



# Annual Report

## METRO ROXAS WATER DISTRICT

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# 2018

WE SERVE OUR BEST



WE SERVE OUR BEST!



**WE BELIEVE** That exercising together our common aspirations, complimented by collective involvement, is a realization of our ultimate destiny.



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# About METRO ROXAS WATER DISTRICT

Metro Roxas Water District (MRWD) formerly known as Roxas City Water District (RCWD), was formed on October 29, 1976 by virtue of Sangguniang Panlungsod Resolution No. 35, Series of 1976 pursuant to PD 198. After complying with the requirements, the Local Water Utilities Administration (LWUA) issued a Conditional Certificate of Conformance (CCC) No. 032 on January 20, 1977.

## 1 ABOUT US

Its original water supply system could be traced back in 1929 with Catao Dam and Sibaguan Deep well as the main sources of water. In 1955, Catao Dam was improved to increase water supply while Sibaguan Deepwell was abandoned due to saline intrusion. In 1975, new distribution lines were laid and Panay River was tapped to improve water supply.

## 2 OUR 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.

## 3 OUR 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 of our customers;

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



## MRWD CREDO

**WE BELIEVE** In the binded spirit of mission and purpose of our District, to serve and satisfy the public by providing adequate potable water;

**WE BELIEVE** As employees, that we have our every individual contribution by performing out task designed to our capabilities;

**WE BELIEVE** That prayers, love and unified action with Divine intervention can help our ideals amidst the risk of convictions in our daily pursuit and performance;



**WE BELIEVE** That every employee must abide and protect the laws and norms of conduct with morale existing within and outside our management;

**WE BELIEVE** That each one must strive in every opportunities arising from all challenges in our diversified services aimed toward success;



**WE BELIEVE** That each one has gifts, talents and creativeness endowed by the Sovereign Almighty, That the same be shared in the needs and necessities it ought to be extended;

Finally, **WE BELIEVE** That exercising together our common aspirations, complimented by collective involvement, is a realization of our ultimate destiny.



## GENERAL MANAGER'S REPORT



**Engr. Gonzalo Glen B. Delgado**  
General Manager

With 2,657 new service connections this 2018, which is 6.3% above the annual target, it had been a challenge for the District to keep up with the continuous increase in water demand. To address this concern, the District re-opened Bahit Water Treatment Plant and Cabugao Pumping Station for operation. The Saloon Water Treatment Plant's facilities were upgraded in order to increase production capacity which is expected to rise from 30 to 34MLD. In terms of volume, water production increased at about 8.5% from last year which is a result of upgrading the 250HP into 300HP electric motors that drives the vertical turbine pump in Arkabalo/Lawaan. The increase in demand additionally served as an opportunity for MRWD to extend and expand water distribution lines in ten (10) barangays within Roxas City and two (2) in the Municipality of Panitan. A total of 5, 259 linear meters of PVC pipes were laid in these respective areas.

Finance wise, 2018 had been a favorable year. The District was able to earn a net income of ₱ 88 Million, or a 22% increase from previous year's net income. Overall, collection efficiency improved, thus total collection for the year increased by 14% compared to that of the previous year. Monthly debt service was paid on time, and the District was able to pay off its loan balances both with LWUA and DBP. Also, the District was able to finance various Capital Expenditures which are necessary in operations.

Over the years, the District has worked perpetually in improving its operations in order to raise the level of standard for water services. Consequently, MRWD has initiated efforts for ISO 9001:2015 initial accreditation in the last quarter of 2017. As we know, ISO Certification is a mechanism which aligns company/organization to comply with statutory and regulatory requirements mandated by laws and that of MRWD's policies to ensure and maintain quality service to its concessionaires with emphasis on customer satisfaction. In this context, it is an honor to mention that in May 2018, MRWD has been successfully certified and accredited by National Quality Assurance (NQA) to ISO 9001:2015.

The year 2018 had undoubtedly been a challenging one for Metro Roxas Water District. But, as the saying goes, "When you face difficult times, know that challenges are not sent to destroy you. They're sent to promote, increase and strengthen you." As an organization we always behold the bright side of things and opt to take every hard knock as an opportunity to come back stronger. That is why in the face of these trials, it is with deep gratitude that I share to you these fragments of our accomplishments this year.

Undeniably and inevitably, with water being considered as one of the most important necessities in a household, MRWD remains as one of the organizations that plays a vital role in the growth of our City and the neighboring municipalities. The District continues to provide potable water to approximately 35,000 households as of this year in Roxas City along with the areas of Ivisan, Panitan, and Panay.

MRWD values good customer service as an imperative part of the entire organization's success. In line with this, a new customer service system is set to be rolled-out in 2019 to address the needs and concerns of concessionaires more efficiently on a daily basis. This new system is set to provide data needed to effectively monitor accomplishments of the Construction and Maintenance Division along with the Customer Services Division.

Additionally, the District continues to improve the quality of service by excellent employee governance. As of December 2018, the District has maintained its total workforce of One Hundred Forty-Nine (149) regular employees and a slight increase in the number of Job Order personnel in different divisions due to rising workload demands and on-going project implementations. It has always been a priority for the organization to develop and improve the capabilities and competencies of the entire workforce. As part of the employees' continuous learning program, training and development programs for career and personal development are conducted annually and this year, almost all permanent and job order employees have been given the privilege to attend these seminars.

Also, another milestone in 2018 is the regular information dissemination via social media and radio interviews through the District's Information Officer. As a public utility provider, MRWD considers it a duty to provide constant public advisories of scheduled service interruptions and most especially in times of emergency. Moreover, a Data Privacy Orientation was conducted by the DPO designate concerning the Data Privacy Act or RA 10173, an Act protecting individual personal information in Information and Communications Systems in the Government and Private Sector. The importance of employees' knowledge about the personal information of the concessionaires along with their fellow employees was emphasized.

The Management also commends the exemplary performance of our Bids and Awards Committee in satisfactorily complying with the provisions of RA 9184 by way of espousing the principle of transparency, competitiveness, honesty, equity and accountability. Aside from administering timely and needed procurement for the District, the BAC showed hard work and competence in the successful conduct of early procurement activities under time pressure. The Year 2018 had been quite a ride indeed. It had been bumpy most of the way and surely challenged the entire organization's faith and purpose. But it was never about how difficult the road to the destination was, after all. It is about how we did during the entire journey that makes us who we are. As your GM, it is with great pride that I say, we have managed to tough up and be resilient in the face of these challenges. We have reached our destination with new learnings and stronger character. We have succeeded.

Let me conclude this message by expressing my heartfelt gratitude to the strong men and women of MRWD. Because of your passion, dedication, and unity, we have surpassed the trials and came back stronger. We have surely affirmed to MRWD's credo, "we believe that prayers, love and unified action with Divine intervention can help our ideals amidst the risk of convictions in our daily pursuit and performance." To our valued concessionaires, we are genuinely thankful for the trust that you continue to reposed us. We will always be grateful and will endure to give our best in providing excellent service. To the MRWD Board of Directors, we deeply appreciate your sincere concern and guidance as well as the wisdom imparted for the betterment of the District. Likewise, I would like to thank the local officials of Roxas City, Panay, Panitan, Ivisan, to the never-ending support of the District. Above all these, to God Almighty, I am forever thankful for the blessings You have endowed this institution this year and in the years to come. May Your power continue to be with us as we carry on with our service.

Again, thank you and may we stay ardent to our commitment to aid in the upliftment of the quality of life of our fellow Capizeños through the delivery of safe, adequate and affordable water.

Madamo guid nga Salamat!

*Engr. Gonzalo Glen B. Delgado*  
**General Manager**





## CHAIRPERSON'S MESSAGE

The year 2018 was full of reforms and improvement for Metro Roxas Water District (MRWD) since it served as the first full year to have the membership of the Board of Directors be locally occupied after 12 years of LWUA intervention. With the full cooperation and support of the Management, your Board effected significant policies which contributed to the continued growth of MRWD. In behalf of the local Board of Directors, I am pleased to present the highlights of notable improvements and performance of the District, namely:

**INCOME/FINANCE:** Notwithstanding the frequent problem at the Water Treatment Plant pumping equipment, we still manage to generate an impressive increase of 22.26% amounting to Php 88 Million, further surpassing the 2017 income amounting to Php 72 Million, which was at that time the highest increase so far in the last 7 years.

This can be attributed to an outstanding collection efficiency and effective implementation of disconnection policy. With the exceptional increase of net income, MRWD was able to continuously pay its monthly amortization on time and settle two (2) loan portfolios that of DBP and LWUA. This feat has generated savings of about Php650,000.00. The Board has timely amended MRWD's dual policy on meter deposits in order to reclaim the financial-integrity of Cash in Bank Account brought about by the existing policy on water meter deposits, by streamlining the P35.00-meter rental to apply to all concessionaires with an end in view of warranting the efficacy of our water meters in the field.

