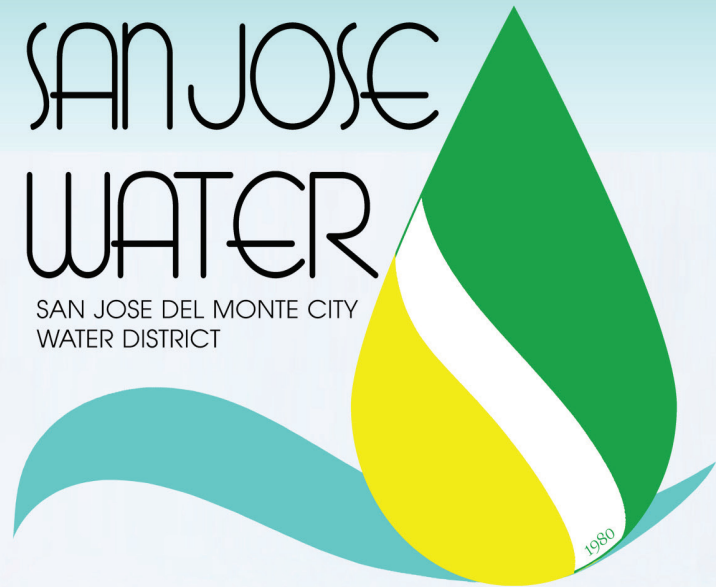


# 2016 Annual Report

SAN JOSE  
WATER

SAN JOSE DEL MONTE CITY  
WATER DISTRICT



**SAN JOSE DEL MONTE CITY WATER DISTRICT**  
**Road 1, Brgy. Minuyan, Sapang Palay, CSJDM, Bulacan**

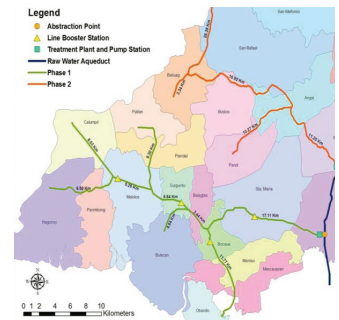


# 2016 Corporate Annual Report



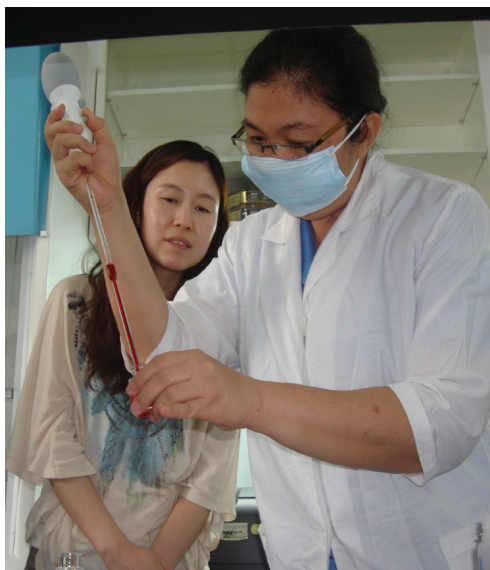
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# To our Stakeholders

As we close this fruitful year, we are reminded of our core values — integrity, excellence, and compassion towards our work, the concoction that led our small family towards success.


**2016** was a year of progress to San Jose del Monte City Water District. Through our competence and commitment to quality, we have worked our way to make this year our best to date, an accomplishment that we can all be proud of.

We have built this year's position from the innovative and consistent performances that we have provided in the previous years. This paved the way for us to maintain our post as one of the largest water districts in the country. Hand in hand, we have provided safe and potable water to more than 100,000 households through reliable service connections and steadfast work ethic from our employees.

We have also upheld our promise to continuously advance the quality of service that we provide our consumers by participating in source development discussions. As we have reported in the past months, the Bulacan Bulk Water Supply Project has been green-lit and approved after many years, a landmark development that will be beneficial to Bulacan Water Districts and to San Joseños. We are also preparing for the International Organization for Standardization (ISO) 9001:2015 certification, which will bring in more developments to the quality of our service.

*"We have built this  
year's position from  
the innovative  
and consistent  
performances that  
we have provided  
in the previous  
years."*





Furthermore, 2016 saw the activation of numerous system upgrades and facilities improvement projects, setting the ground work for advancements in the coming years. Major projects include the construction of the new Pumping Station in Partida, which enhanced the service in consumer-heavy areas including Brgy. Muzon. Expansions of major reservoirs, rehabilitation projects for distribution lines, and extension for transmission lines were also completed, to further the reliability of service.

We have also started with the planning and bidding for our third Water Treatment Plant, which will process an additional 10,000 cum of water for the National Housing Authority relocatees expected to flood the city in the next five years. The treatment plant will increase the production volume delivered to households, which will put new San Joseños in an opportune situation.

These are just some of the achievements of the year which will not be possible if not for the outstanding service of the employees whose determination is set towards the betterment of their fellowmen.

From one small family to a now robust company – there is no secret to our success – it has always been perseverance, seasoned with good faith and the heart for service. Everything else follows through. We now take this sense of fortitude with us, as we turn the page and look forward to 2017's horizon.

Let us hope and work to make the best out of the year ahead.



**GM LORY LIMCOLIOC**



**CH. ROMY DE JESUS**



# Our Story

Ours is the story of a small seed that grew into a beautiful tree; a success that is etched in the pillars of hardwork and perseverance.

## BRIEF HISTORY

San Jose del Monte City Water District (San Jose Water) is a government-owned and controlled corporation established in July 22, 1980 by virtue of the Presidential Decree No. 198 as amended, otherwise known as the Provincial Water Utilities Act of 1973.

From a small and struggling water district of only 200 service connections that was burdened with financial and technical problems, San Jose Water rose to become one of the largest water districts to date, under the classification of Category A.

The initial issues of water turbidity and scarcity, which were carried over from the old municipal waterworks system were appeased by the Tawid Uhaw Project in the early 90s, a stop-gap measure of structures of two communal metered faucets funded by the local government and civic organizations.

As of date, only 7 out of the 107 communal faucets are operational, projecting the progress of the district.

## WATER SOURCES

San Jose Water sources 90% of its water from the Angat River via the Aqueduct no. 6 of the Metropolitan Waterworks and Sewerage System (MWSS).

As of December 31, 2016, San Jose Water has a total raw water allocation of 80,000 cubic meters of raw water per day from the MWSS, serving 59 out of 59 or 100% of the barangays in the City of San Jose del Monte.

However, San Jose Water only utilizes about 65% of the total allocation equivalent to about 50,000 cubic meters of raw water per day. The facility to receive and treat the remaining 30,000 cubic meters, which was granted in 2014, is underway.

Surface water from the Angat River that is sourced via the MWSS is supplemented by 12 groundwater stations strategically situated across the city.



*Did you know?*

San Jose Water recently celebrated its 36th Anniversary of serving San Joseños. It was marked by the inauguration of one of its major projects, which is the Septage Treatment Plant. The Septage Treatment Plant is part of the Comprehensive Septage Management Project.



