

METRO
ROXAS



WATER DISTRICT 1976

ANNUAL REPORT 2013

METRO ROXAS WATER DISTRICT
Kilometer 1, Roxas City, Capiz, Philippines

MISSION STATEMENT

E **FFECTIVELY AND EFFICIENTLY** source, treat and deliver adequate and safe water;

T **O BUILD AND MAINTAIN** an organization responsive to the needs of our customers;

C **ONTINUOUSLY UPLIFT** the skills and well-being of our employees.

VISION STATEMENT

T **O HELP** in the upliftment of the quality of life and the enhancement of economic activities in our service area through the delivery of safe, adequate and affordable water.

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COMPANY PROFILE

To help in the upliftment of the quality of life and the enhancement of economic activities in our service area through the delivery of safe, adequate, and affordable water.

METRO ROXAS WATER DISTRICT is a government owned and controlled corporation duly organized and existing under Presidential Decree No. 198, as amended, with office address at MRWD Building Kilometer 1, Roxas City. It was formed on October 20, 1976 by virtue of Sangguniang Panglungsod Resolution No. 45, Series of 1976.

Subsequent to the grant of the Conditional Certificate of Conformance (CCC) No. 032 on January 20, 1977, the then Roxas City Water District (RCWD) has inevitably grown from a small water district catering only about 1,152 water connections and now categorized as Category B water district with a total number of 26,855 connections to date.

W

MRWD'S main water source is the Panay River, where raw water is treated in the Water Treatment Plant with a water production capacity of 30,000 cubic meters per day.

MRWD water services cover the areas of Roxas City, Municipalities of Panay, Panitan and Ivisan, even reaching the Olutayan Island thru the operation of its water barge service. It also supplies the Municipality of Sigma thru the bulk sales services.

This thrust of service is anchored in the aim to ensure the efficient and sustainable delivery of adequate, clean, safe and potable water that conforms with the Philippine National Standards for Drinking Water.



“WE VIEW CHALLENGES AS CHANCES FOR REJUVENATION, AND AN OPPORTUNITY FOR GROWTH AND CHANGE FOR THE BETTER.”

“MUCH STILL NEEDS TO BE DONE.”

CHAIRMAN'S MESSAGE

MOTHER NATURE has a forceful and at times frightening way of equalizing, leveling everything under its realm. Its cyclical turbulence serves a succinct reminder how helpless we are under its spell, and that we must obey her life-supporting system and principles of balance.

The recent devastation brought by Typhoon Yolanda adversely affected the resources of our water district and our personal properties as well. However, like our ancestors who have survived and in a way, conquered nature-we are still standing tall, resilient and enduring. Fallen, waylaid, but always rising up wiser and stronger. Ganyan ang Pinoy, kahit dumadapa...bumabangon...sumisipa. Indeed, our greatest glory lies not in never falling but in rising every time we fall.

We view challenges as chances for rejuvenation, and an opportunity for growth and change for the better. Through all the good and the bad times, we have accomplished so much in the short but precious time that we have worked together. We intend to continue the good things we have achieved as one great team. Metro Roxas is growing economically and we expect such growth to continue and to accelerate in the future and MRWD should be prepared. A few but vital developments are in the offing to meet the needs of such good developments.

One is the upcoming refinancing of our loans to ease MRWD's debt burden of about Php1B. To generate additional revenues for projects aimed at ensuring our customers' satisfaction, we are reviewing current water rates and looking at the possibility of increasing it to very reasonable, affordable and justifiable levels. Due to a projected increase in demand, the direction is to lower Non-Revenue Water (NRW) and to identify and develop new and alternative sources.

Of course, on top of those endeavors, we are also continuously searching for ways to improve the working conditions and the lives of our Human Resource capital. Our sights are set at threshing out the kinks and clearing the legal obstacles towards the conversion/reclassification of a portion of MRWD-owned real property from agricultural to residential, for possible development into a housing project for qualified MRWD officers and employees.

Much still needs to be done. We need to brace for and embrace, the future, as it opens great horizons. MRWD working with one mind and heart - will work to our advantage. Our newly-formed Union is expected to assist the Board and the Management in creating a strong bond between and among all of us, a synergy that is of prime importance to conquer the present and the future. All these we must do- and more-to contribute to the economic development of Metro Roxas, and for the general welfare and betterment of the lives of the children, women, and men we are avowed to serve.

After every storm, sunny days follow. Let's work hard for a brighter tomorrow, with God's hand as our shepherd.



ATTY. RODELO G. FRANCO

THE METRO ROXAS WATER DISTRICT (MRWD) INTERIM BOARD OF DIRECTORS (IBOD)

The year just passed saw the reconstitution of the MRWD Interim Board of Directors following the compulsory retirement of its former Chairman Engr. Antonio B. Magtibay in July, 2013. The new Board, composed of three (3) Local Water Utilities Administration (LWUA) Officers and two (2) local representatives, came on Board, armed with a fresh mandate from the LWUA to provide sound written policies and strategic guidelines that bear on the character of MRWD to foster its long term success, ensure its long term viability and strength and secure its sustained competitiveness.

Having been vested with the legal capacity and authority to exercise all corporate powers with the corresponding obligation to hold all properties of MRWD in behalf of the State, and mindful of its responsibility and accountability to the State for the operations and performance of MRWD, the IBOD forthwith carried out its functions with the utmost degree of professionalism and effectiveness.

Initially, the Board focused on the refinancing of MRWD's huge indebtedness to LWUA for more than One Billion Pesos with carrying cost of interest ranging from 8.5% to 15% per cent annum that laid heavily on the financial resources of the District for almost a decade. This placed MRWD in an unenviable position of being the top borrower of LWUA.

