

CARMONA WATER DISTRICT
Block 8, Lot 8, Cityland Subdivision, Brgy. Mabuhay, Carmona, Cavite

ANNUAL REPORT
For the Period January 1 to December 31, 2016

A. ADMINISTRATIVE

1. Attach approved organization charts in effect as of year end's report.
 - a. Functional Chart – showing unit broad functions (Annex "A")
 - b. Position Chart – showing permanent positions and incumbents (key employees only) (Annex "B")
2. Attach list of employed personnel with pertinent information (Annex "C")

The following summarizes the district's staffing:

- | | |
|---|-------------|
| a. Total number of employees/laborers | <u>71</u> |
| b. Number of permanent employees | <u>52</u> |
| c. Number of casual/contractual/probationary employees | <u>4</u> |
| d. Number of job order personnel | <u>19</u> |
| e. Number of employees meeting minimum qualifications as per job descriptions adopted by the district | <u>71</u> |
| f. Number of employees not as casual/temporary who do not meet the minimum qualifications established by the district | <u>NONE</u> |
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3. Has the district adopted a policy prohibiting hiring or personnel related up to the fourth degree by affinity or consanguinity? (Yes or No) YES

If not, how many of the employees are related to other employees or officials within the fourth degree by affinity or consanguinity? N/A
 4. Has the district adopted rules and regulations regarding the following: (Yes or No)
 - a. Personal matters? YES
 - b. Utility customers' relations YES
 - c. General utility operations YES
During the year, in how many instances (or how many times) have exemptions to these rules and regulations been granted in special cases? NONE
 5. Attached list of policy-setting resolutions adopted, repealed or amended by the District Board including those adopting LWUA guidelines. NONE

6. Has the district written and reliable records properly updated of the following? (Yes or No)
- | | |
|---|------------|
| a. Customer complaints | <u>YES</u> |
| b. Billing and Collection | <u>YES</u> |
| c. Delinquencies in payment of water bills | <u>YES</u> |
| d. Meter histories | <u>YES</u> |
| e. Service connections | <u>YES</u> |
| f. Equipment downtime | <u>YES</u> |
| g. Equipment histories | <u>YES</u> |
| h. Bacteriological tests | <u>YES</u> |
| i. System pressure | <u>YES</u> |
| j. Leak reports | <u>YES</u> |
| k. Unaccounted for water | <u>YES</u> |
| l. Pump efficiencies | <u>YES</u> |
| m. Water production | <u>YES</u> |
| n. Water consumption | <u>YES</u> |
| o. Valve and pipeline location | <u>YES</u> |
| p. General accounting | <u>YES</u> |
| q. Stock inventory | <u>YES</u> |
| r. Stores usage | <u>YES</u> |
| s. Employees record | <u>YES</u> |
| t. Minutes of board meetings | <u>YES</u> |
| u. The district employs an Auditor on a retainer basis.
<i>Audit is being done by Commission on Audit once a year.</i> | |
| v. List of reports being prepared regularly by the district on monthly basis | |
| 1. <u>Monthly Data Sheet</u> | |
| 2. <u>Balance Sheet (Detailed and Condensed)</u> | |
| 3. <u>Income Statement (Detailed and Condensed)</u> | |
| 4. <u>Cash Flow Statement</u> | |

- 5. Statement of Changes in Equity
- 6. Bank Reconciliation Statement
- 7. Monthly Collection Report
- 8. Monthly Transaction Report

B. FINANCIAL/COMMERCIAL

- 1. Attach the district’s financial statements for the report year including a comparison of the immediate past year. (Annex “D-1 ”,” D-2”, “D-3” and “D-4”)
- 2. For the year under report, the district’s total budgetary outlay was

This is broken down into:

a. <u>Personal Services</u>	<u>P 26,418,595.89</u>
b. <u>Maintenance and Other Operating Expense</u>	<u>P 28,110,992.45</u>
c. <u>Capital Outlay</u>	<u>P 15,768,490.00</u>
d. <u>Financial Expense</u>	<u>P 1,030,000.00</u>
e. <u>Reserve</u>	<u>P 2,173,778.25</u>

- 3. For this same one-year period, the district’s gross revenue was

This is broken down into:

a. <u>Operating Revenue</u>	<u>P 87, 609,208.66</u>
b. <u>Other Revenue</u>	<u>P 81,726.66</u>

- 4. For this same one-year period, the district’s expenditure was

This is broken down into:

a. <u>Personnel Expenses</u>	<u>P 22,883,705.44</u>
b. <u>Operating Expense</u>	<u>P 18,174,329.77</u>
c. <u>Maintenance</u>	<u>P 3,219,442.81</u>
d. <u>Depreciation Expense</u>	<u>P 6,602,527.40</u>
e. <u>Other Expense</u>	<u>P 354,466.96</u>

