

# **TALISAY WATER DISTRICT**

Talisay City, Negros Occidental

# **OPERATIONS MANUAL**

## **Introduction**

This operations manual provides important organizational information as well as operations procedures for **TALISAY WATER DISTRICT (TWD)**.

### **Scope of Operations Manual**

This Operations Manual will provide information such as billing and collection system; services offered and flow charts; service area; source of supply and pumping equipment; transmission and distribution system which under the jurisdiction of Talisay Water District.

This Operations Manual will also show the general information about the District and the area of operation; organization and responsibilities; operations control and supervision and operating procedures which also crafted using the Talisay Water District approved Citizen's Charter.

Operation and Maintenance measures and practices must be geared towards: (1) operating the system as designed; (2) preventing untimely deterioration or damage to the system; and (3) assuring the delivery of quality water satisfactorily.

Original piping facilities, installed by the local government and the NAWASA were composed of cast iron and G.I. with sizes of 150 and 100 mm for transmission and 100 to 50mm for distributions. Additional valves and hydrants were installed in strategic location providing convenient method of isolating areas of the system and the needed flushing to get rid of the accumulated dirt. Dead-ended pipes were either provided with hydrant or blow-off valves.

## **Definition of Terms and Acronyms**

- Talisay Water District (TWD) – a Government Owned-and Controlled Corporation (GOCC) agency that provide potable water supply in the area of Talisay City.

As per Board Resolution No. 377 dated July 8, 1993.

### **CLASSIFICATION FACTORS**

### **DEFINITION**

#### **COMMERCIAL 2.00 – BUSINESS ESTABLISHMENT DIRECTLY USING WATER IN THEIR DAY TO DAY OPERATION**

1. Cafeterias
2. Beer houses, Bars, and the likes
3. Restaurants, Carenderias, and the likes
4. Bakeries
5. Gasoline Stations
6. Manufacturing, Processing Plants and the likes
7. Private Schools (all levels)
8. Boarding houses, Dormitories
9. Billiard halls and other gaming and entertainment places
10. Water Refilling Stations
11. Car Wash
12. Funeral Homes
13. Commercial Piggeries & Poultryes

**SEMI COM-A (SC-A) 1.75 – BUSINESS ESTABLISHMENT INDIRECTLY USING WATER IN THEIR DAY TO DAY OPERATION**

1. Dental and Medical clinics, drugstores
2. Offices, including government business enterprises
3. Warehouses, Groceries, Wholesale and Retail Outlet
4. Furniture shops, gift shops, photo services
5. Fish and meat stalls in public markets with individual water meters
6. Tailoring and Dress Shops

**SEMI COM-B (SC-B) 1.50 – SMALL BUSINESS ESTABLISHMENT WITH CAPITALIZATION OF NOT MORE THAN ₱10,000.00**

Such as:

1. Sari-sari stores
2. Vulcanizing and repair shops
3. Backyard piggeries and poultries

**SEMI COM-C (SC-C) 1.25 – APARTMENTS WHICH OWNERS ASSUME PAYMENT OF WATERBILLS USING ONE CENTRAL WATER METER**

- Located in a lot intended mainly for piggeries and poultries, or in residential lot of more than 1,000 sq. Mtrs.,piggery.  
With more than 10 heads, including piglets and poultries of more than 200 layers/growers.
- Located beside/adjacent to a residential structure and inside the residential lot of not more than 1,000 sq.mtrs., Piggery of more than 5 but less than 10 heads, excluding pigepts and a poultry of more than 100 but less than 150 layers/growers.

## **General Information of TWD**

### **History**

The TALISAY WATER DISTRICT, Talisay City, Negros Occidental was created by virtue of Resolution No. 3114, series of 1977 of the Sangguniang Bayan of Talisay and in accordance with Presidential Decree No. 198 dated May 25, 1973 which authorizes the formation and administration of the local water districts. On July 8, 1993, Resolution No. 376 was passed amending Resolution No. 314, implementing the new management set-up as prescribed by the Local Water Utilities Administration. On the same year, Resolution No. 377 was also adopted approving the reorganization of Talisay Water District to cover the entire territorial jurisdiction of the Municipality, the transfer of all existing water facilities and their assets, and the creation of the Board of Directors.

TALISAY WATER DISTRICT operates along its primary objective to provide sufficient potable and sanitary water for residential, industrial and commercial use in the City.

## **Mission**

We obligate ourselves to the goal of providing safe, sufficient and sustainable water supply in every household and all sectors of society including the poorer section of the population. We shall adhere to the principle of conservation for it is not only our responsibility to ensure the adequacy of available water supply to meet the existing demands but also the future needs.

We shall cultivate a set of dynamic individuals who are properly trained, experienced, competent and dedicated individuals to provide optimized service to our consumers. We shall advocate on the continuing development and improvement of our distribution system and services to address the fundamental need in life of every man in the soundness of quality and quantity appropriate to their needs and purpose as envisioned.

## **Vision**

To provide safe and potable water  
With sufficient pressure all times of the day  
To the residents of the City of Talisay  
To mold a workforce of dedicated & service oriented  
personnel to be attained to the needs of the times  
and of the consumers,

In ensuring the sustainability of water, we commit  
ourselves to help in the maintenance of the water  
shed area and at the same time support the tree  
planting program of the government.

Talisay Water District at present covers the following:

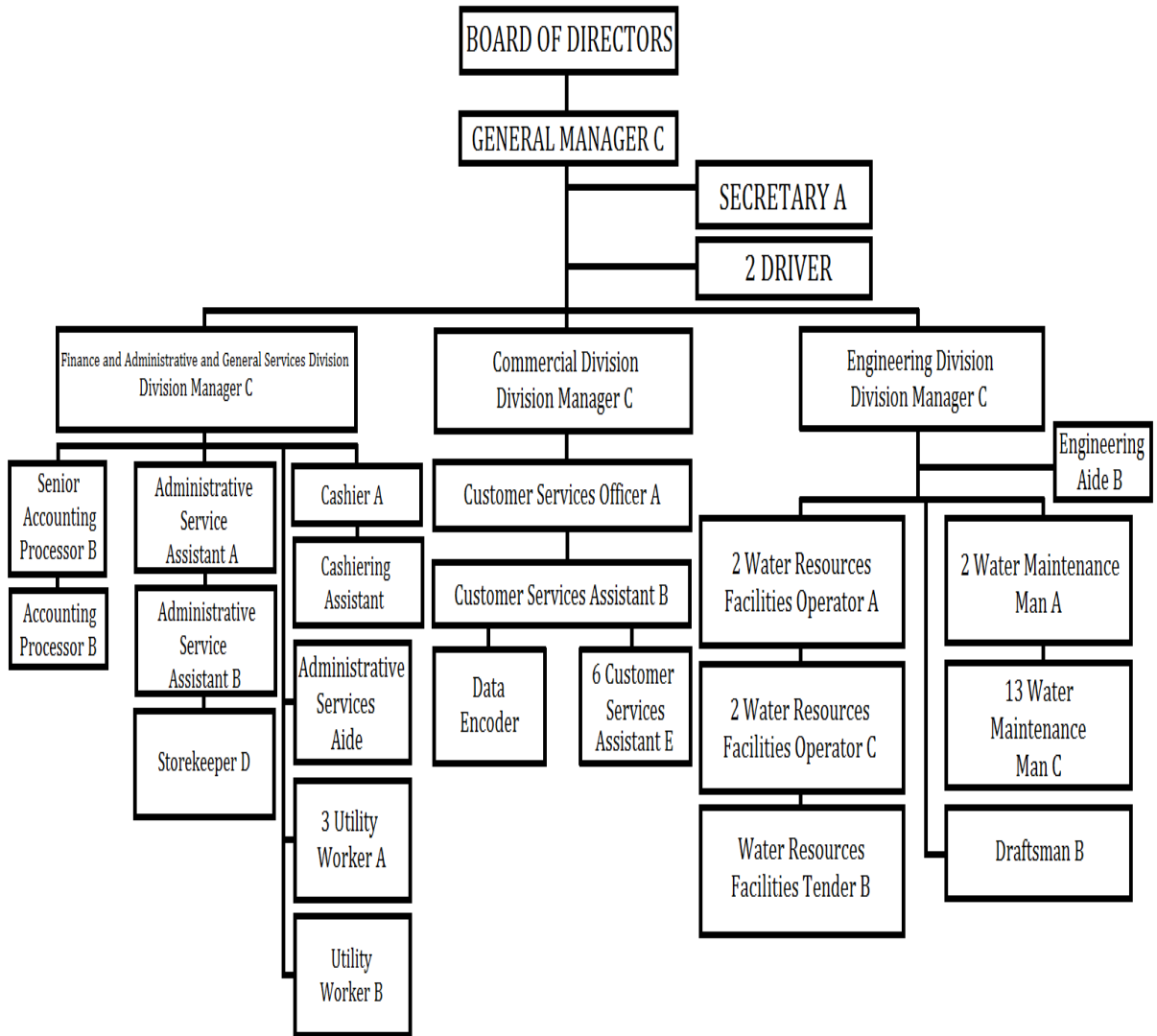
### ***Present Service Areas***

Brgy. Zone 1	Brgy. Zone 10
Brgy. Zone 2	Brgy. Zone 11
Brgy. Zone 3	Brgy. Zone 12
Brgy. Zone 4	Brgy. Zone 12A
Brgy. Zone 4A	Brgy. Zone 15
Brgy. Zone 5	Brgy. Zone 16
Brgy. Zone 6	Brgy. Matab-ang
Brgy. Zone 7	Brgy. Bubog
Brgy. Zone 8	Brgy. Efeeginio
Brgy. Zone 9	

### ***Present Subdivisions Served***

Carmela Valley Homes Subdivision	Tali Homes
Talisay Towne Heights	Menlo Garden
Menlo I, II, III, IV, V	Ayala North Point
Menlo Heights	Plantazionne Verdana Homes
Buen Retiro Phase I	Asyana Verdana Homes
St. Paul's Village	Amaia
Carmela Valley Executive Village	Avida
Carmela 5000	La Costa Brava
Villa Carmela	San Esteban
Fatima Heights	Pueblo San Antonio
San Lorenzo Subdivision	Malunsi Subdivision
Gamboa Subdivision	Sugar Valley Subdivision
Menlo Garden	Miramar Subdivision

## Ogranizational Structures



## Duties/Functions and Responsibilities

<u>TITLE/POSITION</u>	<u>FUNCTION/S</u>
Board of Directors	<ul style="list-style-type: none"> <li>○ Policy making body</li> </ul>
General Manager C	<ul style="list-style-type: none"> <li>○ Formulate plans and program for the improvement of the Water District.</li> <li>○ Inspect and monitor on going projects implemented by the Water District.</li> <li>○ Prepares agenda for the meeting of the Board of Directors and informed them of the status and financial situation of the Water District.</li> <li>○ Conduct meetings with the employees in regards with the operations.</li> <li>○ Signatory of the checks issued by the Water District.</li> <li>○ Issues office memorandum when needed.</li> <li>○ Implement office policies and disciplinary action in accordance with the CSC rules and regulations</li> <li>○ Monitoring of duties and responsibilities of employees in the different sections of the District.</li> <li>○ Implement policies approved by the Board.</li> </ul>
Secretary A	<ul style="list-style-type: none"> <li>○ Prepares notice of the Board meeting notify the board for the schedule of board meeting.</li> <li>○ Preparation of vouchers and other documents for payment of Water District.</li> <li>○ Prepare official communication as requested by the General Manager.</li> <li>○ Prepares minutes of the Board meeting.</li> <li>○ Assist during the Board Meetings.</li> <li>○ Other duties that may be assigned from time to time.</li> </ul>
Driver	<ul style="list-style-type: none"> <li>○ Drives, Service vehicles in bringing personnel to the job site.</li> <li>○ Repairs and maintenance of Water District service vehicles.</li> <li>○ Clean and take care of the minor repairs of all the service vehicle of the Water District.</li> <li>○ Distribute notice of the Board meeting.</li> <li>○ Bring all check disbursement to the Board for signing.</li> <li>○ Performs other tasks that may be assigned from time to time.</li> </ul>
Division Manager C – Finance and Administrative and General Services Division	<ul style="list-style-type: none"> <li>○ To ensure strict implementation of the</li> </ul>



