



*Carmona Water District*

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[www.carmonawd.gov.ph](http://www.carmonawd.gov.ph)

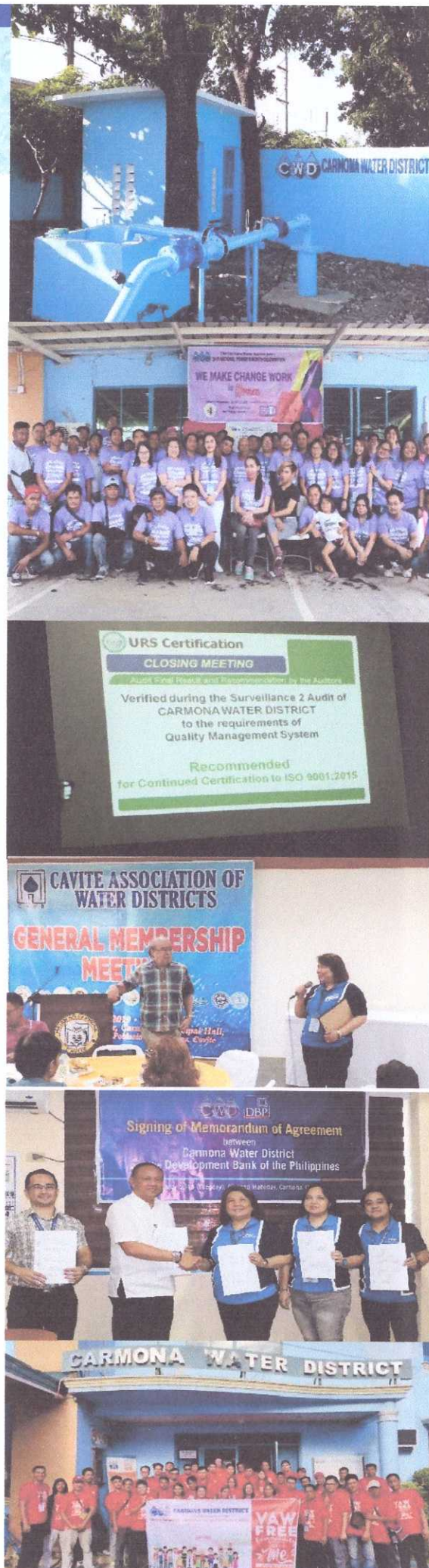


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# Table of Contents

- 1 Message from the Chairman
- 2 Message from the General Manager
- 3 Our History
- 4 Corporate Structure
- 5 Organizational Structure
- 6 Water Sources
- 7 Water Quality
- 7 Water Safety Plan
- 8 Non-Revenue Water Reduction
- 9 Service Coverage
- 10 Service Connections
- 11 Access to Economical Water
- 12 Accomplishments
- 13 Programs and Activities
- 17 Policy Setting Resolution
- 19 Committees
- 20 Logistics and Personnel Support
- 21 Financial Highlights
- 21 Statement of Income and Expense
- 22 Statement of Financial Position
- 23 Quality Policy, Core Values





# Message from the Chairman

For and on behalf of the Board of Directors of Carmona Water District (CWD), I am delighted to report that for the year 2019, CWD gained further financial and service progress. Our financial position further improved and is continuously improving every month. By the end of the year, we already have 15,546 service connections and, we are eyeing for more this coming year.

Aside from the foregoing, some of the highpoints of CWD for 2019 are the following:

- Increased collection efficiency due to implementation of CWD Revised Policy on Disconnection and Reconnection
- Operationalization of two (2) new pumping stations at Brgy. Mabuhay and Brgy. 8
- Well Re-drilling at Bancal PS 3 for more sufficient water supply in Brgy. Bancal
- Successful bidding for construction of Elevated Water Tank in CES PS and one new Pumping Station at Brgy. Mabuhay
- Purchase of various vital Engineering equipment such as Leak Detector

Indeed we are finding new ways to bring better service to our concessionaires and live-up to our mission of providing safe, adequate, economical water and deliver services to address the needs of the concessionaires with the highest level of efficiency.

On our part as Board of Directors we initiated some improvements and strengthen the policies of CWD for 2019. Some of which are the Revised Policy on Disconnection and Reconnection and the Policy on Proper Use of Booster Pump.

The year 2019 was also notable since we worked with the Office of the Sanggunian Bayan of Carmona, Cavite for the amendment and improvement of Septage Management Ordinance of the Municipality. By virtue of which CWD will now start with the construction of a Septage Treatment Facility in line with the Supreme Court Mandamus to clean-up and rehabilitate the Manila Bay.

Carmona Water District's continued success owes a great deal to the outstanding efforts of its very dedicated workforce, headed by our esteemed General Manager, Engr. Aniline B. Francia and we thank everyone for their dedication and commitment to serve.

*"They say that great things starts from small beginnings. this is true with Carmona Water District. Our water district started small and it got big and is starting to go bigger and better and the best is yet to come. "*



***Atty. Frederick S. Levardo***  
Chairman of the Board



# Message from the General Manager

## Increasing productivity at minimal operational cost...

This has been Carmona Water District's main goal for the year 2019. Indeed, as a water utility and government institution, it is our agency's duty to provide quality water services to our concessionaires at the least operational expenses.

For 2019, our agency continued its efforts to maximize productivity but minimize our expenses. To increase water production, two (2) new pumping stations was operationalized and one (1) existing pumping station was re-drilled. Construction of elevated water tank has also been initiated to augment water supply during peak hours. With the aid of new our Water CAD system, simulation of water pressure is now more realistic.

To reduce non-revenue water (NRW), we purchased a heavy-duty Test Bench for accurate water meter testing and two (2) units Leak Detection Equipment for detecting leakages in underground distribution lines. Increasing the productivity of our Engineering Team, various additional tools and equipment were bought such as jackhammer, portable genset, and PPEs.

Addressing water crisis is also a major challenge for CWD. To encourage water conservation, CWD management would implement a "Bill Incentive Program" by 2020. Concessionaires will be given a bill incentive or discount if consumption will not exceed 20 cubic meters.

As the Holy Bible states, *"Whatever you do, work at it with all your heart, as working for the Lord and not for men"* – Col.3:23. Therefore, as head onto another year (2020), CWD promise to continuously deliver excellent quality of water services. Our stakeholders could expect more projects to come, as we aim to maintain or even improve our performance ratios.



*"Whatever you do, work at it with all your heart,  
as working for the Lord and not for men."*

**Engr. Aniline B. Francia**  
General Manager



# Our History

*"There are no secrets to success, it is the result of preparation, hardwork and learning from failures." - Colin Powell*



## BRIEF HISTORY

Carmona Water District is a non-profit and a government-owned and controlled corporation which was established to provide water services under Level III System to all cities and municipalities outside Metro Manila with more than 20,000 population.

**Municipal Resolution No. 077-96** dated October 14, 1996 gave way to the birth of Carmona Water District (CWD). Under this resolution, CWD shall have exclusive power to raise revenues and promulgate rules and regulations to run and manage the water utility pursuant to the provisions of Section 27, Title II of Presidential Decree 198 known as the Provincial Water Utilities Act of 1973.

