The logo of the Angat Water District is a yellow teardrop shape with a blue outline. Inside the teardrop, there are three horizontal wavy lines representing water. A red zigzag line runs vertically through the center of the teardrop. At the bottom of the teardrop, there is a white banner with the text "Angat Water District" in red. The text "2016 OPERATIONS MANUAL" is overlaid on the logo in a large, bold, black serif font.

# **2016 OPERATIONS MANUAL**

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## **INTRODUCTION**

The Operations Manual of Angat Water District (AWD) 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 district's responsibilities and structure.

## **COMPANY PROFILE**

The Angat Water District is a government-owned and controlled corporation which directly derived its authority and existence from the Provincial Water Utilities Act of 1973, or otherwise known as Presidential Decree No. 198, through the issuance of Conditional Certificate of Conformance Number 292 On June 11, 1987 by the Local Water Utilities Administration and mandated to do the following to wit:

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

**VISION**

One Hundred Percent Area Coverage and consumers' satisfaction.

**MISSION**

To develop more water sources and maintain highest level of operations.

**GOALS**

Sewage services and continuous supply of water by 2020 and beyond.

**CORE VALUES**

**A** - Affordability

**N** – Nature Friendly

**G** – Generous Supply

**A** – Accessibility

**T** - Trustworthy

**CORPORATE RESPONSIBILITY**

Angat Water District in its continued pursuit of excellence in the field of public service had formulated its corporate responsibilities as a guide in achieving its Mission and Vision.

- We are committed to formulate sound and reasonable water service policies, programs and projects to deliver clean, safe and potable water to every Angateño families within our service areas.and further study on conserving our existing water resources and identify potential source of water to provide 24/7 supply of water to all our customers.
- We shall provide our employees with just and reasonable working conditions, benefits and compensation to give them equal opportunities to maximize their full potential and encourage them to communicate and participate to promote fairness, dignity and respect to each other.
- We will do our best to continually learn and improve ourselves so that we may achieve the highest ideals of public service to fulfill with dedication and utmost commitment our corporate responsibility

## **HISTORY**

The Angat Water District was formed on January 1, 1987. It was operated by the Municipal Government in spite of the appointment and formation of the Board of Directors to familiarize the Board of the operations of water district. The District started operations with only three (3) personnel. The General Manager and 2 employees. More or less 250 houses were serviced in the Poblacion for 2 hours on a daily schedule. The Angat Water District was then classified under Depressed Category. The salary then of the GM was P2,300.00 a month and the employees P600.00 a month.

On June 11, 1987 the Local Water Utilities Administration issued the Conditional Certificate of Conformance Number 292 to Angat Water District and the worn-out facilities of the Municipal Water System were turned over by the Municipal government to the Angat Water District through its Chairman Capt. Daniel S. Torres.

. At the beginning, the appointed General Managers come and go because of the very measly salary of P2, 000.00 a month as water districts receive no funding from the government and operates under the scheme of self-reliance.

Late 1990, 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.

On February 1991, AWD Board of Directors hired the services of Mr. Arturo S. Torres to be the new General Manager (GM) of AWD. After his appointment as the new GM, GM Art 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 and went the increase in water connections.

Because of perseverance, hardwork and great efforts of GM Torres with the help of the Gentlemen and Ladies of AWD, from then on new water systems in the different barangays were constructed by AWD. Marungko in 1992; Niugan in 1993; construction of AWD building in 1992; Binagbag water system including part of Pulo, San Rafael, Bulacan in 1994; Donacion in 1996; Taboc in 1997; Sta. Lucia in 1998; support well in San Roque in 1998; Expansion in Saudi St. in 2000; Support wells in Sulucan(1) in 1999, Marungko in 2000; and pumping Station in Sto. Niño, Sta. Cruz in 2002.

The AWD continues to grow and increase its service connections. An additional reservoir and support well were constructed in Tugatog, Marungko and Sulucan(2) in 2004, respectively. Pipe lines were later spread to two barangays - - Encanto and

Pulong Yantok, both in 2007. Additional support wells were also constructed in Sulucan(3) in 2011 and in Donacion in 2014 to cope up with the concessionaires' increasing demand for water.

With the combined efforts of Mr. Arturo S. Torres, AWD General Manager (1991-Present), and for the sacrifices of the personnel of AWD, the Angat Water District was chosen by the LWUA (upon the recommendation of the Philippine Association of Water Districts) as the "Most Outstanding Water District in the Philippines (Average Category)" in 1995. The AWD started in 1987 under the "Depressed Category".

In 1999 the AWD was also nominated for the Most Outstanding Award and almost got it. However, in 2001 it was awarded the second time around as the Most Outstanding Water District in the Philippines (Average Category).

In 2006 the AWD bagged the Outstanding Water District Award (Medium Category) Nationwide, and the Top Water District Performer Award (Medium Category) in 2007.

In May 2015, Paltok Pump Station was constructed and became operational on December 2015 servicing the constituents of Barangay Paltok, Angat, Bulacan.

In 2016, Laog Pump Station was established and on pilot testing as of December 2016.

From the 250 service connections under the depressed category in 1987, GM Arturo Torres together with the men and women behind AWD and with the help, support and supervision of its Board of Directors, the district is now classified under Category C serving 14 out of 16 Barangays of Angat, Bulacan with 8,454 active service connections as of December 31, 2016.

