



CARMONA WATER DISTRICT

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

2020

ANNUAL

REPORT



(046) 430-0832



www.carmonawd.gov.ph



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MESSAGE FROM THE CHAIRMAN

Carmona Water District (CWD) made a strong entrance into its 23rd year, even in the midst of the global pandemic. We stay loyal to our mission to 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.

As our agency grows and evolves its operations, we continue to promote a favorable and lasting impression based on our programs and activities for the benefit of our concessionaires. With this, for and on behalf of the Board of Directors of CWD, I am proud to present the following highlights for 2020:

- ❑ Implementation of CWD Bill Incentive Program
- ❑ Procurement of Conversion into Digital Meter Reading and Billing System
- ❑ Accreditation to ISO 14001:2015 Environmental Management System (EMS)
- ❑ Re-certification of ISO 9001:2015 Accreditation

On our part as Board of Directors we initiated some improvements and strengthen the policies of CWD for 2020. This include the Resolution Amending CWD's Policy on Replacement of Water Meter.

We intend to focus on and pay attention to managing the organization with good governance policies of transparency and fairness. We will act responsibly for the benefit of the community and the environment.

Carmona Water District's continued success owes a great deal to the outstanding efforts of its very dedicated workforce and we are grateful for their dedication and commitment to serve. We look ahead to another challenging year. We are confident that 2021 will be yet another year of steady forward progress.

"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

Year 2020 has been like no other in Carmona Water District's lifetime. We started the year with the Taal Volcano eruption and as the global pandemic dominated 2020, our agency has continued to provide service and quality water for the welfare of our concessionaires.

The usual annual activity programs were replaced with relief operations toward our fellow Caviteños in Alfonso and Gen. Emilio Aguinaldo by providing bottled water using our refilling station and trucks of water supplied by the Bureau of Fire Protection (BFP) to residents of Alfonso and Silang during the Taal Volcano eruption in January. Despite the challenges brought about by the COVID-19 pandemic, Carmona Water District has remained operational while following the health and safety protocols. This strict adherence manifested in our employees' health that while working in the field business as usual, there has been no employee tested positive for COVID-19.

Our ongoing projects were greatly affected by the pandemic but our agency remained faithful to its mandates. Carmona Water District implemented the "Bill Incentive Program" which helped our concessionaires with low consumption thus, encouraging water conservation. To comply with social distancing, we partnered with digital payments like PayMaya. We also offer other payment platforms like Bayad Center, M Lhuiller and SM Bills Payment. Through these initiatives, collection efficiency remained high.

To reduce non-revenue water (NRW), a resolution amending CWD's policy on Replacement of Water Meter was approved. In this resolution, over-aged water meters will be replaced. The agency also procured for the conversion into Digital Meter Reading and Billing System. In 2021, this new system will be implemented.

Ensuring the consistency of our quality assurance standards, our agency was successfully certified for ISO 14001:2015 or Environmental Management System (EMS) and re-certified for ISO 9001:2015. This proves that CWD stands by its promise to deliver excellent quality of water services without hampering the environment.

For 2021, our targets include the construction of the Septage Treatment Facility and the expansion of the CWD building. We will also focus on the proper analysis of water consumption through accurate meter reading, inspection and continuous leak detection in areas wherein NRW is high.

Take heart; slowly but surely the pandemic will fade. While hoping that everything will get better, CWD's commitment grounded in 1 Corinthians 16:14 is that we will "Do everything in love."



"While hoping that everything will get better, CWD's commitment grounded in 1 Corinthians 16:14 is that we will "Do everything in love."

Engr. Aniline B. Francia
General Manager

OUR HISTORY

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



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, who served the district for 2 years. He 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 General Manager position and 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. In August 2006, CWD was categorized by LWUA from Small to Big Category having reached a remarkable 5,000 service connections. This had been a big leap for the district.

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

After 23 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 **17 Pumping Stations** located within the 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.

Brief History

Carmona Water District is a non-profit, government-owned and controlled corporation which was established to provide water services under Level III System to the municipality of Carmona 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. Since CWD was still a non-self-supporting utility at that time, the Local Government of Carmona provided a monthly subsidy of Php15,000.00 for a period of 1 year to help the district implement an improved staffing pattern and operational format.