Later on, the Sangguniang Bayan of Carmona amended this resolution on January 20, 1997 under Municipal Resolution No. 002-97 creating CWD and designating its Board of Directors. CWD was still a non-self-supporting utility at that time, so the Local Government of Carmona provided a monthly subsidy of Php15,000.00 for a period of one (1) year. It was to help the district implement an improved staffing pattern and operational format.

On **April 27, 1997**, the Local Water Utilities and Administration (LWUA)—an agency

created to assist provincial urban water-users through loans, training and other forms of assistance, awarded a **Certificate of Conditional Conformance Number 561** to CWD. This marked the inception of CWD with its first General Manager Engr. Teddy Medina. He had served the district for two (2) years and was succeeded by Mr. Edison L. Sarmiento, Jr., who served from the year 2000 until October 2015.

Consequently, starting November 2015, **Engr. Aniline B. Francia** assumed the position. From thereon, Engr. Francia has been bringing positive changes to the District.

With CWD growing rapidly, delivering sufficient, clean, and economical water to its increasing number of concessionaires has been a challenge. But through the hard work of its employees and good leadership, CWD has surpassed these challenges. Back in August 2006, CWD was categorized by LWUA from Small Category to Big Category, having reached a remarkable 5,000 service connections that year. This had been a big leap for the district.

In 2012, CWD was successfully recategorized by LWUA from Category "C" into **Category "B" Water District** having reached a more than 13,000 concessionaires. This was ratified by the Department of Budget and Management (DBM) in February 2018.

After twenty (22) years in public utility service to the town of Carmona, CWD has greatly improved from just starting with a single well. Now, the district has **seventeen (17) Pumping Stations** located within the fourteen (14) Barangays being served.

Through the years, Carmona Water District has continuously met its objective of supplying clean, sufficient and economical water to its concessionaires.



# Corporate Structure

## BOARD OF DIRECTORS

**DIR. ATTY. FREDERICK S. LEVARDO**

Chairman

**DIR. PATRICK A. DOLOROSO**

Vice Chairman

**DIR. ADELINA M. DIEGO**

Secretary

**DIR. JULIA C. DIAGO**

Member

**DIR. BERNARD M. LEDESMA**

Member

## MANAGEMENT TEAM

**ENGR. ANILINE B. FRANCIA**

General Manager

**MR. JOEMAR G. CUNANAN**

Admin/Finance Division Manager

**ENGR. MA. NIEVES C. MAÑABO**

Engineering Division Head

**MS. ROCELISA G. MAULANIN**

Commercial Division Head

*"Great things in business  
are never done by  
one person.  
They're done by a  
team of people."*

Corporate structure is a grouping of different positions and departments within a company, which all have separate tasks but work together.

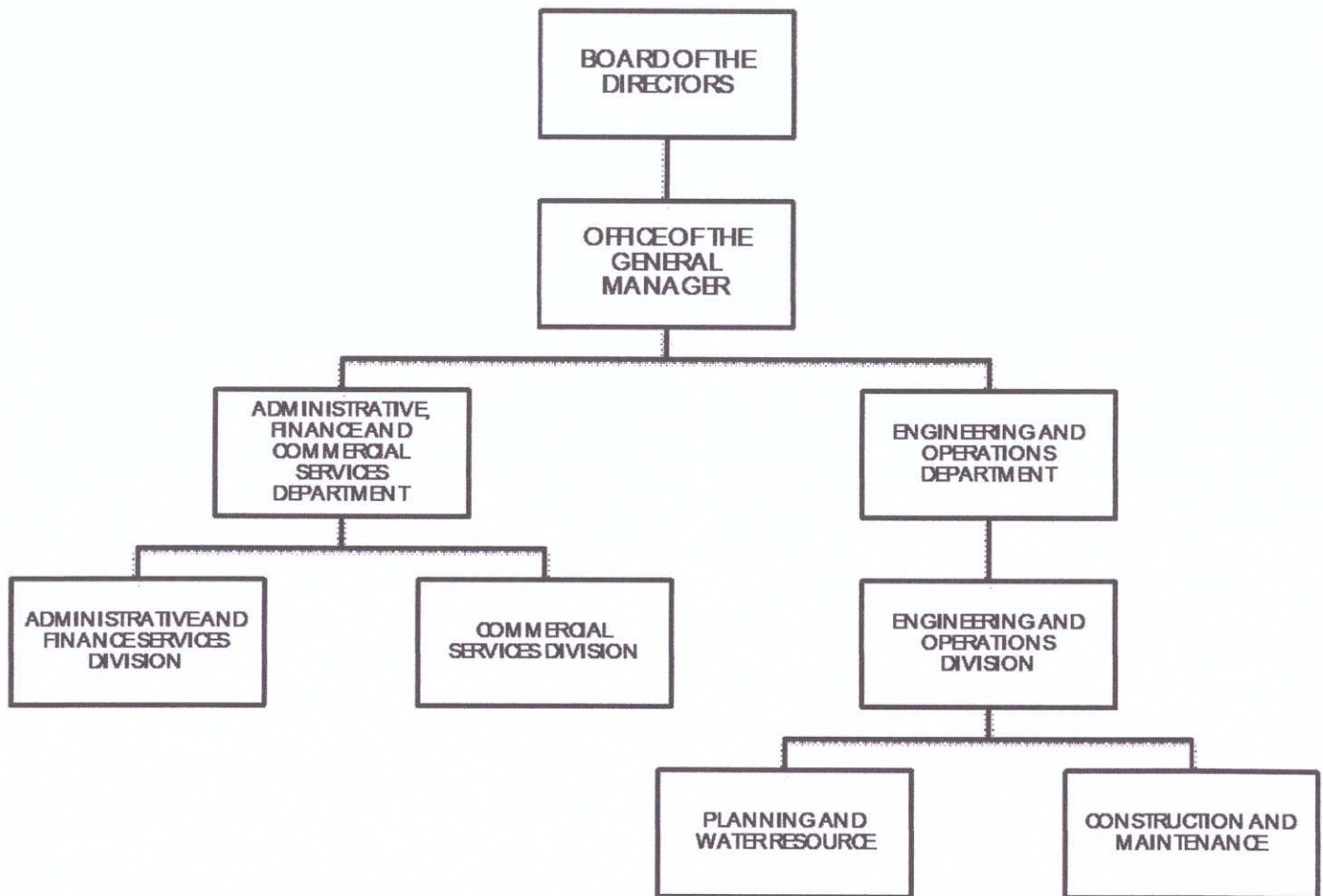
Carmona Water District knows that upholding its mission is a combined effort of its entire corporate hierarchy.

On top of CWD's corporate structure is the Board of Directors who is the policy-making and goal-setting body of the agency. Each of the Board Members came from different sectors of society namely: Civil, Business, Professional, Education, and Women. Each is appointed by the local chief executive to a renewable six-year term.

Consequently, implementation of the policies and supervision of company's day-to-day activities are vested on the Management Team. It is headed by the General Manager subordinated by three (3) Division Heads for Engineering, Commercial, and Administrative and Finance.

# Organizational Structure

Below is the organization chart of Carmona Water District based on the approved Recategorization to Category "B" Local Water District last February 16, 2018 by the Department of Budget and Management. The functional type chart shows the unit broad functions of the district.