## WATER FACILITIES

### Angat Water District (Deepwells)

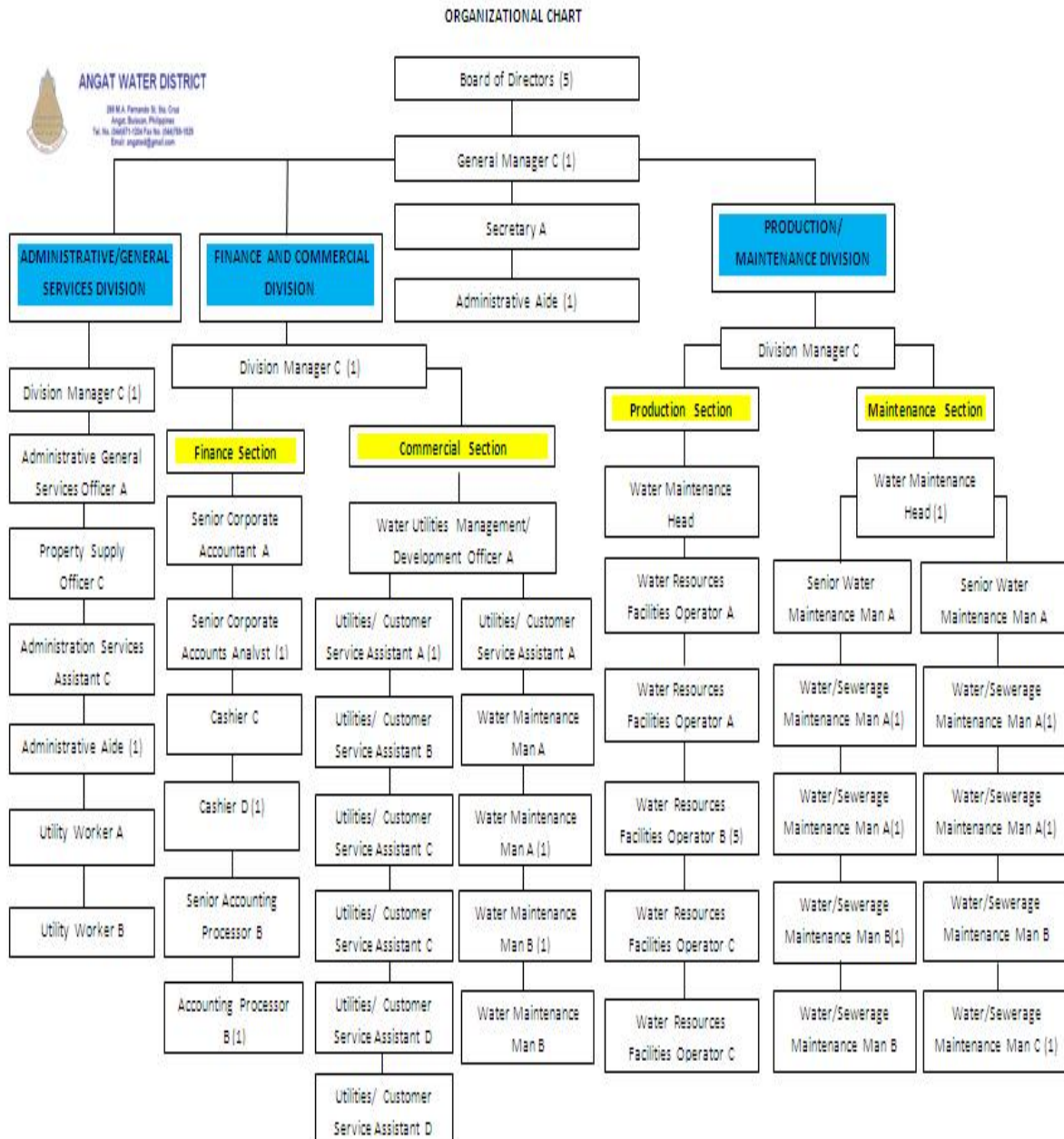
SOURCES	CAPACITY (LPS)	SIZE (DIAMETER)	GENERATOR SET (KVA)	HP	YEAR OF CONSTRUCTION
1. Marungko PS#1	7	8"	-	5	1992
2. Marungko PS#2	7	8"	11	5	2000
3. Donacion PS	22	8"	35	15	1994
4. Donacion Support Well	20	8"	-	15	2014
5. Sulucan PS #1	14	8"	-	15	1999
6. Sulucan PS #2	40	8"	165	75	2004
7. Sulucan PS #3	20	8"	65	20	2011
8. Encanto PS	9	8"	25	15	2007
9. Pulong Yantok PS	12	8"	20	15	2007
10. Paltok PS	7	3"	60	15	2015
11. Laog PS	3	3"	13	5	2016

STORAGES LOCATION	CAPACITY (cu.m)	TYPE OF MATERIAL
1. Sto.Cristo	150	Steel
2. Marungko	75	Steel
3. Marungko (Tugatog)	500	Steel Bolted
4. Donacion	75	Concrete
5. Binagbag	75	Steel
6. Encanto	100	Steel
7. Pulong Yantok	100	Concrete
8. Paltok	60	Steel Bolted



## ORGANIZATIONAL STRUCTURE

The Organizational Structure of AWD is based on DBM Approved Staffing Pattern/ Plantilla Allocation List pursuant to the Revised Local Water District Manual on Categorization, Re-Categorization and other related matters (LWD-MaCRO) dated April 7, 2014.



## **BOARD OF DIRECTORS**

Engr. FRANCISCO VICENTE –Chair

Ms. MAURICIA T. SANTIAGO – Vice Chair

Mrs. PRISCILLA P. RIGOROSO – Secretary

Mrs. ERLINDA V. CARPIO – Member

### **MR. ARTURO S. TORRES**

General Manager C

## **ADMINISTRATIVE/GENERAL SERVICES DIVISION**

**DORILYN C. DADOR** –Division Manager C

Engr. **MILET C. ROVERO** – Property Supply Officer C

**ISABELITA G. CRUZ** - Administrative Services Aide

**CESAR C. FACUNLA** – Administrative Services Aide

## **FINANCE AND COMMERCIAL DIVISION**

**MA. CECILIA M. DE MESA** – Division Manager C

### **Finance Section**

**RUBIE BIANCA S. IGNACIO** - Senior Corporate Accountant A

**LORNA A. SANTIAGO** – Cashier D

### **Commercial Section**

**AMELIA E. SANTIAGO** – Utilities/Customer Services Assistant A

**RAMIL S. BERNARDO** – Water/Sewerage Maintenance Man A

**NATHANIEL P. SALVADOR** – Water/Sewerage Maintenance Man A

**JESUS C. SARMIENTO JR.** - Water/Sewerage Maintenance Man B

### **PRODUCTION/ MAINTENANCE DIVISION**

#### **Production Section**

**ALBINO I. TRINIDAD** – Water Maintenance Man A  
OIC, Production Division

**JAMES C. BERBULLA** – Water Resources Facilities Operator B

**ROMULO Z. BERNARDO** – Water Resources Facilities Operator B

**JOEWARD C. REYES** – Water Resources Facilities Operator B

**MARLON J. FLORES** - Water Resources Facilities Operator C

**MICHAEL S. SALVADOR** - Water Resources Facilities Operator C

**JOSE D. SERPA JUAN** - Water/Sewerage Maintenance Man C

#### **Maintenance Section**

**RAMON A. TRIAS** – Water Maintenance Head

**RONALDO A. MARCELO** – Water/Sewerage Maintenance Man A

**RHOY A. SALVADOR** - Water/Sewerage Maintenance Man A

**RODERICK C. DE MESA** - Water/Sewerage Maintenance Man B

## **GENERAL RESPONSIBILITIES OF THE RESPECTIVE OFFICES/ DIVISIONS**

### **A. OFFICE OF THE BOARD OF DIRECTORS**

All powers, privileges and duties of the district is exercised and performed by and through the Board; however, that any executive, administrative or ministerial power is delegated and re-delegated by the Board to officers or agents designated for such purpose by the Board.