## SERVICE CONNECTIONS

In recent years, San Jose Water has doubled and even tripled its efforts in serving the entire population of the City of San Jose del Monte. As of December 2016, San Jose Water serves 98,144 households, an increase of 4,870 compared to 2015 figures. A larger part of its subscribers belong to the low-income group, as the city plays host to several low-cost urban development projects of the National Government. Commercial establishments and businesses, such as schools, malls, and others, are also subscribers to San Jose Water.

However, San Jose Water still has to tap about 40% of the total population to achieve 100% household service coverage. This has become one of the agency's main goals in the past years.

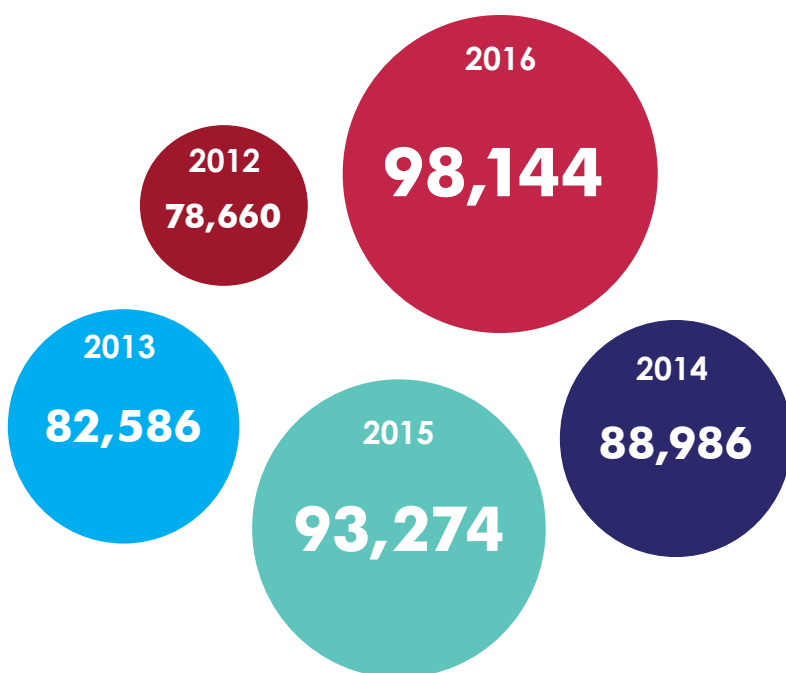
## ACCOMPLISHMENTS

This year 2016, San Jose Water has outdone itself in accomplishments. Apart from number of service connections, best improvements in facilities, and a larger work force that caters to almost 600,000-strong San Joseños, the agency has been at the forefront of economic development and progress in the City of San Jose del Monte.

The existence of a reliable system that serves water 24 hours a day, seven days a week, partnered with service even beyond the call of duty from the agency's employees, paved the way for residents, business establishments, and other sectors to move forth in their day-to-day activities. On top of that, San Jose Water provided for the following **achievements**:

- ∞ 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 damage resulting from fire;
- ∞ Increased the efficiency of businesses requiring access to safe and potable water;
- ∞ Decreased damage to the environment by implementing the Septage Management Program, easing the waterways and protecting the water sources; and
- ∞ Heightened the people's trust to the government in delivering basic service, providing a strong foundation for the community.

### TOTAL HOUSEHOLDS SERVED 2012 - 2016





# Corporate Structure

Our community is steered by the dedicated managers, built by the steadfast professionals, and maintained by skilled workers.

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 two Assistant General Managers and four department managers, each heading a staff of competent and 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. VICTOR G. CANITA, JR.**  
Assistant General Manager for Operations

**MRS. ROSEMARIE G. GALVEZ**  
Assistant General Manager for Admin. Services

**ENGR. EXEQUIEL P. AGAPITO**  
Manager, Production Department

**ENGR. ILUMINADO B. CARAMOL, JR.**  
Manager, Engineering Department

**ENGR. REMIGIO B. SARMIENTO**  
Manager, Commercial Department

**MRS. VIRGINIA S. DE SILVA**  
Manager, Admin. and Finance Department

# Water we secure

On top of our communal goal is to secure and ensure that water delivered to homes of our consumers are safe, potable, and of high quality. Measures to improve and maintain the standards as set by the National Government is always our priority.

## WATER PRODUCTION AND SOURCES

Surface water from Angat River goes straight to San Jose Water's two active water treatment plants in Brgy. Minuyan for processing before it is distributed to the concessionaires. Water Treatment Plant No. 1 (WTP1) is a P154-million project completed in 1997 under the Comprehensive Water System Improvement Project Phase I, jointly funded by the French and the Philippine Governments. It has a maximum production capacity of 20,000 cubic meters per day (cumd).

Meanwhile, Water Treatment Plant No. 2 (WTP2) was completed in 2006 under the Comprehensive Water System Improvement Phase II Project, which was funded by the Japan Bank for International Cooperation through 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 14 concrete reservoirs and 75 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

Apart from the surface water currently being secured by the agency, San Jose Water is actively pursuing progress for the completion of its Comprehensive Water System Improvement Project Phase III, which will give birth to the Water Treatment Plant no. 3 (WTP3). The WTP3 is one of San Jose Water's main projects reserved to provide safe and potable water to more relocation areas, which will be completed by the National Government in the next five years.

The WTP3 is set to process 10,000 out of the 30,000 cubic meters of raw water per day as approved and allocated by the Metropolitan Waterworks and Sewerage System (MWSS) and the Local Water Utilities Administration in 2014.

As of August 2016, San Jose Water began the design and the preliminary construction of the WTP3, which will be located in Brgy. Tungkong Mangga, City of San Jose del Monte, Bulacan.

## SOURCE DEVELOPMENT - BULACAN BULK WATER SUPPLY SYSTEM

The City of San Jose del Monte has experienced changes in the last decade, primarily in its population. According to the Official Website of the City of San Jose del Monte, if the population constantly grows by at least 3% in the next 30 years, the city will cater to roughly 1.9 million people.

Because of this, San Jose Water carries the task of continuously seeking development in relation to its water sources. Apart from ensuring that the water delivered to homes are safe and potable, San Jose Water aims to provide water flowing from the tap of every San Joseño 24 hours a day, seven days a week. This year, movements to San Jose Water's source development efforts have been huge, due to the signing and the groundbreaking of the Bulacan Bulk Water Supply System Project (BBWSSP).

The BBWSS Project is a long-term system which will provide treated water to at least 3.4 million Bulakenyos, including the City of San Jose del Monte. This will then aid San Jose Water in the delivery of water supply to more San Joseños in the near future, as the trends in population predict. The BBWSSP is expected to be completed in 2019.

## THE BULACAN BULK WATER SUPPLY SYSTEM

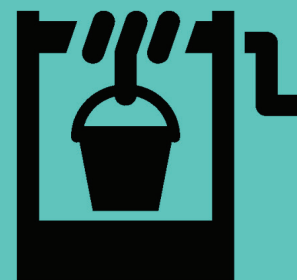
**3.4**  
**MILLION**  
**BULAKEÑOS**  
expected to benefit  
from the project



will help augment  
water supply in the  
province of Bulacan



signed January 2016



ease use of ground  
water sources and  
utilization of surface  
water available



## 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 before it is distributed to concessionaires. Both facilities are fitted with modern technology and equipment, ensuring the safety of water that is delivered to homes.

