

# ANNUAL REPORT 2015



Metro Roxas Water District  
*"We serve our best."*



"Mga Mutya ng Talipapa"

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# WE SERVE OUR BEST

## VISION

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.

## MISSION

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.

# ABOUT METRO ROXAS WATER DISTRICT



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 29,409 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.

# CHAIRMAN'S MESSAGE

Greetings and Salutations!

In behalf of the MRWD Interim Board of Directors, I am pleased to report that your Metro Roxas Water District recorded an impressive performance in Y2015 bannering unwavering public service at its best despite the challenging economic environment and the demand of services.

The year just passed saw the approval by the Local Water Utilities Administration (LWUA) of MRWD's request for refinancing by the Land Bank of the Philippines (LBP) of the District's outstanding loans with LWUA in an amount not exceeding Php967.903 Million. The twenty (20) year refinancing when implemented next year, would substantially reduce interest on MRWD's loans from a high of 8.2% p.a. to 5% p.a. for the first five (5) years subject to repricing every five (5) years thereafter.

This would generate savings of about Php4.045 Million per month or a total of about Php155.957 Million for the twenty (20) year repayment term under the LBP loan facility. Savings generated would be used to finance MRWD's Capital Expenditures (CAPEX) for subsequent years that would eventually translate into significant improvements and expansion of the District's water supply sources and distribution systems.

The great enthusiasm and sustained dedication of the Interim Board of Directors, and timely execution of Plans and Programs by the Management and modest cooperation of the concessionaires, enabled the District to surpass key performance milestones and significant achievements.



**“Amidst the many trying times in Y2015, we continue to turn challenges into opportunities in order to do more and better as a public water service provider...”**

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

With the underlying solid managerial fundamentals, the MRWD achieved momentous institutional improvement and financial performance. The significant reduction of the District's Non-Revenue Water (NRW) from a high of 31% in Y2012, to a decent industry standard of 23.79% in Y2015, facilitated the expansion of the District's service area to a good number of *sitios* and *barangays* in Roxas City.

During the year under review, an unprecedented net increase of service connections of 2,129 was recorded, surpassing the 1,200 projected number of connections for the year, bringing the total active service connection to 29,409 as of year-end.

The District has made great strides in its collection effort by consistently recording a 98% efficiency resulting in a much improved liquidity position.

As we continue to build better customer service, the District has gained encouraging market response to our initiatives and our performance, not to mention the implementation of 10% water rates hike. The rate increase buoyed the District's cash position to effectively cover its operational requirements and debt service obligations.

Y2015 was another successful year for MRWD's corporate milestone by finalizing its Geographical Information System (GIS) to facilitate easy access of concessionaire's concerns and trouble shooting. In the last quarter of the year, the District installed Queuing System to further improve the quality of service particularly in declogging long line of queues and effective monitoring of proficient customer care.

The IBOD pursued the creation of the Internal Control Office in the District to enhance safeguarding of its assets, check the accuracy and reliability of accounting data, ensure efficient, effective, ethical and economical operations, as well as comply with government auditing and accounting rules and regulations, and adhere to Board and Managerial policies. As Head of the Procuring Entity of MRWD, the Board constantly passed resolutions to properly guide and rightfully steer the Bids and Awards Committee in upholding the mandate of RA 9184 and its Implementing Rules and Regulations particularly towards transparency, competitiveness, streamlining of processes, and accountability. Furthermore, the Board authorized the upgrading of the District's the Billing and Collection System in order to cope with the increasing demand for the mutual benefit of Management and its clientele.

Expectedly, these accomplishments have been transformed into financial gains. The District hit a new milestone as it registered a Php38Million net income, 310% higher than the previous year. The District's gross revenues for Y2015 continued to solidify as it reached Php292Million, Php22.7Million over the comparative figure reported last year.

Having championed the realm of public information and compliance with Good Governance Conditions, the District's Tubi Newsletter was adjudged as one of the Best Newsletters in Western Visayas by the Bureau of Public Information Region 6 and 1st Place by the Philippine Association of Water Districts.

Given that the IBOD truly appreciates the worth of its employees' welfare and interest, it approved the grant of Collective Negotiation Agreement (CNA) incentives to all qualified MRWD officers and employees pursuant to the CNA. Likewise, the grant of 2014 PBB was also authorized by the Board to all qualified officers and employees in accordance with joint LWUA and DBM Circular No. 2014-2.

Amidst the many trying times in Y2015, we continue to turn challenges into opportunities in order to do more and better as a public water service provider, never losing our vigour and dynamism for the betterment of public service.

In closing, I thank the Interim Board of Directors for their unwavering support and insights, the Management and employees for their continued commitment and dedication. Equally important, I thank the Roxas City Local Government Officials for their cooperation and support in all our endeavours. Finally, to the LWUA Board of Trustees and Management, I will forever cherish the trust and confidence that you have reposed in the MRWD Interim Board of Directors.

I am confident that with the continued unwavering dedication and commitment of the MRWD Management and Staff to efficient public service at all times, the District would undoubtedly move towards greater heights and achieve more productive best years for generations to come!

# INTERIM BOARD OF DIRECTORS

**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

## My Warmest Greetings!

I am pleased to report that 2015 was a milestone year for Metro Roxas Water District. We have surpassed targets, set new records, gained financial momentum and delivered quality services to our valued concessionaires.

With its solid performance, the District hit a new landmark in our service connection by recording a net increase of 2,129 exceeding 77% of the projected number as service connection for the year. As a result, Net Income reached to Php38Million – the highest and modest for the last 5 years of operation. Further, the District gross revenues for 2015 increased by Php22.7Million that of last year pegging it at Php292Million.

Shortly after the full operation of Planning and Design Division in 2010, we intensify the most ambitious and promising Non-Revenue Water (NRW) reduction programs in the history of the District. Towards this end, we made a number of system improvement and strategic moves like establishing of District Metering Areas (DMAs), acquisition of NRW equipments and flow meters, setting-up of Geographical Information System (GIS) and proper valve management. Moreover, the District persists to plug various leakages and illegal connections as well as replace more than 5-year old water meters in the field.

Given these accomplishments, we managed to bring down our NRW from a high of 33% in 2010 down to a respectable industry level of 23.79% in 2015. Thus, treated water is not anymore wasted that much instead it is now translated to better service and sufficient supply which will enable the District to serve more populace.

The District caters more than just water; we provide services and opportunities to our concessionaires towards a better life. This year, we were able to provide queuing system in order to avert long queues and manage customer's feedback. By next year, we are planning to launch an on-line billing and customer care. Further, the Billing and Collection System (BCS) is undergoing improvement and innovation to cope with the current trend without compromising better customer service. We have also established our Internal Control Office (ICO) to ensure good governance and institute corrective as well as preventive measures to achieve the Districts objectives.

The Management continue to improved and enhanced its Bids and Awards Committee (BAC) by providing adequate facilities and sending its collegial members to attend relevant seminars and training workshops.

We have taken a more aggressive stance in information campaign through our very own "Tubi" – the MRWD's official Newsletter – which eventually adjudged as champion in the 2015 Search for Best Publication – Newsletter category by the Philippine Association of Water Districts (PAWD). Likewise, it was named as one of the Best Newsletters in Western Visayas by the Public Information Agency Regional Office 6.