The composition of the Board is as follows:

- 1 representative from civic-oriented service organizations.
- 1 representative from professional associations.
- 1 representative from business, commercial, or financial organizations.
- 1 representative from educational institutions.
- 1 representative from women's organizations.

### **B. OFFICE OF THE GENERAL MANAGER**

The Office of the General Manager is in charge of the overall administration of the District's office operations; oversees personnel management; directs and sets forth procedures; execute duly established policies and guidelines relative to its services in order to affect organizational effectiveness and efficiency.

### **C. ADMINISTRATIVE/GENERAL SERVICES DIVISION**

- Develop, plan and implement goals and objectives for the Administrative / General Services Division
- Direct, oversee and participate in the departmental program work plan; monitor division work flow; review and evaluate work outputs, methods and procedures; implement needed work process and methods for improving employee relations.
- Coordinate activities with other divisions to provide responsible advice and counsel to the General Manager and Division Managers on administrative and general services issues, oversee the maintenance of general records and files and administer liability claims and property insurances
- Review staffing, supplies, equipments, including properties of the District and conduct annual inventories.
- Continuously working to strategically expand, preserve or improve the District's procedures, standards or policies while sticking to regulatory guidelines

## ***D. FINANCE AND COMMERCIAL DIVISION***

### **1. Finance Section**

- Manage the preparation and maintenance of financial records and reports, including those related to the general ledger, accounts payable, accounts receivable, payroll, job costing, inventories, budgets and fixed assets, ensures the purchasing of materials, supplies, and equipment are conducted in accordance with the District's policies and procedures.
- Oversee cash management, investments, and debt management activities and assist the General Manager in the preparation of financial reports that will be presented to the Board of Directors and submitted to Local Water Utilities Administration (LWUA) and for checking of Commission on Audit.;

### **2. Commercial Section**

- Plans, organizes, assigns, supervises, reviews and evaluates the work of field and office customer service support staff and administer discipline in planning and obtaining goals, objectives, procedures and work standards of Commercial Section.
- Performs different kinds of customer relations support activities related to the maintenance of water service records and billing for service to develop policies and procedures to resolve the most difficult customer service problems and issues.

## ***E. PRODUCTION AND MAINTENANCE DIVISION***

### **1. Production Section**

- Plan, organize, direct and review the activities and operations of the Operations Section including operation and maintenance of water storage, transmission, distribution and treatment facilities.
- Ensure compliance with national standards and regulations regarding water quality, employee safety, and environmental issues.
- Supervise the District's potable water quality program and collection of potable water samples; troubleshooting problems with the water distribution system; ensuring flows are regulated; supervising day to day operations of the chlorination process; setting up and monitoring of preventive maintenance of production facilities of the district.

## 2. Maintenance Section

- Plan, organize, direct and coordinate District's projects and programs and to provide staff assistance to the General Manager and assist in developing and coordinating the District budget; reviews budget proposals made by the maintenance section.
- Direct, oversee and participate in the development of the District's work plan; assign work activities, project and program; monitor work flows and production; review and evaluate work products, methods and procedures.
- Ensure District safety practices are implemented throughout the district to ensure safe and healthy work environment.

## BASIC FEATURES

### WATER RATES

	Minimum	COMMODITY CHARGE/CUBIC METER				
RESIDENTIAL	0-10	11-20	21-30	31-40	41-50	51-UP
1/2	175.00	19.00	20.75	22.75	25.00	27.50
3/4	280.00	19.00	20.75	22.75	25.00	27.50
1	560.00	19.00	20.75	22.75	25.00	27.50
COMMERCIAL	0-10	11-20	21-30	31-40	41-50	51-UP
1/2	350.00	38.00	41.50	45.50	50.00	55.00
3/4	560.00	38.00	41.50	45.50	50.00	55.00
1	1120.00	38.00	41.50	45.50	50.00	55.00
SEMI-COMMERCIAL A	0-10	11-20	21-30	31-40	41-50	51-UP
1/2	306.25	33.25	36.30	39.80	43.75	48.10
SEMI-COMMERCIAL B	0-10	11-20	21-30	31-40	41-50	51-UP
1/2	262.50	28.50	31.10	34.10	37.50	41.25
3/4	420.00	28.50	31.10	34.10	37.50	41.25
SEMI-COMMERCIAL C	0-10	11-20	21-30	31-40	41-50	51-UP
1/2	218.75	23.75	25.95	28.45	31.25	34.35
3/4	350.00	23.75	25.95	28.45	31.25	34.35

## EXAMPLE ON HOW TO COMPUTE WATER BILL

### Water Consumption :

#### 25 cu.m. (Residential 1/2)

MINIMUM = 10 cu.m.	=	P175.00
NEXT 10 x P19.00 /cu.m.	=	190.00
NEXT 5 x P20.75/cu.m	=	103.75
<b>TOTAL</b>	=	<b>P468.75</b>

#### 25 cu.m. (Commercial 1/2)

MINIMUM = 10 cu.m.	=	P350.00
NEXT 10 x P38.00 /cu.m.	=	380.00
NEXT 5 x 41.50/cu.m	=	207.50
<b>TOTAL</b>	=	<b>P937.50</b>

### BILL INFORMATION

Account Number  
Client's Name  
Address

**ANGAT WATER DISTRICT**  
ANGAT, BULACAN  
TIN - 004-474-826-000 NON-VAT  
THIS RECEIPT IS VALID IF SIGNED BY OUR COLLECTOR OR TELLER

0102-12-157 Jan

JOZABETH INTACTO  
PUGPUG

READING DATE		DUE DATE	METER NO.
01/05/2016		01/19/2016	023369
PERIOD COVERED 12/2/2015-1/5/2016			
READINGS		CUBIC METER	AMOUNT (PESOS)
PRESENT	PREVIOUS	CONSUMED	
1731	1716	15	270.00
ADJUSTMENT			0.00
ARREARS			0.00
TOTAL AMOUNT DUE			270.00
DUE AFTER 01/19/2016			297.00

OFFICIAL RECEIPT

NO. 1183102 DATE TELLER/COLLECTOR

CENTURIAN INTERNATIONAL CORPORATION 105 St. Martin Road, Bays, Marikina, Bulacan VAT REG. TIN 007-330-000-000  
Printer's Accreditation No. 258MP22130000000001 Date Issued DEC 22, 2013

