

ANNUAL REPORT 2017

METRO ROXAS WATER DISTRICT

METRO ROXAS WATER DISTRICT
MRWD Bldg. Roxas City Capiz Philippines 5800
metroroxaswd@gmail.com
(036)-6210-044 / (036)-6217-382
<http://metroroxaswd.gov.ph>

ABOUT US FOREWORD

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 33,231 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. 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.



VISION

To be the best water provider in the Philippines through excellent customer service, sustainable water resources, and pro-active role in the environment protection and preservation.

MISSION

To help in the upliftment of the quality of life and enhancement of economic activities in the province of Capiz through the delivery of safe, adequate and affordable water;

To build and maintain an economically viable organization responsive to the needs our customers;

To constantly promote career advancement, gender, equality and welfare of our employees.

CHAIRPERSON'S MESSAGE

My Wholehearted Greetings To Everyone!

The year 2017 was a year worth noting for MRWD because this year marked the end of LWUA's intervention of the corporation after 12 years of take-over. This also signaled the beginning of local management under the full guidance of local board members who took over the last quarter of 2017. We, therefore, take cognizance of the IBOD's hard work in turning around for the better status of MRWD for the last 12 years. It is my pleasure to highlight the solid performance of the corporation, namely:

REVENUE: When 2016 showed a revenue of Php62.5 Million, 2017 posted a much higher figure, Php 72 Million, the highest increase so far in the last 7 years, which in turn showed a reasonable cash inflow of about Php 27.0 Million.

SERVICE CONNECTIONS: In line with MRWD's wish to reach out to all concessionaires, service connections were made available and in the fastest manner possible to ensure that applicants can access safe and potable water. An increase in service connections totaling 2,255 or an actual total of 33,231 concessionaires as at the end of the year was realized.

NON-REVENUE WATER: Non-Revenue Water (NRW) has always been another concern any water district faces. There was a record 32% high in 2010 but was drastically toned down to 17% last year, this in spite of the fact that we were faced with a need to rehabilitate some main equipment, such as pumps, due to long term use and depreciation. Somehow, production was hit, however, the noted 2.8% NRW drop from that of last year showed a much better resource management ensuring that less processed water were wasted.

CUSTOMER SERVICE: As in any other company, MRWD believes that a customer feels happy especially when dealing personally with the company he/she is with. Knowing what the company can do for them in times of emergencies and most especially when paying their bills, MRWD saw it fit to improve its operational efficiencies. The use of tri-media, Facebook and the internet were other features the company resorted to in order to hasten office transactions, which include the actual queueing system, attending to feedback or suggestions being relayed by clients/concessionaires and the streamlining of the overall flow of transactions to avoid delays and red tape.

WATER TREATMENT PLANT: Our potable and safe water is made possible through the efforts management has put forth. However, considering the fact that time has taken its toll on all the equipment, it is now time to plan for a rehabilitation program in order to update and upgrade the water treatment plant. Initially there is a plan to increase the present water production capability of 30MLD by an additional 15MLD to be able to cope with the increase in water need in the next 5 to 10 years. With rehabilitation in mind, there is a plan to have the works financed through our partner in progress, LWUA which is offering a straight, very friendly rate of 4% p/a.

QUALITY MANAGEMENT SYSTEM/ISO: Having a Quality Management Systems (QMS) is not just a requirement, rather a need, and to operationalize this, the Board through the Management forged a Technical Accreditation Working Team primarily tasked to ensure compliance with ISO 9001: 2015 QMS and for MRWD to be certified soon. Optimistic about this project, we hope to banner key results in the coming months.

INTERNAL AUDIT: The Board institutionalized the internal audit system by establishing the Internal Control Office in 2016. In 2017 we saw the implementation of an audit plan which paved the way in a number of audit policies and guidelines via Office Orders. The annual audit is needed to ensure compliance with existing laws to bring about preventive and corrective measures to achieve MRWD's objectives and goals. This will further strengthen the internal control already in place and see the emergence of a graft and corruption-free institution.

BID AND AWARDS COMMITTEE (BAC): This year marked the reconstitution of the Bids and Awards Committee (BAC) membership to comply with the revised IRR of the Government Procurement Act (Republic Act 9184), as amended. The Board has passed timely resolution directing the BAC to continue to uphold the mandate of the law torching the principles of transparency, competitiveness, public monitoring, streamlining of processes and accountability. To systematize the procurement process and ensure integrity in the system, the Board designated a lawyer as chairperson of the BAC, which enabled the district to reach its procurement targets, achieve the governing principles on government procurement and minimize failure of biddings

HUMAN RESOURCES: Considered as the most important and invaluable asset of a company, its personnel and other manpower complement need to be nurtured and equipped with the much-needed moral and social values to further enhance their sense of responsibility towards their job and the company in general. The DBM National Budget Circular No. 562 implementing Executive order No. 201 has scheduled salary increase in four tranches beginning 2016 to 2019. The year 2017 saw the second implementation of said increase much to the delight of the working men and women of MRWD. This was made possible by the noted increase in income for the period. Another significant event for the year was the approval and implementation of Collective Negotiation Agreement (CNA) between MRWD and its Employees Union for the year 2017-2019. All qualified MRWD employees were given CNA incentives sourced from MOOE item-savings at the end of the year which is allowed pursuant to the DBM guidelines.

Surely, 2017 was a year of transformation. Notwithstanding the uncertainties the coming years will bring, I, together with the other members of the Board, believe that the working men and women of MRWD will be able to cope with all the challenges tomorrow will bring.

The Board of Directors wish to express appreciation to LWUA as represented by Administrator Jeci A. Lapuz for all the care and guidance it has afforded the District for the last 12 years, bringing it to where it is now, in tandem with all the effort, hard work, commitment and dedication - the Management and the working men and women of MRWD have done. By the same token, I thank the Local Government Officials, headed by its executive, our beloved Mayor, the Honorable Alan Angel B. Celino and his Legislative Officials for all the support given us; but most especially for resting their trust and confidence in me as the sitting Chairperson of the Board. Finally, to all the public and private consumers, we thank you for your unwavering support and cooperation and for rallying behind us throughout the trying years. With God's grace and guidance, we hope to further improve MRWD performance, to continuously give you safe and potable water because we believe that **Safe and Potable WATER IS LIFE!**


(sgd.) MS. CARLA B. ABELA
CHAIRPERSON
BOARD OF DIRECTORS

GENERAL MANAGER'S REPORT



My Heartfelt Salutations!

It is with great gratification that I report to you that 2017 had been another celebrated year for MRWD. The men and women of the District consistently strive harder to make each year better than the last. With 2016 being marked as outstanding in terms of financial growth, internal control policies, institutional pioneering and compliance in good governance, I can truly say that year 2017 had not only kept up but had its own peaks which made it a better one.

For the past years, MRWD had been persistent in actualizing programs to improve its customer services and had expanded over the years to accommodate the ever-growing population. With the rapid economic growth of the city, MRWD initiated the development of its facilities such as the expansion of the distribution system in Roxas City and its neighboring municipalities.

A number of our planned expansion projects were already serviceable; thus, a total of 2,255 new service connections were established by the District this year which is 3.73% higher than that of the previous year. With a total project cost of Php3,613,586.56, eleven (11) barangays in total- ten (10) of which in Roxas City and One (1) in Panay area - were given access to potable water. The reason why we were able to register a Php72Million worth of Revenue - the highest so far in years of MRWD operations.

These developments and improvements resulted to 17% non-revenue water figure - the lowest since year 2012 - which enabled MRWD to provide its service areas with an adequate amount of water carrying a minimal increase in the production input. It has well provided round the clock water supply to customers located in elevated areas. The attainment of this relevant customer growth now serves as a challenge for MRWD to focus its upcoming projects in ensuring sufficient potable water to the continuously growing community.

MRWD continues to aim customer satisfaction by implementing different strategies especially in addressing complaints of concessionaires. One of the bigger challenges this year was the road widening projects of the Department of Public Works and Highways (DPWH) which affected our service lines. For the convenience of our concessionaires, these lines were relocated free of charge.

Another focal point in the aspect of customer service is the enforcement of a Public Assistance and Complaints Desk (PACD) due to the Anti-Red Tape Act. This aided in the convenience of our customers with regards to accessing frontline services. Additionally, MRWD has installed suggestion boxes with questionnaires to be filled up at our reception areas which allowed the District to be cognizant to the concerns of our concessionaires.

With regards to the continuous aim for a better Information System, the proposal to authorize the in-house software developer to handle the development and refinement of the existing Billing and Collections System was approved by the MRWD Board and is now in the final stage of development and testing.

2017 had undoubtedly been a significant year for the District. Notably, it had been a year of initiating effort for the first level of accreditation of ISO 9001:2015 which documents the mandate and commitment of MRWD in maintaining quality service with prominence on customer satisfaction. The District prepared as well by hosting a series of trainings to equip the employees of the District for the said accreditation taking place in the following year.

Moreover, one of the major highlights of year 2017, was the turn-over of Local Water Utilities Administration (LWUA) of the policy making power to the Local Board of Directors after 12 years. With the Board of Directors available within reach, it can readily hold meetings to approve vital policies that are necessary in the operations and those that can be acted upon immediately.

Along these lines, it is grateful to note that the newly appointed set of Board of Directors chaired by Dir. Carla B. Abela are intellectually competent, and equipped with proven integrity and relevant experience in their respective sectors. I would like to express my appreciation to the local officials who had always been within reach to help and support the District. Let me also express my thanks to our 33,231 concessionaire for their continued trust and support. I am likewise equally thankful to the men and women of the District by unceasingly giving their full dedication and rendering their time and effort for the interest of the entire organization. Lastly, to our Almighty God for everything would not have been possible without His mercy and guidance.

