



HERMOSA WATER DISTRICT

OPERATIONS MANUAL 2015

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I. INTRODUCTION

The operation manual of Hermosa Water District details the organization's functions and responsibilities.

This framework of operations manual is divided into several parts, namely:

General Information: This section describes the profile of the Hermosa Water District. Its history, vision, mission and areas of operation.

Organization and Responsibilities: Organization and responsibilities indicates the structure, duties and responsibilities for each department. An organizational chart is used in order to fully understand how the Hermosa Water District functions with specific responsibilities as defined therein.

Operating Procedures: This section shows the step-by-step procedures and work instructions. Flow charts are used for various transactions including the allocated time for each transaction and people involve in specific operation.

II. GENERAL INFORMATION

A. PROFILE OF HERMOSA WATER DISTRICT

The Hermosa Water District was formed on September 11, 1986 by virtue of the local Sangguniang Bayan Resolution No. 29 series of 1986 and was issued a Conditional Certificate of Conformance (CCC) No. 286 on March 27, 1987 by the Local Water Utilities Administration (LWUA), by virtue of their powers vested by PD 198, as amended. Although the Hermosa WD was formed in 1987, it only became operational in June 1995 with the completion of the KfW-granted water supply system. This water system serves Barangay Palihan only, but was later on extended to Barangay Culis.

In late 2001, the HWD suffered severe financial problem leading to the non-payment of employees' salaries, GSIS contributions, power consumption and debt service to LWUA. The said situation was further aggravated by the worsening rift between the Hermosa WD Management, the Board of Directors, the Sangguniang Bayan of Hermosa and the Hermosa WD concessionaires. This prompted LWUA to take-over the operation and management of the Hermosa WD as per LWUA Board of Trustees Resolution No. 85 series of 2002 dated March 22, 2003. The LWUA assigned interim officers are:

Interim Board of Directors:

Engr. Enrique O. Gita	- Chairman
Atty. Yolanda V. Zaragoza	- Vice Chairman
Engr. Reynaldo A. Tabac	- Member
Ms. Venice V. Teodoro	- Member
Ms. Sally Q. Pineda	- Member

Interim General Manager:

Engr. Charlito G. Rodriguez

The said take-over stabilizes the operation of Hermosa WD. All its obligations, including salaries, benefits and debt service to LWUA were all settled in a year's time. Fearing disruption in the operation of the water supply system, the Municipal Mayor requested for the extension of the take-over period which was approved by LWUA on April 15, 2003. This extended the take-over period up to June 2009 which was further extended to December 2009 upon the request of the Municipal Mayor due to the on-going system expansion project of the HWD.

During the LWUA take-over period, Hermosa Water District has completed various system expansion projects that cover twelve (12) barangays in the Municipality of Hermosa. As of December 31, 2009, Hermosa WD has a total of 2,698 active service connections being served by 4 pumping stations with deep wells as the primary source of water.

On January 4, 2010, the management and policy making functions of Hermosa WD were turned-over to the newly appointed local Board and Management. The initial set of the Board of Directors are:

Name	Sector	Term of Office to End
Engr. Alberto G. Patacsil - Chairman	Civic Sector	Dec. 31, 2012
Dr. Ranilo J. Sioson - Vice Chairman	Professional Sector	Dec. 31, 2012
Ms. Paulina M. Silva - Member	Education Sector	Dec. 31, 2014
Ms. Jennifer J. Cruz - Member	Women's Sector	Dec. 31, 2014
Mr. Raymundo G. Famor - Member	Business Sector	Dec. 31, 2010

At present, the appointed General Manager, Engr. Gideon S. De Leon is currently being supported by eighteen (18) employees in providing a reliable and affordable water supply for the people of Hermosa. The Hermosa WD is committed in working towards a sustainable and efficient water service for our community.

The present (as of October 2015) roster of Board of Directors of Hermosa Water District is composed of the following:

Name	Position	Industry
MR. EDUARDO B. DAVID	Chairman	Civic Sector
DR. RANILO JOSE R. SIOSON	Vice - Chairman	Professional Sector
MS. WILMA G. VILLANOS	Treasurer	Education Sector
MS. TERESITA N. TOLENTINO	Secretary	Women Sector
MR. RIZAL G. DE LEON	Member	Business Sector

B. VISION:

To be sustainable utility agency that provides safe and affordable drinking water supply and an effective septage management program.

C. MISSION:

Hermosa Water District is committed to provide the whole community with excellent and affordable drinking water supply and septage management services.

