

SAN JOSE
WATER
SAN JOSE DEL MONTE CITY
WATER DISTRICT



Annual Report

2013

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dear stakeholders,

Thank you for making 2013 a productive year. We were able to attain 100% coverage as we started the implementation of our project to bring safe and potable water to Bgy. San Isidro, the only remaining barangay that is yet to be served by San Jose Water.

By the end of the year, we posted a total number of households served to 82,586, maintaining our position as one of the largest water districts in the country in terms of number of service connections.

With the passage of City Ordinance 2012-48-11, we started our part of the responsibility for the implementation of a Comprehensive Septage Management Program for the City of San Jose Del Monte. We have already identified the treatment plant site and acquired the lot for the facility. We have also started negotiations with various funding institutions for the construction of the septage treatment plant and the vacuum trucks that will collect and haul septage to the plant.

We took the matter of non-revenue water seriously. We posted our lowest NRW of 20.67% in the first quarter of 2013. With our NRW Reduction Program, we continued district metering program to identify which section of the main water lines has leakage and thus enable us to monitor the area and effectively address NRW.

Communication and public relations remained to play a vital role in connecting San Jose Water to its internal and external customers. We continued to publish our corporate publications, *Tubig San Joseño*, and *Tubig San Joseño Isyu para sa Konsesyonaryo*. These publications were recognized in the 2013 Convention of the Philippine Association of Water Districts, Inc. (PAWD) as one of the best publications in their respective categories, with the TSJ Newsletter taking the top place in the newsletter category and the TSJ Magazine taking the 2nd place in the magazine category.

To properly inform our new concessionaires about our policies and procedures, we updated our video presentation and we continued to distribute brochures about our services to service applicants. We also vigorously issued news releases to water sector publications. We continued to involve the youth in environmental awareness campaigns through oratorical and poster-making contests, as well as guided tour to our water treatment plant.

Meanwhile, at the social responsibility front, we organized a medical and dental mission which benefited 500 indigent families. We also held our annual blood drive where 200 employees volunteered to donate blood. We also sponsored the screening of 33 newborns at the Ospital ng Lungsod ng San Jose Del Monte and took in children of 25 qualified concessionaires for a two-month work experience with San Jose Water.

In sum, 2013 was a year that highlighted the important role that San Jose Water plays for the continuing progress of the city - ensuring water supply and safeguarding public health.

The best is yet to come.



LORETO G. LIMCOLIOC
General Manager



FELIPE M. POLICARPIO, JR.
Chairman of the Board

BOARD OF DIRECTORS

FELIPE M. POLICARPIO, JR.

*Representing Civic Sector
Chairman*

ROMEO A. DE JESUS

*Representing Professional Sector
Vice Chairman*

GUILLERMA S. REYES

*Representing Women Sector
Secretary*

NIDA B. NICOLAS

*Representing Business Sector
Member*

REYNALDO A. VILLANO

*Representing Education Sector
Member*

The members of the Board of Directors are the people who shape the policies of San Jose Water.

The Board members come from different sectors of society - the academe, professional, women, business, and civic sectors - who are appointed by the local chief executive to a renewable six-year term from the list of nominees submitted by the concerned sector organizations.

The variety of expertise, experience, and background in the Board of Directors provides San Jose Water a broader perspective in charting the development of water supply for the City of San Jose Del Monte.



Seated from left to right: GM Loreto G. Limcolioc, and Board Chairman Felipe M. Policarpio, Jr. Standing from left to right: Dir. Nida B. Nicolas, Vice Chairman Romeo A. De Jesus, Ms. Teresita D. Casas (Secretary to the Board), Dir. Reynaldo A. Villano, and Dir. Guillerma S. Reyes.

MANAGEMENT TEAM

ENGR. LORETO G. LIMCOLIOC

General Manager

ENGR. EXEQUIEL P. AGAPITO

Manager, Production Department

ENGR. VICTOR G. CANITA, JR.

Manager, Engineering Department

MR. DANIEL G. CONTRERAS

OIC, Commercial Department

MRS. VIRGINIA S. DE SILVA

Manager, Admin. and Finance Department

Implementing the policies crafted by the Board is the Management Team headed by the General Manager, who in turn is supported by four department managers, each heading a staff complement of dedicated professionals and skilled workers.

Brief profile

San Jose Del Monte City Water District (San Jose Water) is one of more than 600 water districts in the country. It is a government-owned and controlled corporation established on July 22, 1980 by virtue of PD 198, as amended, otherwise known as the Provincial Water Utilities Act of 1973. It is classified by the Local Water Utilities Administration as a Category A Water District.

San Jose Water gets raw water from Angat River through an MWSS aqueduct that passes right through the City of San Jose Del Monte, and from selected underground water sources. It brings the surface water to its two water treatment plants, transforms this raw water into safe and potable drinking water, makes the water flow through its 526-kilometer pipeline, and distributes the treated water to almost half a million residents of the City of San Jose Del Monte in Bulacan.

At present, it is setting its sight towards the implementation of the Comprehensive Water Supply System Improvement Project – Phase III as a response to the long-term and short-term water requirements of the city.

San Jose Water is also keen in implementing a comprehensive septage management system after the city government approved an ordinance establishing a septage management program for the city and authorizing San Jose Water to collect, treat and dispose septage in accordance with prevailing environmental standards.

As of December 31, 2013, San Jose Water brings safe and potable water to 82,586 households or approximately 550,000 people in the City of San Jose Del Monte. The figure represents 60% of the city's total population.

San Jose Water's service is now enjoyed in all of the city's 59 barangays. A large part of its service subscribers belongs to the low-income group, the city being host to low-cost urban housing projects of the national government.