The District also continues to work in the development of additional water source and strategic reservoirs. This initiative is needed in order to ensure the adequate supply and to meet the 5-year demand requirement from our growing clientele.

With the looming capital requirement to address said additional water source, the Land Bank of the Philippines (LBP) has approved the MRWD's request to refinance its existing loans with the Local Water Utilities Administration (LWUA) in an amount not exceeding Php968Million at the rate of 5% per annum as against 8.2% per annum that of the latter. The savings that will be generated from this project will fund significant improvements and expansion of the District's water supply and distribution systems.

With the encouragement by the consuming public's response to our initiatives and performance, the implementation of our 10% water rates increase was backed and supported by our valued concessionaires. The tariff increase gave the District a financial breather, an opportunity to service its escalating debt obligation and the rising operational and maintenance expenses.

Given the changes that we have executed, your District remains optimistic of the local economic growth coupled with the increasing number of urban housing projects and domestic industries. While these progresses are coming in, we also recognize the challenges ahead. However, I am confident that with Metro Roxas Water Districts' highly capable and fully committed officers and employees, we can achieve more success and sustain our gains.

Year 2015 is a difficult year indeed; however we collectively have shown great resilience by staying focus on our mandate. Let us again gather our victor-values and continue to move forward to help our District, our Customers and our Province towards shaping a better and progressive Nation.

As a final point, I am truly grateful for the commitment and valuable efforts of MRWD employees, the immense guidance provided by our Interim Board led by Atty. Rodelo G. Franco – Chairman of the Board, and the support and trusts of our Local Chief Executives. Likewise, I thank all the sectors within our service areas who in one way or the other continue to support the District in carrying on its mandate of serving the consuming public. I also acknowledge the over 29 thousands concessionaires for their critical role that they play in the implementation of our programs.

**“Again, thank you and let us remain committed to the best interest of MRWD in the hope to harvest more best years in the name of Public Service!”**



A handwritten signature in black ink, consisting of several overlapping loops and horizontal strokes, enclosed within a thin black oval border.

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

# FINANCIAL PERFORMANCE

## Statement of Income and Expenses For the year ended December 31, 2015

INCOME:		
Income from waterworks		268,458,379.27
Other business income		13,538,921.76
Penalties		9,247,221.37
Miscellaneous income		506,127.35
GROSS INCOME		291,750,649.75
LESS: EXPENSES		
PERSONNEL SERVICES		
Salaries and Wages		35,681,997.56
Other compensation and allowances		13,405,361.43
Personnel benefits contribution		4,446,029.72
Other personnel benefits		11,428,121.42
TOTAL PERSONNEL SERVICES		64,961,510.13
MAINTENANCE & OTHER OPERATING EXPENSES		
Travelling Expense - Local		525,277.96
Travelling Expense - Foreign		-
Training Expense		208,612.00
Office Supplies Expense		1,164,905.53
Accountable Form Expense		348,396.00
Gas, Oil & Lubricants Expense		2,344,665.49
Other Supplies Expense(Chemicals)		5,901,176.06
Water Expense		278,545.30
Electricity Expense		45,351,928.05
Postage and Deliveries		4,587.60

**Statement of Income and Expenses**  
For the year ended December 31, 2015

Telephone Expense - Landline	414,902.52
Internet Expense	44,746.63
Cable Expense	1,965.00
Membership dues & cont'n.to orgs.	7,900.00
Advertising Expense	696,874.59
Rent Expense	46,080.00
Representation Expense	387,761.50
Transportation and Delivery Expense	28,828.20
Rewards & Other Claims	33,000.00
Legal Services	132,288.64
Auditing Services	9,696.00
Security Services	5,138,127.00
Repairs & Maintenance Expense	10,454,853.17
Miscellaneous Expense	625,614.08
Taxes, duties and licenses	5,496,605.56
Insurance expense	43,722.77
Depreciation Expense	348,070.54
Other Operating Expenses	39,636,239.73
TOTAL MAINTENANCE & OTHER OPERATING EXPENSES	9,030,864.83
FINANCIAL EXPENSES	69,628,226.98
TOTAL EXPENSES	254,265,107.03
INCOME / (LOSS) FROM OPERATIONS	37,485,542.71
Add/(Deduct) Other Income/Expenses	
Interest Income	533,412.82
INCOME / (LOSS) BEFORE INCOME TAX	38,018,955.53

# FINANCIAL PERFORMANCE

## Statement of Cash Flow For the period ended December 31, 2015

RECEIPTS:		
Collection of Water Sales		286,585,047.08
Other Receipts		27,161,420.28
		313,746,467.36
DISBURSEMENTS:		
Payments of Accounts Payable		57,948,944.42
Fuel/Power for Pumping & WTP		42,760,533.92
Chemical for Water Treatment		5,901,176.06
Payroll		42,312,020.80
Debt Service		152,380,723.81
CAPEX		10,349,156.96
TOTAL DISBURSEMENTS		311,652,555.97
NET RECEIPTS / DISBURMENT		2,093,911.39
CASH BALANCE, BEGINNING		103,036,875.18
CASH BALANCE, END		105,130,786.57
BREAKDOWN		
Customer's Meter Deposit		31,187,033.34
LWUA-MRWD joint account, 3%		56,232,061.49
MRWD, 2%		10,060,000.00
PROJECT EQUITY		-
Operations		7,651,691.74
TOTAL DEPOSITS		<b>105,130,786.57</b>

**Balance Sheet**  
As of December 31, 2015

A S S E T S		
CURRENT ASSETS		
Cash and cash equivalents		105,130,786.57
Trade and Other Receivables		67,570,299.14
Inventories		11,156,293.32
Prepaid Expenses		213,724.79
<b>TOTAL CURRENT ASSETS</b>		<b>184,071,103.82</b>
NON - CURRENT ASSETS		
Investments		3,261,790.84
Property, plant & equipment (net)		896,754,221.51
<b>TOTAL NON - CURRENT ASSETS</b>		<b>900,016,012.35</b>
<b>TOTAL ASSETS</b>		<b>1,084,087,116.17</b>
LIABILITIES AND EQUITY		
CURRENT LIABILITIES		
Payables		6,633,725.70
Inter-agency payables		2,314,597.92
Other liability accounts		34,157,651.73
<b>TOTAL CURRENT LIABILITIES</b>		<b>43,105,975.35</b>
NON - CURRENT LIABILITIES		
Loans Payable - Domestic		980,405,688.65
<b>TOTAL NON - CURRENT LIABILITIES</b>		<b>980,405,688.65</b>
<b>TOTAL LIABILITIES</b>		<b>1,023,511,664.00</b>
DEFERRED CREDITS		374,248.17
EQUITY		
Capital contribution		9,717,444.64
Unappropriated retained earnings		5,996,450.77
Restricted capital		44,487,308.59
<b>TOTAL EQUITY</b>		<b>60,201,204.00</b>
<b>TOTAL LIABILITIES AND EQUITY</b>		<b>1,084,087,116.17</b>

# 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

Implements policies and enforces the rules and guidelines of the agency in billing and account matters. In-charge of encoding meter reading; account balances; computation and printing of water bills. Facilitates the collection of water bill payments and non-water related receivables. Prepares notices of disconnection and disconnection orders to delinquent concessionaires. Conducts bank collections of water bill payments.



