



# **PEÑARANDA WATER DISTRICT**

## **OPERATIONS MANUAL**

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## Introduction

The Operations Manual of Peñaranda Water District (PWD) contains the general information about the agency, its underlying function, mandates, operating procedures and organization.

This manual will provide readers knowledge about the district's responsibilities and structure.

The manual is composed of several parts as follows:

**General Information.** This section contains the brief history of PWD, mandates and functions, its mission and vision, service pledge, pumping station and areas of operation.

**Organization and Responsibilities.** In this part of the manual, the organizational structure as of year 2017 was shown, as well as the duties and responsibilities of each section.

**Operational Control and Supervision.** The powers of authority are described in this part as well as the supervisory and operational controls.

**Operating Procedures.** Contains the step-by-step procedures and work instructions of PWD. Activity flow charts are used to illustrate the different processes involved in daily operations.

**ABBREVIATIONS:**

**ARE-** Acknowledgment Receipt of Equipment

**BUS** – Budget Utilization Slip

**DV-** Disbursement Voucher

**HPC** – Heterotropic Plate Count

**IAR-** Inspection and Acceptance Report

**LWUA** – Local Water Utilities Administration

**MOV-** Motorized Operated Valve

**PD** – Presidential Decree

**PHILGEPS-** Philippine Government Electronic Procurement System

**PPE** – Property Plant & Equipment

**PR** – Purchase Request

**PWD-** Peñaranda Water District

**ROSA-** Report on Salaries and Allowances

**RFQ** – Request For Quotation

**SOA** – Statement of Account

**SALN** – Statement of Assets , Liabilities and Net Worth

**SDs** – Supporting Documents, such as Sales Invoice, Purchase Order, Statement of Account, Job Order

**VFD-** Variable Frequency Drive

## GENERAL INFORMATION



Logo of Peñaranda Water District

### *Mandates and Functions*

The Peñaranda Water District is a Local Water District created by virtue of Resolution No. 033 dated August 1987 of Municipal Council Of Peñaranda, Nueva Ecija. On September 09, 1987 the Certificate of Conditional Conformance NO. 306 was issued by Local Water Utilities Administration to formalize the establishment of Peñaranda Water District.

The operation of the district started on September 18, 1995 pursuant to the provisions of Presidential Decree No. 1968 as amended by PD Nos. 768 and 1479, otherwise known as the Provincial Utilities Act of 1973. Its primary objective is to acquire, install, improve, maintain and operate the water supply and distribution system for domestic, commercial, and industrial consumption of residents within the boundaries of the District. As of December 31, 2017 the district has a total service connection of 5,248.

### **VISION**

To operate and maintain a water supply and distribution systems for domestic, industrial, municipal, and agricultural uses for residents and land within the boundaries of Peñaranda.

### **MISSION**

- a. Sustain a viable and self-supporting water utility that will provide safe and adequate water needs of the residents of the District;
- b. Expand its area of operations in phases so as to keep in steps with growth in demand as the community progresses;
- c. Provide periodic trainings of staff and personnel in all aspects of operations to attain efficiency and morality in the service;
- d. Adopt a government proscribed operating and accounting procedures to keep its service revenue generation to its optimum; and
- e. Maintain at all times good public relation by dealing with the public fairly and sincerely to win their support and goodwill especially the water consumers whose patronage is indispensable.

**SERVICE PLEDGE**

We deliver a safe and viable drinking water to our concessionaire 24 hours a day, and maintain at all-time good public relation by dealing with the public fairly and sincerely to win their support and goodwill. Our office is open to serve the public Monday to Friday from 8:00 am to 5: 00 pm except holidays. (No noon break)

We serve them utmost responsibility, integrity, loyalty and efficiency.

**“Since we are a public entity, customer satisfaction is our index of success”**

PUMPING STATIONS	YEAR OF OPERATION
Poblacion	1995
Sto Tomas	2003
San Josef	2009
Sinasajan	2010
Poblacion IV	2017

*Table 1 PWD Pumping Stations as of 2017*

**AREAS OF OPERATION**

Barangays that are served by PWD as of 2017

1. Poblacion 1
2. Poblacion 2
3. Poblacion 3
4. Poblacion 4
5. Sto Tomas
6. San Josef
7. Sinasajan
8. Las Piñas
9. Callos



## **DUTIES AND RESPONSIBILITIES**

**Board of Directors** is a policy making body. Ensures the availability of adequate financial resources and approves annual budget.

