



MRWD provides clean, safe water



The Metro Roxas Water District has been sustaining its operation to provide the public with clean, safe and potable water.

The agency's thrust conforms with the Philippine National Standards for Drinking Water .

Towards maintaining the best quality of water being produced, a system of water treatment is thoroughly observed and practiced in the Water Treatment Plant at Barangay Salocan, Panitan.

The system involves the treatment process, water

quality laboratory process control and monitoring.

The Water Treatment Plant (WTP), with a water production capacity of 30,000 cubic meters per day, is equipped with structures and facilities that are necessary in the entire water treatment process.

The processes involve the intake structure, sand and grit removal chamber, flash mixing chamber, flocculation chamber, sedimentation basin and filtration basin, and clear water reservoir.

The Water Treatment Plant Laboratory performs activities simultaneous with the treatment system to ensure that the standard of excellent water quality is met.

The parameters being observed by the WTP laboratory for water quality include the proper water preparation for each major step in the process, the key process involving sand and grit removal, coagulation, flocculation, sedimentation, filtration, disinfection has proceeded according to plan, and the finished product which must be clear, free from taste and odor and safe for human consumption.

In maintaining the water quality, an hourly constant monitoring is done from raw, in-processed and finished water product, sanitary survey at the farthest point of distribution system to ensure that the water is free from contamination, physical, chemical and bacteriological analysis of the water produced, and keeping the level of residual chlorine in the distribution system within the required value of the Department of Health.

Said procedures at the WTP laboratory aim to provide adequate and high standard of water quality to its concessionaires.

— by *Victoria A. Pabelonia*

New BCS attunes to customers' needs



The introduction of the MRWD's New Billing and Collection System (BCS) last March, 2013 is directed in response to the needs of its growing number of concessionaires.

The new system does not only speed up the transaction with each concessionaire but covers almost all the transaction records of the district from meter reading, billing, payments, penalties, reconnection and disconnection of water service connections.

The new system results to a more effective and efficient customer service by the MRWD.

NEW BCS / 2

Seashore Clean Up



Roxas City –A clean-up drive forms part of the activities in the celebration of the World Water Day 2013.

During this year's celebration which includes the National

Water Caravan in Capiz, participants thereto conducted seashore clean up activity at Barangay Bay-bay, Roxas City.

Led by the Metro Roxas Water District, the delegates were divided into two (2) groups designated to clean the seaside, particularly in an area going to Barangay Culasi and the other to Barangay Dumolog.

Pieces of plastics, bottles, cans, rubber and other waste materials thrown along the shore were among those that the groups were able to collect from the clean up.



The drive aims to make the public aware of the importance of protection, preserving and conserving the environment.

Leak Detection Equipment - Delivered

The Metro Roxas Water District has already received the new set of equipment which will be used for the Non-Revenue Water (NRW) Reduction Program.

The equipment, which was delivered to MRWD last May 21, 2013, is comprised of an amplifier, listening stick and ground microphone including four (4) data loggers and six (6) pulser units.



Engr. Ronald Agaton inspects the MRWD's highly advanced leak detection equipment.



An MRWD team conducts leak detection activity at Calipayan Street and Brgy. IX, Roxas City

"These tools are designed to measure the flow of water, check the efficiency of valves, detect illegal connections and leaks in pipelines that do not surface normally on the ground," MRWD General Manager Gonzalo Glen B. Delgado revealed.

Simultaneous with the delivery, the Non-Revenue Water (NRW) Reduction Team was given an orientation on the use of the equipment through a four-day training conducted by the Waterkonsult which is the supplier of the aforesaid equipment.

To ensure the capability of the new equipment, the same was tested by the Team to enable them to identify service lines leakages in the areas of Barangays 9, 10 and Lawa-an, which repair thereat were immediately effected.

LEAK DETECTION / 2

For pipeline leaks and other water service line concerns, please call (036) 6210-044 or 6210-737 locals 12 and 31

TUBI NEWSLETTER

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EDITORIAL

Not just about Water...



There is a lot of water around us, but only few are potable and safe for drinking. Since water is a must to all, Local Water Districts have been formed to address the domestic and municipal water needs. Not only that, Water Districts are meant to address water quality, inadequacy of supply and reliable service.