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

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. MA ROSARIO MOSES D. ALBA**  
OIC - Accounting and Budget Division Manager

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 Manager

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

Change brings about challenges to old methods as well as opportunities for new collaboration and fresh insights. The goals of the Administrative Division which is composed of the Human Resource Section and Records Section in 2015 is to help the District achieve its strategic objectives while ensuring employees are engaged and motivated to help the District succeed. Our Division's success was measured by our ability to align and integrate processes with the strategic objectives. We have started identifying issues and executing corrective measures effectively.

In moving forward, the Human Resource Section put into action a new process. We have implemented the Strategic Performance Evaluation System to measure the performance of employees. We are responsible for developing and providing strategic human resource programs, services and advice in the areas of learning and development, performance management, leadership development, and Human Resource policies and practices.

The Records Section is responsible of all the documentation and safekeeping of the District's records. It will develop a more organized filing system and effective record management once the archive building will be completed.

In the coming year, the Administrative Division will continue to strive for excellence to become more active in its race to serve. It is our desire to leverage technology by facilitating the development of systems that improve customer service, streamline workflow, reduce redundancy, expedite time sensitive processes and enhance system data integrity.

The District's workforce includes both regular and Job Order employees who fill technical, safety, customer service, administrative, and managerial roles. We work in a dynamic environment in which as the District changes our workforce must also evolve. We ensure that our workforce must be supported by an environment that encourages innovation, collaboration, and partnership at all levels. The beginning workforce of the District for 2015 is One Hundred Twenty Two (122) regular personnel and sixty two (62) Job Order employee.

For this year 2015 is that, 94 (75.8%) are male and 30 (24.2%) are female. As to the Level of Position, 90 (72.6%) belong to the 1st Level and 34 (27.4%) to the 2nd Level Personnel.

There was no significant difference from 2014 data and this year.

The Human Resource Section had facilitated both accession and separation of employees. For the recruitment and selection process we have assisted the Personnel Selection Board (PSB) in facilitating the screening and evaluation of applicants for the opened positions.

Acting as secretariat, the Human Resource prepared examination questionnaires, facilitated the examination and interview, screened applicants documents, and prepared PSB evaluation documentation.



This year we have three (3) newly hired employees occupying the position of Management Information Systems Design Specialist B; Senior Internal Control Officer A; and Water Maintenance Man A. Two personnel were also promoted from service.

Three (3) employees have separated from the service two (2) due to resignation and one (1) was declared Absent Without Approved Leave (AWOL).

Documentation for these personnel actions were documented and filed in the respective personnel 201 files.

Existing office policies for personnel were updated from time to time to meet the demands in the workplace. There were one grave administrative offenses recorded for this year for habitual absenteeism in which a suspension order was given to the concerned personnel. Nevertheless Memorandum for warning and reprimand were issued by the Office of the General Manager based on the reports submitted by the HR Section pertaining to minor offenses such as being tardy in reporting for work.

The HR had also started revising other policies previously implemented such as leave availments. We have also facilitated the resubmission and approval of the MRWD Grievance Machinery as well as the Merit Promotion Plan to the Civil Service Regional Office.

The Strategic Performance Management System (SPMS) duly formulated and adopted by the District was implemented. This new approach ties and cascades strategic goals with the employees personal work goals. Division Managers and Supervisors were given great responsibility to monitor, mentor, and analyze the performance of their respective personnel through their designed monitoring tools. Group and individual mentoring and coaching were also made to assist the employees in filing up the new performance evaluation form.

In coordination with the Engineering and Planning Division, a Performance Monitoring Scorecard was designed to be of assistance to the different divisions in setting their goals and monitoring their personnel.

In our pursuit of continuously educating our employees, we allowed them to undergo training opportunities in order to build on their professional competencies, increase their knowledge, and improve their skills so as to contribute to the District's vision and enhance their individual opportunities and future growth. The District during its founding anniversary celebration conducted a Sportsfest and Zumba Dance Fitness for employees.

This has provided them with opportunities to educate employees on the importance of health and camaraderie.

# GENERAL SERVICES DIVISION

The General Services Division (GSD) was established to support 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
- 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.

On July 7, 2015 the management, in the exercise of its management prerogative, re-assigned DM Lizalyn B. Baylon from General Services Division to Construction and Maintenance Division And DM Winifred O. Dela Peña from Operation & Maintenance Division to General Services Division.

And August 11, 2015 The Administrative Services Chief with responsibility for the Transport, Buildings and Grounds Maintenance, turn over the responsibility for Materials/Supplies Management to Property/ Supply Officer.

#### 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 2015, for submission and reconciliation with the ABC Division.

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 29 motor vehicles:

- 10 Motorcycle
- 8 Motorcycle with sidecar;
- 11 4-wheel drive vehicles

g) Minor repairs/maintenance of buildings and grounds

h) Repainting of Ceiling Main bldg./Planning & Design

i) Repainting of Tables & Chair

j) Repair and Construction of Furniture/filing Cabinets

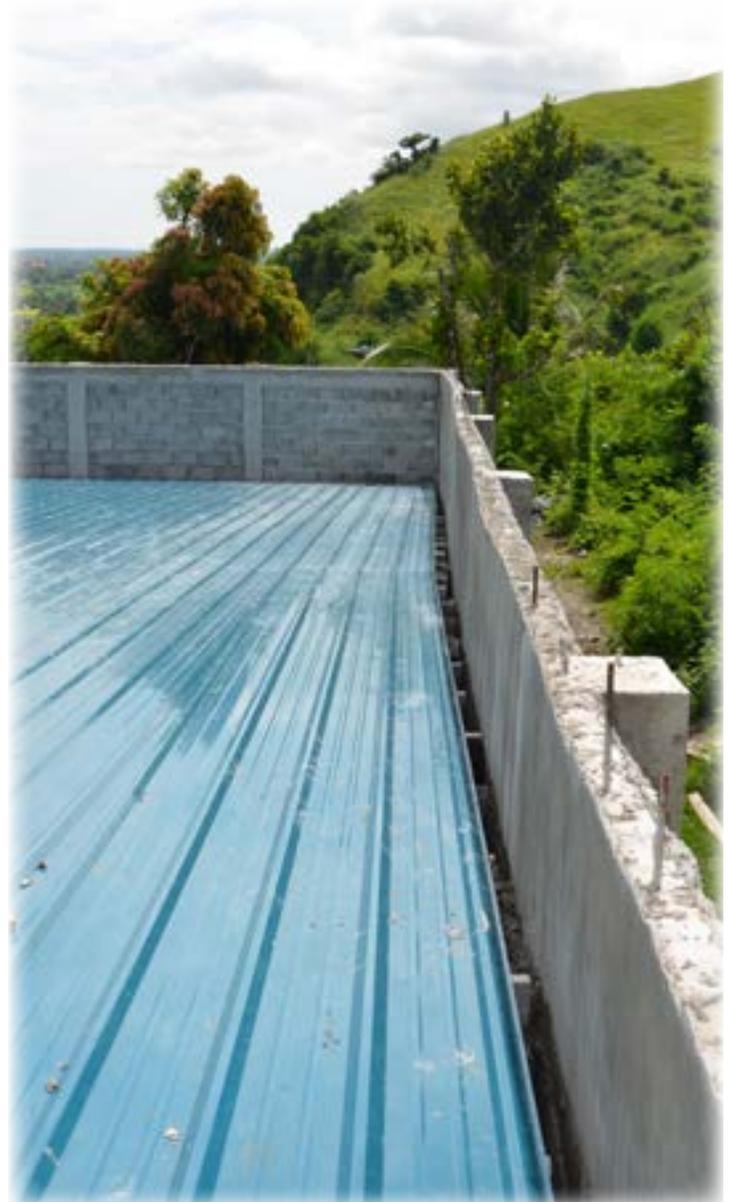
- Planning and Design Division
  - 1-set of Chair & table
  - 1-unit Tool Cabinet
  - 2-unit Computer Table
- Customers Service Division
  - 1-unit Filing Cabinet
  - 1-unit Record Rack
  - 1-Queuing Machine Frame
- General Services Division
  - 1-unit Filing Cabinet
  - 1-unit Printer Table/Cabinet
- Construction and Maintenance Division
  - 1-unit Computer Table
- Office of the GM
  - 1-unit File Cabinet
  - 1-unit CCTV Monitor Rack
- Office of the IBOD
  - 1-unit Control System Cabinet
- Training Center (WTP)
  - 7-unit of Tables