D. AREAS OF OPERATION

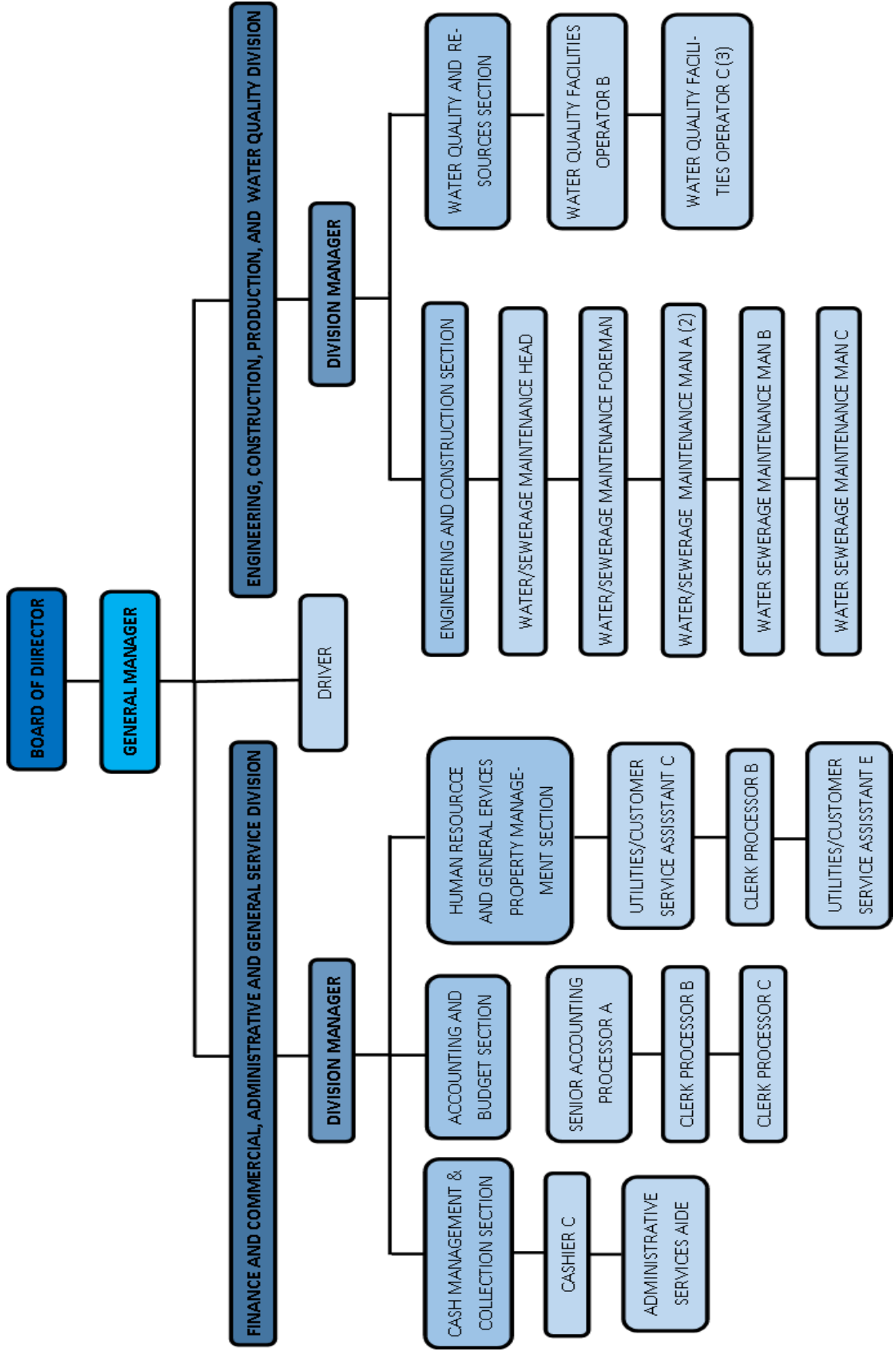
The scope of Hermosa Water District in terms of its operation is based on the Local Water District Law. As stated on Presidential Decree (PD) 198 Chapter 2, Section 5, a local water district shall be formed with a purpose of:

- a. Acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts,
- b. Providing, maintaining and operating wastewater collection, treatment and disposal facilities, and
- c. Conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose

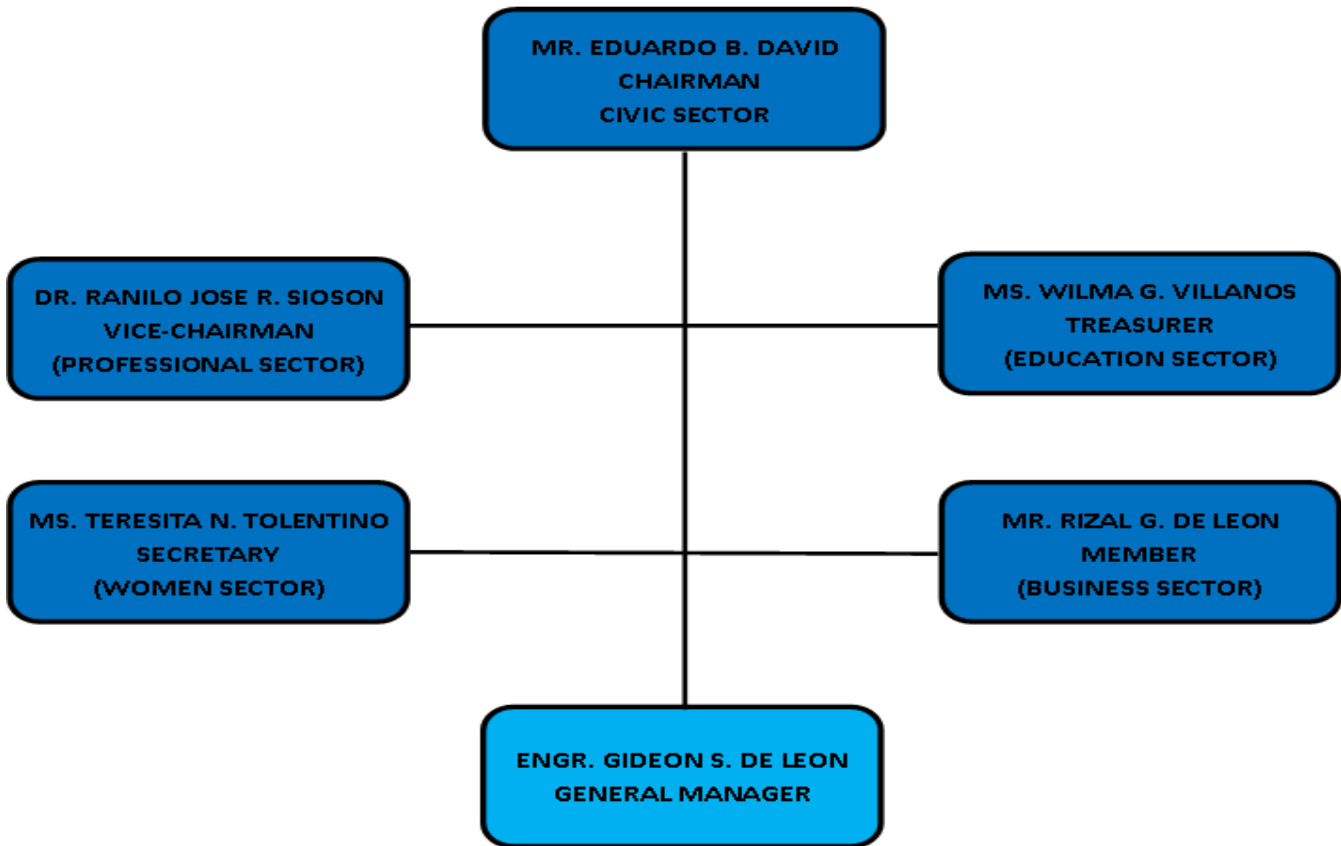
As of October 2015, Hermosa Water District serves 13 barangay out of the total number of 23 barangays in the municipality with 4, 736 active concessionaires. HWD derives its water supply from 7 deep well sources. All pumping stations were provided with chlorinator to ensure the safety and quality of water supplied to the concessionaires. In compliance with the Department of Health (DOH) requirements, several tests are being conducted by the water district. A random chlorine residual test is conducted in different areas of the distribution system to make sure that chlorine residual of at least 0.30 ppm is maintained. Monthly bacteriological test as examined by the DOH is conducted with the results submitted to LWUA for monitoring purposes. Lastly, an annual physical/chemical test is conducted to determine if the quality of water meets the DOH and PNSDW minimum requirements.

