



OPERATION AND MAINTENANCE MANUAL



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Introduction

This Operations and Maintenance Manual contains the general information about TUBOD-BAROY WATER DISTRICT and is intended to be the guide and reference for use by the operators, supervisors, managers and Board of Directors and by other stakeholders of the water system. The main purpose of creating manual is to provide information regarding operations of the District that is relevant in the operation of each department/section to assure efficient and continuous operation of the water supply system with outmost task of supplying safe and potable water at adequate quantity and pressure to all concessionaires.

This manual will provide progressive information in the operating conditions, limits and target outputs of the water district. Thus, this manual should be updated whenever operational level and conditions changes that warrants a changed.

The manual is divided into several parts, as follows:

General Information. This section contains the company profile, such as the brief history of TBWD, mandates and functions, its mission and vision, service pledge, pumping stations and areas of operation.

Organization and Responsibilities. In this part of the manual, the organizational structure was shown using a diagram as of year 2015, as well as the duties and responsibilities of every department.

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

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

Definition of Terms

TBWD – Tubod-Baroy Water District

PD – Presidential Decree Category B – The categorization is a two-stage process. The initial stage is categorization based on the Number of Active Service Connections. For Category C service connections must have at least 4,000. The second stage of categorization considers the following factors: Gross Revenues, Total Assets, Net Income before Interest and Depreciation, and Staff Productivity Index. These factors will determine by Point-Rating Category Points 25-49 for Category. Whichever is lower is the FINAL CATEGORY of the LWD.

GOCC – Government Owned and Controlled Corporations

PR – Purchase Requisition

DV – Disbursement Voucher

SOA – Statement of Account

PR – Purchase Order

LWUA – Local Water Utilities Administration

PhilGEPS – Philippine Government Electronic Procurement System

SALN – Statement of Assets, Liabilities, and Net Worth

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

CAPEX – Capital Expenditures (CAPEX)

MO – Maintenance Order

MOOE – Maintenance and other Operating Expenses

NRW – Non-Revenue Water

Concessionaire– a person/organization with a registered water service connection with the water District.

Disconnection- a process of closing a registered active service connection on the ground of delinquent water bill payment and/or committing fraudulent practices on water and water facilities as provided in RA8041.

Water Bill- a statement or invoice of water consumption by a concessionaire

Potable water- water supplied to consumers which is safe to drink and food preparation and other domestic activity

GENERAL INFORMATION

DISTRICT PROFILE

The Tubod-Baroy Water District (TBWD) was created under a special law, Presidential Decree 198 as amended by PD Nos. 768 and 1479 better known as the “Provincial Water Utilities Act of 1973.” TBWD was awarded with the certificate of Conditional Conformance No. 228 by the Local Water Utilities (LWUA) on November 8, 1982. As of December 31, 2015, the governing board is composed of directors representing the different sectors and organizations within the municipality of Tubod-Baroy who were appointed by the Provincial Chief Executive.

All Local Water districts were declared as Government-Owned or Controlled Corporations (GOCC) by the Supreme Court on September 13, 1991 in the case docketed as GR Nos. 95237-38. The TBWD is presently categorized as “Category D” Water District serving a total population of 46,682 as of December 31, 2019 with 4,510 total service connections operating 24 hours a day.

TBWD operates as a Government Corporation with proprietary functions and is independent from the Local Government of Tubod and Baroy, Lanao del Norte. It is located at Provincial Trade Center, Sagadan, Poblacion, Tubod, Lanao del Norte



Figure 1: TBWD Logo

Mission

To provide potable and affordable water to every household for the maintenance and enjoyment of healthy life and well-being of the whole populace in the municipalities of Tubod and Baroy, Lanaodel Norte

Vision

A model water in its category, providing excellent service at reasonable cost for the satisfaction of the concessionaires, dedicated to the highest standard in government service with due care for the society and the environment.

Performance Pledge

We, the officials and employees of Tubod-Baroy Water District,
Commit to:

Best service providing employees

ImmEDIATE action in every field related complaint

Little to no error in every field related services

Illegal acts are strictly discouraged to ensure the quality of service provided
to every concessionaire

Service provided in an excellent way

Affordable water rates to cater to those in need most

Kind hearted employees ready to listen and serve

Safe water provided to every household

Year round services

Offers assistance to all concessionaires

Noble employees at your service

BOARD OF DIRECTORS (As of December 2020)

Chair Person: Andrial M. Kwan
Vice Chairman: Aurora A. Zorilla
Secretary: Evangeline M. Codilla
Treasurer: Roldan Jonathan R. Gayta
Member: Demosthenes G. Secuya

PUMPING STATION	IMPLEMENTATION YEAR
BUCTUAN	1995
BUHAWE	2014
KILAT	2008
CABATIC	2013
PANGE	2017
ALFON	2008

Table 1: TBWD Pumping Stations as of year 2016

AREAS OF OPERATION

TBWD is composed of 2 Municipality namely Tubod and Baroy serving with 6 Barangays and 10 barangays respectively.

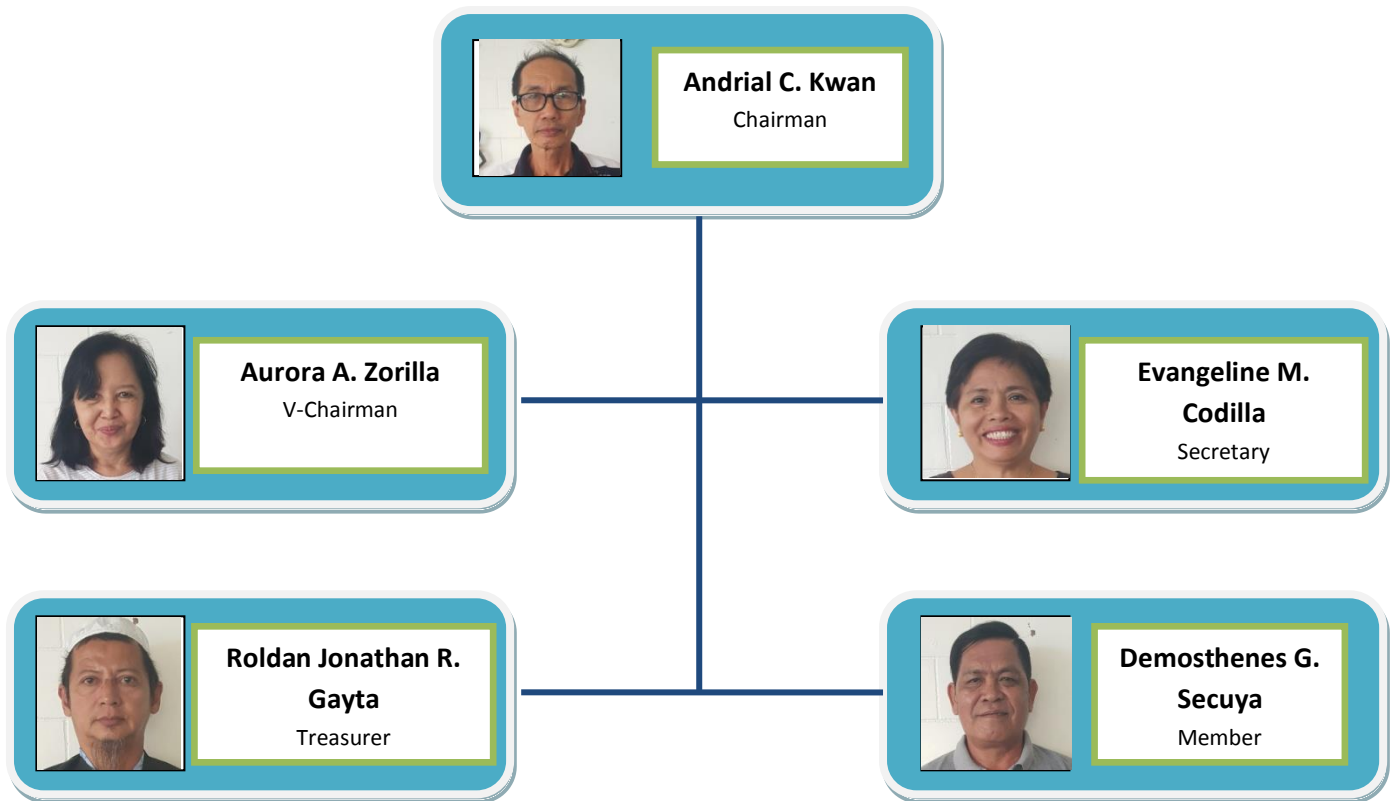
Municipality of Tubod	
Poblacion	Pigcarangan
San Antonio	Lama-lama
Bulod	Lamac