A multisectoral five-member Board of Directors and 238 employees, including the management team, steer San Jose Water to further growth. Also, the city and the provincial governments as well as the national government through the Local Water Utilities Administration continue to support San Jose Water in pursuing its mission of bringing safe and potable water to 100% of city's population.

core values

WE BELIEVE that water is source of life and our employment with San Jose Water is an affirmation of our desire to preserve and serve this source of life

WE BELIEVE that San Jose Water exists and prospers because of the customers. Thus, we will strive to address their needs and expectations to the best of our ability with utmost efficiency, courtesy, and speed.

WE BELIEVE that quality in everything we do will make our customers and stakeholders happy and thus, we will choose the best people, employ the best practices, and always challenge ourselves to improve through innovation and strategic planning. In delivering our service and in the performance of our duties, we will have no room for mistakes and will do it "First Time Right".

WE BELIEVE in the dignity of public service and we acknowledge our accountability as public servants. Thus, we will do what we say we will, employ the highest ethical standards in delivering our service, and demonstrate honesty and fairness in every action that we take. In everything we do, we will always do what is right.

WE BELIEVE that teamwork is necessary to realize our vision and achieve our mission. Thus, we will promote and support a diverse yet unified team. We will work together with enthusiasm to meet our common goals. We will respect differences in opinion and make the differences work for the betterment of service.

WE BELIEVE that the well-being and governance of the community and the stewardship of water resources are a shared responsibility among community members. Thus, we will be actively present in our community and create a positive influence. We will support efforts and implement programs that will promote a healthy and vibrant neighborhood, enhance environmental awareness, and protect our water resources.



Our Vision

**Safe and potable water flowing
twenty-four hours a day from the
tap of every home in the City of
San Jose Del Monte.**

Our Mission

**To serve the residents of the
City of San Jose Del Monte with
equitable, reliable, and immediate
access to safe and potable water
twenty-four hours a day at the
least possible cost.**

Key Result Areas



Water Production

WATER SOURCES

Ninety percent (90%) of water for the City of San Jose Del Monte is sourced from Angat River through Aqueduct No. 6 of the Metropolitan Waterworks and Sewerage System (MWSS) which passes through the city before reaching Metropolitan Manila. San Jose Water has a total allocation of 50,000 cumd of raw water from MWSS.

Surface water from Angat River is supplemented by 13 groundwater stations situated in strategic locations.

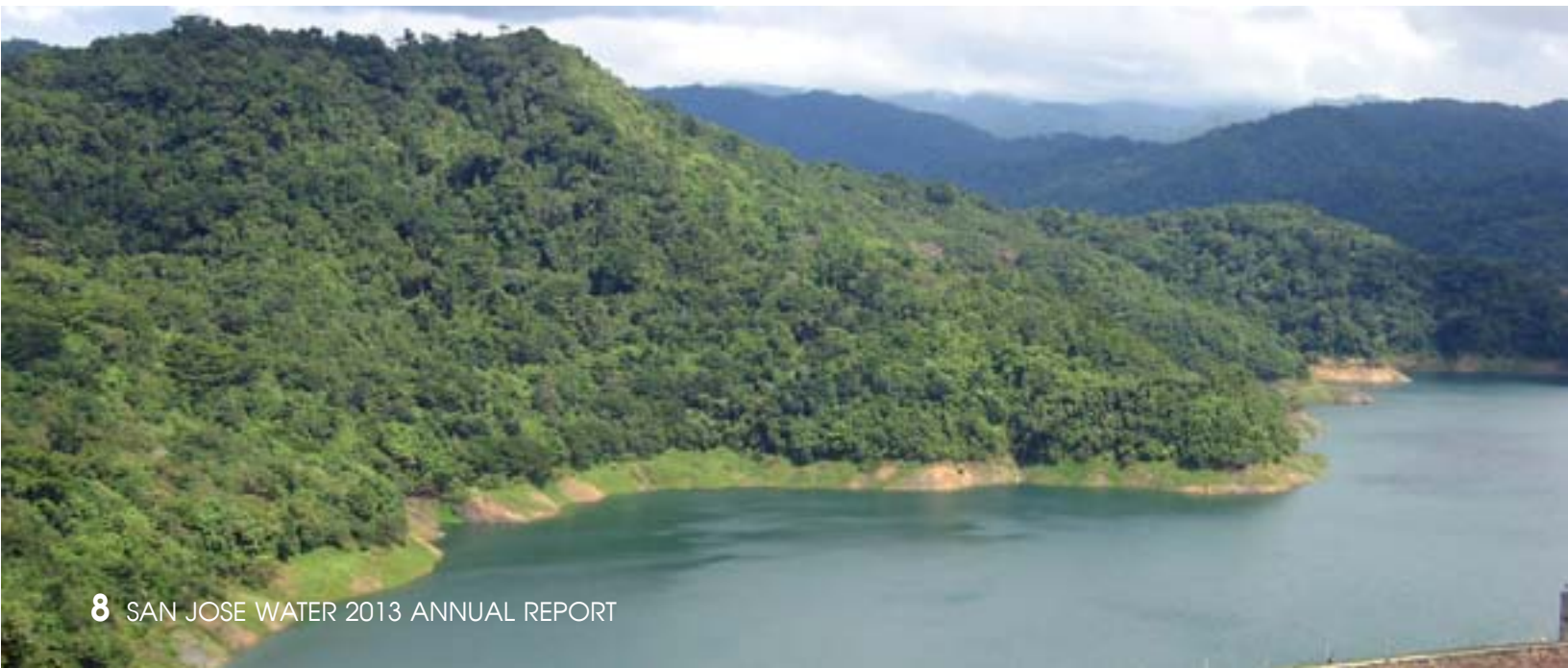
The surface water and groundwater sources of San Jose Water produced a total of 21,799,557 cubic meters of water for the year 2013.