III. ORGANIZATION AND RESPONSIBILITIES

ORGANIZATIONAL CHART

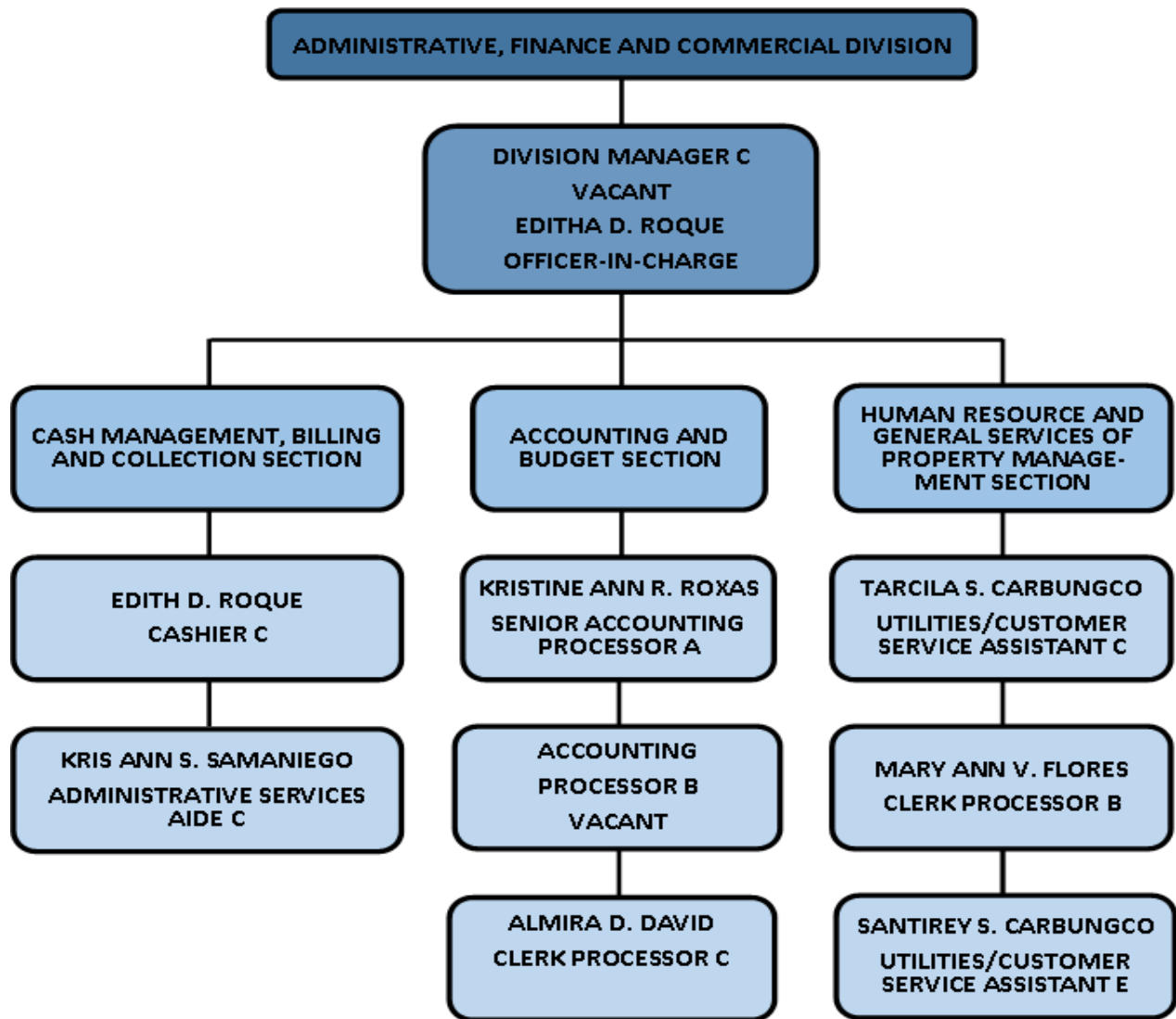


BOARD OF DIRECTORS



RESPONSIBILITIES:

1. The Board of Directors performs the policy-making function of the Water District
2. They formulate policies beneficial to the operation of the Water District
3. They oversee that the policies formulated have been properly implemented by the management and staff
4. They are not allowed to interfere in the management and operation of the Water District
5. The General Manager implements the policies formulated by the Board of Directors
6. The General Manager oversees the day-to-day operation of the Hermosa Water District
7. The General Manager recommends programs and relative activities for the development and improvement of the water system