Billing Month

Current Bill

Balance Amount from  
previous month

Amount due after  
due date

### LIST OF FRONTLINE SERVICES

Type of Services	Fees and Charges			Forms	Processing time under normal circumstances	Locations
	Mainline Size	Service Line Size				
Application for Service Connection	2" – 4" 6" - 8" 2" – 4" 6" - 8" 2" - 8"	½" ½" ¾" ¾" 1"	2,600.00 3,000.00 3,000.00 3,500.00 5,000.00 Additional fee: Cross Road by Concrete Cutter : P500.00	Application Form	10 minutes	Public Assistance & Complaints Desk
Water Bill Payment			Total Amount Due indicated in the water bill	Water Bill	5 minutes	Collection Window
Request for Temporary/Permanent Disconnection			Full Settlement of Water Bill if there is any	Request Form	10 minutes	Public Assistance & Complaints Desk
Request for Service Reconnection			P140.00 plus cost of material and water bill if any	Request Form	10 minutes	Public Assistance & Complaints Desk
Request for Transfer of Water Meter			P200.00 plus cost of materials if any	Request Form	10 minutes	Public Assistance & Complaints Desk
Request for Repair of Leaks			Cost of Materials if any	Request Form	5 Minutes	Public Assistance & Complaints Desk
Request for Change of Water Meter			None	Request Form	5 minutes	Public Assistance & Complaints Desk
Request for Senior Citizen's (SC) Discount				Application Form for SC Discount	10 Minutes	Public Assistance & Complaints Desk



## II. HOW TO AVAIL OF THE SERVICE

### A. Service Connection

#### Applying for Service Connection

<b>About the Service</b> The service connection will be made when all requirements has been accomplished, and all necessary charges has been paid.	<b>Availability of the Service:</b> Monday – Friday except Holidays 7:00am – 5:00 pm
<b>Who may avail of the service?</b> All clients of Angat Water District	<b>What are the Requirements?</b> Mayor's Permit Fully accomplished Application Form for New Service Connection Application Fee of P 2600-5000 (depends on Mainline and Service Pipes Size) Additional Fee for Crossing Road by: Concrete Cutter – P 500.00
<b>Duration (under normal situation): 10 minutes</b>	

#### How to avail of the service?

Step	Client	Angat WD	Duration (under Normal circumstances)	In-Charge	Fees	Form
1	Present Mayor's permit for service connection	Interview client & Fill-out Service Connection Form and contract.  Ask clients to check information and sign the application form.	5 minutes	Officer of the Day	None	Application Form & Mayor's Permit
2	Pay application fee	Accept Payment and issue Official Receipt	5 minutes	Cashier	P2,600-5,000 depends on mainline & Service pipes plus P500 Concrete Cutter Fee if any	Official Receipt
END OF TRANSACTION						

## B. Paying Water Bill

# Paying of Water Bill

<b>About the service</b>	<b>Availability of the Service</b>
<p>Payment of <u>Total Amount Due</u> can be made on or before due date as indicated in the water bill .</p> <p>A <u>10%</u> penalty on current water bill is added to Total Amount Due if payment is made after Due Date.</p> <p>Complaints regarding the water bill will be entertained within 5 working days from delivery of the water bill notice.</p>	<p>Monday – Friday except Holidays 7:00am – 5:00 pm</p>
<p><b>Who may avail of the service?</b> All clients of Angat Water District</p>	<p><b>What are the requirements?</b> Water Bill Notice or Old Water Bill In case of no water bill: Payment</p>
<b>Duration :</b> 5 minutes	

## How to avail of the service?

Step	Client	Angat WD	Duration (under Normal circumstances)	Person In- Charge	Fees & Charges	Forms
1	Present Billing Notice or any old water bill or give name and address to collection officer	Verify Account & Inform the client of Total Amount Due.	3 minutes	Customer Service Assistant	None	Billing Notice or Old water bill (if available)
2	Pay Total Amount Due	Accept payment and Issue Official Receipt.	2 minutes	Customer Service Assistant	Total Amount Due	Water Bill OR
	End of Transaction					

### C. Temporary/Permanent Disconnection

## Request for Temporary/Permanent Disconnection

<b>About the service</b>	<b>Availability of the Service</b>
Request for Voluntary Temporary/Permanent disconnection of water service of clients.	Monday – Friday except Holidays 7:00am – 5:00pm
<b>Who may avail of the service?</b>  All concessionaires of Angat Water District	<b>What are the requirements?</b> Old Water Bill Fully Accomplished Request Form Full payment of water bill balance if any
<b>Duration:</b> 10 minutes	

### How to avail of the service?

Step	Client	Angat WD	Duration (under Normal circumstances)	In-Charge	Fees	Form
1	Fill-out Request Form.	Verify account and inform the client of his/her Statement of Account.	5 minutes	Customer Service Assistant		Water Bill and request form
2	Pay disconnection fee and water bill balances (if any).	Accept Payment & Issue Official receipt	5 minutes	Customer Service Assistant	Water Bill Balance (if any)	Water Bill OR
	End of Transaction					

#### D. Service Reconnection

## Request for Service Reconnection

<b>About the service</b>	<b>Availability of the Service</b>
Request for re-connection of water service.	Monday – Friday except Holidays 7:00am – 5:00 pm
<b>Who may avail of the service?</b> All concessionaires of Angat Water District	<b>What are the requirements?</b> Accomplished Request Form. Reconnection Fee of P140 plus Full payment of water bill balance if any.
<b>Duration:</b> 10 minutes	

#### How to avail of the service?

Step	Client	Angat WD	Duration (under Normal circumstances)	In- Charge	Fees	Form
1	Fill-out request form water service reconnection.	Accept Request Form  Verify account and inform client of his/her statement of accounts.	5 minutes	Customer Service Assistant		Request form
2	Pay reconnection fee plus water bill balance if any	Accept Payment & issue OR	5 minutes	Cashier	P140 plus Water Bill amount (if any)	Water Bill OR & Cashier OR
	End of Transaction					

### E. Transfer of Water Meter

## Request for Transfer Meter

About the service	Availability of the Service
<p>Transfer of Meter is allowed on the following reasons:</p> <ol style="list-style-type: none"> <li>The location is within the service area of AWD.</li> <li>The water meter will be affected/damaged due to lot improvement of owner.</li> </ol> <p>A transfer meter fee of P200.00 must be paid upon request. Cost of materials (if any)</p>	<p>Monday – Friday except Holidays 7:00am – 5:00 pm</p> <p><b>Who may avail of the service?</b> All concessionaires of Angat Water District</p> <p><b>What are the requirements?</b> Water Bill Fully accomplished Request Form Payment of Transfer Meter Fee of P200 plus cost of materials if any.</p>
<b>Duration:</b> 10 minutes	

