



BUTUAN CITY WATER DISTRICT

Gov. Jose A. Rosales Ave., Butuan City

Tel. No.: 342-3145

www.bcwd.gov.ph



2018 ANNUAL REPORT



MISSION

Butuan City Water District, a service-oriented entity, endeavors to preserve the environment, deliver quality service and satisfy its customers.

VISION

A leader in the water and sanitation industry advancing integrated water resource management.



CORE VALUES

- C - Commitment
- L - Leadership
- I - Integrity
- E - Excellence
- N - Novelty (Innovation)
- T - Teamwork
- S - Safety

2018 Butuan City Water District **Annual Report**

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TO OUR **STAKEHOLDERS**

Year after year, BCWD stride to face every challenge blocking its way towards better services delivery to the stakeholders. Fortunately, with the full commercial operation of bulk water supplier, Taguibo Aquatic Solutions Corporation, water service interruptions frequency has become less and manageable occurring only during the conduct of maintenance activities and line repairs.

Distribution lines were upgraded in four (4) barangays – Libertad, Pigdaulan, Mahogany and Suatan of barangay Ambago and additional new pipelines were installed on request by seven (7) barangays – Taguibo, Ambago, Libertad, Montevilla Subdivision, Bayanihan, Ampayon and Pinamanculan. It's always been the commitment of BCWD to make potable water accessible to everyone. Continuing improvement programs are in place geared towards customer satisfaction; leak repairs, water meter integrity monitoring and maintenance program and other control initiatives are done to curve the escalating losses in non-revenue water.

The “El Niño” phenomenon has not affected our supply of water while the rest of the country has experienced severe water shortage that is the good result of an executive decision of BCWD top brass for entering into a partnership with Taguibo Aquatic Solutions Corporation, the bulk water supplier, many years back. BCWD continue to post a positive performance amidst big challenges and issues which is true as BCWD is recognized and recipient of prestigious award:

Most Outstanding Water District for Category A – National, Most Outstanding Water District for Category A – Mindanao, Big Brother Award, DOH Accredited Lab, awarded during the 2018 LWUA-Water District Forum and Awards, September 17, 2018, held at the Philippine International Convention Center (PICC), Pasay City, Metro Manila;

The successful operation in 2018 is the result of collective cooperation of every member of the BCWD family and the full support of BCWD's 48,815 concessionaires all the way.

I remain,

Atty. Roldan la Forralba
Chairperson



The Corporate Governance Structure

OFFICE OF THE Board of **Directors**

and Policy Making Body



DIR. CLAUDIO B. ESTACIO, M.D.
*Vice Chairperson
Socio-Civic Sector Committee on
Engineering and Technology*



ATTY. ROLDAN L. TORRALBA
*Chairperson
Professional Sector
Committee on Legal Bids and Awards*



DIR. CRISPIN L. YOUNG
*Secretary
Business Sector
Committee on Environment
and Community Development/
Relations*



DIR. JUANITO A. LAO, Ph.D.
*Treasurer
Education Sector
Committee on Personnel and Property*



DIR. LEAH A. MENDOZA, CPA
*Member
Women Sector
Committee on Finance and
Internal Control*

PERFORMANCE

HIGHLIGHTS

BCWD number of Active Service Connections rose by 6.46% from 45,851 from last year to 48,815 in 2018

Most Outstanding Water District for Category A – National, Most Outstanding Water District for Category A – Mindanao, Big Brother Award, DOH Accredited Lab, awarded during the 2018 LWUA-Water District Forum and Awards, September 17, 2018, held at the Philippine International Convention Center (PICC), Pasay City, Metro Manila;

Awardee - Effective Watershed Management and Governance Lead to Sustainable Water Supply and Climate Change Resilient given during the **National Seminar-Workshop on Institutionalizing a Transboundary Local Water Body** on October 17-19, 2018 at Mabe's Hotel and Convention Center, San Francisco Agusan del Sur

Huwarang Lingkod Tubig Awardee (Mindanao area) in line with the 2018 Water Champions hosted by LWUA, in time with the celebration of World Water Day 2018 on March 22, 2018, held at Novotel, Araneta Center, Quezon City;

Certified ISO 9001-2015 Quality Management System by AJA JAS an Certification Body

GENERAL MANAGER'S REPORT

The Philippine economy grew at a slower pace in 2018, failing to hit the government's target but still among the fastest in Asia, according to the National Economic and Development Authority (NEDA).

In the fourth quarter of 2018, gross domestic product (GDP) growth registered at 6.1 percent, weaker than the 6.5 percent pace in the same period in 2017 and tracking the six percent growth rate in the third quarter of 2018. This brings the full-year economic expansion to 6.2 percent, slower than the 6.7 percent registered in 2017 and below the government's downward revised target range of 6.5 to 6.9 percent for the year.

In spite of the slower growth, the country's performance could still be considered as a "firm finish" as it is still on a high growth trajectory and remains among the fastest-growing economies in Asia next to India, Vietnam and China.

In the local front, the Butuan City Water District (BCWD) also performed slower than in the 2017. The decrease current assets by 65.57% dragged down the total networth by 10.21% attributed to the major operational activity. It was this year that BCWD started to settle the billings of the Bulk Water Supplier since it started its commercial operation in 2017.

The 10.21% decrease in the total networth is just a little fraction of the overall BCWD's performance in 2018. There are a lot of factors that we can say that the agency had succeeded in performing its mandate as evidenced by the numerous awards and recognitions it received.

To have a glimpse of what transpired in BCWD in 2018, this Annual Report was produced. This shows the significant accomplishments this year. Please continue reading the succeeding pages.



FINANCIAL PERFORMANCE HIGHLIGHTS

BCWD operates as a Government-Owned and Controlled Corporation (GOCC), however, receiving no subsidies from the national government or from any foundation and non-government organizations. It is self-liquidating and as such it depends solely from the surplus generated from its operation.

RESULTS OF OPERATION

Particulars	2018	2017	(Increase Decrease)	%
Total Revenues	370,545,147.43	320,188,180.51	50,356,966.92	15.73%
Less:				
Salaries and Wages	38,213,830.20	43,520,403.93	(5,306,573.73)	-12.19%
Pumping cost	8,628,280.10	10,890,204.97	(2,261,924.87)	-20.77%
Chemical Treatment	1,921,739.46	847,496.00	1,074,243.46	126.75%
Other O & M Expense	203,815,356.94	90,197,872.03	113,617,484.91	125.96%
Depreciation Expense	60,729,213.15	58,019,498.90	2,709,714.25	4.67%
Taxes	7,227,188.60	6,293,306.58	933,882.02	14.84%
Total Expenses	320,535,608.45	209,768,782.41	110,766,826.04	52.80%
Miscellaneous Income	6,501,760.24	3,383,644.55	(768,919.60)	-18.52%
Net Income before Interest & Financial Charges	56,511,299.22	113,803,042.65	10,253,788.46	10%
Less:				
Interest Expense	41,524,433.38	45,770,071.41	692,286.28	1.54%
Other Financial Charges	426,096.97	461,355.02	9,327.17	2.06%
Comprehensive Income	14,560,768.87	67,571,616.22	(53,010,847.35)	-78.45%

BCWD's water revenues got better by 15.73% as compared with last year's attributable to the increase in average consumption by 1.02 cubic meters and billed volume. There were no water rate adjustments in 2018, the increase in water sales revenues was due to the increase in the number of active service connections from 45,851 (2017) to 48,815 (2018), improved consumption and billed volume.

Major expense account groups went up and down in comparison with last year's. The decrease in Salaries was due to the reclassification of Job order payroll. The Pumping cost was down by 20.77% due to the improved pressure of Bulk Water supply. On the other hand, Chemical Treatment had leaped to 126.75% increase attributed to further water treatment Bulk Water supply by BCWD to ensure water quality after laboratory test results repeatedly indicated bulk water supply failed in the tests. Other Operating & Maintenance (O & M) expense group sharply rose by 125.96% due to the Purchased Water from bulk water supplier ultimately dragging down Net Income by 78.45%.

FINANCIAL CONDITION

BCWD has been in the service to the people of Butuan City for more than four (4) decades and as such it accumulated resources as it continues to operate efficiently. The Balance Sheet is a snap shot of financial condition of BCWD show casing the financial health of BCWD for a given period of time.

Butuan City Water District STATEMENT OF NETWORTH *as of December 31, 2018*

Particulars	2018	2017	(Increase Decrease)
ASSETS:			
Current Assets	118,705,033.48	344,770,766.57	(65.57)
Non-Current Assets	1,073,653,399.38	1,038,887,360.26	3.35
Total	1,192,358,432.86	1,383,658,126.83	(13.83)
Deduct			
LIABILITIES:			
Current Liabilities	110,627,390.06	119,676,568.45	(7.56)
Non-Current Liabilities	574,654,533.59	699,257,046.52	(17.82)
Total	685,281,923.65	818,933,614.97	(16.32)
EQUITY:			
Government Equity	17,914,209.59	17,914,209.59	-
Retained Earnings / (Deficit)	489,162,299.62	546,810,302.27	(10.54)
Total Net Worth	507,076,509.21	564,724,511.86	(10.21)

Changes in the network statement suggested explicit transactions that have affected the operation of Butuan City Water District. The decrease in current assets by 65.57% has dragged down the total network by 10.21% attributed to the major operational activity of BCWD. It is in 2018 that BCWD started to settle the billings of the Bulk Water Supplier since it started its commercial operation in 2017.

The next financial statement, the Cash Flow Statement, summarizes all the cash movements and changes of BCWD.

CASH FLOW STATEMENT

For the Year ended December 31, 2018

(With comparative figures for CY 2017 and CY 2018 Budget)