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."*

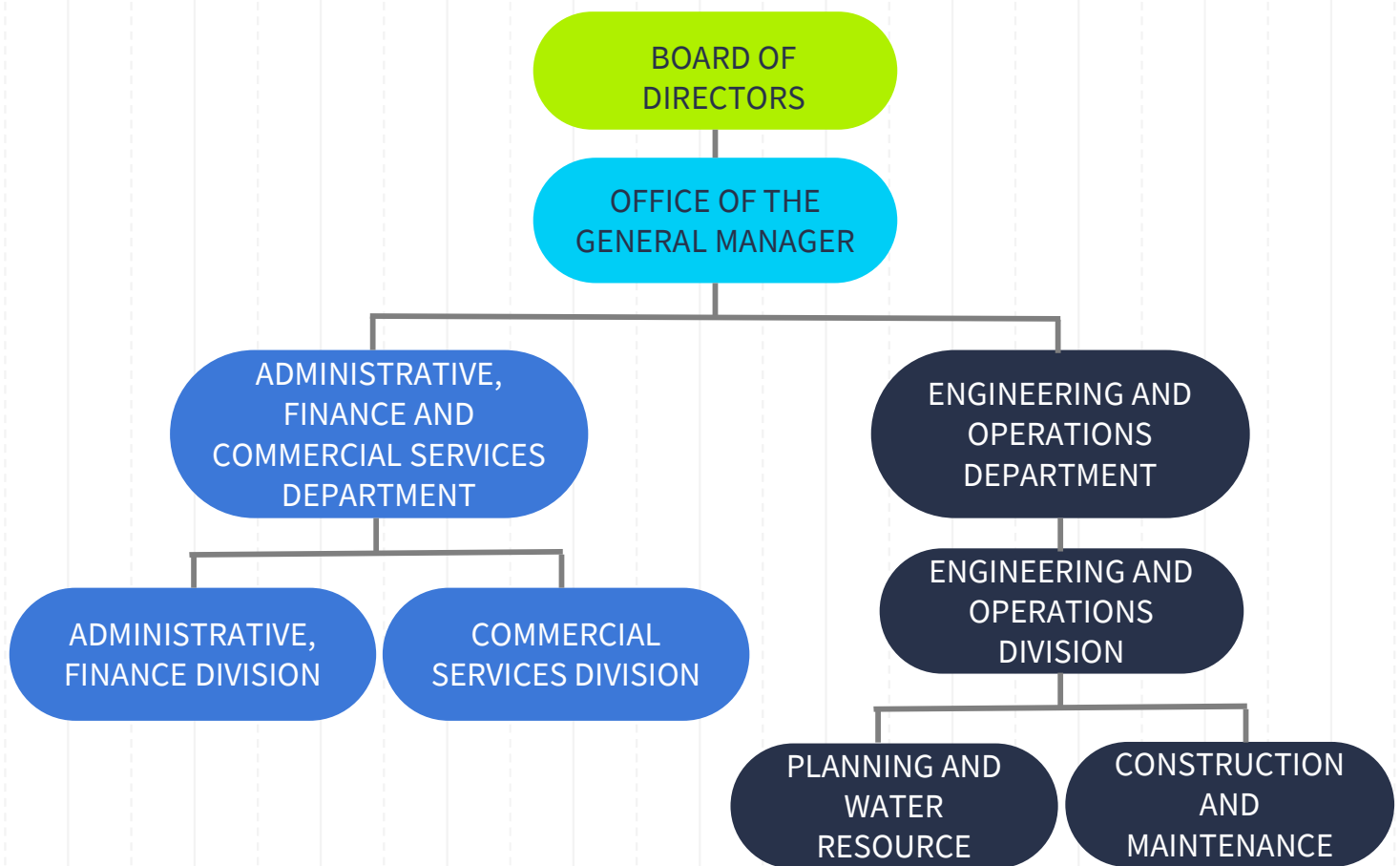
Carmona Water District knows that upholding its mission is a combined effort of its entire corporate hierarchy.

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 upon the Management Team. It is headed by the General Manager subordinated by three (3) Division Heads for Commercial, Engineering, and Administrative and Finance.

ORGANIZATIONAL STRUCTURE

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



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

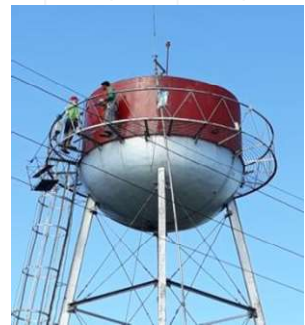
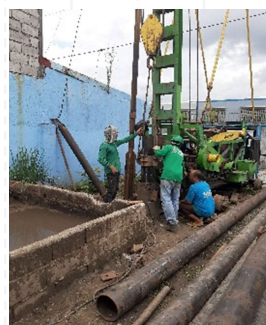


Water Sources

Carmona Water District's 100% water supply comes from groundwater sources. Its 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 4,635,769.00 cubic meters of water, 1.5% lower than the water production of 4,705,323 cubic meters in 2019. This was due to the shutdown of Cityland Pumping Station 2 because of Department of Public Works and Highways' road widening project.