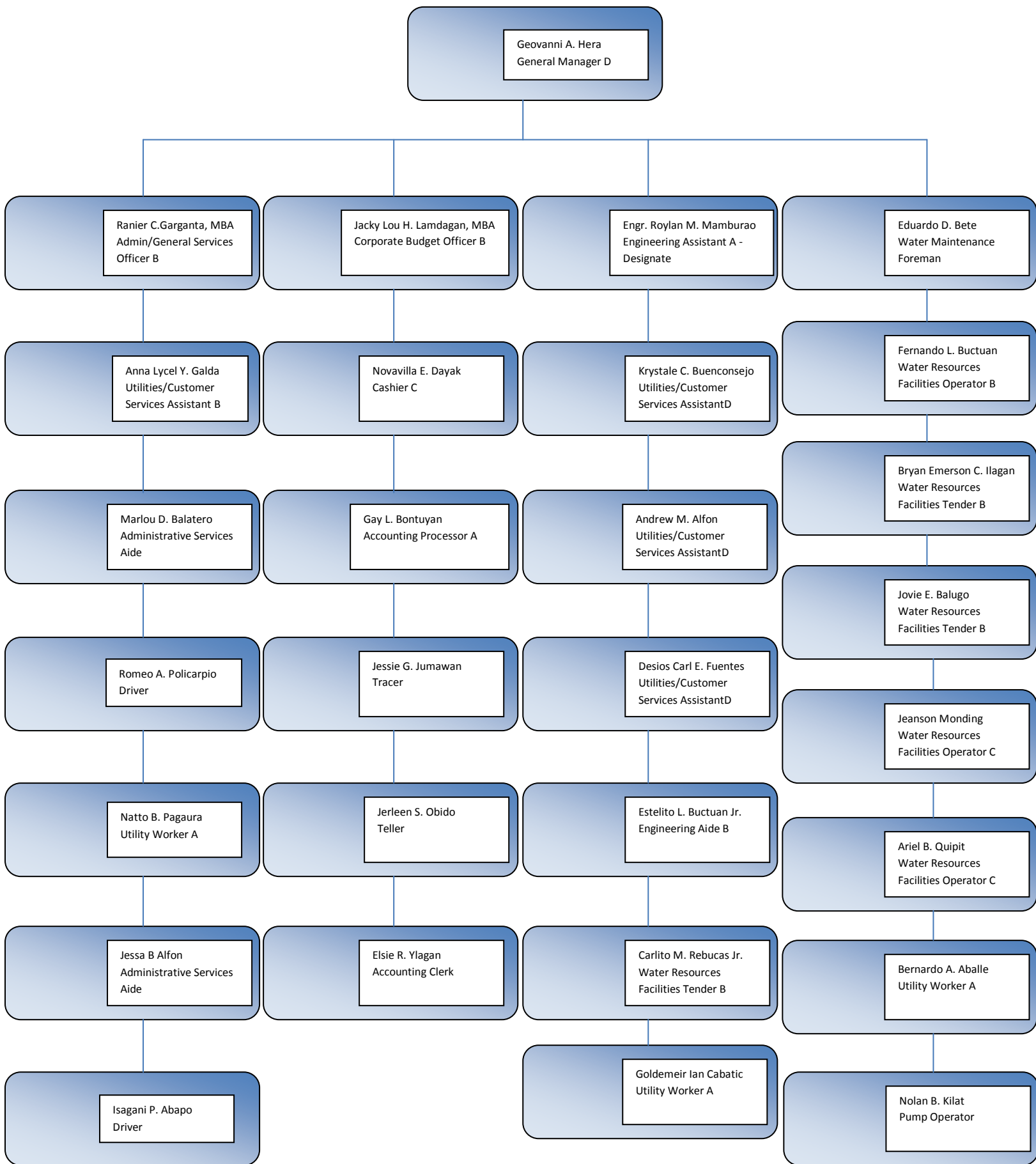
Municipality of Baroy	
Poblacion	Lower Sagadan
Sto. Nino	Princesa
Upper Sagadan	Pange
Baroy Dacu	Bag-ongDawis
Raw-an Point	Sta.Cruz

ORGANIZATION AND RESPONSIBILITIES

TUBOD-BAROY (TBWD) WATER DISTRICT ORGANIZATIONAL CHART

**BOARD OF DIRECTORS
as of December 2020**





Functional Chart

OFFICE OF THE BOARD OF DIRECTORS

Appoints the General Manager. Approves Corporate Plan and Annual Budget, Contracts, Loans, Acquisition of Real Property, Organizational Structure, Compensation and Benefits, Water Rates and Charges. The Policy-Making Body of the LWD.

OFFICE OF THE GENERAL MANAGER

The over-all in charge of the management, operations and implementation of the programs and services. Responsible for the Operation of the District and its long term and short term plans. Recommends to the BOD the organizational structure and manpower requirement, compensation and benefits schedule, water rates and charges, acquisition of real property, contracts for infrastructure projects. Executes payments for approved projects and programs and Conducts regular team management meetings for updating, resolution-making and target-setting. This includes programs and projects under the Administrative and General Services Division, Finance and Commercial Division, Engineering and Construction Division and Production & Water Quality Division.

ADMINISTRATIVE AND GENERAL SERVICES DIVISION

Formulates and implements human resource programs, policies and procedures pursuant to CSC law and rules; Formulates and implements procedures on procurement of adequate supply of quality materials, equipment and services; Formulates and implements policies on records management for the whole organization. Formulates and implements policies related to security measures of bldg, grounds and people in the organization; Formulates and implements corrective maintenance of water meters and other measuring devices; Formulates and implements systems on warehousing and maintenance of materials, supplies, vehicles and equipment in accordance with regulations and policies.

FINANCE AND COMMERCIAL DIVISION

Prepares projected financial reports based on approved annual budget and determines financial resources available to carry out water district programs. Implements procedures on cash management particularly on safekeeping, disbursement, and control of funds, collection of water bills and other income of the district. Receives and processes service applications and attends to concessionaire complaints and request. Enforces utility rules and regulations as to billings, delinquencies and adjustments. Maintains accurate and updated customer accounts.

ENGINEERING AND CONSTRUCTION DIVISION

Plans and designs mainline extension, mainline improvement, and improvement of water district system and other pumping facilities. Implements programs for extension, expansion, and improvement of the water supply system. Undertakes repair and maintenance of transmission and distribution of pipelines, installation and repair of service

PRODUCTION AND WATER QUALITY DIVISION

Determines water production requirements and ensures the steady supply of water to the service area. Maintains water pumps and water treatment facilities. Monitors water system pressure, water level and water quality in accordance with the standards set by the Philippine National Standards for Drinking Water and the World Health Organization. Conducts preventive maintenance and repairs of equipment and pumping facilities. Initiates program for protection and development of water resources.

DUTIES AND RESPONSIBILITIES

The Primary Functions

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

Administrative & Finance Division

A. Administrative Section is responsible for general service, collection of water sales & disbursement of funds. It is in-charge of the procurement; assists in the implementation of special projects program. Also responsible for the recruitment and retention of highly qualified employees for the agency.

B. Finance Section is responsible for the recording and summarizing of financial transactions, preparation of Financial Reports and Inventory Management. Also responsible for the Budget Preparation and assist in allocation and distribution of budgets as wells as monitoring the budget performance.

C. Commercial Services is responsible for providing customer services to the concessionaire, meter reading and billing. Assists in the recording and posting of payments and monitoring of the customer accounts. Also responsible in attending customer service requests and complaints. In-charge in inspection and investigation regarding water connection.

Production and Maintenance Division

A. Water Resource Facilitator is responsible for:

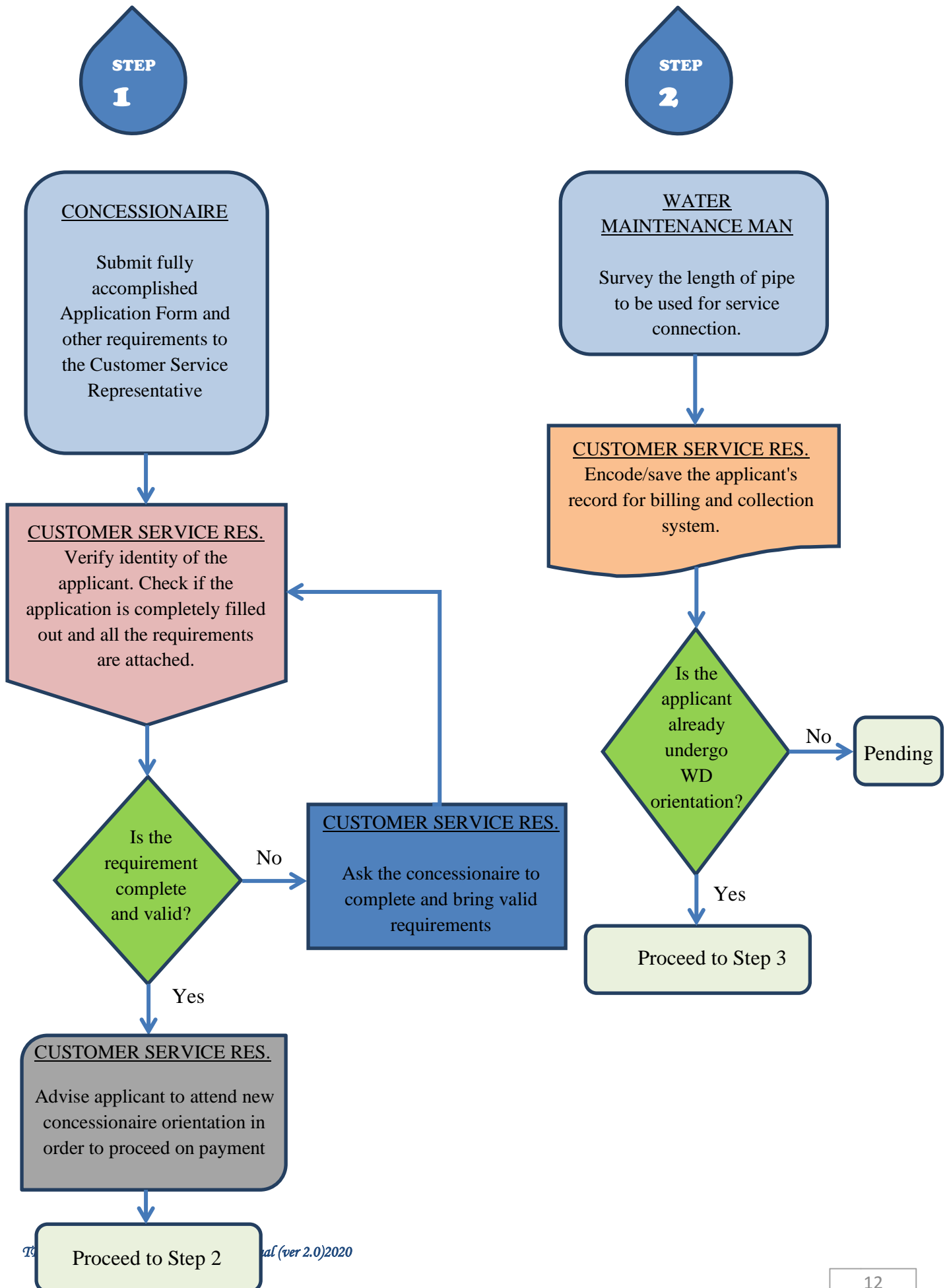
1. Operation & monitoring of Pumping Equipment
2. Operation & monitoring of Power Equipment
3. Operation & monitoring of Water Storage Tank
4. Disinfection of Water Supply
5. Calibration of Chlorine Test Instrument
6. Water Quality Testing and Monitoring
7. Housekeeping and maintenance of pump house, ground and surrounding, equipment and other related production facilities.
8. Delivery of chlorine to pumping stations.
9. Material Quality Testing