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 also have an online chlorine residual monitoring system.

Once a month, water samples are submitted to DOH-accredited laboratories for bacterio-

logical testing. Water sample is also collected at source twice a year for physical and chemical analysis.

For the year 2016, San Jose Water sent 946 samples to DOH-accredited laboratories for bacteriological testing, and 33 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.

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.

### *Did you know?*



Aside from third-party water quality tests, San Jose Water also houses its own laboratory in the Water Treatment Plant site to monitor and test the water being delivered to concessionaires daily. This is an additional measure undertaken by San Jose Water to ensure that the water being brought to homes are safe and potable.





# Water Safety Plan

A strategic plan created to monitor and ensure the safety of consumers and of water sources through vigilance, the Water Safety Plan is one of San Jose Water's keystones in the delivery of services.

San Jose Water's vision has always been set in providing safe and potable water flowing twenty-four hours a day from the tap of every home in the City of San Jose del Monte. Because of this, the agency fervently works to sustain and improve the quality of service that they provide.

Inclusive in the thrust to further improvements and sustainability of water services, San Jose Water developed its Water Safety Plan in compliance with Administrative Order 2014-0027 of the Department of Health which requires all drinking water service providers to develop and implement a Water Safety Plan, and Local Water Utilities Administration (LWUA) Memorandum Circular 010.14.

The Water Safety Plan is focused on monitoring the safety of water right from the source up to San Jose Water's concessionaires. It is comprised of policies in protecting water sources, water treatment plants, pumps, and reservoirs, which will in turn ensure the highest quality of water that is delivered to consumers. Specifically, the Water Safety Plan aims to:

- ∞ Ensure the safe quality of supplied water from its catchment to the tap of every home in the City of San Jose Del Monte;

- ∞ Prevent contamination of water by identifying potential risks and addressing these risks quickly and effectively with appropriate control measures;

- ∞ Provide policies and procedures to maintain quantity and quality of service even during adverse conditions;

- ∞ Facilitate decision-making on critical issues in a potentially stressful environment and define responsibilities and roles during emergency situations; and

- ∞ Provide procedures for using the lessons gained following every emergency or unforeseen event to guarantee that every hazard and issues are covered and will not recur in the future.

The Water Safety Plan is the brainchild of the hardworking Water Safety Plan Team, who went through rigorous and intense training and workshops. The team, which was assembled early in 2015, identified hazards, threats and risks to water safety, and further assessed strategies in improving the position of the agency in cases of crisis or emergencies for the continuity of services.

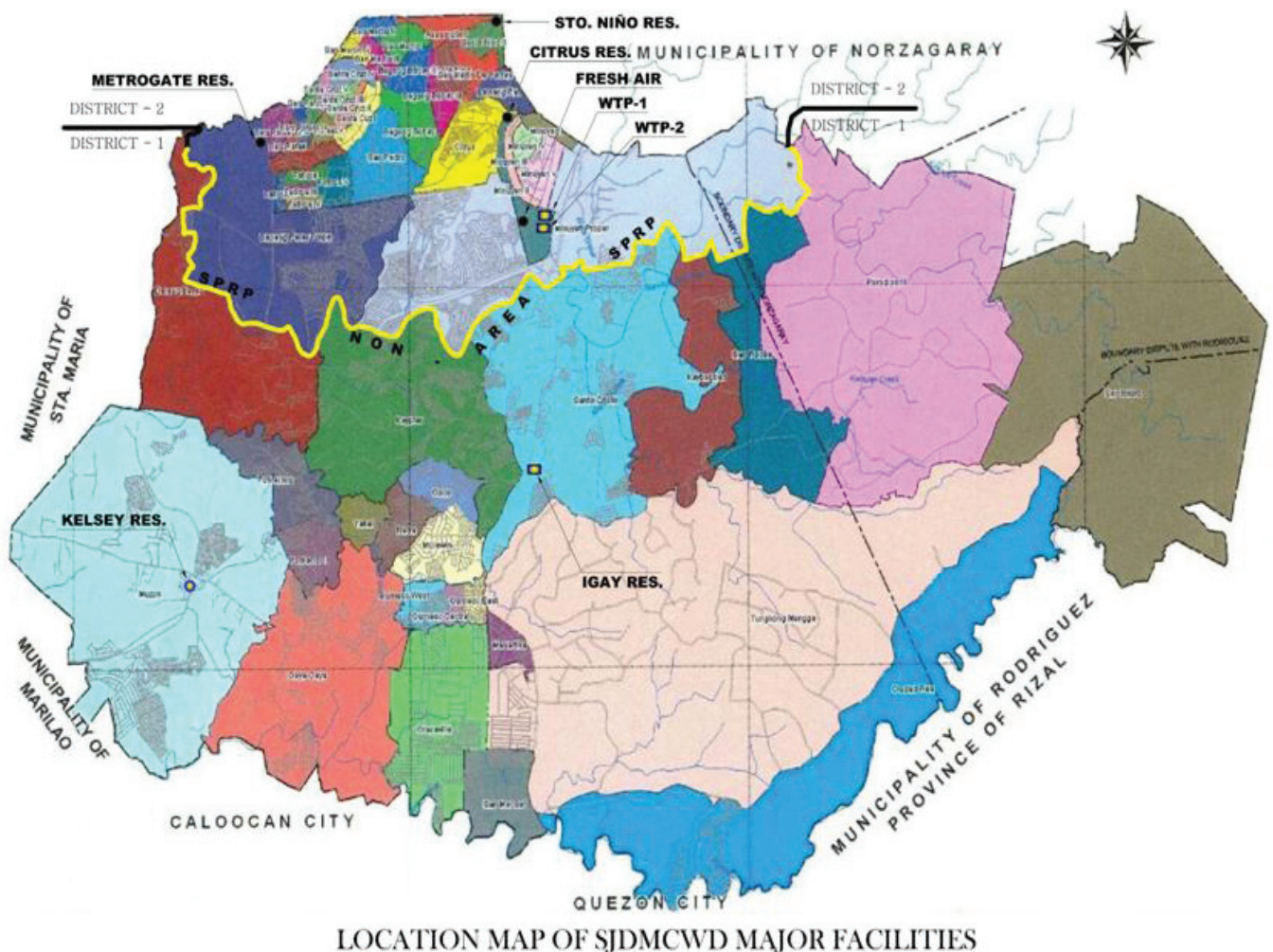
# Access to safe and potable water

100% of San Jose Water's efforts in the delivery of safe and potable water are directed to the people of the City of San Jose del Monte, the reason behind the vision and the mission of the agency.

## 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. Each year, 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.

For the year 2016, San Jose Water laid 3,074.30 LM of pipelines under various distribution line extension projects, bringing the total length of pipelines laid to 594,752 LM. San Jose Water's pipelines traverses all barangays of the city.





## QUARTERLY DATA OF NEW SERVICE CONNECTIONS 2016

PERIOD	TARGET	ACTUAL
1st QUARTER (January - March)	1002	1251
2nd QUARTER (April - June)	1002	3132
3rd QUARTER (July - September)	1002	1829
4th QUARTER (October - December)	1002	1160

## CONNECTIONS

As of December 31, 2016, San Jose Water has a total service connection of 98,144. With the city's abnormal population growth rate due to the mushrooming of re-settlement projects, this number represents only 60% of the city's population.

