



THE 2019 ANNUAL REPORT

Vision

A leader in the water and sanitation industry advancing integrated water resource management.

Mission

Butuan City Water District a service oriented entity endeavors to preserve the environment, deliver quality service and satisfy its customers.

Core Values

C - Commitment

L - Leadership

I - Integrity

E - Excellence

N - Novelty (Innovation)

T - Teamwork

S – Safety

TO OUR STAKEHOLDERS

Year after year, BCWD stride to face every challenge blocking its way towards better services delivery to the stakeholders. Fortunately, with the full commercial operation of bulk water supplier, Taguibo Aquatic Solutions Corporation, water service interruptions frequency has become less and manageable occurring only during the conduct of maintenance activities and line repairs.

We continue to manage out non-revenue water in many ways possible – by responding and restoring leakages promptly, running a water meter maintenance program, conduct foot patrol in search of leakages. We have also accomplished several projects on expansions and upgrading of lines likewise attending to petition of group of water connection applicants to install water access lines to their ends whenever possible.

The successful operation in 2019 is the result of collective cooperation of every member of the BCWD family and the full support of BCWD's 48,815 concessionaires all the way.

ENGR. ANSELMO L. SANG TIAN
General Manager

ATTY. ROLDAN L. TORRALBA
Chairman, BOD

The Board of Directors



Chairman
ROLDAN L. TORRALBA, LLB



Vice chairman
LEAH A. MENDOZA, CPA



Secretary / Director
DR. JUANITO A. LAO. Ph.D



Treasurer / Director
CRISPIN L. YOUNG

CONTENTS

Utility Profile

Performance Highlights

Operation

- Water production
- Water quality
- Water billing
- Collection
- Meter accuracy
- Infrastructure support
- Supply lines maintenance
- Water meter maintenance
- Maintenance of service connections

Support Units

Procurement Services

- Personnel staffing
- Recruitment
- Separation
- Productivity index
- Leave, benefits & personnel administration
- Trainings, seminars, workshops & conventions
- Committees
- Shopping & small value
- Competitive bidding

Supplies & Logistics

- Warehousing

General Services

Safeguards & Controls

- Pre-audit
- Accounting & safeguarding of assets
- Internal quality audit

Financial Performance Highlights

- Result of operation
- Financial condition
- Cash flow

Community Relations & External Affairs

PREFACE

The data and information used in this annual journal are actually the performance of each unit/department covering a calendar year of operation. Basically, Butuan City Water District is a water utility covering its franchise service area. Just like any typical water utility its operation involves but not limited to water sourcing, transmission and distribution and most importantly the water treatment and inherently the water quality monitoring to ensure water fits for human consumption. In order to continue providing services, BCWD maintains its water facilities, appurtenances and services as part of the whole water supply operation.

The whole operation would somehow be unsuccessful without the stint of each support unit/department to the requirements needed in the operation and so this report would account their contributory performance. This would also account for the major ongoing developmental projects status of BCWD and the expected impact to the whole system. On top of everything, performance indicators would tell tales about how BCWD fared in 2019 in terms of performance.

UTILITY PROFILE

Tariff and Fees

CLASSIFICATION	SIZE	SERVICE MIN. CHARGE 0-10 cu.m.	COMMODITY CHARGE				
			11-20 cu.m.	21-30 cu.m.	31-40 cu.m.	41-50 cu.m.	Over 50 cu.m.
Residential	1/2"	208.65	38.35	41.75	49.00	57.55	67.55
Government	3/4"	333.80	38.35	41.75	49.00	57.55	67.55
	1"	667.65	38.35	41.75	49.00	57.55	67.55
	1-1/2"	1,669.20	38.35	41.75	49.00	57.55	67.55
	2"	4,173.00	38.35	41.75	49.00	57.55	
Commercial 1	1/2"	365.10	67.10	73.05	85.75		
	3/4"	584.15	67.10	73.05	85.75		
	1"	1,168.35	67.10	73.05	85.75		
	1-1/2"	2,921.10	67.10	73.05	85.75		
	2"	7,302.75	67.10	73.05	85.75		
Commercial 2	1/2"	417.30	76.70	83.45	98.00	115.10	135.10
Industrial	3/4"	667.60	76.70	83.45	98.00	115.10	135.10
	1"	1,335.30	76.70	83.45	98.00	115.10	135.10
	1-1/2"	3,338.40	76.70	83.45	98.00	115.10	135.10
	2"	8,346.00	76.70	83.45	98.00	115.10	135.10
Bulk/Wholesale	1/2"	625.95	115.05	125.20	147.00	172.65	202.65
	3/4"	1,001.40	115.05	125.20	147.00	172.65	202.65
	1"	2,002.95	115.05	125.20	147.00	172.65	202.65
	1-1/2"	5,007.60	115.05	125.20	147.00	172.65	202.65
	2"	12,519.00	115.05	125.20	147.00	172.65	202.65

Water Sources

Surface Water (Taguibo River) via PPP bulk Water



Ground Water



Pump Station No.01

Pump Station No.03



Pump No. 14



Pump No. 15



Pump No. 17

Tanks and Reservoirs



Resettlement Elevated Reservoir



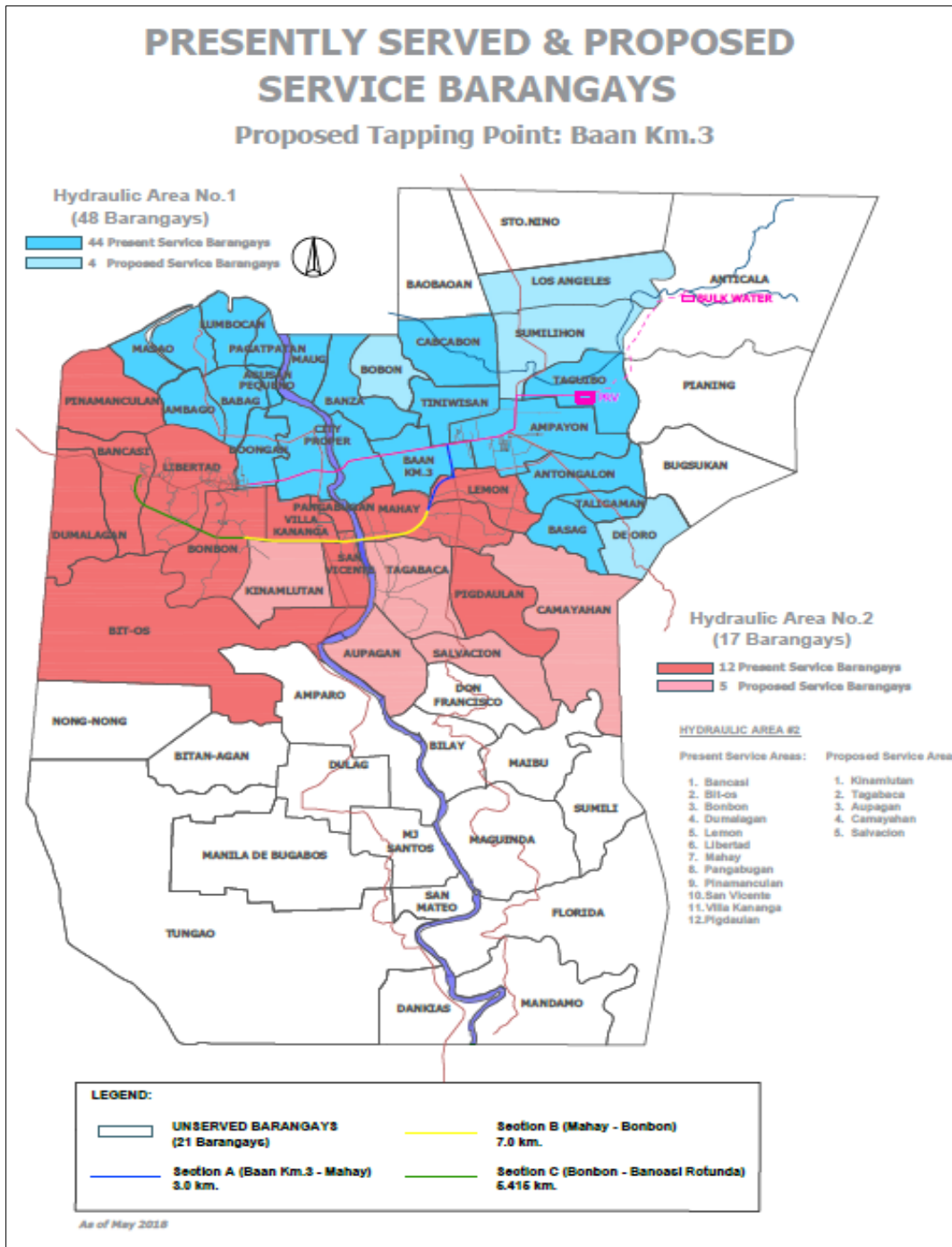
Bliss Elevated Reservoir



Km 6, Libertad Ground Reservoir
and Booster Station

Emily Ground Reservoir
and Booster Station

Service Area

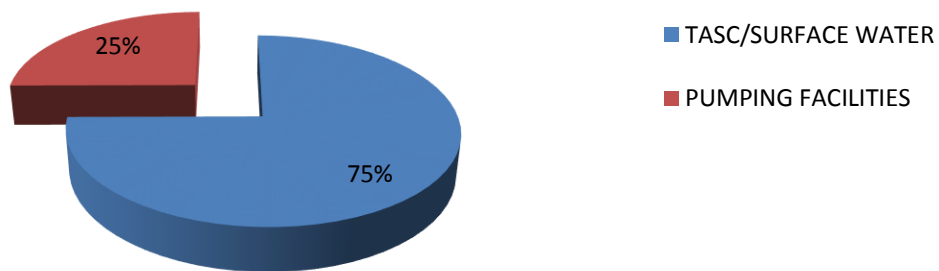


OPERATION

Water Production

The total volume of water supplied in the system for CY 2019 is 15,716,723 m³. This consists of 11,719,653 m³ surface water (Infiltration Gallery/Bulk Water) and 3,997,070 m³ groundwater (Pumping Facilities).

Fig. 2019 Percentage of share of Ground Water and Surface Water Source



A total of 15,716,723 cubic meters was produced from the combined water sources of BCWD. The production from the surface water through the Bulk Water is 11,719,653 cubic meters and the production from the groundwater source through the pumping facilities is 3,997,070 cubic meters

Ground Water

There are five (5) active Pumping Stations / deep wells (PS/DW) all located at the eastern side of the Agusan River. The bulk water serving as the major supply source with the deep wells/pumping stations as back up contingently operating on peak hours and when the pressure of the bulk water is way below the ideal eventually pumping stations are engage to beef up pipeline pressure.