To further augment the water supply, CWD's management plans to establish additional pumping stations and 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 280 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 2020, Carmona Water District sent 204 bacteriological test results to LWUA and 16 samples for physical and chemical testing. Furthermore, 12 Bacti and 2 PhyChem Test was conducted for the Water Refilling Station of CWD. 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 with 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.

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.

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 identify responsible parties.

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 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 2020, CWD registered a 20.6% 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) | 4,635,769 | Cubic Meter (cu.m.) |
| Billed Consumption | 3,685,824 | cu.m. |
| Metered Unbilled Consumption | 7,175.3 | cu.m |
| Non Revenue Water (Volume) | 949,945 | cu.m. |
| % NRW to Total Production | 20.6 | % |

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 2020, approximately 1,226 repair leak and 3,735 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, eight (8) 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 2020, 22 out of the 26 active 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

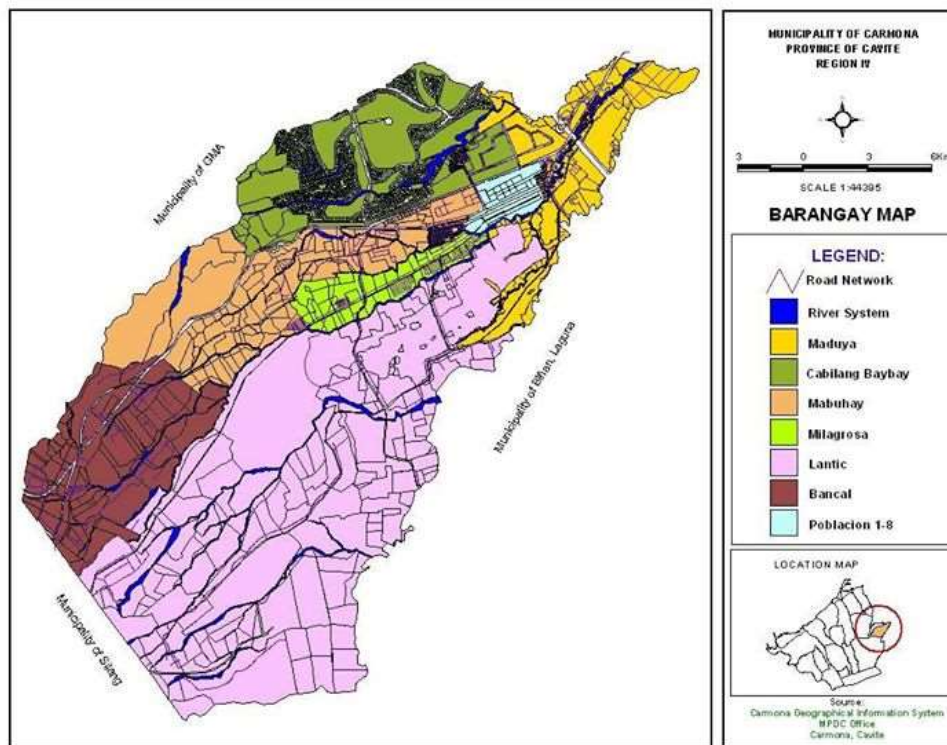
"Carmona Water District shall provide safe, adequate, economical water..."

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 as of 2017, Carmona has a total population of 95,338 and household population of 24,338. Relative to this, Carmona Water District is now serving a total of 14,574 active concessionaires which is almost **60% of Carmona's total household population**. Nonetheless, CWD aims to achieve 100% household service coverage.

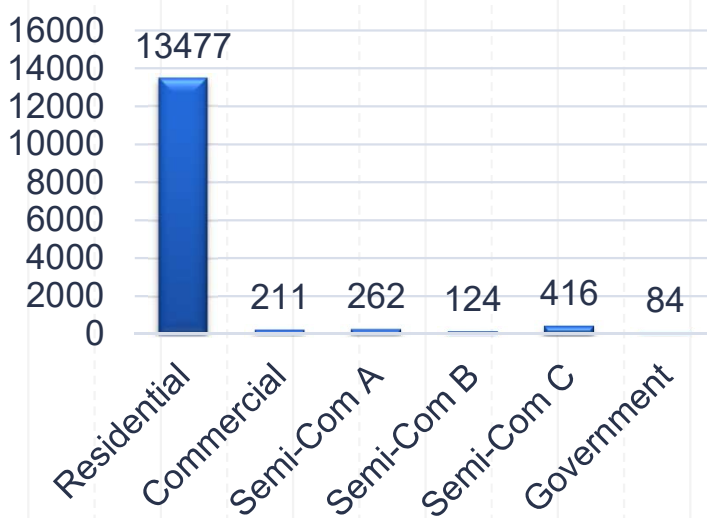
SERVICE CONNECTIONS

CONNECTIONS

As of 2020 year-end, Carmona Water District has a total of 16,020 existing connections composed of 14,574 (91%) active or regularly billed and 1,446 (9%) inactive or disconnected. Among the total number of connections, **474** were installed in 2020 which is lower than the expected target increase of 500 per annum that may have been the effect of the ongoing COVID-19 pandemic.

