



# M R W D ANNUAL REPORT

2014

Metro Roxas Water District





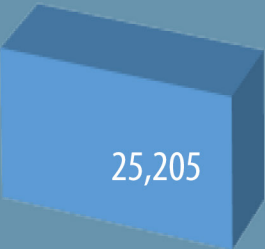
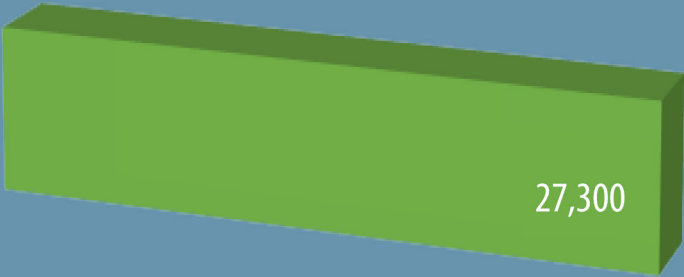
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"We serve our best!"



*Intake Tower  
(Catao Dam, constructed 1929)*





# About Metro Roxas Water District

**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 27,300 service connections to date.

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 Olotayan 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.

***EFFECTIVELY and efficiently source, treat and deliver adequate and safe water.***

***TO BUILD and maintain an organization responsive to the needs of our customers;***

***CONTINUOUSLY uplift the skills and well-being of our employees.***

# Chairman's Message

In behalf of the incumbent MRWD Interim Board of Directors (IBOD), I would like to acknowledge and sincerely thank the Board of Trustees and Management of the Local Water Utilities Administration for reposing its trust in the IBOD in steering the MRWD towards long term viability and profitability, over the last twelve (12) months.

My special thanks as well to former Director Atty. Lolita Quisumbing for the valuable contributions that she has made during her many years of untiring service to MRWD and its growing concessionaires, until her untimely demise last year.

I also wish to thank the Members of IBOD, the Management and staff, and the entire MRWD workforce for their cooperation, and substantial contributions to the modest gains and achievements of MRWD in the year just passed, and for their continuing commitment.

In year 2014, the IBOD kept its sights firmly on the long term sustainability and financial stability of MRWD.



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sights firmly on the long term  
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stability of MRWD.

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A handwritten signature in black ink, which appears to read "Atty. Rodelo G. Franco". The signature is fluid and cursive.

**ATTY. RODELO G. FRANCO**  
CHAIRMAN



Thus far, it has made some modest and impressive achievements with the cooperation and support of the MRWD Management and staff, most notably :

- A modest net income of Php 9,276,107.77;
- Acceptance of the Land Bank of the Philippines (LBP) offer to refinance MRWD's loans from LWUA in the amount of Php 1.035 billion at 5% interest p.a., instead of an average of 8.5% interest p.a.;
- Approval of the Macro Re categorization of MRWD pursuant to DBM Circular No. . 2011-10, subject to DBM approval;
- Reduction of NRW from 30.36% in Y2013 to 25.27% in Y2014;
- Marked improvements in systems and procedures, particularly in billing, collections and accounting procedures, in line with COA observations;
- Attendance of MRWD personnel in training workshop on procurement processes pursuant to R.A. 9184;
- Amendment of MRWD's procurement policies to encourage wider and competitive participation of interested bidders/suppliers;
- Approval of the land conversion of MRWD's Dinginan property to pave the way for the development of a housing project for MRWD employees;
- Approval of a Contract with Caritas Health Shield, Inc., to provide health insurance benefits to MRWD regular employees;
- Continuing review of MRWD's automated Billing and Collection System;
- Continuing NRW Reduction Program;
- Amendment of MRWD's policy on Senior Citizens Discount to maximize benefits to Senior Citizens-Concessionaires;

2014 was another successful year for MRWD. With great enthusiasm and dedication, the IBOD religiously exercised its corporate powers to introduce institutional reforms, improve delivery of water supply services and enhance customer and employee relations with due responsibility and accountability to its concessionaires.

In keeping with the current trends in Management Information System (MIS), the IBOD passed a resolution directing Management to further innovate and improve the current Billing and Collection System (BCS). This should enable Management to enhance internal controls, expedite and control internal flow of information resulting in better flow of transactions, and much improved over-the-counter customer service. The automation of the Billing and Collection System (BCS) also aims to lessen the queue of people in the payment section and complete customer transaction within a relatively shorter processing time.

As part of MRWD's Corporate Social Responsibility, the IBOD authorized Management to enter into a Memorandum of Agreement (MOA) with Department of Environment and Natural Resources (DENR), Provincial Government of Capiz and Iglesia ni Cristo in the implementation of the National Greening Activities within the Catao Watershed located in Brgy. Cudian, Ivisan, Capiz.

The IBOD firmly believes that investing in the health and welfare of its employees would bring the highest yields to the company in the long term. In line with this, the MRWD Management was authorized to enter into a contract with Caritas Health Shield, Inc., to provide affordable health benefits to MRWD regular employees, in recognition of their enormous contributions to the attainment of its corporate goals. In addition, the IBOD approved the grant of CNA incentives to all qualified MRWD officers and employees pursuant to the Collective Negotiation Agreement.

Perhaps, the most significant and notable initiative of the IBOD is the proposed refinancing of MRWD's substantial loans with LWUA in the amount of Php1.035 billion at a much reduced interest rate of 5.0% p.a., vis a vis the current interest rate of 8.5% p.a. The refinancing when implemented hopefully next year, would generate substantial savings for MRWD in terms of debt servicing and eventually enable the District to fund the expansion and improvement of its existing delivery systems from its internally generated funds.

The IBOD is collectively and unconditionally committed to work towards MRWD's long term viability and financial stability. Together, we look forward to MRWD's continued success in the coming years!

Mabuhay tayong lahat!





*During the year, the Interim Board continued to find ways to further strengthen the financial standing and operations of the MRWD.*



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## *Interim Board of Directors*

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**ATTY. RODELO G. FRANCO**  
Chairman



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



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



**ENGR. JESUS M. DIAZ**  
Member

# General Manager's Report

A thriving year and an optimistic future...

This year 2014 marks the breakthrough of our MRWD from a very challenging immediate years brought about by the clamped of financial instability, increase of non-revenue water, technical operations' setbacks, unstable water pressure in some areas and coping with customers' approval rating.

I am truly proud of MRWD's performance and its continued commitment towards good governance and public service, long term sustainability, corporate institutional reforms, social responsibility, and employees' welfare.

To set the records straight, we made glaring progress on our last year's priorities and plans. Despite non-implementation of a long-overdue tariff adjustment, this year we are able to generate a net income of P 9Million. This is the first net income since we started paying our major debt-servicing since year 2011.

In ensuring sustainability of adequate water supply in franchise area, the Management has intensified its Non-Revenue Water (NRW) Reduction Program which aims to reduce water wastage and improve pressure availability. Thus, our NRW figure keeps its downward trend from 30.36% in year 2013 to 25.27 this year 2014.