k) Implementation of “Archive Building”

- 75% accomplishment of Phase 1
- Basement done

L) Construction of Lawa-an Reservoir

100% Completed



# CONSTRUCTION & MAINTENANCE DIVISION

The Construction and Maintenance Division (CMD) supports the management by providing a wide range of services with a focus on customer service. Its key functions include determination, planning and implementation of expansion projects or expansion of service areas; maintenance and repair of transmission lines, distribution lines and service lines; site inspection of proposed service connection and installation of the same. Other functions include flushing at distribution lines to maintain the quality of water; calibration of water meter to ensure its efficiency; and changing of defective water meters to augment NRW Reduction Program.

The CMD encouraged concessionaires to pay their water bills on time by implementation of disconnection orders due to non-payment of water bills. We closely monitor closed service connections which we close at tapping point if not reconnected for a considerable length of time to prevent illegal withdrawal of water.

The CMD also acted on concessionaires' requests/complaints such as checking for possible service line leakage, elevate/transfer of water meter, changing and calibration of water meter and other requests.

The CMD implemented various Expansion Projects in the following areas: (a) Sibaguan Relocation Site, Brgy. Sibaguan, Roxas City, (b) Sitio Baklayan Extension, Brgy. Baliuagan, Roxas City, (c) Cogon Relocation Site, Brgy. Cogon, Roxas City, (d) Urban Poor Milibili, Roxas City (Guadalupe Homeowners Association), and (e) Sitio Bankiling, Brgy. Tiza, Roxas City; Looped/Interconnected distribution lines in the following areas: (f) from Malipayon Village to San Miguel Village, Brgy. Tiza Roxas City, (g) from Brgy. Salocon, Panitan to Brgy. Daga, Panay, Capiz, (h) from Highway to Braveville, AFP/PNP Housing, Brgy. Lonoy Roxas City, and (i) from Arnaldo Blvd. main road to Sto. Niño and Mercedes Panganiban Homeowners Association, Arnaldo Blvd., Brgy. Baybay, Roxas City. A total length of 2,562 of Distribution Pipelines were laid in 2015.

Our target for additional new installation of service connection for the year 2015 is 1,650. We installed 2,195 new service connections from January to December 2015 which is 33% more than our target and 21% more than 2014 which 1,731 new service connections were installed from January to December 2014. We also altered (transfer of tapping point) 135 service connections.

From January to December 2015, we disconnected 3,143 service connections which mostly due to non-payment of water bills. There were 5,893 reconnected service connections, some of which were closed in previous years. In 2014 3,107 were disconnected which mostly also due to none-payment of water bills and reconnected 4,336 service connections. Comparing the 2015 disconnection/reconnection ratio with 2014, there is an increase of 35% in 2015 in the number of reconnected service connections.

A total of 2,023 leak reports were acted upon by CMD on transmission lines, distribution lines and service lines in 2015 other than leak repairs accomplished by Non-Revenue Water (NRW) Reduction Program team under the Planning and Design Division.

This year, 2015, the Department of Public Works and Highways (DPWH) started its road widening project in various areas which caused leakages due to pipe damaged. Distribution and service lines repair were done as well as relocation of pipes in various bridges crossing due to bridge widening.

All water meters of service connections affected by road widening were also relocated.

In order to ensure that water meters for installation are in good working condition and will function efficiently, we calibrate all water meters including new ones before the installation. This year we calibrated 2,475 new water meters. We also calibrated 2,551 old water meters for re-installation for reopening of service connections. Some parts of old water meters were changed if necessary before the calibration.

Other than the NRW Reduction Program team accomplishment on changing of water meters, the CMD also changed 2,199 water meters due to various reasons such as: stuck up, blurred glass, concessionaires request and request for calibration.

CMD responded on various concessionaires' request; we checked for possible leakage of 1,547 service connections; transferred 163 water meters; and calibrated 823 water meters as requested. Other concessionaires' requests for their service connections were also acted upon.

The CMD closely monitors closed service connections and closed it at tapping point if necessary to avoid illegal withdrawal of water which may contribute to NRW. In 2015 there were 34 illegal connections apprehended. As MRWD policy, illegal connections are charge with penalty once they apply for reconnection of service connections; 50% of penalty paid will be rewarded to persons who reported the incidence of theft or illegal connections.

In the year 2016 onwards, the CMD is committed to be more responsive to concessionaires' request, leak reports, and other services to be carried out for the betterment of this District.

We continue to support the Management at our best as we aspire for continues growth of this District.

**Number of New Service Connections Installed**

Month	CY 2014	CY 2015
January	119	103
February	156	118
March	145	226
April	165	187
May	210	198
June	178	260
July	142	229
August	135	150
September	116	166
October	128	192
November	141	131
December	96	235
<b>Total</b>	<b>1,731</b>	<b>2,195</b>

# QUALITY CONTROL DIVISION

The Quality Control Division is the one responsible for the Quality of Metro Roxas Water District 's Product Standard, a quality of water which is safe and potable.

Potable water is ideal water. It should be clear, no objectionable taste and odor, free from Physical and Chemical constituents that are hazardous to health as well as pathogenic organisms or disease causing organisms. In short, the water quality complies with the Philippine National Standards For Drinking Water (PNSDW) maximum permissible levels. While SAFE water is also POTABLE. Water is still safe to drink even though levels of some parameters(values for physical and chemical parameters of aesthetic quality) are slightly beyond the permissible levels but water exhibited quality within the tolerable levels. Palatability of the water is being affected hence acceptability varies according to local circumstances.

The personnel of Quality Control Division in cooperation of Operation and Maintenance Division work as a TEAM to produce a PRODUCT water which is complying with the PNSDW. The treatment process is well followed according to PLAN to produce a SAFE and POTABLE water and because of this camaraderie it is no doubt that a more FRUITFULL future comes ahead.