In May 2013, the Board accepted the offer of the Development Bank of the Philippines (DBP) to refinance MRWD's loans for Php25 million, at 5.0 % p.a., for a period of five (5) years. The refinancing of LWUA loans, with original interest rates ranging from 9% to 15%, were subsequently approved by LWUA in March 20, 2014, and by the Department of Finance and the Bangko Sentral ng Pilipinas in the last quarter of 2013. This initial batch of refinancing is in the process of implementation.

The Board has firmly set its sights on the next batch of refinancing of LWUA loans for Php1.050 Billion with carrying cost of 8.5% per annum. Hopefully, MRWD could attract long term refinancing offers from government banks, hopefully at 5% p.a. and other terms better than the previous Php25 Million refinancing. From this, MRWD expects to generate savings of about Php23.8 Million annually for the next five (5) years to effectively offset its increasing yearly cash flow shortfalls arising mainly from its current loan servicing obligations, as well as realize sufficient cash surplus to finance capital expenditures for expansion and improvement/maintenance of water supply projects in order to meet increasing water demand in the short to medium term and ensure MRWD's long term viability.

In the meantime, in anticipation of the increase in the amount of debt servicing of LWUA loans starting 2016, the Board deliberated at length on the proposed increase of water rates earlier approved in a public hearing and set for implementation in 2014. After a series of meetings/consultations with the business sectors and the local governments in Roxas City, MRWD has submitted a reasonable water rates increase proposal for the approval of LWUA.

The previous year also saw the reconstitution of MRWD's Bids and Awards Committee (BAC), as well as the revision of the District's procurement policies to (i) ensure compliance with R.A. 9184 otherwise known as the Government Procurement Reform Act (ii) encourage participation of local suppliers in the procurement activities of the District in an open, transparent and competitive bidding and (iii) to procure goods and supplies from suppliers at such terms and conditions advantageous to the District.

As part of the District's continuing Program to reduce Non-Revenue Water (NRW), the Board directed Management to closely monitor production levels



of treated water and assign roving maintenance personnel 24/7 to check on leakages and illegal connections. Specifically, the Construction and Management Department, through the General Manager was directed to ensure that the flow meters at (production) source are working efficiently and accurately at all times to erase doubts on the volume of treated water actually produced. This would help validate the computation of NRW on a monthly basis. Consequently, the level of MRWD's NRW dipped to below 30% in the last quarter of 2013 vis a vis almost 30% in the same period last year.

During the year under review, the Board directed Management to conduct a thorough and continuing review of the District's Computerized Billing and Collection System to (i) enhance internal controls in the preparation of water bills, (ii) validate the aging and movement of operations-related accounts receivables and (iii) ensure that collections are efficiently and accurately recorded and reported periodically to top Management.

To help ensure that the District's corporate strategies and policies, business plans and operating budgets are well coordinated for systematic monitoring and implementation, the Board summoned all Department Heads to a "budget hearing" wherein budget proposals were openly deliberated in order to

defend/justify budgetary outlays and effect downward adjustments in controllable expenses, while providing reasonable budgets for revenue generating activities. Last year, the Board, in its Resolution No. 30, recognized the cooperation and support of the Metro Roxas Water District Employees Association (MRWDEU) towards the successful implementation of MRWD's plans and programs. Subsequently, the Board approved the first ever Collective Negotiation Agreement (CNA) with MRWDEU. The CNA should serve as an instrument in creating and maintaining a strong bond between and among Management and MRWD's working force, a synergy that is of paramount importance in rising up to the present and future challenges.

In the same year, the Board approved MRWD's Program on Awards and Incentives for Service Excellence (PRAISE) through its Resolution No. 38. PRAISE is anchored on the principle of providing incentives and awards based on performance, innovative ideas and exemplary behavior of civil servants.

The present Board is confident that with IBOD Members, MRWD Management and MRWDEU working with one mind and heart, MRWD shall overcome the present and future challenges towards the economic development Metro Roxas and the promotion of the general welfare and betterment of the living conditions of all Capizeños!

GENERAL MANAGER'S REPORT

THIS YEAR, we have encountered several situations that challenged the very core of MRWD's character in the light of public service. We tread towards the problems of financial shortfall, low pressure, non-revenue water, information dissemination and maintaining the quality of water produced. And before the year ends, super typhoon "Yolanda" devastated us.

Nevertheless, through the support and perseverance of our employees, we have increased reasonable pressure, plugged a number of leakages, established District Metering Areas, enhance our Non-Revenue Water (NRW) reduction program, start off our new Billing and Collection System (BCS), launched "Tubi" Newsletter, enhanced website and facebook page, and strictly implement water quality control.

Despite the challenges in 2013, we have established institutional reforms such as the approval of Collective Negotiation Agreement between MRWD and its Employee's Union, adoption of Strategic Performance Management System and a number of Civil Service Commission's (CSC) programs like Anti-Fixer Campaign and No Noon-Break policy.

Aside from delivering adequate potable water 24/7, we also rehabilitated the Cabugao Bridge. About 6 barangays in Roxas City were benefitted by the pipeline extension. This year a total of 1,650 additional service connections were installed which is 37% beyond target.

Also, we have implemented clustering of water meters to minimize leakages, illegal connections and less maintenance works during installation.