**SERVICE CONNECTIONS:** As part of MRWD's Corporate Responsibility to uphold the commitment to deliver clean, safe and potable water to every Capizeño-families within our service areas, we have achieved an astounding net increase of 2,044 or an actual total of 35,275 in the number of service connections which increased the total billed water of about 8 Million cubic meters. In the furtherance to upgrade services and reach out critical areas to improve the distribution of safe and potable water, the Board approved the Memorandum of Agreement (MOA) relative to the NHA Yolanda Permanent Resettlement sites program. While this entail increase in District's service connections, we put more emphasis on the water service that will be made available to said households to which remains our topmost priority - to serve our consumers at our best.

**NON-REVENUE WATER:** Non-Revenue Water (NRW) reduction has always been a major concern of not only MRWD, but almost all Local Water Districts around the country. The NRW for 2018 is 21.66% which is well within the industry standard of 30%. NRW reduction is said to be critical to efficient resource utilization, enhance customer satisfaction and may postpone any capital-intensive additions to capacity. Thereby generating theoretical financial savings altogether. Part of the thrust of this Board is to further safeguard its corporate resources while balancing its responsibility to provide social functions in particular during emergency cases. Thus, MRWD have entered into a Memorandum of Agreement (MOA) with the Bureau of Fire (BFP) to establish specific fire hydrants in times of fire incidents and to properly monitor its NRW.

**CUSTOMER SERVICE:** Customer Service is of critical importance to any public utility industry because show we value our every client. MRWD have been keen with continuing its excellent customer service practices, and as an effort to further improve Customer Service, MRWD sponsored an in-house Seminar Workshop on the Improvement of Frontline Transactions last August 29 to 31, 2018. Moreover, taking into account the convenience of our beloved concessionaires and enhance our payment facility, the Board approved a Collection Services Agreement with the United Coconut Planters Bank (UCPB) as MRWD's collecting agent.

**WATER TREATMENT PLANT:** The heart and soul of the MRWD is the operations in the Paslang Water Treatment Plant (WTP) and the rehabilitation and improvement of the same has been our top priority. This year marked the successful bidding and procurement of the much-needed two (2) Sets of Pumping Equipment at 300 HP. This will replace the current inefficient pumps and is seen to boost pumping activity to 95%. With this, will be able to sustain, for now, the growing demand requirement of our concessionaires. In the near future, it is perhaps inevitable that MRWD will have to expand its water supply considering the spike in population, establishments, subdivisions and development within the service area.

**QUALITY MANAGEMENT SYSTEM/ISO:** The previous year paved the way to, through the Management, forged a Technical Accreditation Working Team primarily tasked to ensure compliance with ISO 9001:2015 QMS. The MRWD was optimistic with this endeavor and with due preparation, yet again the District obtained the prestige ISO Accreditation. It is worthy to note though, that ISO 9001 Certification is not just suitable for large organisations but also to small businesses which will benefit from adopting efficient Quality Management Systems leading to save valuable time, cost, improve efficiency and ultimately improve customer relationships.

**DATA PRIVACY:** In compliance with Republic Act 10173 known as the Data Privacy Act of 2012, the Board, through the Management, approved the Policies and Guidelines on the use of MRWD Information and Communication (ICT) Resources which aims to protect and secure the integrity of pertinent data gathered by the District in course of its functions and mandate.

**BIDS AND AWARDS COMMITTEE (BAC):** This year was a remarkable one considering that the Bids and Awards Committee has provided judicious and well-timed procurement needed by the District not only in vital times but also in emergency instances. The Board also took notice of the BAC's immense schedule in the last quarter of this to comply with DBM's early procurement activities as one of the requirements for PBB 2018 and Performance Target of the Agency. The Board is committed, as Head of the Procuring Entity, to prescribe the necessary guidance and cooperation through Board Resolutions and issued directives to ensure standardization of policies, promotion of competitiveness and transparency and advancement of accountability and transparency.

**HUMAN RESOURCE:** The hardworking men and women of this organization are perhaps one of its strongest driving forces of success. Time and time again, it has been proven that the personnel will always be the most valuable asset for this organization. Given that the Board appreciates the worth of its employees' welfare and interest, we approved the implementation of the 3rd tranche as part of a scheduled salary increase in four tranches beginning 2016 to 2019 as prescribed by DBM National Budget Circular No. 562. Another significant event for the MRWD employees was the approval and implementation of the Collective Negotiable Agreement (CNA) between MRWD and its Employees Union for the year 2017 until 2019. Also, the approval and release of Employee's Productivity Enhancement Incentive (PEI) was given in December 2018.

Another landmark accomplishment of your Board was the approval of the proposed Re-categorization of MRWD from B to A. This will truly reinforce in our belief the importance of streamlining divisions and departments towards realizing staffing and organizing – both are important managerial functions. Another significant policy passed in 2018 was the Board's approval of the enhanced MRWD Merit Selection and Promotion Plan including the System of Ranking of Positions which aspires to further improve the personnel selection process as well as uphold quality and professionalism in its highest form.

Water is indeed a limited resource which all of us should take good care of and use responsibly.

In 2018, challenges and successes brought us to free of realization that strengthened our purpose relative to our mandate: to provide sufficient potable water to all Roxasnons and Capizeños. Let us all be resilient and confident to continue the bastion of good governance over our gains and loses in the past 42 years of public service.

Finally, I wish to extend my heartfelt gratitude to my colleagues in the Board for their firm cooperation, support, balanced-wisdom and teamwork. Also, to the Management and its officers and staff, for their unwavering hard work and dedication which led us in getting through another challenging year. Significantly, our gains and achievements could have not been realized without the steadfast assistance of our Local Officials headed by our beloved Mayor Angel Alan B. Celino. And most importantly, to all MRWD concessionaires and the people of Roxas City and Province of Capiz, whom we treasured and ready to serve with all we've got – thank you from the bottom of our hearts.

*Dir. Carla B. Abela*  
Chairperson



# Board of Directors



**DIR. CARLA B. ABELA**  
CHAIRPERSON



**DIR. EDNA A. VITERBO**  
VICE-CHAIRPERSON



**DIR. MARK G. SALVADOR**  
SECRETARY



**DIR. LYDIA T. MEDINA**  
MEMBER



**DIR. SANTIAGO D. ALATIIT**  
MEMBER





# Administrative Structure



**ENGR. GONZALO GLEN B. DELGADO**  
GENERAL MANAGER



**ATTY. DANTE A. ARCANGELES**  
ADMINISTRATIVE SERVICES DEPARTMENT  
ACTING DEPARTMENT MANAGER



**TERESITA A. DELOTAVO**  
COMMERCIAL SERVICES DEPARTMENT  
ACTING DEPARTMENT MANAGER



**ENGR. MANUEL B. SALAZAR**  
ENGINEERING & OPERATIONS DEPARTMENT  
ACTING DEPARTMENT MANAGER



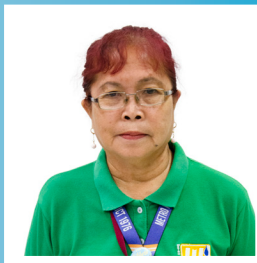
**MA. ROSARIO MOSES D. ALBA**  
FINANCE SERVICES DEPARTMENT  
ACTING DEPARTMENT MANAGER



**RUTH L. JAMORA**  
CASH MANAGEMENT & BUDGET DIVISION  
OIC-DIVISION MANAGER



**ENGR. LIZALYN B. BAYLON**  
CONSTRUCTION & MAINTENANCE DIVISION  
DIVISION MANAGER



**LILIBETH A. ARLUZ**  
CUSTOMER SERVICES DIVISION  
DIVISION MANAGER



**ENGR. ZALDY A. LACSON**  
GENERAL SERVICES DIVISION  
DIVISION MANAGER



**ELITA M. FRANCISCO**  
HUMAN RESOURCE DIVISION  
DIVISION MANAGER



**WINIFRED O. DELA PEÑA**  
PROPERTY/SUPPLY & PROCUREMENT DIVISION  
DIVISION MANAGER



**ENGR. VINCENT I. VILLASIS**  
WATER RESOURCES DIVISION  
DIVISION MANAGER



*...exercising together our common aspirations...*



## Administrative Services Department Management Services Division



*The year just passed has given us meaningful challenges and significant gains bringing about holistic impact to the management of MRWD. With the full implementation of Data Privacy Act of 2012 or Republic Act 10173, the Management Services Division (MSD) recommends for the designation of Data Protection Officer (DPO) to serve as a focal person in the implementation of data privacy and to increase the chance of MRWD to remain competitive in the dynamic global landscape of data protection.*

*Atty. Dante A. Arcangelos*  
ACTING ADMINISTRATIVE SERVICES DEPARTMENT MANAGER

On one hand, communication is said to be the most important catalyst and bridge in the success of an organization. Thus, in order to facilitate resource sharing and easy-access-networking, the MSD upgraded the MRWD telephone system from analog to digital. CCTV were also installed to improve monitoring and enhance security measures in the MRWD premises. In addition, the MSD has started conversion of documents into digital forms to allow easy retrieval and file management.