Of the total number of connections, 7,372 were installed in 2016. More than 90% of the total number of San Jose Water's connections are residential, with greater numbers situated in government housing projects namely Sapang Palay Resettlement Project (SPRP),

Pabahay 2000, Towerville Resettlement Project, Liberty Farms Upgrading Project comprised of Bgys. Gumaoc East, Gumaoc West, and Gumaoc Central, and the recent San Jose del Monte Heights. Meanwhile, Brgy. Muzon, one of San Jose Water's larger service areas, covers 23,335 or about 23.77% of San Jose Water's total service connections.

In 2016, numerous activations and water system turnovers were also signed. Notable are the activations of the water system of San Jose Del Monte Heights, which yielded 2,612 households, and Towerville Phase 6, which yielded 4,890 new connections. Huge business establishments, including the newly opened SM San Jose del Monte and the soon-to-rise Altaraza Town Center, among others, have also entrusted their water service provisions to San Jose Water.

## 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 2,102 service connections per month for 2016. 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.

# Non-Revenue Water Reduction

In a fight to protect and preserve water sources and water services, San Jose Water has established its Non-Revenue Water (NRW) Reduction team five years ago. The team is specifically tasked to effectively minimize and sustainably curb NRW.

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

An NRW group was established five years ago to specifically address the Non-Revenue Water issues of San Jose Water. From the simple one-step process of conducting rounds of leak detection on all coverage areas, the team has developed a four-step process comprised of Installation of Flow Meter, Installation of Isolation Valves, Night Flow Rate Measurement, and Step Testing, to further improve efforts to curb Non-Revenue Water issues.

District metering areas (DMAs) were also created to facilitate identification of leak-prone places in the city. As of September 2016, San Jose Water allotted P1.7 million to continuously establish and install DMAs to supplement physical efforts of the NRW section. Further, San Jose Water also purchased modern leak-detection equipment to easily locate underground leakage.

As a result of vigorous campaign to reduce NRW, San Jose Water registered 29.83% non-revenue water as of November 2016. 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.

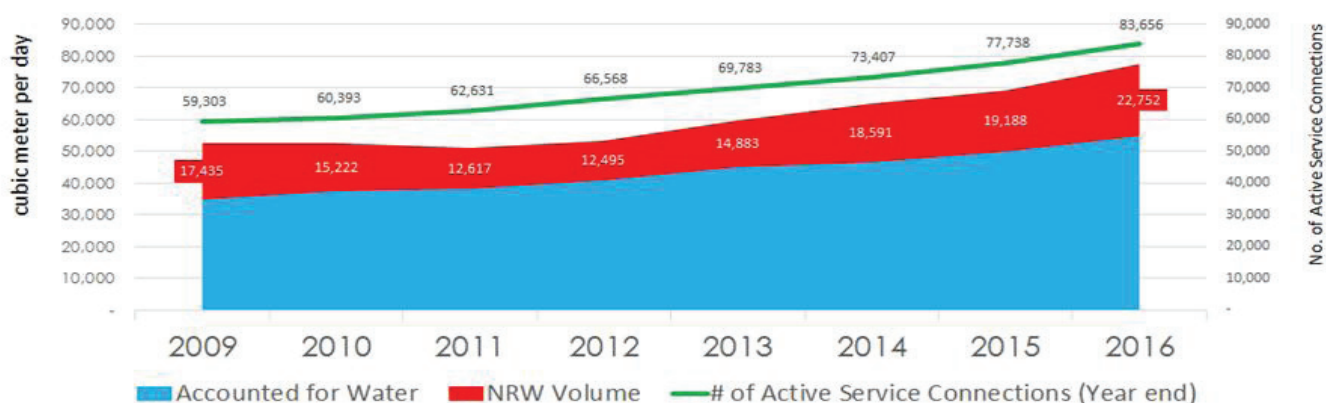
Approximately 14,492 leak reports from concessionaires either through text message, email, or personal information to San Jose Water crew, were received by San Jose Water for the year 2016. 93% of the reported leaks required minor repairs, while only 7% required major repair. For leak repairs beyond 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.

### *Did you know?*



San Jose Water is planning to launch a massive installation project in 2017 to establish up to 200 District Metering Areas (DMAs) across the city. The installations will be used to ease leak detection, maximize man-power, and effectively gather data as required to further improve strategies in resolving Non-Revenue Water issues. This will not only lessen if not curb Non-Revenue Water, but will also create a system and a model for San Jose Water's future NRW programs.





Year	2009	2010	2011	2012	2013	2014	2015	2016
Supplied Volume	52,398	52,635	51,008	53,488	59,725	64,997	69,191	77,437
Accounted for Water	34,963	37,413	38,391	40,992	44,842	46,406	50,003	54,685
NRW Volume	17,435	15,222	12,617	12,495	14,883	18,591	19,188	22,752
% NRW (YTD)	33.27%	28.92%	24.73%	23.36%	24.92%	28.60%	27.73%	29.38%
# of Active Service Connections (Year end)	59,303	60,393	62,631	66,568	69,783	73,407	77,738	83,656

number of active SCs as of October 2016

Note: Data on year 2016 is based on average daily volume as of September 2016 (YTD)

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, 539 concessionaires were apprehended for illegal water use for the year 2016.

The highest penalty meted by San Jose Water was P19,319.25 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 2016, San Jose Water was able to calibrate 8,882 water meters under the Meter Maintenance Program.



# System Improvement Projects

To sustain the quality of water delivered to homes, San Jose Water ensures that their water supply system is in tip-top shape. Each year, rehabilitation, expansion, and improvement projects are carried out by the agency.

**Expansion of Kelsey Hills Reservoir from 1000 cu.m. to 2000 cu.m.**

Location: Kelsey Hills, Brgy. Muzon

Total Cost: P10,252,000.00

Beneficiaries: Concessionaires at Brgy. Muzon and adjacent barangays

01

The Kelsey Hills Reservoir located in Brgy. Muzon is one of San Jose Water's 11 reservoirs. It was recently expanded to hold double its original capacity of 1000 cubic meters of water to 2000 cubic meters of water. This is to ensure adequacy of water supply in its service areas especially during peak demand cycles. The expansion was started in September 2015, and was completed early in 2016.

Reservoirs are created by water service providers to secure the adequacy of water supply in a certain area. There are three types of reservoirs, the first one is the Chemical Contact Tank, second is the Ground Water Tank, and third is the Elevated Water Tank. The Kelsey Hills Reservoir is an example of a Ground Water Tank.



