

LAL~LO WATER DISTRICT



OPERATIONS MANUAL



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LAL-LO WATER DISTRICT OPERATIONS MANUAL



I. INTRODUCTION

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

The purpose of this manual is to provide its readers knowledge about the districts responsibilities and structure.

The manual is divided into several parts, as follows:

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

Organizational 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 section.

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

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



II. DEFINITION OF TERMS

- LWD – Lal-lo Water District
- PD – Presidential Decree
- Category D – The categorization is a two-stage process. The initial stage is categorization based on the Number of Active Service Connections. For Category D a service connection of at below 3,000. 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 the Point-Rating Category Points 1 – 24 for Category D. Whichever is lower is the FINAL CATEGORY of the LWD.
- SOA - Statement of Account
- CDR - Check Disbursement Register
- DV - Disbursement Voucher
- GL - General Ledger
- SL - Subsidiary Ledger
- LWUA - Local Water Utilities Administration
- JEV - Journal Entry Voucher
- SDs - Supporting Documents, such as Sales Invoice, Purchase Order, Job Order, Statement of Account



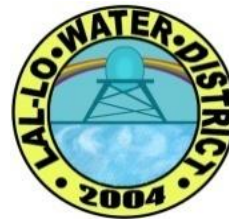
III. GENERAL INFORMATION

A. PROFILE

The Lal-lo Water District (LWD) was created in early 1990s. However, it did not attain its normal business operations and was abandoned due to unknown reasons. Later, in April 2003, thru the initiative of Mayor Florante C. Pascual, together with the Municipal Council, Lal-lo Water District was formed pursuant to Presidential Decree No. 198, as amended.

A Conditional Certificate of Conformance No. 302 was issued on August 13, 1987 by the Local Water Utilities Administration (LWUA). LWD is now categorized as Category D Water District with 12 approved plantilla, 4 of which is vacant.

Official Logo



MANDATES AND FUNCTIONS

The Lal-lo Water District (LWD), by virtue of Presidential Decree No. 198, was created as an agency mandated to operate, maintain, improve and expand water supply delivering affordable, safe and potable water. The programs and expansion were made and carried out by the Lal-lo Water District Board of Directors and management in partnership with LWUA so that water, which is an essential part of life, reaches the taps of all if not majority of the people in the service area of the municipality.

VISION STATEMENT

To promote good health and sanitation through potable water service.

MISSION STATEMENT

To make quality water service accessible for every Lal-loqueno.

VALUE STATEMENT

- **We are trustworthy.** Providing quality and safe water to our concessionaires and ensuring transparency in all transactions.
- **We are client-oriented.** We entertain queries and complaints of our clients with respect, diligence and with a guarantee of a quick delivery of service.

STRATEGIC OBJECTIVES (as defined in the Agency Strategic Plan)

- To provide quality and potable water accessible to every Lal-loqueno.
- To work efficiently and effectively as a team to achieve the vision and mission of the Lal-lo Water District and to develop a more dedicated, skilled, proficient, efficient, honest and responsible Lal-lo Water District employees and staff.



PUMPING STATIONS AS OF YEAR 2015

PUMPING STATIONS	IMPLEMENTATION YEAR	RATED CAPACITY (LPS)
1. CENTRO (Abandoned)	2004	-
2. LOWER MAGAPIT	2005	3.09
3. UPPER MAGAPIT	2009	3.72
4. OUTSIDE CSU (Non-Productive)	2009	-
5. INSIDE CSU (Non-Productive)	2009	-
6. LOWER MAGAPIT (FUMES)	2012	2.96
7. CATAYAUAN GROUND SOURCE	2014	5.99

B. AREAS OF OPERATION

Barangays that are served by LWD as of year 2015.

1. Magapit
2. Sta. Maria
3. Catayauan
4. Tocalana
5. Bagumbayan
6. Centro
7. San Jose
8. Masingal
9. Jurisdiction



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IV. ORGANIZATION AND RESPONSIBILITIES

A. ORGANIZATIONAL STRUCTURE/CHART

(Please see attached)

B. DUTIES AND RESPONSIBILITIES

BOARD OF DIRECTORS

- The policy making body. Ensures the availability of adequate financial resources and approves annual budget.

FINANCE SERVICES SECTION

- Responsible for general services, and collection and disbursement of funds. It is in-charge of the procurement; assists in the implementation of special project programs.

ADMINISTRATIVE SERVICES SECTION

- 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 well as monitoring the budget performance. Also responsible for the recruitment and retention of highly qualified employees for the agency.

COMMERCIAL SERVICES SECTION

- Provides customer service to the concessionaires/client. Responsible for billing of water sales of the district. Responsible for meter reading & billing. Assists in the recording and posting of payments and monitoring of customer accounts. Responsible for the marketing strategies/program implementation and public information.

OPERATIONS/TECHNICAL SERVICES SECTION

- Responsible for the management of the water systems maintenance operations; management of production and water distribution operations. 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. In-charge in water system project implementation and constructions. Responsible for the water maintenance and disconnection and reconnection of service lines. Monitors the water quality. In-charge for the pumping facilities maintenance management, gathering and keeping of data analysis.



