

A large, dynamic splash of water in shades of blue, with many droplets and bubbles, filling the upper half of the page.

SAN JOSE
WATER

SAN JOSE DEL MONTE CITY
WATER DISTRICT



2015 Annual Report



SAN JOSE DEL MONTE CITY WATER DISTRICT

Road 1, Brgy. Minuyan, Sapang Palay, CSJDM, Bulacan

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To our stakeholders

We are pleased to report that this year saw further financial and service progress. By the end of the year, we have almost breached the 100,000-service connection mark, keeping us in our position as one of the biggest water districts and part of the industry standard in the country.

From this strong position, 2015's highpoints were numerous - from increasing the number of service connections to finding new ways to bring better service to our customers to keeping in touch with the community we serve.

“San Jose Waters continued success owes a great deal to the outstanding efforts of its very talented workforce, and we thank everyone for their dedication and commitment to serve the San Joseños.”



Our appetite to expand water service has not waned. We actively participated in the discussions regarding the Bulacan Bulk Water Project which we anticipate to give us sufficient water supply to serve the city's rapidly growing population in the next 20 years.

We started the improvement of the systems and facilities in our own Angat Bulk Water Project to augment current water supply. Also, we began internal discussions and formed the technical team that would do the groundwork for the Comprehensive Water Supply System Improvement Project Phase III which will entail the construction of another water treatment plant for the additional 30,000 cumd of raw water granted to us by the MWSS in 2014.

The year 2015 was also notable for the start of our newest service - septage management and collection. While we inaugurated the newly-constructed septage treatment plant last July 22, 2015 during our 35th founding anniversary celebration, the septage collection and treatment process actually started in April 1, 2015. By the end of 2015, we have desludged 2544 septic tanks and treated a total of 3626 cum of septage. The fully-mechanized septage treatment plant has a capacity of 60 cmd.

San Jose Water's continued success owes a great deal to the outstanding efforts of its very talented workforce, and we thank everyone for their dedication and commitment to serve the San Joseños.

Our story is about a water district which started small that got big and with all stakeholders, San Jose Water's future is as exciting as it has ever been.

Indeed, the best is yet to come.



GM LORY LIMCOLIOC



CH. ROMY DE JESUS

About Us

BRIEF HISTORY

The San Jose del Monte City Water District (San Jose Water) 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.

San Jose Water is a Category A water district.

From a struggling potable water supply provider beset with problem typical of small water districts such as water turbidity and scarcity, San Jose Water was able to steer itself to be one of the largest water districts in the Philippines.

Due to the shortage of funds, poor water quality and only 200 service connections carried over from the old municipal waterworks system it replaced, San Jose Water was met with challenges financially and technically in its initial years of service.

As stop-gap measure and to appease the growing discontent of the customers, it implemented

the Tawid Uhaw Project in the early 90's – structures made up of two communal metered faucets funded by the local government and civic organizations.

WATER SOURCE

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).

As of December 31, 2015, San Jose Water has a total allocation of 80,000 cubic meters of raw water per day from the MWSS.

However, only 50,000 cumd is readily available for withdrawal by San Jose Water. The facility that will receive and treat the allocation of 30,000 which was granted in 2014 is still for construction.

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



MAJOR PROJECTS

SYSTEM IMPROVEMENT PROJECTS

In 1995, San Jose Water was able to secure approval for the implementation of the Comprehensive Water Supply Improvement Project Phase I, a project bilaterally funded by the French and Philippine governments. Under this project, the P154-Million modern Water Treatment Plant was completed and inaugurated at Bgy. Minuyan in 1997. This treatment plant serves mostly the Sapang Palay Resettlement Area and processes 20,000 cubic meters of raw water per day from the Angat River.

The second phase of the project started in 2003 and was completed in early 2006. Worth P652 Million, the project was funded by the Japan Bank for International Cooperation. It consisted of the construction of an additional water treatment plant (WTP-2), capable of processing 30,000 cubic meters of raw water per day from the Angat-Umiray Transbasin Project, and laying

of more than 40 kilometers of pipeline.

COMPREHENSIVE SEPTAGE MANAGEMENT PROJECT

San Jose Water is now in the first year of septage collection, treatment and effluent disposal under its Comprehensive Septage Management Project. The Project is being implement pursuant to City Ordinance No. 2012-48-11. The ordinance authorizes San Jose Water to collect, treat, and dispose septage in accordance with prevailing environmental standards.

The project and the ordinance is in compliance with various laws, foremost of which is RA 9275 or the Clean Water Act of 2004 which mandates local government units to enact an ordinance imposing a service fee system to meet the necessary expenses for the operation and maintenance of sewerage/septage management facility within their territorial jurisdiction.

The Clean Water Act also defines the role of water districts, pursuant to PD 198 and other laws. PD 198, or the Provincial Water Utilities Act of



1973, empowers water districts to operate water supply systems, wastewater collection, treatment and disposal facilities, and to prescribe and collect rates for sewer services.

SERVICE CONNECTIONS

As of December 31, 2015 San Jose Water serves 59 out of the city's 59 barangays. It brings safe and potable water to 99,400 households in the city, equivalent to more than 500,000 people or roughly 60% of the city's population. It expects to cover 80% of the city by 2016. 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.

WATER QUALITY

San Jose Water guarantees that the water it serves conforms to the standards prescribed by the Philippine National Standards for Drinking Water.

Surface water from Angat Dam is processed at San Jose Water's two water treatment plants, both of which are fitted with modern technology and equipment, to treat a total of 50,000 m³ of water per day.

In areas where groundwater is used, deepwells with depth ranging from 600-700 feet are drilled and water produced from underground is disinfected using modern chlorination equipment that runs simultaneously with the pump.