B. Water Maintenance Man is responsible for the installation of new service connections. Attending to the repairs and maintenance of water distribution lines and performing of major and minor plumbing services. Typically the man in-charge on field supervising water system project implementation and constructions.

OPERATING PROCEDURES

I. COMMERCIAL SECTION

A. NEW CONNECTION



**STEP
3**

CONCESSIONAIRE
Full payment of service connection fee; and other excess materials.

CASHIER
Process payment and issue official receipt.

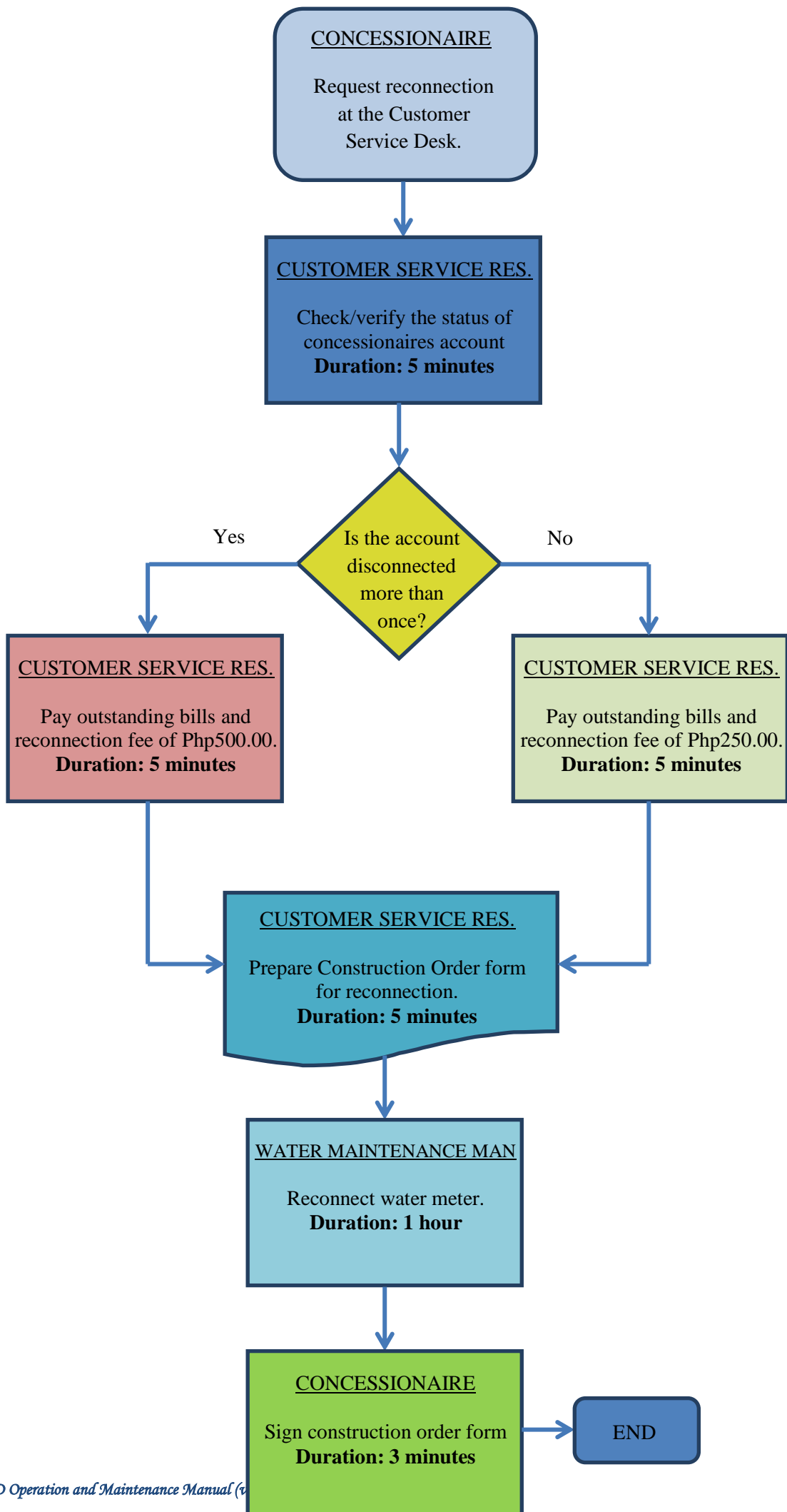
CUSTOMER SERVICE RES.
Prepares connection order form for installation

WATER MAINTENANCE MAN
Installation of service connection.

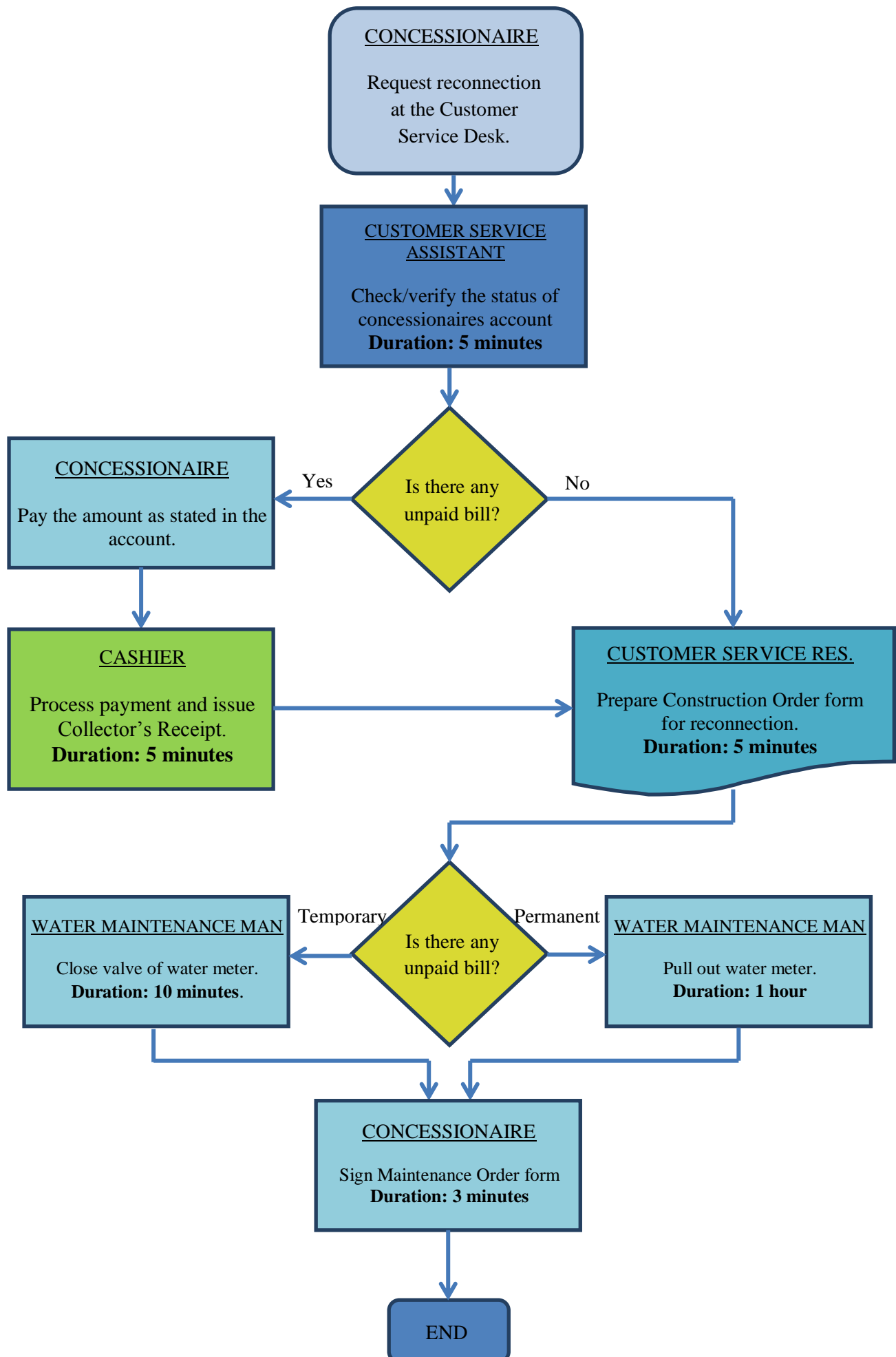
CONCESSIONAIRE
Sign the completed Connection Order form.