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GENERAL MANAGER D (SG-24)

ACTUAL DUTIES:

1. Executes for and in behalf of the District contracts and agreements which the District may enter into as approved by the Board
2. Files and follow – up loan applications and signs loan agreement in behalf of the District.
3. Prepares Agenda for Board meetings and recommends Policies for Board approval.
4. Approves District disbursement.
5. Submits to the Board annual reports
6. Hires, promotes, suspends and remove any or all employees provided actions on supervisory employees are sanctioned by the Board.
7. Filing of Minutes and Resolutions
8. Exercise general supervision control and direction over all employees

SENIOR ACCOUNTING PROCESSOR A (SG- 12)

ACTUAL DUTIES:

1. Maintains the Book of Accounts, General and Subsidiary Ledgers
2. Prepares the monthly financial reports
3. Income Statement
4. Balance Sheet
5. Cash Flow Statement
6. Monthly Data Sheet
7. Prepares Payroll
8. Prepares Check Voucher
9. Verifies Ageing of Accounts
10. Prepares yearly budget

OTHER DUTIES

1. Maintains Personnel Files
 - 201 File
 - Earned Leaves Record
2. Prepares and submit reports as required by Civil Service Commission.

CASHIER D (SG – 10)

ACTUAL DUTIES:

1. Accepts payment of water bills in the office
2. Accepts collection for Fees & Charges.
3. Make deposits and withdrawals from the bank.
4. Reconciles daily cash received.
5. Makes Daily Cash Position Report.
6. Petty Cash Custodian/Working Fund Custodian
7. Verifies Daily Collector's Reports
8. Prepares (CCS) Cashier's Collection Summary.
9. Releases Water District Disbursement
10. Prepares Cash Voucher



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OTHER DUTIES:

1. Submit clarificatory items of the Employees to GSIS Membership Coordinator
2. Reconciles GSIS remittances variances.
3. Update partial payments to the water bill

UTILITIES CUSTOMER SERVICE ASSISTANT C (SG – 8)

ACTUAL DUTIES:

1. Attends to customer inquiries and complaints
2. Attends to registration or new concessionaires
3. Prepares disconnection notices
4. Maintains Master list of service connection
5. Pre – addressing of bills
6. Maintains customer ledger cards of posting penalties and adjustments.

OTHER DUTIES:

1. Prepare Daily / Monthly Billing Summary
2. Prepares Consumption Pattern Schedule
3. Take notes during BOD meeting and prepare minutes of meeting
4. Prepares communication letters and BOD Resolutions
5. Verifies outgoing materials for office stocks and inspect purchases.

WATER RESOURCES FACILITIES OPERATOR B (SG –6)

ACTUAL DUTIES:

1. Reads consumer water meter and records systematically monthly
2. Distributes notice of receipts
3. Prepares Daily Collector's Report and remits collection to the Cashier
4. Verify conditions of water meters and prepares report of all defective meters.
5. Assist in the repair of mainline in case of emergency purposes.
6. Maintain BIN Card
7. Issue materials for connections and other repairs
8. Estimates materials and investigate consumers before installation
9. Prepares bill of materials and store requisition slip

OTHER DUTIES:

1. Attend to all general services relevant to maintenance and repair or every service connections, transmission and distribution mains
2. To attend all emergency purposes like repairs of mainline
3. Conducts periodic flushing on every dead ends of transmission and distribution mains.



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CLERK PROCESSOR C (SG – 4)

ACTUAL DUTIES:

1. Check Daily Billing Reports / Penalty Reports
2. Assist in the preparation of reports
3. Check and files supporting documents of check vouchers / disbursements
4. Posting of payments to Customers' Ledger Card
5. Prepares Ageing of Accounts Receivables
6. Prepares monthly the summary of material issuances

OTHER DUTIES:

1. Assists in the preparation of yearly Budget
2. To perform any other duties as supervisor may direct
3. Disseminates emails and Memorandum Circulars from Government Agencies

WATER RESOURCES FACILITIES OPERATOR C PLUMBER (SG – 4)

ACTUAL DUTIES:

1. Installation of new connection, disconnection and reconnection of water services
2. Repair and Maintenance of main pipelines and service pipelines up to the water meter including replacement of defective water meters
3. Repair and Maintenance of pumping equipment, water reservoir or tank and all related pumping facilities
4. Maintenance of plumbing tools and equipment, together with the service connection barricades
5. To clean the office building and its surroundings
6. To acct and assume all duties and responsibilities of a pump operator when circumstances so require.

