



ANNUAL REPORT
For the Period January 1 to December 31, 2021

A. ADMINISTRATIVE

1. Attach approved organization charts in effect as of year's end report.

- a. Functional Chart - showing unit broad functions (see __)
- b. Position Chart - showing permanent positions and incumbants (key employees only). (see __)

2. Attach list of employed personnel with pertinent information (See __)

The following summarizes the district's staffing:

a. Total number of employees/laborers	249
b. Number of regular employees	150
c. Number of casual/coterminous/tempoorary employees	0
d. Number of job order personnel	99
e. Number of employees meeting minimum qualifications as per job descriptions adopted by the district	107
f. Number of employees not as casual/temporary who do not meet the minimum qualifications established by the district	0

3. Has the district adopted a policy prohibiting hiring of personnel related up
to the fourth degree by affinity or consanguinity? (Yes or No)

YES

If not, how many of the employees are related to other employees
or officials within the fourth degree by affinity or consanguinity?

*up to 3rd degree by affinity or consanguinity pursuant to CSC
Rules and Regulations

4. Has the district adopted rules and regulations regarding the following:
(Yes or No)

a. Personal Matters)	NO
b. Utility customers' relations	YES

During the year, in how many instances (or how many times) have
exemptions to these rules and regulations been granted in special cases?

5. Attached list of policy-settting resolutions adopted, repealed or amended
by the District Board including those adopting LWUA guidelines (See__)

6. Has the district written and reliable records properly updated of the
following? (A field check may be undertaken if necessary).

YES/NO

a. Customer complaints	YES
b. Billing and Collection	YES
c. Delinquencies in payment of water bills	YES
d. Meter histories	YES
e. Service connections	YES

f. Equipment histories	YES
g. Equipment downtime	YES
h. Bacteriological tests	YES
I. System pressure	YES
j. Leak reports	YES
k. Unaccounted for water	YES
l. Pump efficiencies	YES
m. Water production	YES
n. Water consumption	YES
o. Valve and pipeline location	YES
p. General Accounting	YES
q. Stock Inventory	YES
r. Stores Usage	YES
s. Employees Record	YES
t. Minutes of Board Meetings	YES

7. The district employs an Auditor on a retainer basis
 Audit is being done by COA once a year.

8. List of reports being prepared regularly by the district on monthly basis

1. Monthly Data Sheet
2. Balance Sheet (Condensed and Detailed)
3. Income Statement(Condensed and Detailed)
4. Cash Flow Statement
5. Statement of Changes in Equity
6. Bank Reconciliation Statement

B. FINANCIAL/COMMERCIAL

1. Attach the district's financial statements for the report year including a comparison of the immediate past year. (See ____).

2. For the year under report, the districts' total budgetary outlay was **P262,305,366.06**

This is broken down into:

a. Operating Outlay	<u>348,213,852.77</u>
b. Capital Outlay	<u>29,629,245.00</u>
c. Reserved Budgets	<u>P 0.00</u>

3. For this same one-year period, the district's gross revenue was **P369,552,198.97**

This is broken down into:

a. Operating Revenue	<u>367,617,488.88</u>
b. Other Revenue	<u>1,934,710.09</u>

4. For this same one-year period, the district's expenditure was **P330,687,357.03**

This is broken down into:

a. Operation	235,485,563.26
b. Maintenance	11,035,286.26
c. Interest Expenses and Other Financial Charges	34,986,001.36
d. Depreciation and Other Misc. deductions	49,180,506.15

5. For this same one-year period, the total salaries wages and other emoluments paid for the district's employees were	P108,682,100.41
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This is broken down into:

a. For permanent employees	100,015,309.76
b. For casual/contract/job order employees	17,022,204.58

6. Expenses for power/fuel for pumping during the year were	70,880,769.94
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7. Total amount billed during the year	P352,028,117.26
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This broken down into:

a. Current billings	352,028,117.26
b. Old Accounts	P

*Inclusive of Senior Citizen's Discount

8 Total amount collected (water sales only) during the year	P367,639,729.28
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This broken down into:

a. Current Accounts	166,674,172.32
b. Arrears Current Year	148,368,903.73
c. Arrears previous year	25,663,627.92
d. Unmetered/Billed	
e. Accounts Recievable	
f. Metered Unbilled	