	<p>office personnel policy and disciplinary action in accordance with the Civil Service ruling and regulation.</p> <ul style="list-style-type: none"> <li>○ Follow and implement policies approved by the General Manager.</li> <li>○ Check employee's daily time records.</li> <li>○ Check all check vouchers issued.</li> <li>○ Maintain employees leave card.</li> <li>○ File application for leave.</li> <li>○ Check daily collection summary.</li> <li>○ Prepare and check of Water District appointments.</li> <li>○ Check financial monthly reports of the District.</li> <li>○ Insuring on time remittances of GSIS, Pag-ibig, Philhealth, salary loans and other Insurances.</li> <li>○ Supervising the maintenance of office equipments and office premises with include furniture and fixture.</li> <li>○ Conduct meeting with regard to operation and related personnel agendas.</li> <li>○ To ensure that payroll and benefits are given on time.</li> <li>○ Strict implementation in wearing ID's and office uniform.</li> <li>○ Sign quotations during procurement of office materials, office supplies and equipments.</li> <li>○ Approved contract for water service connection.</li> <li>○ Performs other tasks that may be assigned from time to time.</li> </ul>
Cashier A	<ul style="list-style-type: none"> <li>○ Receives payments and issues Official Receipt with explanation of payments.</li> <li>○ Prepares Daily Collection Reports.</li> <li>○ Prepares Cashiers Collection Summary.</li> <li>○ Prepares check based on the data in the approved check voucher.</li> <li>○ Prepares Daily Cash Position Report.</li> <li>○ Prepares Bank Deposit Slip Daily.</li> </ul>
Administrative Service Assistant A	<ul style="list-style-type: none"> <li>○ Issues official receipt for collection and other miscellaneous revenues.</li> </ul>

	<ul style="list-style-type: none"> <li>○ Prepares Daily Collection Summary.</li> <li>○ Submit Collections to Cashier Daily.</li> <li>○ Maintains/Records all accountable form such as Official Receipts, Collector's Receipts and others.</li> <li>○ Perform other task that may be assigned from time to time.</li> </ul>
<p>Administrative Service Assistant B</p>	<ul style="list-style-type: none"> <li>○ Preparation of employees Payroll.</li> <li>○ Prepare payables such as Pag-ibig Contributions, Medicare remittance. GSIS Premiums and salary loan remittances.</li> <li>○ Posting of Payments and surcharge in the individual ledger cards of the concessionaires.</li> <li>○ Prepare appointemnts of Employees.</li> <li>○ Submit monthly report of under time, absences of employees.</li> <li>○ Prepare daily time card.</li> <li>○ Files employees application for leaved.</li> <li>○ Maintain employees Leave Card.</li> <li>○ Performs other task that may be assigned from time to time.</li> </ul>
<p>Senior Accounting Processor B</p>	<ul style="list-style-type: none"> <li>○ Prepares Journal Vouchers for all transactions.</li> <li>○ Prepares General and Subsidiary ledgers.</li> <li>○ Records the transaction to the specialized journals like Billing Register, Cash Receipt Register.</li> <li>○ Prepares monthly Financial statements for the Board and LWUA.</li> <li>○ Prepares Monthly Data Sheet.</li> <li>○ Responsible for the safekeeping of the books of account and similar documents of the District.</li> <li>○ Files copy of Journal Vouchers.</li> <li>○ Performs other task that may be assigned from time to time.</li> </ul>
<p>Cashiering Assistant</p>	<ul style="list-style-type: none"> <li>○ Issues official receipt for collection and other miscellaneous revenues.</li> <li>○ Prepares Daily Collection Summary.</li> <li>○ Submit Collections to Cashier Daily.</li> <li>○ Maintains/Records all accountable form such as Official Receipts, Collector's Receipts and others.</li> </ul>

	<ul style="list-style-type: none"> <li>○ Perform other task that may be assigned from time to time.</li> </ul>
Accounting Processor B	<ul style="list-style-type: none"> <li>○ Receives Application for New Service Connections and estimates materials needed.</li> <li>○ Receives Application for Senior Citizen.</li> <li>○ Daily Issuances of materials requisition slip for plumber.</li> <li>○ Receives and process complaints of water line leakages of concessionaires daily.</li> <li>○ Encoding and recording of New Application and New Service connections.</li> <li>○ Encode Meter Reading.</li> <li>○ Print Water Bill for respective area.</li> <li>○ Prepares summary for Daily Sales.</li> <li>○ Prepare purchase order for materials to be ordered.</li> <li>○ Receives complaints regarding billing.</li> <li>○ Maintains the District Billing Program.</li> <li>○ Performs other task that may be assigned from time to time.</li> </ul>
Administrative Service Aide	<ul style="list-style-type: none"> <li>○ Prepares and submit monthly Reports on Appointment Issued.</li> <li>○ Prepares monthly Disbursement Voucher Summary.</li> <li>○ Prepares and remit monthly Withholding Tax and Compensation .</li> <li>○ Prepare payables such as Pag-ibig Contributions, Medicare remittance. GSIS Premiums and salary loan remittances.</li> <li>○ Liaison Officer for GSIS, Pag-ibig home Fund and others.</li> <li>○ Performs other task that may be assigned from time to time.</li> </ul>
Storekeeper D	<ul style="list-style-type: none"> <li>○ Prepares receiving report of all the incoming materials and supplies.</li> <li>○ Records all stocks at the Bin Card.</li> <li>○ Release materials and supplies as per approved store requisition slip.</li> <li>○ Safeguard all tools and materials.</li> <li>○ Performs other task that may be assigned from time to time.</li> </ul>

Utility Worker A and B	<ul style="list-style-type: none"> <li>○ Helps maintain cleanliness on the office and the surroundings.</li> <li>○ Helps in the repair and maintenance work in the water system in his capacity.</li> <li>○ Helps in the construction of the Water District facilities if needed.</li> <li>○ Helps in the installation of new service connections if needed..</li> <li>○ Performs other task that may be assigned from time to time.</li> </ul>
Division Manager C – Commercial Division	<ul style="list-style-type: none"> <li>○ Receives complains of concessionaires regarding erroneous billing/encoding.</li> <li>○ Prepare billing adjustment memo.</li> <li>○ Encode billing adjustment memo.</li> <li>○ Entertain concessionaires with disconnection and disconnected including with illegal connection.</li> <li>○ Supervise and follow-up Disconnection Order.</li> <li>○ Follow-up and prepare Bacteriological Test Report.</li> <li>○ Print-out ledgers for Beginning Balance.</li> <li>○ Encode beginning balances of concessionaires with billing’s problem.</li> <li>○ Back-up BCS data.</li> <li>○ Prepare and update data of concessionaires.</li> <li>○ Record and update concessionaires with illegal connection.</li> <li>○ Prepares monthly Franchise Tax.</li> <li>○ Approved and file GSIS Loan Certification Form.</li> <li>○ Other task as maybe assigned from time to time.</li> </ul>
Customer Services Officer A	<ul style="list-style-type: none"> <li>○ Prepares water bills.</li> <li>○ Prepares and checks billing and penalty summaries.</li> <li>○ Maintains records of service connection.</li> <li>○ Serves as Clerk typist.</li> <li>○ Performs other task that may be assigned from time to time.</li> </ul>
Customer Service Assistant B	<ul style="list-style-type: none"> <li>○ Prepares and checks billing and penalty summaries.</li> </ul>

	<ul style="list-style-type: none"> <li>○ Maintains records of service connection.</li> <li>○ Types, receives files and prepares communications.</li> <li>○ Serves as Clerk typist.</li> <li>○ Assist during the Board Meetings.</li> <li>○ Receives complaints of concessionaires.</li> <li>○ Checks buills daily from ledger cards.</li> <li>○ Recommend for approval of contract for water service new connections.</li> <li>○ Daily posting of disconnected concessionaires.</li> <li>○ Records of disconnected concessionaires daily.</li> <li>○ Makes daily report of disconnection.</li> <li>○ Entertain payment from reconnection and makes their promissory for remaining balances.</li> <li>○ Summarized reconnected concessionaires.</li> <li>○ Performs other task that may be assigned from time to time.</li> </ul>
Customer Service Assistant E	<ul style="list-style-type: none"> <li>○ Receives applications for new service connections and estimates materials needed.</li> <li>○ Daily issuance of materials requisition slip for plumber.</li> <li>○ Receive and process complaints of water line leakages of concessionaire's daily.</li> <li>○ Making ledegr cards for New Service Connections.</li> <li>○ Encoding and recording of New Applications and New Service Connections.</li> <li>○ Prepares list of delinquent concessionaire's for the collection and disconnection.</li> <li>○ Assign account numbers of all service connections per zone</li> <li>○ Prepares maintenance order and follow-up service request from the concessionaires.</li> <li>○ Scheduled the meter readings and billings of all connections per zone.</li> <li>○ Receives meter reading reports from meter reader and encode, compute and print out water bill.</li> <li>○ Encode surcharges in the computer.</li> <li>○ Posts purchase materials and water meter to the individual customer's ledger cards.</li> </ul>

	<ul style="list-style-type: none"> <li>○ Prepares and submit reports of monthly applications and new service connections.</li> <li>○ Issue disconnection order.</li> <li>○ Performs other task that may be assigned from time to time.</li> </ul>
Data Encoder	<ul style="list-style-type: none"> <li>○ Encodes to the computer the individual meter reading of all concessionaires per zone from the meter reading sheet of the meter reader.</li> <li>○ Prepares computerized individual water bills of all concessionaires per zone daily.</li> <li>○ Posting of mothly bills in the individual ledger cards of the concessionaires.</li> <li>○ Safe keeping of all ledger cards of the concessionaires .</li> <li>○ Performs clerical jobs when needed.</li> <li>○ Performs other task that may be assigned from time to time.</li> </ul>
Division Manager C – Engineering Division	<ul style="list-style-type: none"> <li>○ Supervises the operation of pumping stations, facilities, support equipment, generator sets, filtrations systems, production, water quality monitoring and production personnel.</li> <li>○ Supervises the activities of the maintenance and construction section Directs the maintenance foreman for specific task and assignments of the personnel.</li> <li>○ Prepare the production/water quality and maintenance reports for the board meetings.</li> <li>○ Prepare programs of works, project proposals and maintenance programs beneficial to water district systems.</li> <li>○ Signs Disbursement Vouchers and supporting documents (Operations Responsibility Center) and recommends approval of the GM.</li> <li>○ Act as one of the official of the Grievance Committee, Personnel Section Board, Performnce Management Team, Merit Selection Plan, TWD PES (Performance Evaluation System), Program on Awards and Incentives for Service Excellence (PRAISE) and Committee</li> </ul>

	<p>on Decorum Investigation (CODI) of Sexual Harassment.</p> <ul style="list-style-type: none"> <li>○ Insoect, evaluates snd recommends action on request for certification of water supply availability for proposed subdivision development.</li> <li>○ Performs other tasks as directed by the General Manager and the Board of Director's.</li> </ul>
Engineering Aide B	<ul style="list-style-type: none"> <li>○ Supervises by inspection of Pumping Station in relation with the functions of Chemical Dosing Pumps, Chemical Lines, Chemical Sensor Pipes and its Controllers.</li> <li>○ Gather water samples on strategic areas of the distribution system and pumping stations needed to monitor the Chlorine residual testing.</li> <li>○ Gather water samples on the pumping stations needed for the annual physical-chemical testing.</li> <li>○ Deliver the needed chemicals for disinfcetion and oxidation and the water produced from the pumping station.</li> <li>○ Does the chemical works and other tasks as directed by the Operations Division Manager.</li> <li>○ Acts as operator of the Pumping Station when necessary</li> <li>○ Acts as driver when necessary</li> <li>○ Performs other task that may be assigned from time to time.</li> </ul>
Water Resources Facilities Operator A, B and C	<ul style="list-style-type: none"> <li>○ Operates pumping equipments as per assigned schedule.</li> <li>○ Records necessary data before and after the assigned schedule.</li> <li>○ Help in the necessary repair of the pumping equipment during breakdowns.</li> <li>○ Ensure safety precaustions and cleanliness at the pump house.</li> <li>○ Performs other tasks that may be assigned from time to time.</li> </ul>
Water Maintenance Man A	<ul style="list-style-type: none"> <li>○ Delegate all the repair and maintenance personnel on their job assignments</li> </ul>

	<p>based on the approved maintenance orders and services request.</p> <ul style="list-style-type: none"> <li>○ Regularly schedule flushing of pipelines at the end points to ensure clean water supply.</li> <li>○ Supervise all emergency repairs in the transmissions and distributions lines at all times.</li> <li>○ Facilitate installation of new service connections.</li> <li>○ Performs other tasks that may be assigned from time to time.</li> </ul>
<p>Water Maintenance Man C</p>	<ul style="list-style-type: none"> <li>○ Implement maintenance orders and service request from the consumers.</li> <li>○ Install and repair new and dilapidated service lines.</li> <li>○ Install and disconnect service lines and metering devices.</li> <li>○ Install service piping from the main line to the customer's/concessionaire's connection.</li> <li>○ Measures, cuts threads and fasten/connects pipes, tubes and other appurtenances.</li> <li>○ Conduct flushing of water mains and service lines.</li> <li>○ Monitors and reports illegal water service connection and other means of water pilferages.</li> <li>○ Conduct repair of leakage on water mains distribution lines and service connection.</li> <li>○ Cleans tools and equipment.</li> <li>○ Temporary pump operators when needed.</li> <li>○ Performs other tasks that may be assigned from time to time.</li> </ul>
<p>Draftsman B</p>	<ul style="list-style-type: none"> <li>○ Prepare detailed architectural drawings for residential and commercial construction projects.</li> <li>○ Create architectural drawings based on building specifications, calculations and sketches.</li> <li>○ Visit construction sites to collect measurements and dimensions as</li> </ul>



	<p>needed.</p> <ul style="list-style-type: none"><li>○ Analyze building specifications, codes, space to create architectural design.</li><li>○ Use CAD equipment and conventional drafting station to prepare drawings, charts and records.</li><li>○ Develop electrical and structural designs to incorporate into architectural drawings.</li><li>○ Supervise and guide draftspersons when needed.</li><li>○ Work with architect to ensure that construction project is in accordance with design specifications.</li></ul>
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## **Operational and Control and Supervision**

Activities in any pumping station operation must be thoroughly programmed for optimum utilization. To ensure consistency in the operations implementation and flexibility of plumber, the following are guidelines and practices in the operation.

### **1. Water Distribution Lines**

- Always maintain positive line pressure to prevent backflow from private storage and intrusion of foreign water that may pollute or contaminate the system.
- When manipulating valves, operate in such manner as to prevent sudden changes in velocity and flow reversal to pipes not normally subject to flow reversal that might stir up sediments and make the water dirty.
- Set up routine program for flushing dead ends where chronic complaints occurs.
- In distribution areas having considerable deposit of sediments, implement a complete flushing program. If necessary, install additional blow-off or hydrant valves.

New connections use PE tubings and G.I./brass fittings while old connections were made of G.I. connection were metered and leak repair in connection is being implemented.

# I. Budgeting

## A. General

- At the end of the third quarter, next year's budget is prepared upon transactions of the General Manager to the Division Manager.
- The General Manager discusses and reviews the budgets prepared by the Division Manager.
- The General Manager presents the Water District's total budget to the Board of Directors for approval.

## B. Preparation of Operating Budget and Other Income Budget

- The Division Manager – Administrative and General Services Division prepares the Operating revenues budget from the Estimated Water Sales, Collections and Production and Estimated Miscellaneous Service Revenues.
- The Division Manager – Administrative and General Services Division prepares other income budget consisting of rental and interest income for the budget year.
- The General Manager gives his approval on these revenue estimates.

## C. Preparation of Division Expense Budgets

- The Division Manager – Administrative and General Services Division prepare an estimate of operation and maintenance expenses based on historical data and projected levels of operations and prices. Each expenses item is justified in a Budget Appropriation Request to be summarized in the Division Expense Budget.
- The General Manager gives his approval on the Division Expense Budget.

## D. Preparation of Division Capital Expenditures Budget

- The Division Manager is responsible for the preparation of his division's Capital Expenditures Budget.
- The General Manager gives the final approval on the division's Capital Expenditures Budget.

## E. Preparation of Consolidated Budgets

- **The General Manager receives from the Division Manager and reviews the following budgets:**
  - **Operating Revenues Budget**
  - **Division Expense Budget**
  - **Division Capital Expenditures Budget**

- **Materials and Supplies Budget**
- **Other Income Budget**

**The General Manager discusses these budgets with the Division Managers to clarify or amplify the information contained therein. He then approves these budgets.**

- **Based on these approved division budgets and other data, the Senior Accounting Processor B prepares the following consolidated budgets.**
  - **Income Statement Budget**
  - **Cash Budget**
  - **Funds Flow Budget**
  - **Projected Balance Sheet**
  - **Projected Statement of Retained Earnings**
- **The General Manager reviews and approves these consolidated budgets and presents them to the Board of Directors for approval.**
- **After approval by the Board of Directors, the consolidated budgets will be distributed to the Division Heads, LWUA and COA.**

## **II. General Accounting and Management Information**

- The Senior Accounting Processor B prepares the journal voucher for miscellaneous transactions which were not taken up in the specialized journals.
- The Senior Accounting Processor B posts the amount in the journal vouchers to the general and subsidiary ledgers. After balancing these journals, he posts their total amounts to the general ledger and the subsidiary ledgers.
- The Senior Accounting Processor B extracts the balances of the general ledger accounts and records these balances in the trial balance.
- The trial balance is sent by the Senior Accounting Processor B to the Division Manager. The Division Manager – Administrative and General Services Division prepares the following monthly and quarterly reports from this trial balance and other supporting records.
  - Statement of Income
  - Detailed Statement of Revenues and Expenses
  - Cash Flow Statement
  - Balance Sheet
  - Statement of Retained Earnings
- The reports are received by the General Manager for his review. The General Manager submits the reports to the Board of Directors and other interested parties such as the Local Water Utilities Administration (LWUA) and Commission on Audit (COA).

### III. Liquidation of Advances to Officers and Employees

- Receives the statement of expenditures and the supporting documents on the liquidation of advances from officers or employees. Checks the authenticity of the transactions and the supporting documents and the statement of expenditures.
- Compares amount of the cash advances in the statement of expenditures with the advances subsidiary ledger of the submitting officer and employee to ensure that amounts in both records tally.
- Numbers the statements of expenditures consecutively using the month and consecutive number coding system.
- Places amount distribution on the statement of expenditures. Records the account distribution in the advances account distribution worksheet.
- At the end of the month, totals the account distribution worksheet. Prepares the corresponding Journal Voucher.

### IV. Disbursement

#### A. Payments to Local Suppliers

- The Senior Accounting Processor B is responsible for checking compliance of supplier with the delivery dates and with payments of any penalty, as may be necessary.
- The Senior Accounting Processor B handles computation of delivered cost and preparation of the Debit Memorandum, if necessary.
- The Checked voucher is prepared by the Senior Accounting Processor B only after receipt of all the required supporting documents.
- The Division Manager is responsible for the review of the transactions, including the accounts charged and approves the transactions and further approval is secured from the General Manager for amounts set up by the Board of Directors.
- After approval, the Senior Accounting Processor B records the Check voucher in the Voucher register and posts the Stock Card or the Property Card the quantity and cost of the items purchased.

#### B. Working Fund/Petty Cash Fund Operation

- The working fund is used to pay petty cash expenses either at the District office or the project office.

- Payments are supported by the working fund voucher and by other supporting papers.
- When cash balance of the fund reaches the set minimum level, the voucher for expenses are made summarized in the Working fund voucher summary and presented to the Cashier A for replenishment of the fund.
- In case of liquidation of the fund, the cash balance, if any, is to be returned over the cashier.

#### C. Check Preparation

- On or before the due date of the obligation, the check is prepared by the cashier. The check number, date, and the amount are recorded in the corresponding check voucher.
- All checks are “crossed” and made payable in the name of the payee.
- After the check, the check voucher, and the supporting documents are reviewed by the Division Manager and the checked is signed by the authorized signatories, these documents are returned to the Cashier for distribution and recording of the check voucher in the Cashier’s cask book.
- The Senior Accounting Processor B reviews a copy of the Check Voucher and the supporting documents from the Cashier for recording in the Check register and notation of payment in the Voucher register to close the liability.
- The Cashioer releases the approved check to the payee.

#### D. Bank Reconciliation

- Upon receipt of the bank statement, a Bank reconciliation Statement is prepared by the Senior Accounting Processor B to reconcile the Cash balance in the Bank Statement with the General Ledger cash balance.
- In case of any bank error, a letter to bank citing the differences is prepared. In case of District’s error, a Journal voucher is prepared to correct the error.

#### E. Refund of Customer Deposits

- Refund of Customer deposits is made after the posting and billing clerk has noted on the refund authorization the balance of receivables from the customer which are offset against the deposit.
- Is there is a refund, the necessary check voucher is prepared; if the deposit is less than or equal to the recivables from customer, a Journal voucher is prepared offsetting the deposit against the receivables.

## V. Payroll

- The payroll authorization is prepared by the personnel clerk. The form indicates the personnel action approved by the General Manager and confirmed by the Board of Directors, in the case of key employees. For casual employees, the payroll authorization is prepared by the division's Administrative clerk in the payroll advice for casual employees.
- The payroll is prepared every week for regular, casual and job order employees.
- Time cards signifying time in and out are punched in the Bundy clock for water district with this facility. A logbook will also determine the daily work records as basis of determining regular overtime compensation, and undertime deductions for regular employees in case no Bundy clock is available especially to the Pump Operator who are assigned in different pump station outside the Talisay Water District office area. In either method or recording working hours, construction and maintenance personnel will prepare Daily work records as a basis distributing labor cost.
- Vacation and sick leaves are mentioned in a leave credits record based on a summary of vacation and sick leaves prepared by the division's administrative clerk.
- Water District employees who resign, transfer, go on indefinite leave, or are suspended or separated are given clearance if they have no accountabilities with the District; consequently, they are dropped from the payroll. Accounts of employees who are not given clearances are offset against employees' due wages and, if there are any remaining account balances, the employees are asked to make promissory notes for their liabilities.
- Check vouchers are prepared for remittances deductions are made from employees' wages for certain government agencies and other authorized institutions like BIR and the GSIS.

## VI. Purchasing

- The purchasing agent is responsible for obtaining needed materials and supplies at the lowest possible price consistent with the required quantity, quality, and service. To perform this function effectively, he should conduct periodic visits to suppliers to observe their facilities, organizations and operations and to obtain information should be passed on the operating personnel for possible use of the products in the construction, operation, and maintenance of the water system.
- Their performance of suppliers' for past should be considered in the determination of possible sources of supply.
- Approval of the purchase order is made by the Division Manager or the General Manager depending on the amount of purchase involved.
- Request for quotation are secured from at least three suppliers.

- Emergency purchased are allowed only if th need materials is exceptionally urgent of absolutely indispensable preventing immediate danger to life or property for avoiding detriments to public service.
- All emergency purchase are to be covered by the purchase order just like a regular purchase. In the absence of the General Manager, the Division Manager – Administrative & General Services Division may approve the emergency purchase in order to avoid delays in processing the order. For duly authorized emergency purchases, the purchasing agent may personally canvass the prices of the requisitioned item from the local market,if canvass is not available. On the basis of the quotations received, the Purchasing agent purchasess the requisitioned item from the supplier offering the lowest price consistent with the quality, quantity and service required.
- The purchasing agent is responsible foe expending and following up orders with suppliers. The delivery date, which should be stated on all purchase orders, should be basis to follow up. To facilitate follow up, the purchasing agent should maintain an updated unserved orders file in which the purchase order copies will be filed according to supplier. The other copies of purchase order are field numerically for control purposes.
- For reference and control purposes, the purchace requisition should also be filed numerically, after preparing the purchase order there from and approval of the purchase order.

## VII. Requisitioning of Materials and Supplies

- a. Ordering of stock items
  - Regular stock items are recorded whenever the available stock (on hand plus ordered) reaches or falls below the reorder point.
  - The reorder quantity is based on the established level for the particular item. However, in case of a sudden increase in consumption, the reorder quantity may be increased to bring back the inventory to the maximum level. Proper justification should be indicated in PR.
  - The Storekeeper is responsible for following up all pending requisitions.
  - The plant maintenance officer periodically reviews the reorder points and reorder quantities of regular stock items and recommends changes, if necessary, to the Division Manager – Administrative & General Services Division. The Division Manager – Administrative & General Services Division are consulted to determine the projected needs of their respective divisions for the items. Likewise, the purchasing agent is consulted for possible changes in procurement lead items, unit prices and other purchasing consideration.
- b. Return of Materials toSuppliers
  - Delivered materials which are found to be deffective ( which hidden defects not noted during inspections) should be returned immediately to the supplier.



- Upon discovery of the defective item, the Storekeeper request the purchasing agent to make arrangements with the supplier for the return (if the replacement is not possible) of the defective item.
- All materials returned to the supplier are covered by the materials returned to supplier fro approved by the plant maintenace officer.

## VIII. Work Order and Construction Cost

- A work order is prepared for all proposed to be undertaken, classified as follows:
  - Constuction and/or expansion of major waterworks projects such as wells and pumping stations, distribution mains and others.
  - Installation of major machinery equipment
  - Major repairs nad replacement of fixed assets, if such repairs will prolong the life of the fixed assets or increase ots operating efficeincy; minor repairs and regular maintenance work will be covered by a Jor Order and all expenses associated with it will be charged to operations.
  - General improvements, sucha s the construction of facilities intended for the welfare of the employees and/or the community.
  - Retirement of major fixed assets, specifically those which entail material and labor costs is dismantling.
- Only projects which are provided for in the approved capital expenditures budget are considered for constructions. These projects should be covered by Work Orders.
- Work orders are prepared as soon as the design and engineering work in the proposed project completed. Sufficient time should be allotted for the review and approval of the Work Order and the supporting detailed plans, drawings,and specifications. For projects intended to be contracted out, adequate time should be provided for the process of advertising and awarding bids or the negotiation of contracts so that the entire process is completed prior to the date on which the construction of the project to begin.
- Work order for deffered projects are submitted for review and approval on a specified future time.
- A work order status report, showing the percentage of completion and costs incurred to date, is prepared monthly. This project serves as a management tool incontrolling construction projects by comparing the scheduled date of completion against teh actual percentage of physical completion and by comparing the physical percentage against the total costs incureed to date. Management is therefore readily informed of projects whose total cost are expected to substantially exceed the budgeted.



## Operating Procedures



### LIST OF FRONTLINE SERVICES

Type Frontline Services	Fees	Processing Time	Person/Office Responsible
<b>Application:</b>			
New Connection	₱ 3,000.00	3 days	Jose Alvin Mijares
Reconnection	₱ 30.00	24 hrs	Mitch de las Verges
	₱ 60.00	2-5 days	-do-
	₱ 200.00	6 days - 6 mos	-do-
	₱ 500.00	7 mos - 1 year	-do-
	₱ 1,000.00	1 year up	-do-
Transfer of Connection	₱ 500.00	1-2 days	Amelita Lamayo
Transfer of Ownership	₱ 200.00	30 mins	May Ogarte
<b>Collection:</b>			
Water bills	Based on consumption	3 mins	Collan Claire Bayona Jose Alvin Mijares Ma. Theresa Tuvilla
<b>Materials:</b>			
Application fee		2 mins	-do-
Reconnection		2 mins	-do-
Transfer of connection		2 mins	-do-
<b>Complaints on:</b>			
Service Connection leakage before meter		5-15 mins	Amelita Lamayo
Malfunction Meter		5-15 mins	-do-
No water and Big Consumption		5-15 mins	-do-



Republic of the Philippines  
**TALISAY WATER DISTRICT**

TalisayCity , Negros Occidental  
 Tel. Nos.: (034) 441-1772 / 441-1774 –  
 Fax No.: (034) 441-1773

**NEW WATER RATES TABLE**

0-10	190.00								
11	211.95	36	828.40	61	1,633.00	86	2,458.00		
12	233.95	37	856.30	62	1,666.00	87	2,491.00		
13	255.85	38	884.20	63	1,699.00	88	2,524.00		
14	277.80	39	912.10	64	1,732.00	89	2,557.00		
15	299.75	40	940.00	65	1,765.00	90	2,590.00		
16	321.70	41	973.00	66	1,798.00	91	2,623.00		
17	343.65	42	1,006.00	67	1,831.00	92	2,656.00		
18	365.60	43	1,039.00	68	1,864.00	93	2,689.00		
19	387.55	44	1,072.00	69	1,897.00	94	2,722.00		
20	409.50	45	1,105.00	70	1,930.00	95	2,755.00		
21	434.65	46	1,138.00	71	1,963.00	96	2,788.00		
22	459.80	47	1,171.00	72	1,996.00	97	2,821.00		
23	484.95	48	1,204.00	73	2,029.00	98	2,854.00		
24	510.10	49	1,237.00	74	2,062.00	99	2,887.00		
25	535.25	50	1,270.00	75	2,095.00	100	2,920.00		
26	560.05	51	1,303.00	76	2,128.00				
27	585.55	52	1,336.00	77	2,161.00				
28	610.70	53	1,369.00	78	2,194.00				
29	635.85	54	1,402.00	79	2,227.00				
30	661.00	55	1,435.00	80	2,260.00				
31	688.90	56	1,468.00	81	2,293.00				
32	716.38	57	1,501.00	82	2,326.00				
33	744.70	58	1,534.00	83	2,359.00				
34	772.60	59	1,567.00	84	2,392.00				
35	800.50	60	1,600.00	85	2,425.00				

**WATER RATES**

0-10	190.00
11-20	21.95
21-30	25.15
31-40	27.90
40 UP	33.00









Republic of the Philippines  
**TALISAY WATER DISTRICT**  
Talisay City, Negros Occidental

Account No. \_\_\_\_\_

Date: \_\_\_\_\_

Application No. \_\_\_\_\_

Service Connection No. \_\_\_\_\_

### CONTRACT FOR WATER SERVICE

Application is hereby made for water service to be supplied by the Talisay Water District, to be used by me in accordance with the rules and regulations of the Water District now in force or may be enforced hereafter.

In addition, I hereby agree:

1. To use the water service on a month to month basis, automatically renewed unless terminated upon notice within a reasonable time.
2. To pay the Water District meter service fee of \_\_\_\_\_ per month to begin upon signing of this contract.
3. To pay the Water District for the water service furnished upon presentation of the bill or within (15) days from its presentation. Failure to receive a bill does not relieve consumer of his liability. All water bills that become delinquent shall be levied a surcharge of ten percent (10%) thereof. Failure to pay 1 monthly water bill, the District can disconnect the service connection of said concessionaire.
4. To notify the Water District in case of transfer of ownership of the property or when the tenant leaves the premises.
5. That representatives of the Water District shall be access at all times to the premises and building of consumers for purposes of meters, inspections and check-up, etc. or for enforcing the rules and regulations of the Water District.
6. To guarantee that no tapping will be allowed by the concessionaires concerned without authority from the water district and agrees to maintain the same.
7. To be held responsible for any tampering, pilfering or breaking of water meter or other equipment of the Water District installed at my premises and will be held liable for the same pursuant to law and any devices used therein shall be confiscated.
8. That in case of commercial and residential building leased and or occupied by other person, both the owner of the building and the occupant thereof shall be signatories of this contract and shall be jointly and severally liable for the bills and for damages in case of breach thereof.
9. That the Water District shall not be responsible for the interruption of the service due to causes beyond its control and may disconnect the service upon violation of the terms of this contract or when the Water district has reasonable grounds to believe that the consumer is using the water service in violation of its rules, regulations, existing laws and ordinance or upon failure of the consumer to pay the bills after due notice has been served.
10. Services pipes and accessories installed within the road right of way including the water meter are considered automatically donated to District and become the property of the District.
11. That the Water District will penalize a concessionaire in the amount P2,000.00 in case of an illegal connection. Two successive violations will merit the blacklisting of said consumer.
12. That the Water district will charge a fee of P30.00 within 24 hrs, & P60.00 for 2 - 5 days, P200.00 for days to 6moth, P500.00 from 7months to 1 years and P1,000.00 for more than 1 years to all disconnected concessionaire availing of reconnections to our water services.

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Signature Building/Lot Owner

\_\_\_\_\_  
Name of Applicant in Print

\_\_\_\_\_  
Name of Owner in Print

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

Recommending Approval:

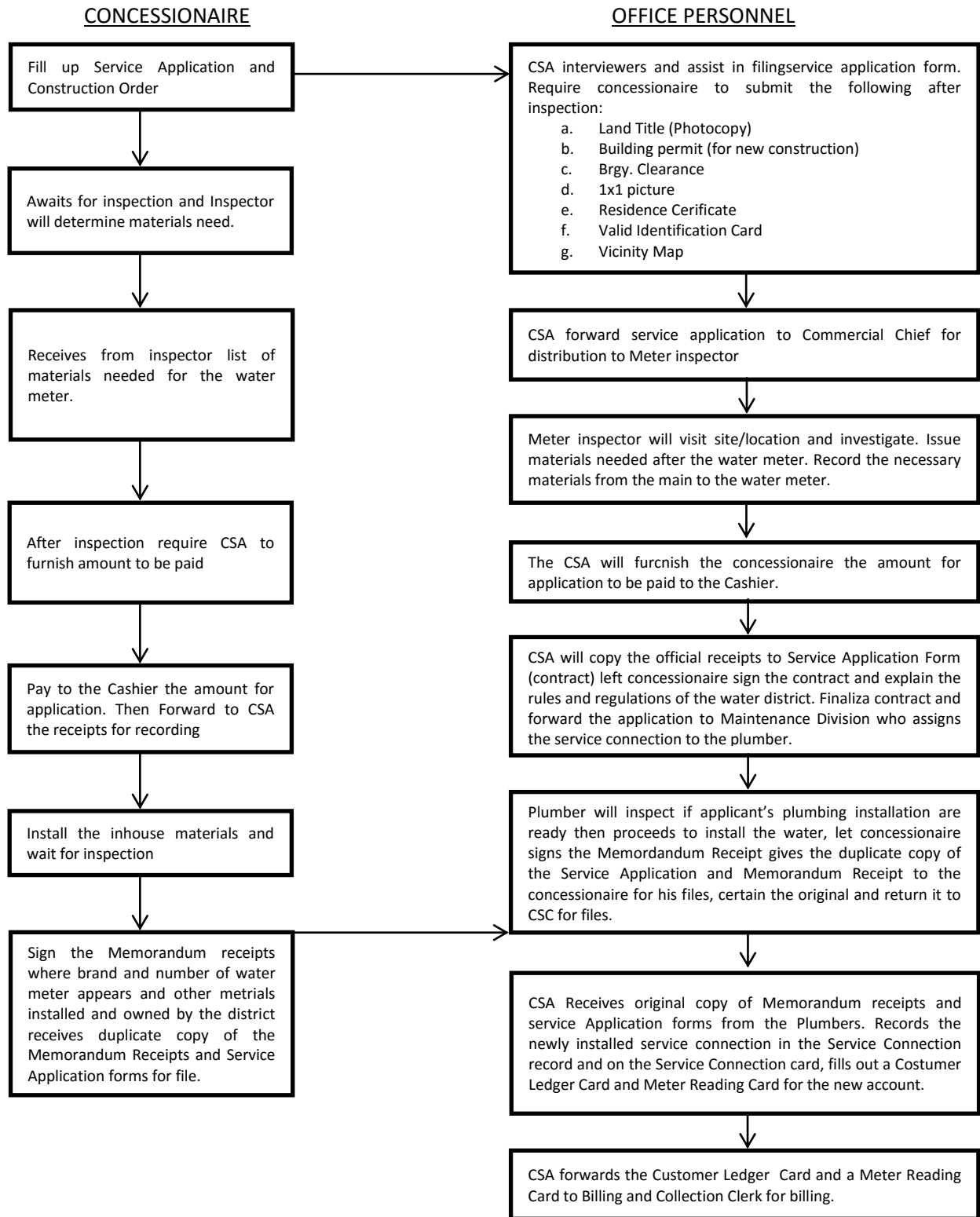
Approved:

**GREG EDWIN A. PIURQUE**  
Accounting Processor B

**ROSE MARY E. CHUA**  
Manager - Administrative and General Services Division

# TALISAY WATER DISTRICT

## FLOW CHART FOR NEW CONNECTION



## FLOW CHART FOR LEAKAGES

### CONCESSIONAIRE

Filing of Complaints



Awaits inspection Receives list of materials needed for the repair if leakage after the water meter



Receives and signs service request form plumber



**Legend:**

CSA- Customer Service Assistant  
SRS- Store Requisition Slip

### OFFICE PERSONNEL

CSA Interviews and assist in filling Out form for complaints: 10 mins.



CSA prepares service request submit same to Manager Commercial Division for approval: 10 mins.



Forward approved job orders to Maintenance Division for distribution to plumber: 10 mins.



Plumber forward to site to estimate materials needed: 20 mins



Plumber fill up SRS for materials needed and present to Storekeeper for withdrawal from stockroom: 10 mins



Withdraw materials from storekeeper and proceed to site for repair: 2hrs



After repair plumbers require consumer to sign service request: 10 mins.



Plumber fill up and submit accomplished service to CSA for record: 10 mins.