San Jose Water also conducts hourly collection of water samples from randomly selected concessionaires for turbidity and chlorine residual testing. Its treatment plants have an online chlorine residual monitoring system. Once a month, water samples are submitted to DOH-accredited laboratories for bacteriological testing. Water sample is also collected at source twice a year for physical and chemical analysis.

San Jose Water also partnered with Korean Water Resources Corporation, the leading water provider in South Korea, to further improve the water quality served by San Jose Water to its concessionaires.

In compliance with LWUA Memo Circular No. 010.14 dated December 1, 2014 and Administrative Order 2014-0027 dated September 4, 2014 issued by the Department of Health, San Jose Water completed the draft of its Water Safety Plan and was submitted to LWUA before the end of 2015 for its review and approval.

ACCOMPLISHMENTS

The past 35 years witnessed the steady growth of San Jose Water in terms of number of connections, better facilities, and a larger workforce.

More than these statistics, economic development in the city is largely attributed to the existence of a reliable water system that not only provides safe and potable water twenty-four hours a day to residents, business establishments and other industries but also:

- ❖ Increased land value and employment associated with development brought about by immediate access to safe and potable water;
- ❖ Reduced incidence of waterborne and water-related diseases and improved health and sanitation conditions in its service areas;
- ❖ Reduced damages resulting from fire; and
- ❖ Heightened the people's trust in the government in delivering basic service

The Corporate Structure

San Jose Water brings safe and potable water to our customers through the skills and energy of its people, from the policy-makers to the ordinary employees.

At the top of the corporate structure is the Board of Directors who shape the policies of San Jose Water. The Board members of San Jose Water come from different sectors of society - the academe, professional, women, business, and civic sectors. They are appointed by the local chief executive to a renewable six-year term from the list of nominees submitted by the concerned sector organizations.

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



From left to right - Seated: Dir. Nida Nicolas and Dir. Guillerma Reyes. Standing: GM Loreto G. Limcolioc, Vice Chairman Enrique Delos Santos, Dir. Felipe M. Policarpio, Jr., and Chairman Romy De Jesus.

BOARD OF DIRECTORS

ROMEO A. DE JESUS

*Representing Professional Sector
Chairman*

ENRIQUE A. DELOS SANTOS

*Representing Education Sector
Vice Chairman*

GUILLERMA S. REYES

*Representing Women Sector
Secretary*

FELIPE M. POLICARPIO, JR.

*Representing Civic Sector
Member*

NIDA B. NICOLAS

*Representing Business Sector
Member*

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

Performance Highlights



01

Our number of service connections rose to 99,400, from last year's 88,896.



02

We are one of the few water districts that were given the Best Performer rating for the grant of the Performance-Based Bonus to government employees.



03

We completed the construction of our 60-cmd fully mechanized septage treatment plant and immediately started septage collection and treatment.



04

We lowered the NRW to 27.64%.



05

We completed the Water Safety Plan in compliance with directives from the Local Water Utilities Administration and the Department of Health.

Water Production

WATER TREATMENT PLANTS

Surface water from Angat River goes straight to San Jose Water's two water treatment plants in Brgy. 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 jointly 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

WTP2, 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

Comprehensive Water Supply System Project - Phase III

To address the growing water demand of the city, San Jose Water started the initial studies for the implementation of Comprehensive Water Supply System Project - Phase III which consists, among others, of the design and construction of the Water Treatment Plant No. 3 (WTP3). The third treatment plant will process the additional 30,000 cumd of raw water granted by the MWSS in 2014.

In preparation for the implementation of Phase III Project, San Jose Water implemented a tapping and interconnection works where a 600mm diameter pipeline was laid in anticipation of the construction of WTP3. The project costs more than P3 Million.

Bulacan Bulk Water Supply Project

San Jose Water actively participated in various meetings and discussions for the Bulacan Bulk Water Supply Project. The project is expected to provide treated bulk water to various water districts (WDs) of Bulacan. Once implemented, the Project will help

San Jose Water meet its increasing water demand of consumers, expand its current service area coverage and increase the number of households served.

MWSS, the lead agency for the project issued the Notice of Award to the winning bidder last December 2015.

The Memorandum of Agreement between the Bulacan water districts, MWSS, and the winning bidder is expected to be signed in January 2016.

Under the Project, the winning bidder will undertake the financing, detailed design and construction, and maintenance of conveyance facilities, treatment facilities and water source. The project will include the construction of various components, such as water source/s, aqueduct interconnection, intake and lift station for raw water abstraction, water treatment plant, including sludge treatment facility, and raw and treated water conveyance facilities complete with necessary appurtenances.



Signing of the Memorandum of Understanding between MWSS, San Jose Water and LWUA, committing to source San Jose Water's volume requirement from the BBWSP. From left to right, MWSS Administrator Gerry Essquivel, San Jose Water GM Lory Limcolio, and LWUA Administrator Andres Ibarra.

Water Quality

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 were 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).

For the year 2015, San Jose Water sent 863 samples to DOH-accredited laboratories for bacteriological testing, and 13 samples for physical and chemical testing.

Thus far, San Jose Water has not failed to meet the Philippine National Standards for Drinking Water set by the DOH.

WATER SAFETY PLAN

As mandated by the Department of Health's Administrative Order 2014-0027 which declares the development and implementation of Water Safety Plan (WSP) by all drinking-water service providers and as required by the Local Water Utilities Administration Memorandum Circular No. 010.14, San Jose Water submitted to LWUA its water safety plan by December, 2015

The team underwent rigorous training, workshops, and walkthroughs to identify and assess the hazards and risks that may jeopardize the quality of water being delivered to concessionaires.

The WSP was crafted and developed by a team composed of representatives from the agency's various departments. The plan defines measures to effectively monitor safety of drinking water supply from the catchment to San Jose Water's concessionaires. It also aims to protect water sources, water treatment plants, pumps and reservoirs from risks that will endanger the quality of water being delivered. The plan covers San Jose Water's water supply and distribution systems in Water Treatment Plants No. 1 and 2, the eleven (11) deep well (ground water) stations and the Angat Bulk Water Supply System.