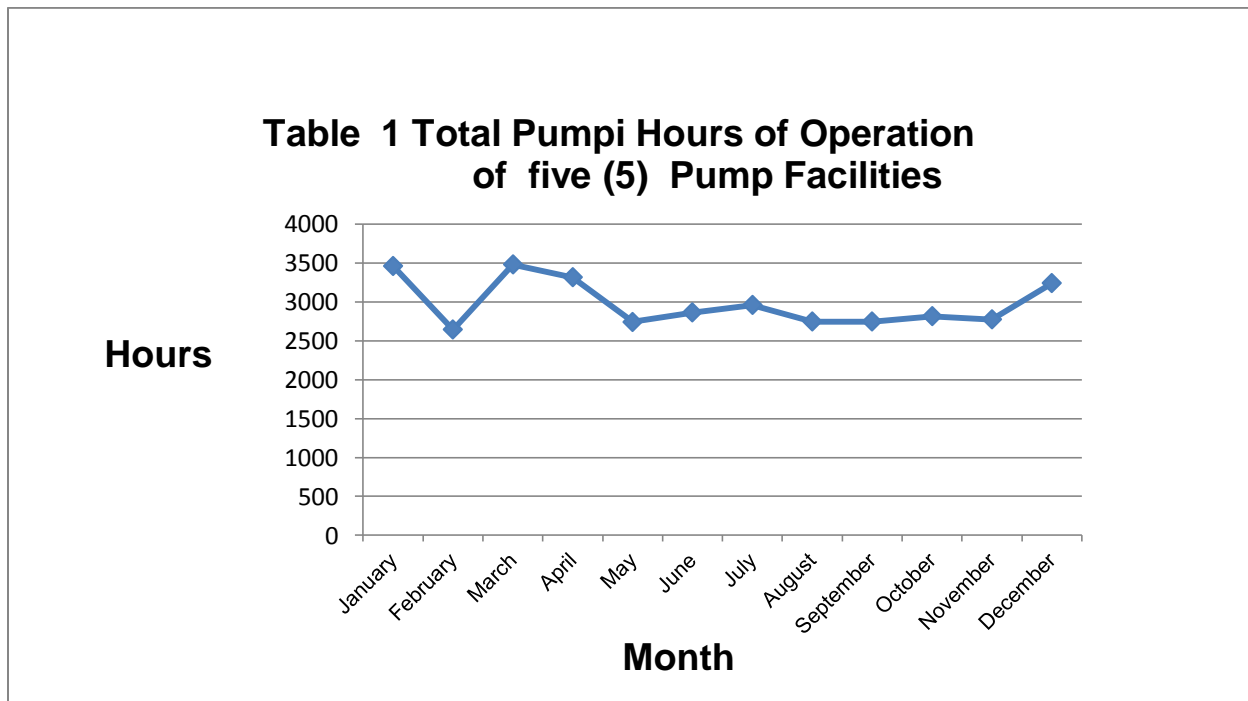
The water derived from the operation of the Pumping Stations is directly feed into the transmission/distribution lines after determination that it passes the turbidity requirement of maximum of 5 NTU.

The Total production capacity for the five (5) PSDW is 456.29 m³/hr. In 2019, the total volume contributed by these five (5) Pumping Station/deepwell is 3,997,070 m³ representing 25 % of the total production of 11,719,653 m³.

For CY 2019, the system registered a normal operation of only 8,740hours or 99% of the total hours for the year of 8,760 hours. For the remaining 20 hours or almost 1% of the time, the system experienced low pressure at Pump Station No. 1 resulting to no water condition at the end points of the catered service area. The 20 hours translated to an average of almost 1 days in a month of low water to no water condition.

Table 1 showed the hours of operation for the five (5) PSNDW and **Table 2** the status of the operation for CY 2019 in terms of pressure developed at Pump Station No. 1.

Every Pumping Station has a standby generator set to ensure continuous water supply during power failure. The combine generator set hours of operation is 419.



Water Quality

BCWD regularly conducts monitoring activities of the water from source to distribution lines to water meter clusters to ensure that the water produced and distributed to concessionaires are compliant with the standards set by the Philippine National Standard for Drinking Water (PNSDW). Monitoring activities included chlorine residual testing and collection of samples including analysis for physical and chemical parameters including laboratory bacteriological examination.

I. Flushing and Valve Exercise

BCWD follows a regular flushing schedule covering the entire water supply system to maintain water quality at par with National Standard. In time, solids, like sand and other foreign materials accumulate in the system which eventually affects water quality. During flushing activity, pipeline in a particular service area is isolated to build up strong water pressure which forces solids and other similar foreign materials out to the hydrants and blow-offs leaving a fresh, good-tasting and high quality potable water in the pipelines after each flushing.

Part of the flushing program involves testing the large main-line valves and fire hydrants to ensure that they are functioning properly. As of December 2019, BCWD maintains approximately 149 hydrants and 425 blow offs all with gate valves.

To minimize its impact to water service interruption, flushing activities are scheduled during night time (8:00pm to 4:00am) and is conducted by two (2) flushing personnel.

II. Physical and Chemical Analysis

Water has physical and chemical properties and in order to fit human consumption these properties should be contained and controlled in certain level called parameters. Physical properties may include the odor, temperature, color, turbidity and total suspended solids while the chemical properties include pH (water acidity), salinity, total dissolved solids, total hardness and specific minerals. BCWD analyzes and monitors the physical and chemical properties of its water supply all throughout the entire system.

Butuan City Water District (BCWD) water supply mainly comes from the Taguibo River. Being a surface-water, it is considered vulnerable to contamination from agricultural, mining, water run-off, industrial, and domestic waste water discharges.

The Philippine National Standards for Drinking Water sets the Minimum Frequency of Sampling for Drinking-Water Supply Systems for Physical and Chemical Analysis

Table 3.

Source and mode of Supply	Minimum Frequency
a. Level I b. Level II c. Level III d. Emergency Supplies of Drinking Water	Once a year
e. Water Refilling Stations f. Water Vending Machines	Twice a year

The BCWD belongs to Level III water supply system which required a minimum of once a year sampling frequency for each water source. However, as an assurance for the quality of the water sources being tapped, the BCWD Laboratory closely monitored the water sources monthly for the (1) Taguibo river, before it enters the Taguibo Aquatic Sources Corporation’s treatment facility; (2) Raw water- the water it transmitted after the TASC treatment facility before it enters the BCWD Filtration Plant; (3) the Product water, as a result after passing and treated with gas chlorination process.

Five deep well sources serve as a back-up supply for water source namely Pump Station Nos. 1, 3, 14, 15 and 17, and the support facilities such as the concrete and steel tanks/reservoirs. A monthly monitoring for Physical and Chemical tests were conducted as to parameters maintained by the BCWD Laboratory. However the analysis for heavy metals was done once a year in compliance to the PNSDW requirement thru other accredited laboratory capable to conduct the said analyses.

Below is the tabulated monthly collection and analysis of water samples for Physical and Chemical Analysis

Number of samples taken and analyzed for Physical and Chemical Analysis for the whole year.

No. of samples	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Collected Monthly	8	8	8	8	8	8	8	8	8	8	8	8	96
Analyzed Monthly	8	8	8	8	8	8	8	8	8	8	8	8	96
Send-out for annual monitoring for heavy metals											8		8
Analyzed Outside /Client samples	18	35	19	13	8	8	18	24	33	27	11	5	219

In order to comply with the DOH Administrative Order 2007-2012, the tests should include the priority parameters of which heavy metals: cadmium, lead and arsenic are included and the BCWD Laboratory is not yet capable of handling the analyses due to lack of equipment for the specific tests. Thus, BCWD sends out water samples for testing to be conducted by the other DOH accredited Laboratories.

The BCWD Water Testing Laboratory is a duly DOH Accredited Laboratory for Physical, Chemical and Bacteriological Analysis, thus it extends its laboratory services to neighboring Water Districts, LGUs, Refilling Stations, Mining companies and other private entities who voluntarily avail of the services for costs.

For the year 2018, a total of 260 samples from outside sources for physical and chemical analysis were received and analyzed.

1. Bacteriological Analysis

In accordance with the PNSDW 2007, Table 1: *Minimum Frequency of Sampling for Drinking-Water Supply Systems for Microbiological Examination*, for a level III water supply system serving more than a 100,000 population, the minimum sampling points for Bacteriological Analysis is calculated as twenty samples plus one sample per 10,000 of the population. To get the total population served by the utility, number of service connections is multiplied with the number of persons per connection.

Minimum Frequency of Sampling for Drinking -Water Supply Systems for Microbiological Examination

Population Served	Minimum number and frequency of sampling for Total Coliform and Thermotolerant Coliform/E. Coli	Minimum Frequency of Sampling for Heterotrophic Plate Count (HPC)	Point of Compliance
less than 5000	2 samples monthly	2 samples monthly	consumers' tap
5,000-100,000	1 sample per 5,000 population + 2 additional samples monthly	1 sample per 5,000 population + 2 additional samples monthly	consumer's tap
more than 100,000	1 sample per 10,000 population + 12 additional samples monthly	Required at least 40% of the sampling points	consumer's tap

By the end of December 2019, there were a total of 51,908 service connections. This number multiplied with the average number of individuals per service connection which is five (5) will result to 230,205 served population. Following Table 1 of the PNSDW 2017, a total of 36 minimum samples is required for bacteriological analysis every month.

Instead of the required 36 sampling points, BCWD had established 54 sampling points for Bacteriological Analysis.

Number of samples taken and analyzed for Bacteriological Analysis for the whole year.

No. of samples	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Collected Monthly	54	54	54	56	57	56	54	54	54	64	65	57	679
Analyzed Monthly	54	54	54	56	57	56	54	54	54	64	65	57	679
Resample											3	3	6
Analyzed Outside/Client samples	30	19	39	18	0	3	0	0	11	6	8	15	149

For the month of October and November, resampling after a conduct of flushing was also made in areas where results were found unsatisfactory until confirmation that the water running through the pipes is free from non-conforming matter.

2. Chlorine Residual Monitoring

Based on the table below, regular monitoring of chlorine residual was conducted at various points in the water system to ensure that the water running is within the approved level of 0.3 (minimum) to 1.5 (maximum) mg/L.

Number of samples taken and analyzed for Chlorine Residual Monitoring for the whole year.

No. of samples	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Analyzed	685	610	664	653	684	641	676	664	637	676	650	659	7,899
Within 0.3-1.5 ppm	676	604	657	645	676	635	668	651	628	444	558	650	7,492
Failed/ <0.3ppm	9	6	7	8	8	6	8	13	9	232	92	9	407

Disinfectants Consumed

For the year 2019, BCWD consumed a total of 35,520.70 kg of chlorine gas, 481 kg of powder chlorine and 7,275 liters of hypo chlorine used for treating the water prior to distribution to ensure that the water supplied to the concessionaires is safe for drinking

Chlorine consumption

Amount of chlorine gas (in kgs.) used for the whole year from the BCWD water sources.

Gas Chlorine	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Filtration Plant	1266.7	1066.7	1266.7	1456.7	1710	1100	2083	1632	2000	2000	2000	3000	20,581.8
PS# 1	853	691.3	762.7	728	768	748	816	748	816	816	680	1224	9,651
PS# 14	214.6	150.3	383.1	277.6	272	220	272	340	272	272	204	340	3,217.6
PS# 15	247.8	151.9	212.4	199	204	171.2	136	0	136	136	136	340	2,070.3
Total	2582.1	2060.2	2624.9	2661.3	2954	2239.2	3307	2720	3224	3224	3020	4904	35,520.7

Amount of powdered chlorine (in kgs.) used for the whole year for the reservoirs and distribution lines.

Powder Chlorine	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Emily, kg	3	17					8.5	18	14.5	6	2		69
Emenvil, kg			45		15		5	12	9.5	8	4		98.5
Km. 6, kg	6	2	10	40	10		39	17	37	13	4		178
Bit-os										13	19	25	57
Distribution lines								17	17	14	11	19.5	78.5
Sub-Total	9	19	55	40	25	0	52.5	64	78	54	40	44.5	481

Amount of Hypo chlorine (in liters) used for daily chlorination for the reservoirs

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Emily	150	125	400	130	210	260	310	200	200	40	160	70	2,255
Emenvil	50	160	220	20	20	340	280	200	200	30	320	70	1,910
Km. 6	245	295	417	353	320	340	230	200		10	330	370	3,110
Sub-total	445	580	1037	503	550	940	820	600	400	80	810	510	7,275

Annual Disinfection of Reservoirs and Pump Stations

Amount of powdered chlorine used for every disinfection activity conducted in 2019

Facilities	Date	Powder Chlorine Used, kg.
Emily	Feb. 20, 2019	18
Emenvil	March 09, 2019	36
Km. 6	April 24, 2019	36
Pinamanculan	May 31, 2019	28
Bit-os	June 21, 2019	36
Pump Station 1	June 18, 2019	2
Pump Station 14	Sept. 3, 2019	2
Pump Station 15	August 13, 2019	2
Pump Station 3	July 16, 2019	2
Pump Station 17	May 15 & Sept. 19, 2019	4
Sub-Total		166

Disinfection of pipelines were done in response to the request of the Engineering Department, Pipelines and Appurtenances Department, and from private housing developers. For outside clients, re: private housing developers, a corresponding fee is required prior to the conduct of disinfection.

Water Billings

Rates and fees associated with water sales typically represent the majority of a utility's revenue. Water utilities need revenues to meet their mission of providing safe, reliable, and high-quality water. Revenues also ensure that a water utility can cover its expenses, which can include debt service, capital improvements, personnel costs, energy, chemicals, and operations and maintenance.