Meanwhile, our NRW numbers continue to lower as we relentlessly pursue our strategies and targets. We completed the District Metered Areas (DMAs) within our franchise areas that will enable us to better control the supply and distribution of water. The MRWD developed data base and Geographic Information System (GIS) which is capable of assembling, manipulating and displaying geographical information, which will surely play an important role in lowering its NRW in the near future.

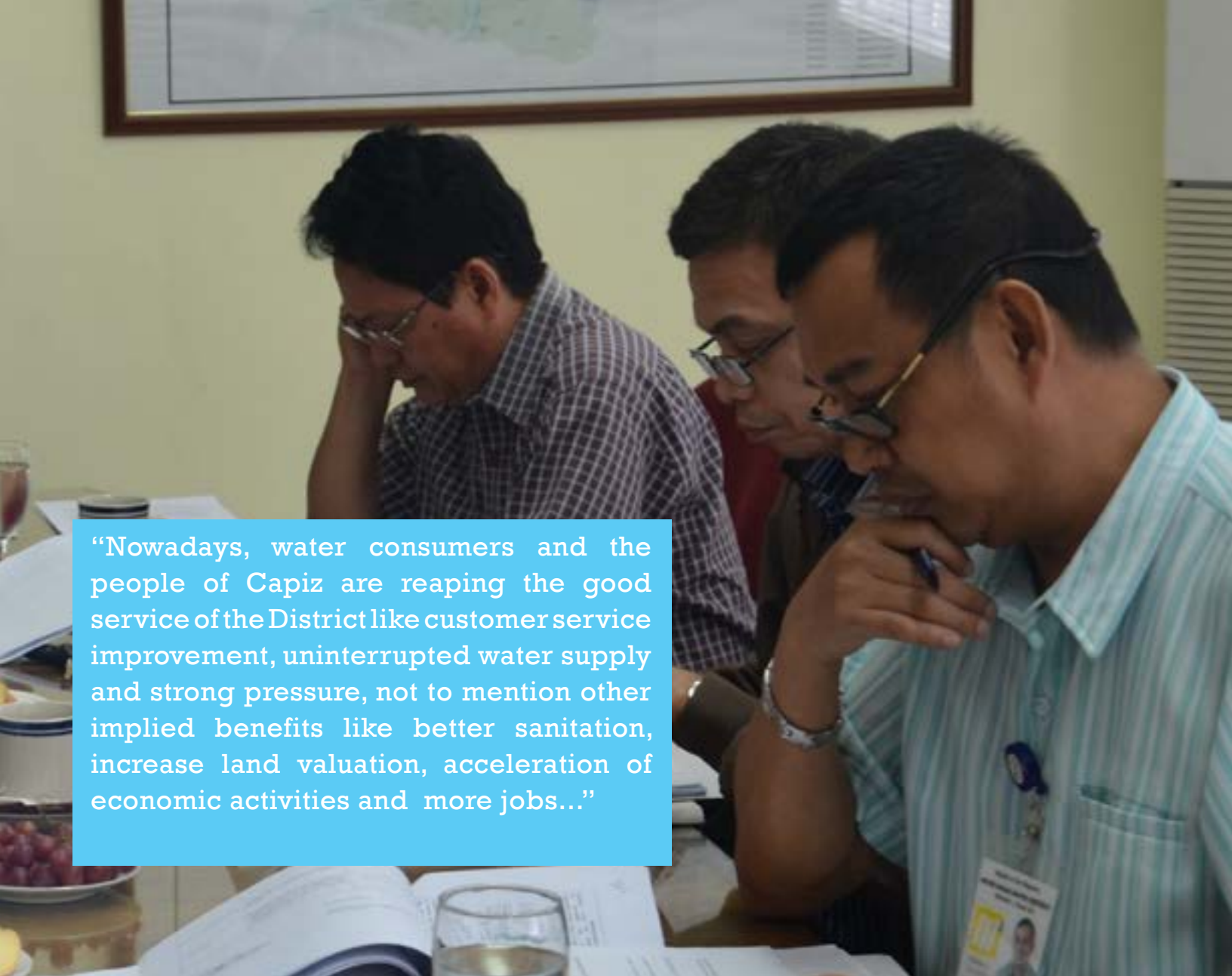
With the new BCS in place to facilitate the prompt billing and taking away the long queue line in collection, MRWD underscored positive collection efficiency in its Operation vis-à-vis its Budget for the year. Although operating under financial constraint, we managed to address the fundamental needs of our consumers and comply with statutory obligations.

Despite the wreckage of super typhoon "Yolanda", we never cease to serve the public. My sincere acknowledgment to all MRWD employees for a job well done.

Nowadays, water consumers and the people of Capiz are reaping the good service of the District like customer service improvement, uninterrupted

 **1,650**

This year a total of 1,650 additional service connections were installed which is 37% beyond target.

A photograph of three men sitting at a table in a meeting. The man on the left is wearing a checkered shirt and glasses, resting his head on his hand. The man in the middle is wearing a red shirt and glasses, looking down. The man on the right is wearing a light blue striped shirt and glasses, holding a pen to his chin. There are papers, a glass of water, and a plate of fruit on the table. A framed map is on the wall in the background.


“Nowadays, water consumers and the people of Capiz are reaping the good service of the District like customer service improvement, uninterrupted water supply and strong pressure, not to mention other implied benefits like better sanitation, increase land valuation, acceleration of economic activities and more jobs...”

water supply and strong pressure, not to mention other implied benefits like better sanitation, increase land valuation, acceleration of economic activities and more jobs, to name a few.

In view of the foregoing, we indirectly provide a haven for local industry towards progress and attract more investors to come-in because of the adequacy of potable water supply.