WATER RESOURCES FACILITIES OPERATOR C PUMP OPERATOR (SG – 4)

ACTUAL DUTIES:

1. To start and stop pumping facilities driven by either motor or engine
2. To lubricate equipment on a prescribe schedule
3. To perform routine minor maintenance on pumping facilities and assists in major maintenance tasks
4. To record production, pressures, levels and flows
5. To prepare and submit monthly reports on production
6. To apply treatment of water on a prescribe dosage and schedule
7. To release water to the consumers on a prescribe schedule
8. To maintain cleanliness of wells, reservoir water and safeguard the Water District Compound.
9. To clean the office building and its surroundings
10. Installation of new connection, disconnection and reconnection of water services
11. Repair and Maintenance of main pipelines and service pipelines up to the water meter including replacement of defective water meters
12. Repair and Maintenance of pumping equipment, water reservoir or tank and all related pumping facilities



**V. UTILITY RULES AND REGULATIONS
GOVERNING THE OPERATIONS OF
LAL~LO WATER DISTRICT**

METERING POLICY – It is s declared policy of the LWD that all water service connections are to be metered. The water meter shall be installed outside the premises of the concessionaire or not more than twenty meters (20 m.) away from the tapping point.

The jurisdiction and responsibility of the district shall end at the water meter. The District is in no case liable for for damages after the water meter.

In case LWD files suit for collection of pilferage, theft, or other violations, litigation costs shall be the expense of the defendant.

EXEMPTION FROM GOVERNMENTAL FEES – LWD is not covered by the requirement of securing permits and fees from the municipal, provincial and national government, in the excavation and pipe laying in connection with District’s expansion and improvement projects.

LWD is authorized to construct, excavate, any works along, under or across and road or street, watercourse, or conduit or any manner, which will afford security for life and property.

INDIVIDUAL SERVICE LINE – Every edifice, building, house or dwelling unit must be provided with a separate service line and meter. No sub-connection of service line shall be allowed except when there is no available mainline, in such case, the following shall be followed.

1. The supplicant shall secure a written authorization from the owner of the existing service line.
2. The sub-connection shall be relocated once a mainline is constructed.
3. In some other cases wherein there is an available mainline but needs to be sub-connected, the General manager may allow sub-connection of service line, on special cases and for justifiable reason.

ANTI-PILFERAGE – No person – whether natural or juridical – shall tap make or cause to be made any connection with water lines without prior authority or consent from the LWD. It is declared unlawful for anyone to tamper, install or use tampered water meters, sticks, magnets, reversing water meters, shortening of vane wheels and other devices to steal water or interfere with accurate registry or metering of water usage, or otherwise results in its diversion in a manner where by water is stolen or wasted.

Anyone caught doing any of these act of deceit to prejudice the district shall be imposed a penalty in the amount of P2,000, P4,000 and P6,000 for the first, second and third offense respectively.

PRESSURE CONDITION – All applicants for service connections or water services shall be required to accept such condition of pressure and service as provided by the distributing system at the location of the proposed connection and shall agree to hold the District blameless for any damage arising out of low or high pressure conditions interruptions of service.

MAINTENANCE OF WATER PRESSURE AND SHUTTING DOWN FOR EMERGENCY REPAIRS – In cases of emergency repairs, the LWD may shut off its water supply or reduce water pressure when necessary, in which Case LWD shall not be held liable for any damages that may be incurred by the concessionaire as a result thereof. It reserves the right o discontinue service while making emergency repairs or for causes, which in the discretion of the District necessitates such discontinuance. The LWD shall make prior announcement of any scheduled water interruptions to the affected area.



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APPLICATION FOR SERVICE CONNECTION, WHO MAY APPLY – any natural or juridical person may avail of the services of the District.

Once the application is approved and upon payment of the required fees and submission of necessary documents, the applicant shall be required to sign the service application and contract agreement for water services. The concessionaire shall be oriented by the authorized LWD representative of the terms and conditions of Service Connection as well as the existing policies of the District.

INSTALLATION OF WATER SERVICE SERVICE CONNECTION – The service connection or laterals from the LWD distribution line shall be installed by its authorized representative only after the payment of the required fees are complied with including all other conditions as may be imposed by LWD. The district shall determine the necessary fittings to be used and shall be equipped with a gate valve on the inlet side of the the meter.

That all water meter/service lateral lines, curb, socks, valves, meter, boxes, locks and seals connected to the DISTRICT shall be under the control of the DISTRICT. The CONSUMER shall be held liable, however, for any damage to these materials due to any cause except fortuitous events and shall be for the account of the CONSUMER. The cost of repairs to the meter, curb, socks, or valves shall be included in the next water bill;

That the DISTRICT reserves the right to determine the size of service connection in accordance with LWUA prescribed schedules. Their location will respect to the boundaries of the premises to service as well as the laying of the CONSUMER's service lateral to the meter shall not be done until such location has been approved by, and road crossing fee if applicable is paid to, the DISTRICT.

That before water service is furnished; the CONSUMER agrees to pay an amount equivalent to the actual cost of labor and materials supplied by the DISTRICT.