The WSP complements the Crisis Management Plan which was developed by San Jose Water in 2013. This crisis management plan of San Jose Water aims to ensure, in emergency and disaster situations, the least possible impact on water supply and San Jose Water's public image.

Access to safe and potable water

SERVICE AREA

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 since the early 70's.

Month by month, families from depressed areas in nearby Metro Manila 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.

San Jose Water's pipelines traverses all barangays of the city. For the year 2015, San Jose Water laid 5,324.80 LM of pipelines under various distribution line extension projects, bringing the total length of pipelines laid to 591,677.70 LM.

CONNECTIONS

As of December 31, 2015, San Jose Water has a total of 99,400 service connections, translating to a population of approximately 457,932.

With the city's abnormal population growth rate due to the mushrooming of resettlement projects, this number represents only 60% of the city's population.

Of the total number of service connections, 4,288 were installed in 2015.

Approximately 41,000 or 46% of the total number of San Jose Water's connections are situated in government housing projects namely Sapang Palay Resettlement Project (SPRP), Pabahay 2000, Towerville Resettlement Project, and Liberty Farms Upgrading Project comprised of Bgys. Gumaoc East, Gumaoc West, and Gumaoc Central. The water system of San Jose Del Monte Heights, another government housing project with approximately 4,000 households, was turned over to San Jose Water in 2014.

HOURS OF SERVICE

San Jose Water takes pride in providing round the clock water service to 95.4 % of its service area. The remaining 4.6% are connections situated in the highest point of the distribution system and experiences water interruption at an average of two hours a day due to low water pressure, especially during peak hours.

DISCONNECTIONS

San Jose Water disconnected an average of 1,255 service connections per month for 2015. 97% of the disconnections were due to non-payment of water bill on due date while the remaining 3% were voluntary requests for temporary disconnection.

NRW Reduction

Reducing Non-Revenue Water (NRW) is a major thrust of San Jose Water, with the Production Department and the Engineering Department taking the lead role to meet the desired result.

An NRW section primarily tasked to reduce was created four years ago. 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.

As a result of vigorous campaign to reduce NRW, San Jose Water registered 27.64% non-revenue water as of November 2015. The industry average for NRW is 30%.

LEAK DETECTION AND REPAIR

Complementing the technical aspect of the NRW Reduction Program is customers' involvement. San Jose Water continued its vigorous campaign for leak reporting and encouraged concessionaires to report sightings of water leak from the distribution lines by giving token items such as umbrella, t-shirt, and mugs to leak reporters.

Approximately 4,557 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 2015. 91.83% of the reported leaks required minor repairs, while only 8.17% required major repair.

For leak repairs beyond the working hours, San Jose Water has 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.

WATER PILFERAGE

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 reported incidences of water theft, 327 concessionaires were apprehended for illegal water use for the year 2015. The highest penalty meted by San Jose Water was P62,387.55 for meter tampering.

Water theft is likewise detected by San Jose Water through constant monitoring of water consumption patterns to detect abnormal changes in water use, and through the conduct of regular saturation drives.

METER MAINTENANCE

To ensure that water production and distribution is accurately monitored and NRW is accurately reflected, water meters are pulled out and calibrated under San Jose Water's Meter Maintenance Program. A modest meter maintenance fee is collected every month from the concessionaires on top of the water bill.

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 2015, San Jose Water was able to calibrate 9,259 water meters under the Meter Maintenance Program.



327

number of concessionaires
apprehended for illegal
water use in 2015



P62,387.55

highest penalty meted in
2015 for illegal connection



9,259

meters calibrated in 2015



1,255

average disconnection per
month in 2015

Collection efficiency

San Jose Water stepped up its collection efforts and posted 89.25% collection efficiency in 2015.

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.

The special lane 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.

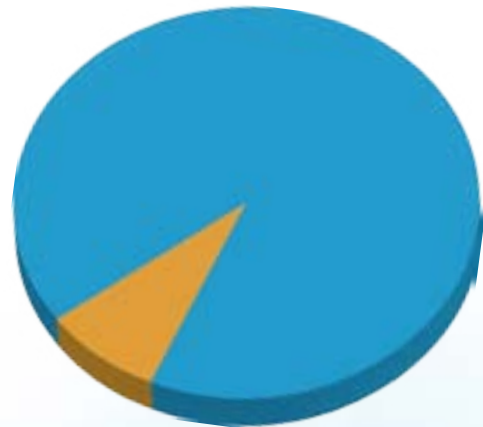
COLLECTION OFFICES

San Jose Water accepts payment for water bill in its main office in Road 1, Brgy., Minuyan, in its extension office in Francisco Homes, and in its collection office in Sarmiento Homes. These offices accept payment of water bills from Monday to Friday, 7:00 AM to 5:00 PM.

Another collection office, situated in Bgy. Poblacion accepts payment only during designated dates.

Figure 1. Collection Efficiency

89.25% of water bills was collected in 2015



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 2015 reveal that majority of the concessionaires prefer to pay in San Jose Water offices, as only around 14% opted to pay in Bayad Center.

Logistics and Personnel Support

As of December 31, 2015, San Jose Water has 260 employees, making the agency one of the biggest employers in the City of San Jose Del Monte. Of the 260, 13 were hired in 2015, and 14 are on job order basis. 41 employees were promoted for the year.

Employee to service connection ratio is 1:310. The industry average set by LWUA is 1:100.

260 employees attended by employees from various departments in 2015.

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 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.

For the year 2015, San Jose Water processed and approved 6,455 various leave requests.

While vacation and sick leaves are cumulative and many employees have earned hundreds of days of leave credits, monetization is strongly discouraged and stringent evaluation is done

before requests for monetization is approved. 19 requests for leave monetization was approved in 2015.