To my mind, one of the milestone achievements of MSD in year 2018 is the ISO 9001:2015 accreditation/certification of MRWD. The ISO certification is a testament to MRWD's commitment in maintaining quality service to its consumers including processes/workflows that need further improvement and conformity to applicable laws, rules and regulations.

In order to safeguard the MRWD's resources, assets, and ensure efficient and effective operations, the Internal Control Office, implemented an Annual Audit for 2018. As a result, significant reduction of regular/operational expenses has been minimized and income generating projects and activities were funded. Also, to comply with the mandate of Executive Order No. 2, series of 2016 – Freedom of Information (FOI), the MSD drafted, developed and recommended for the approval of MRWD FOI Manual and suggested for the Management to designate FOI Decision Maker. MRWD FOI Manual institutionalizes the people's constitutional right to information and state policy of full public disclosure and transparency of all transactions involving public interest.

In fine, 2018 was indeed a year of character-test of our resolve. However, we have turned the tide and came out victorious in every trials and challenges posed on us. And so, allow me to conclude this report by thanking all the men and women of MSD for turning this challenging year a success. To the trust and confidence reposed to us by the management and the Board, my warmest gratitude to all. With the full MSD workforce around, I am truly honored to look back and move forward with confidence to better serve our fellow MRWD employees with the end in view of bringing better service to all our valued concessionaires. MRWD, we shall serve our best!

## Accomplishments

### INFORMATION TECHNOLOGY SECTION

#### ■ Network Restructing and New Phone System Installed

Computer network is one of the important things in an organization that facilitates communication and resource-sharing among a wide range of users. As it is the aim of Management Services Division to provide the organization with a much better flow of services among the employees, a network restructuring of the entire organization was implemented this year. Along with this change, the telephone system of the organization was also upgraded from analog system to digital phone system.

#### ■ Billing and Collection System Disconnection Order

The Billing and Collection System of Metro Roxas Water District is an information system of the organization with the most number of transactions on a daily basis. This year, the Information Technology (IT) team has greatly improved the said system by updating the Disconnection Order module. It has addressed the issues related to proper identification of delinquent accounts.

#### ■ Installation of Additional Closed-Circuit Television (CCTV) at the Main Office

Another responsibility of the MSD is monitoring and maintenance of the security of employees, concessionaires and the entire operations of the District. For this purpose, additional CCTVs were installed in key and strategic areas in MRWD's Main Office at Kilometer 1, Roxas City.

#### ■ Troubleshooting Minor & Major Issues

It is the IT team's commitment to address the issues and concerns of MRWD employees regarding their computer system. This year, the team continues to utilize their skills and knowledge by rendering the required assistance to every personnel in the organization that encounters problems with regards to the computer system be it minor or major, hardware or software.

#### ■ Queuing Management System (QMS) Hardware Replacement

This year, the computer used for the queuing management system got damaged due to inevitable circumstances. Because of this, it was replaced with Raspberry Pi, a credit-card sized computer that plugs into a computer monitor or TV, and uses a standard keyboard and mouse. This type was found to be more beneficial because it is low-cost and equally the same to that of the former and efficiency wise.

#### ■ Data Privacy Orientation

MSD conducted a Data Privacy orientation during the 3rd MRWD Employees' Union assembly meeting. The Data Privacy Act or RA 10173 was discussed and the DPO designate emphasized the importance of employees being informed about the privacy of personal information of the concessionaires and their fellow employees.

#### ■ Customer Service System Design

One of MRWD's main concerns is to provide quality customer service to every concessionaire of the organization may it be a potential, new or existing one. MRWD believes that great customer service is a crucial part of the success of the entire organization. In relation to this, a new customer service system was designed to aid the customer service personnel on dealing and addressing concessionaires' transactions and concerns more efficiently on a daily basis. The new system will be implemented in 2019 and expected to provide data to monitor the accomplishments of the Construction Maintenance Division and Customer Services Division.

#### ■ Digitized Archived System Design

The Management Services Division understands the importance of keeping and retrieving important documents used in the organization. Presently, MRWD's files are organized manually by the Archive Office but foreseeing the possible threats and problems with this manual system, the IT team designed an Archive System that would convert the documents into digital format which would then allow easy retrieval and management of the entire organization's files.



# Accomplishments

## INTERNAL CONTROL OFFICE

In order to strengthen management supervision, promote good control corporate governance, and to ensure sound managerial decisions related to internal audit, the Interim Board of Director's (IBOD) has created an Internal Control Office (ICO) under IBOD Resolution No. 34, dated 10 June, Series of 2015, which in turn the Management complied and implemented the same.

### ISO 9001:2015 Quality Management System Accreditation / Certification

MRWD has initiated effort for ISO 9001:2015 initial accreditation in the last quarter of 2017 and was certified and accredited by NQA in May 2018. It is spearheaded by the Management Services Division and was achieved and made possible through the collective efforts of MRWD employees (Management and staff). The ISO certification documents/records 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 were subsequently approved by the management for implementation, to wit:

#### Office Order No. 2018-11-111

Documentary Requirements for Payment of wages for personnel under Job Order status

#### Office Order No. 2018-04-27

Composition of the Review and Compliance Committee

The Internal Control Office has able to reduce expenses on:

#### Overtime

Concerted efforts have been exerted by the Internal Control Office and Accounting Division to ensure that the overtime payment is within the budget/limit. The reduction was a result of establishment of urgency of overtime, monitoring of overtime and counterchecking of documentary requirements such as accomplishment reports, photos, and other documents that could attest the veracity of the rendered work.

#### Petty Cash

In order to safeguard assets and ensure economical, efficient and effective operations, the Internal Control Office together with Accounting Division had employed collective effort to closely monitor purchases through petty cash. This is to ensure that the petty cash fund shall not be used for payment of regular expenses, such as rentals, subscriptions, light and water bills and the like.

#### CAPEX/MOOE

No procurement was undertaken unless it is in accordance with the approved Annual Procurement Plan for the corresponding year.

### Conduct of 2018 Audit Plan

The Internal Control Office has conducted pre-audit of all financial transactions of MRWD but not limited to procurement undertakings, disbursements, cash advances, liquidations and others prior to approval of the Agency Head.

## INFORMATION OFFICER

In order to properly address the need to effectively disseminate vital information for the public-consumers, the Management Service Division has designated an Information Officer in April 2017 under Office Order No. 2017-04-138 and filled up the position in June 2018.

### Freedom of Information (FOI) Manual

To comply with Executive Order No. 2, series of 2016 otherwise known as Freedom of Information, the Management Services Division crafted and developed the Metro Roxas Water District FOI Manual, operationalizing the people's constitutional right to information and the state policies to full public disclosure and transparency in the public service and providing guidelines therefore. The FOI Manual is updated annually and is posted in the MRWD website.

### Regular Information Dissemination and Radio Interviews

The nature of a public utility provider requires constant public advisories in times of emergency and scheduled service interruption, as such, the Information Officer receives telephone calls, providing information and handling issues that may require sensitivity and use of sound, independent judgement. Additionally, the Information Officer also responds to requests for information and complaints, refers matters to concerned division and/or takes or recommends action to resolve the request or complaint.

## THE ARCHIVE OFFICE

The Archives' Office has finished compiling MRWD's communications for the year 2018. This includes Office Orders and memoranda, inter-office communications, as well as incoming and outgoing letters.

### Scanning of Documents

Presently, MRWD's files are organized manually by the Archive Office but foreseeing the possible threats and problems with this manual system, the IT team designed an Archive System that would convert the documents into digital format. As the repository of the District's records, Archives Office initiated the scanning of documents for easy retrieval and management of the entire organization's files. As of December 2018, Board Resolutions from years 1976 to 2017 have been scanned along with various vouchers from years 2016 to 2018.

### Recording of Documents

This year, the documents recorded by the Archives Office included Office Orders and memoranda for years 1997 to 2018, incoming files from years 2014 to 2018, outgoing files from years 2015 to 2018, and LWUA files from years 2015 to 2018. All of these files will then be scanned according to schedule.