We urge everyone to take pride of what we have accomplished, and look forward to improving the lives of more Capiñezos. However, we must continue to move forward and acknowledge that there are greater challenges that lie ahead of us.

In the ups and downs we have gone through, we still put our faith – strong and vibrant - before GOD whose mercy and grace is always infinite.



ENGR. GONZALO GLEN B. DELGADO
General Manager

2013 MONTHLY ACTIVITIES

MRWD takes pride with its year in review of events, awards and accomplishments...

January

- Non Revenue Management Seminar

February

- 74th Philippine Institute of Chemical Engineers (PiChe) National Convention
- 2013 Philippine Association of Water Districts Convention

March

- Water Philippines 2013 National Conference
- World Water Day 2013
- Released of MRWD Newsletter Maiden Issue

April

- MRWD Employees' Union Day
- Seminar on Non-Revenue Water Reduction & Waste Management
- Understanding the Water Quality and Complying with the Philippine National Standards for Drinking Water Seminar
- Public Financial Management Reforms Toward Inclusive Development
- Implementation of the new Billing & Collection System

July

- Quality Customer Services and Values Orientation Workshop
- Performance Management in the Philippines: Strategies and Breakthroughs

August

- Water System Employees Response (WATER) 4th National Congress
- Start of Concessionaire's Household Surveying Activities for GIS Development

September

- Deactivation of old pipe lines in Roxas City Proper

October

- MRWD 37th Anniversary
- Leave Laws Administration Workshop
- Government Procurement (RA9184) Seminar
- 2013 Philwater Conference



World Water Day 2013



Provincial Tourism Week



37th MRWD Anniversary



CAPSU Students @Water Treatment Plant



37th MRWD Anniversary



MRWDEU Union Day



Quality Customer Service training



Halad sa Capiznon 2013



Administrative Building and Lawaan Reservoir after Super Typhoon “Yolanda” hits Capiz

“Water for the future generations....priceless.”
- Anonymous



INTERIM BOARD OF DIRECTORS



**ATTY. RODELO
G. FRANCO**
Chairman



**DR. ANTONIO
A. BALGOS**
Vice-Chairman



**ATTY. LOLITA
A. QUISUMBING**
Secretary



**DIR. MA LUZ E.
DEL PUERTO**
Member



**ENGR. JESUS M.
DIAZ**
Member

ADMINISTRATIVE STRUCTURE



ENGR. GONZALO GLEN B. DELGADO
General Manager



MS. ELITA M. FRANCISCO
Administrative
Division Manager



MS. LILIBETH A. ARLUZ
Customer Accounts
Division Manager



ENGR. ZALDY A. LACSON
Construction & Maintenance
Division Manager



ENGR. LIZALYN B. BAYLON
General Services
Division Manager



MR. WINIFRED O. DELA PEÑA
Operation & Maintenance
Division Manager



MS. JOGI A. DELFIN
Accounting Budget & Cash
Division Manager



ENGR. MANUEL B. SALAZAR
Planning & Design
Division Manager



MRS. TERESITA A. DELOTAVO
Customer Services
Division Manager



ENGR. VINCENT I. VILLASIS
Quality Control
Division Manager

Accomplishment Report by Division

ADMINISTRATIVE DIVISION

THE HUMAN Resource (HR) team continues to strive to adopt more proactive approaches to even enhance and empower the workforce of MRWD. With the initial approval of our HR Plan, we continuously review our structure to ensure that we can fully support our employees' effectively and have developed plans for the coming years to ensure that quality service will be given to them.

Accomplishments: The HR Team has started working out with the new Organizational Structure and Staffing Pattern in relation with the implementation of the new LWD-MaCRO.

A total of 16 seminars/trainings were attended by MRWD personnel which were conducted by different agencies such as the Philippine Institute of Chemical Engineers, Water National 2013 National Conference, 2013 Philippine Institute of Certified Public Accountant (PICPA).

Granted a 3-day Union Leave on top of the leave benefits provided for by law. This is embodied in the

Collective Negotiation Agreement (CNA) mutually agreed upon by the employees and Management. After Typhoon Yolanda, employees were also made to avail of the 5-day Special Emergency Leave to enable them to repair whatever damage the typhoon brought them.

Oriented different kinds of systems and programs which include: Qualification Standards; Strategic Performance Management System (SPMS); Merit Promotion/Selection Plan (MPSP); Grievance Machinery; Program in Awards and incentives for the Service Excellence (PRAISE).

Complied all the mechanics for the ARTA Watch Inspection Checklist. Starting with MRWD Citizens Charter; Anti-Fixer Campaign; Public Assistance and Complaints Desk; No Lunch/Noon Break Policy; Wearing of Identification cards/Nameplates; Office Physical Set-Up and its Basic Facilities which includes clean comfort rooms, convenient waiting areas and special lanes for Person with Disabilities (PWD), Pregnant and Senior Citizens.

GENERAL SERVICES

THE GOAL of the General Services Division is to support the operation of the Metro Roxas Water District by providing a variety of services to ensure safe, comfortable, and conducive environment for MRWD employees, its concessionaires and visitors. Moreover, the Division is responsible for the maintenance of all MRWD service vehicles and facilities.

Accomplishments: Quarterly preventive maintenance and general cleaning of Air-conditioning units; 31 units in the main bldg., 1 unit in Panay sub-office, and 7 units in WTP Panitan. Minor repair/maintenance of building and grounds

was continuously done, as well as the repair and maintenance of service vehicles.

Renewal of Registration of 28 Service vehicle.