END

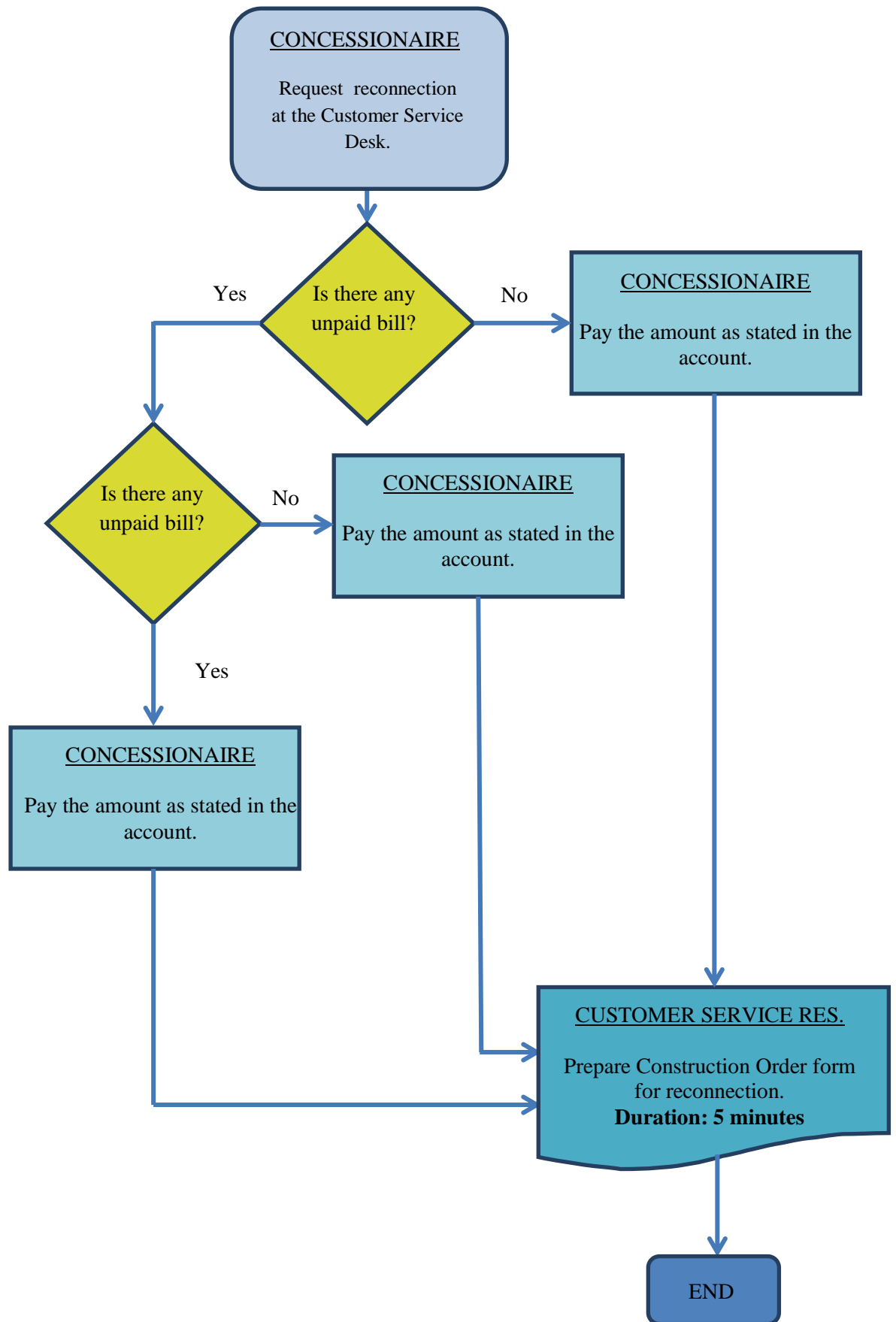
B. RECONNECTION OF DISCONNECTED LINE.