### Construction of Additional Shelves

The Archive Office requires a generous amount of space to accommodate all the documents of the entire organization which is the reason why it is placed in a two-storey building. In connection to this, additional shelves on the second floor are currently being constructed and installed and is almost 80% done this year.



## General Services Division



*The mission of the General Services Division (GSD) is to support the management in carrying out basic services through “Great Service Delivery” (GSD). The GSD family is doing its best to ensure that MRWD building/facilities and perimeter grounds/ environment is comfortable, conducive and safe. FY 2018 was considered by the GSD family as a productive year for the General Services Division. We focused on a strategic plan as one of our priorities.*

*Engr. Zaidy A. Lacson*  
GENERAL SERVICES DIVISION MANAGER

Through a series of meetings, we engaged GS staff which enabled us to capture views from every perspective. We needed each staff member to understand the value of their work within the division as well as supporting the District as a whole.

In July 2018, we started establishing our processes and procedures in carrying out our functions, took a systematic approach in order to improve our operation, in which we need the cooperation of each and every involved division especially in the monitoring of the necessary Repair and Maintenance of Service Vehicle and Equipment, and in the Construction and Maintenance of Building and Office Equipment. In the last quarter of 2018, we have finalized our processes and procedures. In order to effectively carry out our activities, regardless of the GS’ skeletal force, we divided the division into two sections: Transport Maintenance and Operation Section headed by Engr. Joecel B. Belvis, and Building and Grounds Maintenance Section headed by Mr. Socrates De Justo.

### Transport Maintenance and Operation Section

- Undertakes Preventive Maintenance and Repair of Motor Vehicles, Equipment and Generator
- Facilitates the Operation of Motor Vehicles, Equipment, and Generator
- Maintenance of Records
- Ensures Regulatory Requirements
- Security Services Supervision

### Building and Grounds Maintenance Section

- Building and Ground Maintenance
- Janitorial Services
- Administers the Delivery of Basic Utilities
- Construction and Repair
- Assists in the preparation of special events such as anniversary, assessment seminars and the like.

## Accomplishments

### ■ 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

### ■ Various repairs and maintenance of motor vehicles

- Minor repairs
- Preventive maintenance based on Preventive Maintenance Schedule

### ■ Renewal of Insurance and Regulatory requirements of 46 motor vehicles:

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

### ■ Minor repairs/maintenance of buildings and grounds

### ■ Repainting of Wall and Ceiling of Customers Account Division (Interior)

### ■ Repainting of Tables & Chair

### ■ Repair and Construction of Furniture/filing Cabinets

#### 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

### ■ 100% Accomplished Activities / Projects

- Implementation of “Chemical Mixing House” (WTP)
- Roll-up Door for Chemical warehouse
- Repainting of WTP Building
- Renovation of valve box 1,2,3 & 4 (WTP)
- Repainting of Admin Main Building
- Renovation of DM’s Production new Office WTP
- Perimeter Fence (Phase 1 and Phase 2)
- Renovation of Water meter calibration room
- Repair and Repainting of Interior and Exterior wall and Ceiling of Training Center



## Human Resource Division



***The Human Resource Management in Metro Roxas Water District have undergone transformation in 2018. We aimed to improve the quality of governance and public service despite having a diverse workforce. We will continue to foster a culture of accountability and transparency by identifying, prioritizing and developing employee capabilities and competencies to support the emerging changes in managing the human capita. HR Division supports the managements initiative in upholding the District's mission and vision by fostering a positive and engaging work environment while identifying and responding to the changing needs of our diverse community.***

### GETTING STARTED WITH THE 2018 MRWD WORKFORCE

The Metro Roxas Water District have maintained its total workforce to One Hundred Forty-Nine (149) regular personnel as of December 31, 2018. The same was being augmented by Ninety Three (93) Job Order (JO) personnel assigned in different divisions. There was a slight increase in the number of Job Order personnel compared to the 2017 data. Such an increase was brought about by the voluminous workload demands in the District due to the increase in service connections as well as continuous project implementation.

In this year, we have processed one (1) appointment for promotion as well as change of employment status of two (2) personnel from Temporary to Permanent. The change was due to the release of their Certificate of Eligibility to the position they are holding.

### SNAPSHOT OF MRWD PERSONNEL PROFILE:

#### Gender Breakdown:

Employees	2018		2017	
	Male	Female	Male	Female
Permanent	108	41	109	40
Job Order	71	21	56	11
	179	62	165	51
Total	242		216	

## Accomplishments

### Recruitment and Selection

Metro Roxas Water District always adheres to the CSC Rules and Regulations with regards to its recruitment and selection process. The 2018 Revised Rules on Appointment and Other Human Resource Actions promulgated last July 2018, was the guidebook of the District when it comes to Appointment and Other Personnel Action. Salient features of the 2018 ORAOHRA includes rules on publication; qualification standards for managerial positions; HRMO and HRMPSB duties and responsibilities which is not anymore recommendatory in nature but only assistorial to the appointing authority. However, the District's accreditation to take final action on appointment has been revoked by the Civil Service Commission due to its failure to reach the maturity level indicators for the PRIME-HRM Assessment of Agency HRM Systems.

In the 3rd quarter of 2018, the Board of Director approved the opening of thirteen (13) vacant positions. Nine (9) of which are Level 2 positions and four (4) Level 1 positions. The HR Division caused the publication of the various positions in the CSC Bulletin of Vacant Positions; the MRWD Website and in three (3) conspicuous places within the MRWD premises. A total of fifty-two (52) applicants applied but after the pre-evaluation of the HRMPSB only twenty-nine (29) applicants qualified for the Examination facilitated by the HR Division and only twenty five (25) have undergone the HRMPSB panel interview.

Another milestone in the HRD is the submittal of the Revised Merit Selection and Promotion Plan (MSPP) for review and approval of the Civil Service Commission, Regional Office.

The management have also presented for Board of Directors approval the proposed MRWD Recategorization from Category B to Category A Water District. This will enable the District to properly position its personnel based on their acquired skills and competencies.

### Training and Development Program

As part of the continuous learning program of the District. MRWD personnel have undergone different types of trainings and seminar-workshops to develop their competencies and capabilities at work. These trainings includes managerial and supervisory, career development and technical skills. Others have also attended conferences and conventions to have an update of the latest trends in doing excellent public service.

This year, personnel were engaged to attend a 25 different Training and Development, three (3) of those are in-house training facilitated by the HR Division. Almost all the permanent and Job Order employees have been given the privileged to attend to these seminars.

### Leave Administration

Personnel leave applications and attendance are consistently monitored and updated. There was an increase in all the Leave Availment of personnel based on the data. A good indication that employees are productive and working efficiently.

### What's Next for HRD

On moving forward, HR has targeted its operational initiatives to align to the CSC PRIME-HRM initiative by initially identifying ways to enhance its Human Resource practices and programs in order to be considered again as an Accredited Agency. In the coming year, we aim to reached the Maturity Level II standard in the four (4) core systems of human resource, namely: Recruitment, Selection and Placement (RSP); Learning and Development (LD); Performance Management (PM); and Rewards and Recognition (R&R).

## Property/Supply and Procurement Division



*Winifred O. Dela Peña*  
PROPERTY/SUPPLY AND PROCUREMENT  
DIVISION MANAGER

*The scope of this report includes the Property/Supply and Procurement Division's (PSPD) successful procurement activities approved and awarded and updates on the proposed construction of property and supply warehouse of the District. The Property/Supply and Procurement Division (PSPD), as an integral part of the MRWD, plays a vital role in the accomplishment of the Agency's overall mission, vision, and goals. Departments/divisions request through PSPD essential materials, tools or equipment, supplies and other properties; without which these departments/divisions cannot effectively and efficiently perform their assigned tasks or functions.*

The PSPD's function remains one of the most critical and relevant activities in the entire organization. Any request for procurement requires expedient and prompt action, as any unnecessary delay may be costly in terms of loss in man-hours on the part of the requesting unit or office.

In 2018, Bids and Awards Committee (BAC) recommended the approval by the General Manager (GM) through the authority given by the Board of Directors (BOD) to award the contracts at a total value of P109,617,908.62. The number of contracts awarded that received final approval for award from the BAC are listed in the Procurement Monitoring Report.

Of the P109,617,908.62 approved and awarded contracts, the public bidding valued at P78,359,784.78 and other alternative mode of procurement valued at P31,258,123.84 were awarded in 2018. The remainder of the approved contracts will be awarded in 2019.

All procurements and contracts awards are posted in the Philippine Government Electronic Procurement System (PhilGEPS) and reports showing award information are also available on the MRWD web site.