Acquisition of two (2) motorcycles for CMD use.

Processing for the Transfer Certificate of Title of Reservoir Lot and its access road with an area of 994 sq.meters located at Ivisan, Capiz.

Repaired buildings/structures damaged by "Super Typhoon Yolanda"



...we continuously review our structure to ensure that we can fully support our employees' effectively...



Improved warehousing and storekeeping of regular supplies and materials.

Conducted "Actual Physical Count of Inventories" and submitted before the office of the Commission on Audit.



Accomplishment Report by Division

CONSTRUCTION & MAINTENANCE DIVISION

THIS YEAR, the total service connections are about 1,650. Re-connection decreases by 55.35% and Disconnection increases by 82.99%. As we compare leakages, comprising transmission, distribution and service line, it increases for about 20.79%. For the illegal connection, it decreases of about 54.17%.

Several expansion projects were undertaken within our service area.

Accomplishments: Rehabilitation and relocation of Cabugao bridge, Panay Capiz.

Six (6) barangays' in Roxas City was privileged to have their pipeline or main line extension 3,420 linear meter of 50mmØ were laid.

This year a total of 1,650 connections were installed in the whole service areas namely Roxas City, Panay, Ivisan and Panitan.

There were about 3,355 service connections reconnected this year. A total of 158 service connections altered on various locations.

From the month of January to December, two (2) transmission lines were detected to have leaks and immediately repaired.

About ninety six (96) cases of leakages on the distribution line recorded this year. Also, a total 1,910.31 cubic meter utilized by way of flushing.

Eighty eight (88) disconnected service connections that were permanently closed to prevent from illegal connections and future leaks.

Seventy two (72) illegal connections were detected. Offending concessionaire have been penalized accordingly.

Implemented Clustering to minimize leakages and illegal connection and less maintenance in terms of installation, disconnection, and reconnection.

Quality Control Division

THE DIVISION'S accomplishments this year manifest commitment to produce no less high quality potable water.

Accomplishments: Analyzed and introduced the optimum dosage of chemicals to the raw water which in return play an important role in producing a safe and potable water and lead to the reduction of wastewater and save chemical consumption.

Sanitary surveys were regularly done and immediate actions have been implemented during suspected contamination in the distribution system. Accordingly upon advice, the Construction

and Maintenance Division will have to conduct flushing activities.

Submission of water samples to the Department of Health accredited laboratory has been implemented to ensure the authenticity of water examinations of bacterial count of the product water at Water Treatment Plant and the whole distribution system.

Super typhoon Yolanda did not stop MRWD in providing safe and potable water to the consuming public, despite severe damage to the WTP structure, the Division did sustain its service despite the crisis.



...accomplishments this year manifest commitment to produce no less high quality potable water.



Accomplishment Report by Division

COMMERCIAL SERVICES DEPARTMENT

THE **COMMERCIAL** Services Department operates through the two Divisions under it, the Customer Services Division and the Customer Accounts Division. The task of attending to the concessionaires' complaints in relation to the District's residential, government, commercial, industrial and bulk sales services is being addressed by the Customer Services Division, while the billing and collection concerns are being facilitated by the Customer Accounts Division. The MRWD currently has a total number of 26,855 service connections.

Customer Services & Account Division

THE **DIVISION** has continuously raise the bar of excellent customer service as shown hereunder:

Conducted Quality Customer Service Value Orientation last July 27-28, 2013 at MRWD Bldg. Increase the number of net service connection from 1,259 to 1,650.

Good management of customers' accounts and records to ensure efficient customer service are the Division's best practices in achieving these year's accomplishments.

 **31%**

Customer Services Division

WITH **OUR** new BCS Program, the Division as the front liner of Metro Roxas Water District has delivered good service to our concessionaires through prompt distribution of the water bills and immediate action on the complaints.

On July 27-28, 2013, almost all staff of Customer Services Division attended the Quality Customer Service and Values Orientation. This seminar has help refreshed and improved our ranks to even give better service to our concessionaires.

With our new disconnection policy, it increased the number of net service connection from 1259 to 1650 service connection and also decrease the number of service closure.

Our meter readers, aside from doing meter reading, also function as investigators since they also report any incidence of leakages and actual usage of service connections.

Net Increase of Service Connection

		As of December 2012	January - December 2013		Increase
Roxas		20,071		21,423	1,352
	New		1,312		
	Reopening		1,363		
	Closed Connection		1,323		
Panay		3,317		3,444	127
	New		160		
	Reopening		158		
	Closed Connection		191		
Ivisan		907		976	69
	New		71		
	Reopening		59		
	Closed Connection		61		
Panitan		908		1,010	102
	New		89		
	Reopening		51		
	Closed Connection		38		
Total Net Increase					1,650

↑1,650
increase of service
connection



Accomplishment Report by Division

PLANNING & DESIGN DIVISION

WITH OUR AIM to continuously reduce our water losses and provide sustainable supply of water to our franchised areas, the Planning and Design Division implemented various programs and strategies to hit our annual Non Revenue Water (NRW) reduction target. Since last year we started the establishment of District Metered Areas (DMA) in our distribution system. The DMA is a discreet area within a distribution system by which the quantities of water entering and leaving are metered. The establishment of DMA enables us to have a tool to quantify level of leakages in our different districts. The subsequent analysis of flow determines not only if work is to be done to reduce leakage, but also to compare levels of leakage in the different districts to asses where it is most beneficial to undertake leak localization activity. With the procurement of leak detection equipment, a team was created to conduct leak detection work. Since May of this year more than 345 underground leaks had been detected and repaired in the different areas of Roxas City, Panay, Ivisan and Panitan.