5. For this same one-year period, the total salaries, wages and other emoluments paid for the district's employees were P 22,883,705.44
6. Expenses for power/fuel for pumping during the year were P 11,627,342.93
7. Total amount billed during the year P 80,464,822.70
8. Total amount collected (water sales only) during the year

This is broken down into:
 - a. Current Accounts P 45,937,348.21
 - b. Arrears – Current Year P 32,508,620.88
 - c. Arrears – Previous Year P 3,726,533.77
9. Total amount uncollected (delinquent) at year end (Do not include bad debts)
10. Complaints filed, process and settled during the year
 - a. Total number filed 1500
 - b. Number dismissed for lack of merit 0
 - c. Number investigated/inspected 1500
 - d. Number settled to the satisfaction of complaints 1500
 - e. Number elevated to the district's Board 0
 - f. Number settled by the Board 0
 - g. Number elevated to the higher authorities 0
11. At year end, the following water rate charges were enforced (*Annex "E"*):
 - a. Has these rates been submitted to LWUA for review? YES
12. Every Water District would want to know what its water users think of their water system and the quality of their service in order that they could do what is best to insure maximum satisfaction for its customers. During the latter part of the year, the district conducted a random survey covering _____ water users, and herewith is the result of such survey: (*Note: Survey partially implemented*)

<u>Specific Questions Asked</u>	<u>Yes</u>	<u>No</u>	<u>Not Sure</u>
a. Are you confident that the water is safe?			
b. Is your water pressure adequate?			
c. Is your water always clear and taste good?			
d. Do you have 24/7 water service			
e. Are you satisfied with the water service?			
f. Are you satisfied with the response time of your service request?			
g. Are you satisfied with our payment centers/office?			
h. Are you aware of the Program/ Activities/Projects of CWD?			
C. <u>TECHNICAL</u>			
1. Has the district adopted, by Board Resolution, a set of design and construction standard? (Yes or No)			<u>YES</u>
If so, who prepared it?			<u>Management</u>
Is it being adhered to strictly (Yes or No)			<u>YES</u>
2. Does the district undertake bacteriological tests of its water? (Yes or No)			<u>YES</u>
How often are these tests made per year?			<u>Monthly</u>
Is LWUA being furnished copies of these test reports? (Yes or No)			<u>YES</u>
For the report year, how many such reports were submitted to LWUA?			<u>12</u>
3. State method of water treatment employed by the district, if any			<u>Chlorination</u>
4. Does the district undertake regular pump efficiency tests? (Yes or No)			<u>YES</u>
5. Attach list of pump now in operation (complete with relevant information) (<i>Annex "F"</i>)			
D. <u>OPERATIONAL</u>			
1. Total water production during the year in cubic meters			<u>3,353,344</u>
Total water billed in cubic meters			<u>2,698,229</u>
Average per capita consumption in liters per day			<u>165 liters/day</u>

2. Is the district provided with measuring devices to measure water production? (Yes or No) YES
- If so, what type? FLOW METER
- If not, how do you measure production? N/A
3. As of year-end, the district has the following existing service connections and related information:
- a. Total number of existing connections 13,110
 - b. Number of active connections
 - (1) With functioning meters 11,939
 - (2) With non-functioning meters NONE
 - c. Targeted increase in number connections 500
 - d. Actual increase in number of connections 619
 - e. Number of flat-rate connection NONE
 - f. Number of connections (customers) regularly billed 11,907
 - (1) Number of delinquent customers 1,171
 - g. Average number of consumers per connection 5
4. Estimated population of district service area 97,557
- a. Estimated population served by utility, whether fully or partially 65,550
5. Water Service is 24 hours in all areas YES
6. Attach list of all major equipment and machinery (with an initial cost of at least P10,000.00) including pertinent information. (Annex "G")
7. Does the district keep written record of request for services? (Yes or No) YES
- Do the records show the date when such requests were made and the nature of the service requested? YES
- On the average, how long does it take the district to respond and attend of the service requested?

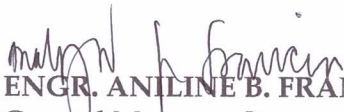
Maintenance	:	<u>½ day</u>
Service Connection/ Installation	:	<u>1 day</u>

How many such requests were received during the year?

Maintenance	:	<u>3,870</u>
Service Connection/ Installation	:	<u>619</u>

How many of these were attended to during the year?

Maintenance	:	<u>3870</u>
Service Connection/ Installation	:	<u>619</u>

Submitted by: 
ENGR. ANILINE B. FRANCIA
General Manager C