That the CONSUMER agrees to allow properly authorized employee or representatives of the DISTRICT to enter his/her premises upon due notice preferably during office hour for the purpose of determining and removing illegal connections, delivering water bills, installing, inspecting, reading, removing, testing and replacing water meters and properties or equipment of the DISTRICT, or removing the DISTRICT's property in case of termination of the agreement for any cause upon perfection of this contract and anytime during the effectivity of the same. Any employee and/or representatives of the DISTRICT are hereby authorized to enter the CONSUMER's premises to perform their official functions without necessarily committing trespassing;

That if the CONSUMER is not the owner of the building/property, the property-owner is duty bound to inform immediately the DISTRICT the correct name and address of the said CONSUMER, otherwise, the property-owner shall be held responsible or liable for the pending water bills and violations of existing rules and regulations and policies of the DISTRICT;

DISTRICT RATES AND CHARGES – All water rates and charges shall be set by a formal resolution of the Board of Directors of the Lal-lo water District and the Board of Trustees of the Local Water Utilities Administration shall confirm the approved water rates.

The District shall adopt the Approved Water Rates as per LWUA Board Resolution No. __ Series of 20 __. (see attached schedule of approved water rates).

OBLIGATIONS OF THE CONCESSIONAIRE – The concessionaire is bound to abide by the rules and regulations of the District as stipulated in the Contract Agreement.

1. That the CONSUMER agrees to pay said water service regularly based on the applicable rate schedule and rules and regulations of the DISTRICT, which are now enforced and which may be enforced thereafter;
2. Protect the water meter from physical damage and loss.
3. Check all the materials and fittings paid for the service connection In case of damage the concessionaire should report it to the office for immediate investigation.



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WATER BILLS ~ The monthly water rents are payable at the Office of the DISTRICT on due dates as appearing in the water bills. Water bills paid after due dates are charged 10% penalty. CONSUMERS having unpaid two (2) consecutive months water bills shall be disconnected even without further notice. Service will not be restored except upon payment of all accounts due, together with the reconnection fee of P300.00 Reconnection fee/s other than the circumstances herein specified shall be governed by subsequent policies taking into account the reason/s prevailing in each particular case.

That failure to receive water bills does not relieve the CONSUMER of his liability, and any account due shall be deemed a debt to the DISTRICT;

DISCONNECTION OF WATER METERS – The LWD reserves the right to disconnect service to the concessionaire for valid and reasonable grounds such as but not limited to the following:

1. Tampering of water meter
2. Non-payment of two (2) months water bill
3. Violation of any provisions of the Contract Agreement.
4. Series connection

RECONNECTION OF DISCONNECTED SERVICE CONNECTION – a disconnected water service can be reactivated only if the following requisite is complied with:

1. The delinquent concessionaire who is seeking reconnection of the service connection shall pay the following fees.
 - a. Arrearages including penalties
 - b. Reconnection fee of P300.00
 - c. Other Incidental expenses
2. A reconnection fee shall be charged to concessionaires who applied for voluntary temporary disconnection.