MRWD will continue to perpetually live up to our slogan **"We Serve Our Best."**

Thank you and more power!


ENGR. GONZALO GLEN B. DELGADO
General Manager

BOARD OF DIRECTORS



DIR. CARLA B. ABELA
Chairperson



DIR. EDNA A. VITERBO
Vice-Chairperson



DIR. MARK G. SALVADOR
Secretary



DIR. SANTIAGO D. ALATIIT
Member



DIR. LYDIA T. MEDINA
Member



DIR. ANTONIO A. BALGOS
Sixth Member, LWUA Representative



ADMINISTRATIVE STRUCTURE



ENGR. GONZALO GLEN B. DELGADO
General Manager



ATTY. DANTE A. ARCANGELES
Administrative Services Department
Acting Department Manager



LILIBETH A. ARLUZ
Customer Service
Division Manager



WINIFRED O. DELA PEÑA
General Services
Division Manager



ENGR. MANUEL B. SALAZAR
Engineering & Operations
Acting Department Manager



MA. ROSARIO MOSES D. ALBA
Finance Services Department
Acting Department Manager



ENGR. VINCENT I. VILLASIS
Property/Supply and Procurement
Division Manager



ENGR. ZALDY A. LACSON
Water Resources
Division Manager



TERESITA A. DELOTAVO
Commercial Services Department
Acting Department Manager



ELITA M. FRANCISCO
Human Resource
Division Manager



ENGR. LIZALYN B. BAYLON
Construction & Maintenance
Division Manager



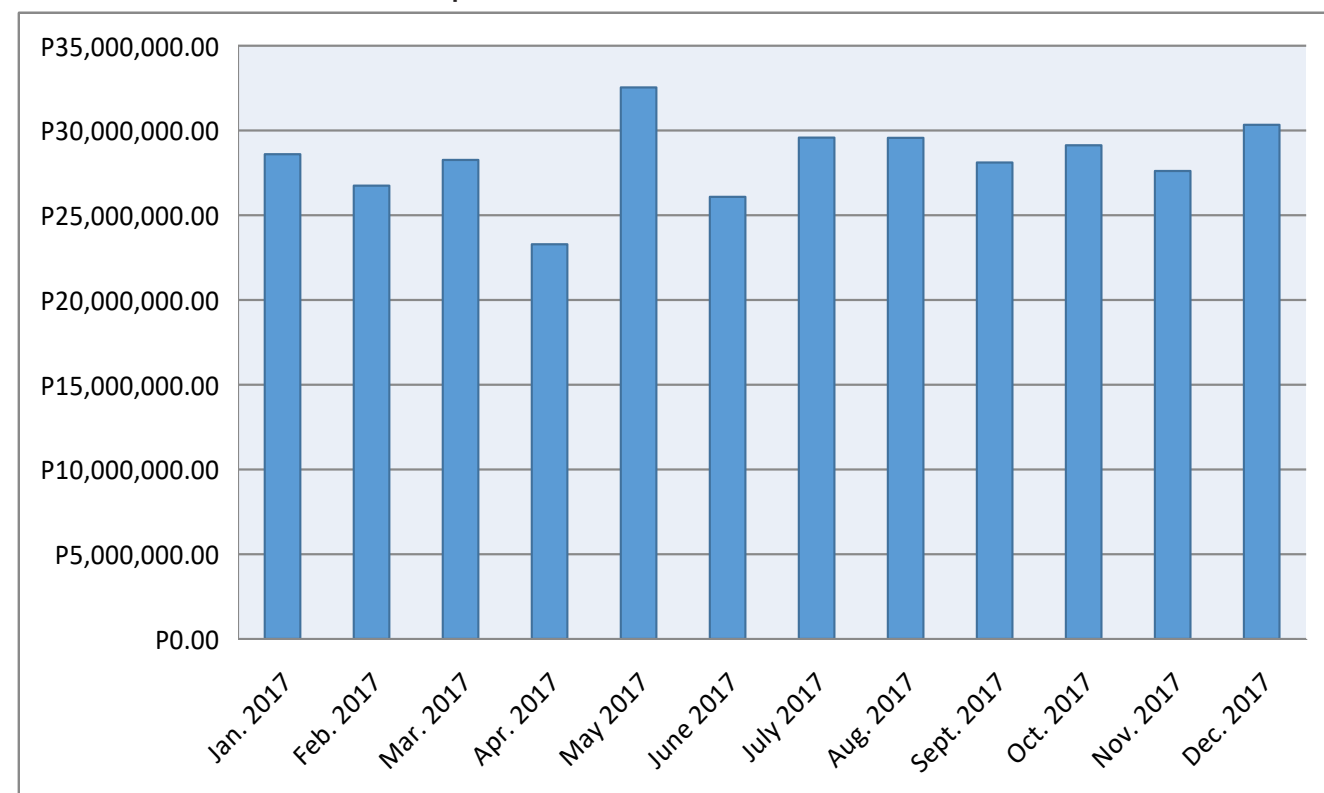
RUTH L. JAMORA
OIC-Cash Management & Budget
Division Manager

CASH MANAGEMENT & BUDGET DIVISION

The Cash Management and Budget Division has four (4) regular personnel with the position of Senior Cashier/OIC, Cashier B, Corporate Budget Specialist A, and Corporate Budget Assistant and (1) Job Order employee who have successfully delivered the needed services for the year 2017 and accomplished the following major functions:

1. Received, cash counted, evaluated, recorded and deposited all collections for the year in the amount of Three Hundred Thirty Nine Million Eight Hundred Thirty Eight Thousand Three Hundred Forty Pesos and 50/100 (P339,838,340.50).
2. Processed check issuance for disbursement vouchers, computed withholding taxes, and prepared BIR forms for all suppliers.
3. Monitored all expenses against approved budgets.
4. Timely prepared monthly remittances for BIR, GSIS, Pag-Ibig, & Philhealth.
5. Fully disbursed all approved wages/salaries/benefits, and check payments.
6. Submitted all required reports such as daily and monthly collection reports, Cash Position Reports, Report of Collection & Deposits (RCD), Cash Receipts Records (CRR), Statement of Statement of Accountability for Accountable Forms (SAAF, and Check Cash In Bank (CIB).
7. Disbursed check payments and on-line deposits.
8. Coordinated with all Division Heads and consolidated annual corporate budget for review and approval of the Board of Directors.
9. Regularly monitored MRWD's bank accounts for reconciliation, up-dates, renewal, and placement of funds.
10. Reconciliation of all receipts and deposits.

Graphic Presentation of 2017 Collection



COLLECTION SUMMARY REPORT

Month	2016 Collection Summary	2017 Collection Summary
January	27,035,002.20	28,598,918.87
February	28,435,456.74	26,744,630.21
March	29,113,991.10	28,262,230.28
April	26,570,163.51	23,286,295.02
May	30,657,011.95	32,539,046.64
June	30,638,428.66	26,084,253.75
July	26,288,037.74	29,578,226.10
August	27,731,793.66	29,564,642.69
September	30,227,084.14	28,109,998.21
October	25,415,661.59	29,126,585.63
November	28,699,394.32	27,609,782.03
December	27,336,679.38	30,333,731.07
Total	P 338,148,704.99	339,838,340.50

Also, the employees of the division have actively participated in the District's programs and activities like World Water Day, office religious obligation, and Anniversary Day celebration. As to professional growth and development, the employees have continuously undertaken post graduate studies and actively participated/attended in several seminar workshops/skills training.



CONSTRUCTION & MAINTENANCE DIVISION

At the Construction and Maintenance Division, CMD, we are firmly **“Committed to Maintain and Distribute”**; maintain water lines, and distribute water to concessionaires through installation of service lines. We are striving to achieve outstanding customer service especially to our concessionaires who are the reason for the existence of this water utility. From the installation of service connections to the repair of leaking pipes, CMD provides a variety of essential functions.

CMD Division Manager (DM) holds monthly meetings with CMD supervisors and if necessary a meeting with every section to monitor the activities of the Division, mentoring on personnel performance, and to innovate strategies for the improvement of the Division’s performance.

We also aim customer satisfaction through a variety of innovative strategies and initiatives. For the installation of service connections, we provide all the necessary materials for the convenience of applicants/concessionaires in order not to delay the installation. Due to the road widening projects of the Department of Public Works and Highways (DPWH), we relocated all affected service lines, provided necessary materials before and after the water meter without a single centavo spent by our concessionaires.

A standard design for installation of water meter especially for cluster connections: “Cluster A”, “Cluster B”, “Cluster C” and “Cluster D” were established and continuously taken to ensure correct meter positioning. Once a new water meter is added to the existing connection, the mounting position will be good and would be easier to install future meters. For pipeline extension/expansion, we cluster water meters in order to minimize the tapping point/distribution line boring, thereby, source of possible leakage would also be minimized.

CMD is composed of 40 Regular Employees and 23 Job Order Personnel. In order to effectively carry out the activities of the Division, it is divided into four (4) sections:

- a) Construction and Installation Section, headed by Engr. Riann Brillo;
- b) Disconnection Section, headed by Nelin Andong;
- c) Re connection Section, headed by Benedicto Bueno; and
- d) Leak Repair Section, headed by Bobby Dela Cruz.

Each section is divided into 3 to 5 groups for various construction, maintenance works and other related tasks assignment on the field.

We, at CMD, will continue to find better and efficient ways to serve our concessionaires and are striving to address their needs and expectations to the best of our ability with efficiency, courtesy, and speed.



Expansion project at Sitio Mangga, Lanot, Roxas City

NEW SERVICE CONNECTIONS INSTALLED

Month	CY 2015	CY 2016	CY 2017
January	103	192	174
February	118	152	181
March	226	205	225
April	187	237	196
May	198	290	244
June	260	246	175
July	229	138	128
August	150	171	217
September	166	155	191
October	192	126	171
November	131	136	187
December	235	126	166
Total	2,195	2,174	2,255

CONSTRUCTION & MAINTENANCE DIVISION

Construction and Installation Section

This Section is responsible for expansion projects, upgrading/relocation of pipelines, and installation of new service connection including alteration of service connection.

Installation of New Service Connection

Prior to the application for service connections, we inspect the proposed service connection at the earliest possible time to determine the necessary materials to be used for the installation which will also be the basis of installation charges. We provide all the necessary materials for the service connection for the ease of applicants in order not to delay the schedule of installation. For speedy action to applications for new service connection, we are doing our best to install within 2 to 5 working days from the date of application. We schedule installation/connection only for complex situation especially under pavement and requires permit from other agency such as DPWH, City Engineers Office and the like.

This year 2017, we installed a total of 2,255 new service connections which is 90.20% on our annual target but compared to last year new service connections installed, it increases to 3.73% . We also altered 524 service connections.

Expansion Projects

CMD extends water distribution lines in various service areas. Eleven (11) barangays was privileged to have access to potable water in 2017. A total length of 4, 926 linear meters of PVC pipes; 3,420 linear meters of 50mm diameter, 378 linear meters of 75mm diameter and 1,128 linear meters of 150mm diameter were completely laid at the following barangays with a total project cost of Php 3,613,586.56:

1. Sitio Mangga, Brgy. Lanot, Roxas City
2. Banica HOA, Brgy. Banica, Roxas City
3. Sitio Pagutok, Brgy. Milibili, Roxas City
4. Side Road, New Road, Brgy. Mongpong, Roxas City
5. Calitan to Bago, Panay, Capiz
6. Isla Bonita, Brgy. Tanque, Roxas City
7. Sunshine HOA, Brgy. Banica, Roxas City
8. Brgy. VII, Rizal Street, Roxas City
9. Guadalupe extension, Brgy. Milibili, Roxas City
10. Sitio Pinaypayan, Brgy. Bolo, Roxas City
11. Sitio Takas, Brgy. Liong, Roxas City

Disconnection Section

This Section is responsible for the disconnection of service connection due to delinquent account and other request.

We disconnected a total of 5,308 service connections in the year 2017. 90.20% were due to non-payment of water bills 5 days after the due date. The remaining 9.80% were requests for temporary disconnection mostly due to no occupant. We are monitoring these closed connections from time to time to prevent illegal withdrawal of water. There were 19 illegal connections apprehended from January to December 2017.

Other concessionaires' requests were also responded and we accomplished the following: checked 1,568 service connections for possible leakage; changed gate valve of 309 service connections; checked 238 service connections due to no water; and elevated water meters of 80 service connections. 520 service connections were request for temporary closure.

CMD also augment collection efficiency through strict implementation of Disconnection Order. In order to ensure that disconnection due to delinquent account is strictly implemented, we took charge of the generation of Disconnection Order.

Reconnection Section

This Section is responsible for the reconnection of service connection, change meter and closure at the tapping point of closed connections. For efficient public service and for the convenience of our concessionaires, we reconnect service connections on the same day concessionaires applied for reopening or on the following working day for later applicants. A total of 5,077 service connections were reconnected in the year 2017; 105 of which were altered at the tapping point.

Other than the Non-Revenue Water (NRW) Reduction team accomplishments for change meter, CMD had also changed 814 inaccurate/defective water meters.

We also closed 105 service connections at the tapping point; most of which were closed service connections for a long period that could be the possible cause of illegal connection.

To ensure that water meters register the correct water consumption, we calibrate new and old water meters before the installation. A total of 9,088 water meters were calibrated in the year 2017: 5,720 new water meters and 3,368 old water meters.

Leak Repair Section

This Section is responsible for the repair of leakages, flushing of pipeline and transfer water meter due to project implementation of other agencies.

Water pipeline leakage is one of the major causes of Non- Revenue Water (NRW). CMD is responsive to leak reports and fix leakages within 24 hours. From January to December 2017, we repaired a total of 2,302 leaking pipes: 2,200 service connection leaks, 96 distribution line leaks, and 6 transmission line leaks. We also flushed distribution lines at blow off valves/end points for 226 times in various areas. Due to the DPWH road widening projects, we transferred 728 water meters.

2,255 new service connections installed in 2017

90.20%
of our annual target

OTHER SERVICES RENDERED

Other concessionaires' requests were also responded and we checked 1,568 service connections for possible leakage; changed gate valve of 309 service connections; checked 238 service connections due to no water; and elevated water meters of 80 service connections. 520 service connections were request for temporary closure.

5,077
reconnected services in 2017, 105 altered at the tapping point

CONSTRUCTION & MAINTENANCE DIVISION

DISCONNECTED SERVICE CONNECTIONS DUE TO DELINQUENT ACCOUNT

Month	CY 2015	CY 2016	CY 2017
January	180	720	504
February	148	516	381
March	266	577	394
April	132	542	404
May	193	538	470
June	247	469	392
July	220	587	369
August	257	523	371
September	226	587	414
October	156	480	273
November	542	532	442
December	626	398	374
Total	3,143	6,469	4,788

NUMBER OF RECONNECTED SERVICE CONNECTIONS

Month	CY 2015	CY 2016	CY 2017
January	428	555	450
February	485	467	424
March	254	1,012	496
April	517	622	416
May	555	556	498
June	574	500	428
July	610	557	357
August	499	516	437
September	496	538	418
October	437	496	336
November	462	486	384
December	576	459	433
Total	5,893	6,793	5,077



Relocation of 6 " Distribution Line along Bridge Crossing Under DPWH road widening project
At Tadiao bridge, Panay. Capiz.



Relocation of 10 " Distribution Line along Box Culvert Crossing Under DPWH road widening
project at Sibaguan- Balijuagan, Roxas City.

CUSTOMERS ACCOUNT DIVISION

Metro Roxas Water District is dedicated to operating as a transparent public agency. We strive to provide high-quality drinking water to our customers through efficient operations and excellent customer service. In the past years, MRWD has set its vision to become the leader in building a sustainable and self-reliant water service provider in the entire region - by being a viable, effective and a world class organization.

Metro Roxas Water District provides drinking water to approximately 200,000 residents in Roxas City, some areas in Ivisan and Panitan and the most part of the municipality of Panay.

MRWD's strategy has always been to promote the efficient use of water and to discourage waste of this valuable resource. Creating water awareness in the community and educating the next generations about the value of water is a key part of Metro Roxas Water District's outreach efforts. MRWD shares valuable water information at seminar events/orientation and community enrichment programs, newsletter, through the media, and on social media outlets. People could now connect with metroroxaswd@gmail.com on Instagram, Twitter and Facebook for the most current MRWD Water news and where our social media guidelines can be found.



Facts & Figures 2017

Collection Efficiency increase at 101.7%
Collection Efficiency Rate
Satisfactory Collection
Efficiency Rating of 93%

Total collection for this year reached P 337,833,939.02. This includes the total collection for Water Sales at P 298,258,243.54 & Non-Water Sales including other revenues at P 39,575,695.48. This was based on the actual/Registered Water Consumption from January to December 2017.

FACTS AND FIGURES

Total collection for this year (based on Actual Billing Report) reached P 337,833,939.02. This includes the total collection for Water Sales at P 298,258,243.54 & Non-Water Sales including other revenues at P 39,575,695.48. This was based on the actual/Registered Water Consumption from January to December 2017.

Computing these figures on the Projected/Budget Billing (Actual) for 2017, it would eventually establish a 1.07% Overall Collection Efficiency Increase at 101.07% Collection Efficiency Rate. This is based on the computed Total Billing (Actual) which was P 334,255,576.92 in Overall for the year 2017; with determine amount for water sales at P 309,097,850.53 and non-water and other revenues at P 5,641,437.58.

Accordingly, the percentage ratio Collection (December 2017) based on the Actual Consumption Billing, have provided us an efficiency rating of 41%, for Water Sales with "On Time" Payments of the Current Water Bills 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 93%, for December 2017.

On the other side, our previous months or "Late-Time" Payments, have shown some insignificant decrease on numbers; which resulted on a drop rating collection efficiency of 89% for 2017 on payment of all arrears and previous years' account receivables. To summarize, overall Collection Efficiency for the year 2017 ends at 84%.

QUARTERLY BILLING AND COLLECTION ON WATER SALES, NON-WATER SALES AND OTHER REVENUE IN 2017

Category	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Actual Billing on Water Sales	72,618,431.95	78,867,026.70	80,633,301.54	76,979,090.34
Actual Collection on Water Sales	68,168,516.31	73,968,041.83	79,099,822.67	77,021,862.73
Actual Billing on Non-Water and Other Revenue	1,573,308.49	1,513,340.98	1,195,887.78	1,358,900.33
Actual Collection on Non-Water and Other Revenue	15,588,126.47	7,943,863.19	8,149,444.28	7,894,261.54

CUSTOMERS ACCOUNT DIVISION

2017 Billing Profile (Water Sales) Per Consumer Classification

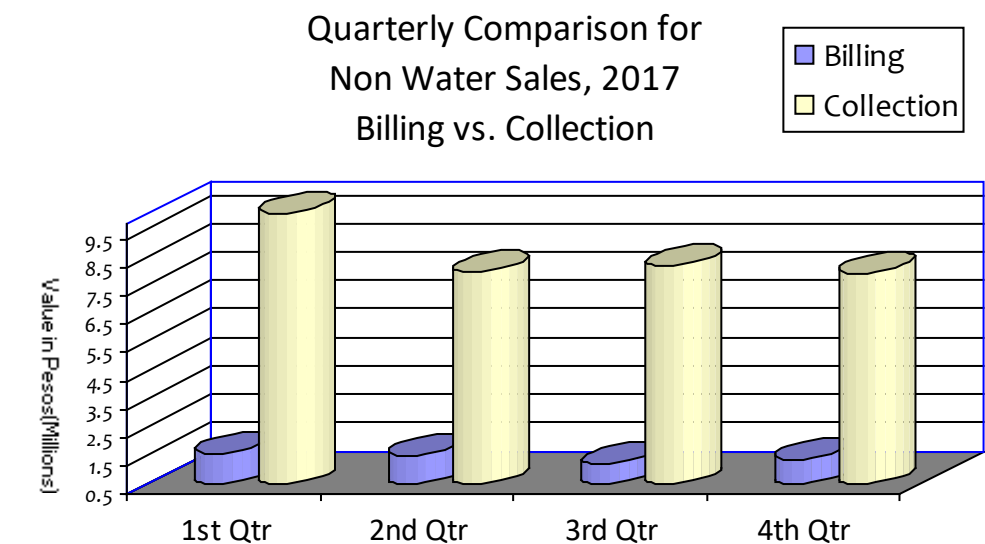
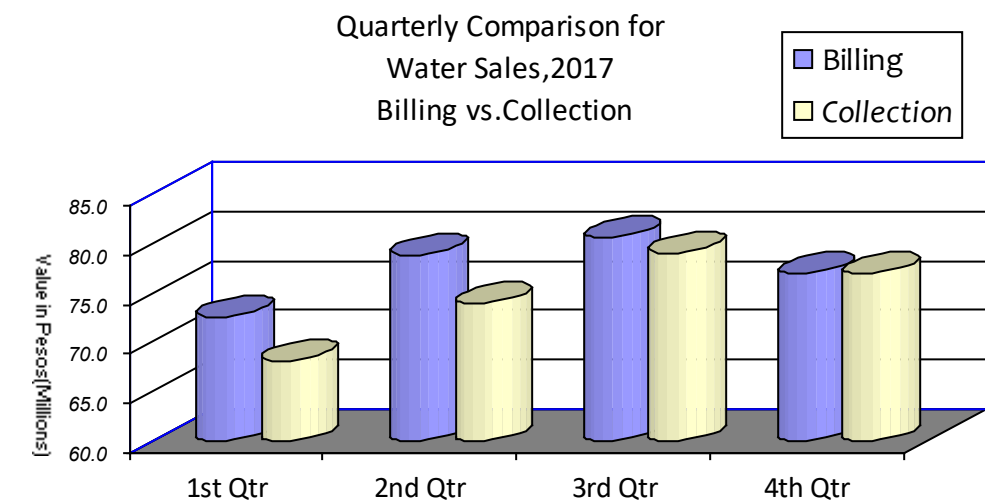
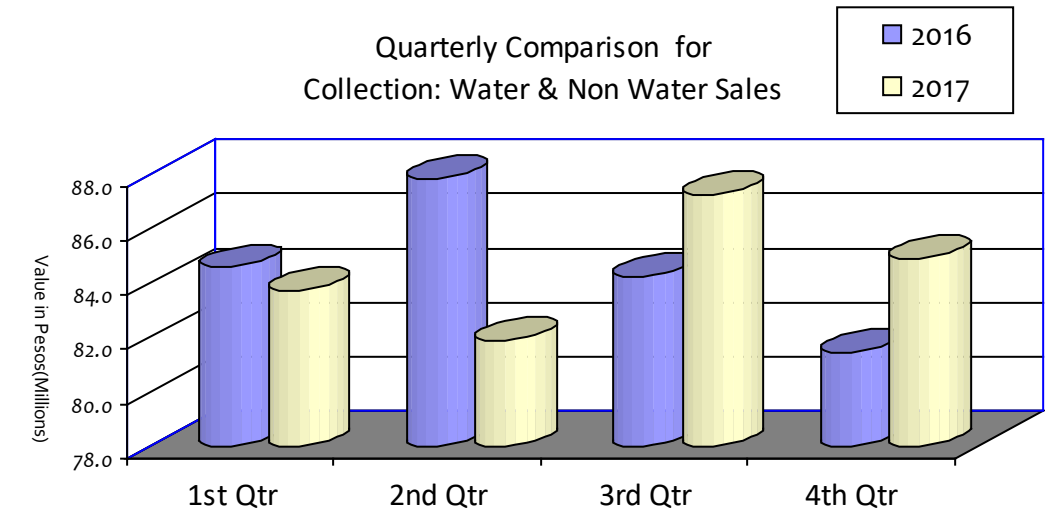
Area	Residential	Government	Commercial	Industrial	Bulk Sales	Total
Roxas City	156,410,396.55	12,026,008.65	79,010,550.60	4,525,092.70	10,171,127.65	262,143,176.15
Panay	23,160,826.16	747,498.35	745,266.00	74,674.90	1,583,231.35	26,311,496.76
Ivisan	8,005,730.80	305,092.95	522,687.50	89,151.90	558,204.80	9,480,867.95
Panitan	7,936,945.95	1,362,710.35	336,867.10	86,483.50	826,710.00	10,549,716.90

2017 Billing Profile (Meter Maintenance Fee) Per Consumer Classification

Area	Residential	Government	Commercial	Industrial	Bulk Sales	Total
Roxas City	2,856,075.00	25,050.00	188,995.00	3,080.00	11,000.00	3,084,200.00
Panay	494,900.00	5,950.00	3,410.00	230.00	1,200.00	505,690.00
Ivisan	152,020.00	1,960.00	4,590.00	120.00	1,040.00	159,730.00
Panitan	145,360.00	2,930.00	3,330.00	170.00	960.00	152,750.00

2017 Billing Profile (m³ Consumption) Per Consumer Classification

Area	Residential	Government	Commercial	Industrial	Bulk Sales	Total
Roxas City	5,010,988	271,527	935,337	50,472	81,801	6,350,125
Panay	760,352	18,316	10,225	951	12,478	802,322
Ivisan	260,092	7,615	7,578	944	5,331	281,560
Panitan	257,210	31,184	4,573	896	6,865	300,728



CUSTOMERS SERVICE DIVISION

The Customer's Account Division, being an integral part of the Customer Services Department, is 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 dissatisfied. It was placed on tellers' front and complaint receiving desks; with questionnaires for customer to fill up.

2017 Service Applications and Complaints

Month	New Connections	Re-opening	Alterations	Maintenance Order	Service Request
January	174	156	25	340	79
February	181	231	39	291	94
March	225	227	51	285	138
April	196	183	24	396	106
May	244	244	21	440	154
June	175	213	29	355	144
July	128	160	42	451	133
August	217	222	53	446	166
September	191	176	39	426	125
October	171	157	24	316	128
November	187	155	37	376	146
December	166	178	22	323	90

2017 Growth Rate

Month	RESIDENTIAL	GOVERNMENT	Commercial	Industrial	Bulk	Total
January	292,570	247	1,387	35	86	31,012
February	29,434	250	1388	35	88	31,195
March	29,676	250	1,394	35	91	31,446
April	29,848	252	1,402	35	94	31,631
May	30,111	251	1396	34	94	31.888
June	30,290	254	1,400	34	93	32,071
July	30,384	257	1,400	34	98	32,173
August	30,626	257	1,427	35	97	32,442
September	30,805	255	1,450	35	94	32,640
October	31,022	257	1,454	36	97	32,866
November	31,153	257	1465	336	100	33,011
December	31,358	257	1475	40	101	33,231



LWUA Administrator Jeci A. Lapuz
with the Local MRWD Board of Directors

LWUA-MRWD TURN-OVER CEREMONY

NOVEMBER 2017

LOCAL WATER UTILITIES ADMINISTRATION

LWUA-MRWD Turn-over Ceremony was held last
November 8, 2017 at the MRWD Boardroom, Kilometer 1
Brgy. X, Roxas City, Capiz



LWUA Administrator Jeci A. Lapuz with the
Interim Board of Directors



The MRWD Management and Staff with LWUA Administrator Jeci A. Lapuz



LWUA Administrator handing over the
MRWD Flag to the local board

MRWD 41st Anniversary - "Recognizing MRWD's Success for its continued Adept Public Service"



FINANCIAL PERFORMANCE

CONDENSED STATEMENT OF COMPREHENSIVE INCOME For the year ended December 31, 2017	
INCOME	
Service and Business Income	337,391,134.95
Other Non-Operating Income	938,018.52
Total Income	338,329,153.47
EXPENSES	
Personnel Services	79,346,564.77
Maintenance and Other Operating Expenses	99,356,816.93
Financial Expenses	45,310,404.55
Non-Cash Expenses	41,668,847.38
Total Expenses	265,682,633.63
Profit/(Loss) Before Tax	72,646,519.84
Income Tax Expense/(Benefit)	-
Profit/(Loss) After Tax	72,646,519.84
Net Assistance/Subsidy/(Financial Assistance/ Subsidy/Contribution)	-
Net Income/(Loss)	72,646,519.84
Other Comprehensive Income/(Loss) for the Period	-
Comprehensive Income/(Loss)	72,646,519.84

CONDENSED STATEMENT OF CASH FLOWS For the year ended December 31, 2017	
CASH FLOWS FROM OPERATING ACTIVITIES	
Cash Inflows	
Proceeds from Sale of Goods and Services	
Collection of Income/Revenue	325,781,658.82
Collection of Receivables	11,920,566.29
Trust Receipts	1,294,067.73
Other Receipts	1,964,579.72
Total Cash Inflows	340,960,872.56
Cash Outflows	
Payment of Expenses	225,107,664.66
Total Cash Outflows	225,107,664.66
Net Cash Provided by/(Used in) Operating Activities	115,853,207.90
CASH FLOWS FROM INVESTING ACTIVITIES	
Cash Outflows	
Purchase/Construction of Property, Plant and Equipment	27,793,037.69
Total Cash Outflows	27,793,037.69
Net Cash Provided By/(Used In) Investing Activities	-27,793,037.69
CASH FLOWS FROM FINANCING ACTIVITIES	
Cash Inflows	
Proceeds from Domestic and Foreign Loans	
Total Cash Inflows	-
Cash Outflows	
Payment of Long-Term Liabilities	51,025,506.99
Payment of Interest on Loans and Other Financial Charges	9,131,146.96
Total Cash Outflows	60,156,653.95
Net Cash Provided By/(Used In) Financing Activities	-60,156,653.95
INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS	27,903,516.26
CASH AND CASH EQUIVALENTS, JANUARY 1	147,315,736.90
CASH AND CASH EQUIVALENTS, DECEMBER 31	175,219,253.16

FINANCIAL PERFORMANCE

CONDENSED STATEMENT OF FINANCIAL POSITION As of December 31, 2017	
ASSETS	
Current Assets	
Cash and Cash Equivalents	175,219,253.16
Receivables	68,793,897.03
Inventories	9,747,382.60
Other Current Assets	1,423.00
Total Current Assets	253,761,955.79
Non-Current Assets	
Other Investments	3,518,811.37
Property, Plant and Equipment	859,750,801.13
Total Non-Current Assets	863,269,612.50
Total Assets	1,117,031,568.29
LIABILITIES	
Current Liabilities	
Financial Liabilities	8,257,688.39
Inter-Agency Payables	3,262,001.85
Trust Liabilities	36,357,253.20
Other Payables	3,953.09
Total Current Liabilities	47,880,896.53
Non-Current Liabilities	
Financial Liabilities	875,262,682.09
Deferred Credits/Unearned Income	374,248.17
Total Non-Current Liabilities	875,636,930.26
EQUITY	
Government Equity	9,717,444.64
Retained Earnings/(Deficit)	183,796,296.86
Total Equity	193,513,741.50
Total Liabilities and Equity	1,117,031,568.29

FINANCIAL AND OPERATING HIGHLIGHTS As of December 31, 2017	
FINANCIAL AND OPERATING RESULTS	
Total Operating Revenues	337,164,041.80
Total Operating Expenses	265,682,633.63
Other Income	1,165,111.67
Net Income	72,646,519.84
Total Receipts	340,960,872.56
Total Disbursements	313,057,356.30
Net Increase in Cash	27,903,516.26
PRODUCTION AND COMMERCIAL DATA	
Total rated capacity	10,950,000.00
Total cubic meters produced	9,437,935.48
Total cubic meters billed	7,822,015.00
Total cubic meters unaccounted for	1,615,920.48
Percentage of NRW	17.12%
Percentage of utilization capacity	86.19%
Total no.of new connections	2,255
Total no.of active connections (net)	33,231
Average consumption/connection	19.62
Effective water rate	39.57
FINANCIAL RATIOS	
Current Ratio	530%
Operating Ratio	66%
Collection Ratio	91%
Average Collection Period	52.15
Staff Productivity Index	1:153

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.

The primary tasks of the General Services Division are Transport, Buildings and Grounds Maintenance. Headed by the Division Manager, each section manned by a skeletal force carries out its corresponding functions:

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.

The Management, in the exigency of the service, hired new regular personnel in the General Services Division. These 2 vacant positions are Driver and Building electrician. Gio Carlo Delfin and Ronnie Alovera were hired for said positions last November 16, 2017.

II. ACCOMPLISHMENT

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

- 5 units 3 tons floor mounted
- 5 unit 2.5 hp high wall mounted
- 2 unit 2.5 hp Window type
- 17 units 2.0 hp Window type
- 13 units 2.0 hp High Wall mounted
- 2 units 1.5 hp Window type
- 3 unit 1.5 hp High Wall Mounted

b) Various repairs and maintenance of motor vehicles

- Minor repairs
- Preventive maintenance

c) Renewal of Insurance and Regulatory requirements of 46 motor vehicles:

- 12 Motorcycle
- 12 Motorcycle with sidecar
- 22 4-wheel drive vehicles

d) Minor repairs/maintenance of buildings and grounds

e) Repainting of Wall and Ceiling (Interior)

- Customers Account Division

f) Repainting of Tables & Chair

g) Repainting of Tables & Chair

- Office of the GM
1-unit Office Table w/ seven (7) drawer
2-sets cabinet for fax machine
- Accounting, Budget and Cash Division
1-unit Rack Cabinet
- Management Services Division (Archive Building)
2-sets Office table w/ cabinet locker & drawer
1-set Center table w/ two (2) wood bench

h) Implementation of "Chemical Mixing House" (WTP) 100% accomplished

i.) Roll-up Door for Chemical warehouse 100% Completed

j.) Repainting of WTP Building 100% completed

k.) Renovation of valve box 1,2,3 & 4 (WTP) 100% accomplished

l.) Repainting of Admin Main Building 100% completed

m.) Renovation of DM's Production new Office WTP 100% completed

n.) Perimeter Fence (Phase 1 and Phase 2) 100% completed

o.) Renovation of Water meter calibration room 100% completed



ROLL-UP DOOR FOR
CHEMICAL WAREHOUSE PROJECT



CHEMICAL MIXING HOUSE



RENOVATION OF VALVE BOX COVER # 1, 2, 3 & 4



REPAINTING OF ADMIN BUILDING

GENERAL SERVICES DIVISION

INVENTORY OF 4-WHEEL VEHICLES
AS OF DECEMBER 2017

VEHICLE TYPE	DATE ACQUIRED	ASSIGNED TO	REMARKS
Multi Carry 1, Single Cab	JUN-09		damaged engine and body - unserviceable
Multi Carry 1, Double Cab	JUN-09	Planning	Under repair
Asia Rocsta Jeep	FEB-11	CMD	Under repair
Hi- Lux, TOYOTA	MAR-02	CMD	Operational
Toyota 2L D-CAB Pick Up	OCT-97	CMD	damaged engine and body - unserviceable
Nissan Frontier	Apr-03	Comm'l.	Operational
Owner Type Jeep	May-95		damaged engine and body - unserviceable
Owner Type Jeep	Sep-95		damaged engine and body - unserviceable
Canter, MITSUBISHI	Aug-93	CMD	Operational
Hummer Jeep	Sep-01	CMD	Under repair
Multi Cab, SUZUKI	AUG-02		damaged engine and body - unserviceable
L-300, MITSUBISHI	Jul-92	Production	Operational
Pick-up, ISUZU	Oct-90	CMD	changed body&engine-1998/ engine-2005 - under repair
Blue, TOYOTA	Oct-97	CMD	changed engine-2002
Hi- Ace, TOYOTA	MAY-05	BOD/OGM	Operational
Utility Van, MITSUBISHI	Aug-17	CMD	Operational
Strada, MITSUBISHI	Feb-17	Admin	Operational

INVENTORY OF MOTORCYCLE
AS OF DECEMBER 2017

VEHICLE TYPE	DATE ACQUIRED	ASSIGNED TO	REMARKS
Motorcycle, SUZUKI	MAY-99	CMD	USED
Motorcycle, HONDA	JAN-95	CMD	USED
Motortricycle, SUZUKI	MAR-03	Planning	with Sidecar
Motortricycle, SUZUKI	MAR-03	CMD	with Sidecar
Motortricycle, SUZUKI	MAY-99	CMD	with Sidecar
Motortricycle, SUZUKI	Mar-03	CMD	with Sidecar
Motorcycle, SUZUKI	Mar-03	CMD	with Sidecar
Motorcycle, HONDA	Mar-03	Meter Reader	without Sidecar
Motorcycle, HONDA	Mar-03	Meter Reader	without Sidecar
Motorcycle, HONDA	Mar-03	Meter Reader	without Sidecar
Motorcycle, SUZUKI	MAY-99	Meter Reader	without Sidecar
Motortricycle, SUZUKI	Jun-99	CMD	with Sidecar
Motortricycle, KAWASAKI, Blue	Jul-13	CMD	with Sidecar
Motorcycle, KAWASAKI, Red	Jul-13	CMD	with Sidecar
Motorcycle, HONDA, Wave	JUL-13	Meter Reader	without Sidecar
Motortricycle, KAWASAKI, Black	May-15	Planning	with Sidecar
Motorcycle, HONDA, Wave	Mar-15	Meter Reader	without Sidecar
Motortricycle, HONDA	OCT-15	CMD	with Sidecar
Motortricycle, KAWASAKI, Red	Sep-16	Planning	with Sidecar
Motortricycle, HONDA, Wave	Dec-17	Comm'l	without Sidecar
Motortricycle, HONDA, Wave	Dec-17	Comm'l	without Sidecar
Motortricycle, HONDA, Wave	Dec-17	Comm'l	without Sidecar
Motortricycle, HONDA, Wave	Dec-17	Comm'l	without Sidecar
Motortricycle, HONDA, Wave	DEC-17	Comm'l	without Sidecar
Motortricycle, HONDA, Wave	Dec-17	Comm'l	without Sidecar
Motortricycle, HONDA, Wave	Dec-17	Comm'l	without Sidecar
Motortricycle, HONDA, Wave	Dec-17	Comm'l	without Sidecar
Motortricycle, HONDA, Wave	Dec-17	Comm'l	without Sidecar
Motorcycle, SUZUKI, Smash	Dec-17	Admin.	without Sidecar
Motorcycle, SUZUKI, Smash	DEC-17	Admin.	without Sidecar
Motorcycle, KAWASAKI	Dec-17	CMD	with Sidecar
Motorcycle, KAWASAKI	Dec-17	CMD	with Sidecar
Motorcycle, KAWASAKI	Dec-17	CMD	without Sidecar

HUMAN RESOURCE DIVISION

The Human Resources Division (HRD) is always committed in working with the management in attracting and retaining a top-talented and diverse workforce. To achieve these objectives, the Division provides a full-range of support services, programs and resources in the areas of employee benefits, compensation, compliance, employee relations, recognition, talent management and training. This year, the Division focused on improving the existing core HR systems and processes to enhance operational effectiveness, efficiency and employee satisfaction. The human capita was engaged in different training interventions and engagement to attain a higher work productivity and professionalism.

Snap Shots of the Districts Workforce

As per record, the District's workforce is mainly dominated by men, which comprises about 76% or 165, of the 216 personnel. At the 1st Quarter we maintained a total of One Hundred Thirty Nine (139) regular and Seventy Two (72) Job-Order personnel who occupy different positions to augment the operations of the District. During the third quarter, we have one (1) regular employee who retired from service. There were eleven (11) new entrant employees who were appointed for various clerical and technical positions to augment the District's workforce.

RECRUITMENT AND SELECTION

There has been a change in the recruitment and selection process of the District due to the implementation of the 2017 Omnibus Rules on Appointment and Other Human Resource Actions (2017 ORAOHRA) last August 2017. Salient provisions includes the publication of vacant positions; appointment forms; the establishment of a Human Resource Merit Promotion and Selection Board (HRMPSB). The General Manager through and Office Order reconstituted the MRWD HRMPSB in line with the implementation of the 2017 ORAOHRA. The Human Resource Staff and HRMPSB members also attended a seminar workshop on the matter to know the interpretation and technicalities of the new rules on appointments.

The HR Division have spearheaded the revision and enhancement of MRWD Merit Selection and Promotion Plan. The said plan was submitted to the Civil Service Regional Office No. 6 for review and approval before the same will be implemented. The MSPP Committee did some revision as to the Criteria of Rating and Ranking System. Some of the pertinent provisions of the 2017 ORAOHRA were likewise incorporated therein.

EMPLOYEES TRAINING AND DEVELOPMENT PROGRAMS

The Management always opens doors of opportunity to all personnel especially in terms of their continuous learning to be more productive and knowledgeable in their respective field. Hence, personnel were allowed to attend variety of trainings; seminar/workshop; conventions and learning programs.

The data shows that there was an increase in the number of personnel who underwent training, seminar-workshop, and conventions which may either be technical or developmental. The increase might have been caused by the In-House Trainings/Seminar conducted within the District to have a greater number of participants with less expenditures since the venue is in the WTP Training Center.

LEAVE ADMINISTRATION

Based on records, there has been a minimal increase in most of the types of leave benefits from that of 2016, an indication that employees now prefer to enjoy their leave privileges as much as they can.

Gender Breakdown

DIVISION	MALE	FEMALE
Regular Employee		
Office of the Board	0	1
Office of the General Manager	1	1
Management Services Division	4	2
Human Resource Division	2	3
Property/Supply and Procurement Division	3	2
General Services Division	12	2
Accounting Division	2	3
Cash Management and Budget Division	0	4
Customer Service Division	2	4
Customer Accounts Division	12	12
Planning and Design	6	0
Construction and Maintenance Division	38	3
Water Resources Division	27	3
TOTAL	109	40
Job Order Employees	56	11
TOTAL	165	51
TOTAL WORKFORCE	216	

ON THE JOB TRAINING (OJT) AND APPRENTICESHIP PROGRAM

As part of the District social responsibility we have undertaken to accommodate On-the-Job Training (OJT) students coming from various Universities and Colleges within the Province of Capiz. This year, we accommodated thirty one (31) OJT's enrolled in different fields of studies, such as Accounting, Business Management, Engineering, and Computer Studies.

INDUSTRIAL RELATIONS AND UNIONISM

Effective January 1, 2017 the Second Tranche of salary increase was implemented pursuant to National Budget Circular No. 562, dated February 24, 2016, implementing Executive Order No. 201, s. 2016 (Modifying the Salary Schedule for Civilian Government Personnel and Authorizing the Grant of Additional Benefits for Both Civilian and Military and Uniformed Personnel), duly adopted by MRWD Interim Board of Directors through a Resolution No. 2, s. 2017 dated January 20, 2017. Said salary increase is scheduled for 4 tranches from 2016 to 2019.

The Union and Management had also concluded negotiating for another CNA that had taken effect this year. The same was ratified by the bona fide Union Members. CNA incentive was also given to the employees in compliance with the CNA Provisions.

CIVIL SERVICE COMMISSION ANTI-RED TAPE ACT (ARTA) REPORT CARD SURVEY

The District underwent another Anti-Red Tape Act (ARTA) Report Validation last November. This validation will determine if the District is compliant with the ARTA to be able to qualify in granting the Performance Based-Bonus. The result revealed that MRWD is ARTA compliant having completed all the requirements in the implementation of ARTA.

MANAGEMENT SERVICES DIVISION

The Management Services Division (MSD) was formally created and made operational last July 1, 2016.



Its major functions are as follows:

- Assist the Management on matters concerning legal, planning, finance, public information and administrative;
- Oversee the Information and Billing System of the District;
- Recommends policies and procedures on management services particularly on the plans and preparation of Districts functions, programs, projects and activities;

- Recommends and implements policies and standards on financial and administrative matters consistent with existing laws.

- Other related functions, duties and responsibilities as may be assigned.

PROJECTS, PROGRAMS, AND EVENTS

BILLING AND COLLECTION SYSTEM

The Billing and Collection System of Metro Roxas Water District is one of the information systems of the organization with a large number of daily transactions. This year, the IT team of the Management Services Division acquired a powerful data server to cope with the processing demand of this system. The said server is installed with a Linux distro called OpenSuse, a free, reliable and secure operating system that is widely used by different large organizations in the world. The deployment of the server led to zero percent server downtime and 100% availability of service in the year 2017

APPROVAL OF THE IN-HOUSE DEVELOPMENT OF THE BILLING AND COLLECTION SYSTEM

Management Services Division continually aim a better information system and last September of this year 2017, the proposal to authorize the in-house software developer of MRWD to handle the development and improvement of the Billing and Collection System was approved by the Board of Directors. The activities involving the said proposal commences and is in the final stage of development and testing.

INSTALLATION OF CCTV AT WATER TREATMENT PLANT

New Closed-Circuit TV (CCTV) cameras were installed at MRWD's Water Treatment Plant in Paslang, Brgy. Salocan, Panitan. The purpose of this installation is mainly to provide a secure environment to the employees in the area and to monitor the condition of the operations in the Water Treatment Plant.

ISO TRAINING

The management is genuinely sincere with its vision to provide the best and quality services to the people of Capiz. This is the reason why this year, the Management Services Division hosted a series of ISO training to prepare the employees of MRWD for the ISO 9001:2015 accreditation in 2018.

ARCHIVE BUILDING

The Archive Building has started operating and had so far archived hundreds of documents generated by the different divisions of MRWD this year. Plans for the digitization or conversion of the documents into digital format were prepared for the implementation and equipment necessary to achieve this objective were all included in the budget for year 2018. There's also a continuous expansion of the archive building to further accommodate documents and records generated by various processes of MRWD. This ensures that the repository of public documents of the organization are secured and properly preserved.

INTERNAL CONTROL OFFICE

The Internal Control Office has come out with audit findings which most of the time pave way for the Board and Management to forge opportune and judicious policies and orders. Here are significant accomplishments of the ICO:

ISO 9001:2015 initial accreditation

MRWD has initiated effort for ISO 9001:2015 initial accreditation. It documents the mandate and commitment of Metro Roxas Water District to ensure and maintain quality service to its concessionaires with emphasis on customer satisfaction and open to change and improvement. It specifies requirements for a quality management system when an organization:

a) needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and

b) aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

Recommended Policies

In compliance with existing guidelines and to implement check and balance, the Internal Control Office has recommended policies which approved by the management for implementation, to wit:

Office Order No. 2017-10-86: Proper Liquidation of Cash Advance

Office Order No. 2017-10-84: Guidelines on Proper Handling of MRWD Collection

Office Order No. 2017-07-57: Overtime Authorization and Completion Reports

Office Order No. 2017-03-22: Submission of Accomplishment Reports on Overtime
Rendered by Job Order Worker and Regular Employee

Office Order No. 2017-03-24: Proper monitoring of repair/parts replacement made
for all equipment with the use of pre-repair inspection report

Office Order No. 2017-03-23: Timely posting of Notice of Award as mandated by Procurement Law

Office Order No. 2017-03-21: Guidelines in rendering Overtime (OT) Works

Office Order No. 2017-01-05: Guidelines on the repair of MRWD's Equipment and Service Vehicles

Office Order No. 2017-01-04: Reiteration of MRWD Policy on Water Pilferages

Conducted Audit on Several Divisions

The conduct of internal audit is based on the approved Annual Audit Plan which is designed to meet the objective of providing the most effective and efficient deployment of internal audit resources. The primary objective of this audit is to streamline compliance with pertinent rules and regulations issued by authorized Government Offices/Agencies. Moreover, it is expected that it will trickle improvements to enhance better public service and good governance. One of the scopes of annual audit plan is the audit engagement. It is designed for corrective and preventive measures to achieve the agency objectives. This will involve the conduct of compliance, management, and operations audit.

PLANNING & DESIGN DIVISION

As we move forward,we will continue to provide quality service and sustain growth. We are optimistic of what is ahead while not ignoring the challenges that must be overcome. With the continued economic development in Roxas City and the increasing needs of its growing population. MRWD started on embarking the development of its facilities.This includes the upgrading of MRWD distribution system which is planned to be implemented in phases for the next five years. For its water supply facilities, works for the optimization of its cturrent WTP capacity was started last year and is looked upon to provide MRWD water supply requirement untill the year 2021. Beyond that year, the plans and design for the development of alternative source facilities had also been completed. With the completion of MRWD five years development plan, the groundwork for MRWD planned phases of development which is directed to provide service reliability to MRWD customers for the coming years is already in place.

As network expansion spur customers growth, expansion of MRWD distribution system in Roxas City and its neighboring municipalities were implemented. As some of the planned expansion were already operational, this increases MRWD expected/targeted customers by 2,286 in 2017. With the recovery of a significant volume of losses were an all-time low of 17.12 percent losses was attained, this enables MRWD to provide its service areas with sustainable water supply with a minimal increase in its production output. In addition, customers which are located in higher ground elevation in Roxas City were provided with a continuous availability.of water supply.

For the past 40 years, MRWD had been continuously implementing programs to improve its services to its customers, it also successfully expands its service to serve more communities. With the attainment of the desired targeted customers growth, a new challenge arises to MRWD. This is how MRWD will sustain its growth potential. With this new challenge, MRWD future projects will be directed for water security which aims to ensure sufficiency of water supply for its customers for the years to come.

As part of a dynamic and well-knit team, it is with a great sense of pride that we have contributed to the development of our community.We continuously strive for excellence, as we believe that providing quality of service is the most fitting tribute to our customers, MRWD and to ourselves in general. As we move forward, we will continue to provide quality service and sustain growth. We are optimistic of what is ahead while not ignoring the challenges that must be overcome.

With the continued economic development in Roxas City and with the increasing needs of its growing population.MRWD started on embarking the development of its facilities.This includes the upgrading MRWD distribution system which is planned to be implemented in phases for the next five years. For its water supply facilities, works for the optimization of its current WTP capacity was started last year and is looked upon to provide MRWD water supply requirement untill the year 2021. Beyond that year, the plans and design for the development of alternative source facilities had also been completed. With the completion of MRWD five years development plan, the groundwork for MRWD planned phases of development which is directed to provide service reliability to MRWD customers for the coming years is already in place.

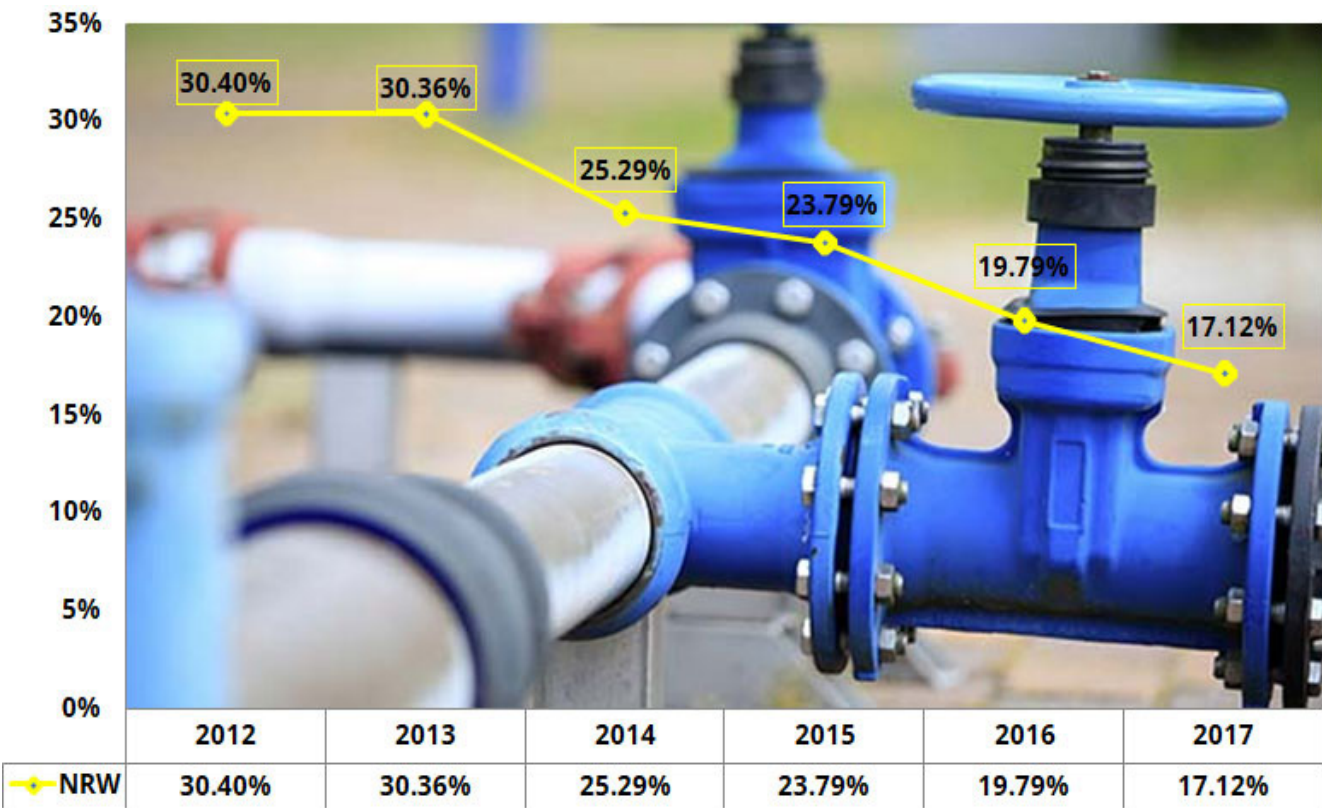
As network expansion spur customer growth, expansion of MRWD distribution system in Roxas City and to its neighboring municipalities were implemented. As some of the planned expansion were already operational, this increases MRWD customers by 2,500 in 2017. With the recovery of a significant volume of losses where an all-time low of 16.8 percent losses was attained, it enables

7.822 MCM	17.12%	9.437 MCM
Billed Water	Non Revenue Water	Production Volume

2017 ACCOMPLISHMENTS

- 1718 Defective Water Meter Replacement
- 56 Burst and Background Estimate
- 577 Leak Repairs
- 15 Service Connetion Permanent Close Connection
- 346 Rectification of Water Meter Installation
- Implemented Relocation of Adlawan Bridge 600mm Transmission
- Completed Plans for MRWD System Upgrading
- Completed Recommissioning of Bahit WTP
- Installed Two units of 400mm Ø Electromagnetic Flowmeters

Annual Non-Revenue Water 2012-2017



MRWD to provide its service areas with sustainable water supply with a minimal increase in its production output. In addition, customers which are located in higher ground elevation in Roxas City were provided with a continuous water supply availability.

For the past 26 years, MRWD had been continuously implementing programs to improve its service to its customers, it also successfully expands its service to serve more communities. With the attainment of desired customers growth, a new challenge arises to MRWD. Its now on how MRWD will sustain the growth. With this new challenge, MRWD future projects will be directed for water security which aims to ensure sufficiency of water supply for its customers for the years to come. As part of a dynamic and well-knit team, it is with a great sense of pride that we have contributed to the development of our community.We continuously strive for excellence, as we believe that providing quality of service is the most fitting tribute to our customers, MRWD and to ourselves.

PROPERTY / SUPPLY & PROCUREMENT DIVISION

The Division provides a unified purchasing system that ensures integrity and fairness, with centralized responsibility for oversight solicitation, suppliers' selection, negotiation, award, contract management, property/supply management, reporting, and disposal of surplus property. The Procurement procedure acts in accordance with the Revised Republic Act No. 9184 and its Implementing Rules and Regulations (IRR) to further implement the government's commitment to good governance, transparency, accountability, equity, efficiency and economy in the whole process.

The Division is organizationally structured under the Department of Administrative Services. In addition to the Division Manager's office, the division has two sections: the Procurement Section and Property/Supply Section.

The Procurement section is responsible for acquisition of the various assets needed to support the operations of all departments, with emphasis on buying the best quality for the least cost to the organization. This is where the Bids and Awards Committee (BAC) belong. This Committee is authorized to issue Invitation to Bid and Requests for Proposal. Its procurement process is governed by the Revised Republic Act No. 9184, Government Procurement Policy Board (GPPB), and Philippine Government Electronic Procurement System (PhilGEPS).

This Property / Supply Section is responsible for the operation, control, and oversight of all property and supplies as they are used in the agency's operation. This section gives indication as to how an asset is cared for and monitored, from the time it is purchased until its disposal. Accountability is also given for its useful life and condition.

2017 Consolidated Procurement Monitoring Report

Procurement Activities	Total Amount of Approved APP (php)	Total No. of Procurement Activities	No. of Contracts Awarded	Total Amount of Contracts Awarded	No. of Failed Biddings	Total No. of Bidders who Submitted Bids	Total No. of Bidders who passed Eligibility Stage	No. of Opportunities Posted at PhilGEPS	No. of Contract Award Posted at PhilGEPS
1.Public Bidding*									
1.1 Goods	30,744,619.60	35	26	24,638,841.36	9	32	26	35	26
1.2 Works									
Sub-Total	30,744,619.60	35	26	24,638,841.36	9	32	26	35	26
2.Alternative Modes									
2.1.1 Shopping (52.1b above 50K)	8,411,962.90	63	61	7,667,404.39	2	61	61	36	36
2.1.2 Shopping (Others)	2,945,843.10	128	123	2,668,321.55	5	123	123		
2.1.2 Direct Contracting	1,297,653.71	14	14	2,668,321.55		14	14		5
2.3 Repeat Order	342,500.00	1	1	342,500.00		1	1		1
2.5.2 Negotiation (TFB 53.1)	2,090,000.00	3	3	2,019,240.00		3	3	3	3
2.5.3 Negotiation (SVP above 50K)	525,000.00	2	2	433,500.00		2	2	2	2
2.5.4 Negotiation (Others)	290,200.00	2	2	284,731.20		2	2		1
Sub-Total	15,903,159.71	224	216	14,627,739.24	8	216	216	74	48
3. Foreign Funded Procurement**									
4.Others, specify:									
TOTAL	46,647,779.31	259	242	39,266,580.60	17	248	242	109	74

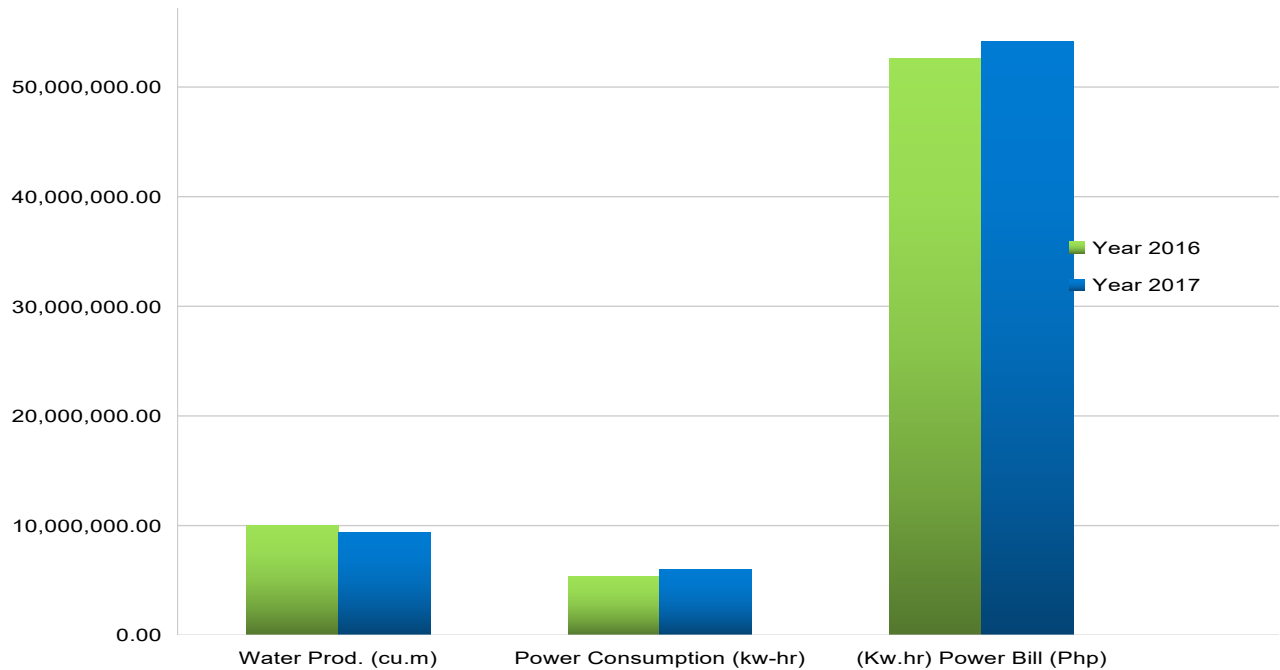
WATER RESOURCES DIVISION

Accomplishment Report

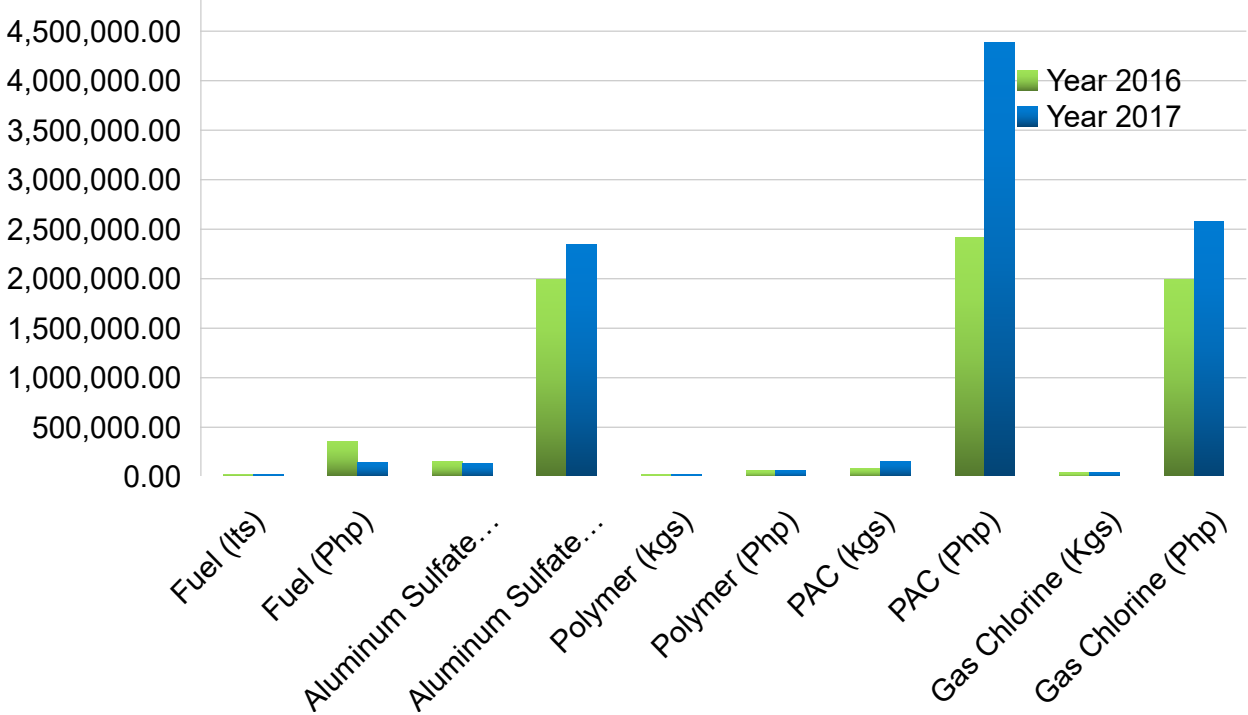
- Water production decreased in volume by 666,163.02 or 6.65% from 10,022,798.43 to 9,356,635.41.
- Fuel consumption decreased by 4,001.47 or 56.38% from 7,097.47 to 3,096.00
- Fuel consumption in Php decreased by 213,657.51 or 59.22% from 360798.39 to 147140.88
- Power Consumption increased by 613,315.20 or 10.20% from 5,399,340.00 to 6,012,655.20
- Power Bill Consumption in Php increased by 1,527,421.80 or 2.82% from 52,586,475.00 to 54,113,896.80
- Aluminum Sulfate used decreased by 18,750 kgs or 12.39% from 151,300.00 to 132,550.00
- Aluminum sulfate used in Php increased by 351,789.00 or 14.99% from 1,995,647.00 to 2,347,436.00
- Polymer used increased by 16 or 6.90% from 216.00 to 232.00
- Polymer used in Php increased by 4,166.08 or 6.047% from 60,255.68 to 64,421.76
- PAC used increased by 69,575 kgs or 44.27% from 87,600 kgs to 157,175.00 kgs
- PAC used in Php increased by 1,969,787.25 or 44.90% from 2,416,884.00 to 4,386,671.25
- Gas Chlorine used increased by 3,844.38 or 9.08% from 38,390.00 to 42,234.38
- Gas Chlorine used in Php increased by 583,662.42 or 22.64% from 1,994,258.70 to 2,577,921.12
- Chlorine Powder used 855.00 kgs at 108,144.75 in Php
- Caustic Soda Liquid (kgs) used 2,430.00 kgs at 97,200.00 in Php
- Chlorine Liquid (kgs) used at 154.00 kgs at 4,433.66 in Php
- Total Amount Spent increase by 4,423,926.45 or 6.92% from 59,414,309.77 to 63,847,236.22

The Rationale behind the increase in Power Consumption is due to the utilization of 300Hp Electric Motor and its corresponding vertical turbine pump. The increase in chemical consumption is the effect of increase in raw water turbidity caused by upstream, flash floods and soil erosion brought about by typhoon and low pressure phenomenon.

Comparison of 2016 and 2017 Water Production, Power Consumption and Power Bill



Comparison of 2016 & 2017 Chemical and Fuel Consumption



■ Year 2016	7,097.00	360,789.00	151,300.00	1,995,647.00	216.00	60,255.68	87,600.00	2,416,684.00	38,390.00	1,994,258.70
■ Year 2017	3,096.00	147,140.88	132,550.00	2,347,436.00	232.00	64,421.76	157,175.00	4,386,671.25	42,234.38	2,577,921.12





Metro Roxas Water District
MRWD Bldg.
Brgy. X KM 1
Roxas City, Capiz
Philippines 5800
Phone: (036)-6210-044