In terms of classification, more than **92.47%** of service connections are **residential**. Commercial class accounts comprised 6.95% which has a great number in Brgy. 9 (Maduya) where several business establishments are situated. Meanwhile, the remaining 0.58% is Government connection.

BREAKDOWN OF CONNECTIONS PER CLASSIFICATION

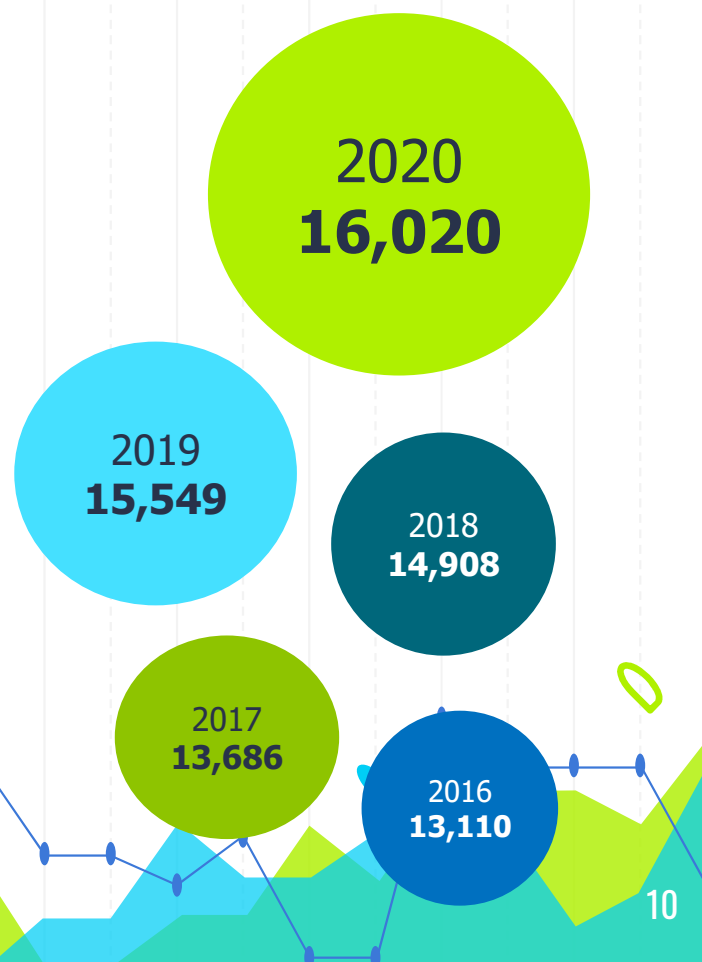


DISCONNECTIONS

CWD's Disconnection and Reconnection Policy was suspended due to **The Bayanihan to Heal as One Act** that was enacted in March 2020 providing a grace period in bills payment to alleviate the effects of COVID-19 pandemic. However, the policy resumed on June 2020.

With this, a total of **4,535 disconnections** were made for 2020. Majority of it was due to non-payment of water bills beyond cut-off dates. Whereas, others were due to voluntary disconnections and non-payment of accounts receivable. Nonetheless, majority of the disconnected concessionaires have applied for reconnection immediately.

TOTAL CONCESSIONAIRES SERVED 2016-2020



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 2020, 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:

- Implementation of CWD Bill Incentive Program
- Procurement of Conversion into Digital Meter Reading and Billing System
- Resolution Amending CWD's Policy on Replacement of Water Meter
- Ongoing Construction of Mabuhay Pumping Station
- Ongoing Bidding of Ground Water Tank at Bancal Pumping Station 3
- Ongoing Bidding of Septage Treatment Facility
- Re-certification of ISO 9001:2015 Accreditation
- Accreditation to ISO 14001:2015 or Environmental Management System (EMS)
- Laguna Lake Development Authority (LLDA) granted Environmental Compliance Certificate (ECC) for all Pumping Stations
- PayMaya (digital payment service) Partnership

PROGRAMS AND ACTIVITIES



CWD REACHES OUT TO TAAL VOLCANO ERUPTION VICTIMS

Carmona Water District conducted relief operations toward our fellow Caviteños in Alfonso and Gen. Emilio Aguinaldo spearheaded by its General Manager, Engr. Anline B. Francia. Using CWD's Water Refilling Station and 8m³ of water supplied by the Bureau of Fire Protection (BFP), the agency provided purified bottled drinking water to residents of Alfonso and Silang during the Taal Volcano eruption in January.