The recategorization of organizational structure of CWD was spearheaded by its General Manager, Engr. Aniline B. Francia, as it was already category "B" Local Water District as of March 21, 2012. The service connection of CWD was 13,686 as of December 2017 equivalent to 114 position based on the Staff Productivity Index of 120 (service connection = 1 (plantilla position in LWD)). The District created 19 new position for different unit a total of 93 plantilla position for Category "B" Water District from 74 positions.

From 4 divisions (Admin, Finance, Commercial and Engineering and Operations) and 8 sections (Administrative, Accounting, Budgeting, Customer Accounts, Customer Service, Planning and Design, Water System Maintenance, and Production Operations) organizational structure, the management strategically reorganize its structure into 2 departments (Administrative, Finance and Commercial Services Department and Engineering and Operations Department) with 3 divisions (Admin & Finance Services, Commercial Services and Engineering and Operations) and 2 sections under the EOD are Planning and Water Resource and Construction and Maintenance.



# Water Sources

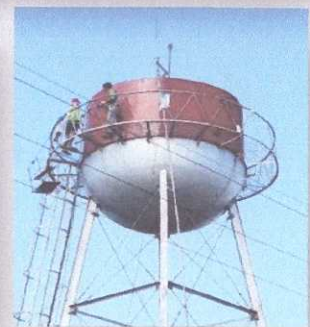


## Water Sources

Carmona Water District's 100% water supply comes from groundwater sources. Its **seventeen (17) deep-wells** operate using water pump and motors. Water is being treated through chlorination to make it potable. Pumped water is either stocked into elevated tanks or flows directly to the main distribution lines up to the concessionaires faucets.

This year, Carmona Water District produced a total of 4,705,323 cubic meters of water, **14.11% higher** than the **water production** of 4,041,490 cubic meters in 2018. This had been achieved because of the new operational Cityland Pumping Station 3 at Brgy. Mabuhay and CES Pumping Station in Carmona Elementary School, Brgy. 8.

To further augment the water supply, CWD's management plans to establish additional pumping stations as well as water tanks. To widen its market and service coverage, take over of other private subdivisions' water system is also aimed in the coming years.





## Water Quality

Carmona Water District ensures that the water it serves conforms to the standard prescribed by the Philippine National Standards for Drinking Water (PNSDW).

Groundwater is used as water source, deep-wells with depth ranging from 160 to 200 feet are drilled and with the use of modern chlorinator that runs simultaneously with the pump, the water produced is disinfected.

Everyday, Carmona Water District conducts chlorine residual testing from each

pumping station. Once a month, water samples are submitted to Department of Health (DOH) accredited laboratories for bacteriological testing and twice a year for physical and chemical analysis.

For 2019, Carmona Water District sent 194 bacteriological test results to LWUA and 23 samples for physical and chemical testing. All of these had positive results. Thus, CWD was able to meet the PNSDW set by the DOH.

## Water Safety Plan

A Water Safety Plan (WSP) is created to ensure that water meets the regulatory water standards relating to human health and of maintaining a safe supply of drinking water to the public and one of Carmona Water District's keystones in the delivery of services.

Carmona Water District commits to continuously provide safe, adequate, potable and economical water twenty-four seven a day to its concessionaires.

In compliance on Presidential Decree No. 198, for improvement of services and for standard operation procedures, Carmona Water District with its WSP Team assessed and developed a Water Safety Plan for the entire system.

The Water Safety Plan is concentrated on the quality and safety of water provided right from the source up to consumers' tap. It incorporates the policies on its process from source, water treatment, storing, distribution and also consumers' premises for better service. Water Safety Plan is focused to:

- Guarantee the quality and safety of water that is distributed to the concessionaires.

- Prevent water contamination by detailed assessment of processes to identify the hazards and risk in all operations and facilities.
- Establish operational barriers to control hazardous events and set out contingency and mitigating measures to respond to adverse events.
- Provide an organized and structured system to minimize the chances of failure of its services caused by oversight or lapses in management decisions and identifies responsible parties.

The CWD WSP sets out how the district can ensure that safe drinking water is available to its customers at all times through good water supply practices.



# Non-Revenue Water Reduction

*"No business can survive for long if it loses a significant portion of its marketable product."*

Non-revenue water (NRW) is water that has been produced and lost before it reaches the customer. Losses can be real losses (through leaks, sometimes referred to as physical losses) or apparent losses such as through theft or meter inaccuracies. High levels of NRW are detrimental to financial viability of water utilities.

In this light, Carmona Water District aims to reduce NRW with the Engineering Division and Commercial Division taking the lead. For 2019, CWD registered an 27.8% NRW which is still lower than the industry's average which is 30%.

**Table 1. Percentage of CWD's Non-Revenue Water**

ITEM	VALUE	UNIT
Production (Volume)	4,705,323	Cubic Meter (cu.m)
Billed Consumption	3,399,275	cu.m.
Metered Unbilled Consumption	5,098.3	cu.m
Non Revenue Water (Volume)	1,306,048	cu.m.
% NRW to Total Production	27.8	%

## LEAK DETECTION AND REPAIR

Minimizing water leaks is an important part of Carmona Water District's fight against NRW. Hence, the district continuously encourages its concessionaires and employees to report sightings of leak. In addition, two (2) units of Leak Detection Equipment were purchased to aid in detection of underground leakages.

For 2019, approximately 1,340 repair leak and 3,729 other service requests were processed by CWD. Repair of leaks were then accomplished within 24 hours. Meanwhile, for leak repairs beyond working hours or during weekends and holidays, CWD responds immediately through its "on-call" maintenance team.

## WATER PILFERAGE

Water pilferage or water theft is likewise detected by Carmona Water District through constant monitoring of water consumption patterns. With the Billing Section taking the lead role, fifteen (15) culprits of illegal connection were found and penalized.

## INSTALLATION OF FLOW METER

Complementing the efforts of Carmona Water District in reducing NRW is the installation of flow meter in its fire hydrants. These hydrants utilize water which are not billed. Thus, through flow meters, water usage can be accounted and monitored. In 2019, 8 out of the 26 fire hydrants have flow meters. Next year, CWD plans to install flow meter in each fire hydrant. Meanwhile, CWD coordinated with the Local Government Unit and Bureau of Fire Protection (BFP) to collect water for fire trucks only in hydrants with flow meter.