WATER TREATMENT PLANTS

Surface water from Angat River goes straight to San Jose Water's two water treatment plants in Bgy. Minuyan for processing before it is distributed to the concessionaires.

Water Treatment Plant No. 1 (WTP1) was constructed in 1997 under the Comprehensive Water System Improvement Project Phase I, a project funded by the French and the Philippine Governments. It has a maximum production capacity of 20,000 cubic meters per day (cumd).

Meanwhile, WTP2 was completed in 2007 under the Phase II Project which was funded by the Japan Bank for International Cooperation and the Local Water Utilities Administration (LWUA). It has a maximum production capacity of 30,000 cumd.



At WTP1, surface water passes through five water conventional treatment stages: prechlorination, flash mixing/coagulation, flocculation/clarification, sand filtration, and post-chlorination. At WTP 2, water passes similar stages except that the plant uses counter-current dissolved air flotation technology (CoCoDAFF). With CoCoDAFF, flocs do not settle at the bottom of the chamber after coagulation. Instead, they rise to the surface.

RESERVOIRS AND TANKS

Water processed at the treatment plants are stored in San Jose Water's 11 concrete reservoirs and 55 steel tanks located in strategic elevated areas. Water is then fed to the pipelines and distributed to concessionaires through gravity.

SOURCE DEVELOPMENT

With the continued rise in the number of real estate developments in the City of San Jose Del Monte comes an increase in the demand for water service. The present 50,000 cumd allocation from the Angat Dam through the MWSS aqueduct is no longer sufficient and can no longer accommodate requests for water service from new subdivisions.

In 2009, San Jose Water requested for additional 30,000 cumd from MWSS. The said request was endorsed by the City's Liga ng Barangay, the City and Provincial Councils, and the National Housing Authority.

Pending approval of its request for additional 30,000 cumd of water from MWSS, San Jose Water has decided to directly tap Angat River for 15,000 cumd of raw water to augment existing supply for San Jose Water's existing 25,000 concessionaires.

Feasibility studies for the Bulk Water Project which started in 2010 showed results confirming availability of water supply and viability of the project. Thus, on November 2012, San Jose Water started earthmoving works and laying of pipelines for the Project, after the requisite bidding for government projects.

The Project costs Php254M and was completed in 2013. It consisted of approximately 16.8 kilometers of pipelines with a diameter of 400mm, construction of three pumping stations, and two pressure reducing tanks.



Ensuring water quality



A laboratory technician checking chlorine residual at the San Jose Water laboratory

San Jose Water continues to ensure that only water quality of the highest possible quality flows from the tap of its concessionaires. Thus, it strictly adheres to the standards set by the Philippine National Standards for Drinking Water.

Raw water from Angat Dam is made safe and potable before it is distributed to the concessionaires. San Jose Water has two water treatment plants (WTP), both of which are equipped with online monitoring equipment to ensure that chlorine levels remain at recommended dose vis-a-vis the water quality. The treatment plants are also manned by personnel 24 hours a day to monitor both quality and sufficient water production.

Roving operators collect water samples from randomly selected households to ensure that right dosage of chlorine and level of turbidity flows from the tap. Regular flushing of water lines are also done to ensure the cleanliness of water.

Also, water samples from the distribution system were taken monthly to a laboratory accredited by the Department of Health (DOH). Twice in 2013, as in previous years, water from the source was subjected to chemical and physical analysis. Thus far, San Jose Water has not failed to meet the Philippine National Standards for Drinking Water set by the DOH.

WATER SAFETY

To ensure water safety at all times, even during disaster, San Jose Water started the preparation of its Water Safety Plan by holding a Water Safety Plan Training and Workshop last September 2-5, 2013 at Pacific Waves Resort, Lungsod ng San Jose Del Monte. Twenty supervisors of San Jose Water attended the training which was facilitated by the Local Water Utilities Administration (LWUA). Water safety experts from the World Health Organization (WHO) and the Department of Health (DOH) served as resource persons in the seminar. Bocaue Water District and Norzagaray Water District also sent representatives to the seminar.

Non-Revenue Water Reduction

Leaks in the system waste water. Thus, immediate repair is done by San Jose Water to minimize water loss.



San Jose Water seriously took on its Non-Revenue Water Reduction Program three years ago when it created an operations section solely dedicated to non-revenue water reduction.

Subsequently, district metering zones were created to facilitate identification of leak-prone areas. San Jose Water also purchased modern leak detecting equipment to easily locate underground leakage. Leaks that were detected were immediately repaired.

Complementing the technical aspect of the NRW Reduction Program is customers' involvement. San Jose Water encouraged concessionaires to report sightings of water leak from the distribution lines. Token items

such as umbrella, t-shirt, and mugs were given to leak reporters.

More than 5,251 leak reports from concessionaires either through text message, email, or personal information to San Jose Water crew, were received by San Jose Water for the year 2013, all of which were immediately repaired.

Water pilferage, one of the culprits in non-revenue water, was likewise curbed. San Jose Water strictly implemented its policy regarding water theft in accordance with the pertinent provisions of the Provincial Water Utilities Act of 1973 (PD 198) and RA 8041 or the Water Crisis Act of 1995.

With the help of other concessionaires who report incidences of water theft, constant monitoring of water consumption patterns to detect abnormal changes in water use, and regular saturation drives, 414 concessionaires were apprehended for illegal water use for the year 2013.