## Angat Bulk Water Supply Pump Upgrade

Location: Angat Pumping Station

Total Cost: P9,449,367.00

Beneficiaries: Concessionaires outside Sapang Palay Resettlement Project

# {02



The Angat Bulk Water Supply Project (ABWSP) was started in 2010 when San Jose Water launched feasibility studies to check the possibility of tapping in the Angat River for additional water supply. The study yielded positive results, confirming the availability of the water requirement and the viability of the project. In 2012, San Jose Water started earthmoving works and laying of pipelines for the project, after the requisite bidding for government projects. By the year 2013, the Angat Bulk Water Supply Project was completed. The project consists of approximately 16.8 kilometers of pipelines with a diameter of 400mm, four pumping stations (which formed a network), and two pressure reducing tanks. Upgrades were applied and completed in 2016 to update the system and to ensure the quality of water being delivered to homes. The project now provides 12,000 cumd of safe and potable water which augments supply coming from the two water treatment plants in Brgy. Minuyan.



### Expansion of Metrogate Reservoir from 800 cu.m. to 1600 cu.m

Location: Sapang Palay Resettlement Area / Metrogate

Total Cost: P7,640,627.80

Beneficiaries: Concessionaires at Sapang Palay Resettlement Project

# {03}

Similar to the Kelsey Hills Reservoir, the Metrogate Reservoir is one of San Jose Water's existing facilities specifically built to secure the adequacy of water particularly in the Metrogate Subdivision - Sapang Palay Resettlement Area. From its previous 800 cu.m. capacity, the Metrogate Reservoir was expanded to 1600 cu.m. The Metrogate Reservoir Expansion started on February 2016, and was completed midyear to ensure continuity of water supply in the area.

### Partida Pumping Station

Location: Partida, Norzagaray

Total Cost: P3,240,000.00

Beneficiaries: Concessionaires at Brgys. Muzon, San Rafael, Fatima and adjacent barangays

# {04}



The Partida Pumping Station belongs to a network of four other pumping stations under the Angat Bulk Water Supply System Project (ABWSP), specifically built to address water interruptions in brgy. Muzon and a few barangays in Sapang Palay. In addition to the pump, it has a pre-fabricated ground water steel tank, with a capacity of least 300 cu.m. of water coming from the ABWSSP. The project was activated last July 2016 in time with San Jose Water's 36th Anniversary.



# Projects Profile 2016

DESCRIPTION AND LOCATION	PROJECT COST (in pesos)	STATUS
Distribution Line Extension for Colegio San Agustin (POW #14-069)	1,896,442.56	Completed
Construction of Pumphouse at Colegio de San Agustin (POW #14-069A)	195,895.68	Completed
Mechanical Flowmeter Installation	118,184.50	On-Going
Improvement of Pump House	19,195.00	Completed
Establishment of District Metering Area (DMAs)	1,755,747.93	On-going
Phase III Improvement Project	488,764.88	On-going
WTP1 and Fresh-Air Pumping Capacity Improvement	2,600,000.00	On-going (Staggered Implementation)
Provision for Meralco Line Supply	5,600,000.00	On-going
Ground Improvement	34,312.50	On-going
Repair of Pump Stations	13,470.00	Completed
Repair of Pump Stations and CR	42,115.00	Completed
Repair of Pump Stations	56,115.00	Completed
Distribution Line Extension @ Avancena Subdivision	284,669.27	Completed
Proposed Relocation of 150mm Transmission Line	46,187.41	Completed
Proposed Disinfection and Activation of WSS	43,712.30	On-going
Interconnection of 150mm Transmission Line of Benjamin Village to 150mm Distribution Line of Towervill	180,000.00	On-going
Replacement Parts/Upgrading of Motor Control Stations	613,700.00	On-going
Replacement Parts/Upgrading of Motor Control Stations	494,500.00	On-going
Replacement Parts/Upgrading of Motor Control Stations	421,500.00	On-going
Replacement Parts/Upgrading of Motor Control Stations	392,100.00	On-going
Replacement Parts/Upgrading of Motor Control Stations	234,400.00	completed

DESCRIPTION AND LOCATION	PROJECT COST (in pesos)	STATUS
Repair of Float Valve	45,197.50	On-going
Relocation of 100mm PE Pipe	94,873.96	Completed
Installation of Booster 2 Res. Float Valve	575,000.00	On-going
DLE	4,474,108.62	On-going
Construction of Operators Station & Concreting of Entrance Gate	83,898	On-going
Construction of Operators Station & Concreting of Entrance Gate	69,013.00	On-going
Proposed Pumphouse and Service Entrance	1,014,800.12	Completed
Meralco Line	2,500,000.00	Completed
Motor Controls	1,382,000.00	Completed
Replacement of Butterfly Valve and Installation of New 600mm Flow Meter	188,711.37	Completed
Rehabilitation of 75mm Distribution Line	337,706.96	On-going
Construction of Chamber	30,000.00	On-going
Construction of Chamber at Metrogate Reservoir	50,000.00	On-going
Improvement of Structure at Kelsey Hills Reservoir	62,370.00	On-going
Repair of Pump Station #27	43,770.00	On-going
Control Panels Enclosure and Air Conditioning	108,897.96	Completed
Radio/Communication Room at Main Office	351,956.84	Completed
Guard Post near Pumping Station	55,888.56	Completed
Perimeter Fence w/ Slope Protection	595,000.00	On-going
Renovation and Improvement of Ext. Office	755,973.11	On-going
Mess Room, Food Counter, Washing Area, and Restroom at Main Office	615,521.20	On-going
Stl. Transmission Line Project	3,785,569.16	On-going
Chain Hoist & rolley	315,000.00	On-going
Construction of Chamber	50,000.00	On-going
75" Parallel Distribution Line	496,321.42	On-going
interconnection of 100mm Distribution Line between Toyota Village	101,861.92	On-going
Interconnection of Distribution Line and Transmission Line @ Sunlight and Kaman-dalan Area	77,255.00	On-going
Interconnection of Mainline	82,940.00	On-going

# Environment we protect

Part of San Jose Water's thrust is the protection of the environment as it is the main source of the water that is being utilized for the City of San Jose del Monte. In recent years, San Jose Water has implemented environment-friendly programs, such as the Comprehensive Septage Management Project.

## SEPTAGE TREATMENT PLANT

In 2015, 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 on July 22, coinciding with San Jose Water's 35th founding anniversary. Administrator Andres Ibarra of the Local Water Utilities Administration, local officials led by then 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 cu.m. daily capacity and the 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.

## SEPTAGE COLLECTION AND DESLUDGING SERVICES

San Jose Water began the first cycle of its Septage Management Program in April 2015. Septage collection from Zone 1, covering the areas of Dulong Bayan, F. Homes - Mulawin, F. Homes - Narra, F. Homes - Yakal, and F. Homes - Guijo, were carried out and completed in 2016. From January 1, 2016 up to December 31, 2016, San Jose Water has inspected 9,350 households, some 60% of which availed of desludging services. 3,691 households were not desludged either due to refusal of the home owner, or that the septic tank cannot be located.



From here, a total of 8,542.30 cu.m. of septage were collected and treated. San Jose Water also responded to 456 emergency desludging services to concessionaires whose septic tanks are deemed full upon inspection outside their respective zone schedules. The sludge collected from homes are then processed to be used as fillers for agricultural activities and other related efforts. Currently, San Jose Water is carrying out septage collection activities in Zone 2, which covers the areas of Ciudad Real, Graceville, Gumaoc, Maharlika, San Manuel, and Tungkong Mangga.