Being a public utility, Local Water Utilities Administration (LWUA) Chairman Rene C. Villa, during his recent visit here in Roxas City, said that **“As a Water District, there is always a public service component in what we do”**.

In response to such challenge, Metro Roxas Water District (MRWD)

has continuously lived up with its corporate motto: “We Serve Our Best.”

Consistent of its mandate, the MRWD has stepped up on its Non-Revenue Water Reduction Program which aims to reduce, if not eliminate, the non-billed waters. This will surely address the concern of some areas with low pressure of water supply during peak hours.

Our MRWD has always been committed to provide adequate supply of potable water in accordance with the standard set forth by the Philippine National Standard for Drinking Water to the people of Capiz. Truly, during the summer, we have seen the worth of our Water District.

Our very own existence has gone along with water.

The sufficiency of potable water that immediately comes out once opened from our home faucet has oftentimes been ignored by us, but to some people it is actually a privilege enjoyed by the chosen few.

For that reason, everyone should take part in protecting and preserving our natural water resources for the benefit of the present generation and the next to come.

At long last, it is really not just about water but the genuine cooperation of the community and the trustworthy public service that goes with it.

MRWD expansion programs reach more communities

Residents of Barangay Talon and Barangay San Jose were given access to safe, clean and potable water through the expansion program of the MRWD.

The waterline extension was done last May 4 and May 11 2013, at Sitio Nipa, Punta and Guimba.

The said program seeks to reach people in need of water services and extend the same to the barangays here in the city and nearby towns not yet served by the District.

With this, the delivery of safe and potable water is assured to be available to the public.

Special acknowledgment is given for the voluntary support by the Rotary Club Roxas City thru its Chapter President, Engr. Reubin L. Yap, for sharing with MRWD



the cost of labor and materials for Barangay Talon waterline extension.
— by Engr. Riann B. Brillo

“Gabion” project safeguards water treatment plant



Recently this second quarter, a restoration project at the Water Treatment Plant (WTP) was initiated by Mr. Winifred O. Dela Peña, Operations and Maintenance Division Manager, together with supervising personnel, Engr. Rouel Baes and Engr. Wilfredo Lucas.

It involves clearing activity done at the WTP's Gabion, where a wickerwork basket filled with rocks is used as a temporary fortification, in order to get rid of the thick layer

of mud which has been deposited over time and has covered the structure.

Importantly, this embankment of loose and broken stone laid along the riverbank of the WTP is an improvement introduced at the Intake Structure to serve as a safeguard to soil erosion.

With this system of river control, extraction of raw water from source is made convenient preventing the interference of dense mud and other sediments in the intake system.

The same also helps in the preservation of the Panay River, which is the MRWD's sole water source, as it keeps the river from becoming shallow and narrow caused by soil erosion.

The Management commends this initiative by the WTP key personnel in the aim of improving the District's services by way of good administration of the operations and maintenance of the water treatment facility.

— by Allan D. Alcorano

NEW BCS / 1

Salient features of the system enable the concessionaires get a number of benefits, to include among others the prompt and accurate billing with the electronic meter reading and on-site printing of customers' bill.

In addition, a more comprehensive computer-generated ledger of the concessionaires' accounts is accurately reflected and readily available in the system's database.

Occurrence of erroneous data reflected in the customer's account is prevented under the system as the Management keeps close supervision in the database administration.

As the system's operation for nearly two months now has been fairly going well, the Management is confident that minimal glitches attributed to adjustment to the new system will soon be addressed.

On the other hand, MRWD General Manager Gonzalo Glen Delgado continues to appeal for the concessionaire's understanding on some inconveniences which might have been experienced due to the System's up-grade.

“I am grateful for the support given by the concessionaires relative the BCS Project as this undertaking is for the betterment of our services”, Delgado added.

— by Catherine J. Basa

LEAK DETECTION / 1

In an another equipment test activity with the Gate valves at the Eastern portion of Roxas City proper along streets of Legaspi, Magallanes and Aguinaldo, leakages were also detected and been scheduled for repair.