**Administrative / Commercial Section** is responsible for general service, collection and disbursements of funds. It is responsible for the recruitment and retention of qualified employees. The administrative section records, summarizes all the financial transaction of the district and prepares Financial Reports. It also provides customer services to the consumers/client. Administrative / Commercial Section also responsible for the billing and collection of water sales of the districts.

**Engineering Section** is responsible for the management of the water systems maintenance operations, production and water distribution systems. It is also responsible for the implementation of the projects.

## **OPERATIONAL CONTROL AND SUPERVISION**

The **General Manager** shall exercise operational control over the following duties:

1. Regular conduct of staff and committee meetings;
2. Preparation of agenda for Board meetings;
3. Implementation of agency's policies, rules and regulations;
4. Participation in district's activities with other organizations.

The **General Manager** has the ultimate decision-making authority in all matters affecting the operation of the district.

The Head of Administrative/Commercial Section shall exercise operational control over the following duties:

1. Preparation of Financial Statement;
2. Preparation of Statement of Bank Reconciliation;
3. Preparation and updating of PPE Depreciation Schedule;
4. Preparation of Annual Budget;
5. Reports of Daily Collection and Deposit;
6. Deposit of Cash and Check Collections;
7. Administration Of Petty Cash Fund;
8. Preparation and Release of Payroll;
9. Preparation of Disbursement Voucher;
10. Liquidation of Cash Advances;
11. Report of Monthly remittances and loan payment;



12. Preparation and payment of BIR, GSIS, HDMF, Philhealth;
13. Release of Checks;
14. Maintenance of 201 files;
15. Submission of SALN;
16. Updating of Leave Record;
17. Preparation and Submission of Report on Salaries and Allowances (ROSA) received by principal officers and governing board of Directors to Commission on Audit(COA);
18. Issuance of Acknowledgement Receipt of Equipment; (ARE)
19. Preparation of Purchase Request/ Order
20. Phil - GEPS Posting;
21. Issuance of materials & supplies;
22. Physical Count of Inventory;
23. Processing of Applications for: New Service Connections, change name, Maintenance and inspection order;
24. Issuance of Water bills ( SOA)
25. Issuance of Official Receipts;
26. Submission of Schedule of Accounts Receivable;
27. Submission of Collection report;
28. Maintenance of Customers' Ledger Cards.

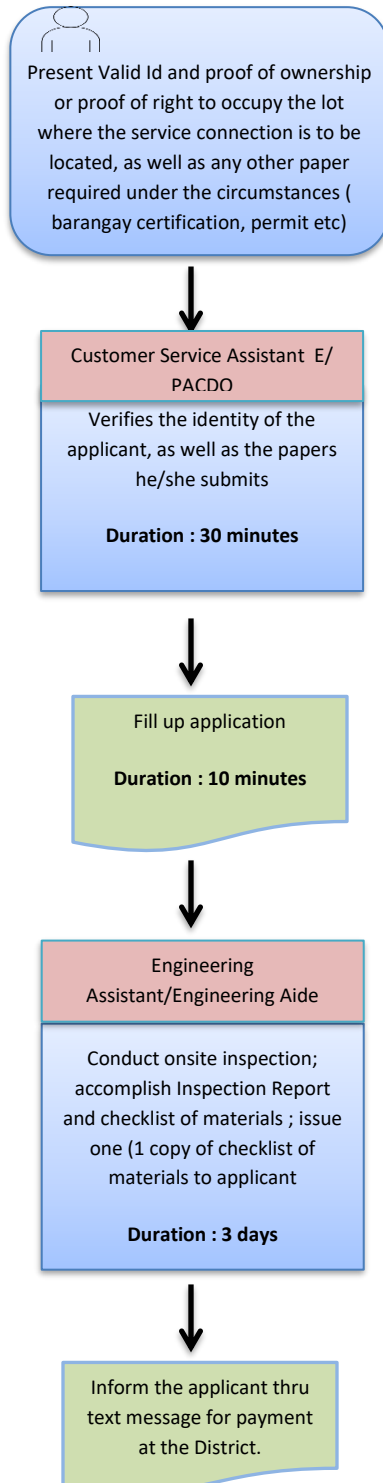
The Head of Engineering Section shall exercise operational control over the following duties:

1. Operation & Maintenance of all engineering facilities such as water sources, pumping station equipment, distribution network, including power generating equipment.
2. Water Meter relocation;
3. Repair / calibration of water meter due to blurred , stuck up or damage;
4. Installation of New service connection;
5. Conduct Network flushing Activity;
6. Report on Non- Revenue Water ( NRW)
7. Submission of Water Samples for Bacteriological Test;
8. Submission of Physical and Chemical testing of water samples for all pumping stations;
9. Submission of Summary Reports on Microbiological Test of water samples to LWUA;
10. Operation of chlorination equipment;