The procurement policy outlines in accordance with the 2016 Revised of Republic Act (R.A.) No. 9184 and Its Implementing Rules and Regulations. The competitive amount on award ratio demonstrates that the MRWD is successful in achieving on its core procurement objectives of conducting a competitive and open process while maximizing the value for money in the acquisition of goods and services essential for its operations.

The construction of Property and Supply Warehouse, Phase-I was already completed and the Phase-II (Office) is still on-going. This will be fully completed in the third quarter of 2019 which project is managed through the General Services Division. The latter ensures implementation of a sound warehouse management inventory system.

### Procurement Transactions Conducted

Total No. of Shopping	208
Total No. of Public Bidding	21
Total No. of Direct Contracting	17
Total No. of Negotiated Procurement	73
Total	319

As the Divisions' responsible for the receipt, handling, movement, and storage of all supplies, tools, equipment and properties, it is required that the District has its own warehouse that could accommodate the needed supplies/materials to ensure proper management and storage for easy monitoring.

The PSPD envisions to become one of the highly competent procurement units among all government-owned and controlled corporations (GOCC's) and other government agencies, extending excellent and dedicated service to both internal (requesting MRWD Departments/Divisions) and external (customers/registered suppliers).

The PSPD intends to carry out with high level of competence and thorough knowledge the following designated functions and responsibilities of its two sections (Property/Supply and Procurement) to better serve the District in providing supplies and materials in the exigency of the service and its operations.





## Commercial Services Department Customers Account Division



*Today, only a few people can accomplish their own aims without the help of others. This dependence magnifies the importance of human relationships in contemporary life. A public utility like Metro Roxas Water District, depends on its consumers to continue service, while the people depend on the water district for water. This interdependence typifies the need for MRWD to have a more intimate relationship with the public it serves – its consumers.*

*Teresita A. Delotava*  
ACTING COMMERCIAL SERVICES  
DEPARTMENT MANAGER

### FACTS AND FIGURES

Total collection for this year (based on Actual Billing Report) reached **P386,786,823.21**. This includes the total collection for Water Sales at **P298,258,243.54** & Non-Water Sales including other revenues at **P39,575,695.48**. This was based on the actual/Registered Water Consumption from January to December 2017.

Computing these figures on the Projected/Budget Billing (Actual) for 2018, it would eventually establish a 1.12% Overall Collection Efficiency Increase at 111.65% Collection Efficiency Rate. This is based on the computed Total Billing (Actual) which was **P346,426,059.82** in Overall for the year 2018; with determine amount for water sales at **P319,773,307.53** and non-water and other revenues at **P26,652,752.29**.

Accordingly, the percentage ratio Collection (December 2018) based on the Actual Consumption Billing, have provided us an efficiency rating of 43%, 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 2018. On the other side, our previous months or “Late-Time” Payments, have shown some slight decrease on numbers; which resulted on a decline rating collection efficiency of 98% for 2018 on payment of all arrears and previous years’ account receivables. To summarize, overall Collection Efficiency for the year 2018 ends at 84%.

Overall Collection Efficiency  
Increase  
**1.12%**  
at 111.65% Collection  
Efficiency Rate

Efficiency Rating for Water  
Sales with “On Time”  
Payments  
**43%**  
based on the Actual  
Consumption Billing

Overall Collection Efficiency  
for the year 2018  
**84%**  
based on the Actual  
Consumption Billing

## Comparative Highlights

### 2018 Billing Profile (Water Sales) Per Consumer Classification

Area	Residential	Government	Commercial	Industrial	Bulk Sale	Total
Roxas City	168,012,733.05	11,506,621.75	77,734,021.25	4,581,064.10	10,502,209.40	272,336,649.55
Panay	23,975,535.25	657,275.10	855,849.20	66,340.10	1,783,227.45	27,338,227.10
Ivisan	8,304,174.45	258,300.50	610,512.70	19,510.10	731,033.85	9,923,531.60
Panitan	8,528,267.40	1,847,762.70	346,644.50	60,019.40	957,280.95	11,739,974.95

### 2018 Billing Profile (Meter Maintenance Fee) Per Consumer Classification

Area	Residential	Government	Commercial	Industrial	Bulk Sale	Total
Roxas City	3,015,300.00	25,940.00	192,240.00	3,120.00	11,790.00	3,248,390.00
Panay	524,830.00	6,340.00	4,100.00	240.00	1,560.00	537,070.00
Ivisan	174,330.00	1,780.00	5,520.00	120.00	1,160.00	182,910.00
Panitan	166,450.00	2,940.00	3,460.00	110.00	1,270.00	174,230.00

### 2018 Billing Profile (Meter Rental) Per Consumer Classification

Area	Residential	Government	Commercial	Industrial	Bulk Sale	Total
Roxas City	4,071,500.00	22,800.00	241,890.00	1,725.00	21,075.00	4,358,990.00
Panay	820,075.00	6,910.00	6,800.00		3,545.00	837,330.00
Ivisan	300,950.00	2,100.00	9,225.00	300.00	1,875.00	314,450.00
Panitan	234,725.00	2,900.00	5,500.00		2,150.00	245,275.00

### 2018 Billing Profile (Cu. M. Consumption) Per Consumer Classification

Area	Residential	Government	Commercial	Industrial	Bulk Sale	Total
Roxas City	5,309,885	261,205	935,624	49,321	85,416	6,641,451
Panay	780,645	16,399	11,575	852	14,248	823,719
Ivisan	271,745	6,492	8,624	202	6,408	293,471
Panitan	275,656	41,531	4,551	638	8,071	330,447

### Quarterly Records

Category	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Billing on Water Sales	78,758,019.71	81,265,491.55	79,746,514.66	80,003,281.61
Collection on Water Sales	67,019,045.80	79,848,283.57	79,085,333.81	80,748,008.15
Billing on Non-Water Sales	6,444,673.08	6,808,116.97	6,700,181.21	6,699,781.03
Collection on Non-Water Sales	20,698,277.06	9,381,481.21	12,941,151.38	37,065,242.23



## Customer Services Division



*Lilibeth A. Arluz*  
CUSTOMER SERVICES DIVISION MANAGER

*Water is an indispensable commodity for the existence and survival of life. With the advancement of civilization, water has found a large and progressively increasing list of use. Over the years, MRWD has steadfastly worked to further improve its operations in order to raise the level of standard for water services in the City of Roxas and in the Province of Capiz. The vital role of MRWD in the growth of the City and of the Province as a whole is undeniably inevitable. With the company's humble beginnings and its untiring commitment to offer only what is best for the consumers, MRWD is resolved to tread on new paths and address present challenges.*

### Service Applications for Water Connections

Year 2018	New Connections	Reconnections	Alterations
January	209	157	50
February	172	206	43
March	185	242	40
April	250	188	28
May	219	233	31
June	298	291	30
July	290	196	36
August	219	203	38
September	212	161	43
October	261	193	40
November	209	142	43
December	133	200	24

35,275 active connections



6.15%

Increase in number of active connections

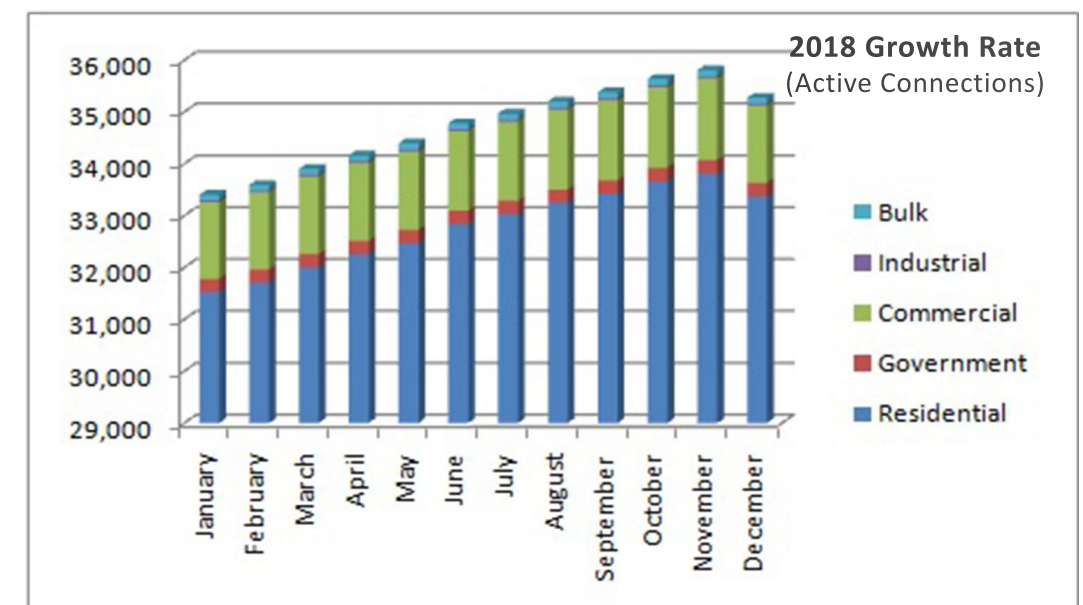
## Comparative Highlights

### Service Applications for Water Connections & Complaints

Month	New Connections	Reconnections	Alterations	Maintenance Order	Service Request
January	209	157	50	452	323
February	172	206	43	416	356
March	185	242	40	390	386
April	250	188	28	413	404
May	219	233	31	388	554
June	298	291	30	406	415
July	290	196	36	471	362
August	219	203	38	472	311
September	212	161	43	484	328
October	261	193	40	465	429
November	209	142	43	654	342
December	133	200	24	471	236