Presently, one data logger and one pulser unit were already installed at Crossing Calipayan to measure the flow of water running in three barangays, namely Punta Tabuc, Barangay IX and Barangay X assigned as District Metering Area (DMA) 1.

The acquisition and employment of the advanced leak detection technology reflects the Management's thrust of lowering our non-revenue water, Delgado explained.

— by Francis C. Jocson

Reforestation for Sustainable Water Supply

The vital role our trees play in the environment provides us with a number of benefits necessary for our existence. It moderates the climate, improves air quality, harbors life and most importantly, it conserves water.



Unfortunately, the indiscriminate cutting of trees for business and economic interests has already taken its toll on our environment.

Over time, the severe depletion of our forests and woodlands has now arisen environmental issues, namely the occurrences of flashfloods, soil erosion, landslides and global warming are among the few examples.

These and other ill effects caused by deforestation pose

danger to human lives, property and jeopardizes the interests of the different sectors of the society.

Even the water industry among others is threatened by this environmental condition since trees help in the preservation of freshwater sources.

This is the reason why *Reforestation* or the process of planting trees to restore or recreate woodlands and other watershed management programs are called for by water utilities in order to ensure sustainable water supply.

It encourages public awareness on the importance of preserving natural resources and undertakes measures such as tree-planting activities to protect the water sources.

The present thrust of the Aquino administration in the implementation of the National Greening Program in the country, however, is not simply planting of trees but already growing of trees to address the challenges of global warming and climate change.

Now is the time for all of us to work together. We must preserve our remaining natural resources and be part of its rehabilitation through reforestation.

With this, we are sure to have a sustainable water service delivery both now and the future.

— by *Ruth L. Jamora*

Water Treatment Plant Opens for Educational Tours



The Metro Roxas Water District now welcomes individuals and groups who wish to conduct educational trip in its Water Treatment Plant (WTP) at Barangay Salocan, Panitan, Capiz.

The WTP's potential as a destination for educational tours was thought of after having accommodated quite a number of requests from schools.

Accordingly, the Management has come up with a proposal for the WTP Tour Guidelines in order to cater to those who intent to have site visits.

The Tour includes video-presentation on the history and corporate profile, laboratory lectures and the actual site tour.

This new development undertaken by the Management is in pursuit of promoting the water utility and its purpose of providing safe, clean and potable water 24/7 to its concessionaires.

It is also an opportunity to advance its advocacy on the importance of water and its preservation.

— by *Allan D. Alcorano*



MRWD Union Day 2013, A Success



The Metro Roxas Water District Employees Union (MRWDEU) recently held its 1st Union Day 2013 Celebration with the theme: "There is Strength in Union".

"The Union Day Celebration, which was conducted last April 30, 2013, was dedicated to all employees of MRWD in humble recognition of their significant contributions to the growth and progress of the Office", said MRWDEU President Dante A. Arcangeles.

The celebration kicked off with a Holy Mass at Mt. Carmel Parish Church followed by a lecture seminar on First Aid and Basic Life Support (CPR) conducted by the Philippine National Red Cross Capiz Chapter at the Water Treatment Plant Training Center.

Employees were also given an orientation on the Strategic Performance Management System (SPMS) by Capiz Civil Service Commission Provincial Director lawyer Maria Lina P. Gonzaga.

The event culminated with a short program where

Government Procurement Reform Act

Republic Act No. 9184



RELATED
LAWS

The Republic Act No. (RA) 9184, otherwise known as the "Government Procurement Reform Act" and its *Implementing Rules and Regulations* (IRR), lays down the necessary rules and regulations for the modernization, standardization, and regulation of the procurement activities of the Government of the Philippines (GOP).

This procurement Law aims to promote transparency, competitiveness, accountability and public monitoring, in anything that the District needs to buy, provide, or construct.

It prescribes how public bidding should proceed beginning with posting on the *Philippine Government Electronic*

Procurement System or *PhilGEPS* and also in the new and still developing portal of the GPPB, where all government procurement opportunities, notices, results of bidding, awards and reasons for the award must be published.

The Government Procurement Policy Board (GPPB) is the head agency tasked to oversee implementation of this law.