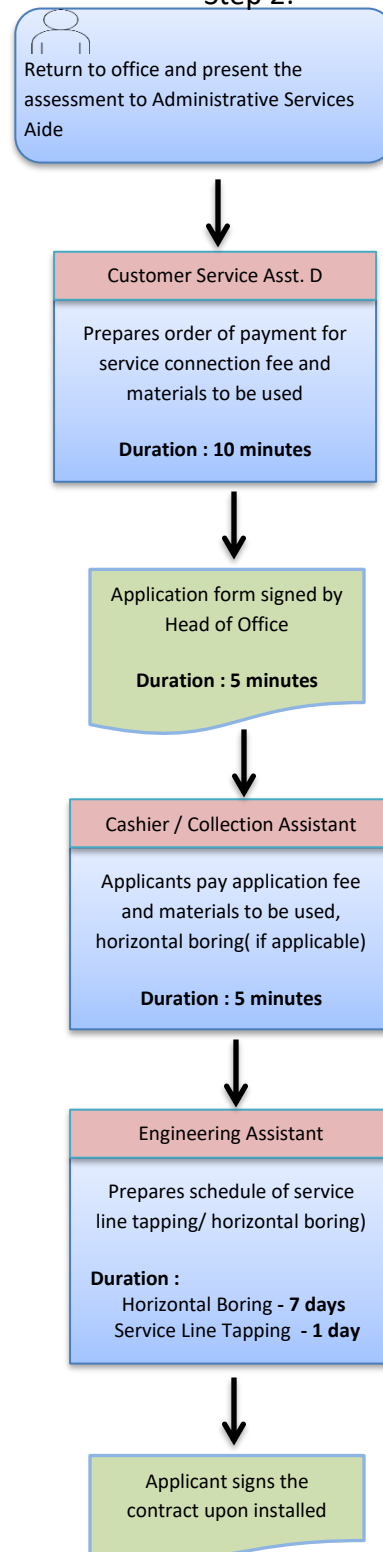
## OPERATING PROCEDURES

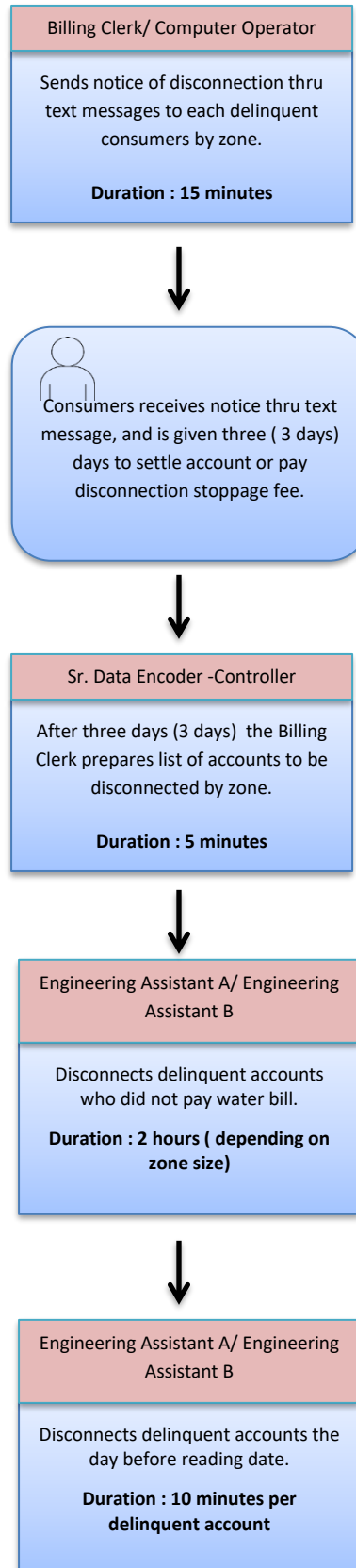
## A. APPLICATION AND INSTALLATION OF NEW SERVICE CONNECTION

## Step 1:



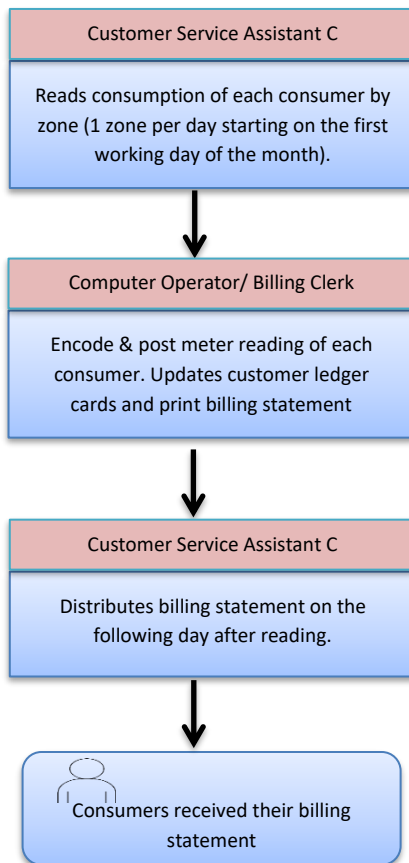
## Step 2:



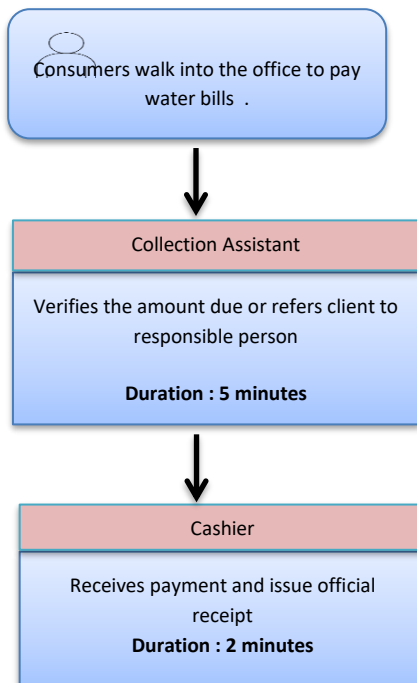
**B. DISCONNECTION OF SERVICE LINES**

### C. BILLING & COLLECTION

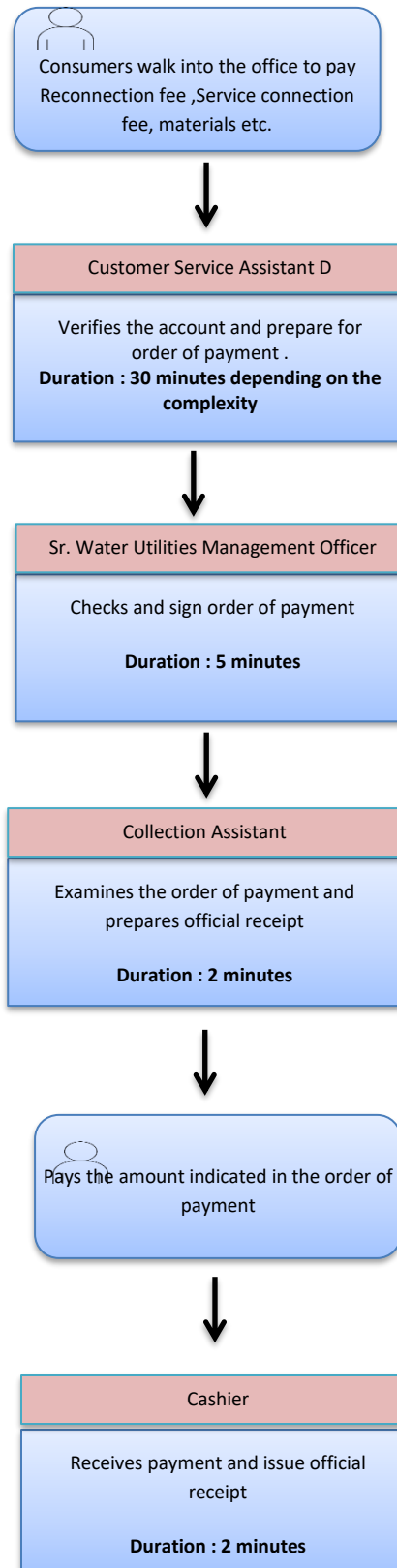
#### Billing

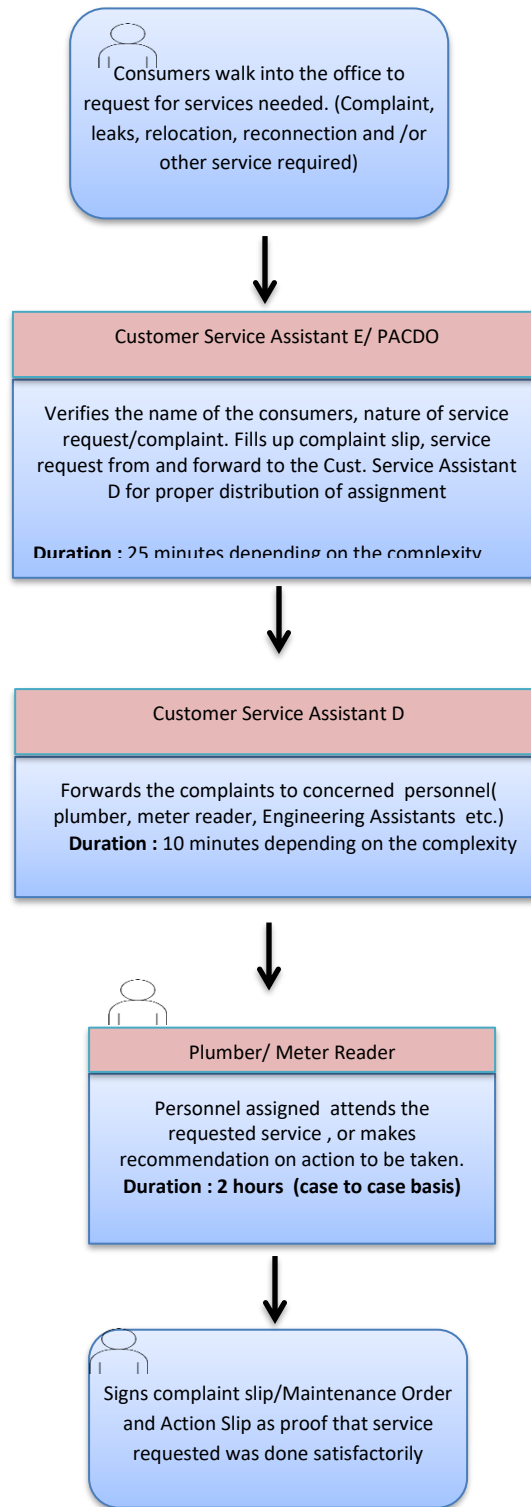