### How to avail of the service?

Step	Client	Angat WD	Duration (under Normal circumstances)	In-Charge	Fees	Form
1	Fill out Request Form.	Accept Request Form Verify account	5 minutes	Customer Service Assistant	None	Request form
2	Pay Transfer meter fee plus cost of materials (if any)	Accept Payment & Issue Official Receipt	5 minutes	Cashier	P200.00 plus cost of materials (if any)	OR
	End of Transaction					



## F. Repair of Leaks

# Request for Repair of Leaks

<b>About the service</b>	<b>Availability of the Service</b>
The service is done when the leaks are before water meter of clients.	Monday – Friday except Holidays 7:00am – 5:00 pm
After meter leaks can be done if no other leaks before meter are scheduled to be repaired.	
<b>Who may avail of the service?</b>	<b>What are the requirements?</b>
All concessionaires of Angat Water District	Water Bill Fully accomplished Request Form
<b>Duration:</b> 10 minutes	

## How to avail of the service?

Step	Client	Angat WD	Duration (under Normal circumstances)	In-Charge	Fees	Form
1	Fill-out Request Form. & Submit to the officer of the day	Accept Request Form and schedule Inspection/ Repair of Leak	5 minutes	Customer Service Assistant	None	Request form
	Wait for the Schedule	Give assurance to the client that his/her request has been scheduled for inspection/repair.	5 minutes	Customer Service Assistant	None	
	End of Transaction					

## G. Change Meter

# Request for Change Meter

<b>About the service</b>	<b>Availability of the Service</b>
Change Meter is done when: a. The water meter is stocked up. b. The water meter did not register the right amount of water during calibration of meter.	Monday – Friday except Holidays 7:00am – 5:00 pm
<b>Who may avail of the service?</b>  All concessionaires of Angat Water District	<b>What are the requirements?</b> Water Bill Fully accomplished Request Form
<b>Duration:</b> 10 minutes	

## How to avail of the service?

Step	Client	Angat WD	Duration (under Normal circumstances)	In-Charge	Fees	Form
1	Fill up Request Form.	Accept Request Form. & Schedule Inspection of Water Meter if need to be replaced	5 minutes	Customer Service Assistant	None	Request form
2	Wait for the Schedule	Give assurance to the client that his/her request has been scheduled for inspection.	5 minutes	Customer Service Assistant	None	
	End of Transaction					

## H. Senior Citizen's Discount

# Request for Senior Citizen's Discount

About the service	Availability of the Service
<p>Senior Citizen (SC) Client of AWD may file a maximum of 5% SC Discount of his/her water bill provided the following conditions:</p> <ol style="list-style-type: none"> <li>1. The water bill is on his/her name.</li> <li>2. His/Her water consumption will not exceed 30 cubic meters per month.</li> </ol> <p>SC Discount will be terminated upon death of Senior Citizen.</p>	<p>Monday – Friday except Holidays 7:00am – 5:00 pm</p>
<p><b>Who may avail of the service?</b></p> <p>All Senior Citizen clients of AWD.</p>	<p><b>What are the requirements?</b></p> <p>Water Bill with the Senior Citizen's Name Fully accomplished Request Form Original &amp; 1 Photo Copy of Senior Citizen's ID Card.</p>
<b>Duration:</b> 10 minutes	

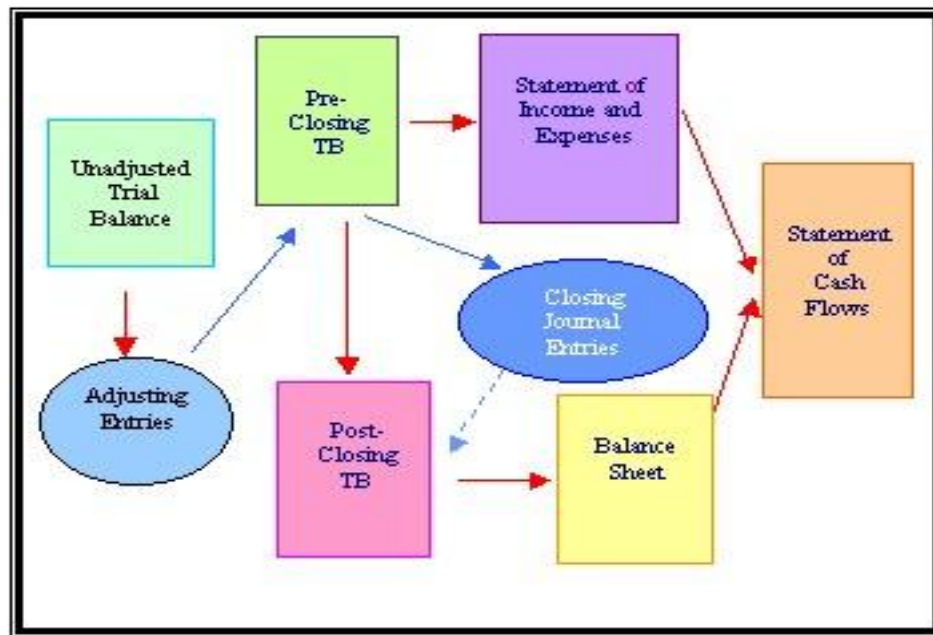
## How to avail of the service?

Step	Client	Angat WD	Duration (under Normal circumstances)	In-Charge	Fees	Form
1	Fill up Request Form.	Accept Application Form	5 minutes	Customer Service Assistant	None	Request form
2	Leave AWD Office	Encode Information to the Billing System	5 minutes	Customer Service Assistant	None	
	End of Transaction					



## FINANCE SECTION WORKFLOW

### The Financial Statements Process



1. Records the source/summarizing documents in Cash Receipts Register, Voucher Payable, Check Disbursement Register, Materials Supplies Register, Billing Register and Bank Deposit Register.
2. Bookkeeper will then prepares the necessary Journal Entry Voucher.
3. Posting of Journal Entries to General Ledgers
4. Records the transaction to their respective Subsidiary Ledger
5. Based on the General Ledger prepares the Unadjusted Trial Balance to verify the equality of debit and credit balance of the General Ledger accounts.
6. Prepare the necessary adjusting entries for correcting and adjusting.
7. Post the adjusting entries to the respective General Ledger and Subsidiary Ledger.
8. Based on the General Ledger, prepare the Pre Closing Trial Balance
9. Reconcile the balance of Subsidiary Ledger and General Ledger, make the necessary adjusting entries if unreconciled

At Year end

10. Prepare the closing journal entries
11. Post the journal entries in the General Ledger
12. Based on the General Ledger, prepare the Post Closing Trial Balance.