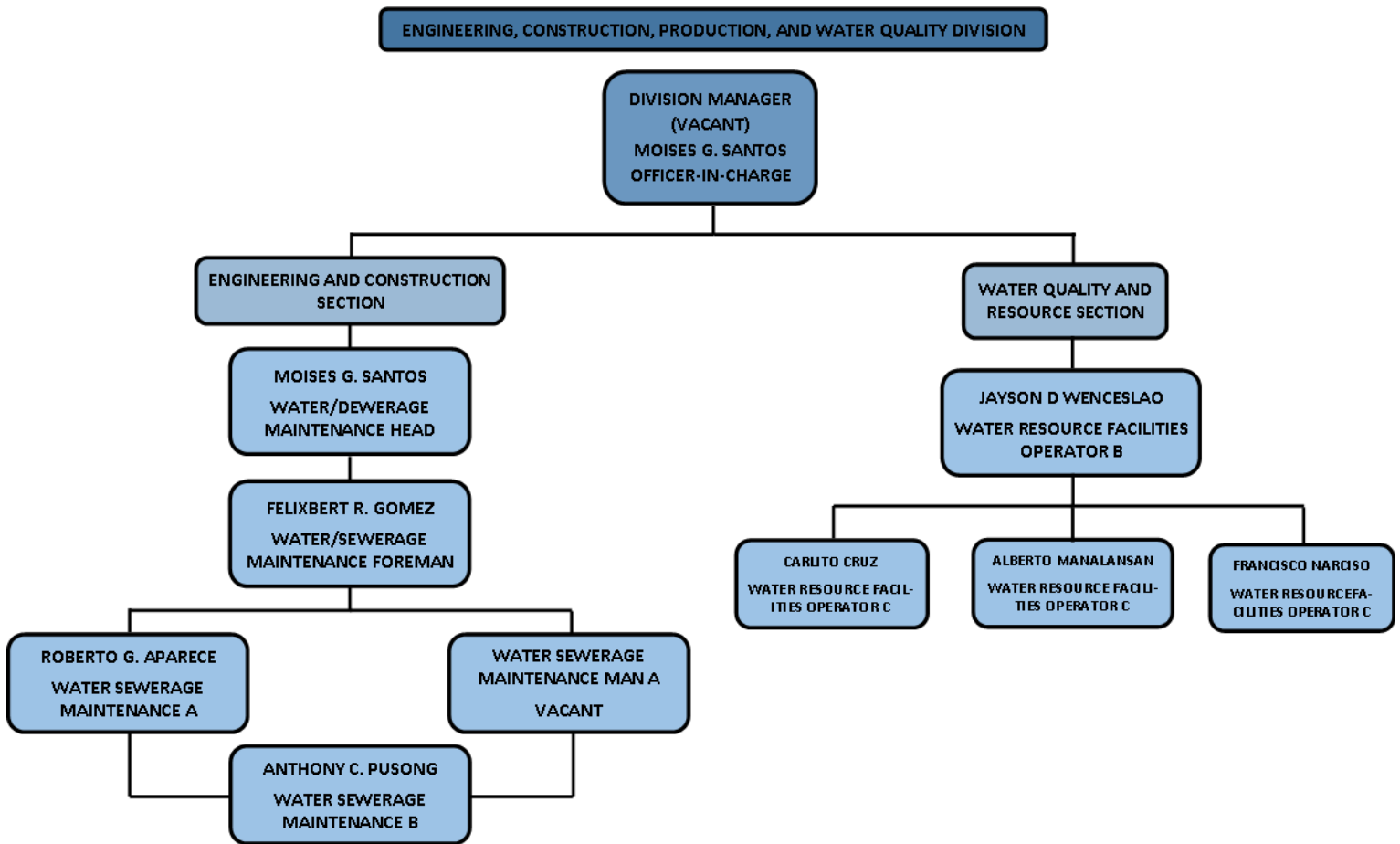
RESPONSIBILITIES:

Administrative and General Services

1. It is responsible for the General Services and Human Resource Services.
2. The HRMO recruits, screens, hires qualified applicants, maintaining statistical information pertaining to new hires and oversees other personnel programs.
3. It administers the Employee Benefit Program, the Employee Assistance Program, deferred compensation, retirement plan and life insurance.
4. Performs other related jobs concerning the personnel.

Finance and Commercial

1. It is responsible for the monitoring and controlling of funds needed to implement the Water District's program and initiatives.
2. Maintains records of all general and capital projects, fund reserves, and expenditures of the District.
3. Prepares the financial statement and monitor its financial condition which is in accordance with Generally Accepted Accounting Principle and Generally Accepted Accounting Manual.
4. In-charge for the preparation of annual budget.
5. Processes request for budget items through purchase orders and request for payments.
6. See to it that budget requests are complied and evaluated for all district's division.
7. Responsible for the effective monitoring and execution of the established policies and procedures in the performance of the general function of the Customer Services Group.
8. Sets up established possible effective strategy to increase the daily collection and decrease the percentage of waste water.
9. Maintains a periodic review and validation program to determine the degree of compliance and adherence to policies and procedures in the performance of the general functions by the Customer Service Group.
10. Submits report to the General Manager for final evaluation and appropriate action.
11. Provides customer services to the concessionaires, and responsible for billing and collection of water sales of the district.
12. Responsible for the implementation of policies, information dissemination, inspection and investigation regarding water connections, meter reading, billing and collection.



RESPONSIBILITIES

Engineering, Construction, Production and Water Quality Division

1. It is responsible for the technical evaluation, design, project management and inspection of District's construction projects and facilities.
2. Investigates the needs for and designs necessary repairs of the distribution mains and service connections.
3. Responsible for the water maintenance and disconnection and reconnection of service lines. Install water meter for new connections.
4. In-charge in the operation, maintenance and installation of water distribution mains and service connections.
5. Responsible for the pumping operation and water distribution of safe and potable water, and monitoring of the water quality
6. In-charge for the pumping facilities, maintenance management and operation
7. Gather and maintain data for proper analysis of well sources
8. Responsible for the regular chlorination of all pump stations and maintenance of water treatment facilities

IV. OPERATING PROCEDURES

Each division has its own general responsibilities and functions. The scheduling of monthly meetings for the board of directors and submitting of annual reports and looking at the welfare of the employees are some of the responsibilities of Administration Division. The Finance and Commercial Division's main function is to monitor concessionaires' monthly consumption, collect payments for water bills, etc., and handle complaints from the consumers. The Engineering and Construction Division is in charge in the detailed construction of maintenance of the system and acting on the complaints of the consumer. The Production Division is responsible for the adequate production of potable water and see to it the consumers enjoy a good 24-hour supply of good quality water at a desirable water pressure. Details of the operating procedures of each division are as discussed herein.