BCWD generates revenues from water sales and other service charges to cover costs of water production; hence, it depends solely on the revenues generated from the sale of its services as a water utility. In the average monthly active connections of 50,433 the average billed connections is 99.20% or 50,028 with an average monthly billings of P 32,586,709.58 monthly. The revenues from water sales hit P 381,703,573.68 mark which is 6.93% higher than 2018; and surcharges on total billings peg at P 9,336,941.24 coming from the 40.77% of the total billings which is 8.63% more than last year's.

TOTAL BILLING ON WATER SALES AND PENALTY YEAR 2019

DATE	CURRENT	PENALTY	TOTAL	% of billing subject to penalty
Jan	32,078,363.30	905,053.36	32,983,416.66	47.02%
Feb	29,775,112.51	664,968.82	30,440,081.33	37.22%
Mar	27,848,154.46	766,026.21	28,614,180.67	45.85%
April	30,772,042.20	721,964.62	31,494,006.82	39.10%
May	33,325,015.52	765,276.10	34,090,291.62	38.27%
June	32,207,131.54	768,820.21	32,975,951.75	39.79%
July	31,654,767.05	847,404.92	32,502,171.97	44.62%
Aug	32,058,373.08	833,426.92	32,891,800.00	43.33%
Sept	35,007,439.04	667,620.89	35,675,059.93	31.78%
Oct	31,986,856.86	888,554.68	32,875,411.54	46.30%
Nov	34,045,155.98	731,378.20	34,776,534.18	35.80%
Dec	30,945,162.14	776,446.31	31,721,608.45	41.82%
TOTAL	381,703,573.68	9,336,941.24	391,040,514.92	40.77%

BCWD imposes surcharge of 6% of the current bill after due date which is 2.44% of the total billings, as shown in the table above.

Collection

We made sure that water billings be converted into cash, hence, BCWD is able to collect P363,481,858.28 at the rate of 99.43% of total billings – a 14.84% and 15.11% increase over 2017's water billings and collections while collection rate up by 0.23% from 99.20% to 99.43%. The average monthly collection rose from P26,313,632.23 in 2017 to P30,290.154.86 – a 15.11% increase.

BILLINGS AND COLLECTIONS 2019

	<u>BILLINGS</u>	<u>COLLECTIONS</u>	<u>PERCENT</u>
Jan	32,983,416.66	33,648,252.49	102.02%
Feb	30,440,081.33	28,477,531.32	93.55%
Mar	28,614,180.67	32,899,789.86	114.98%
Apr	31,494,006.82	28,883,359.12	91.71%
May	34,090,291.62	34,006,524.42	99.75%
Jun	32,975,951.75	32,508,376.43	98.58%
Jul	32,502,171.97	34,500,712.12	106.15%
Aug	32,891,800.00	31,564,754.23	95.97%
Sep	35,675,059.93	33,010,311.30	92.53%
Oct	32,875,411.54	35,199,595.55	107.07%
Nov	34,776,534.18	31,805,165.68	91.46%
Dec	31,721,608.45	30,952,052.02	97.57%
Total	391,040,514.92	387,456,424.54	99.08%
Ave. Per month	32,586,709.58	32,288,035.38	99.08%

Customer Accounts in Arrears

An average of 25.96% or 12,988 billed connections are customers in arrears ; Out of 12,988, 1.09% or 142 are customers availing for staggered payments to settle their leakage billings on the amount of Php 1,659,881.00. Out of 142 concessionaires, 61 were able to settle their accounts in full and the remaining 81 are still on partial payment as of December 31, 2019.

In 2019, there were 256 inactive accounts forwarded to active accounts in the amount of ₱989,588.95. Of the 256 accounts, 114 are fully paid within the year amounting to ₱191,663.98 while the remaining 142 concessionaires are either paying, unpaid and closed or re-forwarded to other accounts.

Found below is the summary of accounts receivable – inactive accounts, based on aging report per EDP section's record;

Age Stratification of Accounts Receivable			
Inactive Service Connection			
As of December 31, 2019			
Account Code	Amount	Penalty	Total
125-1	1,964,465.15	85,507.98	2,049,973.13
125-2	2,002,671.17	83,429.81	2,086,100.98
125-3	6,167,928.01	250,354.19	6,418,282.20
125-4	3,474,617.07	134,720.47	3,609,337.54
TOTAL	13,609,681.40	554,012.45	14,163,693.85

As of December 31, 2019, we already have twenty-nine (29) batches or eleven thousand four hundred forty-two (11,442) accounts which were sent notices of collection amounting to FIFTEEN MILLION FOUR HUNDRED FIFTY THOUSAND TWO HUNDRED SIXTY-THREE PESOS & 69/100 (P15,450,263.69) with an outstanding balance of *eleven million seven hundred ninety-two thousand three hundred eighty-one pesos & 33/100 (P11,792,381.33)* with a variance of *three million six hundred fifty-seven thousand eight hundred eighty-two pesos & 36/100 (P3,657,882.36)* as our collection.

Out of the 11,442 accounts, fifty-three percent (54%) or six thousand one hundred forty-four (6,144) connections have settled their balances either fully or partially.

There were eight hundred seventy-three (873) accounts, whose balances are still unsettled even after receipt of the primary notice, were each sent with a final demand letter. We have intensified the conduct of an on-site investigation on the three thousand twenty-four (3,024) accounts.

We sent notice of collection to those closed connections with staggered promissory and with balances more than or equal to TWO HUNDRED PESOS (P200.00) and also those connections with accounts on P.E. tube and installation fees.

BCWD's high collection rate has been attributed to the BCWD policy on service closure for defaulting customer. The water district sets critical control on this aspect of operation – customers can pay their water bills any time without surcharge before the due date and five (days) after due date service connection shall be closed and three (3) days after closure still no payment yet, water meter shall be withdrawn. Service connection will be re-opened only upon full settlement of account.

Water Meter Accuracy

Water meter is the interface between the water utility and its customers, the meter records water usage or consumption of a customer. The water utility records customer's usage as water sales or revenue, it comes back to the customer in a form of a water bill which the latter pays the monetary value of the utility services he receives by way of having access to potable water. On this account, water meter accuracy plays a major important role because inaccurate meter is an operation hazard resulting to losses. Inaccurate water meter has been a contributory to apparent water losses and ultimately to non-revenue water being the hot issue of all water utilities in the country today.

BCWD initiated advocacy on water meter accuracy when it launched its own Water Meter Maintenance Program (WMMP) many years back. The objective of the program is to ensure that water meters in service for a long period shall be pulled out and replaced. The program uses color coding to establish a reckoning date when meters are installed. It is estimated that, under normal condition, water meter life span for accuracy is good only for five (5) years. Since BCWD has more than 50,000 service connections, it means a massive replacement until the entire system will be covered.

In 2019, BCWD recalled 6,006 water meters in the continuing implementation of the program; for the 1st semester 2,957 and for 2nd Semester 3,049 water meters replaced.

BCWD regularly allocates funds in its annual corporate budget for the procurement of water meters for Water Meter Maintenance Program (WMMP) on top of the requirement for new

service connections. The newly acquired support equipment, Ford Water Meter Test Bench, ensures the calibration and accuracy of water meters before they are dispatch to be installed service connections.

Month	Quantity	Month	Quantity
January	773	July	491
February	667	August	571
March	537	September	363
April	560	October	716
May	242	November	724
June	178	December	184
			6,006

Infrastructure Supports

The size and classification of water districts (ex. small, medium, large & very large) are determined by the counts of their respective service connections. New Service Connection is the primary performance indicator for water districts, it show-cased its ability to grow through improvement, expansions and delivery of better services.

BCWD has given access to 3,111 new service connections (NSC) to potable water in its franchise area, table shows below:

Month	No. of NSC Installed	Month	No. of NSC Installed
January	206	July	300
February	204	August	214
March	244	September	249
April	425	October	310
May	320	November	243
June	255	December	197
Sub-total	1,654	Sub-total	1,513
Grand total			3,167

BCWD conducts orientation seminar for the applicants of new service connection every Friday – 9:00am to 12:00am and through online portal. The objective of the orientation is to make prospective customers aware of their rights, duties and obligation and policies of the water district.

Butuan City Water District always finds opportunities for improvement and expansions as they are embodied in the BCWD long range development plan. The expansion projects, system improvement and other infrastructures are undertaken in support to the needs of

the growing number of concessionaires which ultimately redounds to revenue generation.

**Infrastructure Projects
For the Year 2018**

Name of Project / Location	Length	Type	Project Cost	Status
1) Taligaman to Basag	3,096 lm	Expansion Line	1,943,972.12	Commissioned Operational
2) Brgy. Pagatpatan	3,090 lm	Upgrading of Lines	2,500,000.00	Commissioned Operational
3) St. Lucia, Mahogany	3,768 lm	Upgrading of Lines	3,000,000.00	Commissioned Operational
4) Libertad – Purok 6 & 7	5,100 lm	Upgrading of Lines	3,000,000.00	44% Completion – suspended due to ongoing drainage construction
5) Brgy. Ampayon – Taligaman	2,592 lm	Replacement of lines	7,746,326.38	98% Completion suspended right-of-way issues
6) Requested Lines – Phil-Science Campus, Brgy Basag, Pigdaulan, Lumbocan		Requested lines		Commissioned Operational

Apart from the regular projects, a group of households in a particular area or barangays, numbering to not less than 60 households, can request BCWD to construct a pipelines system in their respective areas so they can have access to potable water. BCWD will evaluate the requests and, if viable, project proposal will be drawn and funds will be allocated, accordingly.

MAINTENANCE

SUPPLY LINES MAINTENANCE

BCWD water supply system has gone a long way more than four (4) decades of continuous service. Being so, its pipe lines system caught by wear and tear, from time to time, burst out to leakages which need immediate repairs. Leakages in the transmission and distribution lines cause low water pressure and increased real water losses and ultimately the non-revenue water.

BCWD technical men are always in action to repair these leakages including those busted pipelines caused by road construction/excavation and similar infrastructure projects of the city. Leakage repair can be simple and complex depending on the size of pipe and depth of excavation. Simple leak repair requires excavation with a depth of less than 0.6 meter while complex repair necessitate an excavation of 0.6 meter and above and the size of pipes range from 2"Ø up to 12"Ø in diameter. There were 236 complex cases of leak repairs while 2,009 cases were simple. Among the leakages, the leaking transmission and distribution mains are the most intensive and most challenging because high water pressure.

Gate Valves, Blow-offs & Hydrants

Gate valves are used in controlling pressure and isolation of pipeline under repair and maintenance. There are **103** gate valves indentified all throughout the water system maintained all year round. Activities include installation of valve box cover, cementing of concrete pad, replacement of defective and/or leaking gate valves and riser elevation.

A blow-off is usually installed at end points of the system to make flushing and other maintenance activities easier while a (fire) hydrant is primarily use as access point to water in case of fire or it can also be used in flushing activities to flash-out solids and other materials that have entered into the pipelines. Since 2015, BCWD initiated an inventory and tagging of all existing hydrants for maintenance and monitoring. As of December 2019, 18 additional Blow-offs were maintained, on top of the 385 accomplishment in 2018 a **total of 412 Blow-offs**. On the other hand, 6 (6) additional Fire Hydrants was maintained (139 in

2018), and a total of 145 Fire Hydrants for the year. These tagged Blow-offs and Fire Hydrants are painted and properly tagged/ labelled with numbers and are thereby maintained all throughout the year. Also, some other activities for the maintenance of hydrants and blow-offs include transfer or relocation of existing units brought by inconvenience during the conduct of flushing activities of the Production and Distribution Department and cutting grasses surrounding the said blow-offs/hydrants and its appurtenances.

These tagged Blow-offs and Fire Hydrants are painted and properly tagged/labelled with numbers and are maintained all year round. Sometimes a hydrant or blow-off need to be relocated for convenience during the conduct of flushing activities.

Water Meter Maintenance

Equally critical is the maintenance of water meters; this is where water sales starts from the water usage of customers measured in water meters. If water meters falter giving inaccurate under readings of water consumption proximately causing operation set back due to undervalued water sales. In service water meters, if not well maintained, can trigger apparent water losses which end up in non-revenue water.