As a result of the the program, San Jose Water was able to register its lowest non-revenue water at 20.67% on March, 2013. The NRW stood at 24.16% by December 31, 2013.

Pipes and Meter Maintenance

For the year 2013, San Jose Water laid 11,486.70 LM of pipelines under various distribution line extension projects, bringing the total length of pipelines laid to 542.597 LM.

LEAK REPAIRS

A total 5,251 leak repair projects were implemented in 2013, which included repair of leaks reported by customers and leaks detected by technical crew working under the NRW program.

For emergency leak repairs beyond regular working hours, San Jose Water has formed a Quick Response Team (QRT) that may be called upon during the night or during weekends and holidays. The QRT is comprised of selected personnel from the Engineering, Production, and Administrative and Finance Departments who are available 24/7 in case of emergency.

METER MAINTENANCE

San Jose Water ensures that water meters of concessionaires are in good working condition. Every five years, water meters are pulled out under its Meter Maintenance Program, and calibrated in two calibrating centers of San Jose Water. A modest meter maintenance fee is collected every month from the concessionaires on top of the water bill. Also, meters found to have been tampered by concessionaires are also brought to the calibrating centers to ensure that the meter registers the correct water consumption.

In 2013, San Jose Water was able to calibrate 687 water meters.



Service Area and Coverage

The City of San Jose Del Monte, 40 kms north of Manila and characterized by a topography of rolling plains, is largely a resettlement area of the government. Month by month, families from nearby Metro Manila's depressed areas come in droves to settle in government low-cost housing subdivisions. The Sapang Palay Resettlement Project alone has 36 barangays, more than half of the total number of barangays in the city.

As of December 31, 2013, San Jose Water has a total of 82,586 service connections, a far cry from the 200 connections when it started in 1980. Its pipelines traverses all 59 barangays in the city.

Of the total number of service connections, 3,926 were installed in 2013.

Approximately 38,000 or 48% of the total number of San Jose Water's concessionaires are situated in government housing projects namely Sapang Palay Resettlement Area (SPRA), Pabahay 2000, Towerville Resettlement Project, and Liberty Farms Upgrading

Project comprised of Bgys. Gumaoc East, Gumaoc West, and Gumaoc Central. The other 52% are situated in privately-developed subdivisions.

Almost all barangays are served by water processed in the water treatment plant. The only barangay served by groundwater is Bgy. Ciudad Real as distribution lines from the treatment plant cannot be interconnected with the water distribution system in the barangay due to legal and technical constraints.

Meanwhile, San Jose Water disconnected an average of 13,680 service connections in 2013. Of this number, 99% was due to non-payment of water bill on due date. The rest were voluntary requests for temporary disconnection.

For more cost-effective operations, San Jose Water pilot tested the services of a third party to perform meter reading services.

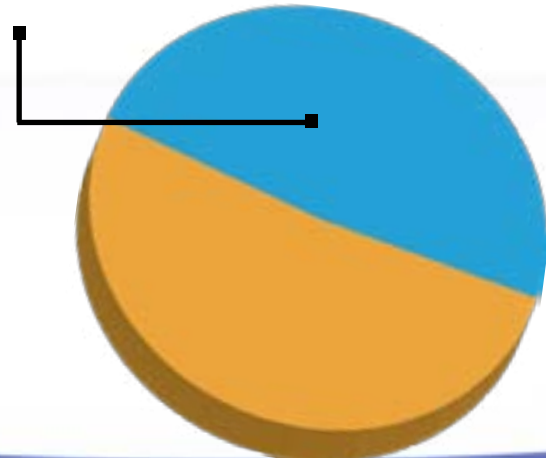
Figure 4. Barangays Covered

100% or all 59 barangays are served by San Jose Water



Figure 5: Concessionaires in housing projects

48% of the concessionaires live in government low-cost housing projects



Collection efficiency

San Jose Water stepped up its collection efforts and posted 93% collection efficiency in 2013.

The offices of San Jose Water in Bgy. Minuyan, in Francisco Homes, and in Sarmiento Homes accept payment of water bills from Monday to Friday, 7:00 AM to 5:00 PM. The collection office in Bgy. Poblacion accepts payment only during designated dates.

San Jose Water has a “No lunch break policy”, both for its collection and customer service windows.

A special lane is dedicated in all offices of San Jose Water for senior citizens, pregnant, and persons with disabilities who are paying their bills. This is in compliance with the provisions of RA 9994 (Expanded Senior Citizens Act of 2010 and the Magna Carta for Disabled Persons). In the regular lanes, priority is given to concessionaires with babies or toddlers.

For added convenience of customers, the waiting area at the main office has an airconditioning unit and

television set while several electric fans are posted at the other collection offices.

COLLECTION AGENTS

To bring its service closer to its customers, San Jose Water partnered with CIS Bayad Center for collection of water bills. The agreement became effective last February, 2012. With the partnership, concessionaires may pay their current water bills before the due date at any branch of Bayad Centers nationwide for a minimal service fee.

Data for 2013 reveal that majority of the concessionaires prefer to pay in San Jose Water offices, as only around 14% opted to pay in Bayad Center.

METER READING

To bring its service closer to its customers, San Jose Water partnered with CIS Bayad Center for collection of water bills. The agreement became effective last February, 2012.