A. FINANCE, COMMERCIAL, ADMINISTRATIVE AND GENERAL SERVICES DIVISION

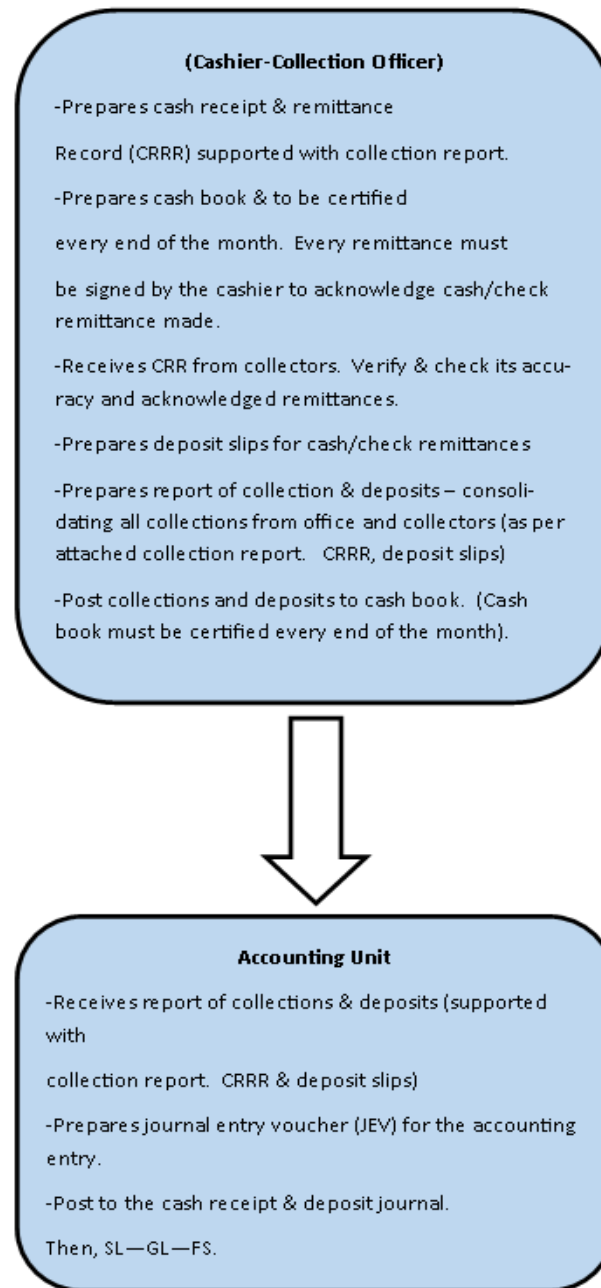
a. Administrative, Human Resources and General Services Section

1. Schedules monthly meetings of Board of Directors
 - Send notice of meeting
 - Prepares and file the documents like minutes of the Board of Directors' meeting and Board Resolutions
2. Prepares Annual Budget for Administrative Division. Prepares reports, operational documents and correspondence related to business, technological, and operational activities subject to review and editing by the General Manager
3. Follow-up important matters and/or official business with Local Government Units (LGUs), Department of Environment and Natural Resources (DENR), Commission on Audit (COA), Civil Service Commission (CSC), Government Service Insurance System (GSIS), and Bureau of Internal Revenue (BIR) transactions.
4. Plan and facilitate company activities like team building, family day, anniversary celebration/ Values Formation seminar, tree planting program, outreach program and Christmas/ year-end annual assembly
5. Schedule the annual medical exam of employees and such other benefits like giving of clothing allowance/ official uniforms of employees
6. Handles procurement of labor and supplies through Philippine Government Electronic Procurement System (PhilGEPS)
 - Posting of invitation to Bid and Request for Quotation in the PhilGEPS
 - Select the lowest complying bid with complete illegibility requirements and ask to prepare the Abstract of Quotation/ Bid
 - Prepares the minutes of meeting/ Bids and Awards Committee (BAC) Resolution if public bidding is held
 - Prepares the notice of award and notice to proceed and requires some necessary documents needed from the winning bidder