BCWD has two (2) Water Meter Test Benches to expedite water meter repairs and calibration. New water meters delivered by the suppliers must pass flow and calibration tests using these equipments.

BCWD water meter technicians perform meter check-up, testing and calibration in the field upon the request of customers. The table below shows the number of water meters tested and calibrated all year round.

**Meter Shop
Calibration and Repairs
January – December 2018**

Description	2019	2018	Variance
New water meter assembly	-0-	2,906	(2,906)
Withdrawn/retrieved water meter	2,726	3,497	(771)
Water meter with new inserts	6,240	6,046	194
Water meter with repaired inserts	1,458	484	974
Total	10,424	12,933	(2,509)
Field testing calibration	860	2,570	(1,710)

Maintenance of Service Connection

Customers come to BCWD office to file complaints on their respective water service connection – actually, these are calls for maintenance. The most interactive window of BCWD service is the maintenance of individual water connection whereby concessionaires react to the quality of service they received.

• **Maintenance & Service Requests**

Maintenance and service requests are service connection maintenance routines initiated either by BCWD or requested by the customers. The frontliners at the Commercial Department received these requests from customers and from meter readers and service investigators of BCWD. These are being processed into job orders and forwarded to Pipelines and appurtenances and Maintenance Department (PAMD) for immediate and appropriate action. The Maintenance and Service Request Orders are sub-divided into five (5) major categories, namely: Reconnection (Reopening of disconnected service connections & Reopening/Install Water Meter), Withdrawal of Water Meters (includes Request Closure Withdraw and Withdraw Water Meter Orders), Change Meters (Stolen/Damaged Meters and/or regular maintenance), Transfer Water Meters (includes rehabilitation of clusters) and Leakages or other maintenance repairs.

The table below shows the total received orders with respect to the Total Acted Orders for the Year 2019.

Nature of Orders	Balance 2018 (a)	2019			Variance (Balance Forwarded to 2019) (A-B)
		RO (b)	TRO (a+b) = (A)	TAO (B)	
RIM	3	4858	4861	4861	0
REO	0	16178	16178	16178	0
RCW	0	498	498	498	0
WWM	28	4915	4943	4905	38
CHM	31	1049	1070	1070	0
TWM/Rehab Orders	0	1954	1954	1954	0
Leakages & Other Repairs for Maintenance	0	4358	4358	4358	0
Total	52	33810	33862	33824	38

Legend:

- RIM - reopen install meter
- REO - reopen (padlock)
- RCW - request closure withdraw meter
- CHM - change meter
- TWM- transfer water meter

- **Service Closure**

Service disconnection is a policy control measure put in place by BCWD requiring customer to pay their water bill when it becomes due. A customer given fifteen (15) days to settle his bill; a day after due date he will incur a six per cent (6%) surcharge and eventually three (3) days after his water connection will be cut from the service line. Being aware of such, customers pay their water bills ahead of time contributory to BCWD's high collection rate of 99.08% on billed water.

There are two faces of service closure, 1) closure by locking-up the angle meter valve using a barrel lock, a customized locking system and 2) closure by water meter withdrawal. When a customer defaulted payment of his/her water bill after due date service disconnection team covertly locked – up the subject connection and if still no settlement yet three (3) days after his/her service connection is locked, water meter will be withdrawn. On the other hand, service closure by withdrawal of water meter may also be done upon the request of a customer for reasons other than non payment of water bill. When a customer happened to be not using the service connection anymore or that he/she may not be around for a longer time in which case he/she can request for service disconnection – water meter withdrawal upon his/her request. The rationale behind this, the subject customer will not be billed because the service connection is inactive unlike the other way around if the same customer wishes to retain the water meter in the same condition, he/she would surely be billed monthly even if there is no water consumption or zero bill due ... still minimum bill applies.

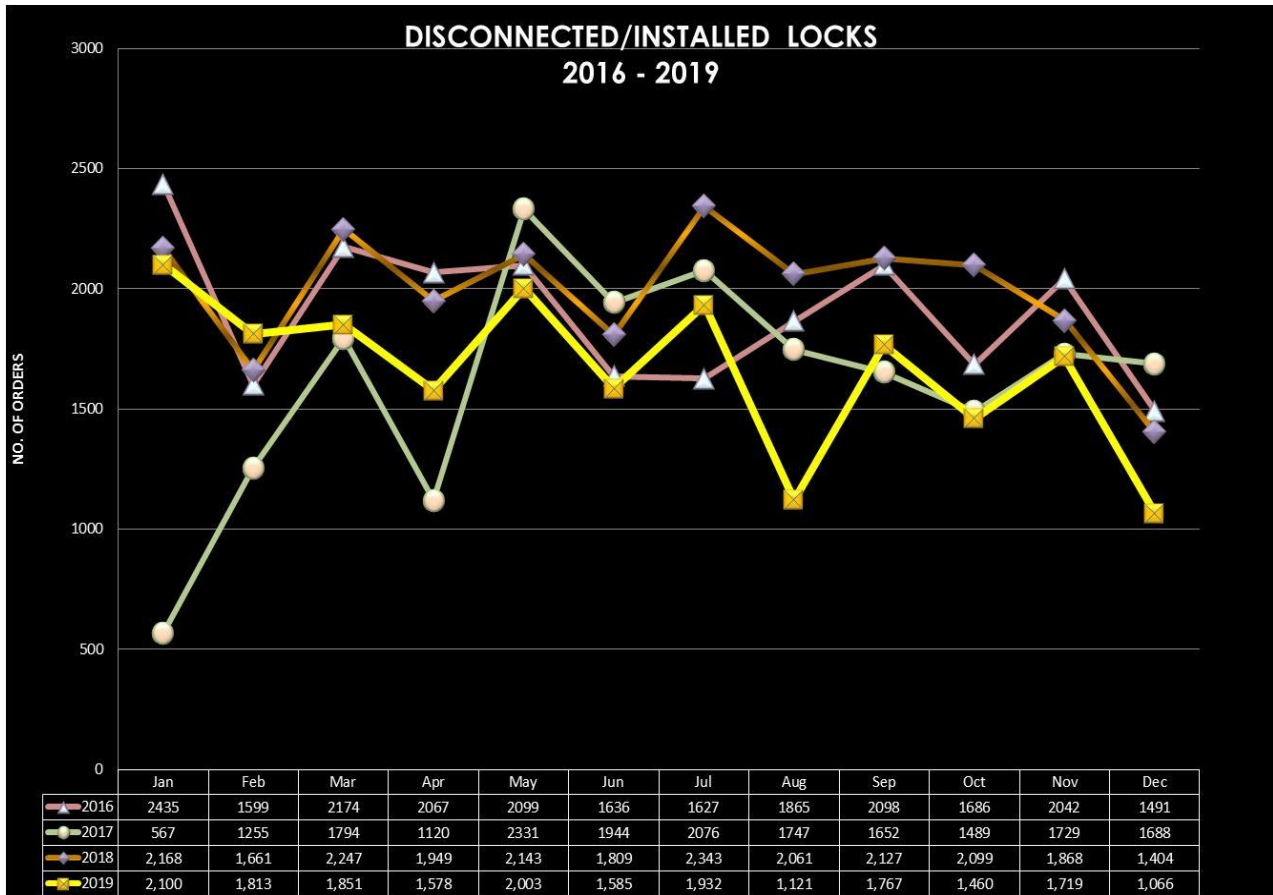
Disconnection by Locking-up

Disconnection and/or Installation of Lock is one of the major activities of PAMD. One of the determinants in BCWD's revenue generation depends on strict implementation on disconnection for delinquent accounts.

The new BCWD Policy that was first implemented in the early months of 2018 , that is a new BCWD policy; all forwarded disconnections orders are considered disconnected already. Concessionaires whose accounts are already subjected for the day's disconnection are required to pay reconnection fees.

Moreover, for the year 2019, PAMD has received a total of **20,647** disconnection orders. Out of which, **19,995** orders or **96.84 %** are disconnected (in actual) while the remaining **3.16% or 652** orders are deferred/hold for disconnection - accounts that are remarked for installation and/or replacement of damaged angle valves and those that are hard to cut. (Please see Annex 1).

However, the actual disconnected service connections for 2019 (19,995) is second lowest for the last three (3) years (in descending order); in 2018 (23,879) by 19.42% or 3,884 service connections, lower compared to 2016 (22,819) by 14.12 % or 2,824 service connections and in 2017 (19,392) by 3.02% or 603 service connections and (See graph)



Disconnection withdrawal of meter

Withdrawal of water meters includes two (2) activities; namely, **Request Closure Withdraw (RCW)** and **Withdraw Water Meter (WWM)** orders. RCW are orders originally requested by concessionaires themselves or thru their authorized representatives to pull out or withdraw the water meter installed in their respective service connections, while WWM are orders that were previously disconnected and/or installed with locks which are subjected for withdrawal, whose accounts remained unpaid after the lapsed of prescribed number of days by CSD/MSD from the date of actual disconnection or the day it was reported with damaged and/or no angle valve, hard to cut (as the case may be).

All received **498 RCW orders are all acted accordingly** within the year, But for the last two (2) years, the total received/acted orders in 2019 is lower compared to 2018 (625) by 25.50% or 127 orders and much lower than 2017 (698) by 40.16% or 200 orders.

For CY 2018, the actual accomplishment for withdrawal of water meters (RCW and WWM) is **5,440**. This exceeds the target of 3,960 by 37.37% or 1,480 orders, as disconnection personnel assist in the withdrawal of water meters whenever there are lesser orders for disconnection. As of end of CY 2019, only 38 or 0.70% remained un-acted. These un-acted orders (backlog) are prioritized for withdrawal in January 2020 (See Table 6)

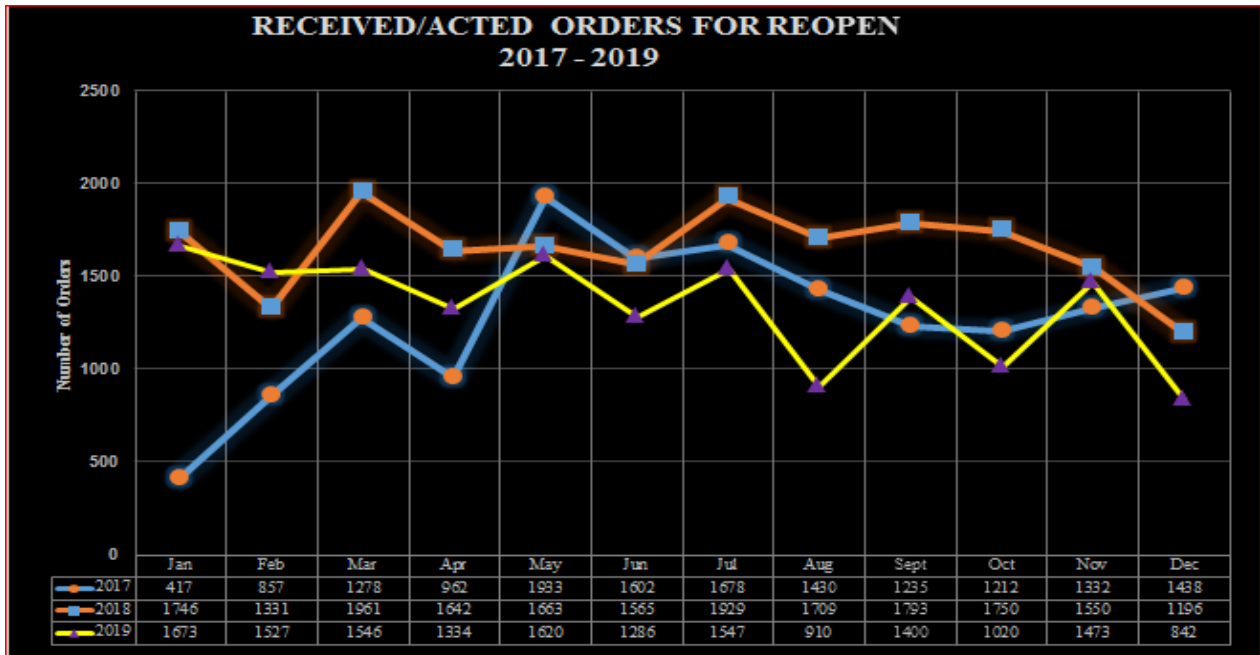
Nature of Orders	TRO	AO			Variance (Based on Monthly Monitoring)
		C1	C2+H+R	TAO	
RCW	498	490	8	498	0
WWM	4,943	3,815	1,090	4,905	38
Total	5,441	4,305	1,098	5,403	38

- **Reconnection of Service Connection**

As with service closure, reconnection team has to restore what has been done in the disconnection after a customer has settled his water account and complied with other requirements of reconnection. The reconnection team may just unlock the service line or re-install the water meter, as the case maybe. The team is aware of the critical time element involve in this activity because delay always brings those customers back in the office in fighting mode.