Figure 6. Collection Efficiency

93.04% of water bills were collected in 2013

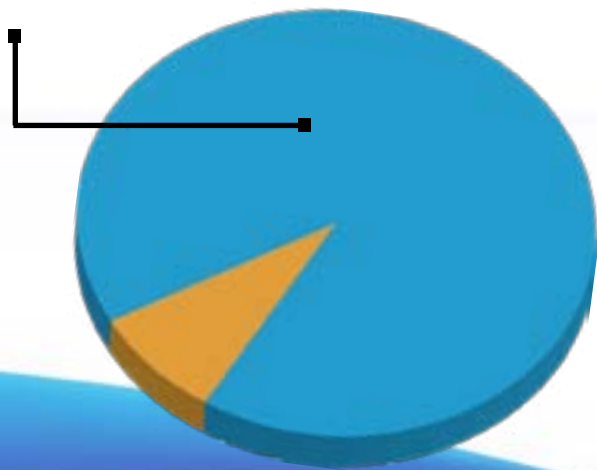
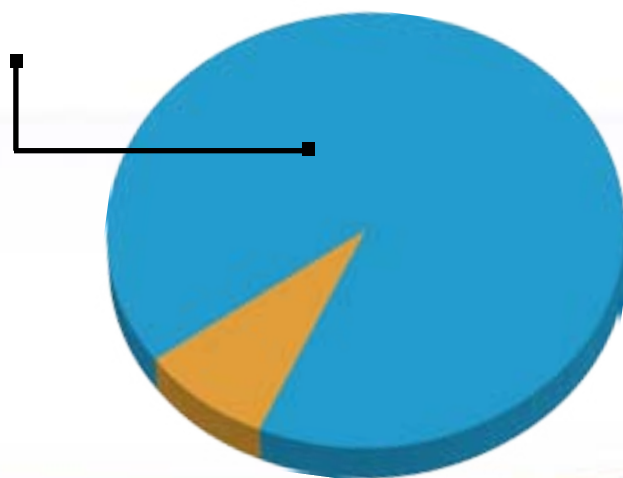


Figure 7. Payment Preference

86% of concessionaires prefer to pay in San Jose Water offices



Logistics and Personnel Support

San Jose Water has 238 employees, making San Jose Water one of the biggest employers in the City of San Jose Del Monte. Of the 238, nine were hired in 2013, and 5 are on job order basis. Twenty-three employees were promoted for the year.

San Jose Water's employee to service connection ratio is 1:270. The industry average set by LWUA is 1:100.

Thirteen trainings and seminars were attended by employees from San Jose Water's various departments in 2013. These trainings include sewerage project implementation, industrial hygiene, hydraulic network modelling, tellering, work environment measurement, and water district categorization.

LEAVE AND BENEFITS ADMINISTRATION

San Jose Water grants each employee 15 days of vacation leave, 15 days of sick leave, and 3 days of special privilege leave every year in accordance with CSC rules. A mandatory vacation leave of five days is imposed every year upon each employee so that employees may be able to take a break from the daily grinds of work.

Monetization of leave credits is strongly discouraged and stringent evaluation is done before requests for monetization is approved.

A maternity leave of 30 days (for normal delivery) and 45 days (for Caeasian delivery) are granted to female employees while a paternity leave of 7 days is granted to male employees, subject to existing rules. A non-cumulative parental leave of not more than 7 days is granted to solo parent employees

subject to conditions set by PA 8972 or the Solo Parent Act. Likewise, in adherence to RA 9710, and CSC Resolution No. 1000432, San Jose Water grants special leave benefits of up to a maximum period of 2 months per year for female employees who undergo surgery due to gynecological disorder. Meanwhile, a study leave is granted subject to conditions imposed by the CSC.

Social security benefits of employees are also taken care of by regular remittance of premiums to the GSIS, PhilHealth, and Pag-Ibig Fund.

TRANSPORTATION MANAGEMENT

San Jose Water reduced its vehicle maintenance expenses by opting to rent service vehicles to transport staff and crew to different project sites and offices. Of the 20 SUVs, only 5 are company owned. Apart from the SUVs, San Jose Water has 22 motorcycles which are used by its roving personnel who monitor water quality. San Jose Water also rents 11 tricycles utilized by its engineering crew.

PROCUREMENT AND SUPPLIES MANAGEMENT

The San Jose Water stock room houses various office supplies, pipes and fittings, water meters and other materials and equipment for ready disposal or dispatch upon duly approved requests.

In 2013, San Jose Water processed 1,065 purchase requisitions and 866 repair/service requests, issued 1,352 Property Accountability Receipts and 14,786 stock requisitions, received 1,973 returned materials, and undertook bimonthly inventory of materials and supplies and annual inventory of tools, and equipment.

Public Relations and Corporate Citizenship

PUBLICATIONS

San Jose Water continued to publish its two in-house publications - Tubig San Joseño, a magazine-type publication primarily for employees and select government offices, and Tubig San Joseño Isyu Para sa Konsesyonaryo, a newsletter published for distribution to concessionaires, local government officials, schools, provincial government offices, and other water districts.

The two publications were awarded Second Place in the 2013 Best Publications Award, both in the magazine and newsletter categories, by the Philippine Association of Water Districts, Inc. (PAWD).

San Jose Water publishes 500 copies of the magazine and 10,000 copies of the newsletter on a quarterly basis.

CORPORATE VIDEO

San Jose Water updated its 17-minute corporate video for service applicants and visitors. The video narrates the history of the San Jose Water, its mission, water sources, treatment processes, and policies and procedures concerning service connections.

Several water districts who have seen the video requested a copy so that they can replicate the same in their own water district.

CORPORATE BROCHURE

As a supplement to the corporate video, the corporate brochure was likewise updated. 5000 copies of the brochure was printed for the year.