With the bulk of our leakages determined to be in Roxas City Proper, step testing procedures and sounding was implemented to test different pipe segments in Roxas City proper for leaks. It was found out during the activities implemented that there are old lines that are supposed to be deactivated during the pipe replacement program implemented that are still active. With this findings, several deactivation works was implemented to terminate these old and active old lines with pipe diameter that range from 75mm to 250mm which are of steel and asbestos made.

With the deactivation works of our old pipelines completed in the east side of Roxas City proper, the activity implemented resulted to the improvement of our system pressure in Roxas City and the improvement of our Lawaan reservoir water level. Although there are still areas covered by the pipe replacement program specifically in the areas located in the west side of Roxas City proper that needs to be assessed for the presence of active old pipes, a continuing activity to test and clear the west side of Roxas City for these active old lines will be prioritized next year.

AS ONE of the key components to manage our water losses is a good data collection and data management, the Planning and Design Division conceptualized a Data Base System with a capability to integrate values between application (cross referencing), and a feature that can connect with other Data Base Program. With the newly developed Data Base which allows us to store huge amounts of information and a GIS system capable of assembling, manipulating, and displaying geographically reference information, this newly developed system is look upon to improve our efficiency and enhance our effectiveness in our NRW reduction work in the coming years.

Accomplishments:

Installation of District Metered Area

Implementation of Leak Detection Program

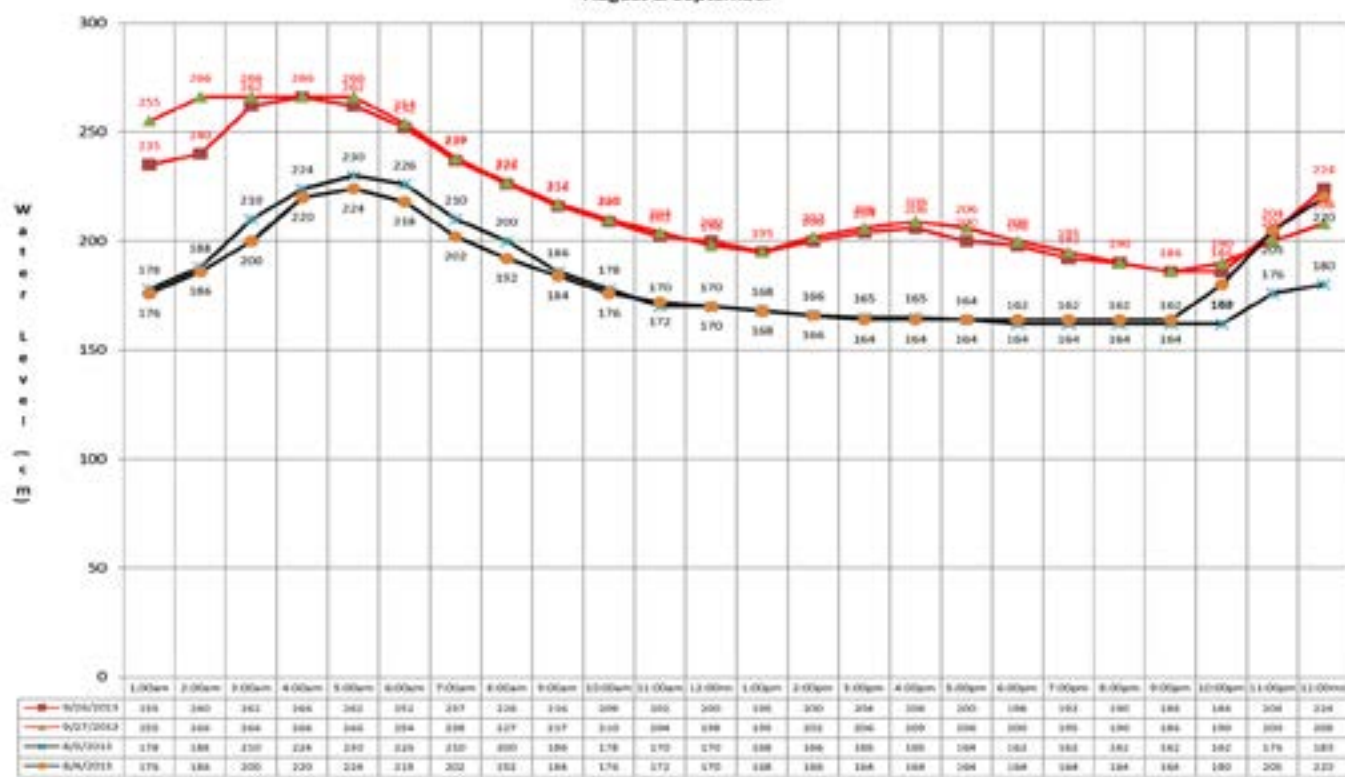
Recommended the new water meter installation standard which incorporates an anti theft guard.

Development of new Data Base and GIS system.