Monetary benefits authorized by law were enjoyed by all employees and released on time, including 13th month pay, Productivity Incentive Bonus, and Performance Based Bonus.

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 24 SUVs, only 5 are company owned. It also rents 11 tricycles, usually utilized by its engineering crew. Apart from the SUVs, San Jose Water has 15 motorcycles which are used by its roving personnel who monitor water quality.

PROCUREMENT AND SUPPLIES MANAGEMENT

In 2015, San Jose Water processed 687 purchase requisitions, 260 repairs and service requests, issued 1,736 Property Accountability Receipts and 15,074 stock requisitions, received 1,780 returned materials, and undertook quarterly inventory of materials and supplies and annual inventory of tools, and equipment.

Compliance with Results-Based Performance System

San Jose Water dutifully complied with the parameters set by the AO 25 Inreragency Task Force for the Results-Based Performance Management System (RBPMS).

The RBPMS is a single performance management system for the whole of the Executive Branch, in place of the multiple and disparate performance management systems that are currently being implemented. This seeks to rationalize, harmonize, streamline, simplify, integrate, and unify the performance management systems and activities of oversight government agencies .

The RBPMS consists of a set of comprehensive performance indicators that will cut across societal and sectoral performance, down to organizational and individual performance with reference to the Five KRAs under EO 43, the Results Matrix, and the Organizational Performance Indicators Framework.

Within each Department/Agency, attached bureaus and agencies was force-ranked according to four categories:

- Best Bureaus (top 10 percent of ranked bureaus);

- Better Bureaus (next 25 percent),
- Good Bureaus (remaining 50 to 65 percent), and
- Poor Bureaus (bureaus that failed to accomplish 90 percent of their targets).

Under this ranking system, San Jose Water placed in the Best Bureaus. Employees were ranked based on their performance and corresponding bonuses were released to the employees based on their respective performance rank.

TRANSPARENCY SEAL

San Jose Water's compliance with RBPMS is closely linked to its compliance to Section 93 of the General Appropriations Act of FY2012 and National Budget Circular 542, issued by the Department of Budget and Management requiring governmentr offices to maintain and update a transparency seal on its website.

Since 2012, San Jose Water has been maintaining its website. In 2014, San Jose Water incorporated the Transparency Seal to the website as required by the DBM.

The transparency seal of San Jose Water

contains the following information as required:

- (i) the agency's mandates and functions, names of its officials with their position and designation, and contact information;
- (ii) annual reports
- (iii) approved budgets and corresponding targets
- (iv) major programs and projects categorized in accordance with the five key results areas under E.O. No. 43, s. 2011;
- (v) program/projects beneficiaries as identified in the applicable special provisions;
- (vi) status of implementation and program/project evaluation and/or assessment reports; and
- (vii) annual procurement plan, contracts awarded and the name of contractors/suppliers/consultants.

The Transparency Seal also links certification from PhilGEPS on San Jose Water's compliance with the required posting of procurement requirements to PhilGEPS website.

Also linked to the seal is the certification from the Office of the Ombudsman on San Jose Water's Compliance with the submission of the Annual Statement of Assets, Liabilities and Net Worth of all its employees and officers.

The agency's Water Safety Plan and Treatment Plant Operations Manual are also linked to the seal.

Meanwhile, San Jose Water started to coordinate with the compliance with the

Department of Science and Technology – Information and Communications Technology Office (DOST-ICT Office) for the migration of San Jose Water's website to the DOST portal.

This is in compliance with Administrative Order No. 39 issued on July 12, 2013 mandating government agencies to migrate to the government web hosting service (GWHS) of the Department of Science and Technology – Information and Communications Technology Office (DOST-ICT Office).

Upon full migration to the GWHS, San Jose Water will start to use the ".gov.ph" suffix and follow the Unified Web Content Policy using the template prepared by the DOST-ICT Office.

CITIZEN'S CHARTER

San Jose Water regularly publishes its Citizen's Charter as directed by the Civil Service Commission (CSC). The Charter, which contains the services given by San Jose Water and the approximated length of time it is to be delivered, is distributed to new service concessionaires. Highlights of the Charter are likewise posted in conspicuous areas in the offices of San Jose Water.

The certificate of compliance to the requirements of the CSC is uploaded to the website and linked to San Jose Water's transparency seal.

In addition to the Citizen's Charter, San Jose Water also continued to comply with CSC standards regarding the conduct of flag-raising ceremony every Monday within its premises. The flag-raising ceremony includes the singing of the CSC Hymn and the Panunumpa ng Lingkod Bayan to constantly remind the employees of their duties as civil servants.

Corporate Citizenship and Public Relations

PUBLICATIONS

San Jose Water continues 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.

Tubig San Joseño: Isyu Para sa Konsesyonaryo, was awarded Second Place in the Best Publications Award by the Philippine Association of Water Districts, Inc. (PAWD) during the 2015 PAWD Annual Convention.

San Jose Water publishes 500 copies of the magazine and 10,000 copies of the newsletter quarterly

ORATORICAL AND ON-THE-SPOT POSTER MAKING CONTESTS

San Jose Water relaunched its Oratorical Contest after a one-year hiatus last 2014. Twenty nine schools participated in the contest which tested the contestants' wits and public speaking prowess, was held at the San Jose Water Activity Area. The contest had the theme "Saganang Tubig, Kaaaya-ayang Kalikasan, Bawat Isa ay May Karapatan at Pananagutan."

On the other hand, the On-the-Spot Poster Making Contest with the theme "El Nino ay Paghandaan, San Joseño at San Jose Water ay Magtutulongan", was held last December 16, 2015 at Starmall San Jose del Monte. The contest is primarily aimed to highlight San Jose Water's continuing thrust to protect water resources given



the current El Nino phenomenon, while involving young San Joseños in their programs.