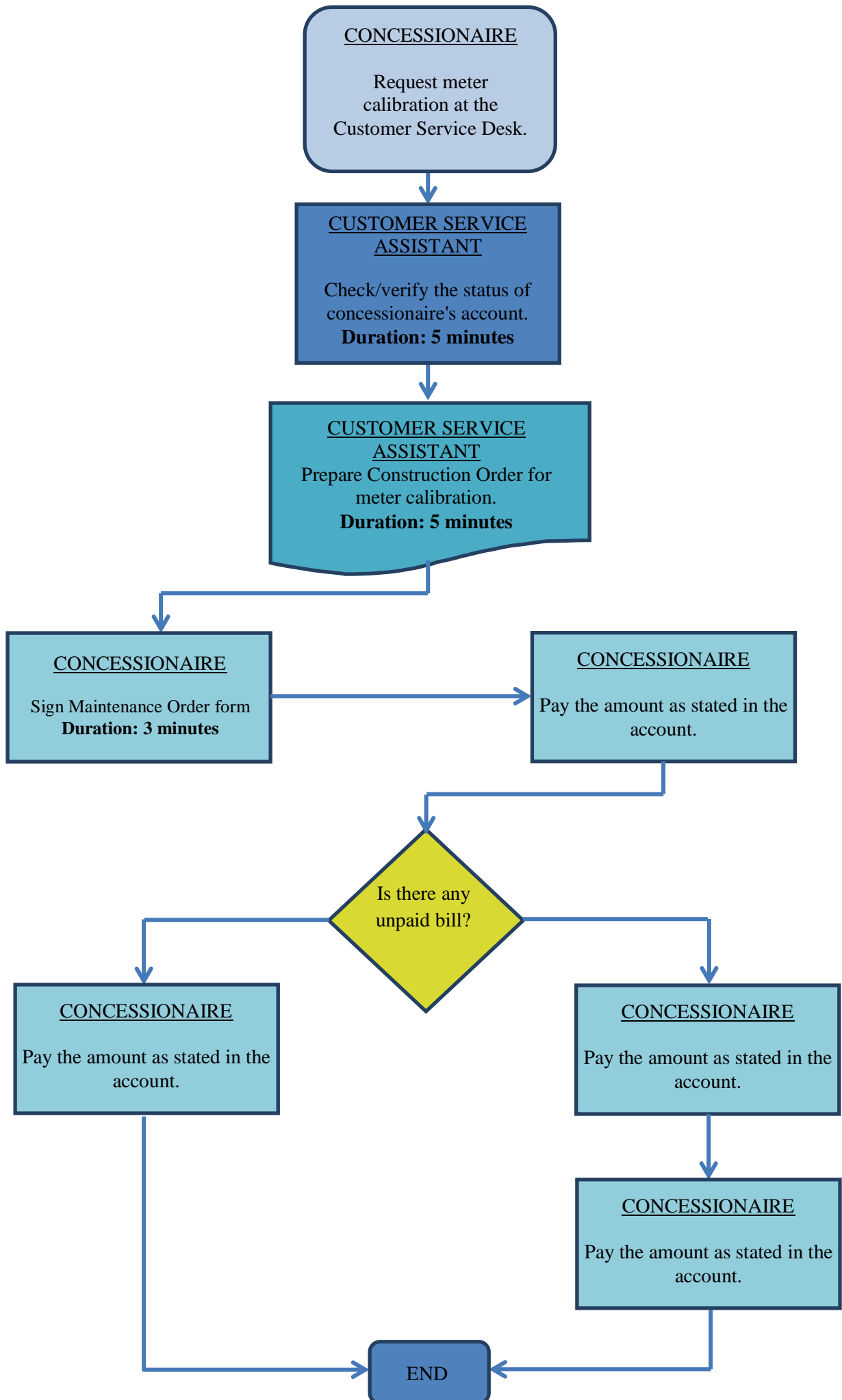
C. REQUEST FOR TEMPORARY/PERMANENT DISCONNECTION



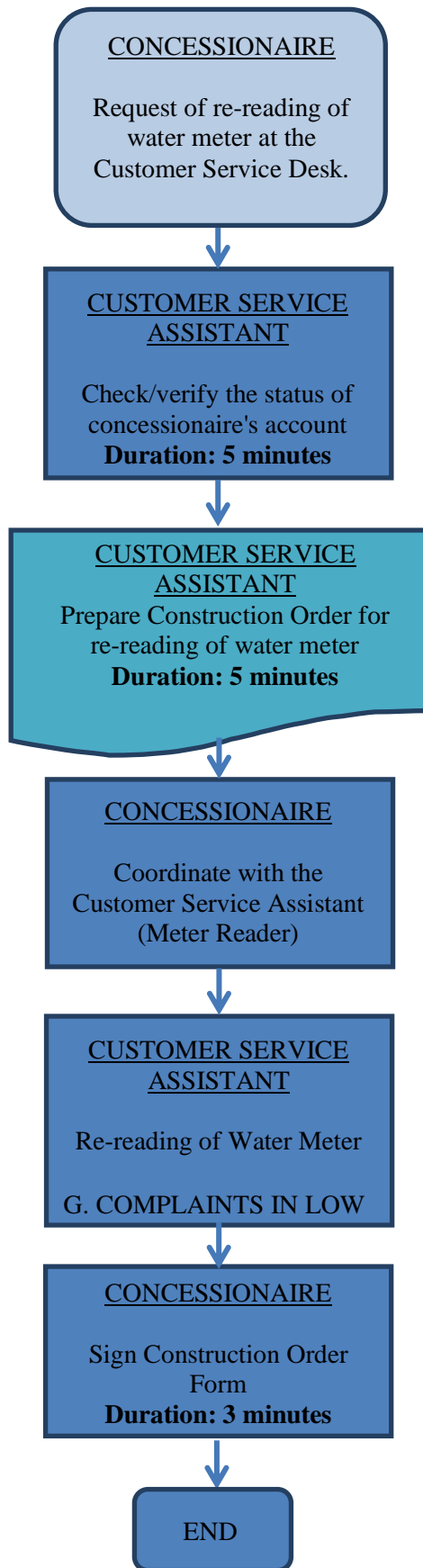
D. PAYMENT OF WATER BILLS



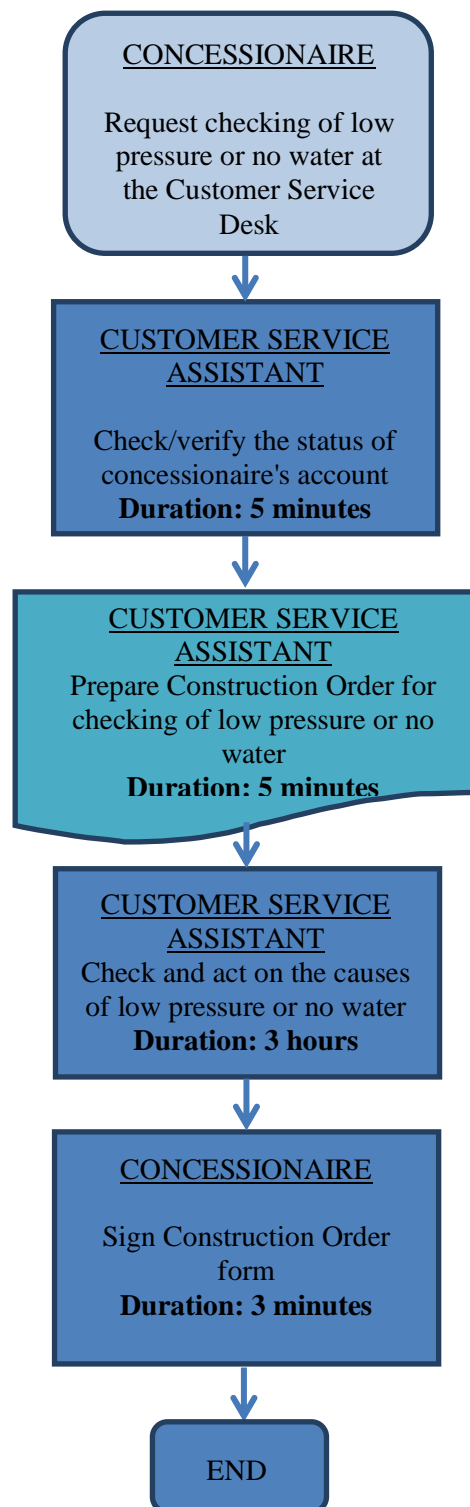
E. REQUEST FOR METER CALIBRATION SERVICES