## 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	0
February	23	30	0
March	24	30	0
April	24	30	0
May	24	30	0
June	25	30	0
July	24	30	0
August	24	30	0
September	24	30	0
October	25	30	0
November	24	30	0
December	25	30	0

### Results of Physical-Chemical Analysis

PARAMETERS	PNSDW	UNIT	RESULTS
Temperature		°C	25.7
Color	5	unit	Nil
Turbidity	5	NTU	0.08
Taste	Unobjectionable		Unobjectionable
Odor	Unobjectionable		Unobjectionable
pH	6.5-8.5		7.96
Alkalinity as CaCO <sub>3</sub>		mg/li	94
Hardness as CaCO <sub>3</sub>	300	mg/li	116
Residual Chlorine	0.3-1.5	mg/li	1.48
Acidity as CaCO <sub>3</sub>		mg/li	6
Chloride	250	mg/li	16
Iron	1	mg/li	0.1
Manganese	0.5	mg/li	0.1
Nitrate	50	mg/li	0.036
Nitrite	3	mg/li	0.001
Sulfate	250	mg/li	nil
Total Solid/TDS	500	mg/li	125
Dissolved Oxygen	50	mg/li	5.79
Arsenic	0.05	mg/li	0.01
Lead	0.01	mg/li	0.003
Cadmium	0.003	mg/li	0.008
Benzene	0.01	mg/li	0.01

# CUSTOMER SERVICE DIVISION

The Customer's Account Division, being an integral part of the Customer Services Department, have committed in promoting the cost saving measures or water efficiency awareness. Recently, we have enforced the use of suggestion boxes at customer service and reception areas.

This has shown to be useful, as it allow us to improve customer satisfaction, thus making it far more likely for the client to feel discomforted or dissatisfied. It was placed on tellers' front and complaint receiving desks; with questionnaires for customer to fill up.

In keeping up with the agency's vision of being a responsive corporation; delivering a quality and affordable water services to the people of Roxas City, and neighbouring municipalities, the MRWD management have organized seminars aimed on improving the customer services or customer satisfaction level. Held at BOD Hall of the Main Bldg., it was conducted by LWUA speaker, Mr. Armando F. Sibal, OD/HRD Consultant last July 27-28, 2013.

On his dialogue during the seminar on "Quality Customer Service", Mr. Sibal made it clear that the realization of one's organization goal is attributed by a "collected effort", coupled with right behavioural changes. He pointed out that one key factor needed in sustaining a good customer service is a good CUSTOMER RELATIONSHIP MANAGEMENT (CRM).

"The essence of good customer service is forming a bond or relationship with customer – a relationship that both customer/client and employee/company feels and would like to pursue"; this must be done he added, "specifically" in a manner that the staff/employees sincerely believe of producing the best performance all the time. The secret is to select the right meaningful KEY PERFORMANCE (KPs) which reflects the overall strategy of the group. This enables the employees in limiting their focus to areas that are less importance; rather redirect their focus to those which would deliver the most value to the overall objective, e.g. cost saving, service improving etc.

How we go about forming a good customer relationship, asks Mr. Sibal. . "The answer is just simple, if we truly want to have a good customer service, all we have to do is to ensure that we (the company) are "consistent" and competent in our day to day performance.

One valuable part of this labour is the empowerment or the opportunity of the client in assessing the overall performance of MRWD as water service provider. Moreover, give detailed explanations of both negative as well as positive experiences with the company.

From this view point, we could assume that the prerequisite for a good customer service varies directly with its client. It follows that, the perception of success interactions will be dependent on employees "who can adjust themselves accordingly to the rsonalitof the guest".

In conclusion, customer service plays an important role in an organization's ability to generate income and revenue - a part of an overall approach to systematic improvement which could be the foundation of entire perception a customer has of the organization. As the saying goes, "You will be judged by what you do, not what you say".

**Consumers' Profile per Classification  
As of December 31, 2015**

Service Area	Residential	Government	Commercial	Industrial	Bulk Sale	Total
Roxas City	21,822	163	1,381	28	77	23,477
Panay	3,617	43	16			3,676
Ivisan	1,074	16	18		2	1,110
Panitan	1,091	26	20	2	6	1,145
Sigma					1	1
Olotayan						
<b>Total</b>	<b>27,064</b>	<b>248</b>	<b>1,435</b>	<b>30</b>	<b>86</b>	<b>29,409</b>

**Billing Profile (Barangay and Population Served)  
As of December 31, 2015**

Service Area	Total No. of Barangays	Total No. of Barangay Served	Total No. of Service Connections	Total Population Served
Roxas City	47	46	23,560	138,180
Panay	42	30	3,774	22,582
Ivisan	15	8	1,119	6,181
Panitan	26	10	1,132	6,104
Sigma	21	7	1	4,800
Olotayan				
<b>Total</b>	<b>151</b>	<b>102</b>	<b>29,586</b>	<b>177,847</b>

# CUSTOMER ACCOUNT DIVISION

For water utilities, addressing the multifarious challenges of providing “total customer service” will likely mean creating a portfolio of solutions that include in-sourced, licensed, and out-sourced solutions and business processes. Many utility managers have gotten so involved in feature issues and functionality requirements for technology solutions that they have lost sight of the critical business needs and business drivers that compel them to improve customer service to begin with.

It is simply not enough to improve customer service, rather it is an imperative that utilities must recognize in response to customer, market, and industry needs. Although this customer service imperative is simply stated, in the world of utility operations this easy to state mission entails complex business processes and creates multiple challenges for utility management, staff, and information technology (IT) systems.

Water Utility must provide reliable, affordable water to customers while also communicating, billing, and collecting payment from customers in a courteous, efficient, and proactive manner.

Our company has been on a roller coaster ride for much of the past few years. Caught in the midst of LWUA intercession, aging infrastructure, higher than ever demand, the need to cut costs, and increase operational efficiency; we have continued to focus on delivering the possible highest quality of service and care to our concessionaires. Now, as part of the company-wide initiative to promote our goal, everyone must help to provide the best practice examples of authentic customer interactions, in addressing the skills deficiencies and poor performance to increase productivity and extend our business capabilities all across our region.

In our organization, maintaining good relationships means everything. If you’re burning bridges with every transaction, even your customers are going to become opponents instead of allies. Strong working relationships between the provider (MRWD) and the customers (General public) are entirely possible, but it takes trust and transparency on both sides.

By itself, technology has little capacity to create business efficiency or true competitive market advantages. Yet, technology remains an essential tool for raising the competitive bar as well as for creating better business processes, capturing efficiency, raising productivity, and reducing costs. Today, more than ever, utilities - especially municipal and rural water provider- are increasingly looking to third-party providers for assistance with customer service and customer care business processes and functions.

Indeed, recent survey estimated that some 30% of utility companies outsource at least some portion of their customer care operations. While it is obvious that there are real business risks to outsourcing customer service (like data migration), there are a number of areas where outsourcing and third-party services can work very well.

Again, “When building customer relationships, utilities must distinguish between technology’s usefulness and its limitations to extract the greatest value while providing the customers satisfaction throughout the entire coverage area of MRWD.

After all utilities are now realizing that in addition to improved customer service and customer care, outbound customer communications can dramatically help utilities avoid the future high costs of customer contact and customer service.

### COMPARISON OF 2014 & 2015 YEARLY COLLECTION

Month	2014 Collection Summary	2015 Collection Summary
January	22,258,883.15	23,789,798.24
February	21,708,696.31	22,521,882.10
March	21,265,246.00	23,854,016.07
April	23,252,863.23	21,557,355.16
May	21,211,400.35	23,927,802.92
June	22,200,926.37	27,300,470.38
July	25,162,193.92	25,141,874.70
August	21,260,813.75	21,654,801.77
September	23,530,958.88	26,656,300.13
October	21,818,649.26	29,189,963.47
November	22,201,998.99	24,646,365.18
December	19,991,856.12	28,928,002.90
<b>Total</b>	<b>P 265,864,486.33</b>	<b>P299,168,633.02</b>

**Log Reports Center**

**Account Analysis**

Find Concessionaire:

Account No.	Name
372459   1002-12-002101	ABADA, JOSEPHINE V
383217   1002-12-000343	ABADA, WILFREDO
372786   1002-12-002342	ABADA JR., FELIZARDO F
283835   0502-12-000528	ABADESCO, AGUSTO

**METRO ROXAS WATER DISTRICT**

**Payments**  
0014  
Now Serving  
Teller #1  
Customer Service

**Customer Service**  
0000  
0000

**Metro Roxas Water District**  
Please get your priority number by selecting a transaction below...  
**Payment**  
**Customer Service**  
2:08:08 PM

**18 WAYS YOU CAN CONSERVE WATER**  
HomeRun

**Christmas and Happy New Year - Metro**

# PLANNING & DESIGN DIVISION

In 2015, an emerging economic growth was expected in Roxas City and its neighboring municipalities. As this economic development will spawn an increase in infrastructure development activity, this expected economic improvement poses a challenge as well as opportunity to MRWD to increase its revenue collection based on increase demands. With the expected increase in water demand requirement, the challenge was on how to provide adequate water supply with existing facilities and on how to capitalize with the expected improvement that would redound to MRWD financial viability.

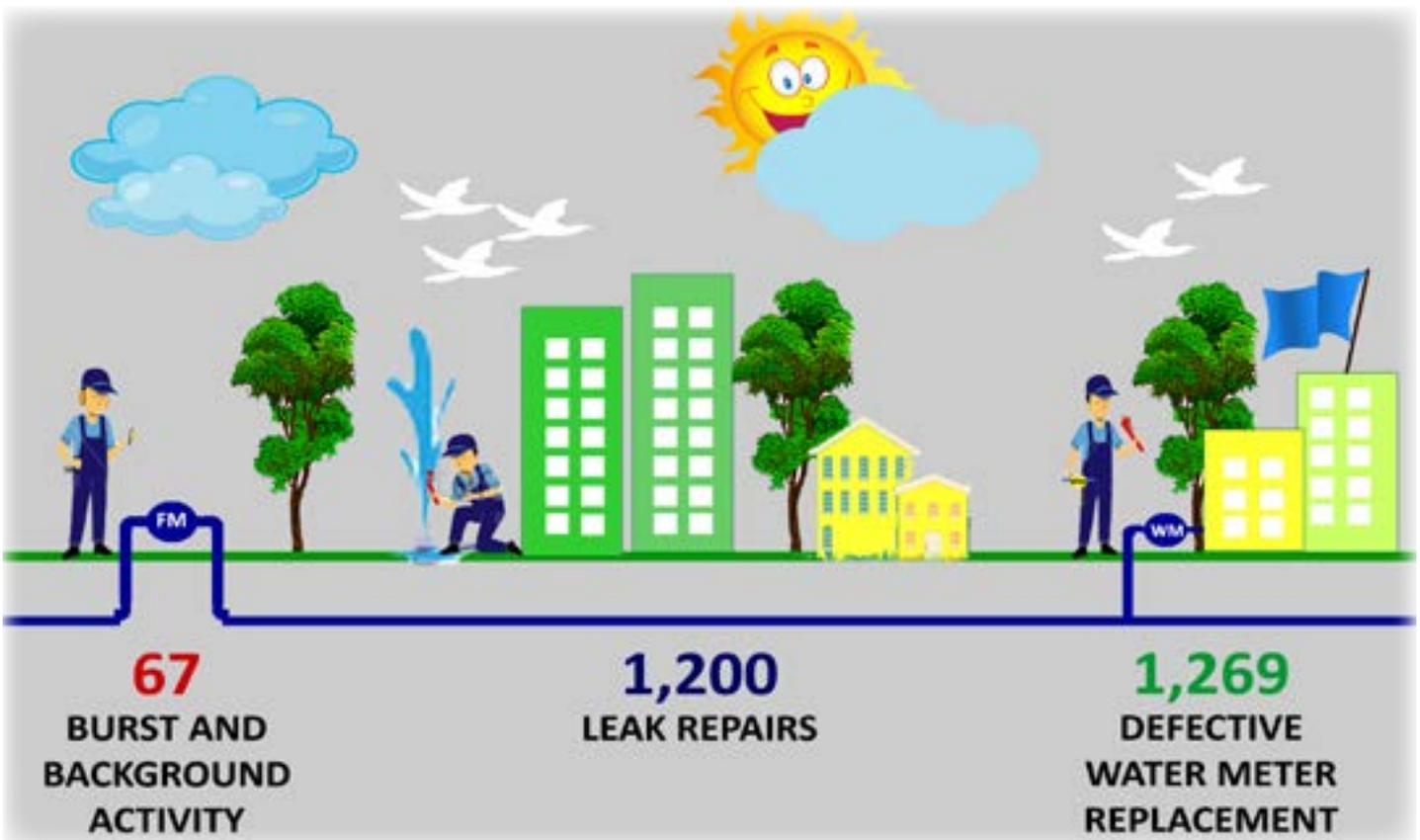
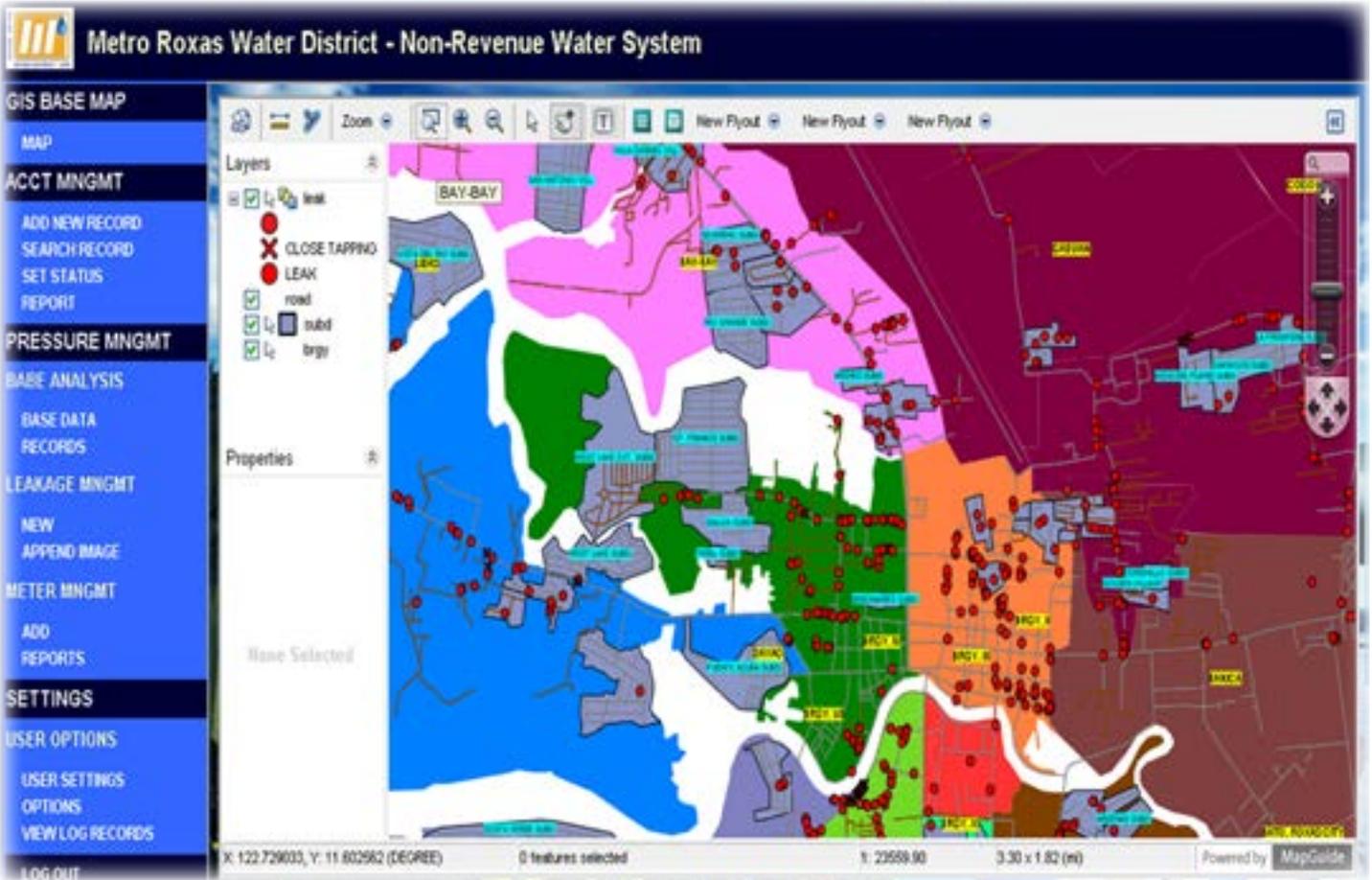
With these challenges that we face, we look ahead and set our goal to attain the desired improvement in our production capacity to improve MRWD billing collections. The increase in production capacity was attained thru the recommended operation of additional pumping equipment in the WTP which enable MRWD to provide adequate water supply to its customers. Recommendations were also made to implement several pipe interconnections work to improve water pressure to the outskirts barangays in Panay and Roxas City. An intensified metered area monitoring was also implemented to evaluate as well as address our physical losses. For 2015, a total of sixty six Burst and Background Estimate activity were implemented. Thru this activity we were able to account metered areas leakages and priorities leak repair works on areas with high concentration of pipe burst.