## INFORMATION CAMPAIGN

A dedicated Information, Education, and Communication (IEC) team composed of employees from the Septage Treatment Plant Division, Corporate Affairs Division, and Commercial Department was also formed to supplement information to concessionaires regarding San Jose Water's septage collection activities.

The team covered 33 barangays, holding a total of 39 orientations to provide information to concessionaires. Questions from Barangay Councils, as well as from locals, were entertained and answered in the duration of the orientations.

To complement the information campaign, San Jose Water produced its first Septage Orientation Video in mid-2016. The video, which is being shown during New Service Connection Orientations, contain information regarding the Comprehensive Septage Management Program.



## ENVIRONMENTAL COMPLIANCE

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, 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, and other fruit trees in its Treatment Plant Compound.

Apart from the Environmental Clearance Certificate, San Jose Water also completed all other environmental requirement standards to operate the Septage Treatment Plant Facility. Various government agencies, including the Department of Environment and Natural Resources (DENR), Department of Health (DOH), and City Environment and Natural Resources office (CENRO) - San Jose del Monte, issued their respective certificates and accreditations to San Jose Water.

Included in the accomplishments are the approval of its application for an Environmental Sanitation Clearance (ESC), accreditation of a Pollution Control Officer, Air Pollution Source and Control Installation, Hazardous Waste Generator Registration, Sanitation Permit, and Permit to Operate.



# Progress we ensure

Success is not an 'all is well, [it] ends well' affair. It is a work-in-progress of maintaining and further improving strengths of the past, and utilizing opportunities in the future. Progress then, is work, an avenue that San Jose Water is passionate about.

## ISO CERTIFICATION EFFORTS


The ISO, or the International Organization for Standardization, is a non-government organization with 162 member countries across the globe, including the Philippines. Its main purpose is to set the standards to further the quality of services, process, and products delivered by different organizations, maintaining management systems that are tailor-fit to a particular environment.

The ISO has more than 21,000 international standards in its ISO Standards Catalogue, which are being used in different industries. In 2007, then President Gloria Macapagal Arroyo directed government offices, including the departments and agencies of the Executive branch, all Government-owned and/or Controlled Corporations (GOCCs) and Government Financial Institutions (GFIs) through Executive Order no. 605 s. 2007, to adopt the ISO 9001 Quality Management System, to further and standardize the delivery of services, particularly Frontline Services. The said executive order was preceded by Administrative Order no. 161, which states the "Institutionalization of Quality Management Systems in the Government".

As of December 2016, San Jose Water has progressed in its efforts to be certified under the ISO 9001:2015 Quality Management System, which is the latest version of the ISO 9001 Quality Management System. Last August 10, 2016, several employees underwent the ISO 9001:2015 Awareness Seminar, which was then followed by the Risk Management Training on August 18.







The Risk Management Training was attended by members of the ISO Core Team, which was formed to advance San Jose Water's certification efforts.

The Core Team also attended the Risk Assessment and Management Workshop on September 15 and 16, 2016, where they formulated the agency's SWOT Analysis. The SWOT Analysis, or the Strengths, Weakness, Opportunities, and Threats Analysis, is a commonly used management tool to identify and address risks and opportunities, and turn risks into useful tools.

San Jose Water is also preparing at least 50 Quality Management System (QMS) Procedures and work instructions aligned with ISO 9001:2015. Revision of procedures and forms, which will be used to document processes, are on-going.

The agency is working for the ISO 9001:2015 certification to ensure that the quality of service that they deliver to their concessionaires are at par with international standards.

## **COMPLIANCE WITH CIVIL SERVICE COMMISSION GUIDELINES**

2016 also saw San Jose Water's continuing compliance with the Civil Service Commission's (CSC) regulations. The CSC rated the agency's performance as "Outstanding" with a notable score of 90.81%, during the Client Satisfaction and Anti-Red Tape Act (ARTA) Survey held between April to June.

The survey is carried out by the CSC to measure a government agency's performance and compliance with various provisions under the ARTA, which covers the Citizen's Charter, the Anti-Fixer Campaign, the No "Noon Break" Policy, and the removal of hidden costs in government transactions.

The same survey reports that San Jose Water has a 95.86% rating for client services. This may well mean that San Jose Water never falters to address the needs of their concessionaires, providing quality services to all San Josenos.


Similarly, San Jose Water got a 95% overall satisfaction rating under the Public Assessment of Water Service Survey (PAWS) independently held by the agency in April and May. A total of 600 concessionaires responded to the survey.

According to the PAWS, 70% of the respondents agree that San Jose Water frontliners willingly addresses questions regarding service issues and clearly informs concessionaires of policies regarding water services. 98% of the respondents meanwhile said that they will recommend San Jose Water to prospect concessionaires, primarily due to San Jose Water's commitment to water quality and services.

San Jose Water also 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.

## **COMPLIANCE WITH RESULTS-BASED PERFORMANCE SYSTEM**

San Jose Water dutifully complied with the parameters set by the Administrative Order no. 25 - Inter-agency 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 with Section 93 of the General Appropriations Act of FY2012 and National Budget Circular 542, issued by the Department of Budget and Management requiring government 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.

## **WEBSITE UPDATE**

Meanwhile, San Jose Water has successfully migrated to its new website in 2016, using the .gov.ph platform in compliance with Administrative Order no. 39 issued on July 2013. The Administrative Order mandates government agencies to migrate to the government web hosting service of the Department of Science and Technology - Information and Communications Technology Office (DOST-ICT).

All the content from the existing website were transferred to the new one, under the address of <http://www.sanjoewater.gov.ph>.

San Jose Water has also adopted the Unified Web Content Policy for the website, which uses the template prepared by the DOST-ICT Office. The template allows for transparent and uniform content and navigation for government websites.



# Corporate Citizenship and Public Relations

San Jose Water realizes its role in society not only as a water service provider but also as heralds of citizenship. Through projects, programs and campaigns, San Jose Water promotes the value of community in the protection of natural resources.

## **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 to provide up-to-date information to all its stakeholders.

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.

## **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.

## **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.

## **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 Corporate Affairs Division, 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 2016, a total of 154 visitors came to learn about the treatment process. Of the 154, 75% 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.

### **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 107 TUP structures since the program started in the early '90s. Only seven remains active as San Jose Water was already able to provide individual water connection to the other beneficiaries.

### **SUMMER JOB PROGRAM**

On its eighth year of implementation, the Summer Job Program (SJP) gave 23 college stu-

dents the chance to work for two months with San Jose Water. 18 of these students are children of concessionaires who passed the qualification standards set by San Jose Water. 5 are children of employees who qualified in the program.

Since its inception in 2006, a total of 208 students benefited from the Summer Job program.

### **BLOOD DRIVE**

About 150 donors from San Jose Water also participated in the Annual Blood Drive during the 36th Anniversary Celebration of the agency. Dubbed as "Dugong Alay, Dugtong Bu-hay", the drive yielded 143 bags of blood from the donors, for the benefit of the patients from the National Kidney and Transplant Institute (NKTI). San Jose Water has been partnering with the NKTI since 2004 to help patients who are in need of blood during crucial situations and operations. The Blood Drive was also in partnership with the Rotary Club of San Jose del Monte - District 3770.