NEWS RELEASES

News on the activities and projects of San Jose Water were released to national broadsheets as well as sector publications. Bulletin boards for concessionaires and employees in all offices of San Jose Water were also regularly updated.

ORATORICAL AND POSTER MAKING CONTEST

True to its advocacy of promoting environmental awareness among the youth, San Jose Water continued to hold its annual Oratorical and Poster Making Contest, this time with oratorical contestants delivering the piece in the Filipino. Thirty nine public and private secondary schools in the city participated in the contest.

The contest aims to increase awareness among the youth regarding protection and preservation of water resources and to involve them in the effort to protect and preserve the environment.

PLANT VISITS

The water treatment plant of San Jose Water is open to students, government agencies and other legitimate organizations wanting to observe and learn how raw water is transformed into safe and potable water before being distributed to thousands of households.

During the plant visits, staff from the Public Information Office and the Production Department take turns in briefing the visitors about the history, mandate, and treatment processes of San Jose Water.

For the year 2013, a total of 180 visitors came to learn about the treatment process. Of the 180, 71% are engineering students from Metro Manila schools.

Public Relations and Corporate Citizenship

TUBIG PARA SA BATANG SAN JOSEÑO PROJECT

To help the local government provide a conducive learning environment to the students of the city's public schools and help the parents in nourishing their children, San Jose Water donates drinking water stations to public schools in the city. San Jose Water started the project, dubbed as Tubig para sa Batang Pinoy Project, in 2004 and has since then benefited 19 public schools and approximately 45,000 public school students in the city.



Drinking water station at Marangal ES

TAWID-UHAW PROJECT

The Tawid-Uhaw Project (TUP) project started in mid-1990's as San Jose Water's response to the need for drinking water by communities that are either too far from the distribution lines of San Jose Water or have a problem on right of way.

Of more than 100 TUP structures, only two are now operational as most of the beneficiary communities already have individual service connections.



Tawid Uhaw Project at Sitio Complex

BLOOD-LETTING DRIVE

Every year since 2004, San Jose Water partners with National Kidney and Transplant Institute for a bloodletting drive among employees and their relatives. Since then, San Jose Water was able to donate a total of 1,401 ml of blood to NKTI. For 2013, San Jose Water conducted blood drive twice where more than 98 bags containing 100 ml to 250 ml were donated by San Jose Water employees to NKTI.



2013 Blood Letting Drive

Public Relations and Corporate Citizenship

SUMMER JOB PROGRAM

On its fifth year of implementation, the Summer Job Program (SJP) gave thirteen college students the chance to work for two months with San Jose Water. These students are either children of employees or concessionaires who passed the qualification standards set by San Jose Water.

Since it started in 2006, a total of 185 students benefited from the program.



GM Lory briefing the students under the SJP

DONATION DRIVE FOR VICTIMS OF TYPHOONS

Disaster-wise, 2013 will be remembered for the destruction wrought by Typhoon Yolanda and the magnitude 7.2 earthquake in the Visayas region where both claimed thousands of lives and millions of economic losses. As a gesture of help and support to the victims, San Jose Water opted for a simpler celebration of its annual Christmas party and donated P100,000.00 from its Christmas party budget to the victims. The financial aid was sent through the Philippine Association of Water Districts, Inc. (PAWD). In addition, San Jose Water employees donated a total of P50,000.00, also through PAWD, from their own personal funds.

San Jose Water also sent 2,000 bottles of 500 ml drinking water to Tacloban, Leyte through the Armed Forces of the Philippines Reserve Command. San Jose Water is affiliated with the AFPResCom and is known as the 502nd Water Service Company.

Earlier in October, San Jose Water through the Bulacan Association of Water Districts, donated P10,000.00 to Clarin Water District for the immediate rehabilitation of the latter's waterlines which suffered heavy damage during the earthquake.



Financial Highlights

CONVERSION TO NGAS

San Jose Water continued the shift from the existing accounting system using the LWUA-prescribed Commercial Practices System (CPS) to the National Government Accounting System (NGAS) which is prescribed by the Commission on Audit. More than 95% had been converted to the NGAS, with full conversion expected to be completed in 2013.

INCOME

San Jose Water posted an income of PhP 576,442,926.39 for the year 2013. Of this figure, revenue from water sales comprise 93.20% while income from other sources make up the remaining 7.6%.