Reconnection by unlocking

All received orders for the year are all acted accordingly. The total received/acted orders in 2019 (16,178) is much lower compared to 2018 (19,835) by 22.60% or 3,657 orders. Yet, higher than 2017 (15,374) by 4.97% or 804 orders (see graph).

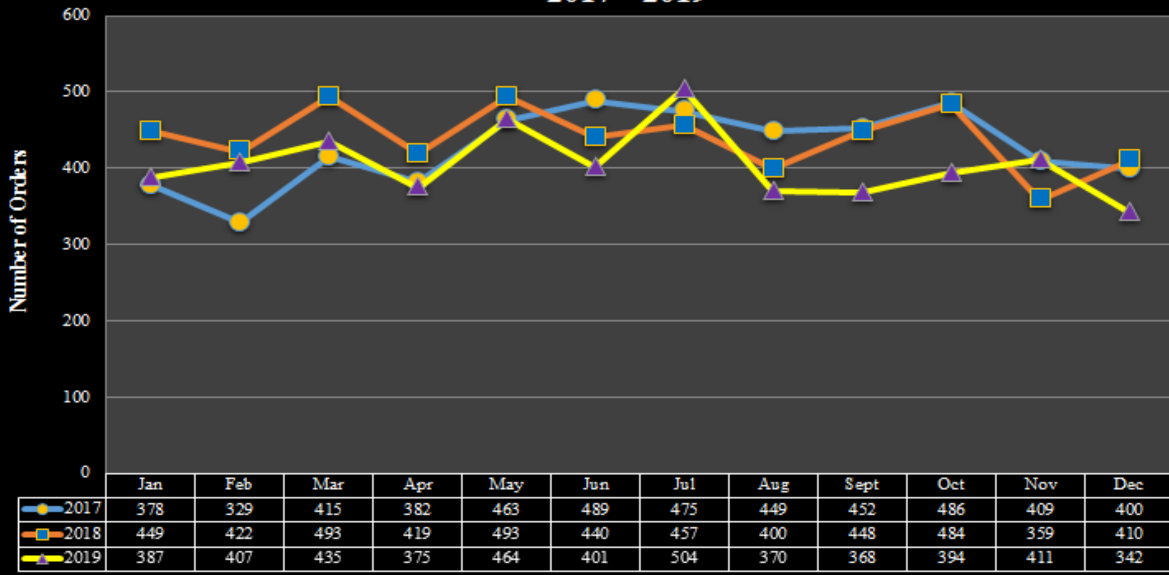


Reconnection by meter installation

Practically, customers wanted to have their water connections back the same day they settled their water accounts after it had been disconnected. In line with this expectation, BCWD reconnection team always handles every reconnection orders with a sense of urgency executing the orders to meet customer satisfaction. All reconnection orders of 4,861 were promptly reconnected to the water service lines accordingly.

On the other hand, received orders in 2019 (4,858) is lower than 2018 (5,274) by 8.56% or 416 orders while yet, still lower than 2017 (5,127) by 5.37% or 269 orders.

RECEIVED ORDERS FOR RIM 2017 - 2019



SUPPORT UNITS

PERSONNEL AND STAFFING

Staff Profile and Statistics

The total work force of the District as of December 31, 2019 consisted of **214** employees. Out of this, 155 (72%) were employees with Permanent status and 59 (28%) with Contract of Service status.

Out of the 229 existing positions of BCWD, **155** have been filled up and distributed to the different offices/departments : the Office of the Board of Directors, Office of the General Manager and Management Services Department – 18 positions; Administrative Services Department – 33 positions; Finance Department – 18 positions; Commercial Services Department – 28 positions; Engineering Department – 16 positions; Pipeline and Appurtenances Maintenance Department – 23 positions; and Production & Distribution Department – 19 positions.

Department	No. of Personnel	Percentage (%)
Admin	45	21%
Commercial	37	17%
PAMD	35	16%
Production	31	15%
OBD/OGM/MSD	23	11%
Engineering	22	10%
Finance	21	10%
	214	100%

In the distribution of personnel, which includes the reassigned personnel from one office/department to another office/department, Administrative Services Department has the highest personnel count – 45 (21%), followed by the Commercial Services Department – 37 (17%), Pipeline & Appurtenances Maintenance Department – 35 (16%); Production & Distribution Department – 31 (15%), OBD/OGM/MSD - 23 (11%), Engineering Department – 22 (10%), and the Finance Department – 21 (10%).

By gender, the entire work force is dominated by males with 70% while females get 30% ratio of the total employee population. The dominance of the males can be attributed to the fact that the District basically provides water supply services requiring more skilled men and laborers to operate pumping machines/equipment, do the excavation, installation and maintenance works for the transmission, distribution and service lines. Most of the female employees are handling paper works in the office, although there are few who go to the field as part of their jobs.

BCWD was once operating as a semi-private entity under partial control of the local government of Butuan with governing board members are all appointed by the city mayor. Civil Service eligibility was not required before; hence, 20% of the employees have no eligibility. By the time all water districts in the country were put under the control of national government, by virtue of a supreme court ruling, those employees retained their positions in status quo. As such they cannot be promoted to higher positions until they become civil service eligible.

Eligibility	Number	Percentage (%)
Career Executive	0	0%
Career Service Professional	89	57%
Non-professional/technical	36	23%
No eligibility	30	20%
Total	155	100%

Out of the 155 permanent personnel, 89 (57%) have a Career Service Professional eligibility, 36 (23%) have Non-Professional or Sub-Professional, TESDA or MC 11 Category 1 eligibilities, and 30 (20%) have no eligibility.

Recruitment

This is the most critical aspect of Human Resource Management (HRM) because of the inherent risk associated in the selection process. BCWD has strengthened controls its recruitment by adapting the PRIME-HRM, a flagship program of Civil Service Commission. PRIME-HRM stands for “Program to Institutionalize Meritocracy and Excellence in Human Resource Management.” It aims to elevate public sector human resource management to a level of excellence through the assessment, assistance, and awarding processes of HRM Systems, Practices, and Competencies using HRM maturity level indicators that are at par with global HRM standards.

In PRIME-HRM, every aspects of Human Resource Management are customized to the needs of the practicing agency. In the aspect of recruitment, standards are followed whereby competency, performance, experience and education are set to a minimum qualification for a given position, however, BCWD can add other selection criteria, authorized under customization, that will “tailored-fit” to the needs and requirement of a given position. This will ensure that the risk in the Merit and Selection process has been mitigated if not totally eliminated.

For 2019, BCWD has processed 439 employment applications. Among the 439 only 200 made it to the PSB Interview and evaluation. Finally, the Personnel Selection Board (PSB) has recommended twenty-eight (28 new job order personnel distributed in various departments and units after passing the selection processes. The BCWD Governing Board acted favorably the PSB recommendation on selection and placement accordingly.

Particulars	New Entrant Job Order	Renewed Contract	Change of Status from JO to Permanent	Promotions
New Recruit	28			
Renewal		55		
Absorbed			43	
Promoted				23

Separation from Service

There are a number of circumstances wherein an employee severe his/her employee-employer relationship. In 2017, Human Resource Department (HRD) processed employee separation from service due to death -1, retirement - 6 and resignation – 10.

Description	Number of Employees	
	2018	2019
Death	0	1
Dropped from the Rolls	0	0
End of Contract	0	0
Termination of Temporary Appointment	0	2
Retirement	6	6
Resignation	12	10

Productivity Index

Based on the Staff Productivity Index per Active Water Service Connections with the standard ratio of 1 employee per 120 connections (1:120) as determined by the Local Water Utilities Administration and the Department of Budget and Management, it shows that the District is still understaffed. As of December 31, 2019 with **214** employees, the number of service connections per employee ratio is **1:433**, thus with a variance of **219** lacking personnel as indicated in the table above.

This goes to show that BCWD productivity index is 3 times higher than that as determined by Local Water Utilities Administration (LWUA) and Department of Budget and Management (DBM). There are 229 plantilla positions in the BCWD organizational structure only 163 positions are filled up leaving 66 positions open. Should BCWD decide to fill the open positions, still it is within the productivity index.

Leave, Benefits, and Personnel Welfare Administration

Butuan City Water District (BCWD) grants each employee fifteen (15) days of vacation leave, fifteen (15) days of sick leave, and 3 days of special leave privilege every year in accordance CSC rules. A mandatory vacation leave of five (5) days is imposed every year upon each employee for them to take a break from the daily grinds of work. Employees are likewise allowed to avail of other leave benefits granted by special laws, such as solo-parent, maternity and paternity leave and others.

BCWD grants uniform and medical allowance to its employees along with the 13th and 14th month pay. The Performance based bonus (PBB) is conditional, an agency is authorized to grant the PBB only when it met and complied with all the requirements and performance parameters set by the Inter-agency Task Force (ITF). For two consecutive years, 2016 and 2017, BCWD met all the requirements and authorized to grant the Performance Based Bonus (PBB).

Butuan City Water District, like any government agencies, provides social and health insurances premiums to its employees such as the Government Service Insurance System (GSIS) and Philippine Health Insurance Corporation (Philhealth). Furthermore, it also provides counterpart premium for its employees to Pag-ibig Fund membership. On top of those, BCWD created its very own BCWD Provident Fund for the welfare enhancement of its employees. The membership and premium contributions to the foregoing are mandatory except for the BCWD Provident Fund where membership is voluntary. All premium contributions are remitted on time and updated.

BCWD caters also to other needs of its employees, the table below shows them and their frequency with comparative figure in 2017.

Description	2018	2019	Increase (Decrease)
Certification of Employment	47	32	(15)
Service Records	24	37	13
Philhealth claim	10	15	5
Processing of GSIS & Pag-ibig Loan	191	131	(60)
Computation of Monetization of Leave Credits	94	99	5
Processing of medical allowance – refund	184	173	(11)
Computation of compensatory overtime credit earned	99	165	66
Processing of accident insurance claim	1	0	(1)

Trainings, Seminars/workshops and Conventions

It is very important for BCWD's professional and technical personnel to be updated with the current trends in innovation, technology, pronouncement and issuances by professional organizations and government regulatory authorities through Continuing Professional Education (CPE) introduce in trainings, seminar/workshops and conventions.

In 2019, BCWD spend much on human resource by sending personnel to various venues of trainings, seminars/workshops and conventions.

In 2019, Butuan City Water District spent P2,808254.29 for the above mentioned trainings, seminar/workshops and conventions for human resource development objectively for the employees to be effective with their respective jobs and functions.

Committees

Pursuant to circulars and issuances issued by the Civil Service Commission (CSC) and other regulatory authorities different collegial bodies and committees are to instituted in placed to address and settle issues affecting the organic personnel of BCWD and for other purposes required by law.

In 2019, there are different committees formed and instituted for each specific need and purpose, as follows:

PERSONNEL MECHANISMS, COMMITTEES & OTHER ACCOMPLISHMENTS

1. Merit Selection / Promotion Plan (Thru the Personnel Selection Board / PSB)

The regular members of the BCWD PSB for 2018 are the following :

Anselmo L. Sang Tian	-	Agency Head
Emma B. Lupiba	-	Chairperson
Engr. Peter Al R. Fudalan	-	HRMO
Anna Karina O. Patrimonio	-	First Level Representative
Essa Mae H. Openiano	-	First Level Representative (alternate)
Ramil S. Barquin	-	Second Level Representative
Lowell A. Asis	-	Second Level Representative (alternate)

For the year 2019, the PSB was able to conduct panel interviews and personnel recruitment, and forty five (45) new employees were considered for hiring on 2018 from JO to permanent/ temporary status and twenty three (23) for promotion.