# Service Coverage

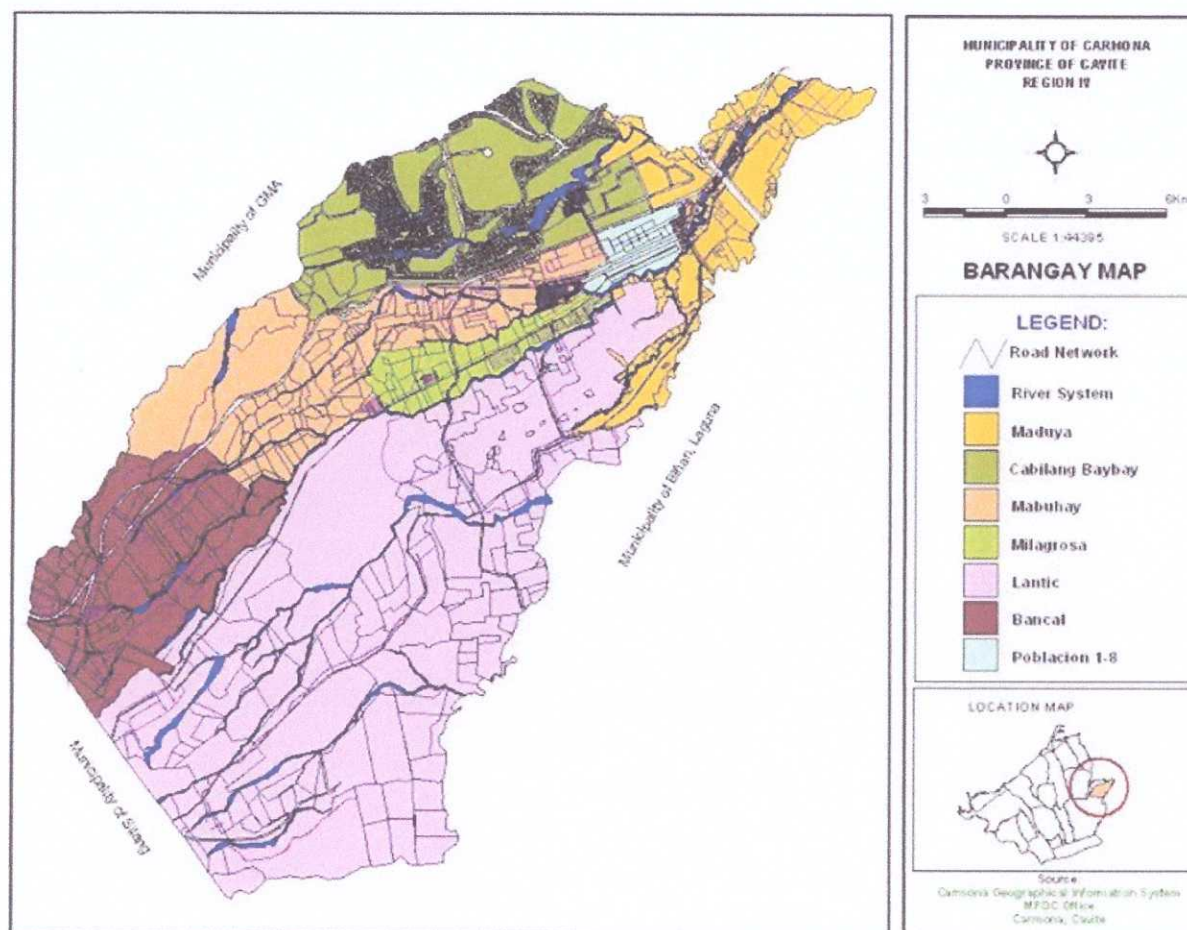
*“Carmona Water District shall provide safe, adequate, economical water...”*

A line taken from the mission of Carmona Water District. Indeed, water is life and clean water is health. Hence, CWD extends its effort to provide concessionaires as well as the entirety of Carmona, access to safe and affordable water.

## SERVICE COVERAGE

Carmona is a first class urban municipality located on the south-eastern part of Cavite, approximately 36 kilometers south of Manila. Topography of Carmona is generally flat to strongly rolling or sloping, partly lowland and partly hill.

With a land area of 3,092 hectares or 30.02 square kilometers, Carmona represented 2.17% of the total land area of Cavite. This area is currently occupied by 14 barangays. Carmona Water District prides in itself for serving all these 14 barangays garnering **100% barangay coverage**.



## POPULATION SERVED

Based on Carmona Municipal Planning and Development Coordination (MPDC) latest population census, the Carmona has a total population of 95,338 and household population of 19,068. Relative to this, Carmona Water District is now serving a total of 14,240 active concessionaires which is almost **75% of Carmona's total household population**. Nonetheless, CWD aims to achieve 100% household service coverage.



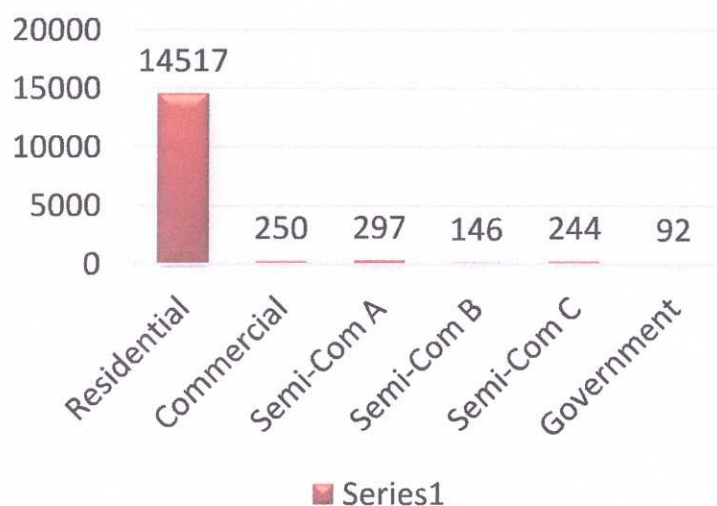
# Service Connections

## CONNECTIONS

As of 2019 year-end, Carmona Water District has a total of 15,546 existing connections composed of 14,240 (92%) active or regularly billed and 1,306 (8%) inactive or disconnected. Among the total number of connections, **638** were installed in 2019, **27.6% higher** than the expected or targeted increase of 500 per annum.

In terms of classification, more than **93.38%** of service connections are **residential** with concentration on Brgy. 11 (Mabuhay) and Brgy.12 (Milagrosa). Commercial class accounts is 6.03% which has great number in Brgy.9 (Maduya) where several business establishments are to situated. Meanwhile, the remaining 0.59% is Government connection.

### BREAKDOWN OF CONNECTIONS PER CLASSIFICATION

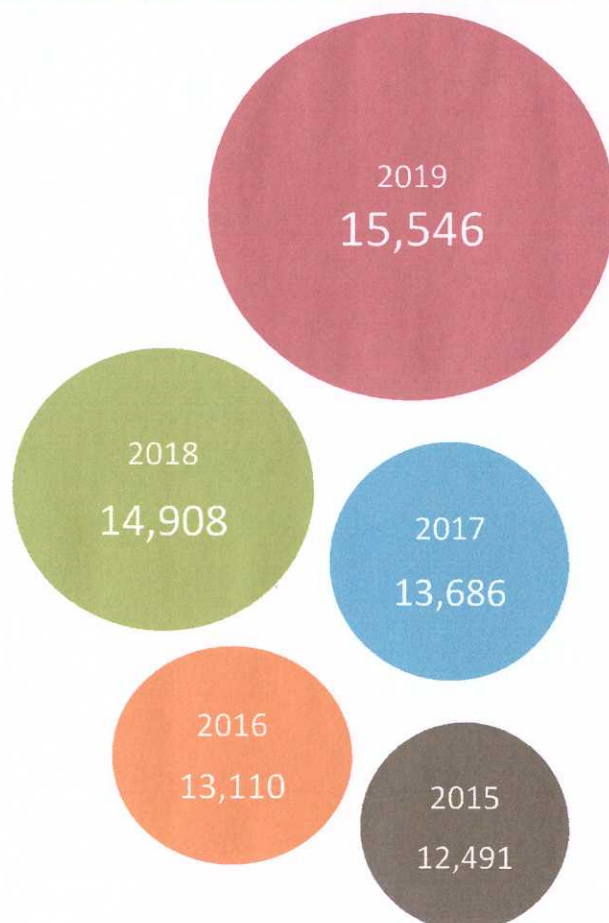


## DISCONNECTIONS

Along with the passage of CWD's New Disconnection and Reconnection Policy thru Board Resolution No. 22-2019 dated May 21, 2019, on time disconnection of delinquent accounts was properly observed.