Figure 8. Budget appropriation, 2012

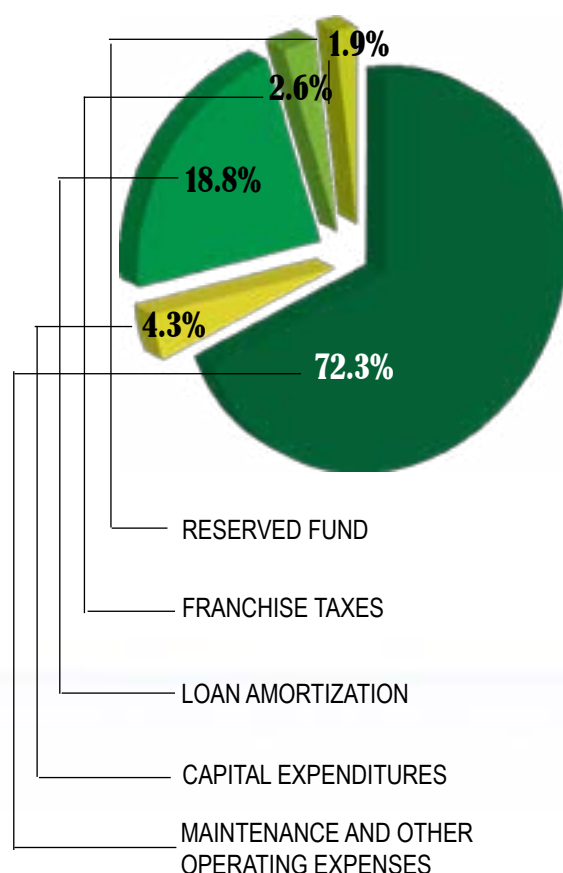
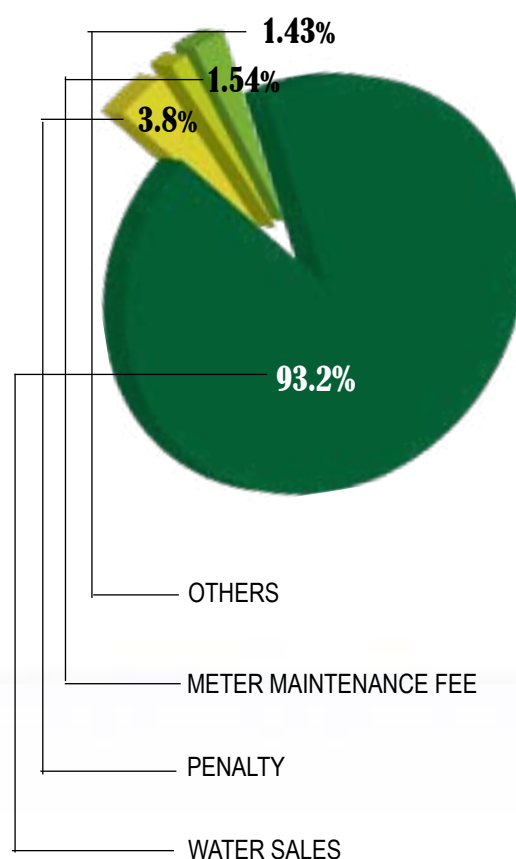


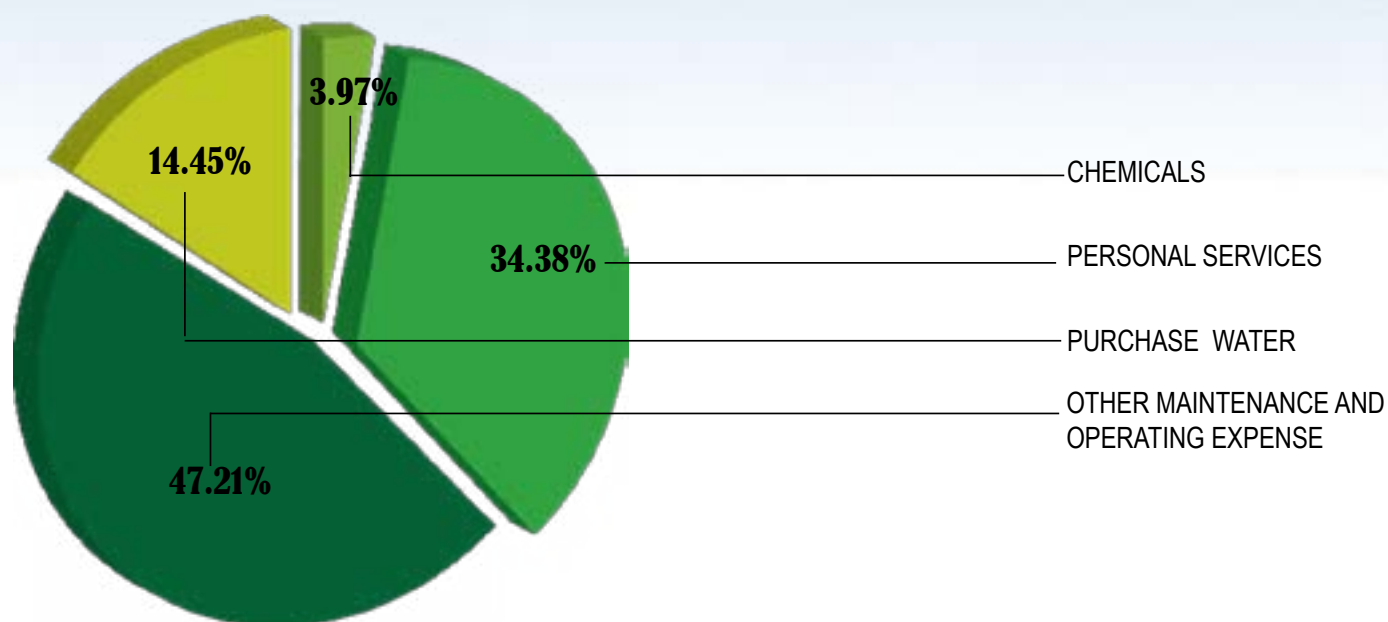
Figure 9. Components of Income



MAINTENANCE AND OPERATING EXPENSES (MOOE)

Chemicals took the smallest slice of the total maintenance and operating expenses at 3.97% for 2013. The biggest slice at 47.21% went to Other MOOE including power and fuel and pipeline rehabilitation expenses..

Figure 9. Components of MOOE



Organizational structure

BOARD OF DIRECTORS

The policy-making body of San Jose Water is the Board of Directors who represent various sectors. They are appointed by the local chief executive to a renewable term of six years.

OFFICE OF THE GENERAL MANAGER

The Office of the General Manager is responsible for developing the short, medium and long-term plans of the agency, including fund sourcing strategies. It is where all the instructions for the implementation of policies emanate, and where the agency's operation is directed and controlled.

PRODUCTION AND DISTRIBUTION DEPT.