### 2018 Growth Rate

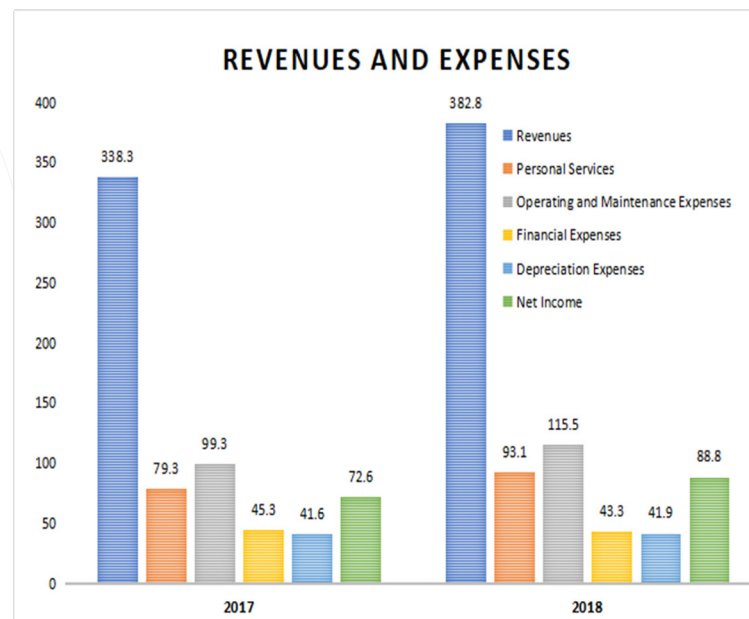
	Residential	Government	Commercial	Industrial	Bulk	Total
January	31,528	255	1,480	39	101	33,403
February	31,710	255	1,483	39	102	33,589
March	32,005	257	1,495	41	105	33,903
April	32,253	258	1,501	41	108	34,161
May	32,469	256	1,516	41	113	34,395
June	32,841	261	1,525	41	111	34,779
July	33,025	261	1,530	41	111	34,968
August	33,247	260	1,540	41	113	35,201
September	33,419	264	1,546	41	112	35,382
October	33,658	271	1,551	41	117	35,638
November	33,806	271	1,572	41	117	35,807
December	33,368	268	1,492	39	108	35,275



## Finance Services Department Accounting Division



*Ma. Rosario Moses D. Alba*  
ACTING FINANCE SERVICES DEPARTMENT MANAGER



### Cash Flows for the Year Ended December 31, 2018

Cash Flows From Operating Activities		
Cash Inflows	2018	2017
Collection of Income/Revenue	339,424,585.51	325,781,658.82
Collection of Receivables	7,826,459.96	11,920,566.29
Trust Receipts	1,589,707.92	1,294,067.73
Other Receipts	39,380,269.59	1,964,579.72
<b>Total Cash Inflows</b>	<b>388,221,022.98</b>	<b>340,960,872.56</b>
Cashflows		
Payment of Expenses	249,479,904.59	225,107,664.66
Refund of Deposits	4,264.00	
<b>Total Cash Outflows</b>	<b>249,984,168.59</b>	<b>225,107,664.66</b>
Net Cash Provided by/(Used In) Operating Activities	138,236,854.39	115,853,207.90
Cash Flows From Investing Activities		
Cash Outflows		
Purchase/ Construction of Property Plant and Equipment	74,030,640.80	27,793,037.69
Net Cash Provided by/(Used In) Investing Activities	(74,030,640.80)	(27,793,037.69)
Cash Flows From Financing Activities		
Cash Outflows		
Payment of Long-Term Liabilities	59,680,209.67	51,025,506.99
Payment of Interest on Loans and Other Financial Charges	1,522,304.73	9,131,146.96
Net Cash Provided by/(Used In) Financing Activities	(61,202,514.40)	(60,156,653.95)
INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENT	<b>3,003,699.19</b>	27,903,516.26
CASH AND CASH EQUIVALENTS, JANUARY 1	<b>175,219,253.16</b>	147,315,736.90
<b>CASH AND CASH EQUIVALENTS, DECEMBER 31</b>	<b>178,222,952.35</b>	<b>175,219,253.16</b>

### Statement of Financial Position as of December 31, 2018

ASSETS		
Current Assets	2018	2017
Cash and Cash Equivalent	178,222,952.35	175,219,253.16
Receivables	71,253,630.76	68,793,897.03
Inventories	20,580,420.39	9,747,382.60
Other Current Assets		1,423.00
<b>Total Current Assets</b>	<b>270,057,003.50</b>	<b>253,761,955.79</b>
Non-Current Assets		
Other Investments	3,518,811.37	3,518,811.37
Property, Plant and Equipment	908,849,766.88	859,750,801.13
<b>Total Non-Current Assets</b>	<b>912,368,578.25</b>	<b>863,269,612.50</b>
<b>Total Assets</b>	<b>1,182,425,581.75</b>	<b>1,117,031,568.29</b>
LIABILITIES		
Current Liabilities		
Financial Liabilities	40,229,791.11	8,257,688.39
Inter-agency Payables	4,351,036.19	3,262,001.85
Trust Liabilities	37,949,961.12	36,357,253.20
Other Payables	3,011,046.33	3,953.09
<b>Total Current Liabilities</b>	<b>85,541,834.75</b>	<b>47,880,896.53</b>
Non-Current Liabilities		
Financial Liabilities	814,060,167.69	875,262,682.09
Deferred Credits/ Unearned Income	467,196.48	374,248.17
<b>Total Non-Current Liabilities</b>	<b>814,527,364.17</b>	<b>875,636,930.26</b>
<b>Total Liabilities</b>	<b>900,069,198.92</b>	<b>923,517,826.79</b>
EQUITY		
Government Equity	9,717,444.64	9,717,444.64
Retained Earnings/ (deficit)	272,638,938.19	183,796,296.86
<b>Total Equity</b>	<b>282,356,382.83</b>	<b>193,513,741.50</b>
<b>Total Liabilities and Equity</b>	<b>1,182,425,581.75</b>	<b>1,117,031,568.29</b>

### Statement of Income and Expenses for the Year Ended December 31, 2018

	2018	2017
Income		
Service and business Income	347,678,135.94	337,391,134.95
Shares, Grants and Donations	33,816,233.17	
Other Non-Operating Income	1,327,260.58	938,018.52
<b>Total Income</b>	<b>382,821,629.69</b>	<b>338,329,153.47</b>
Expenses		
Personal Services	93,187,569.97	79,346,564.77
Maintenance and Other Operating Expenses	115,508,863.05	99,356,816.93
Financial Expenses	43,316,996.65	45,310,404.55
Non-Cash Expenses	41,988,786.65	41,668,847.38
<b>Total Expenses</b>	<b>294,002,216.32</b>	<b>265,682,633.63</b>
Profit/(loss) Before Tax	88,819,413.37	72,646,519.84
Profit/(loss) After Tax	88,819,413.37	72,646,519.84
Net Income/(Loss)	88,819,413.37	72,646,519.84
<b>Comprehensive Income / (Loss)</b>	<b>88,819,413.37</b>	<b>72,646,519.84</b>



## Cash Management & Budget Division



*Ruth L. Samora*  
CASH MANAGEMENT & BUDGET  
DIVISION MANAGER

*The Cash Management and Budget Division employees have successfully delivered the needed services for the year 2018 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 Forty Nine Million Six Hundred Thirty Two Thousand Eight Hundred Eighty Eight Pesos and 56/100 (P349,632,888.56).*

*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), Check Cash In Bank (CIB), and Funds and Investment up-dates.
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 bank accounts for reconciliation, up-dates, renewal, and placement of funds.
10. Reconciliation of all receipts and deposits.

Also, the personnel 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, one personnel has completed/graduated a master's degree course while others are continuously undertaking their post graduate studies. Also, the employees have actively participated/attended several seminar workshops/skills training to be more efficient and productive.