With this, a total of **7,179 disconnections** were made for 2019. Majority of it was due to non-payment of water bills beyond cut dates. Whereas, others was due to voluntary disconnections and non-payment of accounts receivables. Nonetheless, majority of the disconnected concessionaires have applied for reconnection immediately.

### TOTAL CONCESSIONAIRES SERVED 2015-2019





# Access to Economical Water

## EXISTING WATER RATES

Below is the table of Water Rates implemented by Carmona Water District since 2006:

Category	Minimum Charge	Commodity Charges			
		11-20 cu.m	21-31cu.m	31-40cu.m	41-50cu.m
Residential/Government	P238.60	26.20	29.00	32.60	37.00
Commercial ½"	477.20	52.40	58.00	65.20	74.00
Commercial ¾"	763.50	52.40	58.00	65.20	74.00
Semi-Commercial A	417.55	45.85	50.75	57.02	64.75
Semi-Commercial B	359.90	39.30	43.50	48.90	55.50
Semi-Commercial C	298.25	32.75	36.25	40.75	46.25
Wholesale/Bulk	715.80	78.60	87.00	97.80	111.00

## CLASSIFICATIONS OF SERVICE CONNECTION



### Residential

- Purely for domestic purposes



### Government

-Government offices, facilities  
Ex. Mun. hall, police station, brgy. hall



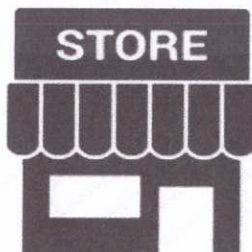
### Commercial

-Business directly using water in operations  
Ex. restaurants, laundry, water refilling



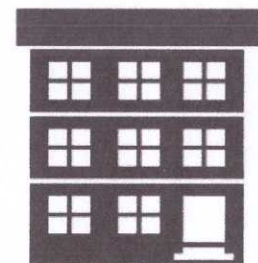
### Semi-Commercial A

-Business indirectly using water  
Ex. Offices, groceries



### Semi-Commercial B

-Small business w/ capitalization P10,000 & below  
Ex. Sari-sari stores, repair shops



### Semi-Commercial C

-Apartments using 1 central meter

*based from Local Water Utilities Administration Manual on Water Rates and other practices*



# Accomplishments



For 2019, Carmona Water District has surpassed itself in accomplishments.

With a water service of 24 hours a day, 7 days a week, coupled with the dedication of its employees, the production of water exceeded its demand that give concessionaires' satisfaction. Apart from it, CWD's achievements are as follows:

- ✓ Well Re-drilling at Bancal PS 3 for more sufficient water supply in Brgy. Bancal.
- ✓ Interconnection from Carmona Elementary School Pumping Station to Brgy. 7 distribution line.
- ✓ Pipe enlargement of Distribution Line in Calumpang Road, Brgy. Lantic.
- ✓ Purchase of additional 1 unit computer, Water CAD subscription, 3 units VFD, 2 units Jackhammer, 2 units Portable Genset, Portable Sound System, Pressure gauges and transmitter, 3 units pocket colorimeter, 1 unit portable air blower, 2 units water pump for repair, Tools and other PPE, 7 units Chlorinator machines for the engineering division and 2 units Generator Sets for CBB PS-2 and CES
- ✓ Procurement of 1 unit Test Bench for accurate water testing of water meter released and used by the concessionaires and 2 units leak detection equipment to detect leak in underground d-lines to reduce Non-Revenue Water
- ✓ Water Refilling Station, a GAD Project spearheaded by the management as a livelihood project, to partner with its concessionaires
- ✓ On-going construction of an Elevated Tank in Carmona Elementary School PS
- ✓ Well Rehabilitation of the ff PS: Villa Alegre PS, Bancal PS 4, Lantic PS, Villa Sorteo PS, Monte Carlo PS and Cityland PS 1
- ✓ Admin Office Repair



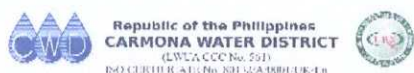
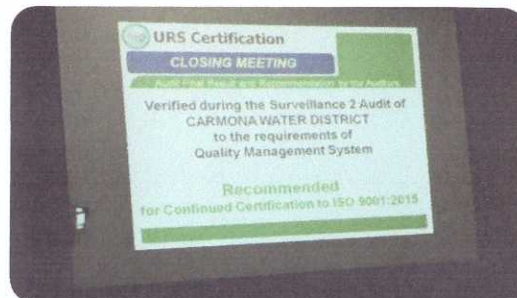
# Programs and Activities

## ISO 9001:2015 SURVEILLANCE AUDIT

January 11, 2019 - Carmona Water District (CWD) successfully passed the 2nd Surveillance Audit conducted by the United Registrar of Systems Philippines (URSP).

The audit was aimed to determine the conformity of CWD's Quality Management System with specified requirements and to identify areas for potential improvement. Two (2) auditors from URSP namely, Mr. Michael Salud and Ms. Charade dela Cruz executed the audit.

At the Closing Meeting, it was revealed that there was ZERO or NO Minor nor Major Nonconformity found. Instead, the auditors only reported ten (10) Good Practices and seven (7) Opportunities for Improvement. In the end, everyone rejoiced when the auditors revealed the good news that is **"CONGRATULATIONS"** and recommendation for continued ISO 9001:2015 Certification of CWD.



## ATTENTION!!!

**"LIBRENG GUPIT HANDOG NG CWD"**  
A GAD Project of Carmona Water District with the cooperation of Carmona Fiskal, Danika's Beauty Parlor and Danika's Hairdressing

In Celebration of



**WHEN:** March 15, 2019, 8:00AM - 5:00PM

**WHERE:** Carmona Water District Office

**WHO:** All concessionaires who will pay their **"WATER BILLS"** on the said date can avail the **"FREE HAIRCUT"**.

\*Note: Only one (1) concessionaire per receipt and first come, first serve basis.



## "LIBRENG GUPIT HANDOG NG CWD"

In celebration of National Women's' Month, Carmona Water District successfully held its activity entitled: "Libreng Gupit Handog ng CWD" last March 15, 2019 at the CWD Parking Grounds from 8:00am to 5:00pm. The event is part of the CWD's Gender and Development (GAD) Project for FY 2019.

This activity was initially aimed to give a simple token of appreciation to all female concessionaires who will pay their water bills at the CWD Office. However, to promote gender equality, male concessionaires were also qualified for the free haircut.

Three (3) skilled hairdressers from Carmona were hired representing different genders - Male, Female, and Gay. CWD intended this to manifest that all genders are equal in terms of employment opportunities and capabilities.

At the end of the day, a total of seventy (70) persons availed of the free haircut promo. In addition, 19 lucky concessionaires won free Women's Month Purple T-shirts thru raffle.