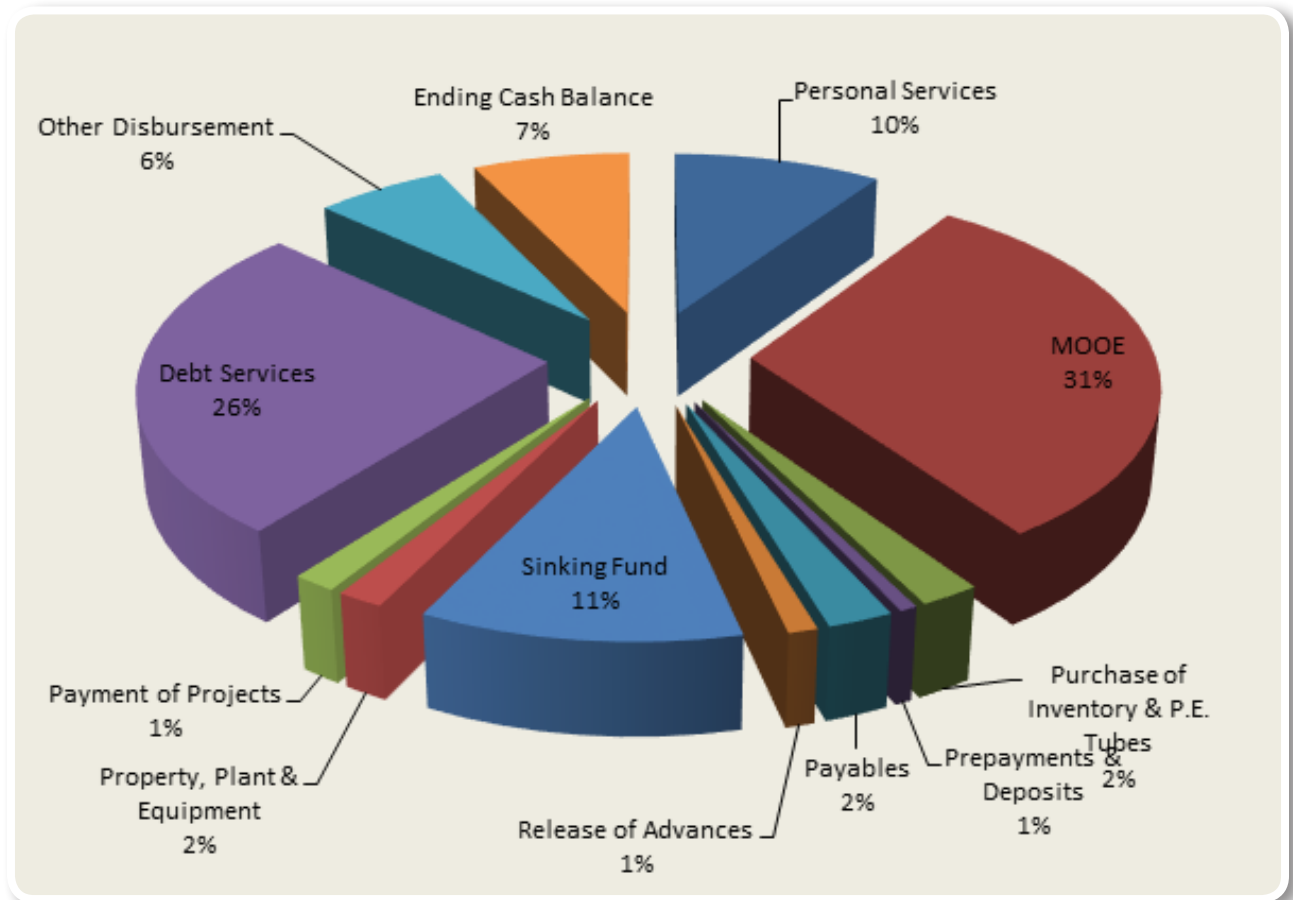
YEAR TO DATE

	CY 2018	CY 2017	INCREASE (DECREASE)	% INCREASE (DECREASE)	BUDGET	FAVORABLE/ (UNFAVORABLE) VARIANCE	%FAVORABLE/ (UNFAVORABLE) VARIANCE
Cash Inflows							
Collection of Water Sales	352,170,742.05	305,068,595.04	47,102,147.01	15.44	394,948,915.44	(42,778,173.39)	(10.83)
Fines & Penalties	8,602,658.90	8,093,289.29	509,369.61	6.29	9,556,049.88	(953,390.98)	(9.98)
Other Operating Income	10,471,400.31	7,548,449.35	2,922,950.96	38.72	12,508,548.00	(2,037,147.69)	(16.29)
Other Non-Operating Income	1,317,067.31	1,032,985.79	284,081.52	27.50	1,421,617.23	(104,549.92)	(7.35)
Customer's Deposit	3,132,374.87	2,842,391.39	289,983.48	10.20	2,743,621.83	388,753.04	14.17
Sinking Fund	-	61,470,200.00	(61,470,200.00)	(100.00)	54,482,127.22	(54,482,127.22)	(100.00)
Sale of P.E. Tubes and Other Assets	6,110,607.32	3,223,922.28	2,886,685.04	89.54	4,427,256.69	1,683,350.63	38.02
Other Receipts	8,158,896.68	5,198,355.34	2,960,541.34	56.95	6,756,880.57	1,402,016.11	20.75
Total Cash Inflows	89,963,747.44	394,478,188.48	(4,514,441.04)	(1.14)	486,845,016.86	(96,881,269.42)	(19.90)
Cash Outflows							
Personal Services	62,728,233.16	71,817,490.89	(9,089,257.73)	(12.66)	94,755,528.29	(32,027,295.13)	(33.80)
MOOE	202,383,089.57	51,146,694.77	151,236,394.80	295.69	214,027,164.26	(11,644,074.69)	(5.44)
Purchase of Inventory & P.E. Tubes	13,633,069.18	26,411,127.95	(12,778,058.77)	(48.38)	25,685,706.70	(12,052,637.52)	(46.92)
Prepayments & Deposits	3,997,456.49	2,629,851.53	1,367,604.96	52.00	2,217,610.44	1,779,846.05	80.26
Payables	14,855,031.78	13,870,315.63	984,716.15	7.10	21,169,090.22	(6,314,058.44)	(29.83)
Release of Advances	6,722,754.71	6,414,010.29	308,744.42	4.81	7,599,135.07	(876,380.36)	(11.53)
Sinking Fund	72,043,737.00	8,520,507.00	63,523,230.00	745.53	13,070,453.00	58,973,284.00	451.20
Property, Plant & Equipment	10,504,164.35	5,294,014.98	5,210,149.37	98.42	33,794,374.64	(23,290,210.29)	(68.92)
Payment of Projects	9,963,377.90	10,666,341.82	(702,963.92)	(6.59)	35,746,907.60	(25,783,529.70)	(72.13)
Debt Services	172,326,458.90	118,163,449.08	54,163,009.82	45.84	160,304,684.37	12,021,774.53	7.50
Other Disbursement	39,630,054.99	1,698,464.20	37,931,590.79	2,233.29	418,655.69	39,211,399.30	9,366.03
Total Cash Outflows	608,787,428.03	316,632,268.14	292,155,159.89	92.27	608,789,310.28	(1,882.25)	0.00
Net Increase/ (Decrease) in Cash	(218,823,680.59)	77,845,920.34	(296,669,600.93)	(381.10)	(121,944,293.42)	(96,879,387.17)	79.45
Add: Cash Balance, Beginning	266,205,946.67	188,360,026.33	77,845,920.34	41.33	266,205,946.67	-	0.00
Cash balance, Ending	47,382,266.08	266,205,946.67	(218,823,680.59)	(82.20)	144,261,653.25	(96,879,387.17)	(67.16)

The district utilized much of its cash and yielded a net decrease in cash and cash equivalents for approximately 82.20% equivalent to ₱218,823,680.59.

As reported in the Statement of Cash Flow, total cash receipts amounting to ₱389,963,747.44 was generated from water sales, fines and penalties, other operating income and other receipts in 2018, a 1.14% decrease from prior year's collection. Notwithstanding the minimal change in cash inflows, cash outflows on the contrary was almost doubled last year's total disbursements or increased by 92.27%, in the total amount of ₱292,155,159.89.

Distribution of Accumulated Cash Receipts For CY 2018

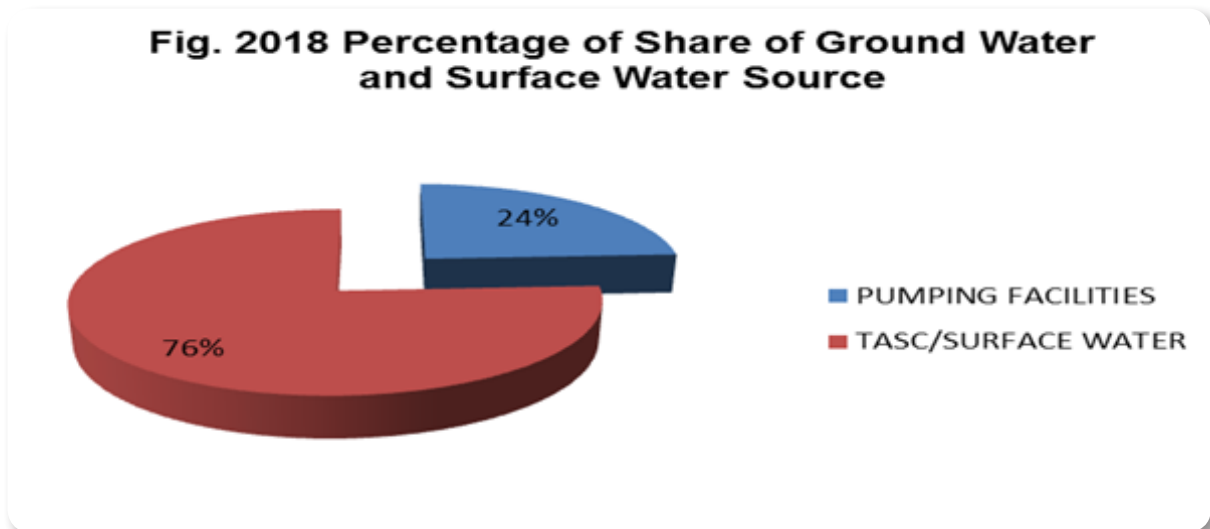


Furthermore, the Pie Chart above shows how BCWD used and spent its Cash in the respective accounts indicated. As shown, 31% of the total cash receipts was expended to Maintenance & Other Operating Expenses which represented the Generation and Distribution Expense account for the bulk water supply and 26% was defrayed to Debt Service which encompassed current year payables and advance payments for non-current portion of loans payable. An ample amount was reserved for the Sinking Fund account which got 11% of the total distribution. Other cash receipts that were used to disburse Personal Services made up 10% share, and the remaining 22% of the total composition constituted the following: payment for purchase of goods and services including additions to property, plant and equipment and various projects initiated by the District, prepayments and deposits, cash advance releases for travel, several advocacy programs, financial assistance and other operating activities, additional disbursements to settle inter-agency payables and other indebtedness and lastly, the net result of receipts and disbursements yielded the ending cash balance.

OPERATION

WATER PRODUCTION

The total volume of water supplied in the system for CY 2018 was 11,027,476 m³, consisting of 8,263,531 m³ surface water (from bulk water supplier) and 2,664,945 m³ groundwater (Pumping Facilities).



A total of 11,027,476 cubic meters was produced from the combined water sources of BCWD. The production from the surface water through the bulk water supplier was 8,362,531 cubic meters and the production from the groundwater source through the pumping facilities was 2,664,945 cubic meters.

GROUND WATER

There are five (5) active Pumping Stations / deep wells (PS/DW) all located at the eastern side of the Agusan River. The bulk water serving as the major supply source with the deep wells/pumping stations as back up contingently operating on peak hours and when the pressure of the bulk water is way below the ideal eventually pumping stations are engage to beef up pipeline pressure.

The water derived from the operation of the Pumping Stations is directly feed into the transmission/distribution lines after determination that it passes the turbidity requirement of maximum of 5 NTU.

The Total production capacity for the five (5) PSDW is 519 m³/hr. In 2018, the total volume contributed by these five (5) Pumping Station/deepwell is 2,664,945 m³ representing 24 % of the total production of 11,027,476 m³.

For CY 2018, the system registered a normal operation of only 6,707 hours or 77% of the total hours for the year of 8,760 hours. For the remaining 2,053 hours or 23% of the time, the system experienced low pressure at Pump Station No. 1 resulting to no water condition at the end points of the catered service area. The 2,053 hours translated to an average of almost 7 days in a month of low water to no water condition.

Table 1 showed the hours of operation for the five (5) PS/DW and Table 2 the status of the operation for CY 2018 in terms of pressure developed at Pump Station No. 1.

Every Pumping Station has a standby generator set to ensure continuous water supply during power failure. The combine generator set hours of operation is 269.

Table 1. Total Pumping Hours of Operation of the Five (5) Pump Station

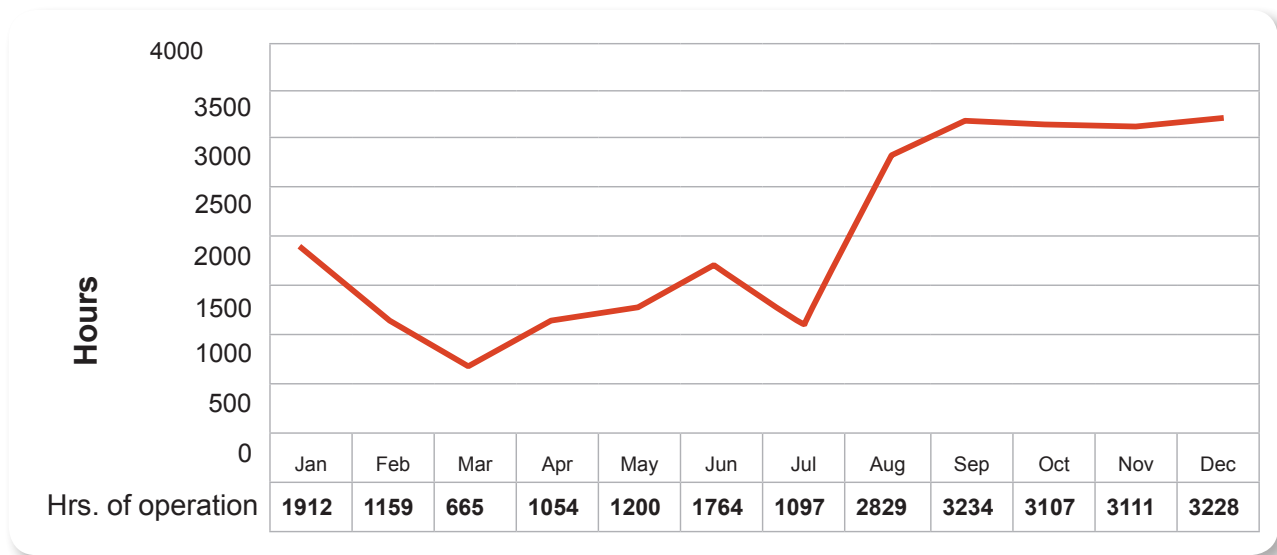


Table 2. Hours of Operation

CY 2017	# of hours of interruption (69 psi below)	# of hours in a month	% hours in good operation
January	227	744	69
February	101	672	85
March	41	744	94
April	107	720	85
May	101	744	86
June	353	720	51
July	99	744	87
August	235	744	68
September	329	720	54
October	249	744	67
November	254	720	65
December	157	744	79
Total	2,053	8,760	74

Water Quality

BCWD regularly conducts monitoring activities of the water quality from source to distribution lines up to water meter clusters to ensure that the water produced and distributed to concessionaires are compliant with the standards set by the Philippine National Standard for Drinking Water (PNSDW). Monitoring activities included chlorine residual testing and collection of samples including analysis for physical and chemical parameters including laboratory bacteriological examination.