The members mentioned above was based from the BCWD's Merit Selection Plan which was approved by the Civil Service Commission last December 17, 2018 and BCWD Office Order No. 165-2018 dated November 5, 2018.

2. Grievance Machinery (Thru the Grievance Committee)

The grievance machinery is primarily established to create a work atmosphere conducive to good supervisor-employee relations and improved employee morale, and for the settlement of grievances in the agency so as to promote harmony in the workplace, thereby fostering the productivity of each member of the organization.

The members of the BCWD Grievance Committee since 2016 are the following :

Emma B. Lupiba	-	Highest HRMO or Head of Admin Department
	-	Management Staff Representative
	-	Management Staff Representative (alternate)
Aldwin M. Acosta	-	First Level Representative
	-	First Level Representative (alternate)
	-	Second Level Representative
	-	Second Level Representative (alternate)
Marivel T. Reambonanza	-	Bilis Aksyon Partner

The Committee did not convene in 2018.

3. Programs on Awards and Incentives for Service Excellence (Thru the PRAISE Committee)

The PRAISE is designed to encourage creativity, innovativeness, efficiency, integrity and productivity in the public service by recognizing and rewarding officials and employees individually or in groups for their suggestions, inventions, superior accomplishments and other personal efforts which contribute to the efficiency, economy or other improvements in the government operations or for other extraordinary acts or services in the public interest.

The members of the BCWD PRAISE Committee since 2016 are the following :

Anselmo L. Sang Tian	-	Agency Head
	-	Finance Manager
	-	Management Staff
Emma B. Lupiba	-	Highest HRMO or Head of Admin Department
Irwin R. Buquis	-	First Level Representative
Roberto G. Elisan	-	First Level Representative (alternate)
Mary Grace M. Tejano	-	Second Level Representative
For. Ernie G. Ruiz	-	Second Level Representative (alternate)

The Committee did not convene in 2018.

4. **Committee on Decorum and Investigation of Sexual Harassment Cases (CODI-SH)**

Pursuant to Republic Act No. 7877, otherwise known as the “Anti-Sexual Harassment Act of 1995”, and Civil Service Commission Resolution No. 01-0940 dated May 21, 2001, mandating the rules and regulations prescribing the procedures for the investigation of Sexual Harassment cases and the administrative sanctions therefore, the Butuan City Water District adopted the Administrative Disciplinary Rules on Work-Related Sexual Harassment Cases, which apply to all officials and employees of the District, whether in the career and non-career service, holding any position, whether permanent, contractual, temporary, or job-order, and including the Board of Directors. The Committee on Decorum and Investigation of Sexual Harassment Cases (CODI - SH) shall conduct preliminary investigation and recommend either the filing of formal charges or its dismissal.

The members of the BCWD CODI-SH since 2016 are the following :

Emma B. Lupiba	-	Highest HRMO or Manager of Admin Dept.
	-	Management Staff Representative
	-	Management Staff Representative (alternate)
Arnel C. Basnillo	-	First Level Representative
Edwin A. Cañon	-	First Level Representative (alternate)
Junifer M. Sombilon	-	Second Level Representative
	-	Second Level Representative (alternate)

The Committee did not convene in 2018.

Other Committees and Accomplishments:

5. Performance Management Team (PMT)

The success of the new Strategic Performance Management System (SPMS) relies on the people who are responsible for implementing it. Although all employees of the District are important in the realization of the organizational goals, the creation of a Performance Management Team that will oversee the implementation of the SPMS will be critical to the success of the SPMS.

The BCWD key players or the Performance Management Team (PMT) is composed of the following personnel:

Engr. Anselmo L. Sang Tian	-	SPMS Champion
Emma B. Lupiba	-	PMT Chairperson-Designate / Department Manager, Administrative Services Department
Maria Christine D. Balinos, CPA	-	Department Manager, Finance Department
Jonathan B. Calo	-	Acting Department Manager, Management Services Department
Junifer M. Sombilon	-	Supervising Customer Service Officer
Engr. Germanico P. Pactol	-	Officer-In-Charge, Engineering Department & PAMD
Atty. Elsie A. Alejandro	-	Acting Department Manager, Production & Distribution Department
Roberto C. Aguilar	-	Acting Senior Corporate Planning Specialist
For. Ernie G. Ruiz	-	BEA President
Joyce T. Fernan	-	Secretariat

The PMT sets consultation meetings of all Heads of Offices/Departments for the purpose of discussing the targets set in the Office Performance Commitment and Rating form; ensures that Office performance targets and measures, as well as the budget are aligned with those of the District and that work distribution of office/units is rationalized; recommends approval of the office performance commitment and rating to the General Manager; acts as appeals body and final arbiter for performance management issues of the District; identifies potential top performers and provide inputs to the PRAISE Committee for grant of awards and incentives; and adopts its own internal rules, procedures and strategies in carrying out the above responsibilities, including schedule of meetings and deliberations, and delegation of authority to representatives in case of absence of its members.

6. Bids and Awards Committee (BAC)

The BAC aims to standardize the procurement process, in effect preventing confusion, ensuring transparency and enabling procuring entities to conform to the principles that govern all government procurement activities. It shall determine the eligibility of prospective bidders, receive and open bids, conduct the evaluation of bids, undertake post qualification

proceedings, and recommend the award of contract. The scope of the BAC activities is from the pre-procurement conference up to the recommendation of award. All members of the BAC shall be on “jury duty” type of assignment until the notice of award is issued by the General Manager.

The members of the BCWD Bids and Awards Committee for 2018 are the following :

Atty. Elsie A. Alejandro	-	Chairperson
Jonathan B. Calo	-	Vice-Chairperson
Junifer M. Sombilon	-	Executive Officer & Secretary
Joseph Y. Tantoy	-	Head, BAC Secretariat

Procurement Services

Procurement is one of the support services critical to BCWD operation. When procurement system could not make deliveries on time it can have a “domino” effect in the operation. For instance, if deliveries of supplies, materials and equipment are delayed a particular work or project consequently cannot go on and that completion is eventually delayed. Unfortunately, a delayed project costs as much implied losses and other setbacks which are detrimental to operation, hence, it is of prime importance to have a proactive procurement system.

BCWD has no control over the circumstances surrounding each procurement activity, if a supplier defaulted, remedial and counter measure are laid to safeguard the interest of the water district, penalties are imposed and even blacklisting of suppliers when necessary.

BCWD adheres to the guidelines of procurement in the government as a Government Owned & Controlled Corporation (GOCC) outlined in R.A. 9184 implementing rules and regulation. The said procurement Act so provides that all procurement should be within the approved budget of the procuring entity and must be in the Annual Procurement Plan (APP). The guidelines imposed competitive bidding as the general method of procurement; however, there are exemptions, as indicated in Article IV-Section 10 and Article XVI of the said Act. One of the alternative methods of procurement used by the water district is “Shopping” which requires the submission of at least there (3) quotations for readily available off-the-shelf goods or ordinary/regular equipment.

- **Shopping & Small Value**

When the procurement is below the threshold of P1,000,000.00 the agency has the option to use the alternative methods of procurement that is most applicable to the nature of purchases at hand. BCWD used the “Shopping” and “Small Value Procurement” and completed the process of procurement with numbers of documents as shown in the table below with comparative figure in 2018.

Procurement Documents Description	2018	2019	Increase (Decrease)
Purchase Request	897	1,322	425
Job Request	262	365	103
Request for Price Quotation	540	1,590	1,050
Abstract of Price Quotation	508	499	(9)
Purchase Order	1,035	919	(116)
Job Order	529	402	(127)
Contract	20	15	(5)

Noticeably, there have been more purchases and job orders in 2019, as indicated in the decreased number of purchase and job requests which are aligned to the operation and maintenance requirements of BCWD

- Competitive Bidding

Bidding is a structured procurement process whereby the earliest (minimum) possible process time could take up to twenty-six (26) calendar days and the longest (maximum) period allowed is one hundred thirty-six (136) and one hundred fifty-six (156) calendar days for goods/services and infrastructure projects, respectively while for consulting services the minimum number of days is thirty-six (36) and the maximum days allowed is one hundred-eighty (180) calendar days.

Procurement process is winded up until the actual time of delivery. Hence, bidding process time plus the delivery time is the total expected procurement time which must be considered in the project planning and preparation.

In 2018, there were twelve (8) big procurement projects successfully completed which have been recommended for award to respective suppliers by the BCWD Bids and Awards Committee (BAC) to the Governing Board. The awards were confirmed and approved during their regular board meetings.

**Butuan City Water District
Procurements by Public Bidding for 2019**

	Particulars	Awarded To	A B C	Contract Price	Mode of Procurement	Issuance of NOA	Contract Signing	Remarks
1	Package 1-2018: Procurement of Security Services 2019	Visa Security Services	4,074,840.00	4,049,580.48	Public Bidding	June 11, 2018	June 22, 2018	Awarded
2	Package 2-2019: Supply & Delivery of Various Plastic Fittings	FANM Enterprises	1,303,954.50	1,303,767.00	Public Bidding	June 11, 2018	June 25, 2018	Awarded
3	Package 3-2019: Supply & Delivery of Various Galvanized Iron Pipes & Fittings	Uptown Industrial	2,695,873.50	2,493,050.25	Public Bidding	Oct. 29, 2018	Nov. 27, 2018	Awarded
4	Package 4-2019: Supply & Delivery of Various Brass Fittings	VC Garcia	4,999,215.00	4,625,250.00	Public Bidding	Oct. 29, 2018	Nov. 26, 2018	Awarded
5	Package 5-2019: Supply & Delivery of 2840 pcs Water Meter Assembly, ½" Ø, ISO	Philippine Valve Mfg., Co.	3,408,000.00	3,402,320.00	Public Bidding	June 11, 2018	June 22, 2018	Awarded
6	Package 6-2019: Supply & Delivery of Various uPVC Pipes	Moldex	2,653,890.00	2,241,918.25	Public Bidding	Oct. 29, 2018	Dec. 3, 2018	Awarded
7	Package 7-2019: Supply and Delivery of Black HDPE Pipe	Techno Trade Resources	1,379,250.00	1,120,917.18	Public Bidding	June 11, 2018	July 2, 2018	Awarded

8	Package 8-2019: Procurement of 1000 cu.m Reservoir (Design & Build Scheme) including Electronic Mechanical Works (Brgy. Bit-os)	Reftec Industrial Supply & Services	10,600,000.00	7,968,080.00	Public Bidding	June 11, 2018	July 2, 2018	Awarded
9	Package 10-2019: Procurement of Vehicle Rental Services with Tracker (Global Positioning System) for the Year 2018	Visa Transport Vehicle	3,240,000.00	3,236,250.00	Public Bidding	June 11, 2018	June 21, 2018	Awarded
10	Package 11-2019: Supply and Delivery of 12units Electromagnetic Flowmeter with Data Logger	Envirokonsult	3,582,000.00	2,670,696.00	Public Bidding	Oct. 29, 2018	Nov. 27, 2018	Awarded
11	Package 12-2019: Supply and Delivery of 1unit Portable Air compressor (with Air line filters) w/ 2units handheld Pneumatic breaker with complete accessories)	Janglo Trading	1,800,000.00	1,785,840.75	Public Bidding	Oct. 29, 2018	Nov. 23, 2018	Awarded
12	Package 13-2019: Supply and Delivery of 1unit Atomic absorption spectrophotometer for flame and Graphite furnace equipment	Instrumix	4,000,000.00	3,800,000.00	Public Bidding	Dec. 10, 2018		Awarded

Supplies and Logistics Support

In a service provider utility like BCWD, Supplies & Logistics Support System is very critical to efficient operation. This concerns the management of movement and flow of personnel, equipment, materials and information to get the job done in less time.