To improve MRWD billing collection, intensified defective water meter replacement activity was made. With the GIS feature which generate report of customers with declining consumption and zero consumption records, a monthly monitoring of metered areas records enable MRWD to track down defective water meters and implement its immediate replacements. For year 2015, a total of 1,236 defective water meters were replaced by the Planning and Design Division and 2,420 meter replacements were made by the Construction and Maintenance Division. Thru the implemented water meter replacement activity, significant improvement on our 2015 billed water is noticeable.

It is with great source of pride to see how MRWD has evolve overtime and emerge as a financially viable organization and always looking for better ways to serve its customers.

## 2014 and 2015 Non-Revenue Water Comparison

	2014	2015	Difference
Water Production	9.14 MCM	9.5 MCM	0.36 MCM increase
Billed Water	6.8 MCM	7.2 MCM	0.4 MCM increase
Non-Revenue Water	25.24%	23.79%	1.59% decrease

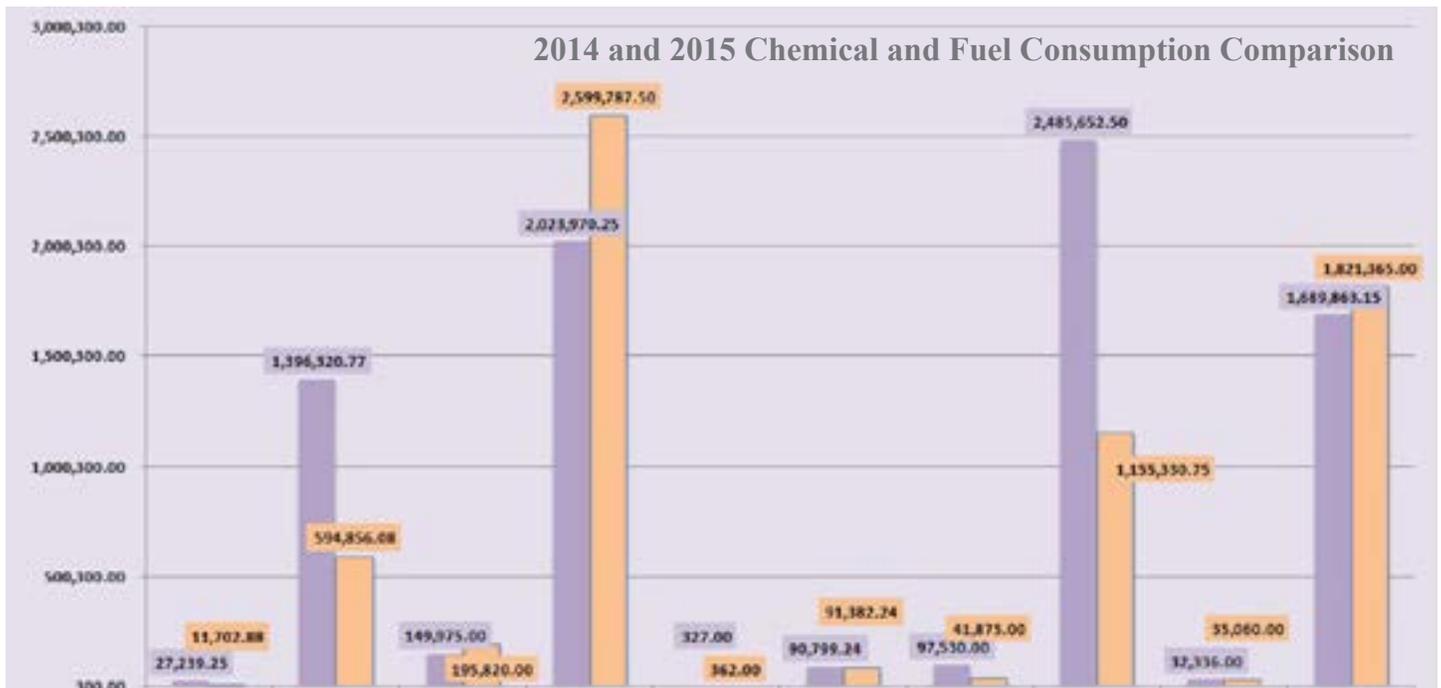


# OPERATION & MAINTENANCE DIVISION

As the heart of our organization, Operation and Maintenance Division plays an important role in ensuring a continuous supply and delivery of potable water quantitatively. Even with the yearly increase in the water demand, we still meet the demand requirement of the consuming public with quality that meet or even surpass standard for drinking water.