Managing water demand was a success through collective effort by MRWD's brightest key personnel. We have put up standby serviceable pumps, generators and engines for emergency purposes as well as adopt an effective yet efficient workforce shifting schedule.

In order to bring the best service if not satisfactory to our water consumers, we further improve our Billing and Collection System which will translate to correct billing and on-time delivery of water

bills. The MRWD has also liberalize the application of senior citizen discount which will pave the way to continues availment of said discount at a cap of 30 cu.m. discount-base regardless of the senior citizen's consumption.

On the transparency front, aside from the tri-media campaign, we enhance our information dissemination by way of tapping social media like our official website, facebook page and the "Tubi" Newsletter which holds the distinction of 3rd Best Newsletter in so far as Philippine Association of Water Districts is concern.

Our constant monitoring of our procurement activities and coping with recent polices has gained the respect of suppliers and bidders that MRWD is truthfully committed in espousing the principle of transparency, accountability, equity, efficiency in its procurement process as provided for by Republic Act 9184.

The MRWD pursued in year 2014 several programs to uplift and strengthen its personnel by way of sending them in training and seminar workshop as well as providing them health insurance coverage and housing benefit. Moreover, the District has also granted CNA incentives to all qualified MRWD employees pursuant to the Collective Negotiation Agreement. In addition, the MRWD Board has also approved the Macro-Recategorization which will establish an operative and proficient Staffing Structure.







As a final point, the MRWD has approved to undergo loan refinancing. By way of refinancing, MRWD is expecting to generate substantial positive cash flows which would be enough to provide it with a healthy financial standing for the next 10 years and beyond. If this undertaking will materialize, it will help defray the expenses needed for the efficient daily operation and maintenance of MRWD's water production, storage, distribution and customer service delivery systems, particularly in view of the rising cost of chemicals, fuel, electricity, repair and replacement parts, and other necessary plant and office supplies.

It will help also improve the water district's critical cash reserves position for contingency and emergency purposes. To fund MRWD's planned capital expenditures needed for projected service expansion, provision of additional water supply capacity in year 2017, and also to effect further NRW reduction.

Finally, I am very thankful for the immense guidance and wisdom of our Interim Board of Directors led by Atty. Rodelo G. Franco, Chairman of the Board. Equally important is the tremendous efforts put in by all MRWD personnel in giving their best in our quest in delivering the service the people of Roxas' and Capiz's deserves. Moreover, to our local leaders who never fail to support and posed challenge for the better to the District. Lastly, To the Almighty GOD we bring back all the Glory. As we look ahead, we are certain that the MRWD shall rise up to the tests to come. This is because we trust our District, our local officials and the capabilities and experience of our employees.

We stand - on a firm ground - ready to embrace change, and make the most of what we have to give it ALL for the sake of PUBLIC SERVICE...

My humble thanks to ALL!

**ENGR. GONZALO GLEN B. DELGADO**  
General Manager

## Administrative Structure



**ENGR. GONZALO GLEN B. DELGADO**  
General Manager

Manages the overall affairs and activities of MRWD in accordance with its policies and applicable laws. Plans, directs, supervise, and coordinates services, activities and operations of all water treatment plants and facilities, equipments and projects of the District in order to ensure organizational effectiveness and efficiency. Coordinates the District activities, plans and projects with all regulatory agencies and ensures compliance of all local and national rules, regulations and rules. Monitors the Districts infrastructures and rehabilitation projects and maintains records thereof.



**MS. ELITA M. FRANCISCO**  
Administrative Division Manager

The Administrative Division is mainly divided into two (2) sections, the Human Resources (HR) and the Records Section. Its primary responsibility is managing employees' personal records, assisting and dealing with all employee related matters including such functions as policy administration, recruitment process, benefits administration, employment and labor law, new employee orientation, labor relations, personnel records retention and claims.



**MS. LILIBETH A. ARLUZ**  
Customer Accounts Division Manager

In-charge of all water applications for new service connects, reopening, alterations, and complaints relative to the Districts water services. Receives and prepares maintenance orders, service requests, orders of payment for customers especially the senior citizens as well as orders of payment with withholding tax deductions, billing adjustments memo and meter reading cards. Mainly in-charge of meter readings and delivery of water bills.



**ENGR. ZALDY A. LACSON**  
Construction and Maintenance Division

Over-all in-charge of the Construction and Maintenance of all water service connections, distribution lines, mainlines and transmission lines within the service areas of the District. Responsible for the installation of new water service connection; disconnection of service connections due to non-payment of water bills; re-opening of closed connections and the transfer and elevation of water meters.



**MS. JOGI A. DELFIN**  
Accounting & Budget Division

The division is composed of 3 sections namely: Accounting, Budget and Cash. Over-all in-charge of all financial transactions and all aspects pertinent to fiscal management inclusive of budget preparation. Prepares financial reports as well as analyzes and interprets data. Monitors revenues and expenses and keeps up to date with laws and regulations pertaining to accounting functions. Facilitates payroll preparation and all cash disbursements.





## **ENGR. VINCENT I. VILLASIS**

Quality Control Division Manager

This division develops and implements programs to comply with the Safe Drinking Water Act including the direction and coordination of the varying functions involving microbiological laboratory, chemical laboratory, and environmental programs. Monitor the raw, in process, and finished water. Implements the District's Water Management Programs to ensure quality water production in compliance with the regulatory requirements of the Philippine National Standard for Drinking Water.



## **MR. WINIFRED O. DELA PEÑA**

Operation & Maintenance Division Manager

In-charge of operations and maintenance of water production facilities. Provides technical advice, analysis, and remediation to the extensive water management needs of the District. Evaluates performance of Water Treatment Plant (WTP) equipment, operations and testing. Implements programs for production and operation of engine and pumps to ensure continuous water service at the highest quality and at the lowest cost as possible. Formulates preventive maintenance measures and performs the same on a regular schedule to keep equipment and machineries operating effectively in order to minimize unforeseen failures.



## **ENGR. MANUEL B. SALAZAR**

Planning & Design Division Manager

Formulates plans and designs for possible water projects and pipeline extensions. Conducts surveys and inspection of possible water sources to develop strategic plans for future water sources. They execute the design and construction of water system projects in accordance with the laws, regulations and standards, provides continual review of the water system and provide solutions to anticipated problems.



## **ENGR. LIZALYN B. BAYLON**

General Services Division Manager

The General Services Division supports the management in carrying out measures to ensure safe, comfortable, and conducive environment for MRWD employees, to function better and more efficiently, while maintaining a pleasing experience for concessionaires and for those visiting the MRWD; to maintain an environmentally friendly motor vehicles; and in the acquisition, utilization, and disposition of materials, supplies, and equipment.