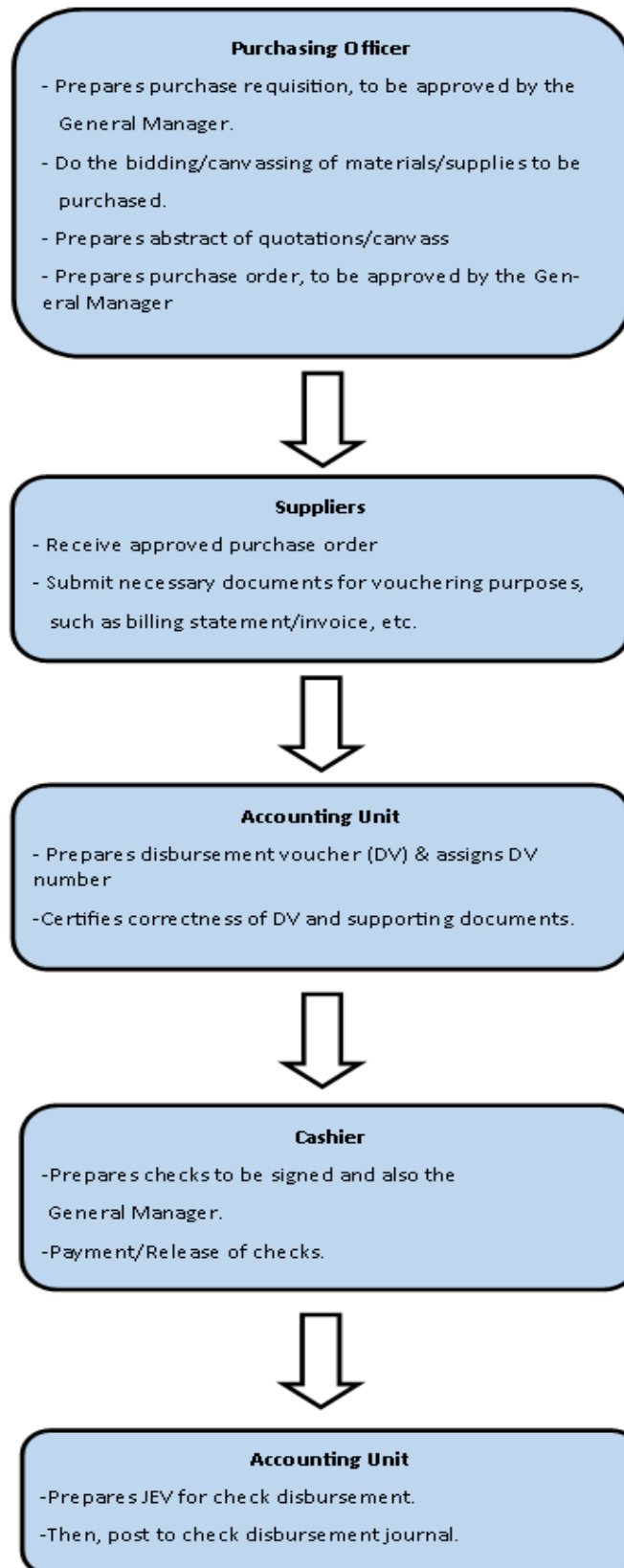
7. Assists in writing instructions, procedures, guides and manuals like newsletter to describe and promote the district's mission and vision
8. Assists in updating website contents and making suggestions on information layout
9. Provides work direction to clerical staff to keep records on file
10. Performs related duties as assigned
11. Prepares office order/ memorandum
12. Updates and maintains 201 files
13. Prepares appointments of regular/casual employees
14. Prepares Notice of Step Increment (NOSI)/ Notice of Salary Adjustment (NOSA)
15. Updates service records
16. Remits employees contribution to Government Service Insurance System (GSIS), Home Development Mutual Fund (HDMF) and Philippine Health Insurance
17. Submits documents monthly/ quarterly to Civil Service Commission (CSC)
18. Publishes vacant positions to Civil Service Commission (CSC)
19. Prepares/submits bonded officials to Bureau of Treasury (BTr)
20. Notarizes/submits Statement of Assets, Liabilities and Net worth (SALN)

B. FINANCE AND COMMERCIAL SECTION

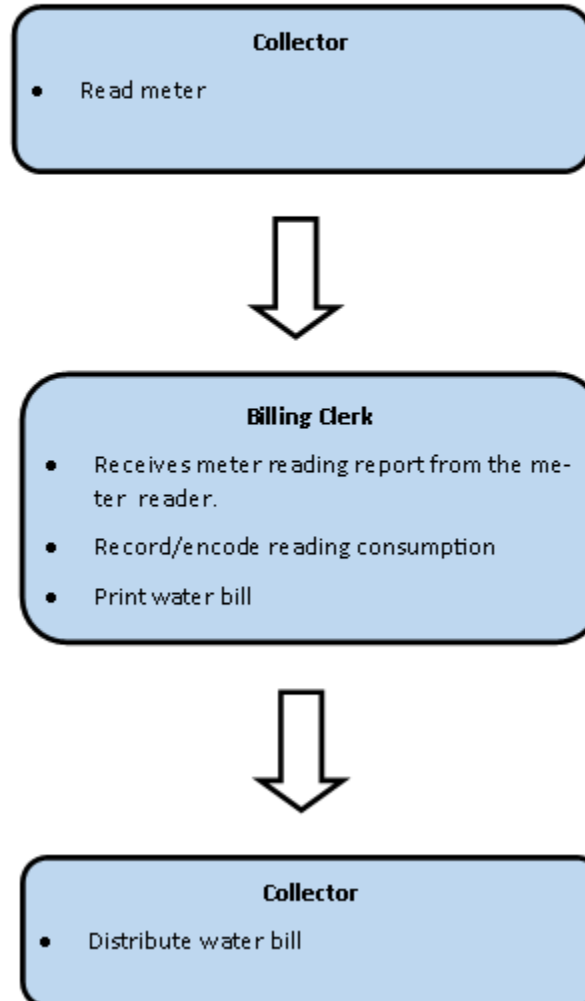
COLLECTION PROCESS



DISBURSEMENT PROCESS



BILLING PROCESS



C. ENGINEERING, CONSTRUCTION, PRODUCTION AND WATER QUALITY DIVISION

a. MAINTENANCE AND CONSTRUCTION SECTION

1. Conduct survey, prepares plans and cost estimates prior to the preparation of the progress of work
2. Submit proposal to the General Manager for review and determination of budget appropriation
3. Conducts, installs, and monitors implementation of various water system projects.
4. Install, reconnect, disconnect, inspect and repair water line services.
5. Mixing of chlorine solution every 2-3 days weekly
6. Maintenance of chlorination unit every 2 weeks
7. Switching ON/ OFF of generator every brownout
8. Blow-off of fire hydrant/ blow-off of pipe monthly
9. Once in a while, if there is a Maintenance Order (MO) of no water and low pressure of water, the Production Division is responsible for inspecting the problem
10. Testing of water samples for chlorine residual daily
11. Monthly collection of water samples for Bacti-test/ HPC Test
12. Delivery of fuel or diesel for generator set as needed
13. General cleaning of pumping stations regularly

D. LIST OF FRONTLINE SERVICES

NEW CONNECTION OF WATER SERVICE

NEW CONNECTION OF WATER SERVICE

1. CUSTOMER SERVICE ASSISTANT

- Inquire and fill-out application form
- Check the form and forward the form to maintenance for inspection
Duration: 15 minutes