# Programs and Activities

## CEREMONIAL MOA SIGNING BETWEEN CWD AND DBP BACOR

May 28, 2019 - Ceremonial Memorandum of Agreement (MOA) signing was held between Carmona Water District (CWD) and Development Bank of the Philippines (DBP) Bacoor Branch as the former avails various banking services offered by the latter, to wit:

1. Point-of-Sale (POS) System - for accepting payments thru Credit and Debit Cards
2. Payroll Servicing - for the payroll of CWD's employees
3. ATM Installation - for installation of ATM Machine within the Municipality of Carmona
4. DBP Digital Banking Portal - the online website of DBP
5. eGov Facility - for online payments of various government remittances such as BIR Taxes, Pag-IBIG, and PhilHealth

Present in the MOA signing were CWD's General Manager, Engr. Aniline B. Francia; Admin-Finance Division Manager, Mr. Joemar G. Cunanan; Head Cashier, Ms. Virginia Dimapilis II; DBP Southern Luzon Manager, Mr. Joel G. Jalbuena; and DBP Bacoor Branch Manager, Mr. Brian Niño Juniller.



## CWD CELEBRATES 22ND FOUNDING ANNIVERSARY

Twenty-nineteen (2019) marked the 22nd founding anniversary of Carmona Water District providing safe, adequate and economical water in the Municipality of Carmona.

To celebrate the event, a seminar and teambuilding activity was held last May 31 to June 1, 2019. Entire CWD team headed to Villa Marco Beach House, Tingloy, Batangas with the theme: "4Ps: Pagbabago at Pagkakaisa Patungo sa Pag-unlad".

Various updates, accomplishment, and targets were discussed during the first day. Service Awardees or employees who had served the district for 10 years and 15 years were also recognized. Fun games and activities followed which strengthened the bond and camaraderie among employees.

Having re-invigorated, CWD team looked forward to a brighter future for the district and pledge to continuously improve its services for the benefit of its stakeholders.

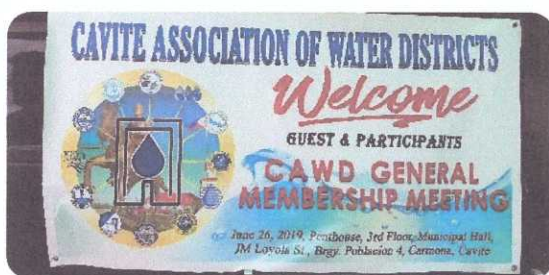


# Programs and Activities

## 121ST PHILIPPINE INDEPENDENCE DAY CELEBRATION

June 12, 2019 - CWD joins the celebration of Philippines' 121st Independence Day spearheaded by the Local Government Unit (LGU) of Carmona.

With the theme, "Tapang ng Bayan, Malasakit sa Mamamayan", various organizations within Carmona gathered together to commemorate the country's independence. A short program/ceremony was held and was highlighted by the burning of old national flags. The event was ended with a parade within the Carmona town proper.



## CWD HOSTS CAWD 2ND GENERAL MEMBERSHIP MEETING

June 26, 2019 - Carmona Water District (CWD) successfully hosted the Cavite Association of Water Districts (CAWD) 2nd General Membership Meeting held at the Penthouse, 3rd Floor, Carmona Municipal Hall, Carmona, Cavite.

Board of Directors and General Managers of the Eleven (11) member Water Districts of CAWD were gathered in this quarterly meeting to discuss about various updates and accomplishments of the association. Present Water Districts (WD) were:

Amadeo WD , Carmona WD, Dasmariñas WD , General Emilio Aguinaldo WD , GMA WD , Indang WD , Maragondon WD , Silang WD , Tagaytay City WD , Tanza WD , and Trece Martires City WD.

In the morning, three suppliers of various products relevant to Water Districts have presented. During the afternoon, Congressman-elect, Dr. Dahlia A. Loyola, graced the event by giving her warm message to the participants. The event ended at 2:00pm after the CAWD Meeting Proper.



## VAW FREE COMMUNITY STARTS WITH ME

Carmona Water District participated in the Philippine Commission for Women (PCW) 18-day campaign to end VAW starting November 25 to December 12, 2019 by posting tarpaulin/banner with design prescribed by the PCW and by conducting film-showing of VAW-related short-films among its employees and concessionaires.





# Programs and Activities

## FINANCIAL STEWARDSHIP SEMINAR

*"It is not what you read but what you remember that makes you smart. It is not what you eat but what you digest that makes you strong. It is not how much you EARN but how much you SAVE that makes you rich. It is not what you SPEAK but what you DO that makes you a CHRISTian."*

A notable quote from Rev. John Chloe D. Cruz who gave an inspiring and heart-felt talk to Carmona Water District (CWD) employees during the seminar entitled "Financial Stewardship" held last August 16, 2019 (Friday) at 3rd Floor Training Room, CWD Office.

In line with the agency's Gender and Development (GAD) Budget and Programs 2019, this meaningful event was conducted to educate the CWD employees on how to manage their finances both practically and religiously.

The Resource Speaker, Rev. Cruz first tackled on Spiritual Health which uplifted the spiritual viewpoint of the participants. It was followed by discussion on Financial Health in which Rev. Cruz explained the step-by-step formula to financial prosperity and enumerated the various ways to reduce unnecessary expenses.



## ISO 14001:2015 ENVIRONMENTAL MANAGEMENT SYSTEM SEMINAR

In line with its commitment for continual quality improvement, Carmona Water District (CWD) conducted a two-day seminar/training for ISO 14001:2015 or Environmental Management System (EMS) last November 5-6, 2019.

The event was held at CWD Office and attended by the management, key staff and internal auditors of the agency. Key topics discussed were ISO 14001:2015 Awareness Training (Day 1) and Aspect/Impact Assessment (Day 2).

Implementation of EMS is intended for an improved environmental performance of a company. As a water utility, CWD realizes its role to protect the environment specially the water resources and the need to comply with the increasing environmental regulations.

With this, CWD is now getting ready to acquire another ISO Certification thru URSP Certification Services by 2020.





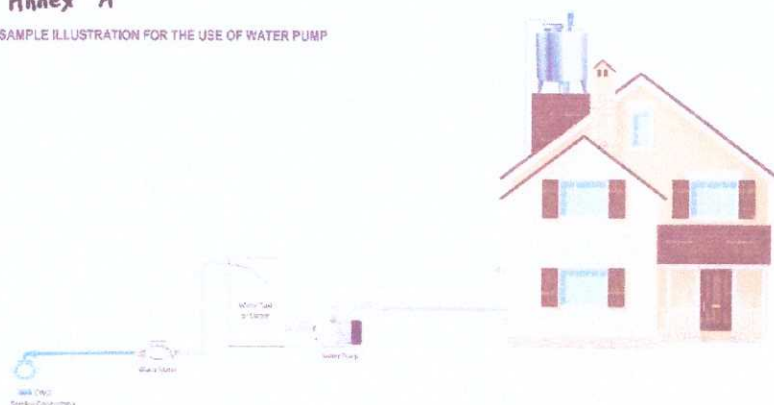
# Policy Setting Resolution

## POLICY ON PROPER USE OF BOOSTER PUMP

On May 7, 2019, Carmona Water District's Board of Directors passed the Resolution No. 019 – 2019 entitled "*Carmona Water District's Policy on Proper Use of Booster Pump*". This policy set the guidelines on proper installation of water booster pump to prevent unfair water distribution and damage to water meters.