This was also made possible by Andoly Plastic Packaging Corporation who donated 10,500 pieces of 500ml pet bottles.

PROCUREMENT OF NEW LEAK DETECTION EQUIPMENT

Eighty-six (86) unreported leakages were repaired by Carmona Water District for 2020. This is with the help of the new Leak Detection Equipment that we purchased and our Leak Detection and Engineering Maintenance Team.

Most of the leak were not noticeable as they are under the cement or ground. We are thankful to our concessionaires who cooperated with us.

Currently, we are still performing leak detection in other Barangays and Subdivisions. We are reaching out to Carmonians to help Carmona Water District save water.



PROGRAMS AND ACTIVITIES

CWD JOINS DAHLIA 2020

January 31, 2020 - CWD employees actively participated in Carmona's annual DAHLIA (Direct Access to Healthy Lifestyle Intervention and Advocacy) 2020. With a theme "Bawat isa ay may ngiti kapag Bayan Masigla Lagi", participants from various schools, government organizations and NGOs merrily paraded in the town while performing Zumba/Aero Dance.

It was followed by a flash mob in Carmona Town Plaza and a short program as a birthday celebration for former Mayor, now Congresswoman, Dr. Dahlia A. Loyola.



STAWD GENERAL MEMBERSHIP MEETING & INDUCTION OF OFFICERS

Carmona Water District (CWD) Board of Directors headed by Chairman Atty. Frederick S. Levardo and General Manager Engr. Aniline B. Francia attended the Southern Tagalog Association of Water Districts (STAWD) held on February 27, 2020 at Thriftmart Events Place, Morong, Rizal hosted by Morong Water District.

Representatives from different Water Districts in Southern Tagalog region were gathered for the induction of newly appointed STAWD Officers as well as the organization's monthly meeting for February.

Chairman Atty. Levardo was appointed as the Vice Chairman of Legal Committee while GM Francia was appointed as the Vice Chairman of Training Committee. Both took their Oath along with the other new officers who will serve for FY 2020-2021.

This event was also meaningful because the new STAWD President is Ms. Juliet Nacita who is incumbent General Manager of GMA Water District, Cavite.



PROGRAMS AND ACTIVITIES



COVID-19 PREPAREDNESS

Carmona Water District provides additional preventive equipment such as Sanitation UV Booth, Anti-microbial lamp and UV box to ensure our concessionaires' safety as well as our staff against COVID-19. Customers may also use the Hand Wash Station at the entrance of our Collection Area for additional protection. We also prioritize regular disinfection of our areas as part of new normal daily routine.

Our heartfelt thanks to Cavite State University-Carmona and Ms. Gizzle Amoranto for providing Personal Protective Equipment to our frontliners. This is a big help for us to continue serving the citizens of Carmona in the midst of the COVID-19 pandemic.



INAUGURATION OF CES PUMPING STATION ELEVATED TANK

Led by General Manager Engr. Aniline B. Francia and Hon. Almario Zamora (Captain of Brgy. 8), Carmona Water District inaugurated the Carmona Elementary School Pumping Station Elevated Tank. This opened the door to a safe and more adequate water supply in Carmona.

This is just one of the projects of the agency to continuously serve the citizens of Carmona. This project aims to augment the water supply in Carmona especially during peak hours.

Our gratitude to Hon. Mayor Atty. Roy M. Loyola for the land donation where the said project was erected.



PROGRAMS AND ACTIVITIES



ISO COMPLIANCE CERTIFICATES

Carmona Water District (CWD) now has Certification on **ISO 14001:2015 ENVIRONMENTAL MANAGEMENT SYSTEM** and Recertification on **ISO 9001:2015 QUALITY MANAGEMENT SYSTEM**.

These certifications are testament to the high standards and quality service that CWD has been providing to the people of Carmona. Continuous efforts and hard work of General Manager **Engr. Aniline B. Francia**, Department Heads **Engr. Ma.Nieves Mañabo**, **Joemar Cunanan**, **Rocelisa Maulanin**, **Carlo Jay Manansala** and employees are vital to these achievements.

CWD achieved the **ISO 14001:2015 (EMS)** certification on August 4, 2020 and **ISO 9001:2015 (QMS)** on August 11, 2020. CWD is the first local water district to comply with the International standards for Environmental Management System.

Carmona Water District is ready to keep pace as the town of Carmona continuously progress. This recognition is dedicated to all of the people of Carmona!