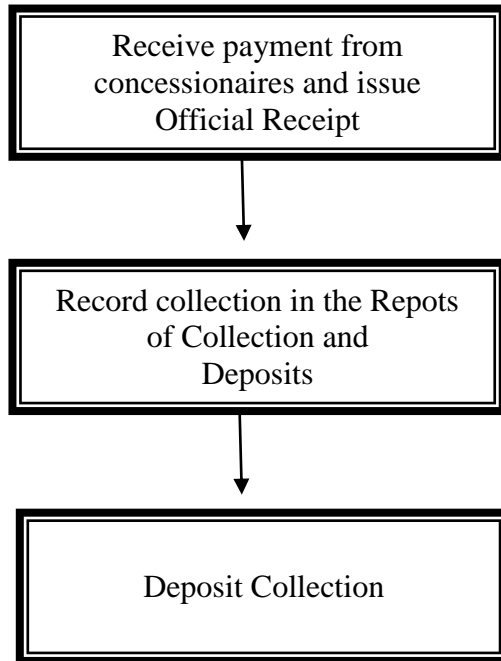


VI. OPERATING PROCEDURES

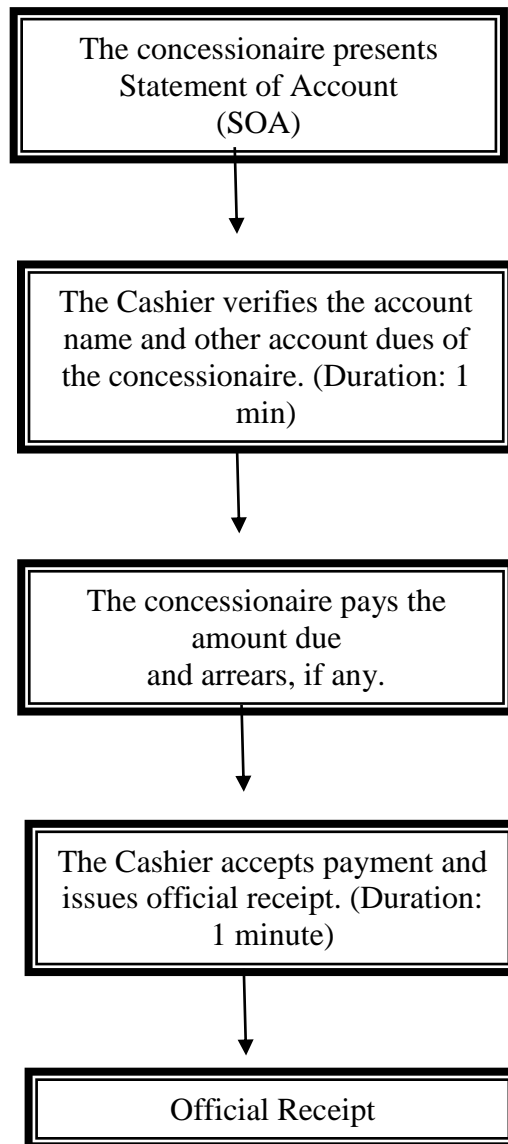
A ADMINISTRATIVE AND FINANCE SERVICES SECTION

ACCOUNTING WORKFLOW

Receipt and Collection Process

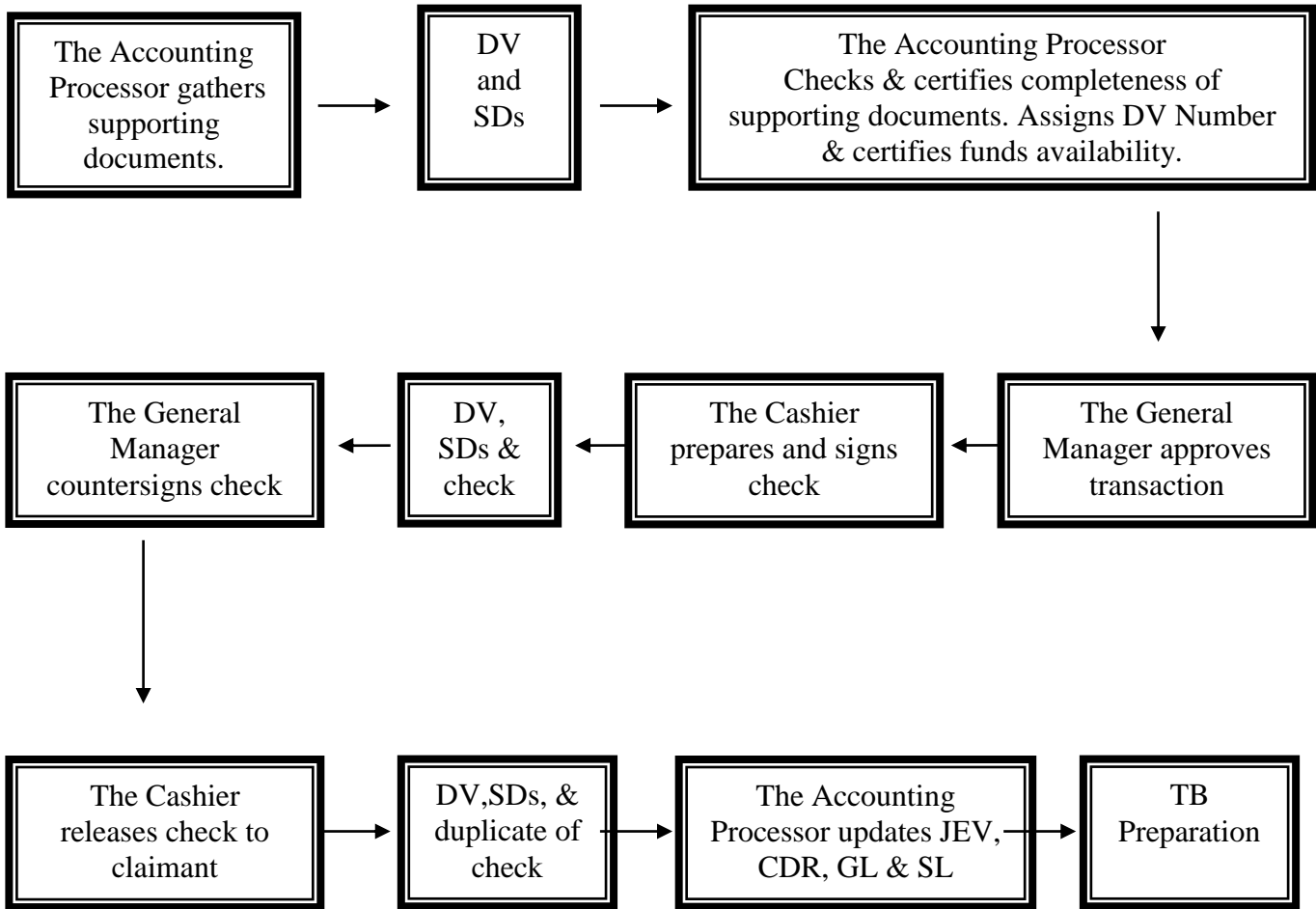


Payment of Bills





Disbursement Process





LAL-LO WATER DISTRICT OPERATIONS MANUAL



B. COMMERCIAL SERVICES

NEW CONNECTION

(Installation of New Service Connection)

HOW TO AVAIL OF THE SERVICE:

ST EP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON-IN CHARGE	FEES	FORM
1.	Proceed to LWD and make clarificatory inquires on how to avail a service connection	Prepare application form with a short briefing on the service and its requirements/fees	5 min.	Utilities Customer Service Asst.	P3,000.00 application P3,500.00 road crossing	LWD Application form
2.		Prepare a maintenance order slip for inspection and estimation of the propose service connection	5 min.	Utilities Customer Service Asst.		M.O. Slip
3.		Approve the order	5min.	General Manager		
4.		Inspect and estimate of the proposed new service connection	45min	Water Resources Facilities Operator		
5.		Advise the applicant to go back to office for the payment of fees		Water Resources Facilities Operator		
6.		Check the availability of materials and pricing	30 min.	Water Resources Facilities Operator		
7.	Settle necessary fees	Receive payment & issue official receipt	5min.	Cashier	Other office charges & estimated cost of materials	
8.	Attend the briefing of policies, rules, regulations and other services of LWD	Briefing	30min.	General Manager		
9.		Prepare maintenance order for the Installation	5min.	Utilities Customer Service Asst		

10.		Approve the order	5min.	General Manager		M.O Slip
11.		Install the service connection	2 hours case to case basis	Water Resources Facilities Operator		
12.		Notify the new client that the new connection have been done	5 min.	Water Resources Facilities Operator		
13.	Sign the M.O. proof that the connection had been done		5 min	Water Resources Facilities Operator		M.O Slip
14.		Verify if the activity for the day had been done accordingly	15min	Water Resources Facilities Operator		
15.		File the Maintenance Order Slip	5 min.	Water Resources Facilities Operator		M.O. Slip



RECONNECTION

(Re-activation of registered service connection)

HOW TO AVAIL OF THE SERVICE:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON-IN CHARGE	FEE	FORM
1.	Proceed to LWD office for the request of reconnection	Verify record of the client. Inform him/her if he/she has unpaid due. As per contract agreement	10 min	Utilities Customer Service Asst		
2.		Approve the request	5min	General Manager		M.O Slip
3.		Inspect the service connection	45min case to case basis	Water Resources Facilities Operator		
4.	Pay necessary fees	Receive payment and issue official receipt	5min	Cashier	P300.00 as per contract agreement	
5.		Prepare maintenance order for the reconnection	5min	Utilities Customer Service Asst		M.O. Slip
6.		Approve the order	5min	General Manager		M. O Slip
7.		Reconnect the services	1 hour case to case basis	Water Resources Facilities Operator		
8.		Let the client sign the maintenance order slip as proof that reconnection have been done	5min	Water Resources Facilities Operator		M.O Slip
9.	Sign the maintenance order slip as proof that the reconnection is within his/her consent		5 min	Water Resources Facilities Operator		M. O Slip
10.		Verify if the activity for the day had been done accordingly	20min	Water Resources Facilities Operator		
11.		File M.O.	5min	Water Resources Facilities Operator		



LEAK REPAIR

(Repair of leaking pipes and faucets)

HOW TO AVAIL OF THE SERVICE:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON-IN CHARGE	FEES	FORM
1.	Call/ proceed to the office and report the problem in your service connection	Prepare maintenance order for the specific complains	5min	Utilities Customer Service Asst		M.O. Slip
2.		Approve the order		General Manager		
3.		Proceed to the client's residents to initiate the inspection	40min case to case basis	Water Resources Facilities Operator		
4.		After inspection, advice the client to pay to the cashier whatever fee arises or provide the materials needed		Water Resources Facilities Operator		
5.	Pay necessary fees	Receive payment and issue official receipt	5min	Cashier		
6.		Repair the leakages	1 hour	Water Resources Facilities Operator	P100.00 minimum	None
7.		Let client signs the maintenance order slip as proof that the repair had been done	5min	Water Resources Facilities Operator		M.O Slip
8.	Sign the maintenance order slip as proof that the repair is within his/her consent		5min	Water Resources Facilities Operator		
9.		Verify if the repair had been done accordingly	20 min	Water Resources Facilities Operator		
10.		File the maintenance order slip	5min	Water Resources Facilities Operator		M.O Slip



RELOCATION OF SERVICE CONNECTION
(Transfer of service pipes to other location)

HOW TO AVAIL OF THE SERVICE:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON-IN CHARGE	FEES	FORM
1.	Proceed to the office and refer request for relocation	Prepare maintenance order for inspection and estimation of materials needed	10min	Water Resources Facilities Operator		M.O. Slip
2.		Approve the order	5min	General Manager		M.O Slip
3.		Inspect service connection, inform client about the materials needed. Advice client to go back to office for the pricing of materials and payment of fees	25min	Water Resources Facilities Operator		
4.	Proceed to the office for the pricing of materials needed	Inform client on the estimated cost of materials with the corresponding amount to be paid	10 min.	Water Resources Facilities Operator		
5.	Pay the required fees	Receive payment and issue official receipt	5 min.	Cashier	P300.00/3 5% of materials	
6.		Approve the request	5min.	General Manager		
7.		Prepare M.O. for the relocation of service connection	5 min.	Water Resources Facilities Operator		M.O. Slip
8.		Relocate the service connection	1 hr/case to case basis	Water Resources Facilities Operator		
9.		Let the client sign the Maintenance Order Slip as proof that the relocation had been done.		Water Resources Facilities Operator		M,O Slip
10.	Sign the Maintenance Order Slip as proof that the relocation is within his/her consent.	Verify if the activity for the day had been done accordingly	20 min.	General Manager		
11		File the Maintenance Order Slip	5 min.	Water Resources Facilities Operator		M.O. Slip