### **NEWBORN SCREENING**

Similarly, San Jose Water also held its annual Newborn Screening at the Ospital ng Lungsod ng San Jose del Monte last July during the anniversary celebrations of the agency. 100 babies received free Newborn Screening and check-ups. The Newborn Screening is a test that aims to identify concerns regarding health of newborn children.



## ORATORICAL AND ON-THE-SPOT POSTER MAKING CONTESTS

San Jose Water held its 20th Oratorical Contest on December 1 and 2, 2016. This year, San Jose Water brought the contest nearer to students by staging the Elimination and Final Rounds in different campuses in the city. The first round of eliminations was held at Sapang Palay National High School, while the second round of eliminations was held at Calvary Christian Academy. The contest had the theme “Tubig at Kalikasan ating Pangalagaan: Kabataan at San Jose Water, Magkatuwang”.

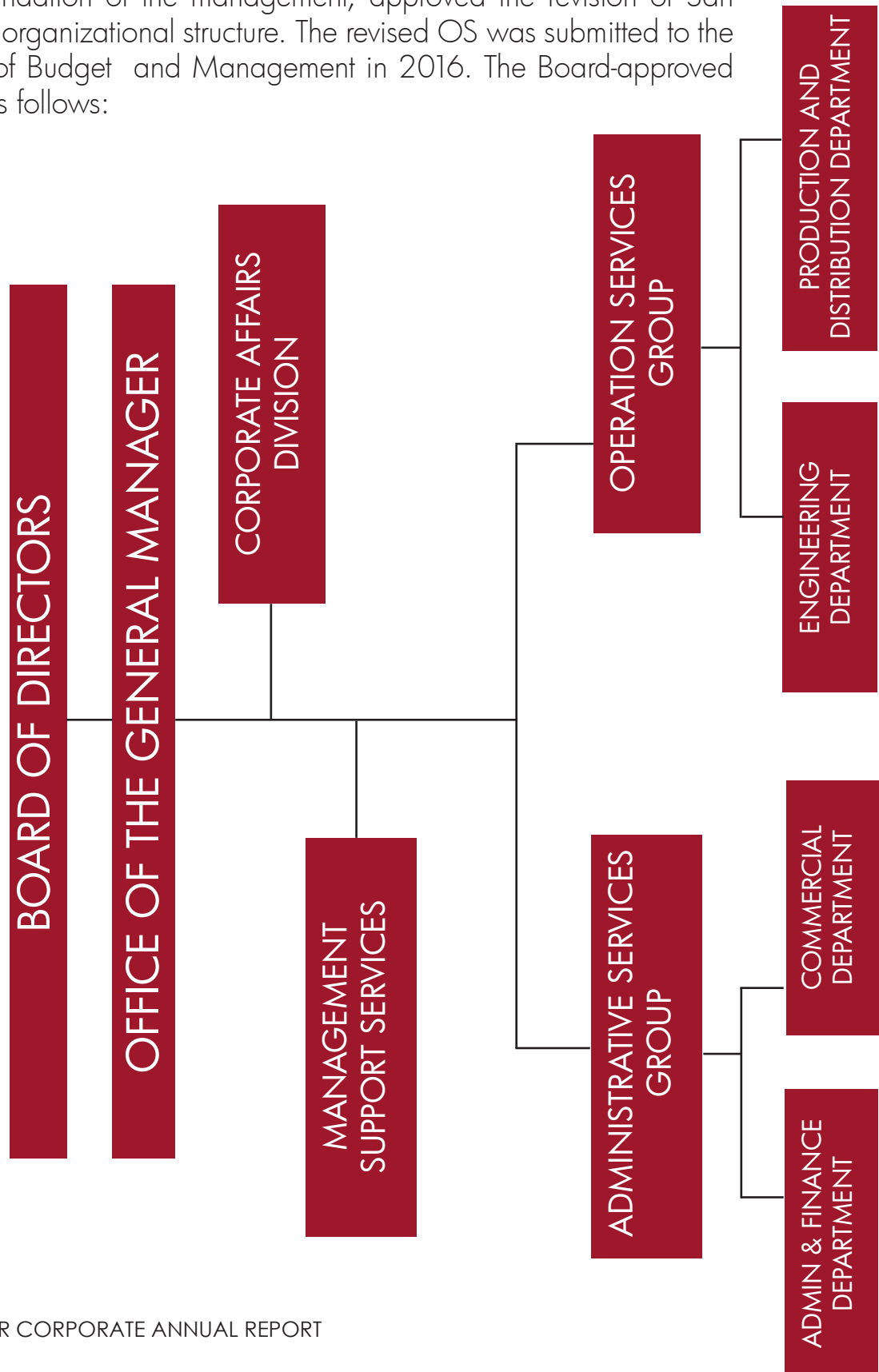
On the other hand, the On-the-Spot Poster Making Contest with the same theme, was held last December 7, 2016, coinciding with the finals round of the 2016 Oratorical Contest. The events were simultaneously held at Sto. Rosario Sapang Palay College. The contest is primarily aimed to highlight San Jose Water’s continuing thrust to protect water resources by involving and working with young San Josenos.

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.



# 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 was submitted to the Department of Budget and Management in 2016. The Board-approved new OS is as follows:



# Committees

San Jose Water empowers its employees by utilizing committees to improve interactions within the agency and foster smooth transaction between its departments. Committees as formed are under the regulations of the Civil Service Commission.

## **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 five 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 2016, the BAC processed 28 requests for procurement of various goods and services ranging from request for procurement of equipment and materials to construction of water tanks.

## **INVESTIGATING COMMITTEE**

An Investigating Committee composed of five employees ensure that proper office decorum and work ethic run across all the departments of San Jose Water.

For 2016, 11 employees were issued warning letters and 4 employees were suspended from work.

## **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 28 times in 2016 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 2016, 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 36th 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 36th 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 were 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), and improvement of facilities.

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 septage 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 36th anniversary celebration of San Jose Water and the Christmas Party Committee which was responsible for the programs and activities during the Christmas Party.



# Logistics and Personnel Support

Human Resources play an important role in the success of San Jose Water. The agency boasts of its employees' efficiency and dedication, a combination noteworthy to the company's continuous progression.

## **LOGISTICS AND PERSONNEL SUPPORT**

As of December 31, 2016, San Jose Water has 270 employees, making the agency one of the biggest employers in the City of San Jose Del Monte. Of the 270, 21 were hired in 2016, and 7 are on job order basis. 32 employees were promoted for the year, including 6 appointments for management positions.

Employee to service connection ratio is 1:363. The industry average set by LWUA is 1:120 for Category A Water Districts.

## **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 2016, San Jose Water processed and approved 3,160 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. 16 requests for leave monetization was approved in 2016.

Monetary benefits authorized by law were enjoyed by all employees and released on time, including 13th and 14th 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 23 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 20 motorcycles which are used by its roving personnel who monitor water quality.

## **PROCUREMENT AND SUPPLIES MANAGEMENT**

In 2016, San Jose Water processed 1,073 purchase requisitions, 216 repairs and service requests, issued 1,524 Property Accountability Receipts and 19,765 stock requisitions, received 626 returned materials, and undertook quarterly inventory of materials and supplies and equipment.

