconut Production, Carabao/Cattle/Swine/Goat/Livestock Production, Retail Trade Businesses

4. OTHER INFORMATION

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

Prepared by:


KRISTINE E. MANGUNDAYAO
 CASHIER D

Checked by:


WILFREDO L. MORALES
 SR. ACCOUNTING PROCESSOR A

Noted by:


ENGR. PERSEVERANDO T. ATIENZA
 General Manager