2. MAINTENANCE

- Wait for inspection
- Inspect and prepare material take off
Duration: 1 day

3. CUSTOMER SERVICE ASSISTANT

- Attend simple orientation and signing of contract
- Computation of materials and Conduct orientation
Duration: 30 minutes

4. CASHIER

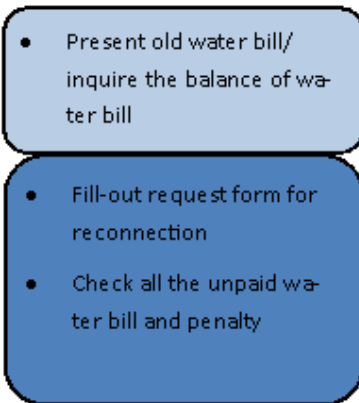
- Pay the application fee and cost of materials
- Accept payment and issue Official Receipt (OR)
Duration: 10 minutes

5. MAINTENANCE

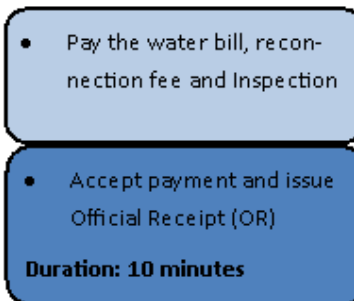
- Wait for schedule
- Install service connection
Duration: 4 days

RECONNECTION OF WATER SERVICE

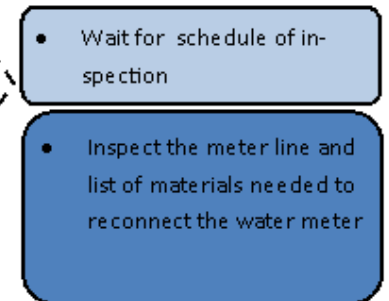
1. CUSTOMER SERVICE ASSISTANT/BILLING CLERK