### **PROCEDURES FOR DISBURSEMENTS BY CHECKS.**

1. Receives the supporting documents/receipts from the authorized person
2. Checks the receipts to be reimbursed and photocopies it.
3. Records the transaction in the Voucher Payables
4. Make the necessary Journal Entries
5. Records the date, payee, cheque number and amount in checkbook
6. Records the same in Check Disbursement Register
7. Prints the Disbursement Voucher
8. Reviews and signs the certification for completeness and availability of funds
9. Forwards the Disbursement Voucher to the General Manager for approval
10. If approved, forward it to the cashier for the release of cheque
11. Make the payee sign and fill up the Received Payment box
12. Files the Disbursement Voucher

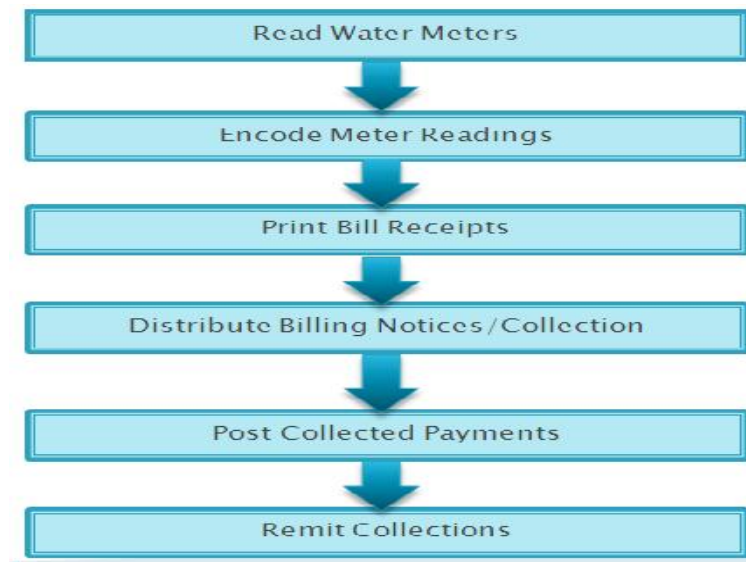
### **PROCEDURES FOR PAYROLL PREPARATION**

1. Receives the Overtime Form signed by the Head of Administration for Recommendation and approved by the General Manager.
2. Downloads the agency billing from the GSIS, checks the correct contribution share by the employees and the employer, and deducts the loan to the respective employees
3. Checks the correct Philhealth contribution and upload the same in Philhealth website
4. Checks the Pag Ibig contribution and the loan balance of each employees
5. Count the working days of the job order employees