DISCONNECTION

(Voluntary disconnection of the service connection and non – payment of water bills)

HOW TO AVAIL OF THE SERVICE:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON-IN CHARGE	FEES	FORM
1.	Proceed to the office and request for disconnection	Prepare maintenance order slip	5min	Utilities Customer Service Asst		M.O. Slip
2.		Approve of the maintenance order	5min	General Manager		
3.		Effect the disconnection	20min	Water Resources Facilities Operator		
4.		Let client sign the maintenance order slip as proof that the disconnection had been done	5min	Water Resources Facilities Operator		M. O Slip
5.	Sign the maintenance order slip provided with his / her name as proof that the disconnection is within his /her consent		5min	Water Resources Facilities Operator		M.O Slip
6.		Verify if the activity had been done accordingly		Water Resources Facilities Operator		
7.		File the maintenance order slip	5 min	Utilities Customer Service Asst		M. O. Slip



BILLING INQUIRIES

(Complains and inquiries in the billing)

HOW TO AVAIL OF THE SERVICE:

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON – IN – CHARGE
1.	Proceed to office and refer such erroneous reading	Entertain client courteously	10min/ case to case basis	Utilities Customer Service Asst
2.		Prepare M. O for re - reading	5mins	Utilities Customer Service Asst
3.		Conduct re - reading	20mins	Water Resources Facilities Operator
4.		a. If found erroneous recommend for BAM b. Other actions depend the inspection result	5min	Utilities Customer Service Asst
5.		Approve the request	5min	General Manager
6.		Notify the client for the application of BAM	5 min	Utilities Customer Service Asst
7.	Signs the M. O confirming that the application of BAM has been applied			
8.		File M. O	5min	Utilities Customer Service Asst



C. PRODUCTION SERVICES

FLUSHING

Schedule of Availability of Service: Twice a month or as the need arises
Who may avail the service: Registered LWD concessionaires
What are the requirements: N/A
Duration: 5-15 minutes

HOW TO AVAIL OF THE SERVICE:

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	PERSON – IN – CHARGE	DURATION OF ACTIVITY
1.	Call / proceeds to the office and report the problem	Prepare maintenance order slip	Utilities Customer Service Asst	5min
2.		Approve the M.O.	General Manager	5min
3.		Determine the affected area and specify flushing points	Water Resources Facilities Operator	1 hour
4.		Let client sign the Maintenance Order Slip as proof that the flushing had been done		
5.	Sign the Maintenance order slip provided with his/her name as proof that the flushing his/her knowing			
6.		File the Maintenance order slip	Water Resources Facilities Operator	5min



LAL~LO WATER DISTRICT OPERATIONS MANUAL



BACTERIOLOGICAL, CHEMICAL AND PHYSICAL TESTING OF WATER SUPPLY

(Water samples from the different water sources is being tested by Local Water Utilities Administration (LWUA) laboratory and CVMC to assure that the water supply is within the levels set by the Philippine drinking water)

Schedule of Availability of Service:	Monthly Annually
Who may avail the service:	Registered LWD concessionaires
What are the requirements:	Water samples taken from the different water sources

HOW TO AVAIL OF THE SERVICE:

STEP	ACTIVITY	PERSON – IN – CHARGE	DURATION OF ACTIVITY
1.	a. Collect water samples for bacteriological analysis. b. Collect water samples for physical and chemical analysis	General Manager	30 min – 1 hour monthly
2.	a. Submits water sample for bacteriological test to MTWD b. Submits water sample for physical and chemical analysis to LWUA	General Manager	1 day 2 days
3.	Wait for the result through follow – up	General Manager	
4.	Analyze and interpret the results	General Manager	30min
5.	Submits of results to LWUA	General Manager	30min



CHLORINATION

(This is done 24hours 7 days in chlorinating machine injectible type to eliminate the existence of the bacteria and the like double check by test kit)

Schedule of Availability of Service: 24 hours 7 days
Who may avail the service: Registered LWD concessionaires

HOW TO AVAIL OF THE SERVICE

STEP	SERVICE PROVIDER	ACTIVITY	PERSON – IN – CHARGE
1.	Determine of Chlorine demand	24 hrs	Pump operator
2.	Prepare and mix of Chlorine dosage	10min / pumping station	Pump operator
3.	Induce the chemical to the water	10min / pumping station	Pump operator
4.	Conduct testing through test kit	2min/ source	Pump operator

CLEANING OF WELLS

(Cleaning of elevated water tanks)

Schedule of Availability of Service: Monthly
Who may avail the service: Registered LWD concessionaires

HOW TO AVAIL OF THE SERVICE:

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON – IN – CHARGE
1.		Prepare equipment paraphernalia's	30min	Plumber / on call laborer
2.		Implement the work	½ day	Plumber / on call laborer