GM FRANCIA SPEAKS AT "LET'S GET DIGITAL MGA KATUBIG!"

Davao City Water District held a live webinar "Let's Get Digital mga Katubig! Empowering Local Water Districts' Workforce during Crisis" on September 25, 2020 with GM Aniline B. Francia as one of the resource speakers. GM Francia shared the best practice of CWD on online collections and payments to the participating water districts across the country.

On behalf of Carmona Water District, GM Francia would like to congratulate DCWD and all the participants for the success of the live webinar and thank everyone for the opportunity to share relevant inputs for the improvement of water services during this pandemic.



PROGRAMS AND ACTIVITIES

20 YEARS AND COUNTING: RECOGNIZING CWD EMPLOYEE SERVICE MILESTONES

Carmona Water District recognizes the following employees for reaching the 20 years service milestone:

- Ms. Rocelisa G. Maulanin
 - Commercial Services Division
- Ms. Lani O. Manguit
 - Commercial Services Division
- Mr. Pablo L. Batingal
 - Engineering and Operations Department

Thank you for your hard work and much dedication. Congratulations!



CWD'S NEW NORMAL ANNUAL ASSESSMENT

The COVID-19 pandemic did not stop Carmona Water District from conducting its Annual Assessment for 2020. Though not the same as the usual celebrations from the previous years, it was still meaningful.



Virtual presentation of the agency's achievements for 2020 was done to discuss the challenges brought about by the current situation and how CWD managed to continue its operations. One of the most notable highlight for 2020 was the partnership with PayMaya to secure a digital payment service. This initiative guarantees that our concessionaires can keep their water bills up-to-date while limiting the need to leave their homes to alleviate the spread of the virus. The presentation also focus on CWD's targets for 2021 and how the agency will be able to take on what the upcoming year might bring.

To follow the IATF guidelines for health and safety protocol including social distancing, the agency refrained from mass gathering. Food allowance was provided to the employees. Raffle draw was done online and items won were either collected in the office or delivered to their homes.

The year 2020 may not be what everyone hoped for but CWD will discover means to make things better.

POLICY SETTING RESOLUTION

POLICY ON REPLACEMENT OF WATER METER

On November 25, 2020, Carmona Water District's Board of Directors passed Resolution No. 024 – 2020 entitled "*Resolution Amending the Carmona Water District's Policy on Replacement of Water Meter*". This policy set the guidelines that over-aged water meters above 5 years will be replaced even without the concessionaires' request as studies have determined that the accuracy of meter deteriorates as it ages due to normal wear and tear of its moving parts.



CARMONA WATER DISTRICT

(LWUA CCC No. 561)
ISO Certificate No. 80132/A/0001/UK/En
Blk. 8, Lot 8, Joy St., Cityland Subdivision, Bay Mabuhay, Carmona, Cavite

ANNOUNCEMENT

To our dearest concessionaires,

This is to notify you of our new policy entitled: "CARMONA WATER DISTRICT'S POLICY ON REPLACEMENT OF WATER METER" under Board Resolution No. 015 – 2018 passed by the CWD's Board of Directors last October 10, 2018.

Section 2 (a) of the said policy states that **above 5-years or Over-aged water meters** shall be subject to annual meter testing as preventive measure.

Likewise, Section 4 indicates the **Payment Schemes** in which fees for water meter replacement may vary depending on the reason as follows:

| REASON FOR REPLACEMENT | AMOUNT TO BE CHARGED |
|---|----------------------------|
| a.) Defective Meter below 1 year | No Charge |
| b.) Defective Meter 1 year and above | Full Amount of Water Meter |
| c.) Damaged Meter due to Negligence | Full Amount of Water Meter |
| d.) Damaged Meter due to Force Majeure/ Fortuitous Events (e.g. earthquake, flashflood, fire, theft) | Full Amount of Water Meter |
| e.) Voluntary Request of Concessionaire (but not defective meter) | Full Amount of Water Meter |

This is for your information and guidance. To learn more about this policy, please visit our Facebook page www.facebook.com/carmonawd41797 or our website at carmonawd.com.ph.

Thank you for giving us an opportunity to be of service to you.

COMMITTEES

Carmona Water District empowers its people by making use of committees. It improves interactions within the agency and cultivate harmony among divisions. Committees are formed 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/services exceeding P50,000, with six members who 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 75 resolutions with regard to the procurement of various office supplies, equipment, vehicles and tools with 32 projects 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) was founded to maintain proper decorum and work ethics based on CWD Rules and Regulations.

For 2020, CWD posted VAWC flyers and conducted information campaign through social media accounts and website to help end violence against women and children.

PERSONNEL SELECTION BOARD

A seven member Personnel Selection Board (PSB) was created consisting of members from different sections/departments appointed by the General Manager to help the management in the selection process to fill vacant positions.