The Oratorical and On-the-Spot Poster Making Contests are organized and held by San Jose Water every year to give focus on the youth's role in protecting our natural resources, primarily water.

CORPORATE VIDEO

San Jose Water also 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. 5,000 copies of the brochure was printed for the year and distributed to new service applicants and other visitors.

The Citizen's Charter of San Jose Water, revised in

2015, is incorporated in the brochure

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.

PLANT VISITS

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

The septage treatment plant was likewise included in the itinerary during the educational tours starting April, 2015.

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



For the year 2015, a total of 862 visitors came to learn about the treatment process. Of the 862, 89.55 % are students from Metro Manila and local schools. The rest are officials and employees of water districts who visited San Jose Water to learn not only about the treatment process but also to learn from San Jose Water's best practices.

ADOPT-A-SCHOOL PROGRAM

In partnership with the Rotary Club of San Jose Del Monte, San Jose Water distributed office and computer tables and 2,000 books Math, English and Science to a total of 16 public elementary and secondary schools in the city.

TAWID-UHAW PROJECT

Tawid Uhaw Projects are communal metered facilities that were installed by San Jose Water in the early 1990's as a temporary response to the need for drinking water by communities that were either too far from the distribution lines of San Jose Water or have a problem on right of way.

Upon the completion of the Comprehensive Water Supply System Improvement Project Phase I in 1996 and Phase II in 2007, the TUPs took a

back seat as San Jose Water focused on providing individual water service connections.

San Jose Water was able to construct more than 62 TUP structures since the program started in the early '90s. Only one remains active as San Jose Water was already able to provide individual water connection to the other beneficiary

SUMMER JOB PROGRAM

On its seventh year of implementation, the Summer Job Program (SJP) gave 25 college students the chance to work for two months with San Jose Water. Twenty of these students are children of concessionaires who passed the qualification standards set by San Jose Water. Five are children of employees who qualified in the program.

Since it started in 2006, a total of 223 Bstudents benefited from the Summer Job program.

DRINKING WATER STATION PROJECT

Students of Minuyan National High School are now enjoying access to safe and potable water after San Jose Water constructed a communal drinking water station in the school premises under San Jose Water's Drinking Water Station Project or DWS.

The DWS is San Jose Water's response to the need for safe and potable drinking water by schools right at the turn of their faucets.

For the year 2015, San Jose Water partnered with the Rotary Club of San Jose Del Monte for the project.



Septage Management Program

San Jose Water inaugurated its septage treatment plant (SpTP) under its Comprehensive Septage Management Project for the City of San Jose Del Monte. The inauguration was held last July 22, 2015, coinciding with San Jose Water's 35th founding anniversary.

Administrator Andres Ibarra of the Local Water Utilities Administration, local officials led by City Mayor Reynaldo San Pedro, and Director Lormelyn Claudio of EMB-DENR Region 3 graced the affair. Also in attendance were representatives from the city's 59 barangays.

The project costs P70.55 Million which includes the construction of a fully-mechanized septage treatment plant (SpTP) with a 60 cmd capacity and purchase of two vacuum trucks.

The implementation of the septage management project is in compliance with prevailing environmental laws and issuances, foremost of which are the Clean Water Act of 2004, the continuing mandamus issued by the Supreme Court for the rehabilitation of Manila Bay, and City Ordinance No. 2012-48-11 which was passed by the city council in 2012.



The city ordinance requires all septic tanks in the city to be desludged every five years. It also authorizes San Jose Water to collect and treat septage and dispose effluents and to collect septage fee for the service.

San Jose Water's vacuum trucks started septage collection from residential and commercial structures last April 1, 2015.

COMPLIANCE WITH DENR AND DOH REGULATIONS

San Jose Water regularly submitted quarterly reports to the Department of Environment and Natural Resources Regional Office. The reports indicate compliance with the issued Discharge Permit and Permit to Operate Air Pollution Source and Control Installation.

San Jose Water also conducted laboratory tests on effluents from the SpTP, all of which conformed to the standard BOD levels, as well as oil and grease, and coliform.

In compliance with the conditions set for the grant of the Environmental Compliance Certificate, San Jose Water planted 147 seedlings of various species of trees including mahogany narra other fruit trees were planted by San Jose Water in its Treatment Plant Compound.

DESLUDGING SERVICES

From April 1, 2015 to December 31, 2015, San Jose Water has already inspected 4035 households, 2544 or 63% of which were availed of the desludging services of San Jose Water. 1491 were not desludged either due to refusal of the homeowner or that the septic tank can not be located.

Meanwhile, a total of 3,626 cum of septage was treated at the SpTP as of December 31, 2015.

INFORMATION CAMPAIGN

Meanwhile, San Jose Water continues its public information, education and communication (IEC) campaign for the septage management project.

Last June 17-19, 2015, San Jose Water presented the project updates during the city environmental summit participated by more than 200 barangay officials in the city.

In the summit, San Jose Water updated the barangay officials on the status of septage project implementation, the accomplishments during the first month of implementation as well as the problems encountered. San Jose Water took the opportunity to solicit the help of the barangay officials in educating and informing their constituents about the septage collection process.