## **MRS. TERESITA A. DELOTAVO**

Customer Services Division

In-charge of all water applications for new service connections, reopening, alterations, and complaints relative to the Districts water services. Receives and prepares maintenance orders, service requests, orders of payment for customers especially the senior citizens as well as orders of payment with withholding tax deductions, billing adjustments memo and meter reading cards. Mainly in-charge of meter readings and delivery of water bills.



# Administrative Division

**The Administrative Division is mainly divided into two (2) sections, the Human Resources (HR) and the Records Section. Its primary responsibility is managing employees' personal records, assisting and dealing with all employee related matters including such functions as policy administration, recruitment process, benefits administration, employment and labor law, new employee orientation, labor relations, personnel records retention and claims. The Human Resource and Records Section works closely with the different Divisions to support and respond to their needs.**

HR continues to ensure that employee evaluations are completed and processed on each employee every year.

Staff support continues through the entire period of active employment and often extends beyond in the form of benefits to retired members and continuation of benefits for employees leaving for other reasons. In the exigency of service and as per IBOD Resolutions, the District decided to fill up vacant position to augment its workforce. First recruitment process and selection was made sometime in January wherein the position of Technical Assistant A (Office of the General Manager) and Water Maintenance Man A (Construction and Maintenance Division). The vacancies were published in the CSC Bulletin of Vacant Positions in the Government No. 001-2014 released on January 15, 2014. Appointments effective March 1, 2014 were issued to the appointees.

For the second quarter of the year, three positions were opened, Information Officer A and two (2) Senior Water Maintenance Man A. The same were published with CSC Bulletin as RO6 No. 007-2014 released on April 15, 2014. However, only two positions were filled up and the position for Information Officer A was deferred upon the discre-

tion of the appointing authority. Appointments for the above-mentioned position took effect on June 1, 2014.

The last filling up of vacant position was on July 1, 2014. This is based on CSC Bulletin RO6 No. 009-2014 released on May 15, 2014 for the position of Water Maintenance Man A which was vacated due to the early retirement of Mr. Alex Braga.

There was one (1) original appointment and four (4) promotions that were prepared. All the appointees have undergone Personnel Selection Board (PSB) Screening and other mechanisms before their appointment. MRWD continuously provides a venue for student to learn its operation for their total educational formation. Every year we provide practical and effective training to qualified students to undergo On-the Job Training. Students are assigned to the different divisions based on their field of study. At the end of their contract they are being evaluated and rated by their respective supervisors to assess their working skills, values, and competency. This year, we have the least number of OJTs.

We renewed our Health Care Benefits with Caritas Health



Shield. We continued with the same health plans as the prior year. The Health Package includes an annual physical checkup consists of height, weight, body mass index, blood pressure, glucose and cholesterol screening, blood chemistry and X-ray.

Also in the package is dental service as well as hospitalization benefits to those who underwent hospital confinement. This benefit is continuously granted by the management to reward employees for taking control of their health and making changes to live healthier lives.

This year the management has fully recognized the rights of the employees union within the District as manifested by the duly approved Collective Negotiation Agreement (CNA) which took effect on November 28, 2013. At the end of 2014, the management granted the request of the Union to give its CNA Incentive for the year as per Article XI, Section 1 of the Collec-

tive Negotiation Agreement.

The management also recognizes the role of the Union in personnel recruitment and promotion. A representative from the union was made part in the composition of the Personnel Selection Board; the Grievance Machinery and committees which they are an

***MRWD has a total workforce of one hundred twenty five (125) regular personnel and fifty three (53) Job Order employees at the end of 2014.***

important team player.

As our continued commitment to continually educate and train our employees, the District allowed employees to attend and participate in seminars and trainings to enhance their capabilities and personal growth.

Among the seminars that were attended are as follows:

- Non-Revenue Management Seminar
- Joint ADB-WB Philippine In-Country

Workshop on Sanitation Financing

- 35th National Convention of Philippine Association of Water Districts
- Symposium on Public Sector Unionism
- 75th Philippine Institute of Chemical Engineers (PIChe) National Convention
- 16th IIEE Western Visayas Regional Conference
- 36th Annual Convention of Govern-

ment Association of Certified Public Accountants (GACPA)

- Seminars Towards Excellence and Meritocracy in Human Resource Management (STEM-HRM)

• Enhancing Transparency During Project Implementation Thru Geo-Referencing; A Short Training for Implementing Agencies

- Orientation and Training Workshop for LGU Operated Water Utilities on Development of Water Safety Plan for Climate Change Adaption for Yolanda – Affected Areas in Region 6, 7, and 8

- Seminar Workshop on Government Procurement
- 62nd Philippine Society of Mechanical Engineers (PSME) National Convention.





# General Services Division

**The General Services Division supports the management in carrying out measures to ensure safe, comfortable, and conducive environment for MRWD employees, to function better and more efficiently, while maintaining a pleasing experience for concessionaires and for those visiting the MRWD; to maintain an environmentally friendly motor vehicles; and in the acquisition, utilization, and disposition of materials, supplies, and equipment.**

The functions of the General Services Division are divided into two units: Materials/Supplies Management Section and Transport, Buildings and Grounds Maintenance Section. Headed by the Division Manager, each section manned by a skeletal force carries out its corresponding functions which are the following:

## Materials/Supplies Management Section

- a) Assists in the acquisition of Supplies, Materials, and Equipment;
- b) Accepts and pre-inspects deliveries of supplies, materials, and equipment based on Purchase Order;
- c) Storekeeping of Common Use Supplies;
- d) Issues and distributes available supplies, materials and equipment to requesting units;
- e) Inventory of Properties; and
- f) Disposal of Properties

## Transport, Buildings and Grounds Maintenance Section

- a) Building and Ground Maintenance
  - Janitorial Services
  - Security Services Supervision
  - Minor Building Repairs
  - Operation of Generators

- Administers the delivery of basic utilities

### b) Motor Vehicle maintenance

- Undertakes Preventive Maintenance checks
- Maintenance of Records
- Ensures regulatory requirements

### c) Special Events Assistance

- Assists in the preparation of special events such as anniversary, assessment seminars and the like.

Since August 2014, The Administrative Services Chief with responsibility for the Transport, Buildings and Grounds Maintenance, also designated as Acting Property/Supply Officer with responsibility for Materials/Supplies Management.

## ACCOMPLISHMENT

a) Improvement in the storekeeping/warehousing was done and maintained Property Control Records such as Bin Card, Stock Card and Waste Material Report.

b) Prepared Monthly Consumption Report from January to December 2014, for submission and reconciliation with the ABC Division.