Operation and Maintenance division attains this goal through hard work and dedication. Thirty personnel composed of Division Manager, Supervisors, Operation Engineers, Senior Plant Electricians, Operators, Chemical Feed Assistant, Watchman, and Job Orders has its own role to play in attaining these goal. We are independent , interrelated and complimentary with each other , We work as a team during operation. We are empowered and motivated by MRWD’s mission and vision. We are also sharply aligned with the Operation and Maintenance Division strategies. Suggestion system is promoted that involves all personnel for a continuous efficient improvement and performance of our workforce.

We are also motivated by the recent establishment of effective performance measurement system. Based on the attached data, an increase in volume of water production in noticeable from 9,141,670.00 cubic meter of the fiscal year 2014 to 9,546,785.26 cubic meter of the recent year. An increase of 405,115.26 cubic meter water production were attained due to the operation of three units of 250 horse power Vertical Turbine Pump during daytime and peak hours of consumption at early morning and night time. This increase in water production compensates the increase in power and chemical consumption.



**2014 and 2015 Chemical and Fuel Consumption Comparison**

	Fuel (lts.)	Aluminum Sulfate (kgs)	Polymer (kgs)	PAC (kgs)	Gas Chlorine (kgs)
2014	27,239.25	149,975	327	97,530	32,336
2015	11,702.88	195,820	362	41,875	35,060

**2014 and 2015 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)
2014	9,141,670	4,125,554.99	45,900,468.89	27,239.25	1,396,320.77
2015	9,546,785	4,533,900.00	50,555,704.50	11,702.88	594,856.08

The activities that are being done during the implementation of our WTP equipment and structure preventive maintenance schedule from January to December 2015.

**1. VERTICAL TURBINE PUMP**

**A.) Pump pull-out**

- Pull-out of Electric Motor
- Pull-out of discharge head, stuffing box and mechanical seal
- Pull-out of two pieces of column pipe and line shaft.
- Pull-out of turbine pump assembly.
- Cleaning and repainting of column pipes.
- Disassemble of pump assembly.
- Pull-out of worn out series case, top case, lower case bronze bearing.

**B. Pump installation**

- Installation of VTP assembly
- Installation of VTP line shaft and column pipes
- Installation of pump discharge head.
- Installation of electric motor and head shaft
- Reconnection of electric motor power supply
- Reconnection of electric motor power supply.
- Reconnection of pump discharge head outflow manifold to transmission line.
- Pump testing.

**II. INTAKE STRUCTURE**

- Extraction of accumulated sludge.
- Cleaning of pumping station intake screens.
- Check-up and repair of submersible pump discharge pipe and appurtenances.
- Cleaning of sand and grit removal.
- Cleaning of flash mixing chamber .
- Cleaning of chemical feed discharge pipes
- Check-up of flocculator flash mixer agitator.
- Extraction of accumulated sand over the sand and grit removal chamber.

**III. SEDIMENTATION BASIN**

- Extraction of accumulated sludge
- Repair/ check-up of electric instrument and its appurtenances.
- Cleaning of tube settlers
- Cleaning of walls
- Cleaning of sedimentation

**V. REWINDING OF ELECTRIC MOTOR**

**VI. REMOVAL OF ANTRACITES AT LAWA-AN WATER TREATMANT PLANT.**





# MILESTONE AWARDEES FOR 2015

## 25-Years Service Awardees

Fuerte, Eleazar L.	Tayco, Joenalie D.
Cleofas, Bernardino M.	Delmo, Gabriel D.

## 20-Years Service Awardees

Besana, Mylene L.	Recio, Iren Grace L.
Dela Cruz, Bobby J.	Luces, Wilfredo L.

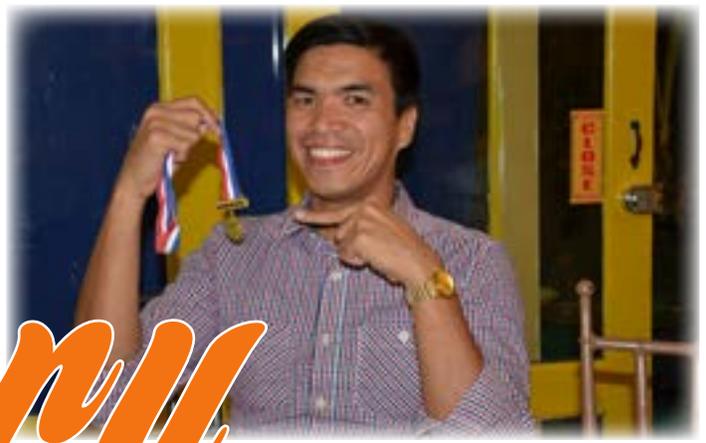
## 10-Years Service Awardees

De Justo, Socrates	Loberes, Edmar V.
Legaspi, Paquito Jr. B.	Jimenes, Guillermo V.
Gregorio, Ereneo D.	Atanque, Rudilyn T.
Pelema, Candelario L.	Hernandez, Joseph N.
Degala, Joselito D.	Lastrilla, Louie L.
Bactua, Jesus F.	Deloviar, Garry B.
Denesado, Joseph B.	Ebanos, Albert A.
Leonor, Leo M.	Acejo, Allan C.
Uguil, Freddie S.	Bodegas, Francisco Ignacio Jr. C.
Medina, Joselito G.	Daria, Arnel D.
Diaz, Romeo A.	Latosa, Erico V.
Armada, Rolando A.	Catalan, Nestor D.
Anonoy, Abe A.	Orola, Annabelle L.
Jocson, Francis C.	Rala, Randy R.
Balbarada, Michelle C.	Andrada, Reynold D.
Bornales, Richard B.	Encarnacion, Elmer O.



# 39th Ann

“Keeping the momentum”

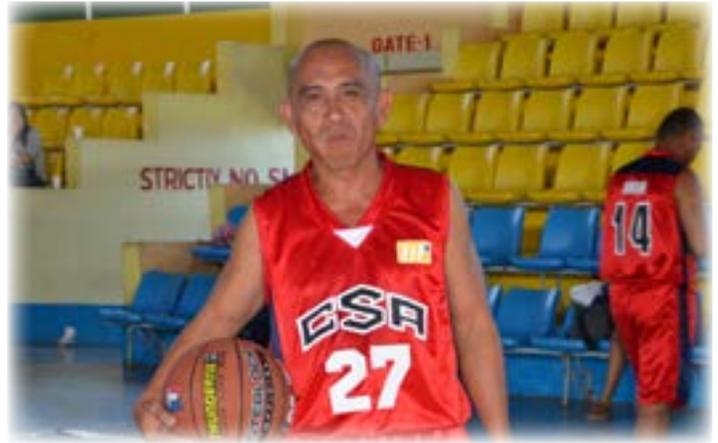


# Anniversary

"Keeping the momentum towards excellence"



*"We Serve*



*PAWD's Best Newsletter 2015*



*Our Best!"*



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