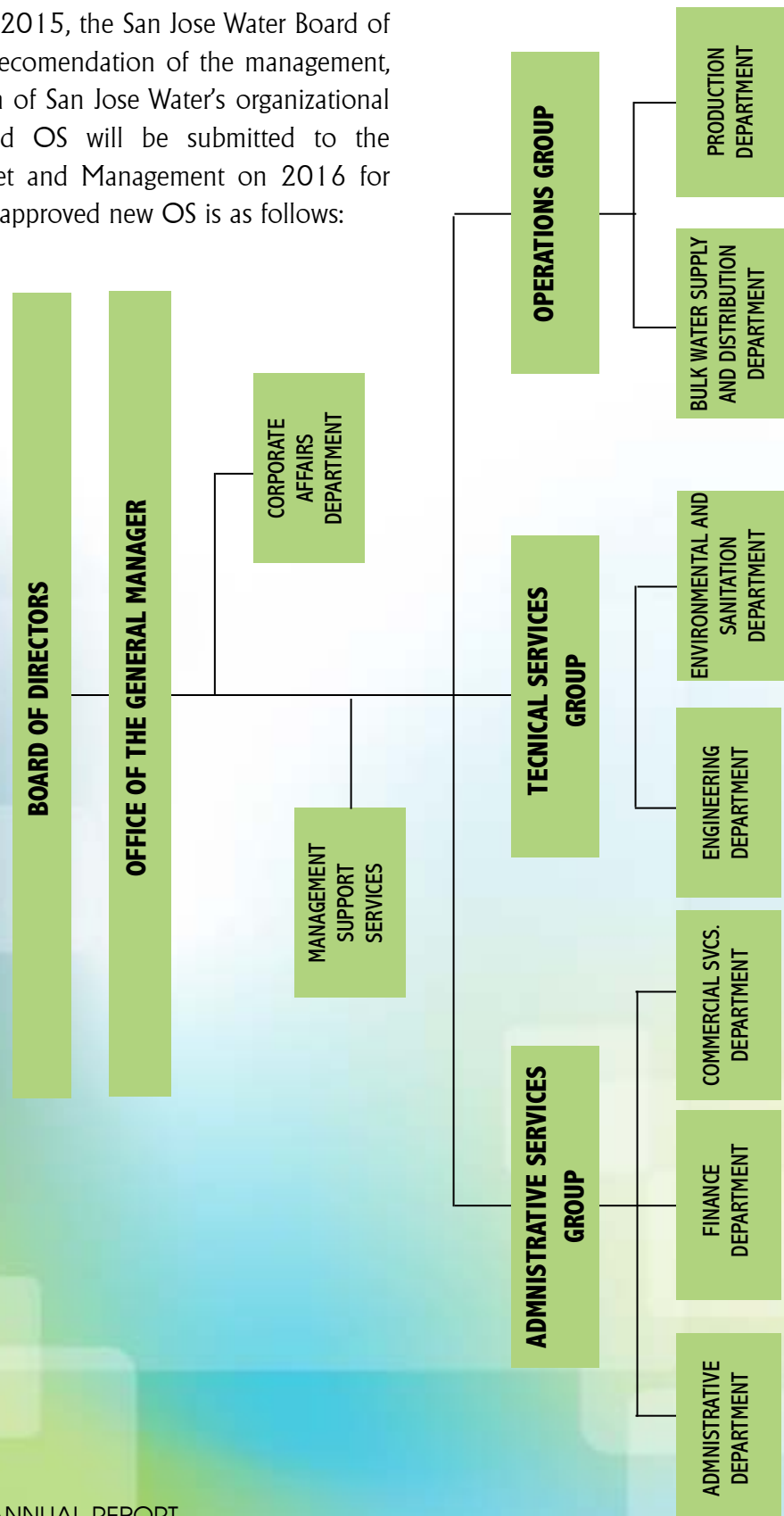
Prior to the environmental summit, San Jose Water also presented the project implementation updates city during a six half-day seminar-orientation sessions on solid waste and water resources attended by representatives from the city's business sector.

In addition to the barangay education campaign, San Jose Water also distributed project primers together with the water bill of its concessionaires. Posters regarding the project were likewise posted in various conspicuous places within the city.

San Jose Water first introduced the project in detail to its employees through a general assembly, as well as separate presentations to each department to enable employees to properly address queries from concessionaires both in San Jose Water offices and on field.

Organizational Structure

In the last quarter of 2015, the San Jose Water Board of Directors, upon the recommendation of the management, approved the revision of San Jose Water's organizational structure. The revised OS will be submitted to the Department of Budget and Management on 2016 for approval. The Board-approved new OS is as follows:



Committees

BIDDING AND AWARDS

For procurement of goods and services that exceed the P500,000.00 limit, the procurement process goes through the Bidding and Awards Committee (BAC) whose seven regular members are appointed by the General Manager.

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

In 2015, the BAC processed 17 requests for procurement of various goods and services ranging from request for procurement of equipment and materials to construction of water tanks.

PERSONNEL DISCIPLINE

A Personnel Selection Board composed of six members, with representatives from the management and the rank and file, help the management in selecting the person best qualified for a vacant position. The members of the PSB are elected every two years.

For 2015, 3 employees were issued warning letters and 5 employees were suspended from work - one employee for tardiness, one employee for frequent unauthorized absences, and three employees for simple neglect of duty. The suspension ranged from 1 day to four months.

PERSONNEL SELECTION

A Personnel Selection Board composed of six members, with representatives from the management and the rank and file, help the management in selecting the person best qualified for a vacant position. The members of the PSB are elected every two years.

The PSB convened 50 times in 2015 to conduct panel interviews and draw the shortlist for vacancies and promotion.

INCENTIVES AND AWARDS SYSTEM

Acknowledging that employees are its best assets, San Jose Water continues to design programs that will motivate the employees to perform better and stay longer with the company.

Towards this end, a five-member committee is tasked to assess and improve existing incentives system in line with San Jose Water's Program on Awards and Incentives for Service Excellence (PRAISE).

In 2015, San Jose Water recognized the Outstanding Employee for the Year, Best in Attendance, Most Punctual, and employees who won in various competitions sponsored by the Civil Service Commission, water sector organizations, and other socio-civic organizations. The recognition was held during the 35th anniversary celebration of San Jose Water.

Also recognized were consistent blood donors for the past three consecutive years. The donors were awarded with plaque of recognition during the opening ceremonies of the blood letting drive, also in celebration of San Jose Water's 35th year.

EMPLOYEE'S GRIEVANCE

Employees are given the chance to air their work-related grievances to a Grievance Committee whose members are elected every two years among the department and division managers and the rank and file.

GENDER AWARENESS

San Jose Water's Gender Awareness and Development Committee implemented three organization-focused activities and two client-focused activities. These programs aimed to promote better understanding between genders. Members of the Gender Awareness Committee are to be elected from the management and the rank and file every two years.

For its organization-focused program, San Jose Water conducted activities for physical fitness (Zumba/aerobic exercises, annual physical examination/HMO, and administration of flu vaccine), employee's empowerment (Women's Month and Men's Month, CSC Review, Fire and Earthquake Drill and First Aid Seminar), and

improvement of facilities (renovation of male and female comfort rooms/mess rooms).

For its client-focused program, San Jose Water improved the facilities for its concessionaires (separate comfort rooms for male and female), installed drinking water stations, organized the summer job program, conducted oratorical and poster making contests, and held barangay campaigns on septic management.

Under the GAD Program - Client-Focused activities, San Jose Water also sponsored the newborn screening tests of 100 babies at the charity ward of the Ospital ng Lungsod ng San Jose Del Monte.

OTHER COMMITTEES

Ad-hoc committees were formed to take care of special activities of San Jose Water. This include Anniversary Committee which was charged with the preparation for the 35th anniversary celebration of San Jose Water and the Christmas Party Committee which was responsible for the programs and activities during the Christmas Party.



PROJECTS PROFILE 2015

DESCRIPTION AND LOCATION	COST (In Pesos)	DATE COMPLETED
PLANNING & DESIGN/ CONSTRUCTION DIVISION		
Painting of reservoir no. 43 De La Costa SUBD.	269,245.53	October 16, 2015
Painting of steel tank university heights	191,868.23	October 28, 2015
Installation of shed (roof) for stock file WTP	128,885.14	October 29, 2015
Tiles installation meter test bench - F.H. Main office	62,336.00	October 31, 2015
Barbed wire fence & steel gate w.d. Lot @ skyline	92, 458.19	November 7, 2015
Renov. Comfort room inside Main Office	504, 586.82	November 10, 2015
Construction of powerhouse PRT no. 1 BRGY Encanto	182,774.78	November 14, 2015
Increasing of Inlet & Outlet Pipe for Res. No. 4 (Area E)	921,639.00	November 23, 2015
Painting of Steel tank Diamong Crest	319,883.97	November 24, 2015
Painting of Steel tank Francisco Homes II	306,769.98	December 2, 2015
Construction of 2 units Pump House at Paradise III - San Isidro WSS	398,384.32	December 3, 2015
Painting of Production & WTP Office room	52,131.02	December 6, 2015
Genset House - WTP	280,348.27	December 8, 2015
Construction of Pumphouse at Brgy. Tungkong Mangga	195, 895.68	December 10, 2015
Distribution Line Extension at Colegio San Agustin	730,546.88	on-going
Metrogate to Kelsey Transmission Line Project	121,131,191.89	on-going
Transmission Line Project From Area H to Area D	9,060,049.28	on-going
MAINTENANCE DIVISION		
Rehabilitation of Pipelines at Concordia Dulong Bayan	31, 321.61	April 15, 2015
Rehabilitation of Pipelines at Tierra Benita Subdivision	470,055.42	July 30, 2015
Distribution Line Extension from Area G to Area B	544,953.12	September 28, 2015
Rehabilitation of Pipelines at Manalo Ave. Area C	347, 683.31	October 6, 2015
Rehabilitation of Pipelines at Kaypian Road	236,357.96	October 9, 2015
Rehabilitation of Pipelines at Teachers Village Area H	451,511.97	October 26, 2015
Distribution Line Extension at Avanceña St.,Brgy Poblacion	446,024.06	December 2, 2015
Rehabilitaion of Pipelines at S.Palay Proper	1, 899,075.62	on-going

Financial Highlights

INCOME

San Jose Water posted an income of PhP676,101,700.38 for the year 2015. Of this figure, revenue from water sales comprise 90% while income from other sources make up the remaining 9%.

MAINTENANCE AND OTHER OPERATING EXPENSES

Chemicals took the smallest slice of the total maintenance and operating expenses at 2% for 2015 while the biggest slice at 62% went to Other MOOE including power and fuel and pipeline rehabilitation expenses..

BUDGET APPROPRIATIONS

San Jose Water has an approved budget of P725,341,826.73 for the year 2015, with Maintenance and Other Operating Expenses getting 73% of the budget.

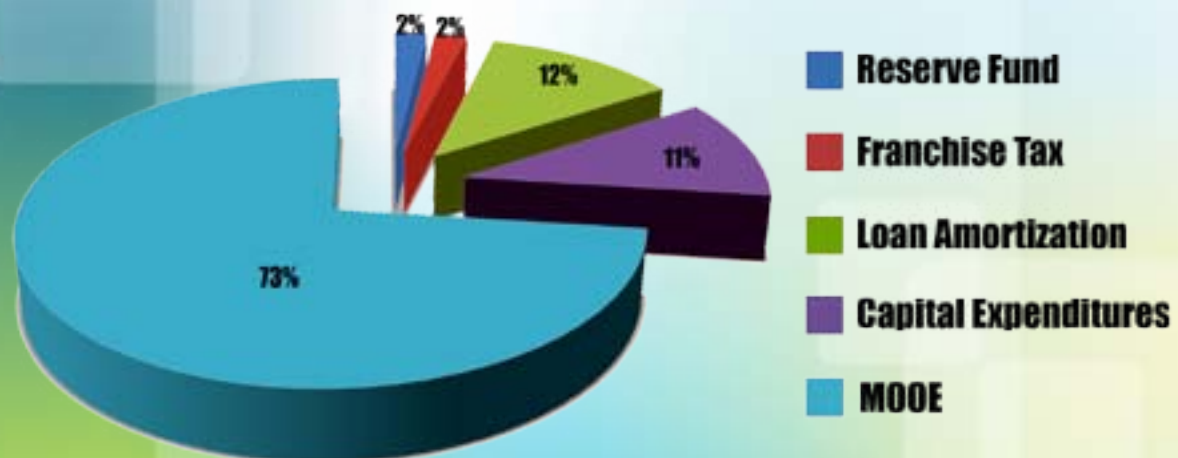


FIGURE 2. BUDGET APPROPRIATION FOR 2015

FIGURE 3. COMPONENTS OF MOOE

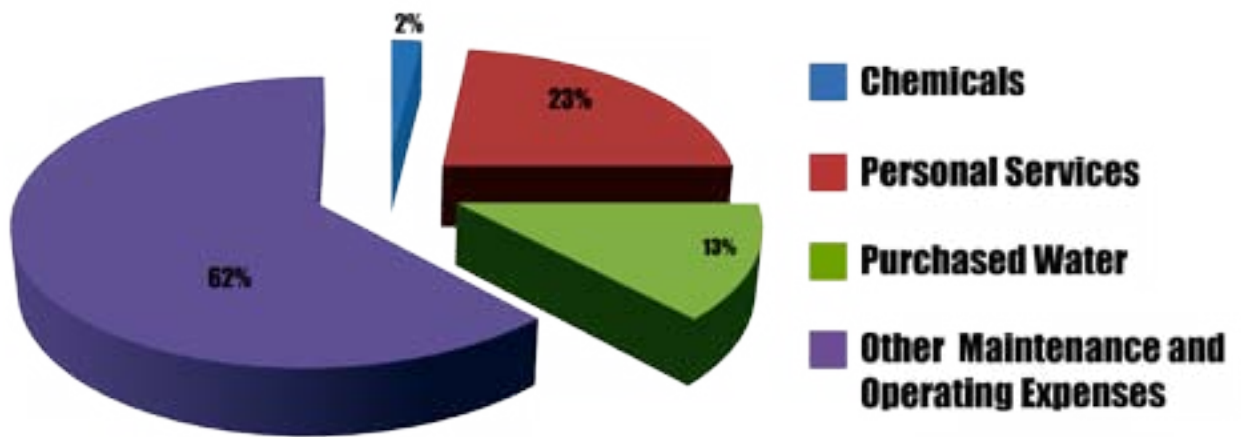
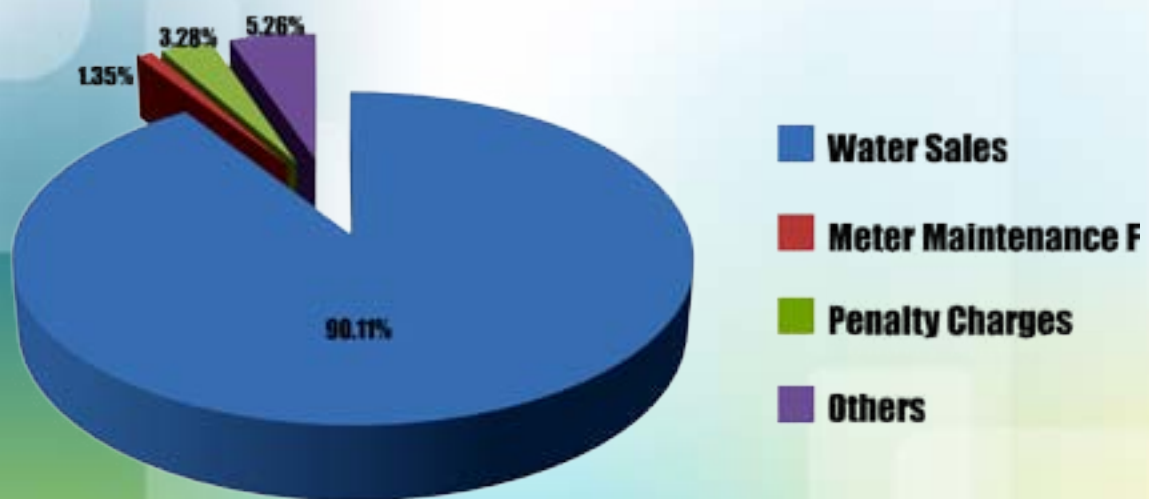


FIGURE 4. COMPONENTS OF INCOME



STATEMENT OF INCOME AND EXPENSE

(Year 2015 (In Pesos))

TOTAL INCOME	676,101,700.38
Less:	
MOOE	370,313,126.31
DEPRECIATION	57,490,736.21
INTEREST EXPENSE	50,659,157.00
TAXES	10,136,270.70
NET INCOME	187,502,410.16

CONSOLIDATED BALANCE SHEET YEAR 2015

CASH	158,334,349.37
RECEIVABLES	89,255,295.86
INVENTORIES	27,392,035.30
PREPAYMENTS	18,198,991.27
PROPERTY PLANT & EQUIPMENT	1,365,404,875.59
OTHER ASSETS	1,300,335.41
TOTAL ASSETS	1,659,885,882.80
CURRENT LIABILITIES	169,855,613.65
LONG-TERM LIABILITIES	565,931,809.87
DEFERRED CREDITS	5,475,542.34
EQUITY	918,622,916.94
TOTAL LIABILITIES AND EQUITY	1,659,885,882.80

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 shared responsibilities 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.



**Report pipeline leaks and illegal connections
to any of the following numbers:**

0917-5069292; 0917-5069797

044-8150378; 044-8152225

or email us at sjdm_water@yahoo.com

**Souvenir items await the first person to report the leak.
Cash reward awaits the informants of illegal connections.**



SAN JOSE DEL MONTE CITY WATER DISTRICT
Road 1, Minuyan, City of San Jose Del Monte, Bulacan

Todo serbisyo sa San Joseño!