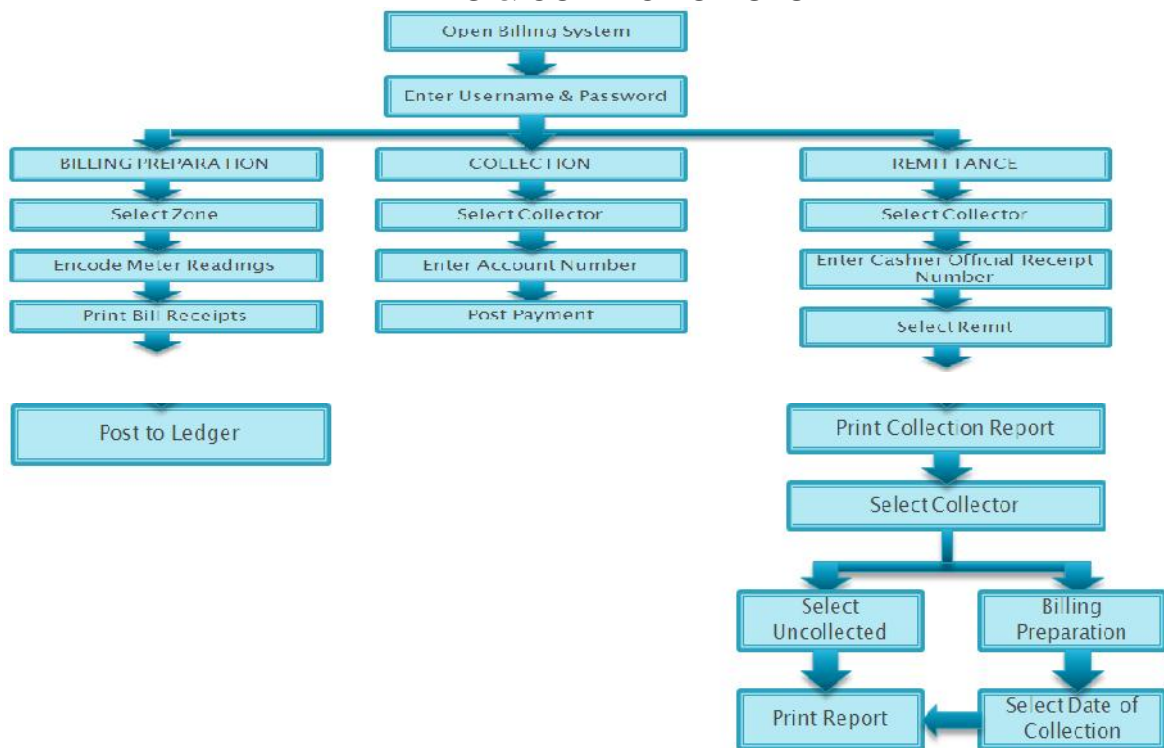
At month end

6. Computes for the taxes withhold for each employees
7. Makes the Disbursement (procedures for disbursement by checks)

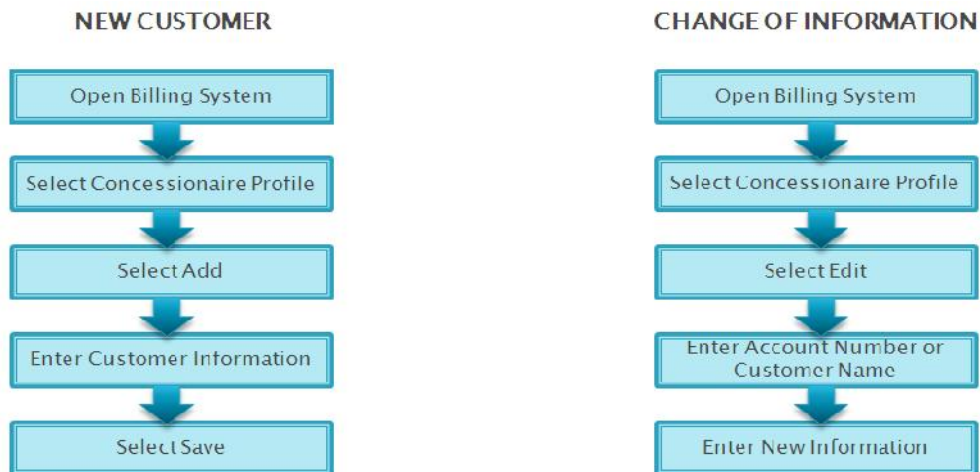
## BILLING AND COLLECTION WORKFLOW



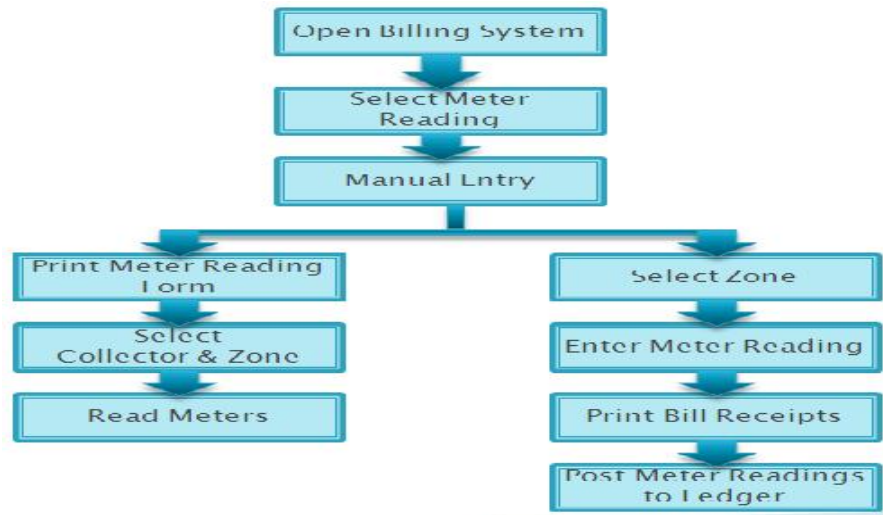
## BILLING & COLLECTION SYSTEM



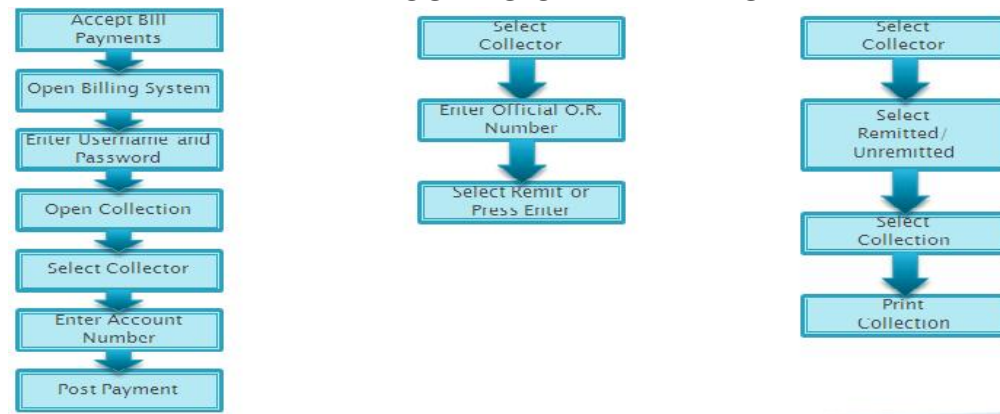
## NEW CUSTOMER PROFILE PROCESS



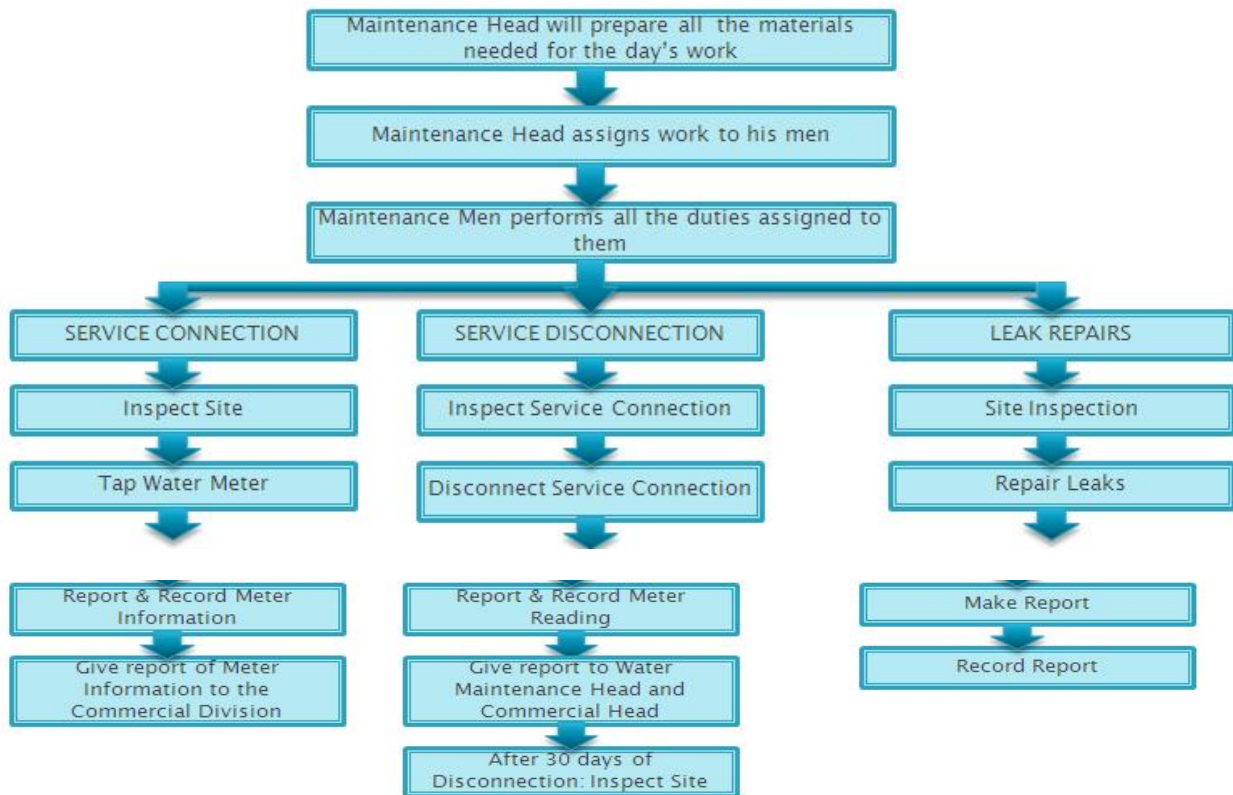
## POSTING OF METER READINGS



## POSTING OF PAYMENTS



## MAINTENANCE DIVISION WORKFLOW



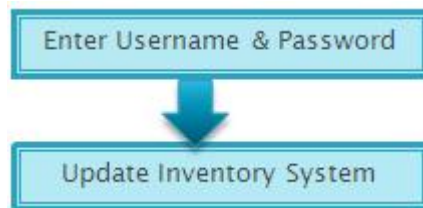