## Construction of the Motor Pool

c) Conducted semi-annual "Physical Count of Inventories" for Office Supplies, Construction Materials, Accountable Forms, Chemicals and Diesel Fuel, prepared Report thereof and submitted a copy to Commission on Audit (COA).

d) Quarterly preventive maintenance and general cleaning of Air-conditioning units;

- 6 units 3 tons floor mounted
- 2 units 2.5 hp ceiling mounted
- 1 unit 2.5 hp high wall mounted
- 1 unit 2.5 hp Window type
- 9 units 2.0 hp Window type
- 7 units 2.0 hp High Wall mounted
- 6 units 1.5 hp high wall mounted
- 7 units 1.5 hp Window type
- 1 unit 1.0 hp High Wall Mounted

e) Various repairs and maintenance of motor vehicles:

- Minor repairs
- Preventive maintenance

f) Renewal of Insurance and Regulatory requirements of 27 motor vehicles:

- 9 Motorcycle
- 6 Motorcycle with sidecar;
- 12 4-wheel drive vehicles

g) Minor repairs/maintenance of buildings and grounds

h) Repainting of Collection and Customers Service area

i) Repair and Construction of Furniture/filing Cabinets:

- Planning and Design Division
  - 2-units Computer Table
  - 1-unit Tool Cabinet
  - 1-unit Coffee Table

- Customers Service Division1
  - 1-unit filing cabinet
- Production Division
  - 1-unit Filing Cabinet
- Construction and Maintenance Division
  - 1-unit Computer Table
- Office of the GM
  - 1-unit Desk/Table
- Office of the BOD
  - 1-unit filing cabinet

j) Implementation of "Rehabilitation of Lawaan Reservoir":

- Completion of Phase 1- Fabrication and Installation of Trusses/Purlins

- 25% accomplishment of Phase 3-Excavation prior to column footing.



## Construction & Maintenance Division

**The Construction and Maintenance Division has 37 regular employees, 21 job orders and 12 labor forces assigned to various works. Total new connections were about 1,731 compared to 1,650 last year, an increase of 4.68%. Re-connection this year is 4,336 while last year was about 3,355 an increase of 22.62%.**

For disconnection 3,107 this year, compared to 1,611 an increase of 48.15%. Leakages consists of transmission, distribution and service lines; a slight decrease of 10.91% in all. New expansion project were made to nearby barangay and a chart was made on the succeeding pages for a better view.

We will continue to serve our best, especially to the various concerns of our dear concessionaires and to enforce rules and regulation of this division politely and properly.

One of the services offered under Construction and Maintenance Division was to extend mainline to various barangay's here in Roxas City and its neighboring towns. Other project was the relocation of 4" PVC pipe at Arnaldo Boulevard, Roxas City due to the construction of drainage canal under the Department of Public Works and Highways program.

This year a total of 1,731 connections were installed in Roxas City, Panay, Ivisan and Panitan. The type of connection varies from clustering type of connection or individual type connections. The promo for new installation still remains to accommodate more applicants.

There were about 4,336 service connections reconnected this year. An increase of 18.01% compared to last year's 3,555. A total of 193 service connections altered on various locations.

Before a possible pipeline extension, a survey has to be conducted and surveyed. Through this, we can

identify whether a pipeline extension can be obtained or not. Likewise, a program of works will be prepared for those qualified. Then, it will be submitted for approval.

New service connection line were installed on various scheme, one of which is clustering design.

MRWD condemned the old pipelines on areas which is believed to have an active water supply. Considering that these pipes were installed a long time ago, it is possible to have leaks particularly on steel, G.I. and asbestos pipe.

The concrete restoration was done after some activities were made such as new connection, after the repair of leakages, after condemning of old pipes and among others. We restore the portion that is being affected back to its original position.

From January to December, 2014, there were Twelve (12) transmission lines which have been reported to have leaks, mostly affected were drainage canals and road widening.

There were about One Hundred Thirty Five (135) cases of leakages on the distribution line recorded this year.

One way of cleaning the pipe whether it is a Transmission line or Distribution line, among others, is by flushing, getting or flushing out turbid water from the pipe. The Quality and Control Division has the ideas and jurisdiction in all areas where there is a need of flushing. After





finding the areas, CMD personnel will go to these areas for proper execution. This year a total 1,573.70 cubic meter was flush out. Last year the total water flushes out was 1,597.15 cubic meters.

All equipments, service vehicle and facilities under construction and maintenance division are being utilized according to its purpose. Although some of the old vehicle were quite unserviceable, our mechanic always find a solution to fix the problem in order that our operation will not stop and to avoid further delays in the implementation of our services.

There are seventy five (75) disconnected service connections that were permanently closed to prevent illegal connections and future leaks

Twenty three (23) illegal connections were detected and recorded. Offending concessionaire will be penalized accordingly. Photos and related materials regarding this illegal

act will be kept as a proof against him or her.

This year a total of 3,376 meters have been calibrated; 2,321 for the new meter and 1,055 for the old meter.

This year, a total of 3,107 water service connections were disconnected due to non-payment of their water bills.

For some reasons, water meter is subject to be changed. Whether it is defective, stuck up, blurred, not functional, among others. The recorded water meter that was changed is 1,636 pieces. Upon receiving complain or maintenance order, our team schedules changed meter. This could help lessens the non-revenue water.

One thousand three hundred sixty four (1,364) service connections have been recorded and requested for leakage check. Some concessionaire are questioning the abrupt increase of their water bills. Upon receiving

such complaint, our personnel will inspect the cause of problem.

This year 2014, The Department of Public Works and Highway had implemented its improvement project here in Roxas City and other municipalities. One of which is the drainage construction along Arnaldo Boulevard, Roxas City and Lawaan, Roxas City.

Road widening is also one of the improvement projects of Department of Public Works and Highways. Most of our facilities were affected and damaged. Usually our service connection lines were interrupted, fire hydrants were removed and relocated, and distribution lines connected to box culvert were also realigned.

The Construction and Maintenance Division will continue its commitment in taking immediate action which includes repairing pipelines, extend new mainlines and new service connection.



## Quality Control Division

A year has gone since the Super Typhoon “Yolanda” put into test the propensity of the Quality Control Division of Metro Roxas Water District. Once again the year 2014 was a twelve month session with ample amount of Typhoons tormenting our country. “Ruby” and “Senyang” were few of the tropical storm that caused havoc to the vicinity of Roxas City and to the whole province of Capiz. But neither of the said typhoons impaired the labour force of the Quality Control Divisions in furnishing their ministrations to the concessionaires of Metro Roxas Water District.

The Quality Control Division truly lives up to Metro Roxas Water District’s catchphrase “We Serve Our Best”, by showing beyond doubt that with or without typhoon, MRWD is proficient in yielding safe and potable water to its clientele.

Recently, the Province of Capiz was forced to contend with typhoons that brought heavy rains which eventually lead to flash floods that caused so much siltation and High Turbidity to the main source of raw water of Metro Roxas Water District which is the Panay River.

Encountering such calamitous circumstance is never easy, it requires great quantities of brainpower working hand in hand, and a labour force committed to serve the public with efficiency and accuracy. These qualities were manifested with excellence by the Quality Control Division of Metro Roxas Water District.