#### Payment of Water bill



#### Payment of Reconnection fee, Service connection fee, Materials, etc.

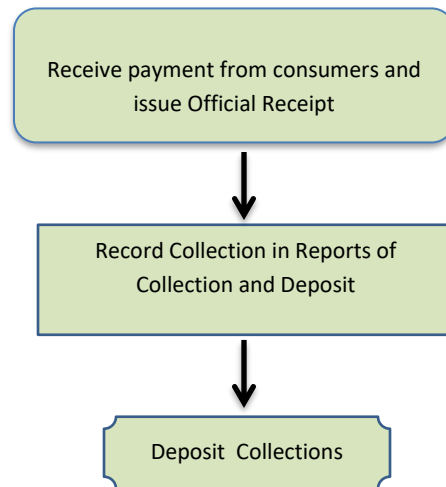


**D. REQUEST FOR SERVICE ( Complaints, reconnection etc)**

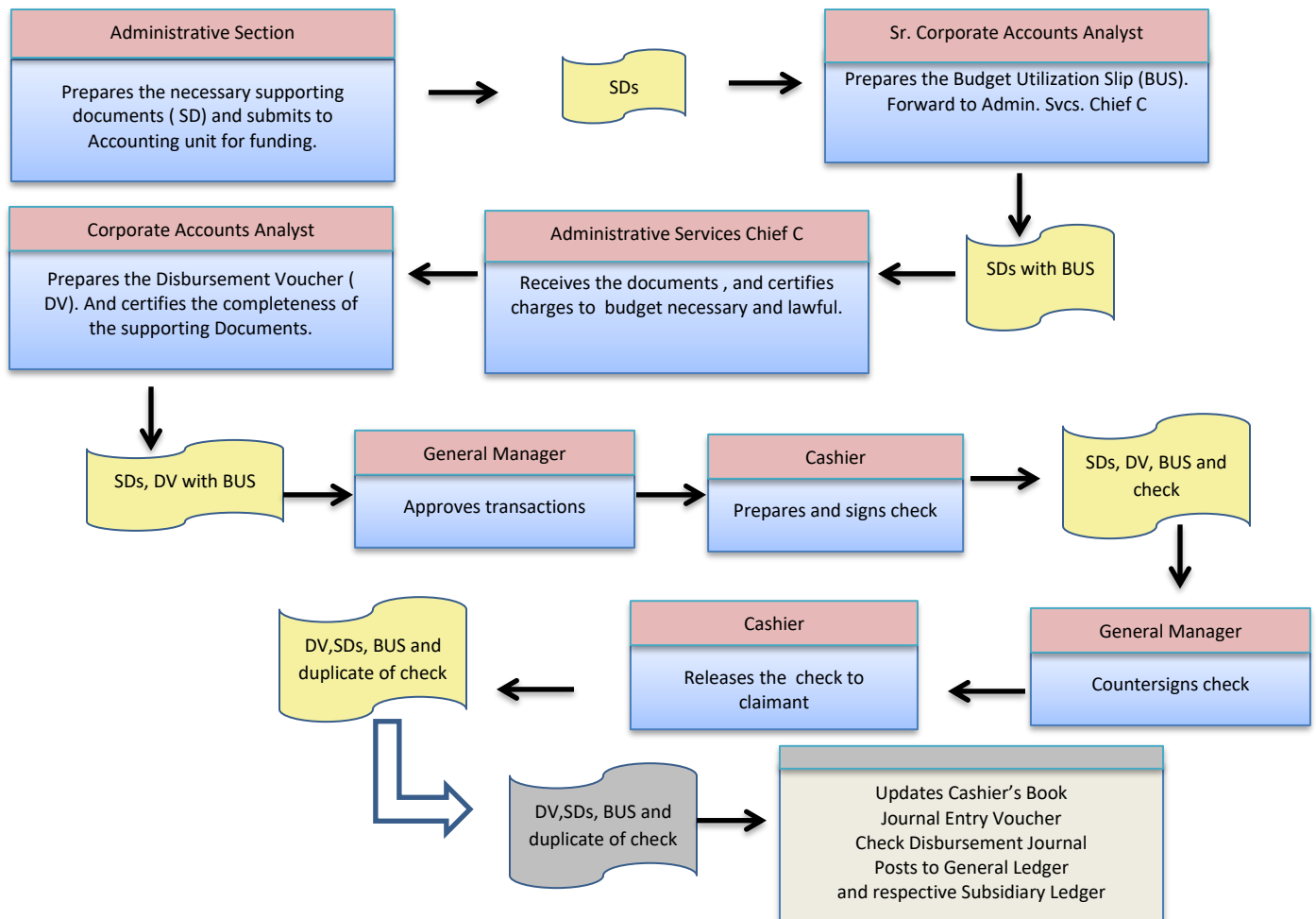
## WORK FLOW CHARTS

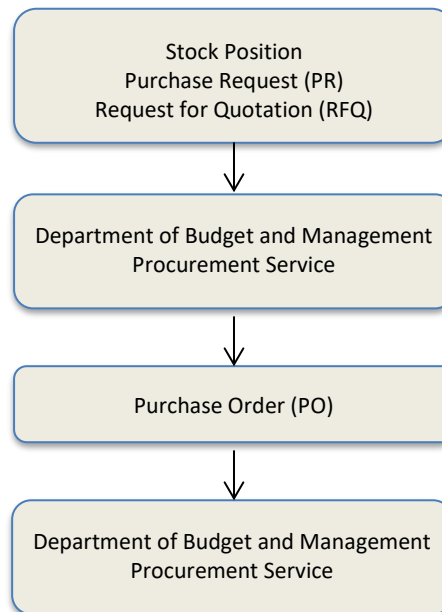
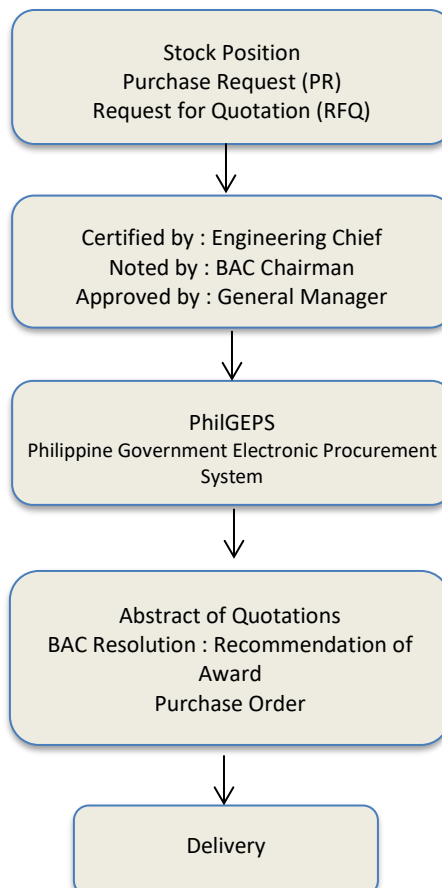
## ACCOUNTING WORKFLOW