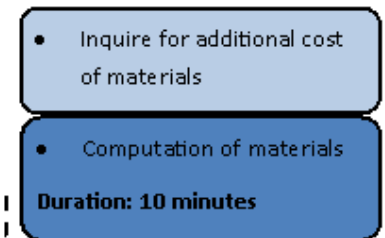
2. CASHIER



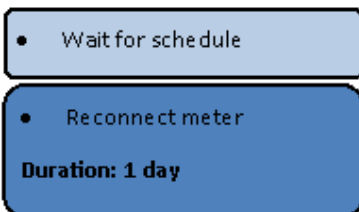
3. MAINTENANCE



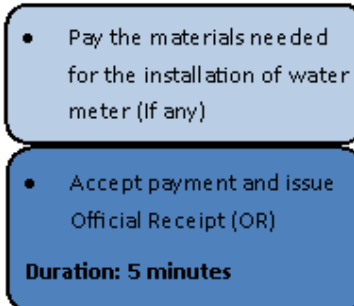
4. CUSTOMER SERVICE ASSISTANT



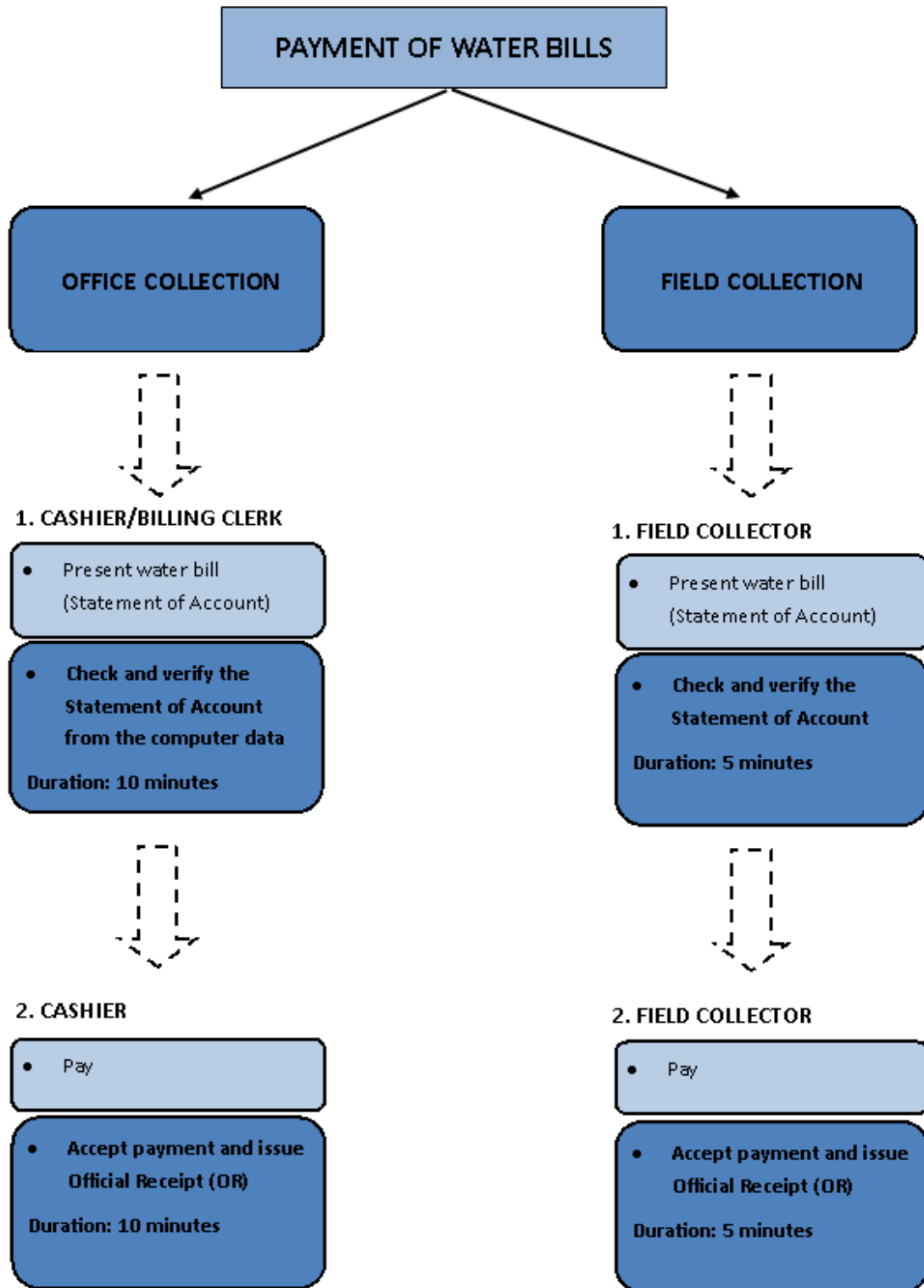
6. MAINTENANCE



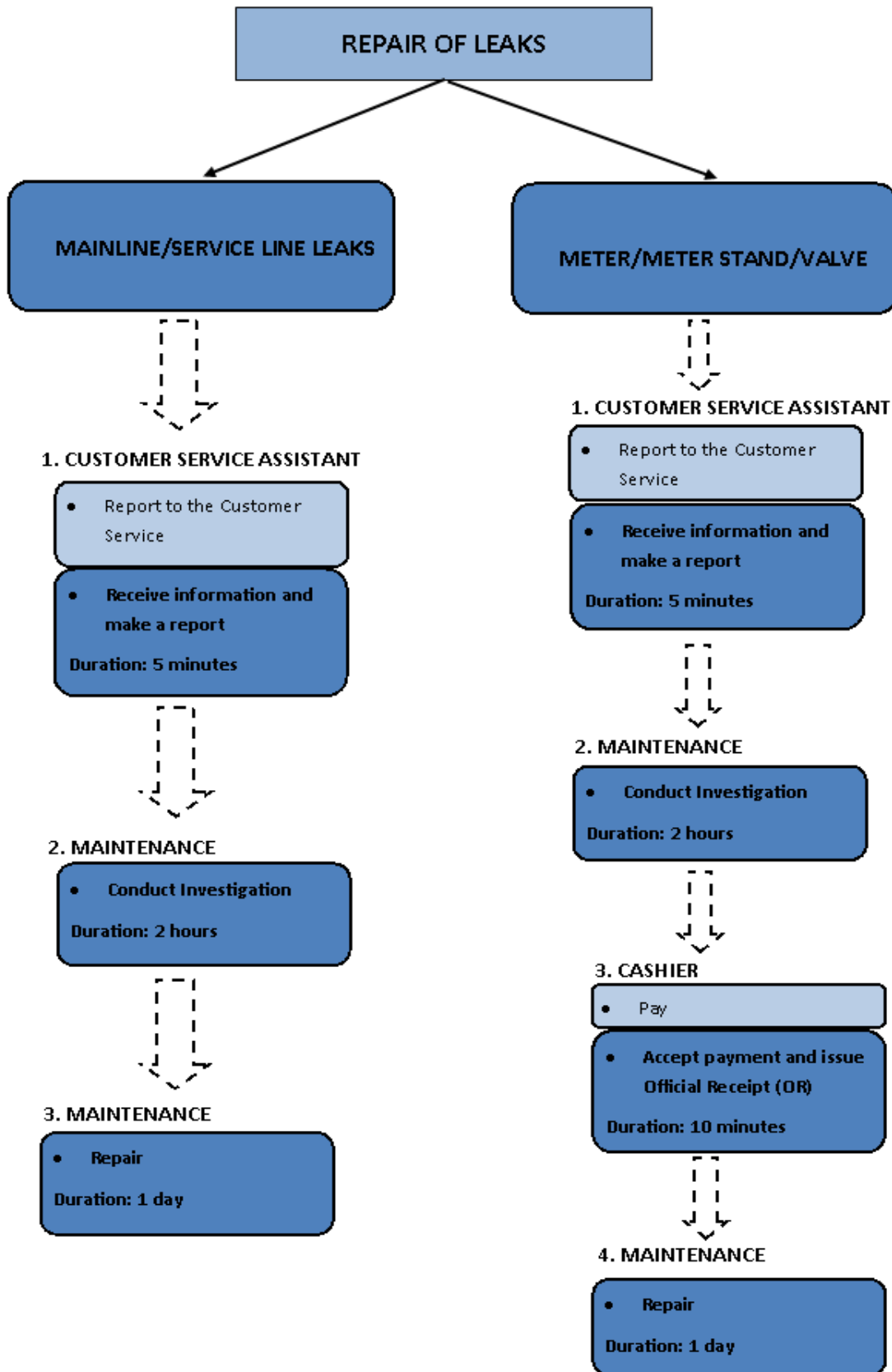
5. CASHIER



PAYMENT OF BILLS



REQUEST FOR REPAIR OF LEAKS

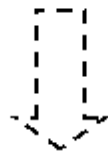


COMPLAINTS ON SUPPLY

COMPLAINTS ON SUPPLY



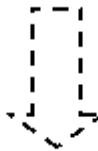
**LOW PRESSURE/
HIGH CONSUMPTION**



1. CUSTOMER SERVICE ASSISTANT

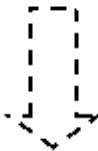
- Report to the Customer Service

- **Receive information and make a report**
Duration: 5 minutes



2. MAINTENANCE

- **Conduct Investigation/assessment**
Duration: 2 hours



3. MAINTENANCE/PUMP OPERATOR

- **Provide remedial measures**
Duration: 2 days

REQUEST FOR VOLUNTARY DISCONNECTION

REQUEST FOR VOLUNTARY DISCONNECTION



1. CUSTOMER SERVICE ASSISTANT

- Present water bill receipt

- **Fill-out request form for voluntary disconnection**

Duration: 5 minutes



2. CASHIER

- Pay the total balance of Water Bill

- **Accept payment and issue Official Receipt (OR)**

Duration: 5 minutes



3. MAINTENANCE

- Wait for schedule

- **Disconnect service connection**

Duration: 1 day