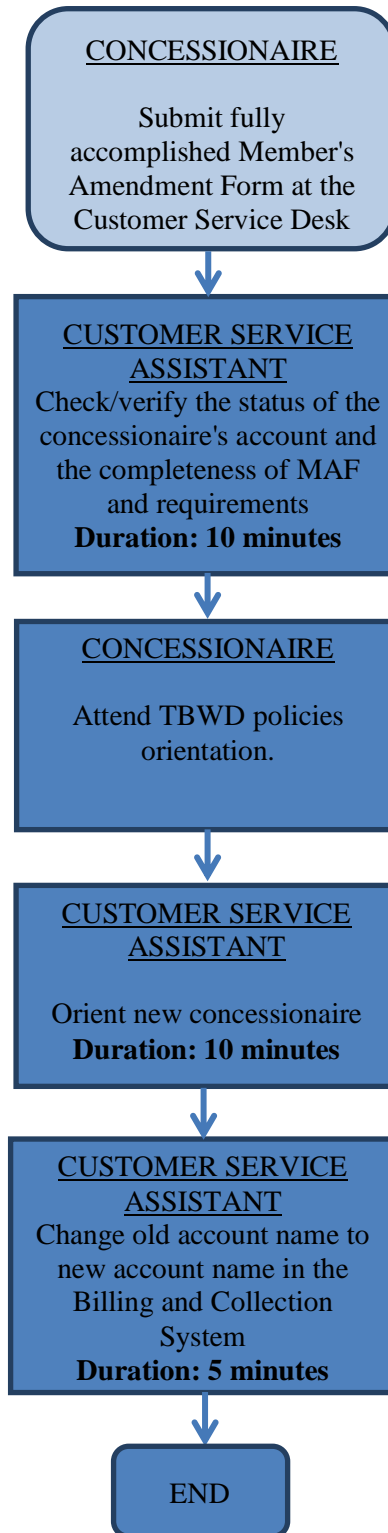
F.OTHER SERVICE REQUEST –RE-READING OF WATER METER



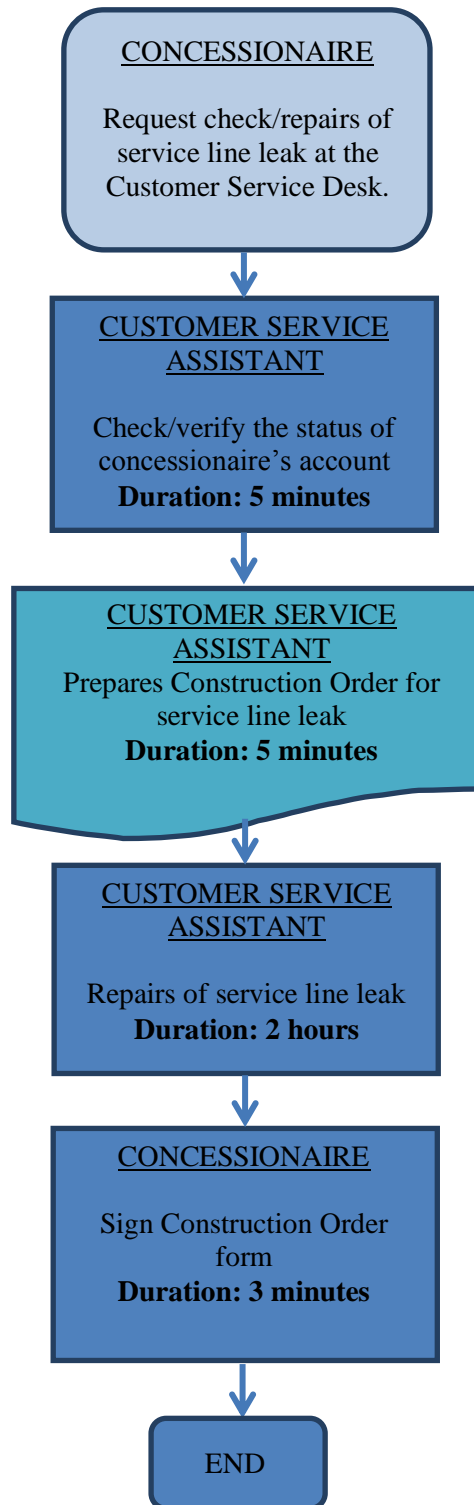
G. COMPLAINTS IN LOW PRESSURE/NO WATER



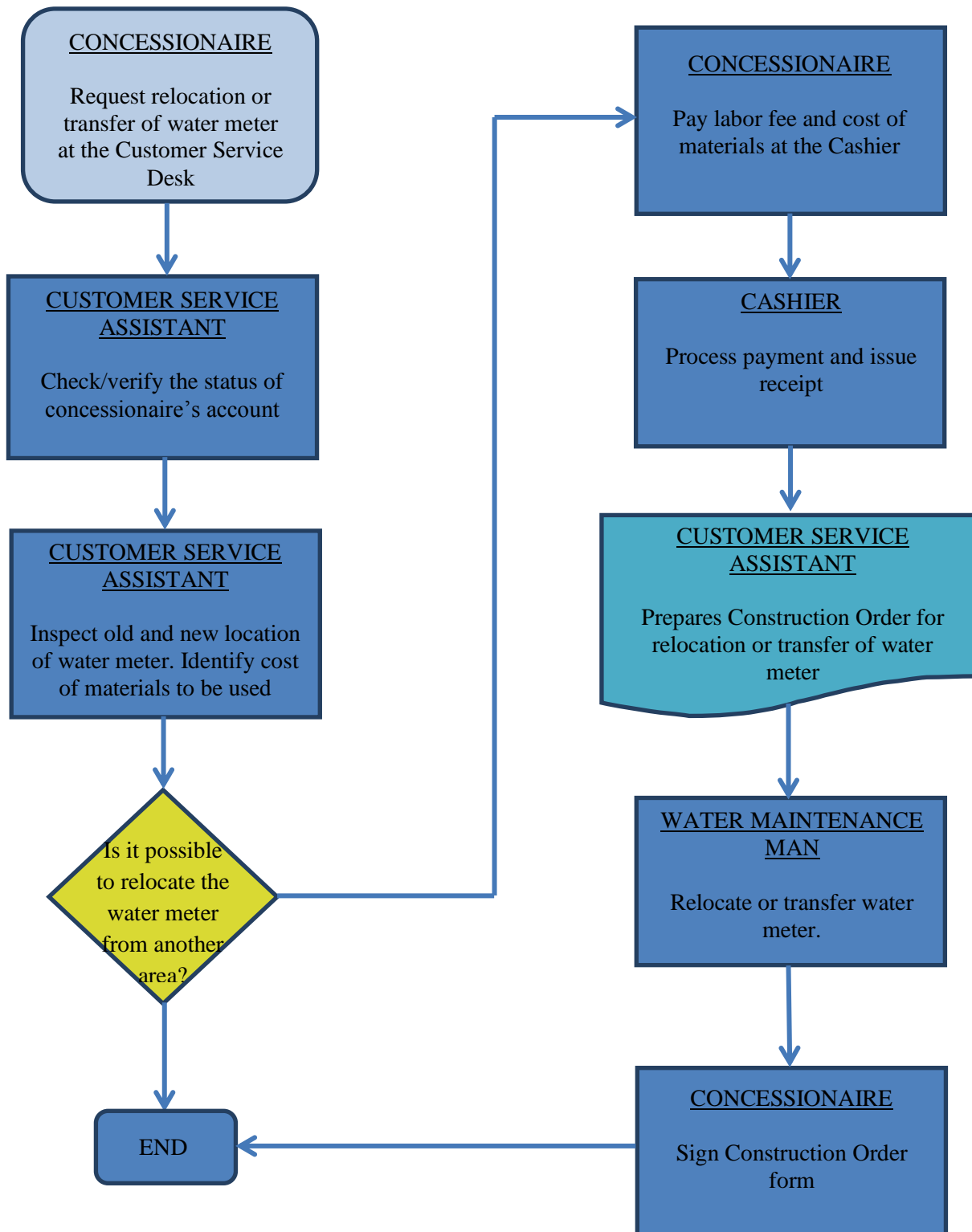
H. OTHER SERVICE REQUEST – CHANGE NAME



I. COMPLAINT ON SERVICE LINE LEAKS

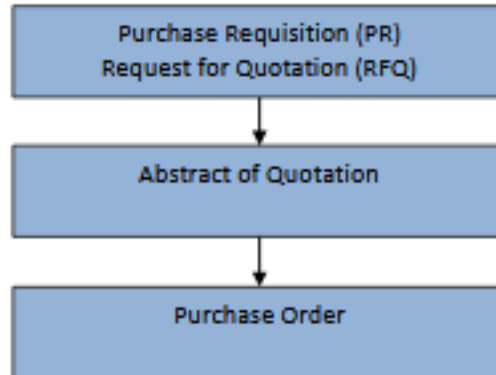


J. TRANSFER OF LINE/RELOCATION OF WATER METER

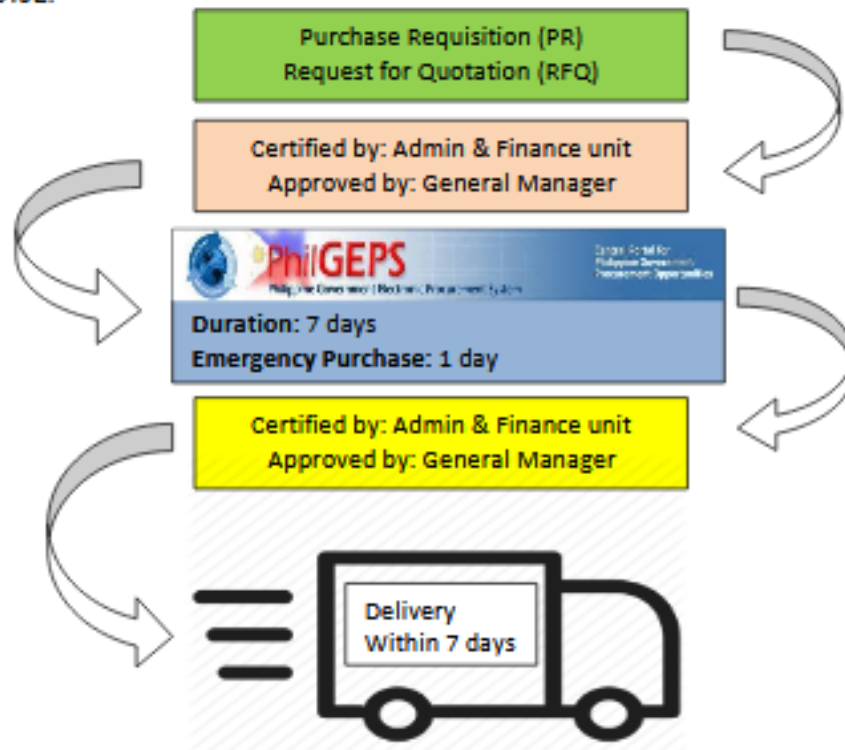


PROCUREMENT PROCESS

OFFICE SUPPLIES:



MERCHANDISE:



MAINTENANCE MANUAL

Operation Services

Exercise operational control over the following duties:

- i. Conduct of daily chlorine residual testing;
- ii. Submission of water samples for Bacteriological Testing to Municipal Health Office monthly;
- iii. Submission of Chemical and Physical testing of water samples from pumping stations;
- iv. Submission Summary report on Microbiological Test of water samples to LWUA;
- v. Operation of Chlorination equipment;
- vi. Conduct of network flushing activity;
- vii. Report on Non-Revenue Water (NRW) or Unaccounted water per cubic meter.

Technical Services

Exercise operational control over the following duty:

- i. Water meter relocation;
- ii. Repair/Calibration of water meter due to blurred, stuck-up or damage;
- iii. Repair of the main or distribution line;
- iv. Repair of service line or meter stand pipe leak;
- v. Installation of new water service connections;
- vi. Maintenance of Installation of electrical wiring;

Wells

The management must always ensure proper designs and construction of well so that it can give many years of trouble-free service. To prevent reducing pump discharges or deterioration in the quality of water, there is a need for proper well maintenance pursues to prevent well failures.

Pump Tests

Series of pumping tests are done to determine the safe pumping yield, which establishes how much groundwater can be taken from a well, and what effects pumping will have on the aquifer and neighboring well supplies. It is one of the parameters for selecting the pump to be used.

Once the safe pumping level is established, it should be compared with the design pump curves of the equipment to be used. This will guide the operational parameters for pumping water from the well.



Procedure

- i. Prior to starting the pump, measure and record the static water level;
- ii. After starting the pump, measure the corresponding water levels. Discharge should be greater than the required yield and should be maintained at a constant rate during the entire duration of the test for 24 hours.
- iii. Simultaneous with the water level measurements, take measurements of discharge.
- iv. Monitor nearby wells to determine effects during pumping.
- v. Right after the end of the pumping test, measure the water level recovery.
- vi. Plot data obtained from the test on a semi-logarithmic paper showing the time in the abscissa (x axis) and the drawdown in the ordinate axis (y axis).

CHLORINATION

The Philippine National Standards of Drinking Water (PNSDW) set parameters to determine the potability of water supplied by the District. There are a lot of methods of water disinfection but chlorination is commonly used and the method being adopted by TBWD. Drinking water is chlorinated to kill bacteria, viruses and parasites, which may exist in water and may cause illness and disease.

The requirement is to maintain a minimum of 0.3 mg/l residual chlorine in potable water at consumer tap end. Generally, water sources of TBWD require lesser chlorination as presence of Bacteria is moderate.

The water chlorine demand must be determined daily. Even if the chlorine demand of a particular source does not change much over the years, it is still good to measure the chlorine demand and residual every day to determine the accurate chlorine dosage to be used.

The daily chlorine dosage rate is then mixed with water to form a solution that will be fed into the system by a hypochlorinator in a rate that can be consumed in 24 hours.

There are two ways of determining the chlorine dosage.

Method 1:

1. Dose the water supply with an arbitrary amount, say 1mg/l; 2. Wait for 30 minutes and measure the chlorine residual.
3. If residual is zero or less than 0.2 mg/l, increase the dosage until the right residual is obtained.
4. If residual is more than 0.5 mg/l, then the dosage can be reduced.

Method 2:

Use a 1% chlorine solution to conduct the following procedures:

1. Prepare a 1% chlorine solution
2. Take 4 non-metallic containers of known volume (e.g. 20 liter buckets);
3. Fill the containers with some of the water to be treated and check the pH of the water;
4. Add to each bucket a progressively greater dose of 1% solution with a measuring device: ·
1st container: 1 ml
· 2nd container: 1.5 ml · 3rd container: 2 ml

- 4th container: 2.5 ml
- 5. Wait 30 minutes. (This is essential as this is the minimum contact time for the chlorine to react. If the pH of the water is high, this minimum time will increase);
- 6. Measure the free chlorine residual in each bucket;
- 7. Choose the sample which shows a free residual chlorine level between 0.2 mg/l and 0.5mg/l;
- 8. Extrapolate the 1% dose to the volume of water to be treated;
- 9. Check chlorine demand at several water distribution points and adjust if required.