Comparison of 2012 and 2013 NRW level

MONTH	VOLUME		PERCENTAGE (%)	
	2012	2013	2012	2013
JANUARY	254,967.76	222,159.00	32.65	29.09
FEBRUARY	177,091.28	216,735.00	25.46	31.22
MARCH	223,527.13	295,826.00	30.29	38.86
APRIL	237,436.00	147,560.00	30.39	19.51
MAY	216,534.00	186,087.00	28.92	24.08
JUNE	208,147.70	195,353.23	27.18	25.79
JULY	266,433.05	268,575.00	34.94	35.18
AUGUST	267,754.00	261,177.00	33.88	33.44
SEPTEMBER	187,794.94	223,855.00	25.50	29.48
OCTOBER	288,125.77	261,439.00	37.96	33.21
NOVEMBER	141,516.25	187,405.00	20.52	23.91
DECEMBER	220,324.75	312,770.00	31.95	40.54
AVERAGE	224,137.72	231,578.44	29.97	30.36

Comparison of Water Level @ Lawa-an
August & September



Accomplishment Report by Division

OPERATION & MAINTENANCE DIVISION

WITH THE yearly increase in water demand the Operation and Maintenance Division plays a vital role in ensuring the delivery of the demand requirement of our concessionaires with a water quality that meet or even surpass the Philippine standard for drinking water.

For the Operation Division to attain its goal we have to work as a team. It may sound simple, but in truth this kind of close collaboration requires focus and dedication. While our success in 2013 can be attributed to several factors, at the heart of it is a dynamic organization serving thousands of home and businesses. The Division has been working round the clock to make sure that more than 26,000 concessionaires will be provided of clean and adequate water. Their extraordinary commitment truly makes us stronger.

Our records will show that there was a decrease of 52 kilograms consumption for polymer while Poly Aluminum Chloride (PAC) decrease by 200 kilograms. The gas chlorine increase by 5,442.72

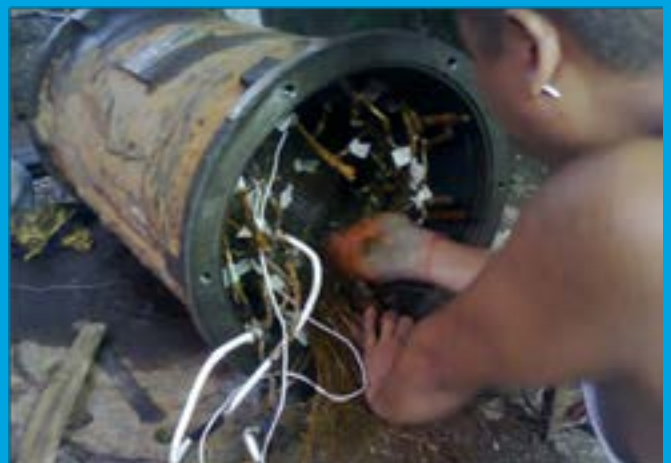
kilograms due to high turbidity caused by flood during Typhoon Yolanda.

The Operation and Maintenance division has decrease by 3,763,284 kw-hr or a total of P41,459,043.88 power cost for 2013. There was a decline in power consumption by 966 kw-hr compared to year 2012, due to Typhoon Yolanda. However, fuel consumption increase by 18,782.79 liters due to Super Typhoon Yolanda.

Accomplishments:

- Preventive maintenance activities of intake structure and electromechanical equipments;
- Cleaning of sedimentation basin;
- Repairs of gabions;
- And rewinding of electric motors.

Wire stripping of 75 hp submersible pump (rewinding)



Comparative Consumption of Chemicals and Fuels



	Fuel (Lts)	Fuel (Php)	Aluminum Sulfate	Aluminum Sulfate (Php)	Polymer (Kgs)	Polymer	PAC (kgs)	PAC (Php)	Gas Chlorine (kgs)	Gas Chlorine (Php)
2012	40,075.70	1,953,254.96	245,625.00	3,134,973.50	392	108,849.72	65,450.00	1,801,445.00	27,575.46	1,410,298.94
2013	58,858.49	2,991,774.78	227,225.00	2,996,567.75	340	96,638.78	65,250.00	1,800,247.50	33,018.18	1,715,293.85

Pull-out of 75 hp Submersible pump at intake structure



FINANCIAL STATEMENTS

Condensed Statement of Income and Expenses For the period December 31, 2013

INCOME:

INCOME FROM WATERWORKS	227,641,862.75
OTHER BUSINESS INCOME	10,054,116.09
PENALTIES	7,295,484.10
MISCELLANEOUS INCOME	146,295.87

GROSS INCOME¹ **245,137,758.81**

LESS: EXPENSES

PERSONNEL SERVICES

SALARIES AND WAGES	34,819,234.26
OTHER COMPENSATION AND ALLOWANCES	13,640,193.48
PERSONNEL BENEFITS CONTRIBUTION	4,393,216.77
OTHER PERSONNEL BENEFITS	7,226,127.21

TOTAL PERSONNEL SERVICES **60,078,771.72**

MAINTENANCE & OTHER OPERATING EXPENSES

TRAVELLING EXPENSE-LOCAL	893,054.53
TRAVELLING EXPENSE-FOREIGN	-
TRAINING EXPENSE	229,946.67
OFFICE SUPPLIES EXPENSE	1,145,571.82
ACCOUNTABLE FORMS EXPENSE	287,534.00
GAS, OIL & LUBRICANTS EXPENSE	5,601,190.38
OTHER SUPPLIES EXPENSE(CHEMICALS)	6,718,201.51
WATER EXPENSE	201,002.55
ELECTRICITY EXPENSE	44,741,406.93
POSTAGE & DELIVERIES	11,064.24
TELEPHONE EXPENSE-LANDLINE	415,990.39
INTERNET EXPENSE	128,142.14
CABLE EXPENSE	5,275.00
MEMBERSHIP DUES & CONT'N.TO ORGS.	58,159.00