The Production Department is responsible for water production, storage and distribution. It also ensures water quality and conducts studies on new treatment methods to keep up with the trend of modern technology.

ENGINEERING DEPT.

The Engineering Department develops, plans, recommends, and implements all construction and maintenance works. It coordinates with local governments and non-government agencies, including local and foreign consultants, as may required for project design, planning and implementation.

COMMERCIAL DEPT.

The Commercial Department is responsible for marketing the services of the agency, takes care of customer needs and complaints, and collects payment for water supply service.

ADMINISTRATIVE AND FINANCE DEPT.

The Administrative and Finance Department is responsible for the formulation, development, and implementation of policies relating to human resources, property and supply, general services, budgeting, accounting and cash management.



Game Plan for 2014: Septage management for better water quality

San Jose Water is keen on implementing its comprehensive septage management project for the City of San Jose Del Monte. This is after City Ordinance No. 2012-48-11 establishing a septage management program for the city was signed by Mayor Reynaldo S. San Pedro last December 4, 2012.

The passage of the ordinance is in compliance with the requirement of Clean Water Act of 2004 which requires LGUs to provide an enabling environment for septage management to preserve the integrity of water resources, ensure water quality and promote public health. The said law also directs LGUs to share the responsibility of septage management with other agencies. Meanwhile, the Provincial Water Utilities Act of 1973 or PD 198 mandates water districts to establish sewerage and septage systems within their service area.

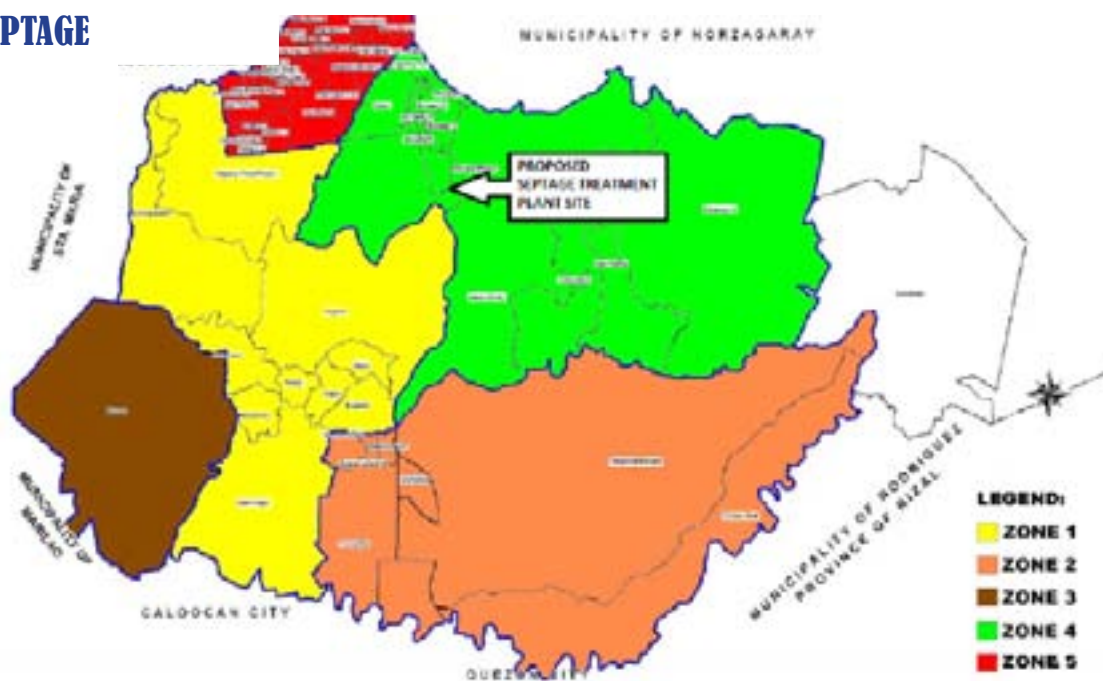
“We have almost 100% service coverage in terms of water service and it is high time for us to give attention to an equally imperative duty of providing sanitation services to the San Joseños. After all, water and sanitation should always go hand in hand.” - GM Lory Limcolioc

The ordinance authorizes the San Jose Del Monte City Water District to collect and haul septage from domestic, commercial and industrial establishments in the city, construct a septage treatment facility, and collect septage service fee for the desludging of septic tanks, treatment, and disposal of septage according to prevailing environmental standards. The City ordinance also requires residents and commercial/industrial establishments to desludge their septic tanks every five years under pain of penalty. Exempted from the coverage of the ordinance or businesses that have operational onsite wastewater treatment facilities approved by the City Environment and Natural Resources Officer (CENRO).

Among other agencies in the city, Mayor San Pedro acknowledged that San Jose Water is the most capable to operate and manage septage collection, treatment, and disposal. Aside from its thirty-three years of experience as a water service provider that is recognized as one of the largest and most progressive in the country, its customer base of more than 82,000 households already ensures an efficient septage and environmental fee collection system necessary for the sustenance and management of the program.

In compliance with Clean Water Act and pursuant to the authority granted by the Ordinance, San Jose Water started the preparation for the implementation of the Comprehensive Septage Management for the City. It purchased acquired more than 11,000 sqm of land which will be used as site for San Jose Water's Septage Treatment facility.

SAN JOSE WATER SEPTAGE COLLECTION AREA



**OUR LIFE.
OUR EARTH.
BOTH ARE
IN YOUR HANDS.**

Saving water
means more than
saving water.
It means
saving life,
saving Earth.



*Do your part.
Be water smart.*

**SAN JOSE
WATER**
SAN JOSE DEL MONTE CITY
WATER DISTRICT

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