### Annex "A"

SAMPLE ILLUSTRATION FOR THE USE OF WATER PUMP



**CARMONA WATER DISTRICT**

(LWUA CCC No. 561)

(ISO 9001:2015 Certificate No.: 80132/A/0001/UK/En)



## **PAALALA**

Sa mga minamahal naming konsesyonaryo,

Nais po naming ipaalala na ipinagbabawal po ng Carmona Water District ang pag-gamit ng anumang uri ng **"BOOSTER PUMP"**, sapagkat ito ay nagdudulot ng hindi pantay na distribusyon ng tubig lalo na sa mga matataas na lugar. Kung kasalukuyang pa rin po kayong nagamit nito, maari lamang po na tanggalin ito sa lalong madaling panahon upang maiwasan ang anumang abala at multa sa hinaharap.

Maraming Salamat po!

**CARMONA WATER DISTRICT**

"Ang tubig ay buhay, gamitin ng buong husay."

Ayon po sa Sec. 32 ng Presidential Decree (PD) 198:  
**"Sec. 32. Protection of Waters and Facilities of District.** – A district shall have the right to: (a) Commence, maintain, intervene in, defend and compromise actions or proceedings to prevent interference with or deterioration of water quality or the natural flow of any surface, stream or groundwater supply which may be used or useful for any purpose of the district and or be a common benefit to the lands or its inhabitants."



# Policy Setting Resolution

## REVISED POLICY ON DISCONNECTION & RECONNECTION

To improve the agency's Collection Efficiency and to comply with the COA Audit Observation, a revised Policy on Disconnection and Reconnection was created. On May 21, 2019, the CWD Board of Directors passed Board Resolution No. 022-2019 entitled "*Carmona Water District's Revised Policy on Disconnection and Reconnection of Water Service Connection*".

Below is the information flyer explaining the key contents of the new policy:



### CARMONA WATER DISTRICT

(LWUA CCC No. 561)  
(ISO 9001:2015 Certificate No.: 80132/A/0001/UK/En)



## **PAALALA**

Sa mga minamahal naming konsesyonaryo,

Nais po naming ipabatid na simula July 2019, ipapatupad ng Carmona Water District ang "New Policy for Disconnection and Reconnection".

Mga pagbabago na dapat tandaan:

1. Mapuputulan na ng koneksyon ng tubig ang mga hindi nakapagbayad ng 1 buwang water bill anuman ang halaga nito pagkalipas ng grace period na nakalagay sa inyong Billing Notice.
2. Hindi na po tatanggap ng partial payment.
3. May reconnection fee na pong sisingilin sa mismong araw na naputulan ng koneksyon ng tubig.



**MAGBAYAD NG MAAGA UPANG HINDI MAABALA!**

PERIOD DISCONNECTED	RECONNECTION FEE
Within the day	Php 150.00
1 day but less than 6 months	Php 150.00
6months but less than 1 year	Php 300.00
1 year but less than 3 years	Php 400.00
3 years and above	New Service Application will be applied



# Committees



Carmona Water District empowers its people by making use of committees. It improves interactions within the agency and cultivate harmony among divisions. Committees as formed are under the regulations of the Civil Service Commission (CSC).

## BIDS AND AWARDS COMMITTEE

Procurement process goes through the Bids and Awards Committee (BAC) for the purchase of goods/service exceeding P500,000, with six members whom are appointed by the General Manager.

In compliance with RA 9184 also known as the Government Procurement Reform Act, invitations to bid are published in general circulation and posted on the website of Philippine Government Electronic Procurement System (PhilGEPS).

CWD's BAC accomplished a total of 55 resolutions with regards to the procurement various office supplies, equipments, vehicles and tools with 37 project successfully procured for the betterment of the service and operation of the District.

## COMMITTEE ON DECORUM AND INVESTIGATION

A five member committee called Committee on Decorum and Investigation (CODI) is founded to maintain proper decorum and work ethics based on CWD Rules and Regulations.

For 2019, CWD's CODI has issued warning letters and suspension to violating employees.

## PERSONNEL SELECTION BOARD

A seven member Personnel Selection Board (PSB) is created which members from different section/department are appointed by the General Manager to help the management in the selection process to fill the vacant position.

This year, PSB gathered together for 2 times to conduct panel interviews and draw shortlist for vacancies and promotions and promulgated 2 resolutions.

## INCENTIVES AND AWARDS SYSTEM

Recognizing that employees are its most valuable asset, CWD continues to design programs that will motivate the employees perform better and stay within the company. To attain this end, a six member committee is assigned. They evaluate and improve existing incentives system in line with CWD's Program on Awards and Incentives for Service Excellence (PRAISE).

In 2019, CWD acknowledged and recognized the loyalty of its 3 employees as they have been working in CWD for 10 and 15 years. Recognition was held during the Mid-Year Assessment in May 31 - June 1, 2019.

## GENDER AWARENESS DEVELOPMENT

Promoting gender equality and sensitivity is the task of Gender Awareness Development (GAD) Committee. Accomplishments of GAD for 2019 were establishment of CWD Water Refilling Station; purchase of various sports and gym equipment; conduct of Financial Stewardship Seminar; active participation in Women's Month and Violence Against Woman Free PH campaign or #VAWFreePH.

## OTHER COMMITTEES

Other vital committees in Carmona Water District includes:

- Disciplinary Board who handles administrative cases of employees;
- Employees Grievance Committee where employees can air work-related grievances;
- Personnel Development Committee (PDC) who is in charge with trainings;
- Performance Management Team; and
- Anti-Red Tape Act (ARTA) Committee who evaluates employees vis-à-vis the rules of ARTA.



# Logistics and Personnel Support

Success of any organization is dependent on the people behind it, their values and skills. Likewise, Carmona Water District has enthusiastic and competent employees who are ready to work beyond their specific duties.

## LOGISTICS AND PERSONNEL SUPPORT



CWD employs a total of seventy three (76) man-power, thriving in a drug-free work environment. This 72 consists of 55 permanent; 9 temporary; 8 casual; and with 4 job order employees under training as a future asset of the district.

The top management is duly organized and has a very active Administrative/HR department to handle and look for the needs of the workers. They ensure to maintain good employees-employer relationship.

## LEAVE AND BENEFITS ADMINISTRATION



Carmona Water District grants its employees 15 days vacation leave, 15 days sick leave and 3 days special privilege leave, in accordance with Civil Service Commission rules. A mandatory leave of five days are also imposed, which can be continuous or intermittent.

This year, CWD processed a total of 657 leave requests. While vacation and sick leaves are cumulative, monetization of these are strongly discouraged. Twenty Seven (27) leave monetization requests were approved.

Other monetary benefits authorized by law were also enjoyed by all employees and released on time. It includes 13<sup>th</sup> and 14<sup>th</sup> month pay; rice allowance; clothing allowance and Productivity Based Bonus (PBB).

## TRANSPORTATION MANAGEMENT



Means of transportation play an important role in delivering prompt service to CWD's concessionaires. To achieve this, CWD has invested to have 18 company owned utility vehicles.

The 18 vehicles are composed of 3 cars, 2 utility vehicle, 4 tricycles and 9 motorcycles. These are utilized by the district's different Divisions on official business travels or work related purposes.