Accordingly, the Metro Roxas Water District with its duly appointed members of the Bids and Awards Committee (BAC) has been truthfully observing the said law in enhancing the District's procurement process.

Following the principles laid down in the Procurement Law and to accomplish its objectives, the MRWD makes sure that there is a wider dissemination of notices of bids and relevant public participation through the creation of an independent body composed of accredited businesses, non-government and people's organizations as an oversight.

MRWD's faithful observance of the rules governing procurement process enables the District to advance its interest in so far as purchase and acquisition of goods and engagement of services. And at the same time, get rid of collusion, favoritism and other illegal acts or offenses punishable by RA 9184.

— by *Shalmahr B. Vito*



plaque of recognitions were presented to the Interim Board of Directors, General Manager Gonzalo Glen B. Delgado and the past Presidents of the Union for their support and assistance extended to the employees' organization.

— by *Angelo D. Ciudadano*

"World Water Day 2013 National Water Caravan"



Roxas City – The Metro Roxas Water District in partnership with the Water District General Managers

Association – Panay (WDGMA-Panay), successfully hosted the National Water Caravan for World Water Day 2013 in the Western Visayas Region.

The said simultaneous nationwide activity was launched by the Local Water Utilities Administration (LWUA) in support to the United Nations World Water Day 2013 celebration.

The "TUBIG PARA SA LAHAT, LAHAT PARA SA TUBIG", as locally adopted theme by the LWUA has called for all water districts in the country to participate in the endeavor as a response to this year's world water day theme of International Year of Water Cooperation.

In a short program held at the People's Park, Barangay Bay-bay, Roxas City, delegates of different water districts from

Iloilo City and the Provinces of Aklan, Antique, Guimaras and Capiz, were welcomed by MRWD General Manager Gonzalo Glen B. Delgado and WDGMA-Panay President Angelo Hidrosollo.

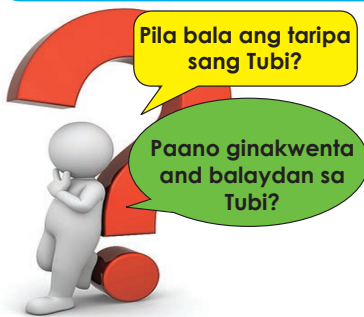
Accordingly, Engr. Enrique O. Gita read LWUA Chairman lawyer Rene O. Villa's message for the occasion.

Also present during the celebration were Capiz Governor Victor A. Tanco and Roxas City Vice-Mayor Ronnie Dadivas, who both gave inspirational messages to the participants on the importance of sustainable water service delivery.

Part of the program was the launching of the MRWD's Newsletter and followed by seashore clean up activity in Barangays Baybay and Dumolog, Roxas City.

— by *Angelo D. Ciudadano*

TALAMDAN SANG KONSUMIDOR



Ang taripa sang tubi sang Metro Roxas Water District naga-umpisa sa **P229.00** lamang sa una nga napulo (10) ka metro kubiko nga konsumo ukon **P22.90** kada isa ka metro kubiko.

Kon kamo naga konsumo sang:

Napulo (10) metro kubiko (minimum)

Ang imo bayadan:

P229.00 o P22.90 kada metro sang tubi

Pareho sang iban nga Water Utilities sa Pilipinas, ang taripa sang tubi nagabag-o suno sa konsumo sang konsumidor. Kon magalapaw sa minimum nga konsumo, ini ang ginatawag nga Commodity Charges.

Halimbawa sini ang 11-20 nga metro kubiko nga konsumo, ang commodity charge nagabili sang P27.70 kada metro kubiko kag kon makalab-ot sa 21-30 nga metro kubiko ang konsumo, ang commodity charge naga bili na sang P32.45 kada metro.