Flushing and Valve Exercise

BCWD follows a regular flushing schedule covering the entire water supply system to maintain water quality at par with National Standard. In time, solids, like sand and other foreign materials accumulate in the system which eventually affects water quality. During flushing activity, pipeline in a particular service area is isolated to build up strong water pressure which forces solids and other similar foreign materials out to the hydrants and blow-offs leaving a fresh, good-tasting and high quality potable water in the pipelines after each flushing.

Part of the flushing program involves testing the large main-line valves and fire hydrants to ensure that they are functioning properly. As of December 2018, BCWD maintains approximately 139 hydrants and 402 blow offs all with gate valves.

To minimize its impact to water service interruption, flushing activities are scheduled during night time (8:00pm to 4:00am) and is conducted by two (2) flushing personnel.

Physical and Chemical Analysis

Water has physical and chemical properties and in order to fit human consumption these properties should be contained and controlled in certain level called parameters. Physical properties may include the odor, temperature, color, turbidity and total suspended solids while the chemical properties include pH (water acidity), salinity, total dissolved solids, total hardness and specific minerals. BCWD analyzes and monitors the physical and chemical properties of its water supply all throughout the entire system.

Butuan City Water District (BCWD) water supply mainly comes from the Taguibo River. Being a surface-water, it is considered vulnerable to contamination from agricultural, mining, water run-off, industrial, and domestic waste water discharges.

The Philippine National Standards for Drinking Water sets the Minimum Frequency of Sampling for Drinking-Water Supply Systems for Physical and Chemical Analysis

Table 3.

Source and mode of Supply	Minimum Frequency
a. Level I b. Level II c. Level III d. Emergency Supplies of Drinking Water	Once a year
e. Water Refiling Stations f. Water Vending Machines	Twice

The BCWD belongs to Level III water supply system which required a minimum of once a year sampling frequency for each water source. However, as an assurance for the quality of the water sources being tapped, the BCWD Laboratory closely monitored the water sources monthly for the (1) Taguibo river, before it enters the Taguibo Aquatic Sources Corporation’s treatment facility; (2) Raw water- the water it transmitted after the TASC treatment facility before it enters the BCWD Filtration Plant; (3) the Product water, as a result after passing and treated with gas chlorination process.

For the five deep well sources which serve as a back-up water supply source, namely pump station Nos. 1, 3, 14, 15 and 17, and the support facilities such as the concrete and steel tanks/reservoirs, a monthly physical and chemical tests were conducted as to parameters that the BCWD Laboratory can perform. The analysis for heavy metals was done once a year thru other accredited laboratory capable to conduct the said analyses. All the tests were conducted in compliance with the PNSDW requirement.

The BCWD Water Testing Laboratory is a duly DOH Accredited Laboratory for Physical, Chemical and Bacteriological Analysis, thus it extends its laboratory services to neighboring Water Districts, LGUs, Refilling Stations, Mining companies and other private entities who voluntarily avail of the services for costs

Below is the tabulated monthly collection and analysis of water samples for Physical and Chemical Analysis

Table 4. Number of samples taken and analyzed for Physical and Chemical Analysis for the whole year.

No. of samples	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Collected Monthly	8	8	8	8	8	8	8	8	8	8	8	8	96
Analyzed Monthly	8	8	8	8	8	8	8	8	8	8	8	8	96
Send-out for annual monitoring for heavy metals pesticides and benzene						8							8
Analyzed Outside /Client samples	24	8	34	16	44	18	26	5	15	9	45	16	260

The DOH Administrative Order 2007-2012 requires that for drinking water, priority parameters which includes heavy metals such as: cadmium, lead and arsenic should be determined. For CY 2018, considering that the BCWD Laboratory is not yet capable of handling the test required due to lack of equipment, water samples were send out to other DOH accredited laboratory for testing.

For the year 2018, a total of 260 samples from outside sources for physical and chemical analysis were received and analyzed

Bacteriological Analysis

BCWD follows a regular flushing schedule covering the entire water supply system to maintain water quality. Water borne bacteria is the most menacing concern of any water supply system since it can cause an epidemic in just a short period of time the moment a person drink a contaminated glass of water. Hence, BCWD see to it always that its water supply is bacteria-free.

In accordance with the PNSDW 2007, Table 1: **Minimum Frequency of Sampling for Drinking-Water Supply Systems for Microbiological Examination**, for a level III water supply system serving more than a 100,000 population, the minimum sampling points for Bacteriological Analysis is calculated as twenty samples plus one sample per 10,000 of the population. To get the total population served by the utility, number of service connections is multiplied with the number of persons per connection.

Table 5. Minimum Frequency of Sampling for Drinking -Water Supply Systems for Microbiological Examination

Population Served	Minimum Frequency of Sampling for Total Coliform and Thermotolerant coliform/E.coli	Minimum Frequency of Sampling for Heterotropic Plate Count (HPC)	Point of Compliance
Less than 5,000	2 samples monthly	2 samples monthly	Consumers' tap
5,000-100,000	1 sample per 5,000 population + 2 additional samples monthly	1 sample per 5,000 population + 2 additional samples monthly	Consumers' tap
More than 100,000	1 sample per 10,000 population, plus 12 additional samples monthly	Required, at least 40% of the sampling points	Consumers' tap

By the end of December 2017, there were a total of 46,041 service connections. This number multiplied with the average number of individuals per service connection which is five (5) will result to 230,205 served population. Following Table 1 of the PNSDW 2017, a total of 36 minimum samples is required for bacteriological analysis every month.

Instead of the required 36 sampling points, BCWD had established up to 42 sampling points for Bacteriological Analysis.

Table 6. Number of samples taken and analyzed for Bacteriological Analysis for the whole year.

No. of samples	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Collected Monthly	57	58	59	59	59	57	54	51	52	51	57	57	671
Analyzed Monthly	57	58	59	59	59	57	54	51	52	51	57	57	671
Resample											3	3	6
Analyzed Outside / Client samples	26	22	25	24	19	30	21	17	25	16	19	42	286

Frequency of Sampling and Re-sampling

The minimum number of samples to be collected and examined periodically must be based on the mode of source of water supply and the number of population served as required under the PNSDW 2007. However, frequency of sampling should also take into account the past record yielding unsatisfactory results. Resampling after a conduct of flushing was also made in areas where results were found unsatisfactory until confirmation that the water running through the pipes is free from non-conforming matter.

Chlorination

Microorganisms can be found in raw water from rivers, lakes and groundwater. While not all microorganisms are harmful to human health, there are some that may cause diseases in humans. These are called pathogens. Pathogens present in water can be transmitted through a drinking water distribution system, causing waterborne disease in those who consume it.

In order to combat waterborne diseases, different disinfection methods are used to inactivate pathogens. Along with other water treatment processes such as coagulation, sedimentation, and filtration, chlorination cleanse water that is safe for public consumption.

Chlorination is one of many methods that can be used to disinfect water. This method was first used over a century ago, and is still used today. It is a chemical disinfection method that uses various types of chlorine or chlorine-containing substances for oxidation and disinfection of potable water source.

BCWD has been using chlorine in water treatment, disinfection of new pipelines, tanks and reservoirs in which controlled amount of chlorine had been put in the system. BCWD's major water treatment is chlorination using Gas Chlorine injected into the water supply system through chlorinators while Liquid Chlorine is used to treat potable water stored in reservoirs and tanks; Granulated Chlorine is mostly used in disinfecting new lines before being integrated into the system. The actual chlorine usage is shown in the table below:

Summary of Chlorine Usage

January - December 2018

Chlorine	Quantity (in Kilos)
1. Gas Chlorine	28,097.34
2. Liquid Chlorine	6,185.00
3. Granular / Powder	246.00
TOTAL	28,488.34

Chlorine Residual Monitoring

The presence of chlorine from the source up to the end points of the supply lines must be traced to ensure pathogens and other micro-organism could not thrive in drinking water so much that BCWD regularly checks the trace of chlorine all throughout the water supply system.

Based on **Table 7** below, regular monitoring of chlorine residual was conducted at various points in the water system to ensure that the water running is within the approved level of 0.3 (minimum) to 1.5 (maximum) mg/L. For samples where free chlorine fell out of the range, the bacteriological results were checked and found to be still compliant with PNSDW. Adjustments of chlorine dosing at pump station1 and at distribution lines of tanks were regularly made in order to limit the non-compliant reading of chlorine residual.

Table 7. Regular monitoring of chlorine residual.

No. of samples	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Analyzed	642	695	695	645	697	668	669	682	642	687	663	669	8,054
Within 0.3-1.5 ppm	642	695	695	645	691	661	661	674	633	676	654	661	7,988
Failed/ <0.3ppm	0	0	0	0	6	7	8	8	9	11	9	8	66

Having a good water quality might seem easy to figure out but yet it entails a lot of homework to do to be at par with international standards. Once you attained it the next similar move is to maintain which calls for a cycle of activity programs and procedures and these are exactly what BCWD is doing in keeping a good water quality.

Water Sales

Rates and fees associated with water sales typically represent the majority of a utility's revenue. Water utilities need revenues to meet their mission of providing safe, reliable, and high-quality water. Revenues also ensure that a water utility can cover its expenses, which can include debt service, capital improvements, personnel costs, energy, chemicals, and operations and maintenance.

BCWD generates revenues from water sales and other service charges to cover costs of water production; hence, it depends solely on the revenues generated from the sale of its services as a water utility. In the average monthly active connections of 47,441 the average billed connections is 99.26% or 47,039 with an average monthly billings of P29,746,200.53 monthly. The revenues from water sales hit P356,954,406.35 mark, this is 13.14% higher than last year and surcharges on total billings peg at P8,594,943.67 coming from the 40.32% of the total billings which is 4.01% more than last year's.

Water Sales and Surcharges

January-December 2018

Month	Current	Penalty	Total	% of Billing subject to Penalty
January	31,136,186.03	670,871.42	31,807,057.45	35.91%
February	27,269,153.10	661,866.86	27,931,019.96	40.45%
March	27,295,335.72	633,323.82	27,928,659.54	38.67%
April	31,980,815.73	685,003.81	32,665,819.54	35.70%
May	29,799,880.47	820,636.14	30,620,516.61	45.90%
June	29,853,443.24	729,432.23	30,582,875.47	40.72%
July	30,298,206.75	713,065.91	31,011,272.66	39.22%
August	30,981,009.12	821,930.22	31,802,939.34	44.22%
September	30,799,733.82	752,285.31	31,552,019.13	40.71%
October	27,830,531.59	729,586.14	28,560,117.73	43.69%
November	30,529,864.00	648,730.81	31,178,594.81	35.42%
December	29,180,246.78	728,211.00	29,908,457.78	41.59%
TOTAL	356,954,406.35	8,594,943.67	365,549,350.02	40.13%

BCWD imposes surcharge of 6% of the current bill after due date which is 2.35% of the total billings, as shown in the table above.

The water revenue is directly affected by average monthly consumption (AMC) per connection. In 2018 the MMC was 15.84 cubic meters which is 1.02 cu. m. lower higher than in 2016. This significant increase was brought about by combined factors such as minimal water service interruptions, improved system pressure and increased supply volume.

Average Monthly Consumption per Connection

Year 2018, 2017 and in Cubic Meter

Month	YEAR		
	2018	2017	2016
January	16.87	14.43	16.79
February	14.90	12.27	14.35
March	14.84	12.69	14.81
April	16.95	14.64	15.64
May	16.03	15.11	16.07
June	16.02	16.67	15.64
July	16.05	14.73	13.81
August	16.39	16.09	16.13
September	16.15	15.63	16.47
October	14.73	15.29	14.59
November	15.98	15.78	14.90
December	15.16	14.56	14.65
TOTAL	190.07	177.89	183.85
AVERAGE	15.84	14.82	15.32

Collection

We made sure that water billings be converted into cash, hence, BCWD is able to collect P363,481,858.28 at the rate of 99.43% of total billings – a 14.84% and 15.11% increase over 2017’s water billings and collections while collection rate up by 0.23% from 99.20% to 99.43%. The average monthly collection rose from P26,313,632.23 in 2017 to P30,290,154.86 – a 15.11% increase.

Billings and Collection

January-December 2018

Month	Billings	Collection	Percent
January	31,807,057.45	30,207,559.07	94.97%
February	27,931,019.96	27,748,302.37	99.35%
March	27,928,659.54	28,812,213.28	103.16%
April	32,665,819.54	30,866,889.10	94.49%
May	30,620,516.61	32,552,530.34	106.31%
June	30,582,875.47	29,973,885.24	98.01%
July	31,011,272.66	32,705,770.83	105.46%
August	31,802,939.34	30,801,854.00	96.85%
September	31,552,019.13	31,046,626.94	98.40%
October	28,560,117.73	31,059,340.42	108.75%
November	31,178,594.81	26,954,041.19	86.45%
December	29,908,457.78	30,752,845.50	102.82%
TOTAL	365,549,350.02	363,481,858.28	99.43%
Average per mo.	30,462,445.84	30,290,154.86	99.43%

Customer Accounts in Arrears

An average of 26.86% or 12,634 billed connections are customers in arrears. Out of 12,634 accounts, 0.89% or 113 are customers availing for staggered payments to settle their leakage billings on the amount of ₱1,569,931.99 – of the 113 concessionaires, 42 were able to settle their accounts in full and the remaining 71 are still on partial payment as of December 31, 2018.