### Results of Bacteriological Examination Submitted to Department of Health accredited Laboratory

MONTH	REQUIRED NO. OF SAMPLES	SAMPLES PASSED	NO. OF SAMPLES FAILED
January	23	29	1
February	23	26	2
March	23	28	0
April	23	27	1
May	23	26	2
June	23	24	4



### Results of Physical-Chemical Analysis

PARAMETERS	PNSDW	UNIT	RESULTS
Temperature		°C	26.7
Color	5	units	0.25
Turbidity	5	NTU	0.2
Taste	Unobjectionable		Unobjectionable
Odor	Unobjectionable		Unobjectionable
pH	6.5-8.5		8.01
Alkalinity as CaCO <sub>3</sub>		mg/li	56
Hardness as CaCO <sub>3</sub>	300	mg/li	80
Residual Chlorine	0.3-1.5	mg/li	1.48
Acidity as CaCO <sub>3</sub>		mg/li	6
Chloride	250	mg/li	24
Iron	1	mg/li	0
Manganese	0.5	mg/li	0
Nitrate	50	mg/li	0.003
Nitrite	3	mg/li	0.001
Sulfate	250	mg/li	22
Total Solids/TDS	500	mg/li	61

MONTH	REQUIRED NO. OF SAMPLES	SAMPLES PASSED	NO. OF SAMPLES FAILED
July	23	26	6
August	23	25	5
September	23	27	3
October	23	30	0
November	23	28	2
December	23	30	0



# Customer Service Division

The CUSTOMER SERVICE DIVISION, being the front-line, continues to deliver customer satisfaction by means of good and quality customer services. Customer satisfaction means the immediate delivery of service or solution to any customer's sentiments or complaints. It is hinged on our basic and institutional activities in keeping a constant but sincere relationship with the general public. The customer is being constantly informed about the various activities of the district, embarking on an information and education campaign in bringing them closer to MRWD as their water service provider.

Public awareness, among others, is realized through instantaneous reporting and investigative actions of our field workers. Concessionaires are being broach by meter readers on the immediate increase of their consumption, having it repaired or checked as soon as possible.

Illegal Connections and stuck-up meters are reported and managed on a daily basis while other sensitive issues are thoroughly examined by our investigators on field, if necessary. Having all this activities followed daily( weekly, monthly and quarterly) and progress reports are being updated from time to time, we could say that we are clearly chartered towards our chosen direction: To reduce if not eliminate our NON REVENUE WATER (NRW) and put the district in a much easier day-to-day relationship with concessionaires.

In an overview, we have recommended fifteen ( 15 ) residential connections discovered to be operating as business entity or establishment. They were reclassify

into commercial and were inform of their accountability. Others were found running as water refilling station and were automatically reclassified as bulk sales category in compliance with our company's policy. Thirty ( 30 ) service connection with closed accounts were found to be redirectly-existing having applied with different account name, thereby adjusted by transferring their old accounts onto their new( current ) account in violation of our office policy on multiple connections.

Campaign against illegal connection is still the number one priority. Boosted by giving reward to the correspondent (informer) or discoverer, we have apprehended furthermore, thirty one ( 31 ) service connections charged with illegal connection.

They were charged with additional billing and compel to pay the corresponding penalty as consequences' to their violation.





### Net Increase of Service Connection as of December 31, 2014

	2013	2014	Increase
Roxas City	21,423	21,878	455
Panay	3,444	3,387	-57
Ivisan	976	983	7
Panitan	1,010	1,050	40
Sigma			
Olotayan			
Total Net Increase:			445



## Customer Account Division

**MRWD's Total Collection for the year 2014 was at P262 million. While the collection for Non-Water Sales is about P 21 million based on the Actual/Registered Water Consumption from January to December 2014 - to include collection from arrears or previous year's collectibles. Enumerating these figures on the Projected/Budget Billing (Actual) for 2014, it would eventually establish a 2.59% Overall Collection Efficiency difference at 97.41% Collection Efficiency Rate. In comparison, the computed Total Billing (Actual) was about P269 million in Overall; with determine amount for water sales at P 249 million.**

Accordingly, the percentage ratio for Collection(Actual) based on the Actual Consumption Billing, provided us an efficiency rating of 33%, for Water Sales with On Time Payments" while, the percentage rate for Collection(Projected) as compared to Actual Billing for A/R (Net), have established the district a satisfactory collection efficiency rating of 82.05%, for the year 2014.

MRWD's Installation Promo or the 12-mos. Installment Scheme attributed the effect for New Connection, which caters the needs, and aids those customers, belonging to the low-income families. True to its commitment to Service, MRWD have adopted policies and effect functional operational adjustments to continuously improve more the quality and efficiency of public service delivery.

It ameliorated the average or low-income earners, in paying the total amount for membership or Installation charges as required, consequently regulating our collection

for materials and other non-water revenues moreover, transform it into an effective and result-oriented program.

On the other side, our previous months or late-time payments, have shown some significant increased on numbers; which resulted on a high rating collection efficiency of 177% for 2014 on payment of all arrears or previous years collectibles.

Repeatedly, the probability of collecting Account Receivable can be intolerable particularly closed account having the biggest amount collectibles on their outstanding account.

For the purpose of enhancing our collection efficiency, the district is finding ways and pursue distinctive measures to ascertain the recovery of these accounts similarly, retrieving all collectibles on accounted water.



### Water Sales in Pesos Per Consumer Classification, As of December 31, 2014

Service Area	Residential		Commercial	Industrial	Bulk Sale	Total
Roxas City	132,203,430.62	7,405,769.40	31,926,551.73	1,115,810.00	6,097,247.10	178,748,808.85
Panay	18,287,258.36	619,643.60	1,755,021.68	122,654.80	390,638.35	21,175,216.79
Ivisan	6,249,974.65	245,903.90	370,268.60	12,623.00	287,707.15	7,177,477.30
Panitan	7,128,437.24	5,248,413.15	23,966,794.60	2,857,538.10	1,459,564.25	40,660,747.34
Sigma					1,791,287.83	1,791,287.83
Olotayan						
Total	163,869,100.87	13,519,730.05	58,018,636.61	4,108,625.90	10,037,444.68	249,553,538.11





## Planning & Design Division

**2014 had been a very challenging year for MRWD. Reeling from the aftermath of Typhoon Yolanda which severely damaged MRWD facilities, the reconstruction work to normalize our operations poses a big challenge.**

The immediate repair of damaged reservoir and the normalization of our WTP operations were the task that needs to be addressed immediately, as this would not only provide the water supply needs of our customers but would also give access to municipalities outside of our franchise area which were also severely affected by Typhoon Yolanda with clean drinking water.

With pipelines breakages and damaged water meters in almost every part of our service areas, the restoration effort was a daunting and seemingly an insurmountable task.

With dedicated men and women within our organization who have responded well to last year challenges we were able to hurdle these difficulties. With head up, we look back at last year challenges that tried our spirit and tested our dedication and resolve.

We started 2014 with a goal to attain our NRW target, increase our billing collections and to provide 24 hours water supply to areas which had been experiencing intermittent water supply like the town of Ivisan, Mission Hills Subdivision, NHA 1 and the far flung barangays of Panay. As far as our targets are concerned for year 2014, these were all attained.

The Burst and Background Estimate (BABE) implemented by the team assigned to this activity is responsible to the evaluation of leakages within our metered areas. Through the result of their activity we were able to account the leakages within our distribution areas and prioritize its repair work on areas with high concentration of leaks.

Our leak detection, and leak repair team even small in numbers have significantly contributed to our NRW reduction program. For the year 2014, a total of 652 underground leaks had been detected and repaired. Aside from doing leak repair works they are also performing water meter replacement activity, permanent closure of in-active connections and construction of metered area flow meter chamber. With the MRWD GIS up and running in 2014, this computer system serves as a repository of customers information. With its capability to integrate information from both the BCS and our mapping software, it created many possibilities that enhance the evaluation and monitoring of our distribution system.

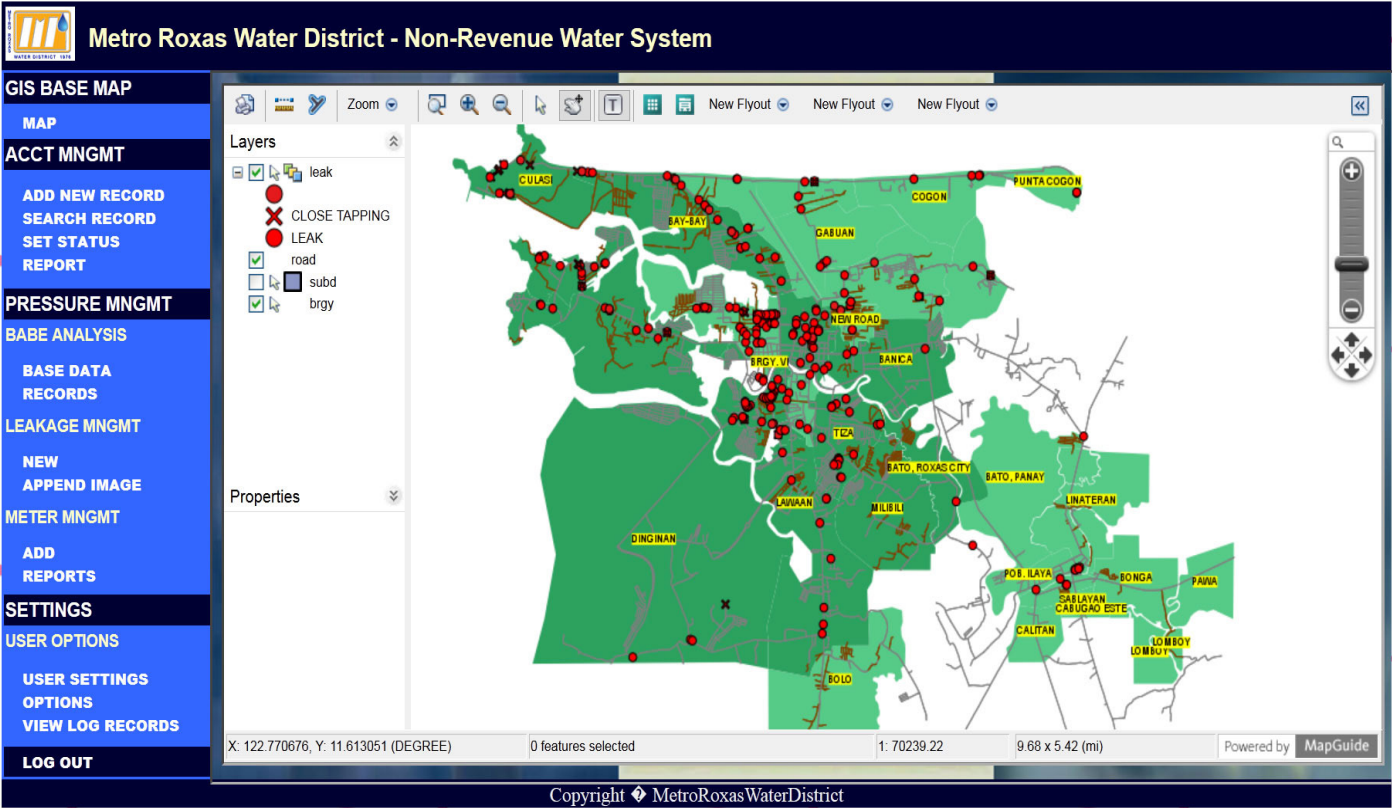
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### ***Production Volume: 9.18 MCM***

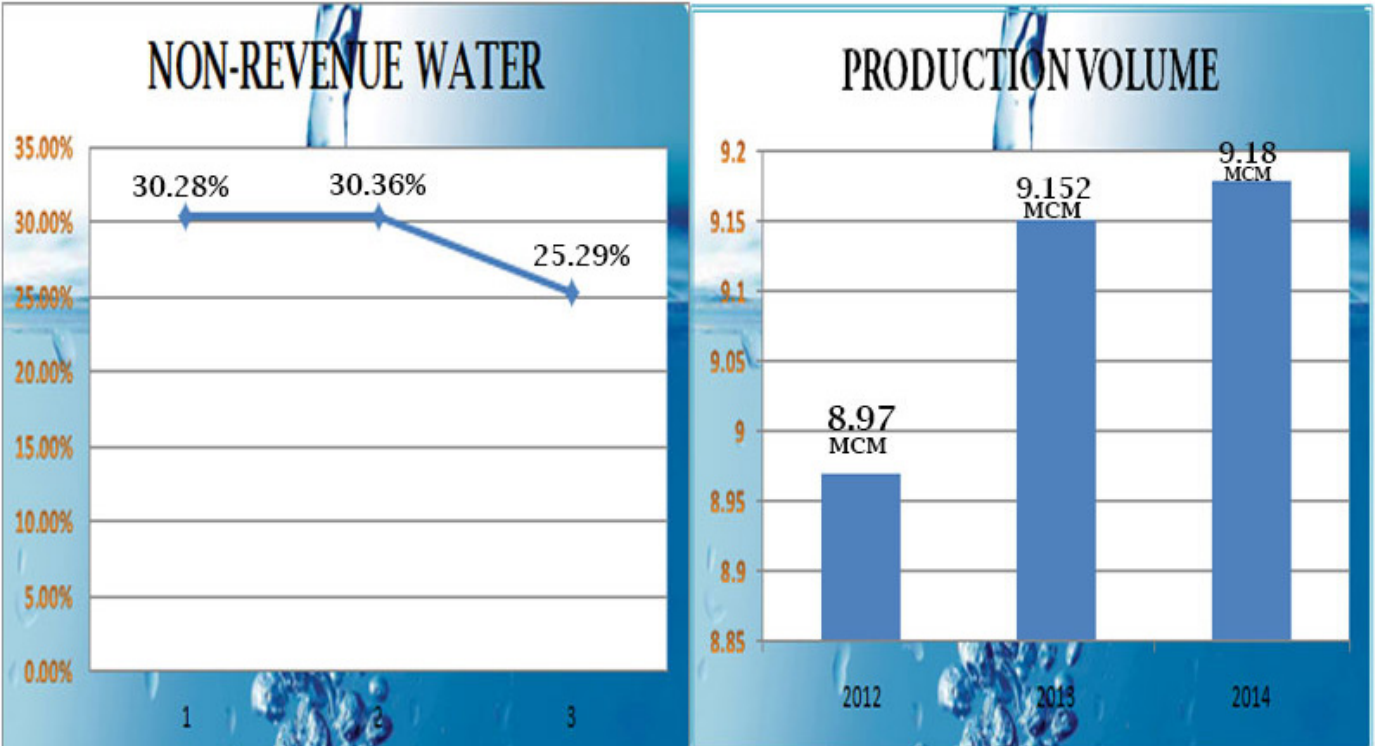
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Since the start of its operation last May 2014, additional features were added to its capability. To address our commercial losses, the GIS feature of identifying consumer with possible defective water meters was utilized.

Since May last year, a total of 423 defective water meters were identified and replaced through the use of GIS system. To the personnel who painstakingly persevered to create MRWD GIS and to the team who endured the daily heat and rain to go on with the survey activities, the realization of the team goal to provide MRWD with a robust computer system is now a realization.



Metro Roxas Water District GIS System







## 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 us the Operation Division to attain our goal we have to work as a team. It may sound simple, but in truth this kind of collaboration requires focus and dedication. We at the Operation Division understand this, while our success in 2014 can be attributed to several factors, at the heart of it is dynamic organization serving thousand of homes and businesses. That more than 30 men and women working round the clock to make sure that more than 27,000 customer will never want for clean water. The extraordinary commitment truly made us stronger.

For the year 2014 our Production volume is 9.5 MCM,

this is lower as compared to the previous production volume of 9.7 MCM. The reduction of our production volume in 2014 was attained due to the reduction of daily scheduled pumping operation and also to the installation of Electromagnetic flow meter which is more accurate as compared to the venturi meter that we are using before.

As can be noticed in the table, the consumption of chemicals in 2014 is higher as compared to the previous year consumption this is due to the high turbidity of our raw water source caused by occurrence of frequent typhoon last year.



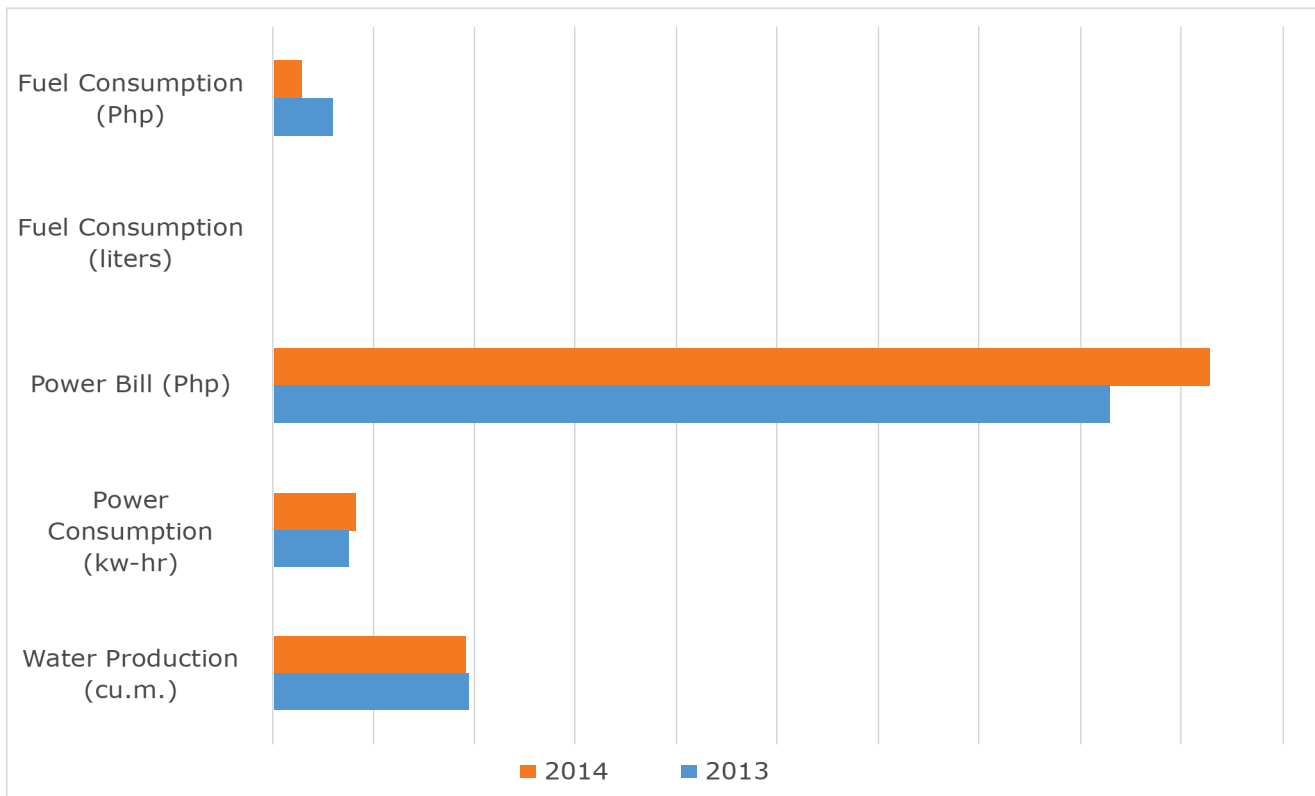


### 2013 and 2014 Chemical and Fuel Consumption Comparison

	Fuel (lts.)	Aluminum Sulfate (kgs)	Polymer (kgs)	PAC (kgs)	Gas Chlorine (kgs)
2013	58,858.49	227,225.00	340.00	65,250.00	33,018.18
2014	24,780.00	154,100.00	327.00	87,405.00	32,336.00

### 2013 and 2014 Water Production, Power Consumption and Power Bill Comparison

	Water Production (cu. m.)	Power Consumption (kw-hr)	Power Bill (Php)	Fuel Consumption (liters)	Fuel Consumption (Php)
2013	9,750,980	3,763,284	41,459,043.88	58,858.49	2,991,774.78
2014	9,597,775	4,125,554.99	46,461,901.39	27,239.25	1,396,320.77



# Financial Statements

## Condensed Statement of Cash Flow For the period December 31, 2014

### RECEIPTS:

Collection of Water Sales		255,801,762.83
Other Receipts		9,616,663.96
		<u>265,418,426.59</u>

### DISBURSEMENTS:

Payments of Accounts Payable		44,162,161.27
Fuel/Power for Pumping & WTP		47,217,801.48
Chemical for Water Treatment		6,359,327.80
Payroll		46,116,022.03
Debt Service		127,129,051.08
CAPEX		<u>9,014,854.26</u>
TOTAL DISBURSEMENTS		279,999,218.64

NET RECEIPTS / DISBURMENT (14,580,792.05)

CASH BALANCE, BEGINNING 117,547,519.26

CASH BALANCE, END 102,993,727.21

### BREAKDOWN

Customer's Meter Deposit		30,811,490.09
LWUA-MRWD joint account, 3%		60,013,767.62
MRWD, 2%		5,525,255.36
PROJECT EQUITY		
Operations		<u>6,643,214.40</u>

TOTAL DEPOSITS 102,993,727.21

## Condensed Balance Sheet

For the period December 31, 2014

<b>A S S E T S</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents		102,993,727.21
Trade and Other Receivables		69,322,296.96
Prepaid Expenses		213,724.79
<b>TOTAL CURRENT ASSETS</b>		<b>180,482,150.55</b>
<b>NON - CURRENT ASSETS</b>		
Investments		3,261,790.84
Property, plant & equipment (net)		926,406,527.90
<b>TOTAL NON - CURRENT ASSETS</b>		<b>929,668,318.74</b>
<b>TOTAL ASSETS</b>		<b>1,110,150,469.29</b>
<b>LIABILITIES AND EQUITY</b>		
<b>CURRENT LIABILITIES</b>		
Payables		3,848,670.20
Inter-agency payables		2,464,587.24
Other liability accounts		32,661,499.10
<b>TOTAL CURRENT LIABILITIES</b>		<b>38,974,756.94</b>
<b>NON - CURRENT LIABILITIES</b>		
Loans Payable - Domestic		1,050,169,803.16
<b>TOTAL NON - CURRENT LIABILITIES</b>		<b>1,050,169,803.16</b>
<b>TOTAL LIABILITIES</b>		<b>1,089,144,559.70</b>
<b>DEFERRED CREDITS</b>		<b>378,940.82</b>
<b>EQUITY</b>		
Capital contribution		8,337,444.64
Unappropriated retained earnings		(32,197,784.46)
Restricted capital		44,487,308.59
<b>TOTAL EQUITY</b>		<b>20,626,968.77</b>
<b>TOTAL LIABILITIES AND EQUITY</b>		<b>1,110,150,469.29</b>



## Condensed Statement of Income and Expenses

For the period December 31, 2014

INCOME:		
Income from waterworks		247,366,107.88
Other business income		11,742,637.44
Penalties		9,070,464.28
Miscellaneous income		197,764.36
GROSS INCOME		<u>268,376,973.96</u>
LESS: EXPENSES		
PERSONNEL SERVICES		
Salaries and Wages		35,178,372.32
Other compensation and allowances		13,519,708.22
Personnel benefits contribution		4,702,113.44
Other personnel benefits		8,642,270.85
TOTAL PERSONNEL SERVICES		<u>62,042,419.83</u>
MAINTENANCE & OTHER OPERATING EXPENSES		
Travelling Expense - Local		562,504.49
Travelling Expense - Foreign		-
Training Expense		145,450.00
Office Supplies Expense		997,471.66
Accountable Form Expense		298,610.00
Gas, Oil & Lubricants Expense		3,702,524.54
Other Supplies Expense(Chemicals)		6,359,327.80
Water Expense		189,824.80
Electricity Expense		49,434,772.02
Postage and Deliveries		8,831.20

## Condensed Statement of Income and Expenses

For the period December 31, 2014

Telephone Expense - Landline		353,701.74
Internet Expense		134,041.10
Cable Expense		9,895.00
Membership dues & cont'n.to orgs.		34,264.00
Advertising Expense		562,303.40
Rent Expense		46,080.00
Representation Expense		339,962.74
Transportation and Delivery Expense		23,046.00
Rewards & Other Claims		41,000.00
Legal Services		157,951.20
Auditing Services		-
Security Services		4,926,672.00
Repairs & Maintenance Expense		9,739,860.54
Miscellaneous Expense		631,325.24
Taxes, duties and licenses		4,983,259.15
Insurance expense		53,188.85
Depreciation Expense		39,851,492.98
TOTAL MAINTENANCE & OTHER OPERATING EXPENSES		53,188.85
FINANCIAL EXPENSES		74,645,479.75
TOTAL EXPENSES		260,275,210.03
INCOME / (LOSS) FROM OPERATIONS		8,101,763.93
Add/(Deduct) Other Income/Expenses		
Interest Income		1,174,343.84
INCOME / (LOSS) BEFORE INCOME TAX		9,276,107.77

# 2014 Monthly Activities

## January 2014

Joint ADB-WB Philippine In-Country Workshop on Sanitation Financing

## February 2014

35th National Convention of Philippine Association of Water Districts

75th National Convention of Philippine Institute of Chemical Engineer

## March 2014

World Water Day Celebration

## April 2014

16th IIEE Western Visayas Regional Conference

## May 2014

36th Annual National Convention of Government Association of Certified Public Accountants (GACPA)

Seminar Towards Excellence and Meritocracy in Human Resource Management

## July 2014

Enhancing Transparency During Project Implementation thru Geo-referencing Training

## August 2014

Analytical Solutions and Technical Services (ASTS) Seminar

MRWD joins Tugbong Festival 2014

## October 2014

38th MRWD Anniversary Celebration

## December 2014

Year-End Assessment Conference





"Tubi" Newsletter, 3rd Place for Best Publication Award 2014



35th National Convention of Philippine Association of Water Districts



MRWD In Tugbong Festival 2014





“ Sustaining SUCCESS





amidst CHALLENGES ”



# Milestone Awardees for 2014

## 35 Years

Panes, Janet A.

## 30 Years

Adonay, Richard A.

Esquillo, Teodorico I.

Dela Peña, Winifred O.

## 25 Years

Delgado, Gonzalo Glen B.

Baylon, Lizalyn B.

Rendon, Victor C.

De Domingo, Nicolas Jr. A.

Mayabason, Porferio T.

De Jayme, Elena B.

Delotavo, Teresita A.

Lara, Clint C.

Lacson, Zaldy A.

Begalan, Cesar A.

Bueno, Benedicto B.

Andong, Nelin B.

Rendo, Rex B.

Degala, Bertito D.

Delos Reyes, Enerico C.

Pabelonia, Victoria V.







### 25 Years

Roxas, Herbert B.

Anonat, Amando A.

Besa, Hernanie C.

Patricio, Ramon C.

### 20 Years

Dela Cruz, Marjorie A.

Tomasa, Cyril R.

### 15 Years

Patricio, Russel U.

Braga, Alex L.

Baes, Rouel B.





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