CHLORINE DOSAGES

The commonly used dosages for various disinfection requirements are as follows:

1. For disinfection of water supplies:
 - Dosage: 0.5 – 2.0 mg/l
 - Contact Time: 20 – 30 minutes
2. For disinfection of newly constructed/repaired wells, storage tanks, pipelines, spring box, etc.:
 - Dosage: 50 mg/l
 - Contact Time: 24 hours or
 - Dosage: 300 mg/l
 - Contact Time: 1 hour

Example of Dosage Calculation

Given:

Water Production: 80 lps Required Residual: 0.2 mg/l

Chlorine Demand of Water: 0.5 mg/l

Required: Dosage and Dosage Rate

$$\text{Dosage} = \text{Demand} + \text{Residual} = 0.5 + 0.2 = 0.7 \text{ mg/l}$$

Dosage Rate using Calcium Hypochlorite: Calcium Hypochlorite has 70% available chlorine
 Water Production = 80 lps * 3600sec/hr * 24hrs/day = 6,912,000 lpd

$$\begin{aligned} \text{Dosage Rate} &= 0.7 \text{ mg/l} / 0.7 * 6,912,000 \text{ lpd} = 6,912,000 \text{ mg} \\ &= 6.92 \text{ kg per day} \end{aligned}$$

HYPOCHLORINATOR OPERATION AND MAINTENANCE

1. Read the Instructions provided in the manufacturer's Manual.
2. For maintenance purposes, it is essential to clean the strainers and tubings as often as necessary or at least twice monthly. If the tubings are not cleaned, the chlorine granules can re-solidify and cause blockages.

BACTERIOLOGICAL/PHYSICAL/CHEMICAL TEST

The Department of Health as part of their mandate, has formulated standards for drinking water which establishes limits for different impurities found in drinking water. The Philippine National Standards for Drinking Water (PNSWD) was instituted to achieve more comprehensive parameters to address issues on water quality. It also advocates for an efficient water quality monitoring system by prioritizing the parameters that need to be monitored.

The water produced by the Water District must undergo laboratory examination to determine fecal contamination of water or microbiological quality. Because of high probability of microbial contamination, the examination is conducted frequently. The Water District is also required to conduct at least once a year, the physical and chemical quality analysis of the existing sources of the water system.

The results of the microbiological monitoring and the physical and chemical quality analysis of water must be submitted to the Local Water Utilities Administration and to RHU-Tubod and RHU-Baroy.

Parameters	Method of	Value	Unit
Total Coliform	Multiple Tube Fermentation Technique (MTFT)	<1.1	MPN/100ml
	Membrane Filter (MF) Technique	<1	Total Coliform colonies/ 100ml
	Chromogenic substrate Test	<1.1	MPN/100ml
Fecal Coliform	Multiple Tube Fermentation	<1.1	MPN/100ml
	Membrane Filter (MF) Technique	<1	Fecal Coliform Colonies/100ml
	Chromogenic substrate Test	<1.1	MPN/100ml
Heterotrophic Plate Count	Pour Plate	<500	CFU/ml
	Spread Plate		
	Membrane Filter Technique		

Sample Collection, Handling and Storage

The sample should be representative of the water under examination. Contamination during collection and before examination should be avoided.

The tap should be cleaned and free from attachments and fully opened with water allowed to waste for a sufficient time to permit the flushing/clearing of the service lines. Flaming is not necessary. Taps with a history of previous contamination may be disinfected with hypochlorite solution (NaOCl 100 mg/L). No samples shall be taken from leaking taps.

The sampling bottle should be kept unopened until it is ready for filling. Remove stopper or cap as a unit; do not contaminate inner surface of stopper or cap and neck

of bottle. Fill container without rinsing, it should be filled without rinsing and ample space (at least 2.5 cm) must be left to facilitate mixing by shaking. Replace stopper or cap immediately.

Water samples should be processed promptly or within six (6) hours after collection or if not possible the use of ice coolers for storage of water samples during transport to the laboratory is recommended. The time elapsed between collections and processing should in no case exceed 24 hours.

Sample bottles must be tagged for identification.

Parameters

LWUA has required annual submission of physical and chemical quality analysis of the water sources of the water districts. The standard values for physical and chemical quality requirements of drinking water supply based on priority parameters set by LWUA and the local health office is shown in the following table.

Constituents	Maximum	Unit
A. Inorganic Constituents		
Arsenic	.05	mg/l
Cadmium	.003	mg/l
Lead	.01	mg/l
Nitrite	3.00	mg/l
B. Organic Constituents		
Benzene	.01	mg/l
C. Aesthetic Quality		
Color	5	True Color
Turbidity	5	NTU
Chloride	250	mg/l
Iron	1.0	mg/l
Manganese	0.4	mg/l
Ph	6.5-8.5	number
Sulfate	250	mg/l
Total Dissolved Solid (TDS)	500	mg/l

Table: Standard Values for Physical and Chemical Quality on Priority Parameters

Water Sampling for chemical and physical analysis

Water samples for chemical and physical analysis shall be taken at all water sources of the Water District at least once a year.

Volume of Sample

Three (3) liters of sample should suffice for physical and chemical analyses.

Container

Sample containers must be carefully cleaned to remove all extraneous surface dirt, thoroughly rinsed with distilled water, and drained before use. Suitable containers may be of a chemically resistant glass, polyethylene plastic or hard rubber.

When filled with water sample, leave a space about 1% of the capacity to make room for liquid expansion.

Sample containers must be properly labeled with the following information:

- Date and time of sampling
- Source of sample
- Point of sampling (in sufficient detail to enable anyone to collect a second sample from the identical spot from which the first sample was taken)
- Temperature of the sample
- Sampled by: (name of collector)

MAINTENANCE TOOLS

The District must have all the necessary tools to properly address customer's feedbacks and complaints. Without such, operational and maintenance work will require a lot of time and efforts for the field men.

The following are the basic tools that every water district must have:

Ratchet threader	Mattock (Piko) and Shovels
Adjustable wrenches	Crowbar
Pipe wrenches	Screwdrivers
Pipe threader	Pliers
Pipe cutter	Open Wrenches
Shovels	Saws and hammers
Crowbars	Bench Vise

FINANCIAL REPORTING FRAMEWORK

Water Districts are classified as Government Business Enterprises (GBEs). The Commission on Audit requires all Water Districts to use the Philippine Financial Reporting Standards (PFRS) as the financial reporting framework as mandated under COA memorandum circular No. 2015-003 dated April 16, 2015.

COA then required WDs to adopt the Revised Chart of Accounts as prescribed under COA Circular No. 2015-010 dated December 1, 2015. In 2017, **TBWD adopted the PFRS** as the financial reporting framework and adopted the revised Chart of Accounts.

Financial Statements

Reports are expressed in Philippine Peso, rounded off to the nearest thousands, unless otherwise stated. The components of the FS are the following;

- Statement of Financial Position
- Statement of Comprehensive Income
- Statement of changes in Equity
- Statement of Cash Flows

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated Suggestion Box in front of the teller. Clients are also encouraged to email regarding any irregularities or slow delivery of frontline services Contact info: Globe: 09171396927 Smart: 09194412270 Tel No: 2276494 Email add: tbwd07@yahoo.com
How feedbacks are processed	Admin Officer will check the suggestion box and record all feedback submitted. Feedback requiring answers are forwarded to the person concerned and they are required to answer within three (3) working days upon the receipt of the feedback. The answer will then be relayed to the client submitting the feedback.
How to file a complaint	Answer the Customer feedback form and drop it at the designated suggestion box in front of the teller.

	<p>Complaints can also be filed via Telephone. Make sure to provide the following information:</p> <p><i>Name of the person being complained:</i> <i>Incident:</i> <i>Date of Incident:</i> <i>Evidence:</i></p>
How complaints are processed	<p>Admin Officer opens suggestion box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Admin officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Admin Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p>
Contact Information of CCB, PCC, ARTA	<ol style="list-style-type: none"> 1. CCB-09088816565 (SMS) 2. PCC-8888 3. ARTA-2782

Office	Address	Contact Information
Tubod-Baroy Water District	Tubod, Lanao del Norte	(063)-227-6294 (063)-341-5313 09191396927
Local Water Utilities Administration	Katipunan Road Balara, Quezon City	(02)-8920-5581
CSC Field Office	Dep-Ed Building, Iligan City	(063) 221-4065
CSC Region	Vamenta Road, Carmen Cagayan de Oro City	(088) 858-7563 (08822) 71-00-57 (088) 858-2805 (088) 855-0397

ANNEXES



TUBOD-BAROY WATER DISTRICT

Provincial Trade Center, Sagadan, Tubod, Lanao del Norte
9209 Tel. 063-341-5313 Fax No. 063-341-5313

WATER SERVICE CONTRACT

This contract is entered into by and between TUBOD-BAROY WATER DISTRICT, a government-owned and controlled corporation created pursuant to and by virtue of PD 198 as amended, herein after referred to as TBWD and the CONSUMER whose name, signature and address appears herein below:

WITNESSETH

1. TBWD agrees to furnish water service to the premises occupied by the CONSUMER at the address given herein below based on its present applicable Rate Schedule which may be modified, altered and/or increased by a Resolution of the Board of Directors of TBWD subject to review and approval by the Local Water Utilities Administration (LWUA).
2. The CONSUMER hereby agrees to pay said water service based on TBWD's present applicable Rate Schedule provided that, in the event of increase in water service rates, the CONSUMER further agrees and binds himself to pay the aforementioned service in accordance with the new Rate Schedule as may be determined and resolved by the TBWD Board of Directors and duly approved by the Local Water Utilities Administration (LWUA).
3. TBWD reserves the right to determine the size of service connection and their location with respect to the boundaries of the premises to be served. The laying of the CONSUMER'S service lateral to the meter shall not be done until the location of the service connection has been approved by TBWD.
4. The work of tapping the main, connecting the service pipe thereto and laying of the pipe from the meter stand including the excavation and back-filling of the trench in the street in which a water main is located, will be performed by the TBWD employees and/or its duly authorized representative.
5. The TBWD shall furnish all necessary pipes, fittings and materials needed from the tapping point up to the meter stand and bill of the CONSUMER accordingly based on TBWD's existing rate on materials, labor and equipment use. A private plumber can install the water connection of the CONSUMER after the water meter in accordance with TBWD standards and prescribed plumbing practices. The CONSUMER shall furnish all pipes, fittings, materials, labor and equipment in accordance with TBWD standards for the lateral after the meter assembly and it shall be the responsibility of the CONSUMER, including its proper maintenance to prevent leakage and water contamination.
6. If service laterals of the CONSUMER passes through or traverses a private or government owned lot or property, the responsibility of securing the lot or property owner's consent shall be with CONSUMER. TBWD will not be held responsible for disconnection arising from non-compliance by the CONSUMER of this provision.
7. Consumption Charge is payable at the Office of the Tubod-Baroy Water District from the date of the delivery of Bill notice to the CONSUMER or his duly authorized agent and shall be declared delinquent after the due date of 15 days after the date of the delivery and receipt of bill. A penalty charge of 10 percent of the current amount billed shall be made in addition to the consumption charge if the payment of the water rate is not made on or before the due date and the water service shall be disconnected 5 days after the due date without further notice. The service shall not be reconnected or re-opened again except upon payment of all amounts due plus the reconnection fee of Two hundred fifty pesos (P250) for first disconnection and Five hundred pesos (P500) on succeeding disconnection. The failure to receive a bill does not relieve the CONSUMER of his liability under the contract for services. Any amount due shall be deemed a failing, neglecting or refusing to pay water bills be liable to a civil action by TBWD in the court of competent jurisdiction for the amount hereof.

8. The water meter shall be installed outside the residence or premises of the consumer at a point or location to be determined by the TBWD. The consumer shall have the exclusive ownership over the meter and shall provide safety measures to safeguard the meter from loss or pilferage. In case the consumer's water meter is pilfered or stolen, the consumer shall replace the water meter and the assembly with no additional charge in the installation of the said meter. In addition, the concessionaire is not allowed to transfer, or remove the said water meter without prior authority or consent from TBWD.
9. The CONSUMER hereby agrees to allow properly authorized TBWD employees to enter his premises for purposes of determining and removing illegal service connection, inspection of in-house laterals illegal re-opened service line and delivering water bills and notices. Unreasonable refusal by the CONSUMER to allow duly authorized TBWD employees to inspect the service lines within his premises shall be a ground for disconnection of the line by TBWD.
10. Any concessionaire caught tampering water meter, illegal & series connection, illegal or unauthorized tapping to the water main or distribution pipe will be penalized a maximum of Six thousand Pesos (P6,000) plus the computed consumption charge reckoned from the date of disconnection up to the discovery of the pilferage act.
11. When the accuracy of the water meter is questioned, the TBWD upon request of the CONSUMER will cause an official test to be made in accordance with the existing Rules and Regulations of the TBWD.
12. TBWD reserves the right to determine water bill in case there is a discrepancy in the water meter. In computing the current water bill, the highest water bill from the last 6 previous months will be used as the current water bill.
13. The Concessionaire hereby agrees to pay Ten pesos (P10) to be added on monthly water bill for the Water Meter Maintenance. Replacement of Water Meter is free, provided it is inspected by the TBWD Personnel for reason of defect, old, or any other reasons deemed justifiable. TBWD is not obliged to replace stolen meter and intentionally damaged water meter, but chargeable to the account of the concessionaire.
14. The TBWD reserves the right to disconnect existing service for any of the following reasons, a) for the prevention of fraudulent use of water; b) for non-payment of bills; c) for repairs; d) for violation of any of the terms of this AGREEMENT and f) for causes beyond the TBWD control.
15. For effective water service, the CONSUMER agrees to observe the rules and regulations laid by TBWD in connection with this Water Service Contract which shall be made integral part of this AGREEMENT.
16. This CONTRACT shall not be binding unless signed by the CONSUMER and by TBWD thru its duly authorized officers.

Done at Tubod, Lanao del Norte, Philippines this _____ day of _____, 20 ____.
TUBOD-BAROY WATER DISTRICT.

BY:

GEOVANNIA A. HERA
General Manager

Concessionaire
Address: _____

C. T. No. _____

TUBOD-BAROY WATER DISTRICT

Service Connection and Application Installation Order

<p>1. CONSUMER</p> <p>a. Applicant _____</p> <p>b. Address _____</p> <p>c. I hereby apply for a water service connection. size _____ mm, at the address stated above.</p> <p>I will confirm to all rules and regulation, policies and water rates approved for the safe keeping and protection of the service connection.</p> <p>d. Signature _____</p> <p>e. Date _____</p>	<p>2. SYSTEM DESCRIPTION</p> <p>a. Service Availabitliy Continues _____ Intermediate _____</p> <p>b. System Pressure Low _____ Average _____</p> <p>c. Main Pipe Size _____ mm Type _____</p> <p>d. Location Fronting Across Street Meter Stand _____</p> <p>e. Verified by: _____</p> <p>Signature : _____</p> <p>f. Date : _____</p>
<p>4. LOCATION MAP</p>	<p>3. IN-HOUSE PLUMBING INSPECTION</p> <p>a. No. of person to be served _____</p> <p>b. In-house Piping existing _____ for installation _____</p> <p>c. No. of Faucet _____ Shower _____ Toilet _____ bowl _____ others _____ booster pump _____</p> <p>d. Pipe Sizes : _____ mm Type _____</p> <p>e. Installed by: _____ Date: _____</p> <p>f. TBWD Inspected by: _____ g. Date: _____</p>
<p>5. CONNECTION TYPE</p> <p>a. Single _____ Duplex _____ Triplex _____ Cluster Rehabilitation _____</p> <p>b. Installed by: _____ Date: _____</p>	<p>5. AMOUNT DUE:</p> <p>a. Redistratation/Inspection Fee P _____</p> <p>b. Consumption Deposit (2months) _____</p> <p>c. Materials _____</p> <p>d. Labor Installation _____</p> <p>e. Tapping Fee _____</p> <p>TOTAL: _____</p> <p>f. Advance/Reservation: _____</p> <p>BALANCE : _____</p> <p>O.R. NO. _____ Amount P _____ Date: _____</p>
<p>7. APPROVED:</p> <p style="text-align: center;"><u>GEOVANNIA. HERA</u> General Manager</p> <p style="text-align: center;">Date _____</p>	<p>O.R. NO. _____ Amount P _____ Date: _____</p>
<p>8. ACKNOWLEDGEMENT:</p> <p>I hereby acknowledge the installation of the water service connection and find the to same be in order.</p> <p>Customer's Signature _____</p> <p>Date _____</p>	<p>9. CONNECTION REGISTRATION</p> <p>a. Classification : _____</p> <p>b. Zone: _____ Account No. _____</p> <p>c. Meter Brand: _____ Size: _____ SN: _____</p> <p>d. Initial Reading _____ Date: _____</p> <p>e. Tapping Size _____ Stand Size _____</p> <p>f. Posted by: _____</p>



CUSTOMER FEEDBACK FORM

Please let us know how we have served you. This form may be used to compliment, suggest and/or complaint.

Name: _____ Date: _____

Address: _____ Gender: _____

Contact No.: _____ Email Add: _____

Service Availed of (Please check):

<input type="checkbox"/>	Leaking
<input type="checkbox"/>	New Water Service Connection
<input type="checkbox"/>	Payment
<input type="checkbox"/>	Billing
<input type="checkbox"/>	Maintenance Check-Up
<input type="checkbox"/>	Request for Documents
<input type="checkbox"/>	Others: (Pls specify) _____

Purpose of Transaction: _____

Person/Unit/Office Transacted with: _____

Part I: Customer Satisfaction Rating

For the following questions, this rating scale shall be used:

5- Outstanding 4- Very Satisfactory 3- Satisfactory 2- Fair or Needs Improvement 1- Poor

QUESTIONS	5	4	3	2	1
1. How satisfied were you in terms of response time to your transaction given by the office?					
2. How satisfied were you with the outcome of the service provided?					
3. How satisfied were you with the service provider's extensive information or/understanding of the service being provided?					
4. How satisfied were you with the service provider's competence or skill in delivering service?					
5. How satisfied were you with the service provider's friendliness, courteousness/politeness, fair treatment and willingness to do more than what is expected or going the extra mile?					
6. How would you rate your OVERALL SATISFACTION with regard to the quality of service delivery?					

Part II: Customer Feedback

1. Please check if you are providing a compliment, suggestion or complaint:

Compliment Suggestion Complaint

2. Facts or details about the incident:

3. Recommendation/Suggestion/Desired Action from the Office:

THANK YOU



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TBWD Operation and Maintenance Manual

OPERATIONS MANUAL APPROVAL PAGE

Prepared by:

(SGD)

ENGR. ROYLAN M. MAMBURAO

Engineering Assistant

Recommending Approval:

(SGD)

GEOVANNI A. HERA

General Manager

Adoption of this Operations Manual was duly approved by the Board of Directors per BOD Resolution No. 24 series of 2017 dated November 20, 2017 updated in CY 2020.

(SGD)

DIR. ANDRIAL C. KWAN

BOD Chairman