In 2018, there were 227 inactive accounts forwarded to active accounts in the amount of ₱1,097,999.92. Of the 227 accounts, 135 are fully paid within the year in the sum of ₱313,783.87 while the remaining 92 concessionaires are either paying, unpaid and closed or re-forwarded to other accounts.

Age Stratification of Accounts Receivable

Inactive Service Connection

As of December 31, 2018

Account Code	Amount	Penalty	Total
125-1	1,839,696.55	78,762.31	1,918,458.86
125-2	1,994,389.69	85,519.09	2,079,908.78
125-3	5,980,113.98	242,842.09	6,222,956.07
125-4	3,358,725.76	135,737.94	3,494,463.70
Total	13,172,925.98	542,861.43	13,715,787.41

As of December 31, 2018, we already have twenty-five (25) batches or eight thousand five hundred eighty-seven (8,587) accounts which were sent notices of collection amounting to ₱14,781,861.18 with an outstanding balance of ₱11,261,082.11 with a variance of ₱3,520,779.07 as our collection. In 8,587 accounts, 53% or 4,565 connections have settled their balances either fully or partially.

There were 416 accounts, whose balances are still unsettled even after receipt of the primary notice, were each sent with a final demand letter. We have intensified the conduct of an on-site investigation on the 2,488 accounts.

We sent notice of collection to those closed connections with staggered promissory and with balances more than or equal to ₱200.00 and also those connections with accounts on P.E. tube and installation fees.

In 2018, the numbers of senior citizens that are enjoying the 5% discount on their water consumption not exceeding 30 cubic meter per month reach up to 1,008 accounts with a total amount of ₱216,981.44. This shows a 10% increase on the number of senior citizens who availed the discount compared to 2017.

BCWD's high collection rate has been attributed to the BCWD policy on service closure for defaulting customer. The water district sets critical control on this aspect of operation – customers can pay their water bills any time without surcharge before the due date and five (days) after due date service connection shall be closed and three (3) days after closure still no payment yet, water meter shall be withdrawn. Service connection will be re-opened only upon full settlement of account.

Meter Accuracy

Water meter is the interface between the water utility and its customers, the meter records water usage or consumption of a customer. The water utility records customer's usage as water sales or revenue, it comes back to the customer in a form of a water bill which the latter pays the monetary value of the utility services he receives by way of having access to potable water. On this account, water meter accuracy plays a major important role because inaccurate meter is an operation hazard resulting to losses. Inaccurate water meter has been a contributory to apparent water losses and ultimately to non-revenue water being the hot issue of all water utilities in the country today.



BCWD initiated advocacy on water meter accuracy when it launched its own Water Meter Maintenance Program (WMMP) many years back. The objective of the program is to ensure that water meters in service for a long period shall be pulled out and replaced. The program uses color coding to establish a reckoning date when meters are installed. It is estimated that, under normal condition, water meter life span for accuracy is good only for five (5) years. Since BCWD has more than 48,000 service connections, it means a massive replacement until the entire system will be covered.

In 2018, BCWD recalled 4,802 water meters in the continuing implementation of the program; for the 1st semester 2,052 and for 2nd Semester 2,750 water meters replaced.

BCWD regularly allocates funds in its annual corporate budget for the procurement of water meters for Water Meter Maintenance Program (WMMP) on top of the requirement for new service connections. The newly acquired support equipment, Ford Water Meter Test Bench, ensures the calibration and accuracy of water meters before they are dispatch to be installed service connections.



Month	Quantity	Month	Quantity
January	381	July	352
February	371	August	351
March	402	September	356
April	383	October	629
May	280	November	433
June	235	December	629
		4,802	

INFRASTRUCTURE SUPPORTS

The size and classification of water districts (ex. small, medium, large & very large) are determined by the counts of their respective service connections. New Service Connection is the primary performance indicator for water districts, it show-cased its ability to grow through improvement, expansions and delivery of better services.

BCWD has given access to 3,111 new service connections (NSC) to potable water in its franchise area, table shows below:

Month	No. of NSC Installed	Month	No. of NSC Installed
January	287	July	308
February	211	August	299
March	255	September	286
April	253	October	312
May	295	November	188
June	252	December	165
Sub-Total	1,553	Sub-Total	1,558
Grand Total			3,111

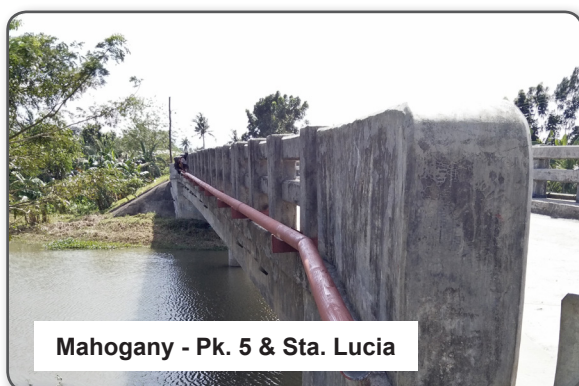
BCWD conducts orientation seminar for the applicants of new service connection every Friday – 9:00 a.m. to 12:00 a.m.. The objective of the orientation is to make prospective customers aware of their rights, duties and obligation and policies of the water district.

Butuan City Water District always finds opportunities for improvement and expansions as they are embodied in the BCWD long range development plan. The expansion projects, system improvement and other infrastructures are undertaken in support to the needs of the growing number of concessionaires which ultimately redounds to revenue generation.

INFRASTRUCTURE PROJECTS

For the Year 2018

Name of Project / Location	Length	Type	Project Cost	Status
Mahogany – Pk. 5A & Sta. Lucia	3,673 lm	Upgrading	721,271,44	Completed
Libertad- Pk. 6 to Pk. 7	5,100 lm	Upgrading	628,711.94	Suspended- right of way
Pigdaulan- Pk. 5 to Pk. 6	3,700 lm	Upgrading	437,700.49	Completed
Suatan, Ambago	800 lm	Upgrading	453,000.00	Completed
Pk. 1, Taguibo	220 lm	Requested line	73,850.00	Completed
Pk. 2 Libertad	100 lm	Requested line	36,425.00	Suspended
Pk. 3 Bayanihan	180 lm	Requested line	43,135.00	Completed
Badjangan, Ampayon	120 lm	Requested line	36,325.00	Completed
Dalingdingan, Pinamangcunan	100 lm	Requested line	36,425.00	Completed



Mahogany - Pk. 5 & Sta. Lucia



Libertad- Pk. 6 to Pk. 7



Pigdaulan- Pk. 5 to Pk. 6



Suatan, Ambgo



Apart from the regular projects, a group of households in a particular area or barangay, numbering to not less than 60 households, can request BCWD to construct a pipelines system in their respective areas so they can have access to potable water. BCWD will evaluate the requests and, if viable, project proposal will be drawn and funds will be allocated, accordingly.

Supply Lines Maintenance

BCWD water supply system has gone a long way more than four (4) decades of continues service. Being so, its pipe lines system caught by wear and tear, from time to time, burst out to leakages which need immediate repairs. Leakages in the transmission and distribution lines cause low water pressure and increased real water losses and ultimately the non-revenue water.

BCWD technical men are always in action to repair these leakages including those busted pipelines caused by road construction/excavation and similar infrastructure projects of the city. Leakage repair can be simple and complex depending on the size of pipe and depth of excavation. Simple leak repair requires excavation with a depth of less than 0.6 meter while complex repair necessitate an excavation of 0.6 meter and above and the size of pipes range from 2"Ø up to 12"Ø in diameter. There were 147 complex cases of leak repairs while 45 cases were simple. Among the leakages, the leaking transmission and distribution mains are the most intensive and most challenging because of high water pressure.



GATE VALVES BLOW-OFFS & HYDRANTS

Gate valves are used in controlling pressure and isolation of pipeline under repair and maintenance. There are 103 gate valves identified all throughout the water system maintained all year round. Activities include installation of valve box cover, cementing of concrete pad, replacement of defective and/or leaking gate valves and riser elevation.



A blow-off is usually installed at end points of the system to make flushing and other maintenance activities easier while a (fire) hydrant is primarily use as access point to water in case of fire or it can also be used in flushing activities to flash-out solids and other materials that have entered into the pipelines. Since 2015, BCWD initiated an inventory and tagging of all existing hydrants for maintenance and monitoring. As of December 2018, 21 additional Blow-offs were maintained, on top of the 374 accomplishment in 2017 and maintained a total of 395 Blow-offs. On the other hand, one (1) additional Fire Hydrant was maintained (136 in 2017), and a total of 137 Fire Hydrants for the year. These tagged Blow-offs and Fire Hydrants are painted and properly tagged/ labelled with numbers and are thereby maintained all throughout the year. Also, some other activities for the maintenance of hydrants and blow-offs include transfer or relocation of existing units brought by inconvenience during the conduct of flushing activities and cutting grasses surrounding the said blow-offs/hydrants and its appurtenances.

WATER METER MAINTENANCE

Equally critical is the maintenance of water meters; this is where water sales starts from the water usage of customers measured in water meters. If water meters falter giving inaccurate under readings of water consumption proximately causing operation set back due to undervalued water sales. In service water meters, if not well maintained, can trigger apparent water losses which end up in non-revenue water.

Initially, the target for the year is 4,970 service connections (As of January 3, 2018). The number of which is fluctuating due to its dependent factors/variables - disconnection and/or change meter (regular maintenance).

BCWD acquired a new Ford Water Meter Test Bench in addition to the existing unit to handle and expedite water meter repairs and calibration. New water meters delivered by the suppliers must pass flow and calibration tests using these equipments.

BCWD water meter technicians perform meter check-up, testing and calibration in the field upon the request of customers. The table below shows the number of water meters tested and calibrated all year round.



METER SHOP CALIBRATION AND REPAIR

January-December 2018

Description	2017	2018	Variance
New water meter assembly	10,650	2,906	(7, 744)
Withdrawn/retrieved water meter	4,672	3,497	(1,175)
Water meter with new inserts	1,733	6,046	4,313
Water meter with repaired inserts	303	484	181
Total	17,358	12,933	(4,425)
Field testing calibration	4,020	2,570	(1,450)

The quantity of water meters calibrated and repaired has been reduced in 2018 because there were no deliveries of new water meter assembly and so with the field testing calibration reduced by 36% an indicator that customers' complaints on their water meters has decreased and proximately this could be the effect of BCWD's water meter maintenance program.

There are other concerns that customers may call for maintenance of their water meters which could either be damage or defective water meter; or a customer wanted to transfer the location of his water meter and even the cluster stand where water meters are group together need to be rehabilitated. The table below shows how many of them were responded by the BCWD maintenance team.

IN-SERVICE WATER METER MAINTENANCE ROUTINE

January - December 2018

Description	Quantity
Stolen/damaged/defective water meter	1,002
Transfer water meter	531
Align water meter	43
Detached water meter	15
Transfer meter cluster stand	625
Elevate meter cluster stand	326
Rehabilitation of meter cluster stand	598
Total	3,140

Maintenance of Service Connection

Customers come to BCWD office to file complaints on their respective water service connection – actually, these are calls for maintenance. The most interactive window of BCWD service is the maintenance of individual water connection whereby concessionaires react to the quality of service they received.

- **Maintenance & Service Requests**

Maintenance and service requests are service connection maintenance routines initiated either by BCWD or requested by the customers. The frontliners at the Commercial Department received these requests from customers and from meter readers and service investigators of BCWD. These are being processed into job orders and forwarded to Pipelines and appurtenances and Maintenance Department (PAMD) for immediate and appropriate action. The Maintenance and Service Request Orders are sub-divided into five (5) major categories, namely: Reconnection (Reopening of disconnected service connections & Reopening/Install Water Meter), Withdrawal of Water Meters (includes Request Closure Withdraw and Withdraw Water Meter Orders), Change Meters (Stolen/Damaged Meters and/or regular maintenance), Transfer Water Meters (includes rehabilitation of clusters) and Leakages or other maintenance repairs.

The table below shows the total received orders with respect to the Total Acted Orders for the Year 2018.

Nature of Orders	Balance 2017 (a)	2018			Variance (Balance Forwarded to 2019) (A-B)
		RO (b)	TRO (a+b) = (A)	TAO (B)	
RIM	2	5274	5276	5273	3
REO	0	19835	19835	19835	0
RCW	0	625	625	625	0
WWM	45	5180	5225	5152	28
CHM	0	1330	1330	1309	21
TWM/Rehab Orders	10	1727	1737	1737	0
Leakages & Other Repairs for Maintenance	0	5063	5063	5063	0
Total	57	38989	39046	38994	52

Legend:

- RIM - reopen install meter
- REO - reopen (padlock)
- RCW - request closure withdraw meter
- CHM - change meter
- TWM - transfer water meter

The table above shows an increase in leakages by 17.50% over last year's this could be closely attributed the system's old dilapidated pipelines giving in to water pressure. BCWD has dedicated a team to respond complaints on leaks.