INCENTIVES AND AWARDS SYSTEM

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

In 2020, CWD acknowledged and recognized the loyalty of its 3 employees who have been working in CWD for 20 years.

GENDER AWARENESS DEVELOPMENT

Promoting gender equality and sensitivity is the task of the Gender Awareness Development (GAD) Committee. Accomplishments of GAD for 2020 were the completion of the Elevated Water Tank in CES Pumping Station, ongoing construction of new pumping station in Brgy. Mabuhay, active participation in Women's Month and Violence Against Women Free PH campaign or #VAWFreePH.

OTHER COMMITTEES

Other vital committees in Carmona Water District includes:

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

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



In 2020, CWD recognized the loyalty of 3 employees who have been working in CWD for 20 years. Of these loyalty awardees, 1 employee retired: Mr. Pablo L. Batingal. Also, CWD mourned the passing of 2 employees. By year-end, CWD employs a total of seventy four (74) manpower, thriving in drug-free work environment. These 74 consists of 53 permanent; 5 temporary; 10 casual and 6 job order employees under training as future assets 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 employer-employee 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 531 leave requests. While vacation and sick leaves are cumulative, monetization of these are strongly discouraged. Twenty Six (26) leave monetization requests were approved.

Other monetary benefits authorized by law were also enjoyed by all employees and released on time. It includes 13th and 14th month pay; 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 16 company owned utility vehicles.

The 16 vehicles are composed of 3 cars, 2 utility vehicle, 4 tricycles and 7 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 496 variety of purchase requests for the procurement of office supplies, furniture and equipment, forms and other stocks for the agency's continuous operation. The district also conducted annual inventory of materials and equipment.

FINANCIAL HIGHLIGHTS



BUDGET OUTLAY

- For 2020, Carmona Water District has an approved budget of **P 104,329,813.93** with Personnel Services Expenses getting the biggest part followed by Maintenance and Other Operating Expenses



EXPENSES

- Salaries and wages increased by 8.41% due to regularization of employees and implementation of Salary Standardization Law
- Electrical Expense decreased by 15.46% due to shutting down of one pumping station
- Extraordinary and Miscellaneous Expense remained fully unutilized with recorded amount of only P 48,222.88
- Labor and Wages increased by 157% due to additional manpower for CWD's water meter testing policy
- Training Expense decreased by 204% due to the pandemic situation where face-to-face training/seminar is not allowed



INCREASE IN REVENUE

- Total operating revenues increased by 11.52% from 116 million for the year 2019 to 124 million
- Net income FY 2020 is still on its highest peak amounting to 53.1 million



PAYMENTS RECEIVED

- Payments received from Long Time Receivables amounted to P 139,533.03
- Payments received from Illegal Connections amounted to P 209,800.00



OTHER SIGNIFICANT HIGHLIGHTS

- An overwhelming cash to debt ratio of 7.29:1 (Computation does not include Investment of P 75,000,000.00 & Savings of P15,935,949.82)
- Achieved Current Ratio of 39.44:1 vs. benchmark of 2:1
- Achieved Operating Ratio of .51 vs. benchmark of .75
- Achieved Net Income Ratio of .43 vs. benchmark of .08
- Achieved Collection Efficiency of 96.70% vs. benchmark of ≥90%
- Achieved Collection Ratio of 92.40%

STATEMENT OF COMPREHENSIVE INCOME

For the Year Ended December 31, 2020
(with Comparative Figure for CY 2019)

| | 2020 | 2019 |
|--------------------------------|------------------------|------------------------|
| INCOME | | |
| Service and Business Income | P 123,909,004.21 | P 116,238,835.07 |
| Other Non-Operating Income | 112,216.96 | 74,290.60 |
| Total Income | 124,021,221.17 | 116,313,125.67 |
| EXPENSE | | |
| Personnel Services | 34,041,463.27 | 31,398,007.29 |
| Maintenance and Other Expenses | 29,477,800.14 | 31,406,629.97 |
| Financial Expenses | 2,550.00 | 5,203.00 |
| Direct Cost | - | - |
| Non-cash Expenses | 7,421,225.67 | 7,196,815.30 |
| Total Expenses | 70,943,039.08 | 70,006,655.56 |
| NET INCOME/(LOSS) | P 53,078,182.09 | P 46,306,470.11 |