9. Total amount uncollected (delinquent) at year's end (Do not include bad debts). (water sales)	P
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10. Complaints filed, process and settled during the year

a. Total number filed	1,069
b. Number dismissed for lack of merit	
c. Number investigated/inspected	1,069
d. Number settled to the satisfaction of complainants	1,050
e. Number elevated to the district Board	3

f. Number settled by the Board

3

g. Number elevated to higher authorities

11. At year's end, the following water rate charges were enforced:

AREA

Category	Size	Metered Rate Service	Commodity			
			10-20 cu.m	21-30 cu.m	31-40 cu.m	41-up cu.m
Residential	1/2"	252.00	30.45	35.70	41.15	47.15
Government	3/4"	403.00	30.45	35.70	41.15	47.15
	1"	806.00	30.45	35.70	41.15	47.15
Commercial/	1/2"	504.00	60.90	71.40	82.30	94.3
Industrial	3/4"	806.00	60.90	71.40	82.30	94.3
	1"	1,612.00	60.90	71.40	82.30	94.3
Wholesale/	1/2"	756.00	91.35	107.10	123.45	141.45
Bulk	3/4"	1,209.00	91.35	107.10	123.45	141.45
	1"	2,418.00	91.35	107.10	123.45	141.45

a. Has these rates been submitted to LWUA for review?
(Yes or No)

YES

12. Every Water District would want to know what its water-users think of their water system and the quality of their service in order that they could do what is best to insure maximum satisfaction for its customers. During the latter part of the year, the district conducted a random survey covering __ water users (not less than __), and herewith is the result of such survey:

Specific Questions Asked	No. of Customers Replying	
	Yes	No
a. Are you confident that the water is safe?	YES	
b. Is your water pressure adequate?	YES	
c. Is your water always clear and taste good?	YES	
d. Do you have 24/7 water service?	YES	
e. Are you satisfied with the water service?	YES	
f. Are you satisfied with the response time of your service request?	YES	
g. Are you satisfied with our payment centers/office?	YES	
h. Are you aware of the Program/Activities/Projects of MRWD?	YES	

C. TECHNICAL

1. Has the district adopted, by Board Resolution, a set of design and construction standard? (Yes or No)

If so, who prepared it?

Is it being adhered to strictly? (Yes or No)

2. Does the district undertake bacteriological tests of its water? (Yes or No)

YES

How often are these tests made per year?

Weekly

Is LWUA being furnished copies of these test reports? (Yes or No) _____

For the report year, how many such reports where submitted to LWUA? _____

3. State method of water treatment employed by the district, if any _____

4. Does the district undertake regular pump efficiency tests?
(Yes or No) _____ **YES** _____

5. Attach list of pump now in operation (complete with relevant information. (See __)

D. OPERATIONAL

1. Total water production during the year in cubic meters _____ **12,183,081.28** _____

Average per capita consumption in liters per day _____ **121.20 liter/person/day** _____

2. Is the district provided with measuring devices to measure water production? (Yes or No) _____ **YES** _____

If so, what type? _____ **Magnetic Wire** _____

If not, how do you measure production? _____

3. As of year's end, the district has the following existing service connections and related informations:

a. Total number of existing connections _____ **39,302** _____

b. Number of active connections _____

(1) With functioning meters _____ **39,293** _____

(2) With non-functioning meters _____ **9** _____

c. Targetted increase in number connections _____ **2,500** _____

d. Actual Increase in number connections _____ **1,046** _____

e. Number of flat-rate connection _____ **39,302** _____

f. Number of connections (customers) regularly billed _____

(1) Number of delinquent customers _____ **141** _____

g. Average number of consumers per connection _____

4. Estimated population of district service area _____

a. Estimated population served by utility, whether fully or partially _____

5. Water Service is 24 hours in all areas. _____

6. Attach list of all major equipment and machinery (with an initial cost of at least P10,000.00) including pertinent information. (See ____)

7. Does the district keep written record of request for services?
(Yes or No) _____

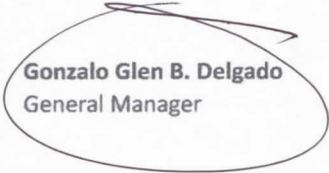
Do the records show the date when such requests were made and the nature of the service requested? (Yes or No) _____

On the average, how long does it take the district to respond and attend of the service requested?

Maintenance :
Service Connection/Installation :

	<u>Maintenance</u>	<u>Service Connection</u>
How many such requests were received during the year?	1,810	3,036
How many of these were attended to during the year?	1,810	2,777

Submitted By:


Gonzalo Glen B. Delgado
General Manager