● **Service Closure**

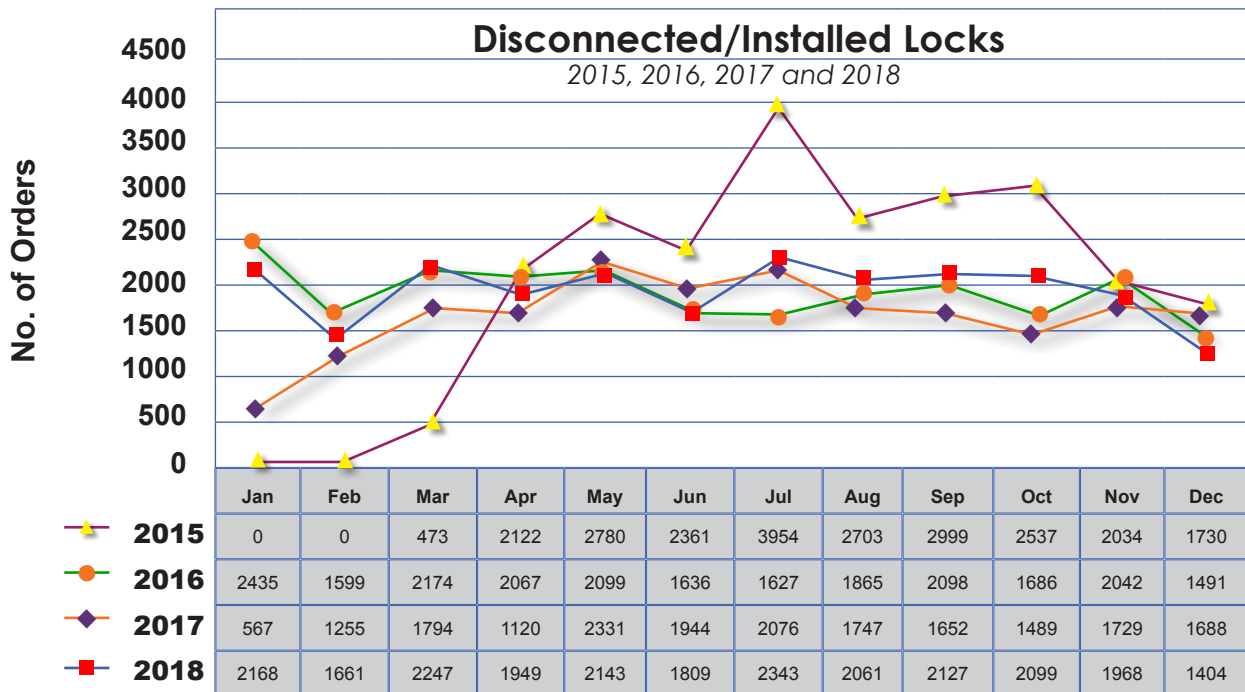
Service disconnection is a policy control measure put in place by BCWD requiring customer to pay their water bill when it becomes due. A customer is given fifteen (15) days to settle his bill; a day after due date he will incur a six per cent (6%) surcharge and eventually three (3) days after his water connection will be cut from the service line. Being aware of such, customers pay their water bills ahead of time contributory to BCWD's high collection rate of 99.43% on billed water.

There are two faces of service closure, 1) closure by locking-up the angle meter valve using a barrel lock, a customized locking system and 2) closure by water meter withdrawal. When a customer defaulted payment of his/her water bill after due date service disconnection team covertly locked – up the subject connection and if still no settlement yet three (3) days after his/her service connection is locked, water meter will be withdrawn. On the other hand, service closure by withdrawal of water meter may also be done upon the request of a customer for reasons other than non payment of water bill. When a customer happened to be not using the service connection anymore or that he/she may not be around for a longer time in which case he/she can request for service disconnection – water meter withdrawal upon his/her request. The rationale behind this, the subject customer will not be billed because the service connection is inactive unlike the other way around if the same customer wishes to retain the water meter in the same condition, he/she would surely be billed monthly even if there is no water consumption or zero bill due ... still minimum bill applies.

Disconnection by Locking-up

There were a total of 24,609 disconnection orders received, out of which, 23,879 orders or 97.03% are disconnected (in actual) while the remaining 2.97% or 730 orders are deferred/hold for disconnection - accounts that are remarked for installation and/or replacement of damaged angle valves and those that are hard to cut. **(Please see Annex 1).**

However, the actual disconnected service connections for 2018 (23,879) is very much higher and in ascending pattern for the last three (3) years; in 2017 (19,392) by 21.20% or 5,217 service connections, in 2016 (22,819) by 7.27% or 1,790 service connections and in 2015 (23,743) by 3.52% or 866 service connections, see graph below:



Disconnection withdrawal of meter

Withdrawal of water meters includes two (2) activities; namely, **Request Closure Withdraw (RCW)** and **Withdraw Water Meter (WWM)** orders. RCW are orders originally requested by concessionaires themselves or thru their authorized person, to pull out or withdraw the water meter installed in their respective service connections, while WWM are orders that were previously disconnected and/or installed with locks which are subjected for withdrawal, whose accounts remained unpaid after the lapsed of prescribed number of days.

Successfully, all the received **625 RCW orders are all acted accordingly** within the year, But for the last two (2) years, the total received/acted orders in 2018 is lower compared to 2017 (698) by 11.68% or 73 orders and much lower than 2016 (732) by 17.12% or 107 orders.

On the other hand, there are **45 orders** (beginning balance for withdraw meter). These are forwarded orders from December 2017. Said orders are prioritized for withdrawal by January 2018. So, the Total Received Orders for the year 2018 is equal to 5,225 orders.

For CY 2018, the number of withdrawn water meters (RCW and WWM) is 4,543. This exceeds the target of 3,960 by 14.72% or 583 orders. As of end of CY 2018, only 28 or 0.53% remained un-acted. These un-acted orders (backlog) are prioritized for withdrawal in January 2019, as indicated below:

Nature of Orders	TRO	2018			Variance (Based on Monthly Monitoring)
		C1	C2+H+R	TAO (B)	
RCW	625	615	10	625	0
WWM	5,225	3,928	1,224	5,152	28
Total	5,805	4,543	1,234	5,777	28

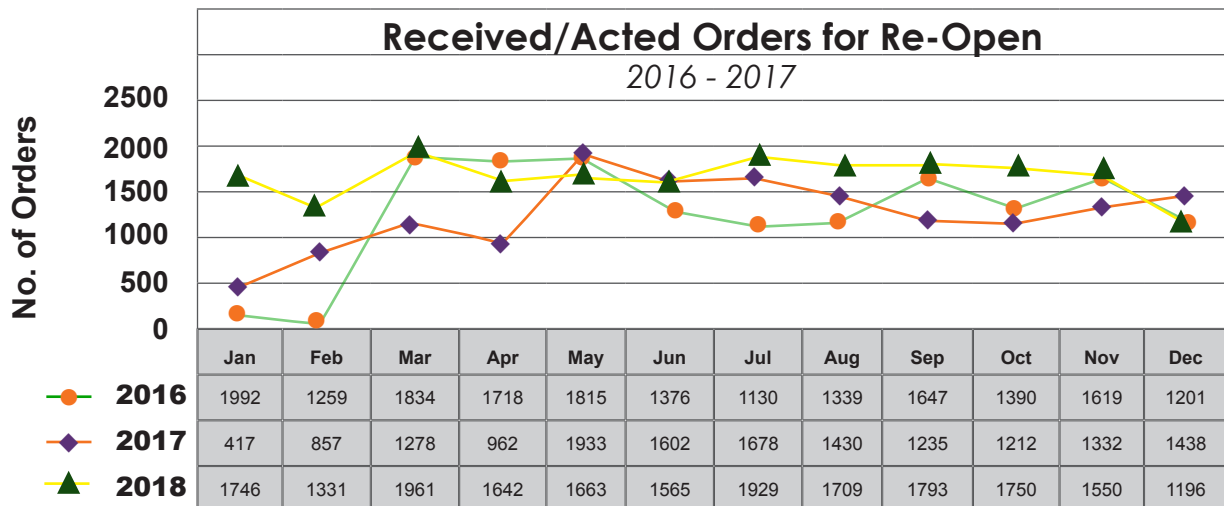
- **Reconnection of Service Connection**

As with service closure, reconnection team has to restore what has been done in the disconnection after a customer has settled his water account and complied with other requirements of reconnection. The reconnection team may just unlock the service line or re-install the water meter, as the case maybe. The team is aware of the critical time element involve in this activity because delay always brings those customers back in the office in fighting mode.

Reconnection by unlocking

All received orders for the year are all acted accordingly. The total received/acted orders in 2018 (19,835) is much higher compared to 2017 (15,374) by 29.02% or 4,461 orders. Yet, still higher than 2016 by 7.10% or 1,315 orders.

The increasing trend of received orders for reopen is the result of the above said new policy in disconnection / installation of lock orders; that is, all orders subject for the disconnection are all considered closed, see graph below:

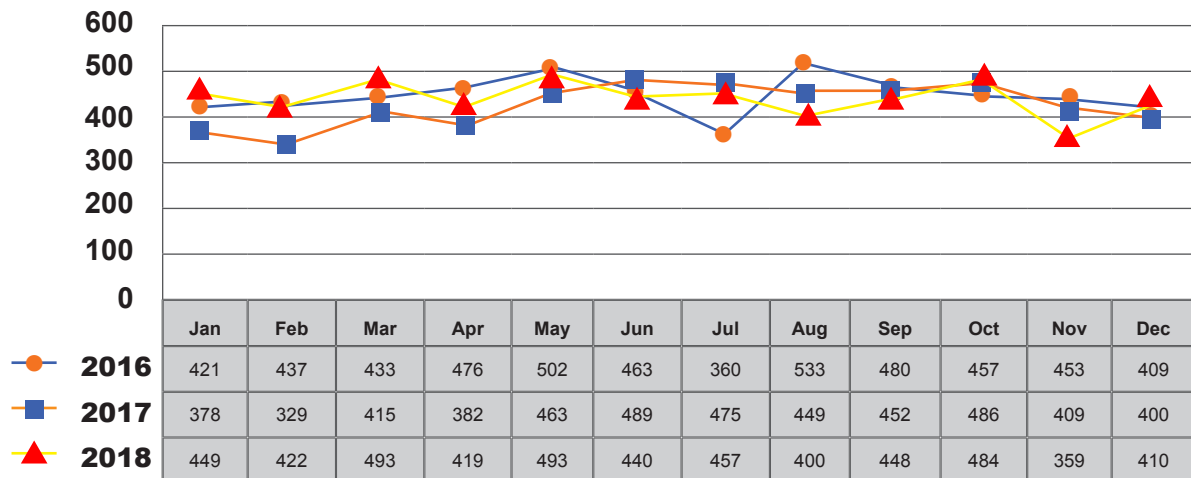


Reconnection by Meter Installation

There are two (2) orders or beginning balance for reopen/install meter; un-acted orders as of December 2018. Said orders are prioritized for installation by January 2019. Received Orders of 5,274 plus two (2) - beginning balance for the year is equivalent to 5,276 orders. Moreover, three (3) out of 5,276 orders remained un-acted for the year 2018. These orders are received on December 28, 2018, and are acted accordingly on January 1, 2019.

On the other hand, received orders in 2018 (5,274) is higher than 2017 (5,127) by 2.79% or 147 orders. However, received orders in 2018 is lower than 2016 (5,426) by 2.88% or 152 orders, see graph below:

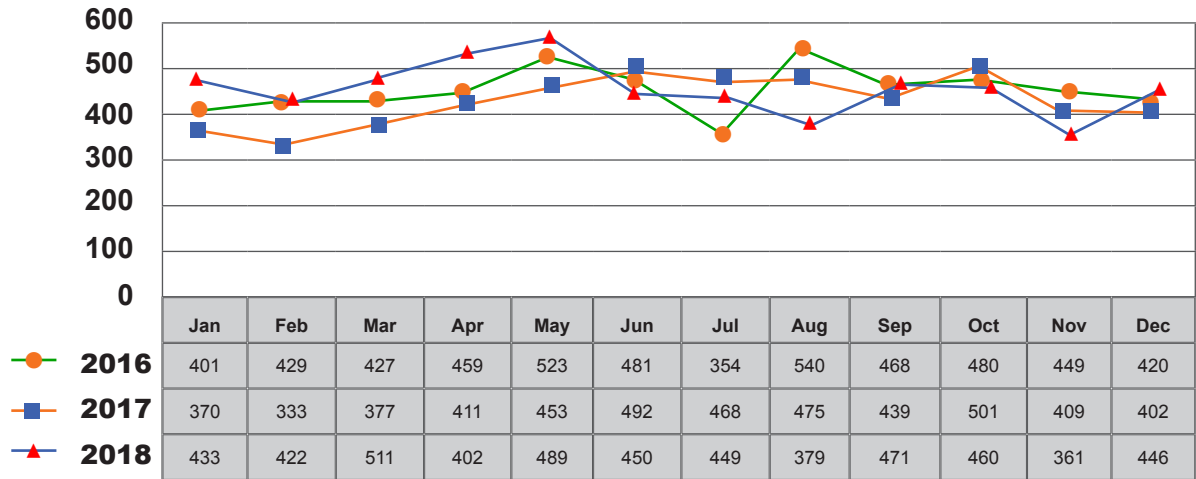
Received Orders for RIM
2016 - 2018



The total accomplishment for RIM for the year 2018 is 5,273, which comprises 4,942 as actual installed meters and/or reopen only (whose water meters are not yet withdrawn) which represents 93.72% of the total accomplishment. Only 6.28% or 331 orders; cancelled orders either by error encoding or returned orders due to non-availability of person to acknowledge the water meter subjected for installation. Also, retrieved angle valves were utilized in this activity which lasted until the third week of December, marked by the delivery of new Brass Compound Valve 3/4".

However, total acted orders in 2018 (5,273) is higher than 2017 (5,130) by 2.71% or 143 orders. Yet, total acted orders for 2018 is lower compared to 2016 (5,431) by 3.0% or 158 orders, see graph below:

Acted RIM Orders 2016 - 2018



Support UNITS

PERSONNEL AND STAFFING

Staff Profile and Statistics

As of the end of 2017, BCWD has 208 employees. Out of this, 163 (78%) are employees with Permanent status and 45 (22%) with Job Order status. There are seventeen (17) newly hired personnel, in job order status, for the year. This made BCWD one of the biggest employers in the city of Butuan with government salary fourth (4th) tranche standard rate.

Out of the 229 existing positions of BCWD, 163 have been filled up and distributed to the different offices/departments : the Office of the Board of Directors, Office of the General Manager and Management Services Department – 20 positions; Administrative Services Department – 33 positions; Finance Department – 18 positions; Commercial Services Department – 30 positions; Engineering Department – 16 positions; Pipeline and Appurtenances Maintenance Department – 27 positions; and Production & Distribution Department – 19 positions.

Department	No. of Personnel	Permanent	Job Order	Percentage
Administrative Services	44	33	11	21%
OBD/OGM/MSD	23	20	3	11%
Production	26	19	7	13%
Commercial	36	30	6	17%
PAMD	37	27	10	18%
Finance	21	18	3	10%
Engineering	21	16	5	10%
Total	208	163	45	100%

In the distribution of personnel, which includes the reassigned personnel from one office/department to another office/department, Administrative Services Department has the highest personnel count – 44 (21%), followed by the Pipeline & Appurtenances Maintenance Department – 37 (18%); Commercial Services Department – 36 (17%), Production & Distribution Department – 26 (13%), OBD/OGM/MSD - 23 (11%), Finance Department – 21 (10%), and the Engineering Department – 21 (10%).

By gender, the entire work force is dominated by males with 70% while females get 30% ratio of the total employee population. The dominance of the males can be attributed to the fact that the District basically provides water supply services requiring more skilled men and laborers to operate pumping machines/equipment, do the excavation, installation and maintenance works for the transmission, distribution and service lines. Most of the female employees are handling paper works in the office, although there are few who go to the field as part of their jobs.

BCWD was once operating as a semi-private entity under partial control of the local government of Butuan with governing board members are all appointed by the city mayor. Civil Service eligibility was not required before; hence, 75% of the employees have no eligibility. By the time all water districts in the country were put under the control of national government, by virtue of a supreme court ruling, those employees retained their positions in status quo. As such they cannot be promoted to higher positions until they become civil service eligible.

Eligibility	Number	Percentage (%)
Career Executive	0	0%
Career Service Professional	97	59%
Non-professional/technical	29	18%
No eligibility	37	23%
Total	163	100%

Out of the 163 permanent personnel, 97 (59%) have a Career Service Professional eligibility, 29 (18%) have Non-Professional or Sub-Professional, TESDA or MC 11 Category 1 eligibilities, and 37 (23%) have no eligibility.

Recruitment

This is the most critical aspect of Human Resource Management (HRM) because of the inherent risk associated in the selection process. BCWD has strengthened controls its recruitment by adapting the PRIME-HRM, a flagship program of Civil Service Commission. PRIME-HRM stands for “Program to Institutionalize Meritocracy and Excellence in Human Resource Management.” It aims to elevate public sector human resource management to a level of excellence through the assessment, assistance, and awarding processes of HRM Systems, Practices, and Competencies using HRM maturity level indicators that are at par with global HRM standards.

In PRIME-HRM, every aspects of Human Resource Management are customized to the needs of the practicing agency. In the aspect of recruitment, standards are followed whereby competency, performance, experience and education are set to a minimum qualification for a given position, however, BCWD can add other selection criteria, authorized under customization, that will “tailored-fit” to the needs and requirement of a given position. This will ensure that the risk in the Merit and Selection process has been mitigated if not totally eliminated.

For 2018, BCWD has processed 439 employment applications. Among the 439 only 200 made it to the PSB Interview and evaluation. Finally, the Personnel Selection Board (PSB) has recommended twenty-eight (28 new job order personnel distributed in various departments and units after passing the selection processes. The BCWD Governing Board acted favorably the PSB recommendation on selection and placement accordingly.



Particulars	New Entrant Job Order	Renewed Contract	Change of Status from JO to Permanent	Promotions
New Recruit	28			
Renewal		55		
Absorbed			43	
Promoted				23

Separation from Service

There are a number of circumstances wherein an employee severe his/her employee-employer relationship. In 2017, Human Resource Department (HRD) processed employee separation from service due to death -1, retirement - 6 and resignation – 10.

Description	Number of Employees	
	2017	2018
Death	0	1
Dropped from the Rolls	0	0
End of Contract	0	0
Termination of Temporary Appointment	0	2
Retirement	6	6
Resignation	12	10

Productivity Index

Based on the Staff Productivity Index per Active Water Service Connections with the standard ratio of 1 employee per 120 connections (1:120) as determined by the Local Water Utilities Administration and the Department of Budget and Management, it shows that the District is still understaffed. As of December 31, 2018 with **208** employees, the number of service connections per **employee ratio is 1:407**, thus with a variance of **199** lacking personnel as indicated in the table above.

Staff Productivity Index

*Based on Active Water Service Connections
(from 1995 to December 31, 2018)*

Year	No. of Active Connections	Existing No. of Personnel	Staff Productivity Index (1 staff per 120 connections)	Variance
1995	13,296	116	111	(5)
1996	14,205	112	118	6
1997	14,903	137	124	(13)
1998	15,779	117	131	14
1999	17,376	121	145	24
2000	19,020	121	159	38
2001	20,331	130	169	39
2002	21,156	133	176	43
2003	23,163	132	193	61
2004	25,139	137	209	72
2005	27,560	141	230	89
2006	28,892	131	241	110
2007	30,273	131	252	121
2008	31,972	140	266	126
2009	32,255	150	269	119
2010	33,456	154	279	125
2011	34,285	168	286	118
2012	35,726	167	298	131
2013	37,703	176	314	138
2014	39,435	179	329	150
2015	40,770	194	340	146
2016	43,524	196	363	167
2017	45,851	203	382	179
2018	48,815	208	407	199

This goes to show that BCWD productivity index is 3 times higher than that as determined by Local Water Utilities Administration (LWUA) and Department of Budget and Management (DBM). There are 229 plantilla positions in the BCWD organizational structure only 163 positions are filled up leaving 66 positions open. Should BCWD decide to fill the open positions, still it is within the productivity index.

Leave, Benefits, and Personnel Welfare Administration

Butuan City Water District (BCWD) grants each employee fifteen (15) days of vacation leave, fifteen (15) days of sick leave, and 3 days of special leave privilege every year in accordance CSC rules. A mandatory vacation leave of five (5) days is imposed every year upon each employee for them to take a break from the daily grinds of work. Employees are likewise allowed to avail of other leave benefits granted by special laws, such as solo-parent, maternity and paternity leave and others.

BCWD grants uniform and medical allowance to its employees along with the 13th and 14th month pay. The Performance based bonus (PBB) is conditional, an agency is authorized to grant the PBB only when it met and complied with all the requirements and performance parameters set by the Inter-agency Task Force (ITF). For two consecutive years, 2016 and 2017, BCWD met all the requirements and authorized to grant the Performance Based Bonus (PBB).

Butuan City Water District, like any government agencies, provides social and health insurances premiums to its employees such as the Government Service Insurance System (GSIS) and Philippine Health Insurance Corporation (Philhealth). Furthermore, it also provides counterpart premium for its employees to Pag-ibig Fund membership. On top of those, BCWD created its very own BCWD Provident Fund for the welfare enhancement of its employees. The membership and premium contributions to the foregoing are mandatory except for the BCWD Provident Fund where membership is voluntary. All premium contributions are remitted on time and updated.

BCWD caters also to other needs of its employees, the table below shows them and their frequency with comparative figure in 2017.

Description	2016	2017	Increase (Decrease)
Certification of Employment	47	32	(15)
Service Records	24	37	13
Philhealth claim	10	15	5
Processing of GSIS & Pag-ibig Loan	191	131	(60)
Computation of Monetization of Leave Credits	94	99	5
Processing of medical allowance – refund	184	173	(11)
Computation of compensatory overtime credit earned	99	165	66
Processing of accident insurance claim	1	0	(1)

Trainings, Seminars/Workshops and Conventions

It is very important for BCWD's professional and technical personnel to be updated with the current trends in innovation, technology, pronouncement and issuances by professional organizations and government regulatory authorities through Continuing Professional Education (CPE) introduce in trainings, seminar/workshops and conventions.

In 2018, BCWD spend much on human resource by sending personnel to various venues of trainings, seminars/workshops and conventions.



In 2017, Butuan City Water District spent ₱2,808,254.29 for the above mentioned trainings, seminar/workshops and conventions for human resource development objectively for the employees to be effective with their respective jobs and functions.

PROCUREMENT

Procurement is one of the support services critical to BCWD operation. When procurement system could not make deliveries on time it can have a “domino” effect in the operation. For instance, if deliveries of supplies, materials and equipment are delayed a particular work or project consequently cannot go on and that completion is eventually delayed. Unfortunately, a delayed project costs as much implied losses and other setbacks which are detrimental to operation, hence, it is of prime importance to have a proactive procurement system.

BCWD has no control over the circumstances surrounding each procurement activity, if a supplier defaulted, remedial and counter measure are laid to safeguard the interest of the water district, penalties are imposed and even blacklisting of suppliers when necessary.

BCWD adheres to the guidelines of procurement in the government as a Government Owned & Controlled Corporation (GOCC) outlined in R.A. 9184 implementing rules and regulation. The said procurement Act so provides that all procurement should be within the approved budget of the procuring entity and must be in the Annual Procurement Plan (APP). The guidelines imposed competitive bidding as the general method of procurement; however, there are exemptions, as indicated in Article IV-Section 10 and Article XVI of the said Act. One of the alternative methods of procurement used by the water district is “Shopping” which requires the submission of at least three (3) quotations for readily available off-the-shelf goods or ordinary/regular equipment.

- **Shopping and Small Value**

When the procurement is below the threshold of ₱1,000,000.00 the agency has the option to use the alternative methods of procurement that is most applicable to the nature of purchases at hand. BCWD used the “Shopping” and “Small Value Procurement” and completed the process of procurement with numbers of documents as shown in the table below with comparative figure in 2017.

Procurement Documents Description	2017	2018	Increase (Decrease)
Purchase Request	897	1,322	425
Job Request	262	365	103
Request for Price Quotation	540	1,590	1,050
Abstract of Price Quotation	508	499	(9)
Purchase Order	1,035	919	(116)
Job Order	529	402	(127)
Contract	20	15	(5)

Noticeably, there have been more purchases and job orders in 2018, as indicated in the decreased number of purchase and job requests which are aligned to the operation and maintenance requirements of BCWD

- **Competitive Bidding**

Bidding is a structured procurement process whereby the earliest (minimum) possible process time could take up to twenty-six (26) calendar days and the longest (maximum) period allowed is one hundred thirty-six (136) and one hundred fifty-six (156) calendar days for goods/services and infrastructure projects, respectively while for consulting services the minimum number of days is thirty-six (36) and the maximum days allowed is one hundred-eighty (180) calendar days.

Procurement process is winded up until the actual time of delivery. Hence, bidding process time plus the delivery time is the total expected procurement time which must be considered in the project planning and preparation.

Particulars	Awarded To	A B C	Contract Price	Mode of Procurement	Issuance of NOA	Contract Signing	Remarks
Package 1-2018: Procurement of Security Services 2018	Visa Security Services	4,074,840.00	4,049,580.48	Public Bidding	June 27, 2017	June 11, 2018	Awarded
Package 2-2018: Supply & Delivery of Various Plastic Fittings	FANM Enterprises	1,303,954.50	1,303,767.00	Public Bidding	June 27, 2017	June 11, 2018	Awarded
Package 3-2018: Supply & Delivery of Various Galvanized Iron Pipes & Fittings		2,695,873.50	2,493,050.25	Public Bidding	June 27, 2017	Oct. 29, 2018	Awarded
Package 4-2018: Supply & Delivery of Various Brass Fittings	Uptown Industrial		4,625,250.00	Public Bidding	June 27, 2017	Oct. 29, 2018	Awarded
Package 5-2018: Supply & Delivery of 2840 pcs Water Meter Assembly, ½" Ø, ISO	VC Garcia	4,999,215.00	3,402,320.00	Public Bidding	June 27, 2017	June 11, 2018	Awarded
Package 6-2018: Supply & Delivery of Various uPVC Pipes	Philippine Valve Mfg., Co.		2,241,918.25	Public Bidding	June 27, 2017	Oct. 29, 2018	Awarded
Package 7-2018: Supply and Delivery of Black HDPE Pipe	Moldex	3,408,000.00		Public Bidding	June 27, 2017	June 11, 2018	Awarded
Package 8-2018: Procurement of 1000 cu.m Reservoir (Design & Build Scheme) including Electronic Mechanical Works (Brgy. Bit-os)	Techno Trade Resources	2,653,890.00	1,120,917.18	Public Bidding	June 27, 2017	January 5, 2018	Awarded
Package 8-2018: Procurement of 1000 cu.m Reservoir (Design & Build Scheme) including Electronic Mechanical Works (Brgy. Bit-os)	Reftec Industrial Supply & Services	10,600,000.00	7,968,080.00	Public Bidding	June 11, 2018	July 2, 2018	Awarded
Package 10-2018: Procurement of Vehicle Rental Services with Tracker (Global Positioning System) for the Year 2018	Visa Transport Vehicle	3,240,000.00	3,236,250.00		June 11, 2018	June 21, 2018	Awarded
Package 11-2018: Supply and Delivery of 12units Electromagnetic Flowmeter with Data Logger	Envirokonsult	3,582,000.00	2,670,696.00	Public Bidding	Oct. 29, 2018	Nov. 27, 2018	Awarded
Package 12-2018: Supply and Delivery of 1unit Portable Air compressor (with Air line filters) w/ 2units handheld Pneumatic breaker with complete accessories)	Janglo Trading	1,800,000.00	1,785,840.75	Public Bidding	Oct. 29, 2018	Nov. 23, 2018	Awarded
Package 13-2018: Supply and Delivery of 1unit Atomic absorption spectrophotometer for flame and Graphite furnace equipment	Instrumix	4,000,000.00	3,800,000.00	Public Bidding	Dec. 10, 2018		Awarded

Supplies and Logistics Support

In a service provider utility like BCWD, Supplies & Logistics Support System is very critical to efficient operation. This concerns the management of movement and flow of personnel, equipment, materials and information to get the job done in less time.

BCWD maintains a fleet of transport equipments consisting of 15-unit vehicles which includes a dump truck and a water tanker. These vehicles are assigned to different department/units of the District to expedite the performance of their respective functions in terms of mobility.

The BCWD has spent ₱2,381,488.65 in fuels and ₱484,725.31 for the maintenance of these transport vehicles in 2018.

As the operation of the water district gets bigger with the increasing number of service connections to be served, the need for additional transport vehicles in the conduct of operational activities in the field has become indispensable. The acquisition of additional vehicles entails large capital outlays and could be costly in the long run, hence, BCWD has outsourced Vehicle Rental with Global positioning System (GPS) with contract amounting to ₱3,539,215.20 for fifteen (15) units light multi-cab vehicles. The said contract provides that the driver and maintenance of rented vehicles are to be provided by the contractor. These light vehicles are assigned to the different operation and maintenance activities as follows:



Unit/Team	Number of vehicles Assigned
Operation :	
• Production	1
• Pump Operation & Monitoring Team	3
• Flushing Team	3
• New Service Connection Team	1
• Watershed	1
Unit/Team	Number of vehicles Assigned
Maintenance:	
• Maintenance of Service Connections (leak repair)	4
• Maintenance of Hydrants & Blow-offs	1
• Water Meter Maintenance Team (WMMP)	1
TOTAL number of units – rented light vehicles	15

BCWD has not only save millions of pesos in the virtual procurement of these vehicles but also has accorded great advantage in terms of mobility to each team to respond calls and perform their respective work assignments respectively.

Warehousing

Another feature of ideal logistics support is having enough storage facilities for supplies, materials and equipment needed in the operation. When supplies and materials are kept in separate storage facilities in different locations that would eventually result to lackluster logistics leading to longer downtime. In operation, downtime is time lost which can be further accounted into virtual monetary losses.

BCWD has undertaken the construction of its spacious warehouse located at Pump Station No. 01 with the total project cost of ₱6,000,000.00. The Construction was completed in 2017 which would house all the supplies, materials and equipment use in the operation in one strategic location. The Property and Materials Management Division (PMMD) oversees the releases and issuances of supplies and materials needed by the different operation and maintenance teams in the field to do the constructions, repairs and other urgent maintenance calls from the customers.

The table below shows the logistics operation activities in 2018 with comparative figures in 2017 indicating the trends in each support activity.

Description	2017	2018	Increase (Decrease)
Vehicle Registration	15	15	-
Vehicle Insurance	25	25	-
VHF Radio Registration	65	69	4
Store Requisition Issuance (SRS)	3,575	3,887	312
“3/4 P.E. Pipe sold to customers (in meters)	122,433	147,939	25,506
Received Stock Items	184	240	56
Received Non-Stock items	532	363	(169)
Received Utility Plant in Service (UPIS)	37	55	18

General Services

Pro-active support services are also critical to logistics system affecting the whole operation. BCWD ensures that safety and security controls are in place for which 22 security personnel are outsourced to secure various major structures and facilities of the water district. A well maintained and clean office building gives comfort and conducting working environment so do with the well-kept and maintained transport vehicles ferrying all operation and maintenance teams to their respective field assignments safely. This is how general services support activities interrelate towards an effective logistics system.

SAFEGUARDS AND CONTROLS

Over and above, BCWD sets the check and balance over its operation with its Internal Control System (ICS) Guided by the Philippine Government Internal Audit Manual (PGIAM) and ISO 19011:2011 Guidelines for Auditing Management System. BCWD conducts evaluations to ascertain the degree of compliance with laws, rules, regulations, contract and managerial policies; ascertains that assets are accounted for and safeguarded from losses; evaluates the effectiveness and efficiency of the operations; and assesses the internal control system (ICS) whether they are well designed and properly implemented. At the helm is the Internal Audit Division, who does the works of guardianship.

Pre-audit of transaction documents

Pre-audit was conducted daily on transaction documents before these are paid for and recorded. The total number of documents pre-audited in 2018 is 4,596; Disbursement Vouchers (DV) - 2,068; Journal Entry Vouchers – 1,169; Purchase Orders (PO) – 980; and Job Orders (JO) with 379. Details on the ratio are reflected in the pie chart.

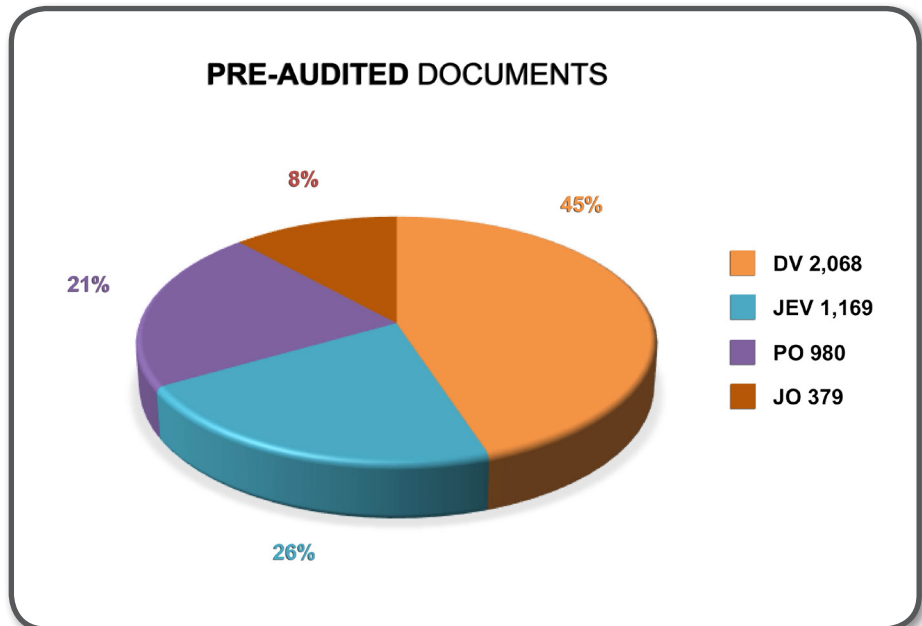
A total of 628 findings and observations were noted during the conduct of pre-audit as reported in the Monthly Summary of Audited Transactions and were already corrected and regularized.

Accounting and Safeguarding of Assets

As a declared policy that all resources of the government are managed, expended and utilized in accordance with laws and regulations, IAD conducted inspection on supplies/materials/equipment (S/M/E) for items amounting to ₱50,000.00 below upon receipt of Inspection Requests from the Property and Materials Management Division (PMMD) and Letter Requests from the departments.

A monthly surprise cash count/examination has been performed to the Accountable Officers including Revolving Fund Custodians of Petty Cash Fund and Working Fund to check if the cash in their custody actually existed, items presented were viable and cash balances surrendered were correctly recorded.

Cash overages and shortages incurred by these Accountable Officers were just minimal and immaterial pursuant to the internal guidelines established by IAD.



Internal Quality Audit

Internal Quality Audits (IQA) were conducted on April, July and October of 2018 to determine whether placed internal controls in the system policies and procedures were effectively implemented and maintained and whether these were in conformance with ISO 9001:2015 QMS, statutory and regulatory requirements.

The audit plan was scoped to cover the elements and processes of all departments, including the familiarity of the employees and officers with adherence to procedures, policies and documentation reports and records.

During the course of audit, several findings and observations were noted in the processes, practice and papers being audited. Although numerous issues were identified, it is still a good thing that these will be addressed to improve the weaknesses in the design of controls and the effectiveness of the QMS. Besides, the IQA team had also identified areas of good practice and to determine effectiveness of the Quality Management System and to evaluate where continual improvement can be made, subsequent internal audits were scheduled.

COMMUNITY RELATIONS *and* EXTERNAL AFFAIRS

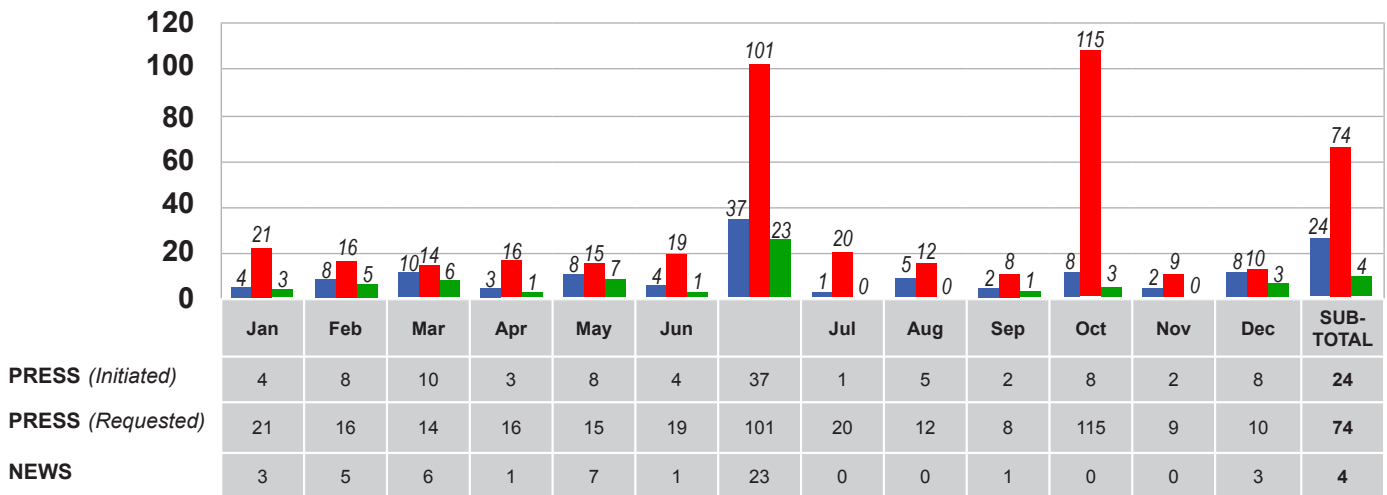
The community of stakeholders of water service utility are the most important element of its operation because they are the reasons why water districts existed. The success of every advocacy depends upon on the awareness and acceptance of the community where water districts operate. Getting them aware and well informed or even involved about everything which relates to the advocacies, programs and activities of the water district is half way to success and how to reach them out is another half way.

Information Drive

BCWD gets through the broadcast and television media to reach out the community to disseminate press and news releases pertaining to water service interruptions, activities and programs of the water district. A total of 195 and 22 press and news releases, respectively, graphically presented below.

Hot issues relating to BCWD operation that the media wanted to bring to its listeners on air get through live interviews with BCWD's spoke person and with the General Manager (GM) himself. a total of 32 hook-in-live and recorded interviews – 7 for TV, 22 for Broadcast and 3 for print media.

Press and News Releases January - December 2017



Ads is an effective way of reaching out the stakeholders, the tri-media group (tv, radio & print) seek sponsorships for their respective programs on air and to promote good media relations BCWD buys airtime for institutional promotion. There were 46 ads placement, 20 of which were video institutional ads.

Newsletters, Brochures, Leaflets & other Informative Materials

BCWD launched its very own corporate journal dubbed “Breakwater” many years back. The publication is on quarterly basis which captures the highlights of BCWD performance, programs and pertinent issues for the quarter. Adopt-a-Forest is brochure in support of the National Greening Program with the ultimate objective of developing the Taguibo Watershed Forest Reserve, an advocacy of the water district. Some other leaflets are designed to make the stakeholders aware about their local water utility, water conservation tips, news bits and other subjects of interest relating to BCWD.

The BCWD Literature Production 2018

Description	No. of Copies	Frequency
1) Breakwater	1,800	Quarterly
2) Adopt-a-Forest Literature	500	-
3) Adopt-a-Forest - donors update	600	-
4) Breakwater Newsbitz	8,000	-
5) Calendars	7,000	Yearly
6) Notebooks	3,400	-
7) Leaflets :		
BCWD in 60 Seconds	6,100	-
From Source to Taps	6,100	-
Taguibo Watershed	6,100	-
Water Saving Tips	6,100	-
Water Festival	6,100	-
Adopt-a-Forest	350	-
Total	52,150	



Institutional Activities

Perhaps the best tool of information dissemination is to tap the academe and educate the students about the importance of water in the community development and progress. BCWD regularly conducts and sponsors competition in Oration, Parliamentary Debate, Photography, Poster Making, Water Quiz and Plumbing Olympics. In every round of competition the contestants work their contest pieces around a theme that always centered on the importance of water.

Particulars	Contest Date
14 th Photo Contest	March 15, 2018
29 th Poster Making Contest	March 20, 2018
17 th Tap and Drill Olympics	April 6, 2018
9 th Parliamentary Debate	September 12-14, 2018
31 st Local Oratorical Contest	October 11, 2018
Quarterly Water Quiz Show	Jan. 24, March 21, Aug. 23 & Sept 20, '18

The winners of these competitions received cash, trophies and medals and the chance to represent the water district in the regional and national level. BCWD regularly appropriated funds in its annual corporate budget for these activities to encourage the academe to get involve in water conservation and protection advocacy of BCWD.

Apart from those competitions, BCWD instill awareness in students about the indispensability of water in human existence and the dire need of saving, conserving and protecting the water and its sources. BCWD conducts all-year-round schools visitation dubbed “Bisita Eskwela” where students receive school supplies tokens and listen to lectures of resource persons from BCWD. There were 1,600 students who participated in the “Bisita Eskwela” for 2018.



Alongside with the school visitation program, BCWD also invites and facilitates tour to its water system facilities with matching orientation and lectures. Many visitors from other water districts, students, employees and other interested parties have visited different sites of BCWD water system facilities. Private and non-government organizations (NGOs) made the Taguibo Watershed Forest Reserve as the location for their respective tree planting activities.

Milestones, observances and celebrations are avenues to bring the water district closer to the community with the program and outreach activities customize to get the stakeholders participative support.



14th Photo Contest



29th Poster Making Contest



17th Tap and Drill Olympics



9th Parliamentary Debate



31st Local Oratorical Contest



Quarterly Water Quiz Show

3rd on presents The Water District Week

Butuan City Water District (BCWD) in cooperation with the Philippine Association of Water Districts (PAWD) observed the celebration of Water District Week. For 2018, BCWD conducted once again the Community Water Conservation Festival. The celebration started with the conduct of the Watershed Symposium last January 18, 2018 followed by the conduct of the 1st Quarter Bisita Eskwela last January 22, 2018 and the 1st Quarter Water Quiz Show last January 24, 2018. As a culmination of the Water District Week Celebration, BCWD conducted the Community Water Conservation Festival last January 26, 2018 at the Robinsons Mall Butuan.

- **Festival Booth Exhibit**

The BCWD conducted the Booth Exhibit in the morning of January 26, 2018 at the Robinson's Mall Butuan Atrium. The Booth Exhibit is a contest for the tertiary level. Each College or University is given an area where they can create a booth depicting the theme or topic provided to them. A total of 4 colleges and/or universities participated in the said activity.



Colegio de Liga ng mga Barangay



SJIT



AMA Computer Center

Participating schools were:

- Booth 1 - From source to taps by AMA Computer College**
- Booth 2 - Water cycle by St. Joseph Institute of Technology**
- Booth 3 - Solid Waste Management by FSUU**
- Booth 4 - Water Conservation Tips by Colegio de Liga ng mga Barangay**

Declared winners for the 3rd Booth Exhibit were: 1st Prize – Colegio de Liga ng mga Barangay; 2nd Prize – SJIT; and 3rd Prize – AMA Computer Center.

Special awards were also given to the most creative and thematic booth and to the most visited booth. The winner for the Most Creative and Thematic Booth was St. Joseph Institute of Technology while the winner for the Most Visited Booth went to Colegio de Liga ng mga Barangay.

- **Film Showing**

The Film Showing showcased the Water District through the documentary depicting the Butuan City Water District and the Taguibo River Watershed Forest Reserve.

As part of the District's water advocacy to our youth, an invitation was sent to two elementary schools, two secondary level schools to view the said documentary. After the viewing, a short question and answer portion was conducted to gauge whether the students have learned something from the movie.



The participants were:

Participating Schools	No. of Students
Butuan Central Elementary School <i>January 26, 2018; 2:00 P.M.</i>	38
Agusan National High School <i>January 26, 2018; 2:00 P.M.</i>	23
Angelicum Montessori High School <i>January 26, 2018; 2:00 P.M.</i>	29
Total	90

- **Festival Variety Show**

To cap off the weeklong celebration, BCWD conducted the Festival Variety Show in the afternoon of January 26, 2018 at the Robinson's Mall Butuan Atrium. The Variety Show is intended for secondary schools in Butuan City. For the 3rd Variety Show there were a total of two participating schools as the said activity was in conflict with the "kahimunan" Festival.

The participants were:

1. BCSAT
2. Pareja Integrated Secondary School

Declared winners for the 3rd Variety Show were: 1st Prize – BCSAT; 2nd Prize – Pareja Integrated Secondary School.



Watershed Community Symposium

1st Watershed Community Symposium

As part of the celebration of the Water District Week every last full week of January and the City Ordained Water Consciousness Week every 3rd week of January, the Butuan City Water District (BCWD) kicked off its quarterly Watershed Community Symposium last January 18, 2018.



Total number of participants:

Date	Sitio	No. of Participants	Male	Female
January 18, 2018	Sitio Tagkiling	115	41	74
January 18, 2018	Sitio Dugyaman	232	99	133
Grand Total		347	140	207

2nd Watershed Community Symposium

As part of the celebration of the World Environment Day 2018 on June 5, 2018 with theme “Beat Plastic Pollution,” the Butuan City Water District (BCWD) implemented its quarterly Watershed Community Symposium last June 5-6, 2018. For this quarter, BCWD opted to have students as the participants for the Watershed Community Symposium as future stewards of the watershed. A total of 173 students participated in the said activity. Of the 173, 88 were female and 85 were male.



Below is the total number of participants:

Date	Sitio	No. of Participants	Male	Female
June 5, 2018	Sitio Mahayahay – Mahayahay Elementary School	92	53	39
June 6, 2018	Brgy. Anticala – Anticala National High School	81	32	49
Grand Total		173	85	88

3rd Watershed Community Symposium

As part of the celebration of the World Environment Day 2018 on June 5, 2018 with theme “Beat Plastic Pollution,” the Butuan City Water District (BCWD) implemented its quarterly Watershed Community Symposium last June 5-6, 2018. For this quarter, BCWD opted to have students as the participants for the Watershed Community Symposium as future stewards of the watershed. A total of 173 students participated in the said activity. Of the 173, 88 were female and 85 were male.



Below is the total number of participants:

Date	Sitio	No. of Participants	Male	Female
September 6, 2018	Anticala Elementary School	97	39	58
September 7, 2018	Sitio Mahayahay – Mahayahay Elementary School	101	31	70
Grand Total		198	70	128

4th Watershed Community Symposium

The last set of Butuan City Water District’s (BCWD) quarterly Watershed Community Symposium for FY 2018 was conducted on November 14-15, 2018. As per commitment, BCWD continues to conduct its water advocacy projects not only for the youth but also for the community. The Watershed Community Symposium is a quarterly IEC activity of BCWD to ensure the continuing awareness and education of the watershed settlers. This is BCWD’s way to ensure watershed protection and preservation starting with the grassroot level.



A total of 294 watershed residents participated in the said activity. Of the 294, 187 were female and 107 were male.

BCWD visited two (2) areas in the span of two days with the following number of participants:

Date	Sitio	No. of Participants	Male	Female
November 14, 2018	Brgy. Pianing	165	41	124
November 15, 2018	Sitio Patagon, Brgy. Anticala	129	66	63
Grand Total		294	107	187

AWFPC Christmas Party and General Assembly

Last December 18, 2018, the AWFPC once again conducted its Christmas Party and General with a total of 144 in attendance.

During the said activity, BCWD presented the following:

1. NGP Updates; *and*
2. Result of validation in the AWFPC members' respective NGP areas.



Date	Sitio	No. of Participants
December 18, 2018	AWFPC Members, Sitio Mahayahay Brgy. Anticala	144

Information Dissemination at TRWFR

Every year, BCWD provides 5 pieces notebooks per students and ballpen for all enrollees of Dugyaman Elementary School. This activity is a means of ensuring that the kids in the watershed area will receive proper education. For 2018, schools from Tagkiling Elementary School, Tagkiling Tribal High School, Tagkiling Tribal Senior High School and Mahayahay Elementary School were also given notebooks and pens.

Last July 5-6, 2018, a team from BCWD visited the schools mentioned above to conduct an information dissemination at the same time distribute notebooks and ballpens to the students in the said area.



Date	Sitio	No. of Participants	Male	Female
July 5, 2018	Brgy. Pianing	61	26	35
July 5, 2018	Sitio Mahayahay / Mahayahay Elementary School	152	83	69
July 6, 2018	Sitio Tagkiling / Tagkiling Tribal Elementary School and High School with Senior High	218	113	105
Grand Total		431	222	209

CUSTOMER RELATIONS

Anniversary Give-Aways

- The distribution of Anniversary Give-aways was conducted last April 2 – 4, 2018 at the 2nd floor lobby of the BCWD Administration Building. Concessionaires who gave full payment of their water bill during the abovementioned dates were given free grocery items. The following were the schedule of distribution:

April 2, 2018 -	8:00 a.m. - 12:00 nn. 1:00 p.m. - 5:00 p.m.
April 3, 2018 -	8:00 a.m. - 12:00 nn. 1:00 p.m. - 5:00 p.m.
April 4, 2018 -	8:00 a.m. - 12:00 nn. 1:00 p.m. - 5:00 p.m.

There were a total of 1,834 concessionaires who received the grocery items compared to last year's 1,795.



Pamaskong Handog

The 2018 Pamaskong Handog was conducted last December 18-19, 2018 at the 2nd floor lobby of the BCWD Administration Building. Assorted items were given to paying customers within the 2 days period such as soy sauce, sugar, rice, laundry detergent, ketchup, coffee, instant noodles and a lot more.



	Total No. Distributed
Concessionaires for 2 days (December 18-19, 2018)	1,985

Thank you very much for reading. We hope you have gained valuable information which will help you understand better the BCWD operation.


ANSELMO L. SANG TIAN, C.E.
General Manager



ROAD BUTUAN CITY WATER DISTRICT TO 45

April 1, 1974 - 2019

SURGING HIGH AT FORTY FIVE