PIPELINES FLUSHING

(Cleaning of main pipelines and service lines)

Schedule of Availability of Service:

Twice a month or as the need arises

Who may avail the service:

Registered LWD concessionaires

HOW TO AVAIL OF THE SERVICE:

A. Twice a week / regular flushing

STEP	SERVICE PROVIDER	ACTIVITY	PERSON – IN – CHARGE
1.	Notify the public of the schedule of flushing through air with the approval of the GM	Twice a week 12 – 2 midnight	Water Resources Facilities Operator / Plumber / Operator

INSPECTION OF WATER METERS

(To ensure the accuracy of water meter)

Schedule of Availability of Service:

Every 7 working days of the month or as the need arises

Saturday / Sunday / Holiday as per request

Who may avail the service:

Registered LWD concessionaires

HOW TO AVAIL OF THE SERVICE:

STEP	ACTIVITY	DURATION OF ACTIVITY	PERSON – IN – CHARGE
1.	Inspect water meter during reading time	5min	Water Resources Facilities Operator
2	Report to office any problem and recommend for any action to be taken	10min	Water Resources Facilities Operator
3	Prepare maintenance order for any action to be taken	5min	Utilities Customer Service Asst.
4	Approve water meter testing	5min	General Manager
5	Conduct water meter testing and analysis for efficiency	45min	Water Resources Facilities Operator
6	Approve replacement of water meter	5min	General Manager
7	Re – Install / replace water if there is any	45min	Water Resources Facilities Operator
8	Verify if the activity had been done accordingly	20min	Water Resources Facilities Operator
9	File the Maintenance Order slip	5min	Water Resources Facilities Operator



INSPECTION OF ILLEGAL SERVICE CONNECTION

(Unregistered connection: flying & by – pass connection)

Schedule of Availability of Service: Monday to Friday
8:00am to 12:00pm
1:00pm to 5:00pm
Saturday , Sunday and Holidays
case to case basis

Who may avail the service: Registered LWD concessionaires

HOW TO AVAIL OF THE SERVICE:

STEP	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON – IN – CHARGE
1.	Inspect illegal by pass flying connections while collecting water bills	5min per service connection	Water Resources Facilities Operator
2	Report to office if there is any		Water Resources Facilities Operator
3	Provide maintenance order slip for inspection	5min	Utilities Customer Service Asst.
4	Approve the order	5min	General Manager
5	Conduct Inspection	1 hour	Water Resources Facilities Operator
6	Ask assistance from brgy. officials	2 hours	Water Resources Facilities Operator
7	Issue maintenance order slip for closure of mainline	5min	Utilities Customer Service Asst.
8	Make necessary action	2 hours	General Manager



LAL~LO WATER DISTRICT OPERATIONS MANUAL



CLIENT FEEDBACK FORM

Thank you for visiting Lal-lo water District and availing our services. Because we want to serve you better, please answer the question relevant to your visit:

Name _____
Address _____
Department / Office Visited _____
Service Availed _____

- | OUR OFFICE | YES | NO |
|---|--------------------------|--------------------------|
| 1. Is the office easy to locate? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Is the Office clean and orderly? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Did you feel comfortable? | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Was there a long waiting line of customer | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Was there a appropriate signage of direction | <input type="checkbox"/> | <input type="checkbox"/> |

- | OUR FRONTLINERS | YES | NO |
|--|--------------------------|--------------------------|
| 6. Is the employee-in-charge available? | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Is the employee –in-charge knowledgeable? | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Is the employee-in-charge accommodating? | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Were you received properly? | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Were you needs attended promptly? | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Were you made to wait long? | <input type="checkbox"/> | <input type="checkbox"/> |

- | REQUIREMENTS | YES | NO |
|--|--------------------------|--------------------------|
| 12. Were you made aware of the requirement? | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. Was there so many additional requirement? | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. Were you given proper information on how to get requirement? | <input type="checkbox"/> | <input type="checkbox"/> |
| 15. Were you made aware of the fees you will pay? | <input type="checkbox"/> | <input type="checkbox"/> |

- | OUR OFFICERS | YES | NO |
|---|--------------------------|--------------------------|
| 16. Were the authorized official/s available? | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. Did it take him/ her long to sign the document? | <input type="checkbox"/> | <input type="checkbox"/> |
| 18. Nagpa – importante ba? | <input type="checkbox"/> | <input type="checkbox"/> |

- | OUR INFORMATION | YES | NO |
|---|--------------------------|--------------------------|
| 19. Is the document needed available? | <input type="checkbox"/> | <input type="checkbox"/> |
| 20. Is the document well-organized? | <input type="checkbox"/> | <input type="checkbox"/> |
| 21. Is the data complete? | <input type="checkbox"/> | <input type="checkbox"/> |
| 22. Is the data relevant to your request? | <input type="checkbox"/> | <input type="checkbox"/> |
| 23. Are instruction clear, brief and concise? | <input type="checkbox"/> | <input type="checkbox"/> |

Other Comments/Suggestion:

Thank you very much.

Name of Attending Employee:
