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01 100 2034753

Audit Report as per

ISO 9001:2015

for

Angat Water District

269 M. A. Fernando St. Sta. Cruz, Angat,

Bulacan,

Philippines

Client	Standard	Certification Number	Audit Type
Angat Water District	ISO 9001:2015	01 100 2034753	Surveillance Audit

Contents

1. Audit result	3
2. Scope	4
2.1. Description of the organization	4
2.2. Scope of certification.....	4
3. Changes in the management system / Contract review	5
4. Audit findings	5
5. Dates.....	7

Client	Standard	Certification Number	Audit Type
Angat Water District	ISO 9001:2015	01 100 2034753	Surveillance Audit

Client's representative	ARTURO Torres
Audit (team) leader	Grace Del Rosario (Lead Auditor)
Audit team	Elisa Cruz (Auditor)
Audit date	2025-11-08 - 2025-11-08

1. Audit result

Management system effectiveness was verified by an appropriately selected audit team. This applies in particular to the compliance of workflows with standard requirements and descriptions in the management system documentation. The audit objectives as mentioned in the audit plan, the special features of the organization's business activities, the applicable statutory and regulatory requirements set forth in other generally applicable documents were also take into account. This was done by means of a sampling approach, by conducting interviews and reviewing the appropriate documentation. Audit findings and recommendations regarding opportunities for improvement have been set forth in section 4 of this report.

Nonconformities from last audit	There were no nonconformities revealed during last audit.
Nonconformities current audit	The current audit did not reveal any nonconformities.
Re-Audit	A re-audit is not required. In case the current audit did reveal nonconformities please refer to the nonconformity report for more details.
Stage 1 Audit	The current audit is a surveillance audit. Hence, a stage 1 audit was not performed.

The organization has established and maintains an effective system to ensure compliance with its policy and objectives. The audit team confirms in line with the audit targets that the organization's management system complies with, adequately maintains and implements the requirements of the standard.

Recommendations:

- Maintenance of the existing certification

Client	Standard	Certification Number	Audit Type
Angat Water District	ISO 9001:2015	01 100 2034753	Surveillance Audit

2. Scope

2.1. Description of the organization

Local Water Utilities Administration issued the Conditional Certificate of Conformance Number 292 on June 11, 1987. The Angat Water District and the worn-out facilities of the Municipal Water System were turned over to the AWD. The district was classified under the depressed Category with 250 water connections.

Late 1990s, the AWD had successfully secured the financial and technical assistance from the Local Water Utilities Administration for the construction of a new water system to replace the battered one. The management promised the water users of 10 hours of service instead of 2 hours upon completion of the project. After the completion of the new water system, 24 hours of service were given, thereby the increase in water connections. The AWD continues to grow and increase its service connections. An additional reservoir and support well were constructed.

Through the combined efforts and sacrifices of the personnel, the AWD was chosen by the LWUA as the Most Outstanding Water District in the Philippines (Average Category) in 1995 and 2001. In 2006 the AWD bagged the Outstanding Water District Award (Medium Category) Nationwide and the Top Water District Performer Award (Medium Category) in 2007.

On June 27, 2019, the AWD received the Certificate of Categorization as a Category B Water District from the Local Water Utilities Administration for achieving 10,091 active service connections as of December 31, 2018.

From the 250 service connections under the depressed category in 1987, the district is now classified under Category B Water District with 11 pumping stations serving 14 out of 16 barangays with 10, 578 active concessionaires

2.2. Scope of certification

Standard	Scope of certification
ISO 9001:2015	Provision of Water Services to Concessionaires of Angat, Bulacan.

Client	Standard	Certification Number	Audit Type
Angat Water District	ISO 9001:2015	01 100 2034753	Surveillance Audit

Due to the following reasons the shifts were only partly audited:

The audit took appropriate account of multi-shift operations and provided for representative auditing of all shifts. Processes for the 10pm to 6am shift is similar to the two other shifts, thus audit was done through records and documentation check for the 3rd shifts.

Water Resource, Construction and Maintenance Division (Core Process): Monday to Sunday, 3 shifts (8 hours per shift- 6am to 2pm, 2pm to 10pm, 10pm to 6am)

Office-based (Support): Monday to Friday, 1 shift (8am – 5pm), alternately Saturday from 8:00 AM–5:00 PM

The audit has not been carried out in the context of a multi-site certification.

The audit was done on-site and didn't include any remote auditing activities.

Locations audited during the audit are marked accordingly within the table in the Annex to this report.

3. Changes in the management system / Contract review

No major changes have been made to the management system and the management system documentation since the last audit. The order details which form the basis of the audit (incl. number of employees, scope and sites) reflect the actual situation in the organization. Except for slight decrease of manpower from 53 to 50.

The description of the scope in the certificate appropriately reflects the scope of the management system.

The audit plan was not changed during the audit.

4. Audit findings

The audit findings related to the audited standard are listed in the Annex to this report. In view of the sampling approach applied to the audit, weaknesses and nonconformities may still exist which have not been identified during the audit.

Client	Standard	Certification Number	Audit Type
Angat Water District	ISO 9001:2015	01 100 2034753	Surveillance Audit

No.	Location / Department / Process	Positive findings
1.	Site 1 / / Management	Purchased a 400 sqm lot for the establishment of wells (three wells) in May 2025. Installation of a new support well (Pump No. 7) completed in March 2025.
2.	Site 1 / / Accounting	The Commission of Audit issued an unmodified opinion on the fair presentation of the 2024 financial statements.
3.	Site 1 / / Paltok Pump Station 2, Brgy. Paltok, Angat, Bulacan	The modification made to the chlorinator system is noteworthy.

The following recommendations and opportunities for improvement were identified during the audit and are intended to contribute to the continuous improvement of the management system.

No.	Location / Department / Process	Opportunities for improvement
1.	Site 1 / / Accounting, Cash Management and Budget	Consider improving the monitoring of Quality Objectives to ensure that performance is summarized and evaluated against the set targets.
2.	Site 1 / / Production	Due to climate change, consider conducting a pumping test to evaluate the aquifer characteristics, sustainable yield, and recovery rate, ensuring the well's suitability for its intended use.
3.	Site 1 / / Production , Engineering and Maintenance Risks and Opportunities	For the contingency plan, indicate the project's completion timeline or target date. Enhance the identification of opportunities and ensure that appropriate action plans are established to achieve improvements.

Client	Standard	Certification Number	Audit Type
Angat Water District	ISO 9001:2015	01 100 2034753	Surveillance Audit

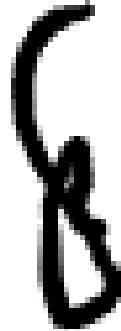
4.	Site 1 / / Planning, Design and Construction	Further enhance the hydrotest results by including the serial number of the pressure gauge used and its calibration due date to ensure measurement accuracy.
5.	Site 1 / / Maintenance	<p>Include the painting of the elevated tank in the preventive maintenance plan, as the Donacion elevated water tank was observed to be rusty.</p> <p>Ensure that a Service Request is consistently created for traceability and to monitor whether corrective maintenance has been addressed.</p> <p>Conduct analysis and evaluation of corrective maintenance, identify the root cause, and implement measures to prevent recurrence.</p>
6.	Site 1 / / Customer Account and Services Division	Risks associated with the current issues should be consistent identified.
7.	Site 1 / / Planning, Design and Construction	The documentation of planning and design needs to be enhanced to clearly show the basis and references used for the design
8.	Site 1 / / Customer Account and Services Division	The process for handling unmet targets should be clearly defined to ensure that they are properly and promptly addressed.
9.	Site 1 / / Scope of the Management System	The scope of the management system should be reviewed to ensure that only the services applicable to the QMS are included.

5. Dates

Due date for the next audit	2026-10-24
Agreed date for the next audit	2026-09-24
Audit release date	2026-01-21

Audit Report

Client	Standard	Certification Number	Audit Type
Angat Water District	ISO 9001:2015	01 100 2034753	Surveillance Audit



2025-11-08

Signature date

Signature

All information gained during the audit will be treated with strict confidentiality by the audit team and the certification body.

Client	Standard	Certification Number	Audit Type
Angat Water District	ISO 9001:2015	01 100 2034753	Surveillance Audit

Annex ISO 9001:2015

Context of the organization
<p>The organization has determined internal and external issues related to the following subject areas:</p> <ul style="list-style-type: none"> - New Procurement Law – RA 12009 - Amendments to RACCS and the ORAOHRA 2025 - An act institutionalizing the transition of the government to e-governance, strengthening the ict academy, and appropriating funds therefor ra 12254 - Integrating of Relevant Climate Change Issues, the planning of installing of Solar pump - 100% Attendance/Participation to meetings/events/seminars and trainings - Not maintaining Country Bank's balance up to P1,000,000.00 or up to PDIC's maximum insurance coverage - Regular updating/monitoring of bank accounts to prevent dormancy - Incomplete and late submission of the requirements for the cancellation of bonds - Requirements for updating of signatories is submitted late and incomplete <p>The organization has identified interested parties and the requirements of these parties. Examples for such parties are:</p> <p>Needs and Expectations of Interested Parties</p> <ul style="list-style-type: none"> - Customers - Quality and Safe Water - Employees - Salary and benefits - Regulatory Agencies - Compliance of requirements - Management - Efficiency and Productivity - External Providers - Payment and continued business - Local Government Units - Compliance to Requirements <p>The organization has appropriately determined and addressed the effect of climate change on their activities. Evidence includes:</p> <ul style="list-style-type: none"> - Integrating of Relevant Climate Change Issues ; Action : the planning of installing of Solar pump - Water level in river – 60% of the supply of water is affected; Action: Additional well - Climate Change issues that affect AWD Employees health; Action : Health programs
Policy and objectives
<p>Top management has declared its MS-policy binding and implemented. The MS-policy is appropriate and provides a framework for the respective objectives. It commits all employees to pursue continuous management</p>

Client	Standard	Certification Number	Audit Type
Angat Water District	ISO 9001:2015	01 100 2034753	Surveillance Audit

system improvement. The objectives are measurable and are controlled, communicated and updated regularly.

Key objectives include:

Management (GM)

- 100 % of Customer complaints acted upon against received complaints.
- $\leq 20\%$ of unbilled water to water production
- Positive Net Balance in the average Net Income for the past 12 months Collection Ratio = 90.% , Operating Ratio = 85%:1, Current Ratio = 100%:1 of Financial viability and sustainability of LWD operation
- Resolved at least 30% of COA findings in the COA AOM issued to the AWD for prior years as of December 31, 2025
- 100% Compliance with LWUA Regulatory & Statutory Requirements
- 100% Compliance with BIR Regulatory & Statutory Requirements
- 100% Compliance with LGU Regulatory & Statutory Requirements
- 100 % Compliance to water & equipment permits

Engineering & Operation

- 100% Compliance to all PBB Requirements
- 90% Collection Ratio
- 100% Monitoring of daily Chlorine Residual of random water samples met the 0.2 to 0.4 ppm for chlorine dioxide allowed by PNSDW
- Maintained the NRW to $\leq 20\%$
- 100% Maintenance of pumps, motors, control panels and other pump equipment
- 100% Good working condition of all standby generators
- 100% passed on the monthly bacteriological test of water sample from concessionaire
- All AWD Pumping stations' cleanliness are 100% properly maintained

Construction and Maintenance

- 100% On time preparation of plans, designs and program of work for AWD projects
- Achieved 82.69 % of household will have access to potable water against the total number of household within the coverage area of the AWD
- Maintained $\leq 30\%$ of Non Revenue Water (NRW)
- Restored water supply within 72 hours
- 100% passed on the physical/chemical test of water source and consumer tap sample
- 100% passed on the monthly bacteriological test of water sample from concessionaire
- 100% Ensure that equipment's are properly maintained in good working condition
- 100% Ensure that water meters were properly calibrated to ensure the good working condition of water meter

Client	Standard	Certification Number	Audit Type
Angat Water District	ISO 9001:2015	01 100 2034753	Surveillance Audit

Water Resource

- Maintained 95% of household connections are receiving 24/7 of uninterrupted supply of clean, safe and potable water
- 100% Maintenance of Adequacy of 2.2 to 1 Source Capacity of AWD to meet demands for 24/7 supply of water
- 100% Monitoring of daily Chlorine Residual of random water samples meet the 0.5 to 1.5 parts per million deviation allowed by PNSDW
- Maintained the NRW to $\leq 30\%$
- Restored water supply within 72 hours
- 100% Immediate reporting of problems beyond control to the GM
- 100% Maintenance of pumps, motors, control panels and other pump equipment
- 100% good working condition of chlorinator equipment
- 100% Good working condition of all standby generators
- 100% good working condition of valves
- 100% passed on the physical/chemical test of water source and consumer tap sample
- 100% passed on the monthly bacteriological test of water sample from concessionaire

Customer Accounts & Services

- 100% On-time meter reading, encoding/accuracy allowance for errors (0.20%)
- 100% on-time printing & preparation of bill notices for distribution
- 100% on-time distribution of bill notices
- 100% on-time posting accuracy of bill collections
- 100% on time & accurate remittance of collections
- 100% on-time posting of bill penalties
- 90% Disconnection
- 90% Collection Efficiency
- 90% Collection Ratio
- 100% Reconnection
- 100% Backing up (files) of the billing system
- 100% Customer complaints acted upon receipt of complaint
- 100% response on queries/service requests
- 4.0 Customer Satisfaction
- 20 new service connections per month

Process control incl. outsourced processes

The processes available in the organization have been identified and documented. Process workflows and interactions have been described and appropriately controlled. The processes are evaluated at regular intervals

Client	Standard	Certification Number	Audit Type
Angat Water District	ISO 9001:2015	01 100 2034753	Surveillance Audit

by means of key performance indicators. Key processes within the scope of product realization include:

- Top Management
- Internal Audit
- Document Control
- HR (Training / Recruitment)
- Purchasing
- Warehouse / Storage
- Commercial
 - Meter Reading
 - Billing and Collection
 - New connections
 - Disconnection/Reconnections
- Customer Service
 - Customer Satisfaction
 - Customer Complaints
- Accounting, Cash Management and Budget
- Production & Engineering
 - Planning
 - Design and Development
 - Construction
 - Repair and Maintenance (Pipelines)
 - Calibration (water meters)
- Water Generation and Quality Assurance
 - Maintenance (Pump Stations)
 - Calibration (Flowmeters and other measuring equipment inside PS)

The following processes have been outsourced and are appropriately reviewed and controlled:

- Water Testing - Ameer Diagnostic Laboratory
- Water testing Pesticide – CRL environment Corporation
- Maintenance –(Submersible) – Pump Asia Industrial Co.
- Programmer Alfredo Caldejon Jr.
- Septage Management – Baliwag Water district

Risk-based thinking

The requirements for risk-based thinking are being realized in the organization as follows:

Client	Standard	Certification Number	Audit Type
Angat Water District	ISO 9001:2015	01 100 2034753	Surveillance Audit

Risk-based thinking has been applied for the following processes:

- Pump Station Operation
- Administration
- Human Resource
- Purchasing
- Engineering
- Administration
- Commercial
- Finance

Examples of risks and opportunities of processes identified are:

RISKS

- Low performance of office , did not attain target due to meter readers leniency
- Complaint on no announcement on water interruption
- Low performance on OTP collection efficiency and ratio as per SPMS due to expected and unexpected holidays and short calendar days on collection period
- Over / Understatement of cash balances due to late submission of cashiers' report
- Possible major Financial loss due to sudden closure of private banks
- Incomplete filling of vouchers due to late pick up of check payment
- Late and incomplete filling of vouchers due to negligence
- High consumption of fuels during power interruptions due to shortage of electricity supply due to high demand of electricity because of extreme
- Insufficient supply of water due to decrease of water levels in the wells in AWD Pump stations due to El Nino cause by climate change
- Improper planning & designing of projects due to lack of skills/training in planning and design
- No planning and designing due to emergency cases
- Delay in implementation of AWD Projects due to unavailability of materials and equipment needed because of pandemic & quarantine issues
- Delay in implementation due to unavailability of supplier / contractors during emergency cases
- Accidents due to natural calamities during installation of pipes.
- Accidents due to manmade calamities like sabotaging during installation of pipes.
- No regular maintenance of motor vehicles

OPPORTUNITIES

- Achieved 82.69 % of household will have access to potable water against the total number of household within the coverage area of the AWD.

Client	Standard	Certification Number	Audit Type
Angat Water District	ISO 9001:2015	01 100 2034753	Surveillance Audit

- Water Meters were properly calibrated to ensure the good working condition of water meter
- Updated and correct records of Distribution lines, pump stations, wells, equipment, vehicles, buildings & appurtunances
- Maintained the office to be conducive to working

Examples of measures taken to react on identified risks are:

- To remind the prod section to always inform the CASD on all expected and unexpected water interruption
- Always reminding the meter readers of the 100% disconnection target
- Remind concessions on holidays
- Close monitoring of Project Implementation
- Checking of Contractors capabilities
- Monitoring of Project Plans
- Implementing instant measures during emergencies, buy/construct project as the need arises
- Implementation and monitoring of CSC ORAOHRA
- Evaluation of Performance of employees
- Monitoring CSC Implementing Rules on Administrative Cases
- Implementation & monitoring of AWD and LWUA Policy

Examples of risks and opportunities concerning the context of the organization are:

RISKS

- Non-completion of projects due to improper implementation
- Non-completion of projects due to problem of funds
- Non-completion of projects due to contractor delays
- Delay in project completion due to natural and manmade disasters
- Delay in implementation of project due to non planning of project
- Improper planning and designing of projects due to lack of training of employees
- No planning and designing of projects due to emergency cases
- Non-communication with Division Heads & Sections
- Improper treatment of employees due to poor working conditions.
- No promotion of employees due to unavailability of funds
- No promotion of employees due to non-compliance to CSC Qualification Standards
- No Regularization of employees under Job Order Contract due to unavailability of funds
- Interruption of water supply due to power failure
- Interruption of water supply due to pump and motors malfunctioning or damage
- In-adequate and unreliable service due to problem in finding water sources.

Client	Standard	Certification Number	Audit Type
Angat Water District	ISO 9001:2015	01 100 2034753	Surveillance Audit

- Political Problem/Issues that may arise due to the Change in leadership
- Difficulty in acquiring permit due to Bad relationship with LGU due to incooperation of LGU to AWD projects
- Dissatisfaction of concessionaires due to water interruptions

OPPORTUNITIES

- Improvement and expansion projects are 100 % properly implemented
- Good working conditions and providing of monetary and non-monetary benefits to employees.
- 24/7 supply of clean & potable water
- Reasonableness/affordability of water rates to consumer with access connections. Water rate for the 1st cu.m must not exceed 5% of the average income of the LIG

Concerning risk based thinking the following tools are used:

- Risk Register

Customer-related and other requirements

The organization analyses and evaluates customer requirements and/or enquiries and any documented, assumed, statutory and regulatory requirements within the scope of a production and feasibility study performed in a team. The person who prepared the offer reviews the contract to ensure its compliance with the offer and documents this compliance in an order confirmation. The same procedure applies to amendments.

The following process requirements significantly affect product or service quality:

- Water quality inspection - chlorine residual, water pressure,
- Microbiological Water Analysis
- Maintenance activity
- Quality equipment and calibration
- Pump station maintenance
- Availability and competence of manpower
- Availability operation materials
- Ontime, accurate and complete payment collection
- Calibration of newly installed / replace meter
- Customer support
- Planning, Design and Construction
- Allowable extraction
- Flowmeter reading
- Generator Permit to operate
- Pump efficiency Test

Client	Standard	Certification Number	Audit Type
Angat Water District	ISO 9001:2015	01 100 2034753	Surveillance Audit

- Accuracy of water meter reading

Key regulatory, statutory and customer-related requirements include:

- Local Water Utilities Administration (LWUA)
- The Philippine National Standard for Drinking Water 2017 DOH
- The Guidelines for Monitoring the Bacteriological Quality of Drinking Water in the Philippines DOH
- RA 9184 (Government Procurement Act)
- Qualification Standard of Civil Service Commission, revised 1997
- Energy Regulatory Commission
- Environmental Compliance Certificate
- National Water Resource Board Water Permits

Customer satisfaction and complaints

The organization maintains documented and effective procedures governing the handling of information, data analyses, improvement actions and responses to customer feedback.

Customer Complaint

There was no customer complaint received from 8888. However, there are 49 direct complaint from customer from January to September 2025 with the following breakdown 19 No Water, 27 Low pressure and 3 Dirty Water

Customer Satisfaction Survey was utilized to determine the feedback of the customer with regards to Water Quality, Water Service in the area, Calibrated meter, Price, Customer response on feedback, Accuracy of the meter reading and Customer Service. The overall satisfaction rating is 4.48 out of 5.0 from January to September 2025.

Internal audit and management review

The organization measures the implementation, maintenance and effectiveness of the management system by means of annually scheduled system audits. The organization reliably carries out these audits and corrective actions are implemented without undue delay with the following details:

- Internal Audit Procedure PM16-03 Rev. 0 effective Oct. 4, 2019
- Frequency: Once a year
- Audit Date: July 30 to August 8, 2025
- Auditors: 4 namely Ms. Dorilyn C. Dador, Ms. Cecilia De Mesa, Rubie Bianca Ignacio and Milet Rovero
- Process Audited: Top Management, Customer Accounts and Services Division, Accounting, Cash Management and Budget Division. Water Resources Section, Pumping Stations, Administrative, Human

Client	Standard	Certification Number	Audit Type
Angat Water District	ISO 9001:2015	01 100 2034753	Surveillance Audit

Resource and General Division, Design and Development – Construction and Maintenance Section, Internal Audit

- Internal Audit Report: 39 Positive, 20 Opportunities for Improvement, 4 Observation for Improvement, 0 NC

Top management reviews the organization's management system at regular intervals and in line with the requirements to ensure its continuous suitability, adequacy and effectiveness. The management review was carried out in accordance with the requirements and was effective.

Date of last management review: 2025-10-13

Use of certificate and logo

The organization uses the logo and/or the certificate (e.g. on business cards, company brochures, websites etc.) in compliance with the requirements.

Standard Clause	4.1	4.2	4.3	4.4	5.1	5.2	5.3	6.1	6.2	6.3		
Rating *	1	1	1	1	1	1	1	1	1	1		
Major nonconformity	0	0	0	0	0	0	0	0	0	0		
Minor nonconformity	0	0	0	0	0	0	0	0	0	0		
Standard Clause	7.1	7.2	7.3	7.4	7.5	8.1	8.2	8.3	8.4	8.5	8.6	8.7
Rating *	1	1	1	1	1	1	1	1	1	1	1	1
Major nonconformity	0	0	0	0	0	0	0	0	0	0	0	0
Minor nonconformity	0	0	0	0	0	0	0	0	0	0	0	0
Standard Clause	9.1	9.2	9.3	10.1	10.2	10.3						
Rating *	1	1	1	1	1	1						
Major nonconformity	0	0	0	0	0	0						
Minor nonconformity	0	0	0	0	0	0						

*** Rating:**

1 = conforming

2 = not audited in this audit

3 = nonconformity (see nonconformity report)

4 = not applicable

Client	Standard	Certification Number	Audit Type
Angat Water District	ISO 9001:2015	01 100 2034753	Surveillance Audit

The following sites and their scopes are included in the scope of certification:

Certificate No.	Name / Address of site	Employees	Language	Scope of certification	Audited
01 100 2034753	Angat Water District 269 M. A. Fernando St. Sta. Cruz, Angat, Bulacan, Philippines	50	English	Provision of Water Services to Concessionaires of Angat, Bulacan.	<input checked="" type="checkbox"/>