ADVERTISING EXPENSE	238,628.20
RENT EXPENSE	42,240.00
REPRESENTATION EXPENSE	451,745.35
TRANSPORTATION & DELIVERY EXPENSE	29,344.00
REWARDS & OTHER CLAIMS	14,000.00
LEGAL SERVICES	115,475.00
AUDITING SERVICES	-
SECURITY SERVICES	4,751,157.00
REPAIRS & MAINTENANCE EXPENSE	8,156,515.55
MISCELLANEOUS EXPENSE	661,531.56
TAXES, DUTIES AND LICENSES	4,627,509.56
INSURANCE EXPENSE	198,583.55
DEPRECIATION EXPENSE	39,990,005.97
TOTAL MAINT. & OTHER OPER. EXPENSES -	119,713,274.90
FINANCIAL EXPENSES²	76,745,860.51
TOTAL EXPENSES	256,537,907.13
INCOME/ (LOSS) FROM OPERATIONS	(11,400,148.32)
ADD/(DEDUCT) OTHER INCOME/EXPENSES -	
INTEREST INCOME	558,797.81
INCOME/(LOSS) BEFORE INCOME TAX	(10,841,350.51)

¹ Gross revenues generated for 2013 reached Php 245,137,758.81, or 4.76% higher than Php 234,529,203.97, reported as of Y2012.

² Total expenses for 2013 amounted to Php256,537,907.13. Single biggest expense was Php76,745,860.51 representing interest payment to LWUA which is equivalent to 29.92% of total expenses.

FINANCIAL STATEMENTS

Condensed Statement of Cash flow For the period December 31, 2013

RECEIPTS:

COLL'N. OF WATER SALES	233,441,112.30
OTHER RECEIPTS	7,578,965.14

TOTAL RECEIPTS	241,020,077.44
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DISBURSEMENTS:

PAYT. OF ACCTS. PAYABLE	41,129,403.02
FUEL/POWER FOR PUMPING & WTP	44,289,512.85
CHEM. FOR WATER TREATMENT	6,718,201.51
PAYROLL	46,595,289.02
DEBT SERVICE	111,924,884.20
CAPEX	8,314,175.48

TOTAL DISBURSEMENTS	258,971,466.08
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NET RECEIPTS/(DISBURSEMENTS)	(17,951,388.64)
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CASH BALANCE,BEGINNING	135,202,864.60
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ADJ., ERROR DEPOSIT LAST SEPT.& NOV.2013	323,043.30
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CASH BALANCE,END	117,574,519.26
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BREAKDOWN -

CUSTOMERS' & METER DEPOSITS	30,463,146.90
LWUA-MRWD JOINT ACCOUNT, 3%	60,035,085.64
MRWD, 2%	13,098,514.62
PROJECT EQUITY	

OPERATIONS	13,977,772.10
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TOTAL DEPOSITS	117,574,519.26
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Condensed Balance Sheet
For the period December 31, 2013

A S S E T S

CURRENT ASSETS

CASH AND CASH EQUIVALENTS	117,574,519.26
TRADE AND OTHER RECEIVABLES	126,790,457.01
INVENTORIES	7,463,395.77
PREPAID EXPENSES	213,724.79
TOTAL CURRENT ASSETS	252,042,096.83

NON - CURRENT ASSETS

INVESTMENTS	3,261,790.84
PROPERTY, PLANT & EQUIPMENT (NET)	956,764,315.43
TOTAL NON-CURRENT ASSETS	960,026,106.27

TOTAL ASSETS **1,212,068,203.10**

LIABILITIES AND EQUITY

CURRENT LIABILITIES

PAYABLES	
INTER-AGENCY PAYABLES	1,119,031.00
OTHER LIABILITY ACCOUNTS	1,829,016.65
TOTAL CURRENT LIABILITIES	31,530,043.61
	34,478,091.26

NON - CURRENT LIABILITIES

LOANS PAYABLE - DOMESTIC	
TOTAL NON - CURRENT LIABILITIES	1,102,653,375.21
	1,102,653,375.21

TOTAL LIABILITIES

DEFERRED CREDITS	1,137,131,466.47
EQUITY	378,940.82

CAPITAL CONTRIBUTION

UNAPPROPRIATED RETAINED EARNINGS 8,337,444.64

RESTRICTED CAPITAL 21,733,042.58

TOTAL EQUITY 44,487,308.59

74,557,795.81

TOTAL LIABILITIES AND EQUITY

1,212,068,203.10

MILESTONE AWARDEES FOR 2013



MS. LILIBETH A. ARLUZ
Date of Appointment: January 3, 1978

35
Years



Mr. Juvy D. Adricula
Appointment: Sept. 16, 1993



Mr. Amelito J. Arroyo
Appointment: Sept. 16, 1993



Mr. Celso L. Villanueva
Appointment: Sept. 16, 1993

20
Years



Mr. Ronald I. Agaton
Appointment: Sept. 16, 1993



Ms. Ma. Milrose D. Diaz
Appointment: Sept. 16, 1993



Mr. Joergie B. Candido
Appointment: Sept. 16, 1993

15
Years



Ms. Jogi A. Delfin
Date of Appointment: August 1, 1998



Mr. Dante A. Arcangeles
Appointment: Sept. 17, 2003



Mr. Allan D. Alcorano
Appointment: Sept. 15, 2003

10
Years

PLANTS AND FACILITIES



“Water is the driving force of all nature.”

- Leonardo Da Vinci



37th ANNIVERSARY



RY CELEBRATION





WE SERVE OUR BEST!

Metro Roxas Water District
Kilometer 1, Roxas City, Philippines

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Fax:
(036) 6216-083

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metroroxaswd@gmail.com