BCWD maintains a fleet of transport equipments consisting of 15-unit vehicles which includes a dump truck and a water tanker. These vehicles are assigned to different department/units of the District to expedite the performance of their respective functions in terms of mobility. The table below shows the transport vehicle assignment distribution as follows:

Description	Driver	Dept./Unit/Team
1) Mit. L300 No. 01	Agustin Cagang	Water Quality Monitoring
2) Mit. L300 No. 02	Robert Reyes	New Service Connection
3) Mit. L300 NO. 03	Anthony Lolor	Leak Repair
4) Mit. L300 NO. 04	Romel Soberano	Engineering & PAMD
5) Mit. L300 NO. 05	Welmer Aboc	Administrative Services Department
6) Mit. L300 NO. 06	Fidel Ceballos	Administrative Services Department
7) Mit. L300 NO. 07	Donald Manzano	Administrative Services Department
8) Toyota Hilux – Blue	Dante Mercdo	Production & Distribution Department
9) Toyota Hilux – Vigo	Lenito Laganga	Office of the General Manager
10) Toyota Hi-Ace Van	Danilo Altieza	Administrative Services Department
11) Toyota Super Grandia	Salvador Paderan	Office of the Board of Directors
12) Mini – Dump Truck	Ramon Madrid, Jr.	Project - Maintenance Team
13) Mit. Canter	-	On standby
14) Mit. Water Tanker	-	On standby
15) Toyota Hilux – Red	-	On standby

The BCWD has spent P2,381,488.65 in fuels and P484,725.31 for the maintenance of these transport vehicles in 2019.

As the operation of the water district gets bigger with the increasing number of service connections to be served, the need for additional transport vehicles in the conduct of operational activities in the field has become indispensable. The acquisition of additional vehicles entails large capital outlays and could be costly in the long run, hence, BCWD has outsourced Vehicle Rental with Global positioning System (GPS) with contract amounting to P3,539,215.20 for fifteen (15) units light multi-cab vehicles. The said contract provides that the driver and maintenance of rented vehicles are to be provided by the contractor. These light vehicles are assigned to the different operation and maintenance activities as follows:

Unit/Team	Number of vehicles Assigned
Operation :	
• Production	1
• Pump Operation & Monitoring Team	3
• Flushing Team	3
• New Service Connection Team	1
• Watershed	1
Unit/Team	Number of vehicles Assigned
Maintenance:	
• Maintenance of Service Connections (leak repair)	4
• Maintenance of Hydrants & Blow-offs	1
• Water Meter Maintenance Team (WMMP)	1
TOTAL number of units – rented light vehicles	15

BCWD has not only save millions of pesos in the virtual procurement of these vehicles but also has accorded great advantage in terms of mobility to each team to respond calls and perform their respective work assignments respectively.

Warehousing

Another feature of ideal logistics support is having enough storage facilities for supplies, materials and equipment needed in the operation. When supplies and materials are keep in separate storage facilities in different locations that would eventually result to lackluster logistics leading to longer downtime. In operation, downtime is time lost which can be further accounted into virtual monetary losses.

BCWD has undertaken the construction of its spacious warehouse located at Pump Station No. 01 with the total project cost of P6,000,000.00. The Construction was completed in 2017 which would house all the supplies, materials and equipment use in the operation in one strategic location. The Property and Materials Management Division (PMMD) oversees the releases and issuances of supplies and materials needed by the different operation and maintenance teams in the field to do the constructions, repairs and other urgent maintenance calls from the customers.

The table below shows the logistics operation activities in 2018 with comparative figures in 2017 indicating the trends in each support activity.

Description	2017	2018	Increase (Decrease)
Vehicle Registration	15	15	-
Vehicle Insurance	25	25	-
VHF Radio Registration	65	69	4
Store Requisition Issuance (SRS)	3,575	3,887	312
“3/4 P.E. Pipe sold to customers (in meters)	122,433	147,939	25,506
Received Stock Items	184	240	56
Received Non-Stock items	532	363	(169)
Received Utility Plant in Service (UPIS)	37	55	18

General Services

Pro-active support services are also critical to logistics system affecting the whole operation. BCWD ensures that safety and security controls are in place for which 22 security personnel are outsourced to secure various major structures and facilities of the water district. A well maintained and clean office building gives comfort and conducive working environment so do with the well-kept and maintained transport vehicles ferrying all operation and maintenance teams to their respective field assignments safely. This is how general services support activities interrelate towards an effective logistics system.

The succeeding table show-cased the general services activities in 2018 which contribute to good logistics performance of BCWD.

Particulars / Activity	Remarks / Unit/No.
Outsourced Services:	
• Security Personnel (guards)	22
• Drivers – rented light vehicles with GPS	15
• Comfac Corporation (preventive maintenance – uninterrupted power supply for computers)	27
• E&E Appliance (preventive maintenance air-conditioning system)	49
Building & appurtenances improvement:	
• Fabrication of 2 units document shelves @ HRD	Completed
• Installation of awning steel windows @ BCWD admin bldg.	Completed
• Conceptual design & estimate new metershop @ PS No.1 Alviola	Completed
• Construction of Generator Set House @ BCWD admin bldg.	Completed
• Construction of Materials Recovery Facility	Completed
Transport Equipment Repairs:	
• Toyota Hilux – Vigo - body & engine & parts replacement	Completed
• Toyota Hi-ace Van – body & engine servicing	Completed
• Toyota Grandia - body & engine servicing	Completed
• Backhoe - replacement of wornout parts	Completed

SAFEGUARDS AND CONTROLS

Over and above, BCWD sets the check and balance over its operation with its Internal Control System (ICS) Guided by the Philippine Government Internal Audit Manual (PGIAM) and ISO 19011:2011 Guidelines for Auditing Management System. BCWD conducts evaluations to ascertain the degree of compliance with laws, rules, regulations, contract and managerial policies; ascertains that assets are accounted for and safeguarded from losses; evaluates the effectiveness and efficiency of the operations; and assesses the internal control system (ICS) whether they are well designed and properly implemented. At the helm is the Internal Audit Division, who does the works of guardianship.

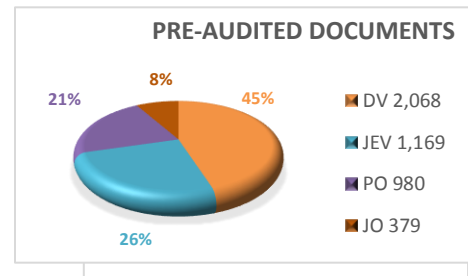
Pre-audit of transaction documents

Pre-audit was conducted daily on transaction documents before these are paid for and recorded. The total number of documents pre-audited in 2019 is 4,596; Disbursement Vouchers (DV) - 2,068; Journal Entry Vouchers – 1,169; Purchase Orders (PO) – 980; and Job Orders (JO) with 379. Details on the ratio are reflected in the pie chart.

A total of 628 findings and observations were noted during the conduct of pre-audit as reported in the Monthly Summary of Audited Transactions and were already corrected and regularized.

Accounting and Safeguarding of Assets:

As a declared policy that all resources of the government are managed, expended and utilized in accordance with laws and regulations, IAD conducted inspection on supplies/materials/equipment (S/M/E) for items amounting to Php50,000.00 below upon receipt of Inspection Requests from the Property and Materials Management Division (PMMD) and Letter Requests from the departments.



A monthly surprise cash count/examination has been performed to the Accountable Officers including Revolving Fund Custodians of Petty Cash Fund and Working Fund to check if the cash in their custody actually existed, items presented were viable and cash balances surrendered were correctly recorded.

Cash overages and shortages incurred by these Accountable Officers were just minimal and immaterial pursuant to the internal guidelines established by IAD.

Internal Quality Audit

Internal Quality Audits (IQA) were conducted on April, July and October of 2018 to determine whether placed internal controls in the system policies and procedures were effectively implemented and maintained and whether these were in conformance with ISO 9001:2015 QMS, statutory and regulatory requirements.

The audit plan was scoped to cover the elements and processes of all departments, including the familiarity of the employees and officers with adherence to procedures, policies and documentation reports and records.

During the course of audit, several findings and observations were noted in the processes, practice and papers being audited. Although numerous issues were identified, it is still a good thing that these will be addressed to improve the weaknesses in the design of controls and the effectiveness of the QMS. Besides, the IQA team had also identified areas of good practice and to determine effectiveness of the Quality Management System and to evaluate where continual improvement can be made, subsequent internal audits were scheduled.

FINANCIAL PERFORMANCE HIGHLIGHTS

Profit and non-profit oriented organizations used accounting tools to measure the result of their respective operations. How much they earn or loss and grow are seen in their financial performances which are communicated through the financial statements.

BCWD operates as a Government-Owned and Controlled Corporation (GOCC), however, receiving no subsidies from the national government or from any foundation and non-government organizations. It is self-liquidating and as such it depends solely from the surplus generated from its operation.

Result of Operation

Particulars	2018	2017	Increase (Decrease)	%
Total Revenues	370,545,147.43	320,188,180.51	50,356,966.92	15.73%
Less:				
Salaries and Wages	38,213,830.20	43,520,403.93	(5,306,573.73)	-12.19%
Pumping cost	8,628,280.10	10,890,204.97	(2,261,924.87)	-20.77%
Chemical Treatment	1,921,739.46	847,496.00	1,074,243.46	126.75%
Other O & M Expense	203,815,356.94	90,197,872.03	113,617,484.91	125.96%
Depreciation Expense	60,729,213.15	58,019,498.90	2,709,714.25	4.67%
Taxes	7,227,188.60	6,293,306.58	933,882.02	14.84%
Total Expenses	320,535,608.45	209,768,782.41	110,766,826.04	52.80
Miscellaneous Income	6,501,760.24	3,383,644.55	(768,919.60)	-18.52%
Net Income before Interest & Financial Charges	56,511,299.22	113,803,042.65	10,253,788.46	10%
Less:				
Interest Expense	41,524,433.38	45,770,071.41	692,286.28	1.54%
Other Financial Charges	426,096.97	461,355.02	9,327.17	2.06%
Comprehensive Income	14,560,768.87	67,571,616.22	(53,010,847.35)	-78.45%

BCWD's water revenues get better by 15.73% as compared with last year's attributable to the increase in average consumption by 1.02 cubic meters and billed volume. There were no water rate adjustments in 2018, the increase in water sales revenues is due to the increase in the number of active service connections from 45,851 (2017) to 48,815 (2018), improved consumption and billed volume.

Major expense account groups go up and down in comparison with last year's. The decrease in Salaries is due to the reclassification of Job order payroll. The Pumping cost is down by 20.77% due to the improved pressure of Bulk Water supply. On the other hand, Chemical Treatment has leaped to 126.75% increase attributed to further water treatment Bulk Water supply by BCWD to ensure water quality is assured after laboratory test results repeatedly indicate bulk water supply failed in the tests. Other Operating & Maintenance (O & M) expense group sharply rose by 125.96% due to the Purchased Water from bulk water supplier ultimately dragging down Net Income by 78.45%.

Financial Condition

BCWD has been in the service to the people of Butuan City for more than four (4) decades and as such it accumulated resources as it continues to operate efficiently. The Balance Sheet is a snap shot of financial condition of BCWD showing the financial health of BCWD for a given period of time.

BUTUAN CITY WATER DISTRICT STATEMENT OF NETWORTH AS OF DECEMBER 31, 2018

PARTICULARS	2018	2017	% Increase (Decrease)
ASSETS:			
Current Assets	118,705,033.48	344,770,766.57	(65.57)
Non-Current Assets	1,073,653,399.38	1,038,887,360.26	3.35
Total	1,192,358,432.86	1,383,658,126.83	(13.83)
Deduct			
LIABILITIES:			
Current Liabilities	110,627,390.06	119,676,568.45	(7.56)
Non-Current Liabilities	574,654,533.59	699,257,046.52	(17.82)
Total	685,281,923.65	818,933,614.97	(16.32)
EQUITY:			
Government Equity	17,914,209.59	17,914,209.59	-
Retained Earnings / (Deficit)	489,162,299.62	546,810,302.27	(10.54)
Total Net Worth	507,076,509.21	564,724,511.86	(10.21)

Changes in the networth statement suggested explicit transactions that have affected the operation of Butuan City Water District. The decreased in currents assets by 65.57% has dragged down the total networth by 10.21% attributed to the major operational activity of BCWD. It is in 2018 that BCWD started to settle the billings of Bulk Water Supplier since it started its commercial operation in 2017. Hence, after ascertaining the propriety of the transaction BCWD's Finance Department settled the multiple month billings that has affected these two major accounts.

How much cash is generated and spent by Butuan City Water District for 2018, the next financial statement, the Cash Flow Statement, would summarize all the cash movement and changes of BCWD.

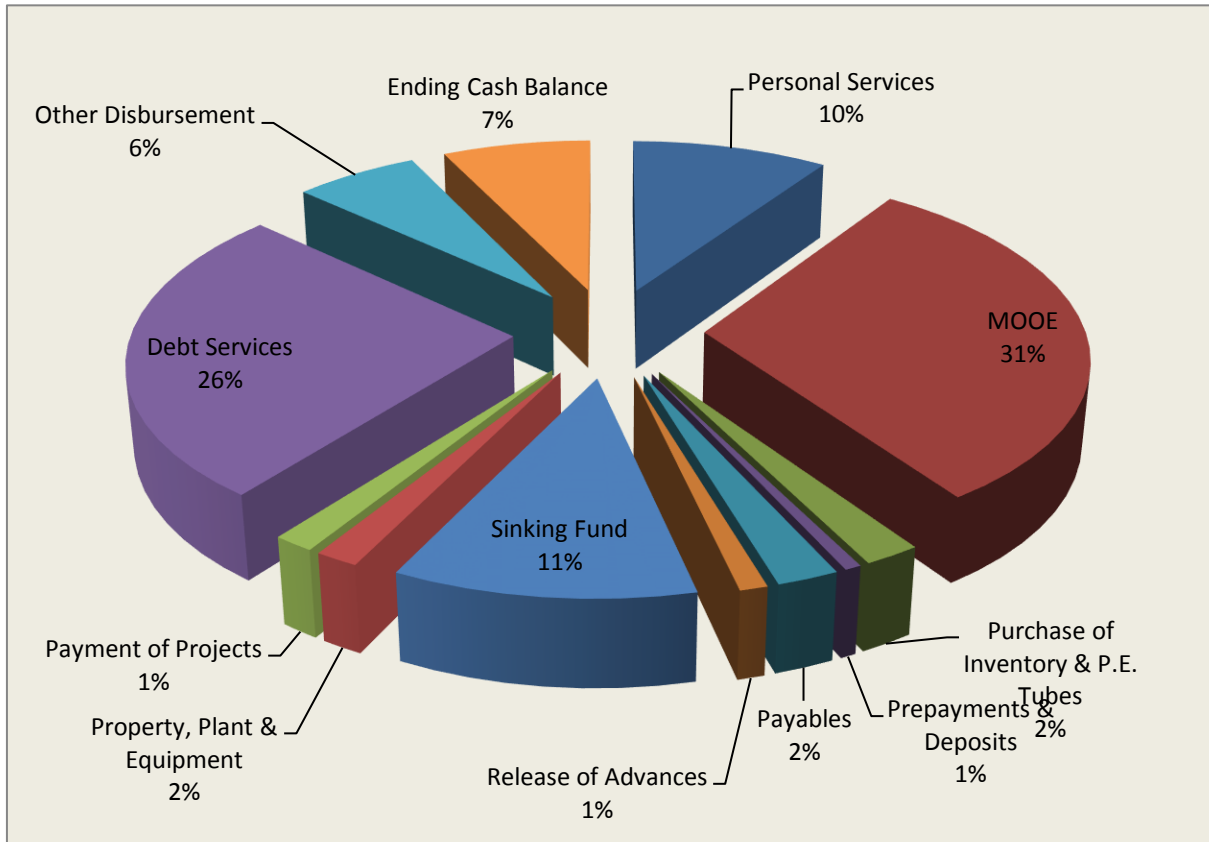
STATEMENT OF CASH FLOWS
For the Year Ended December 31, 2018
(With Comparative Figures for CY 2017 and CY 2018 Budget)

	2018	2017	Increase / (Decrease)	% Increase / (Decrease)	Budget 2018	Favorable/ (Unfavorable) Variance	% Favorable/ (Unfavorable) Variance
ASSETS							
Cash Inflows							
Collection of Water Sales	352,170,742.05	305,068,595.04	47,102,147.01	15.44	394,948,915.44	(42,778,173.39)	(10.83)
Fines & Penalties	8,602,658.90	8,093,289.29	509,369.61	6.29	9,556,049.88	(953,390.98)	(9.98)
Other Operating Income	10,471,400.31	7,548,449.35	2,922,950.96	38.72	12,508,548.00	(2,037,147.69)	(16.29)
Other Non-Operating Income	1,317,067.31	1,032,985.79	284,081.52	27.50	1,421,617.23	(104,549.92)	(7.35)
Customer's Deposit	3,132,374.87	2,842,391.39	289,983.48	10.20	2,743,621.83	388,753.04	14.17
Sinking Fund	-	61,470,200.00	(61,470,200.00)	(100.00)	54,482,127.22	(54,482,127.22)	(100.00)
Sale of P.E. Tubes and Other Assets	6,110,607.32	3,223,922.28	2,886,685.04	89.54	4,427,256.69	1,683,350.63	38.02
Other Receipts	8,158,896.68	5,198,355.34	2,960,541.34	56.95	6,756,880.57	1,402,016.11	20.75
Total Cash Inflows	389,963,747.44	394,478,188.48	(4,514,441.04)	(1.14)	486,845,016.86	(96,881,269.42)	(19.90)
Cash Outflows							
Personal Services	62,728,233.16	71,817,490.89	(9,089,257.73)	(12.66)	94,755,528.29	(32,027,295.13)	(33.80)
MOOE	202,383,089.57	51,146,694.77	151,236,394.80	295.69	214,027,164.26	(11,644,074.69)	(5.44)
Purchase of Inventory & P.E. Tubes	13,633,069.18	26,411,127.95	(12,778,058.77)	(48.38)	25,685,706.70	(12,052,637.52)	(46.92)
Prepayments & Deposits	3,997,456.49	2,629,851.53	1,367,604.96	52.00	2,217,610.44	1,779,846.05	80.26
Payables	14,855,031.78	13,870,315.63	984,716.15	7.10	21,169,090.22	(6,314,058.44)	(29.83)
Release of Advances	6,722,754.71	6,414,010.29	308,744.42	4.81	7,599,135.07	(876,380.36)	(11.53)
Sinking Fund	72,043,737.00	8,520,507.00	63,523,230.00	745.53	13,070,453.00	58,973,284.00	451.20
Property, Plant & Equipment	10,504,164.35	5,294,014.98	5,210,149.37	98.42	33,794,374.64	(23,290,210.29)	(68.92)
Payment of Projects	9,963,377.90	10,666,341.82	(702,963.92)	(6.59)	35,746,907.60	(25,783,529.70)	(72.13)
Debt Services	172,326,458.90	118,163,449.08	54,163,009.82	45.84	160,304,684.37	12,021,774.53	7.50
Other Disbursement	39,630,054.99	1,698,464.20	37,931,590.79	2,233.29	418,655.69	39,211,399.30	9,366.03
Total Cash Outflows	608,787,428.03	316,632,268.14	292,155,159.89	92.27	608,789,310.28	(1,882.25)	0.00
Net Increase/(Decrease) in Cash	(218,823,680.59)	77,845,920.34	(296,669,600.93)	(381.10)	(121,944,293.42)	(96,879,387.17)	79.45
Add: Cash Balance, Beginning	266,205,946.67	188,360,026.33	77,845,920.34	41.33	266,205,946.67	-	0.00
Cash Balance, Ending	47,382,266.08	266,205,946.67	(218,823,680.59)	(82.20)	144,261,653.25	(96,879,387.17)	(67.16)

For the calendar year 2018, the District has utilized much of its cash and yielded a net decrease in cash and cash equivalents for approximately 82.20% equivalent to P218,823,680.59.

As reported in the Statement of Cash Flows, total cash receipts amounting to P389,963,747.44 has been generated from water sales, fines and penalties, other operating income and other receipts in 2018, a 1.14% decrease from prior year's collection. Notwithstanding the minimal change in cash inflows, cash outflows on the contrary has almost doubled last year's total disbursements or increased by 92.27%, in the total amount of P292,155,159.89.

**DISTRIBUTION OF ACCUMULATED CASH RECEIPTS
For CY 2018**



Furthermore, the Pie Chart above shows how BCWD used and spent its Cash in the respective accounts indicated. As shown, 31% of the total cash receipts is expended to Maintenance & Other Operating Expenses which represents the Generation and Distribution Expense account for the bulk water supply and 26% is defrayed to Debt Service which encompasses current year payables and advance payments for non-current portion of loans payable. An ample amount is reserved for the Sinking Fund account which is getting 11% of the total distribution. Other cash receipts that are used to disburse Personal Services is making up a 10% share, and the remaining 22% of the total composition is constituting the following: payment for purchase of goods and services including additions to property, plant and equipment and various projects initiated by the District, prepayments and deposits, cash advance releases for travel, several advocacy programs, financial assistance and other operating activities, additional disbursements to settle inter-agency payables and other indebtedness and lastly, the net result of receipts and disbursements yielded the ending cash balance.

COMMUNITY RELATION & EXTERNAL AFFAIRS

The community of stakeholders of water service utility are the most important element of its operation because they are the reasons why water districts existed. The success of every advocacy depends upon on the awareness and acceptance of the community where water districts operate. Getting them aware and well informed or even involved about everything which relates to the advocacies, programs and activities of the water district is half way to success and how to reach them out is another half way.

Information Drive

BCWD gets through the broadcast and television media to reach out the community to disseminate press and news releases pertaining to water service interruptions, activities and programs of the water district. A total of 195 and 22 press and news releases, respectively, graphically presented below.

Hot issues relating to BCWD operation that the media wanted to bring to its listeners on air get through live interviews with BCWD's spoke person and with the General Manager (GM) himself. a total of 32 hook-in-live and recorded interviews – 7 for TV, 22 for Broadcast and 3 for print media.

Ads is an effective way of reaching out the stakeholders, the tri-media group (tv, radio & print) seek sponsorships for their respective programs on air and to promote good media relations BCWD buys airtime for institutional promotion. There were 46 ads placement, 20 of which were video institutional ads.

Newsletters, Brochures, Leaflets & other Informative Materials

BCWD launched its very own corporate journal dubbed "Breakwater" many years back. The publication is on quarterly basis which captures the highlights of BCWD performance, programs and pertinent issues for the quarter. Adopt-a-Forest is brochure in support of the National Greening Program with the ultimate objective of developing the Taguibo Watershed Forest Reserve, an advocacy of the water district. Some other leaflets are designed to make the stakeholders aware about their local water utility, water conservation tips, news bits and other subjects of interest relating to BCWD.

Institutional Activities

Perhaps the best tool of information dissemination is to tap the academe and educate the students about the importance of water in the community development and progress. BCWD regularly conducts and sponsors competition in Oration, Parliamentary Debate, Photography, Poster Making, Water Quiz and Plumbing Olympics. In every round of competition the contestants work their contest pieces around a theme that always centered on the importance of water.

The winners of these competitions received cash, trophies and medals and the chance to represent the water district in the regional and national level. BCWD regularly appropriated funds in its annual corporate budget for these activities to encourage the academe to get involve in water conservation and protection advocacy of BCWD.

Apart from those competitions, BCWD instill awareness in students about the indispensability of water in human existence and the dire need of saving, conserving and protecting the water and its sources. BCWD conducts all-year-round schools visitation dubbed “Bisita Eskwela” where students receive school supplies tokens and listen to lectures of resource persons from BCWD. There were 1,600 students who participated in the “Bisita Eskwela” for 2019.

Alongside with the school visitation program, BCWD also invites and facilitates tour to its water system facilities with matching orientation and lectures. Many visitors from other water districts, students, employees and other interested parties have visited different sites of BCWD water system facilities. Private and non-government organizations (NGOs) made the Taguibo Watershed Forest Reserve as the location for their respective tree planting activities.

Milestones, observances and celebrations are avenues to bring the water district closer to the community with the program and outreach activities customize to get the stakeholders participative support.