## RECONNECTION WORKFLOW



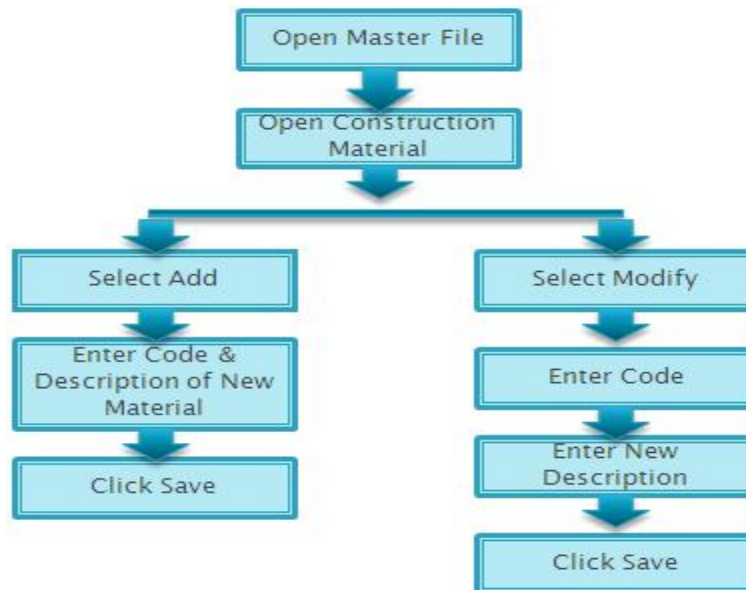
## PROCUREMENT PROCESS



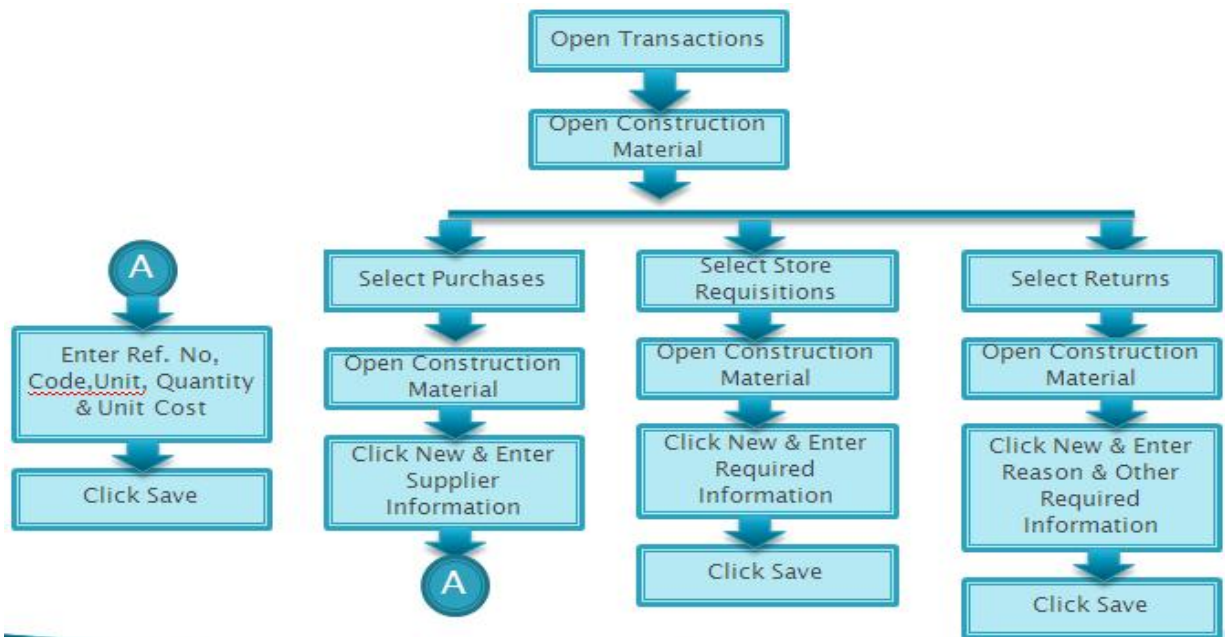
## THE INVENTORY SYSTEM



## UPDATING THE MASTER FILE

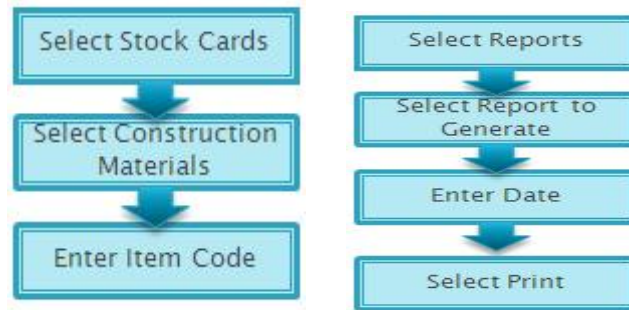


## UPDATING OF STOCK CARDS





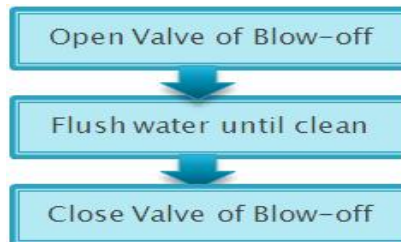
## CHECKING OF STOCK CARDS AND REPORT GENERATIONS



## PRODUCTION DIVISION WORK FLOW



## FLUSHING OF BLOW-OFFS



## CLEANING AND FLUSHING OF WATER TANKS/RESERVOIR