Kun kamo naga konsumo sang: Ang imo bayadan:

15 metro kubiko	1st 10 cum -	P 229.00
	next 5 cum: 5 x P27.70	138.50
		P 367.50

20 metro kubiko	1st 10 cum -	P 229.00
	next 10 cum: 10 x P27.70	277.00
		P 506.00

25 metro kubiko	1st 10 cum -	P 229.00
	next 10 cum: 10 x P27.70	277.00
	next 5 cum: 5 x 32.45	162.25
		P 668.25

MRWD Authorized Bill Payment Outlets


Veterans Bank


United Coconut Planters Bank


Development Bank of the Philippines


LandBank of the Philippines

MRWD Payment Hours

7:30 am - 4:00 pm
No Noon Break
(Weekdays)
8:00am - 12:00pm
1:00pm - 3:00pm
(Saturdays and Holidays)

MRWD Contact Information website:

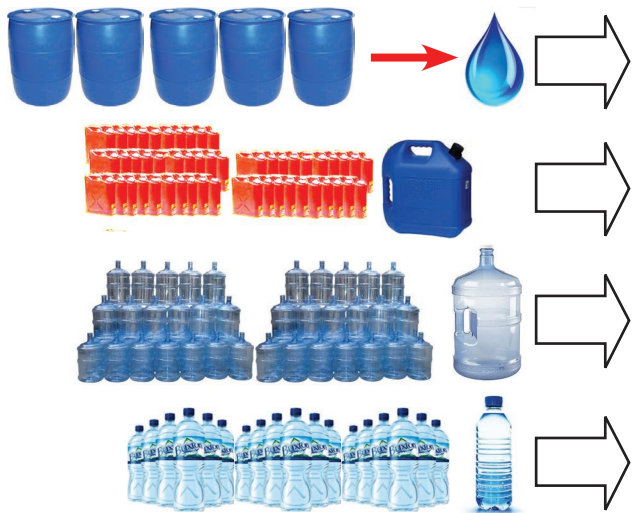
<http://www.metroroxaswd.gov.ph>
 email: metroroxaswd@gmail.com

Customer Service Hotline

(036) 6215 - 475
522 - 1160 / 522 - 1161

Para sa mga pamalangkotanan sa inyo balaydan sa tubi, magkadto lamang sa amon Customer Service Division, MRWD Bldg. Km. 1, Roxas City ukon magtawag sa numero (036)6215-475, 6210-737/6210-044 local 14, 522-1160, 522-1161.

IMPORMASYON PARA SA MGA KUNSOMIDOR



Ang isa ka kubiko nga tubi kapareho sang lima (5) ka dram nga kadamuon sang tubi. Ang isa ka dram naga bili sang **P4.58**.

P 22.90/metro kubiko ÷ 5 drums

Ang isa ka kubiko nga tubi kapareho sa singkwenta (50) ka kerosene cans. Ang isa ka kontiner naga bili sang **P0.45**.

P22.90/metro kubiko ÷ 50 kerosene cans

Ang isa ka kubiko nga tubi kapareho sa 264 ka galon sang tubi. Ang isa ka galon naga bili sang **P0.08**.

P22.90/metro kubiko ÷ 264 gallon

Ang isa ka kubiko nga tubi kapareho isa ka libo (1000) ka litro nga kadamuon. Ang isa ka litro naga bili sang **P0.02** kada isa.

P22.90/metro kubiko ÷ 1000 liters



MRWD nagapangayo suporta sa pumoluyo

Padayon nga nagapangayo sang suporta sa mga pumoluyo ang tagdumalahan sang Metro Roxas Water District angot sa pag gamit sang tubi.

Suno kay MRWD General Manager Gonzalo

Glen Delgado nga ang padayon nga pagtaas sang porsyento sang nauyang nga tubi tungod sa samad nga mga tubo kag bawal nga pagkabit sa linya sini ang nagapahina sang suplay ilabi nagid sa aga, sa diin, madamu sang dungan nga nagagamit sini.

Angut sini, ginapangabay ni Delgado ang mga konsumidor nga yara sa malayo kag matag-as nga mga lugar

nga magsalud kag magtipon sang tubi sa mga inoras nga mabaskog ang tubod sang tubi sa gripo.

Sa sini nga pamaagi masigurado nga may supesyente nga tubi nga paga gamiton sa aton pang adlaw-adlaw nga pag ginawi kag kinahanglanon.

Guinpasalig man niya nga ang MRWD ang padayon sa pagtuon kag pagpangita sulosyon para mahatagan sang permanente nga sabat ang nasambit nga problema.

Samtang, ginapanawagan man niya ang tanan sa pagpaabot sa talatapan snag MRWD sa mga makita nga samad nga tubo sang tubi kag ginadudahan nga ilegal nga koneksyon.

Suno pa sa iya nga nakahanda ang amo nga talatapan sa paghatag sang padya para sa makapalab-ot sang amo nga mga impormasyon.

— by Francis C. Jocson

Mga Masami nga mga Palamangkutanon

Pamangkot: Paano makapatakod sang linya sang tubi?

Sabat: Para matakdan sang linya sang tubi dal-on sa talatapan sang MRWD ang mga masunod: sketch sang lokasyon sang poluy-an, barangay clearance, sedula, kag isa ka balido nga I.D.

Pamangkot: Pila ang balayaran magpatakod sang tubi?

Sabat: Ang Metro Roxas Water District nagahatag sang promo para sa mga gusto magpatakod sang residensyal nga linya sang tubi. Ang konsumidor magabayad lamang sang P 300.00 kag ang balanse sarang mabayadan sa sulod sang dose (12) ka bulan upod ang konsumo sa kada bulan.

Pamangkot: Paano magpa rekonek sang linya sang tubi?

Sabat: Para mapadayon ang serbisyo sang inyo linya sang tubi, ang konsumidor kinahanglan magdala sang isa ka valid I.D. kag magbayad sang P 50.00 (isa ka semana ang nakalipas matapos mautdan sang koneksyon) ukon P 300.00 (sobra isa ka semana pagkatapos mautdan) para sa reconnection fee.

Pamangkot: Paano magpa-ilis sang metro?

Sabat: Ang mga konsumidor nga may ara problema sa ila metro sang tubi, pwede magreport sa MRWD Customer Service Division para ma imbestigahan kag matagaan sang insiguída nga aksyon kung ang inyo metro dapat na ilisan.

Pamangkot: Paano mahibaluhan kung ang linya sang tubi may ara tagas ukon leak?

Sabat: Guinapanugyan ang mga konsumidor sang Metro Roxas Water District nga bantayan kag basahon permi ang kontador sang tubi. Kon ang kontador sang tubi sige ang tiog bisan nakasara ang tanan nga gripo sa panimalay kag kon nag gulpi taas ang konsumo sang tubi, mahimo nga my diperensya o samad ang inyo linya sang tubi. Kon makita ini nga diperensya, ipaabot guilayon ang reklamo sa talatapan sang MRWD.

Pamangkot: Ano ang himuon kon may nahibaluhan nga may nagapatigayon sang ilegal nga koneksyon?

Sabat: Guilayon ipahibalo sa talatapan sang MRWD Office para mahatagan sang guilayon nga aksyon. Ang tag report mahimo makabaton sang "informant incentive reward".

Pamangkot: Sa diin pwede mabayaran ang water bill?

Sabat: Ang konsumidor pwede makabayad sang ila water bill sa MRWD Office Km.1, ukon sa otorisado nga mga bangko pareho sang DBP, Veterans Bank, UCPB kag LandBank of the Philippines.

Pamangkot: Sa diin pwede makadto ang konsumidor kung sila may palamangkutanon?

Sabat: Ang konsumidor nga may ara palamangkutanon parte sa ila koneksyon sa tubi, mahimo magbisita sa opisina sang MRWD Office sa Kilometer 1, Roxas City ukon magtawag sa amon Customer Service Hotline Nos. (036)6215-475, 6210-737/6210-044 local 14, 522-1160, 522-1161.

— by Rona T. Lamarez

NEED WATER CONNECTION?
 Interim Board of Directors Resolution No. 102 Series of 2009

Promo for Residential Connection Fee

Just pay **P300.00** for residential service connection, the remaining balance is payable in 12 months plus current bill.

MRWD Contact Information

<http://www.metroroxaswd.gov.ph>
 Email: metroroxaswd@gmail.com

Customer Service Hotline

(036) 6215-475
522-1160 / 522-1161

For your comments, suggestions or feedback email us at info@metroroxaswd.gov.ph