STATEMENT OF FINANCIAL POSITION

For the Year Ended December 31, 2020
(with comparative figures FY 2019)

| ASSETS | | 2020 | 2019 |
|--------------------------------------|----------|-----------------------|-------------------------|
| Current Assets | | | |
| Cash and Cash Equivalents | P | 135,469,620.08 | P 83,111,135.61 |
| Financial Assets | | 50,000,000.00 | - |
| Other Investments | | 25,000,000.00 | 25,176,944.45 |
| Receivables | | 15,187,484.84 | 13,379,498.19 |
| Inventories | | 7,563,721.89 | 7,589,705.82 |
| Other Current Assets | | 3,589,022.56 | 3,579,434.70 |
| Total Current Assets | P | 186,809,849.37 | P 182,836,718.77 |
| Non-Current Assets | | | |
| Financial Assets | P | 50,000,000.00 | P - |
| Other Investments | | 15,935,949.82 | 12,815,059.32 |
| Property, Plant and Equipment | | 94,231,293.40 | 95,126,228.36 |
| Intangible Assets | | 1,021,400.00 | 1,062,400.00 |
| Other Non-Current Assets | | 1,852,571.03 | 3,960,477.55 |
| Total Non-Current Assets | | 163,041,214.25 | 112,964,165.23 |
| TOTAL ASSETS | P | 349,851,063.62 | P 295,800,884.00 |
| LIABILITIES | | | |
| Current Liabilities | | | |
| Financial Liabilities | P | 2,328,211.67 | P 2,119,682.60 |
| Inter-Agency Payables | | 2,247,783.03 | 2,346,925.26 |
| Trust Liabilities | | 160,000.00 | 261,500.00 |
| Total Current Liabilities | | 4,735,994.70 | 4,728,107.86 |
| Non-Current Liabilities | | | |
| Financial Liabilities | P | 7,194,893.00 | P 7,194,893.00 |
| Deferred Credits/Unearned Income | | 285,118.40 | 721,723.15 |
| Provisions | | 6,069,188.27 | - |
| Other Payables | | 289,908.28 | 5,171,616.49 |
| Total Non-Current Liabilities | P | 13,839,107.95 | P 13,088,232.64 |
| TOTAL LIABILITIES | P | 18,575,102.65 | P 17,816,340.50 |
| EQUITY | | | |
| Government Equity | P | 32,607,806.07 | P 32,607,806.07 |
| Retained Earnings/(Deficit) | | 298,668,154.90 | 245,376,737.43 |
| Total Equity | P | 331,275,960.97 | P 277,984,543.50 |
| TOTAL LIABILITIES AND EQUITY | P | 349,851,063.62 | P 295,800,884.00 |

TARGETS FOR 2021



- Expansion of CWD Office Building
- Establishment of CWD's own Water Laboratory
- Implementation of Digital Meter Reading and Billing System
- Establishment of one (1) new Pumping Station at Brgy. Mabuhay
- Construction of Ground Water Tank at Bancal Pumping Station 3
- Establishment of Septage Treatment Facility
- Septage Treatment Facility Information and Dessimation per Barangay
- Well Rehab of 6 Pumping Stations
- Procurement of Submersible Pumps and Motors
- Procurement of Chlorinator Machine and/or Pocket Colorimeter
- Re-certification of ISO 9001:2015 Accreditation
- Re-certification of ISO 14001:2015 or Environmental Management System (EMS)

IMS POLICY STATEMENT



We at CARMONA WATER DISTRICT (CWD) shall develop and implement an Integrated Management System (QMS/EMS) to ensure the following:

- Full Concessionaires' satisfaction;
- Full commitment of all employees to the implementation of the Integrated Management System;
- Protect our employees, the community and the environment from any adverse impact from our activities;

We are committed to the following:

- Ensuring the provision of quality water services and strict monitoring of the governing body standards to meet and exceed the customers' expectations;
- Focusing on the services we deliver, and aim to maintain open communications with our concessionaires and to respond actively and properly to customers' feedback;
- Improving the quality of the water we supply to our concessionaires through the acquisition of most appropriate technology;
- Identifying, avoiding and controlling of environmental impact of our activities, products and services thus promoting the re-use and recycling of materials and to reduce wastes;
- Improving our environmental performance by developing and implementing processes for efficient use of resources, pollution prevention and waste minimization;
- Complying with and satisfy legal and other requirements in areas of operation;
- Ensuring the availability of information and necessary resources to achieve our objectives and targets;
- Measuring the achievements of the continual improvement by setting and monitoring objectives and targets for our IMS performance indicators.

Our IMS shall be documented, implemented and maintained as per the requirements of ISO 9001:2015 and 14001:2015. This policy shall be communicated to all persons working under the control of the organization, shall be made available to interested parties and shall be reviewed periodically to ensure that it remains relevant and appropriate to the organization.

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.



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.



CARMONA WATER DISTRICT

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

*Ang Tubig ay Buhay,
Gamitin nang Buong Husay!*



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