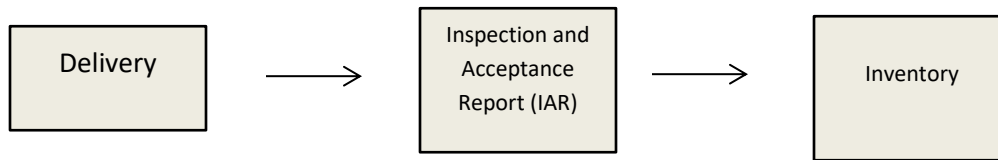
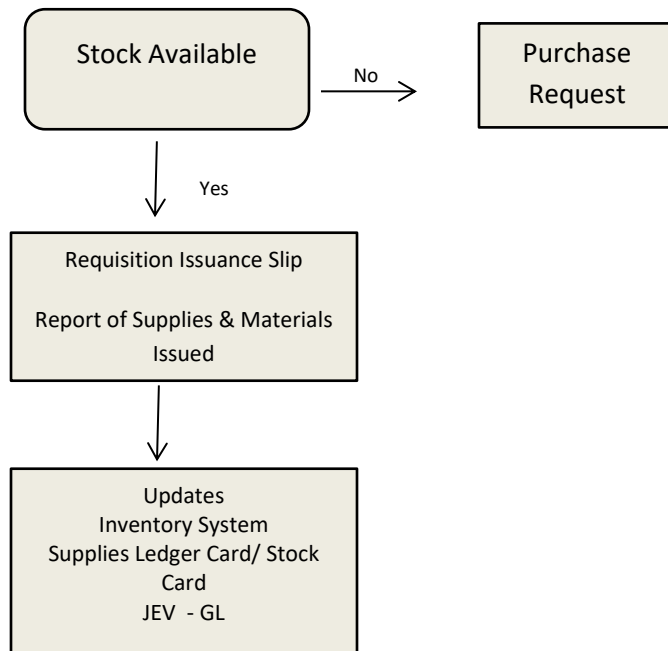
## RECEIPTS AND COLLECTION PROCESS



## DISBURSEMENT PROCESS



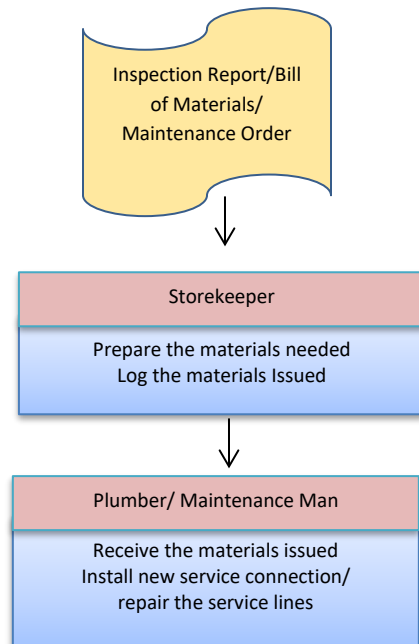
**PROCUREMENT PROCESS****OFFICE SUPPLIES:****Materials:**