## PROCUREMENT AND SUPPLIES MANAGEMENT



Carmona Water District processed a total of 424 variety of purchase requests for the procurement of office supplies, furniture and equipment, forms and other stocks for agency's requirement to have continuous operation. The district also conducted annual inventory of materials and equipment.



# Financial Highlights



## EXPENSES

- Salaries and wages increased by 26.48% due to regularization of Employees and implementation of Salary Standardization Law.
- Electrical Expense increased by 21.66% due to additional pumping stations
- Extraordinary and Miscellaneous Expense remained unutilized in full with recorded amount of only P 37,103.43
- Labor and Wages decreased by 82.98% due to regularization of Job Order Employees
- Training Expense increased by 54.73% due to continuous training on latest issuances and laws issued by different government agencies



## INCREASE IN REVENUE

- Total operating revenues increased by 11.52% from 104 million of the year 2018 to 116 million
- Net income FY 2019 is still on its highest peak amounting to 46.4 million



## BUDGET OUTLAY

For the year 2018, Carmona Water District has an approved budget of **P 98,146,450.27** with Personnel Services Expenses getting the biggest part followed by Maintenance and Other Operating Expenses.



## OTHER SIGNIFICANT HIGHLIGHTS

- An overwhelming cash to debt ratio of 3.19:1
- Achieved Current Ratio of 14.30:1 vs. benchmark of 2:1
- Investment of P 25,000,000.00 million to time deposit thru Development Bank of the Philippines
- Investment on Retail Treasury Bonds amounting to P 25,000,000.00

# Statement of Comprehensive Income

For the Year Ended December 31, 2019  
(With Comparative Figure for CY 2018)

	2019	2018
<b>INCOME</b>		
Service and Business Income	P 116,238,835.07	P 104,230,719.56
Other Non-Operating Income	74,290.60	105,094.48
<b>Total Income</b>	<b>116,313,125.67</b>	<b>104,335,814.04</b>
<b>EXPENSE</b>		
Personnel Services	31,398,007.29	24,658,124.37
Maintenance and Other Expenses	31,406,629.97	25,856,521.75
Financial Expenses	5,203.00	8,130.00
Direct Cost	-	-
Non-cash Expenses	7,196,815.30	6,002,158.10
<b>Total Expenses</b>	<b>70,006,655.56</b>	<b>56,524,934.22</b>
<b>NET INCOME/(LOSS)</b>	<b>P 46,306,470.11</b>	<b>P 47,810,879.83</b>



# Statement of Financial Position

For the Year Ended December 31, 2019  
(with comparative figures FY 2018)

ASSETS		2018		2019
<b>Current Assets</b>				
Cash and Cash Equivalents	P	83,111,135.61	P	71,677,822.91
Financial Assets		50,000,000.00		25,000,000.00
Other Investments		25,176,944.45		25,175,000.00
Receivables		13,379,498.19		14,388,401.56
Inventories		7,589,705.82		7,317,494.94
Other Current Assets		3,579,434.70		3,820,378.71
<b>Total Current Assets</b>		<b>182,836,718.77</b>		<b>147,379,098.11</b>
<b>Non-Current Assets</b>				
Other Investments	P	12,815,059.32	P	9,314,152.32
Property, Plant and Equipment		95,126,228.36		87,553,989.03
Intangible Assets		1,062,400.00		1,062,400.00
Other Non-Current Assets		3,960,477.55		3,960,477.55
<b>Total Non-Current Assets</b>		<b>112,964,165.23</b>		<b>101,891,018.90</b>
<b>TOTAL ASSETS</b>	P	<b>295,800,884.00</b>	P	<b>249,270,117.01</b>
<b>LIABILITIES</b>				
<b>Current Liabilities</b>				
Financial Liabilities	P	2,119,682.60	P	8,255,787.68
Inter-Agency Payables		2,346,925.26		1,813,342.58
Trust Liabilities		261,500.00		235,920.00
<b>Total Current Liabilities</b>		<b>4,728,107.86</b>		<b>10,305,050.26</b>
<b>Non-Current Liabilities</b>				
Financial Liabilities	P	7,194,893.00	P	7,194,893.00
Deferred Credits/Unearned Income		721,723.15		897,260.11
Other Payables		5,171,616.49		4,083,143.30
<b>Total Non-Current Liabilities</b>		<b>13,088,232.64</b>		<b>12,175,296.41</b>
<b>TOTAL LIABILITIES</b>	P	<b>17,816,340.50</b>	P	<b>22,480,346.67</b>
<b>EQUITY</b>				
Government Equity	P	32,607,806.07	P	32,607,806.07
Retained Earnings/(Deficit)		245,376,737.43		194,181,964.29
<b>Total Equity</b>		<b>277,984,543.50</b>		<b>226,789,770.35</b>
<b>TOTAL LIABILITIES AND EQUITY</b>	P	<b>295,800,884.00</b>	P	<b>249,270,117.01</b>



## Targets for 2020

- ☐ Expansion of CWD Office Building
- ☐ Establishment of CWD's own Water Laboratory
- ☐ Implementation of CWD Bill Incentive Program
- ☐ Conversion into Digital Meter Reading and Billing System
- ☐ Construction of one (1) new Pumping Station at Brgy. Mabuhay
- ☐ Construction of Ground Water Tank at Bancal Pumping Station 3
- ☐ Establishment of Septage Treatment Facility
- ☐ Operation of Point-of-Sale (POS) Machine to accept debit/credit card payments from concessionaires
- ☐ Re-certification of ISO 9001:2015 Accreditation
- ☐ Accreditation to ISO 14001:2015 or Environmental Management System (EMS)



## Quality Policy



*Carmona Water District is committed to ensuring the provision of quality water services and strict monitoring of the governing body standards to meet and exceed the customers' expectations.*

*We give focus on the services we deliver, and aim to maintain open communications with our concessionaires and to respond actively and properly to customer feedback.*

*We aim to continually improve the quality of water we supply to our concessionaires through the acquisition of most appropriate technology.*

*The agency shall maintain and continuously improve quality objectives and relevant functions and effectiveness of the quality management systems in accordance with **ISO 9001:2015** requirements.*

## Core Values

**Accountability.** Our employees take responsibility for our own actions. We perform duties required by our job functions in an efficient, fair, and transparent manner.

**Leadership.** We work in an environment where the management values group motivation and team work, thus creating a vision that motivates and inspires all employees.

**Ecologically Aware.** We realize the important need to preserve the environment and natural resources. We strongly support this advocacy through different activities within the agency.

**Reliability.** Our dependability and consistent good service reflect our commitment to our valued concessionaires.

**Timelessness.** As a public servant, we are always at your service going above and beyond our regular job duties.







*Carmona Water District*

Blk 8 Lot 8 Joy St. Cityland Subd., Mabuhay, Carmona, Cavite

*Ang Tubig ay Buhay.  
Gamitin ng Buong Husay!*



(046) 430-0832



[www.carmonawd.gov.ph](http://www.carmonawd.gov.ph)



/carmonawd41797





## Vision

*The premier Water District in Cavite highly recognized for excellence in providing service and quality water for the welfare of the concessionaires and waste water industry.*

## Mission

*Carmona Water District shall provide safe, adequate, economical water and deliver services to address the needs of the concessionaires thereby actively participating in the environmental protection program of the community.*