### 2018 Collection Summary

Month	OFFICE	DBP	LBP	PVB	TOTAL
January	28,020,877.00	780,448.68	195,994.09	420,569.72	29,417,889.49
February	26,702,422.54	682,353.33	274,589.09	322,520.81	27,981,885.77
March	25,263,782.56	785,803.65	277,962.73	324,555.73	26,652,104.69
April	27,145,272.98	1,031,516.52	147,304.50	358,708.16	28,682,802.16
May	29,467,507.39	1,096,847.36	238,091.14	399,891.28	31,202,337.17
June	28,109,346.36	921,880.04	296,422.27	357,456.27	29,685,104.94
July	28,749,496.74	1,256,224.23	569,687.11	366,281.49	30,941,689.57
August	26,969,913.76	752,890.91	160,488.40	390,565.82	28,273,858.89
September	26,462,329.24	509,570.34	403,110.14	363,491.76	27,738,501.48
October	29,376,469.24	1,270,282.14	440,615.13	361,018.20	31,448,384.71
November	26,539,684.98	891,705.95	377,603.13	369,768.23	28,178,762.29
December	27,753,181.79	1,043,715.31	302,623.37	330,046.93	29,429,567.40
<b>Total</b>	<b>330,560,284.58</b>	<b>11,023,238.46</b>	<b>3,684,491.12</b>	<b>4,364,874.40</b>	<b>349,632,888.56</b>

### Approved 2019 Corporate Operating Budget per Board Resolution No. 87, Series of 2018 dated October 16, 2018

#### Source of Fund:

Revenue Collection **391,579,771.84**

#### Appropriation:

##### A.) STATUTORY AND CONTRACTUAL OBLIGATION

Principal Loan Amortization **49,113,787.08**

##### B.) PERSONNEL SERVICES

Salaries and Benefits Php 126,776,464.97

Other Benefits 1,938,760.00

**Php 128,715,224.97**

##### C.) MAINTENANCE AND OTHER OPERATING EXPENSES

Light and Power Php 84,874,631.70

Fuel, Oil and Lubricants Expenses 7,741,308.00

Chemicals and Filtering Supplies Expenses 16,636,673.00

Supplies and Materials 17,157,722.28

Other Operating Expenses 23,833,791.00

Franchise Tax 7,440,000.00

**Php 157,684,125.98**

##### D.) FINANCIAL EXPENSES

Interest Expense **Php 39,792,820.44**

##### E. CAPITAL OUTLAY AND MAJOR PROGRAMS

**Php 77,061,782.99**

#### TOTAL APPROPRIATION

**Php 452,367,741.46**

## Engineering & Operations Department Planning & Design Division



*Engr. Manuel B. Salazar*  
ENGINEERING & OPERATIONS  
ACTING DEPARTMENT MANAGER

*The year 2018 has been a very challenging year for MRWD, with the expected increase in water demand, a need to improve MRWD production capacity as well as distribution system pipe reinforcement was needed to provide customers with continuous access to water supply availability. For MRWD production facilities, the re-operation of Bahit WTP and Cabugao Pumping Station was needed as well as the upgrading of the existing Salocon Water Treatment Plant electromechanical equipment and facilities to increase its production capacity.*

These projects are expected to increase MRWD production capacity from 30 to 34MLD. With pipeline reinforcement implemented in Roxas City, and in the Municipality of Panay, these projects will improve MRWD pressure allocation particularly in the outskirt barangays of Roxas City and Panay.

To sustain growth, MRWD is now gearing up to provide water security to its customers. As this necessitates infrastructure development, the retrofitting of its existing 30 MLD WTP to increase its capacity and the construction of an additional ground reservoir to bolster its storage handling capacity will be implemented in 2019.

MRWD has also started investing in technology to promote operational efficiency. For the coming years, MRWD foresees technology support in the operational intricacies. This would allow us to remotely monitor MRWD assets performance. These include reservoir monitoring, pumps performance, and even distribution system pressure.

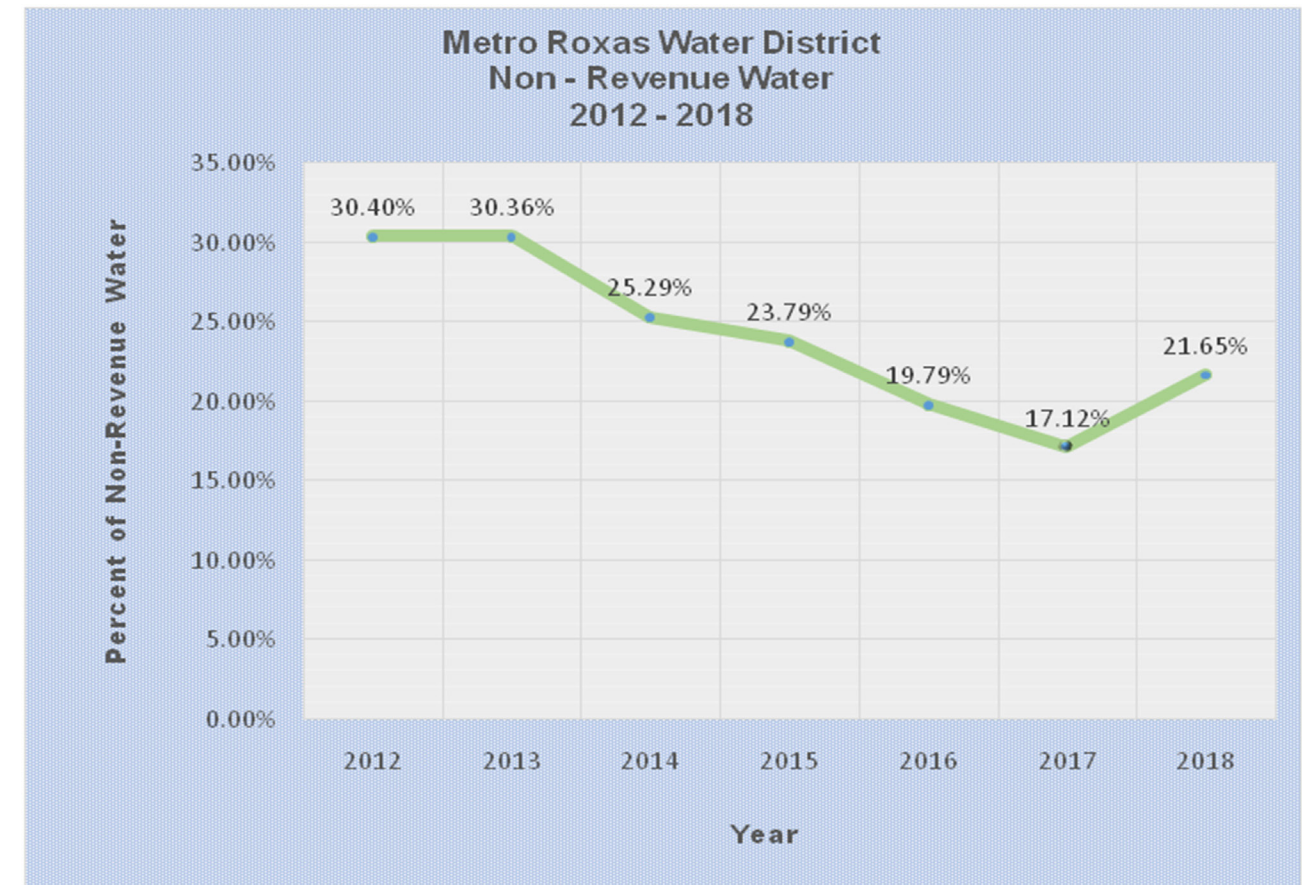
The considerable gains to improve MRWD performance in 2018 was made possible by the support of MRWD General Manager, the guidance of the present Board of Directors and for the unwavering dedication of MRWD employees.