**RECEIPT OF DELIVERIES OF INVENTORY****ISSUANCE OF OFFICE SUPPLIES**

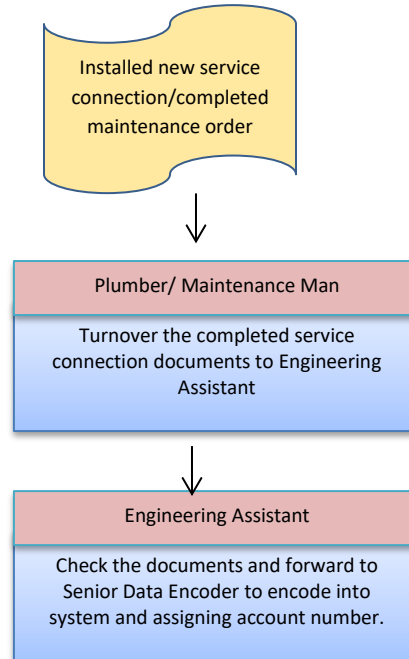


**ISSUANCE OF NEW SERVICE CONNECTION MATERIALS AND REPAIRS**

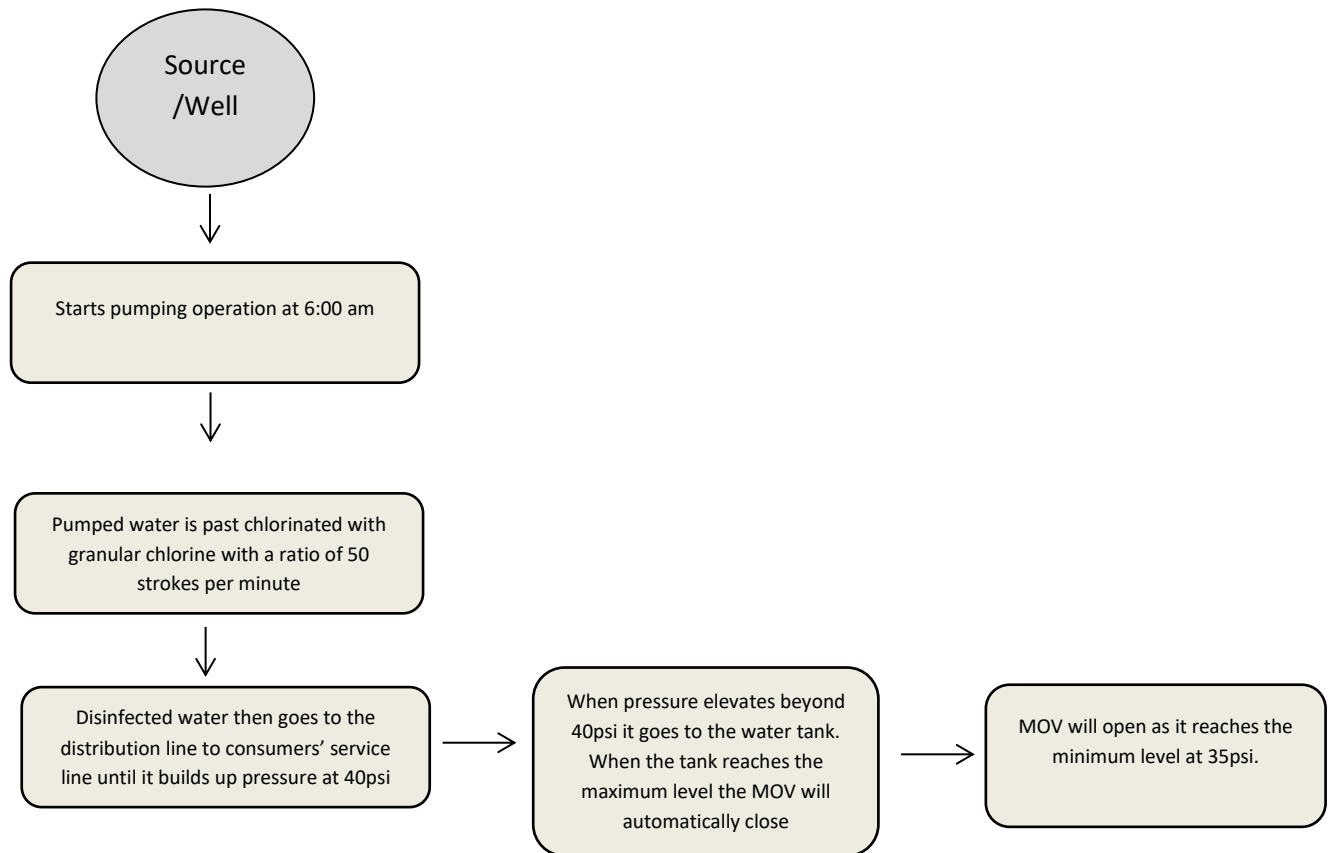
Step 1:



Step 2:



## PRODUCTION



**FEEDBACK FORM**

( PANANAW o PUNA )

Please let us know how we served you.

*Ipaalam po ninyo sa amin kung paano namin kayo napaglingkuran*

You may use this form for compliments, complaints, or suggestions.

*Maaaring gamitin ito para sa papuri, reklamo, o mungkahi*

Simply check the corresponding box.

*Mangyaring i-tsek lamang ang kahong naaayon.*☐ Compliment  
(Papuri)☐ Complaint  
(Reklamo)☐ Suggestion  
(Mungkahi)

Person(s)/ Unit/ Office Concerned or Involved: \_\_\_\_\_

*(Mga) Tao/ pangkat/ tanggapan na may kinalaman sa papuri, reklamo, o mungkahi*

Facts or Details Surrounding the Incident:

*(Kaganapan o detalyeng bumabalot sa pangyayari)*

( Please use additional sheets/ if necessary )

*( Mangyaring gumamit ng karagdagang papel kung kinailangan )*

Concerned Citizen

*( Mamamayang Nagmamalasakit )*Name ( OPTIONAL );  
( Pangalan ) ( Pwedeng hindi isulat )Office / Agency:  
( Tanggapan/ Ahensya )

Address:

E-mail Address ( if any )

Contact Number(s) ( if any )  
( Telepono )Signature:  
( Lagda )Date:  
( Petsa )