



ANNUAL REPORT

For the Period January 1 to December 31, 2023

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	250
b. Number of regular employees	162
c. Number of casual/coterminous/tempoorary employees	0
d. Number of job order personnel	88
e. Number of employees meeting minimum qualifications as per job descriptions adopted by the district	250
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)

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 Attached list of policy-settting resolutions adopted, repealed or amended by the District Board including those adopting LWUA guidelines (See __)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

B. FINANCIAL/COMMERCIAL

2. For the year under report, the districts' total budgetary outlay was	291,497,058.45
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a. Operating Outlay	191,673,926.56
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c. Reserved Budgets

This is broken down into:

a. Operating Revenue	424,661,450.30
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4. For this same one-year period, the district's expenditure was	243,446,818.81
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a. Operation	141,680,883.39
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c. Interest Expenses and Other Financial Charges	30,336,353.09
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	d. Depreciation and Other Misc. deductions	53,327,280.11
5.	For this same one-year period, the total salaries wages and other emoluments paid for the district's employees were	81,359,857.77
	This is broken down into:	
	a. For permanent employees	64,851,514.74
	b. For casual/contract/job order employees	16,508,343.03
6.	Expenses for power/fuel for pumping during the year were	4,727,660.91
7.	Total amount billed during the year	439,911,382.19
	This broken down into:	
	a. Current billings	439,911,382.19
	b. Old Accounts	
	*Inclusive of Senior Citizen's Discount	
8	Total amount collected (water sales only) during the year	488,254,265.95
	This broken down into:	
	a. Current Accounts	292,025,585.07
	b. Arrears Current Year	172,345,664.28
	c. Arrears previous year	23,883,016.60
	d. Unmetered/ <u>Billed</u>	
	e. Accounts Recievable	
	f. Metered Unbilled	
9.	Total amount uncollected (delinquent) at year's end (Do not include bad debts). (water sales)	36,715,843.14
10.	Complaints filed, process and settled during the year	
	a. Total number filed	2,957
	b. Number dismissed for lack of merit	0
	c. Number investigated/inspected	2,957
	d. Number settled to the satisfaction of complainants	2,957
	e. Number elevated to the district Board	0
	f. Number settled by the Board	0
	g. Number elevated to higher authorities	0

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

_____ AREA

Category	Size	Metered Rate			Commodity
		Service	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)

How often are these tests made per year?

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)

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

12,855,394.80

103.6 liter/person/day

- YES

FLOW METER

42,280

42,280

0

2,300

1,540

42,280

302,025

Yes

- Yes**

Yes

2

1

Service Connection

2,984

2,215

2,980

2,209

ATTY. DANTE A. ARANGELES
General Manager