# 30 to 34 MLD



## Accomplishments



1. 1711 Defective Water Meter Replacement
2. 29 Burst and Background Estimate
3. 344 Leak Detections
4. 344 Leak Repairs
5. 365 Pressure and Flow Management

### Completed Plans for Distribution Line Upgrading

1. Brgy. Dumolog to Brgy. Baybay
2. Brgy. Salocon to Brgy. Adlawan
3. TOUWA Funded Project in Panay
4. NHA Funded Project in Ivisan

### Completed Design for Distribution Line Expansions

1. Brgy. Concencia, Sitio Gabok, Panitan
2. Brgy. Libas (Vista Del Rio)
3. Brgy. Dinginan with Proposed 250 cu.m. Reservoir
4. Brgy. Talon with Proposed 100 cu.m. Reservoir
5. Verdant Meadows (Brgy. Dinginan)
6. Brgy. Culasi, Sitio Luyo
7. Brgy. Baybay, Sitio Lawis



## Construction & Maintenance Division



Engr. Lizzalyn B. Baylan  
CONSTRUCTION & MAINTENANCE  
DIVISION MANAGER

***The Construction and Maintenance Division, CMD, is always firmly “Committed to Maintain and Distribute”; maintain water lines, and distribute water to concessionaires through installation of service connections.***

***At CMD, we are striving hard to achieve outstanding customer service to our concessionaires being the sole reason for the Water District (WD) creation and existence. From the installation of service connection to the repair of leaking pipes, CMD provides a variety of essential functions including, but not limited to, the maintenance of pipelines and water meters.***

We also aim customer satisfaction through a variety of innovative strategies and initiatives. For the installation of service connection, we provide all the necessary materials for the convenience of applicants/concessionaires and in order not to delay the installation. As the road widening projects and drainage construction continues, we also relocate all affected service lines, provide necessary materials before and after the water meter without a single centavo spent by our concessionaires. Water meter under the Water District concept is considered as the Cash Register for the WD. An incorrect mounting position of water meter affects its accuracy especially at low flows. To ensure that accuracy will not be affected by its mounting position, we created a standard design for the installation/correct mounting position of water meter especially for cluster connections; we have four kinds of cluster designs: Cluster A, Cluster B, Cluster C and Cluster D. The design to be implemented depends on the location/space that could adapt to a certain design.

Once a new water meter is added to the existing service line, the mounting position will be adjusted to adopt a cluster design and future additional meters can be easily installed. In the installation of service connection in the pipeline extension/expansion, cluster designs are being followed in the installation of water meter. Clustering of water meters is advantageous to applicants in terms of installation cost; it is cheaper compared to single water meter connection. Moreover, it lessens tapping point/distribution line boring, thereby source of possible leakage would also be lessened.

CMD is composed of 41 Regular Employees and 24 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) Reconnection 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. We, at CMD, will continue to find better and efficient ways to serve our concessionaires and we are striving to address their needs and expectations to the best of our ability with efficiency, courtesy, and speed.

## Accomplishments

### A. Construction and Installation Section

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

#### Installation of New Service Connections

Prior to the application for service connection, 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 and in order not to delay the schedule of installation. For a 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 the installation beyond 5 days when the distribution line is under concrete pavement and requires permit from other agencies such as DPWH, City Engineers Office and the like.

This year 2018, we installed a total of 2,657 new service connections which is 6.3% above our annual target. We also altered 456 service connections.

#### Expansion Projects

1. CMD extends and upgrade water distribution lines in various service areas. Twelve (12) barangays were privileged to have access to potable water in 2018. A total length of 5,259 linear meters of PVC pipes, 2,640 linear meters of 50mm diameter, 612 linear meters of 100mm diameter and 2,007 linear meters of 200mm diameter were completely laid in the following barangays.

1. Sitio Sapid, Intampilan, Panitan, Capiz
2. Sitio Switch, Adlawan, Roxas City
3. Brgy. Dinginan, going to Marcos Fuentes School, Brgy. Dinginan, Roxas City
4. SitioArocera, Brgy. Banica, Roxas City
5. Brgy. Dumolog to Brgy. Baybay, Roxas City
6. Brgy. Agkilo, Panitan, Capiz
7. Bolo HOA, Brgy. Bolo, Roxas City
8. Brgy. Punta Tabuc, Roxas City
9. Belo Village, Panitan, Capiz
10. SitioBugasongan, Brgy. Cabugao, Roxas City
11. CRC Compound, Brgy. Lawaan, Roxas City
12. Brgy. Mongpong, Roxas City



Repair and replaced pipe support at Jumbo Bridge, Roxas City



# Accomplishments

## B. Disconnection Section

This section is responsible for the disconnection of service connections due to delinquent account and other requests. A total of 6,917 service connections were disconnected due to non-payment of water bills. 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 2018.

Other concessionaires' requests were also responded and we accomplished the following: checked 1,089 service connections for possible leakage; changed gate valve of 318 service connections; and elevated water meters of 115 service connections.

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 take charge of the generation of the Disconnection Order. This year (2018) we implemented 44.5% more disconnection order than last year (2017).

## C. Reconnection Section

This section is responsible for the reconnection of service connections, change meter and closure at the tapping point of closed connections. For the convenience of the concessionaires, we reconnect their service connections on the same day they applied for reopening or on the following working day for later applications. This year 2018, we reconnected 42% more service connections than in 2017. A total of 7,228 service connections were reconnected.

Other than the accomplishment of Non-Revenue Water (NRW) Reduction team for change meter, CMD had also changed 1,595 inaccurate/defective water meters.

We also closed 221 service connections at the tapping point; most of which were closed service connections for a long period that would be the possible cause of illegal connection. To ensure the accuracy of water meter, we calibrate new and old water meters before its installation. A total of 13,274 water meters were calibrated this year: 6,160 new water meters and 6,652 old water meters.

## D. Leak Repair Section

This section is responsible for the repair of leakages, flushing of pipeline and transfer of water meters. 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 upon reporting. From January to December 2018, we repaired a total of 2,429 leaking pipes: 2,329 service connection leaks, 97 distribution line leaks, and 3 transmission line leaks. We flushed distribution lines at blow off valves/end points for 81 times in various areas. We also transferred 475 water meters.



Repair of leakage from distribution line under concrete pavement in Bolo, Roxas City

## New Service Connection Installed

Month	CY 2016	CY 2017	CY 2018
January	192	174	209
February	152	181	172
March	205	225	185
April	237	196	250
May	290	244	219
June	246	175	298
July	138	128	290
August	171	217	219
September	155	191	212
October	126	171	261
November	136	187	209
December	126	166	133
Total	<b>2,174</b>	<b>2,255</b>	<b>2,657</b>

## Number of Disconnected Service Connections due to Delinquent Accounts

Month	CY 2016	CY 2017	CY 2018
January	720	504	558
February	516	381	465
March	577	394	359
April	542	404	541
May	538	470	795
June	469	392	766
July	587	369	871
August	523	371	505
September	587	414	386
October	480	273	629
November	532	442	637
December	398	374	405
Total	<b>6,469</b>	<b>4,788</b>	<b>6,917</b>

## Number of Leak Repair

Month	CY 2016	CY 2017	CY 2018
January	199	193	202
February	149	205	244
March	186	222	209
April	209	133	212
May	188	170	172
June	176	158	175
July	199	240	207
August	204	241	206
September	258	199	223
October	193	199	195
November	179	173	214
December	173	169	170
Total	<b>2,313</b>	<b>2,302</b>	<b>2,429</b>



## Water Resources Division



*Water Resources Division is the heart of the Metro Roxas Water Distric. It plays an important role in the effective and efficient delivery of water utility service in Capiz. The Division is composed of dedicated and hardworking personnel who perform the Division's mandate at its best through teamwork and cooperation.*

*Engr. Vincent L. Villasis*  
WATER RESOURCE DIVISION MANAGER

### ACCOMPLISHMENTS

1. Water Production increased in volume by 876,822.94 cu.m. or 9.37% from 9,356,635.41 cu.m. in 2017 to 10,233,458.35 cu.m. this year;
2. Installation of new 300 HP E.M. (Electric Motor);
3. Pullout and Installation of Modified 250 HP VTP (Vertical Turbine Pump);
4. Installation of New 300 HP Auto Transformer and 500 KVA Transformer;
5. Installation of 2 New Units of 75 HP Vertical Turbine Pump (VTP);
6. Installation of new Air breaker;
7. Installation of Screen Net for minimal growth of Algae;
8. Procurement of Lathe Machine Equipment;
9. Re-activation of Bahit Water Treatment Plant (BWTP);
10. Re-activation of Cabugao Pumping Station (CPS);
11. Performs activities simultaneous with the treatment system to ensure that the standard of excellent water quality is met
12. Water parameters are analyzed in preparation for its major step in water treatment process, the key process involving sand and grit removal, coagulation, flocculation, sedimentation, filtration, disinfection has proceeded according to plan, and the Product water must pass with the Philippine National Standards for Drinking Water; and
13. Weekly water sampling at distribution for Bacteriological Examination is done for submission to Department of Health accredited laboratory.

## Water Resource Division



New unit of 300 HP E.M (Electric Motor) / Pull-out and installation of Modified 250HP VTP



Newly Installed 2 units 75HP Vertical Turbine Pump (VTP) Platform #4 & #5



Installation of New 300 HP Auto Transformer & 500 KVA Transformer



Newly installed Airbreaker





MRWD

## Contact us

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Annual Report 2018

*We Serve Our Best!*