# Financial Highlights

Apart from service efficiency and quality, San Jose Water also gives value to accountability and transparency, providing stakeholders with up to date information on the company's fluidity.

## **COLLECTION EFFICIENCY**

San Jose Water stepped up its collection efforts and posted 88.75% collection efficiency in 2016.

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 air-conditioning unit and television set while several electric fans are posted at the other collection offices.

## **COLLECTION OFFICES**

San Jose Water accepts payment for waterbill 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.

## **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 2016 reveal that majority of the concessionaires prefer to pay in San Jose Water offices, as only about 20% opted to pay in Bayad Center.

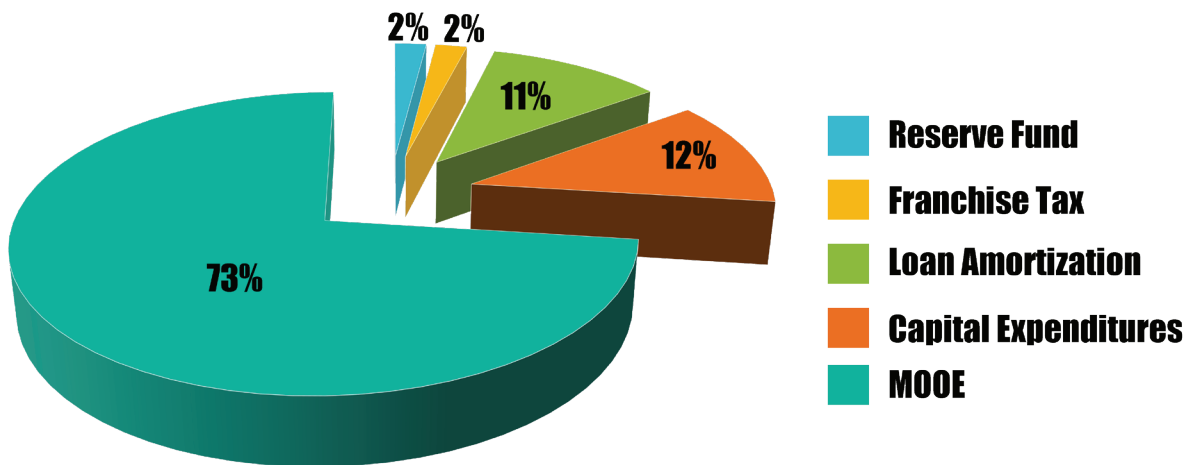
## **INCOME AND EXPENSES**

San Jose Water posted an income of PhP 757, 013, 687.00 for the year 2016. Of this figure, revenue from water sales comprise 90% while income from other sources make up the remaining 10%.

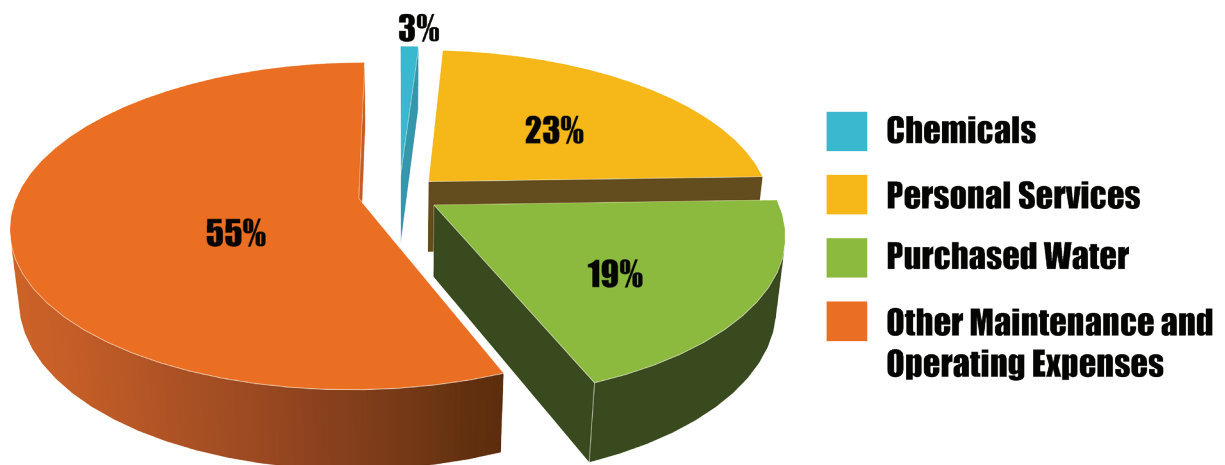
Meanwhile, chemicals took the smallest slice of the total maintenance and operating expenses at 3% for 2016 while the biggest slice at 55% went to other MOOE including power, fuel and pipeline rehabilitation expenses.

## **BUDGET APPROPRIATIONS**

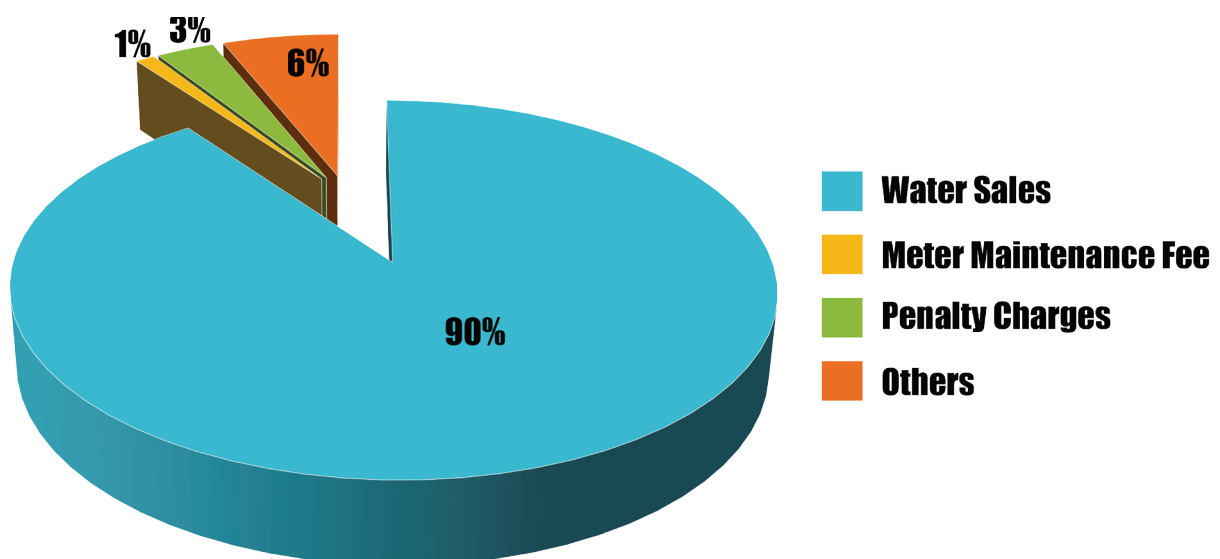
San Jose Water has an approved budget of P773,101,908.84 for the year 2016, with Maintenance and Other Operating Expenses getting 73% of the budget.



**FIGURE 1. BUDGET APPROPRIATION FOR 2016**



**FIGURE 2. COMPONENTS OF MOOE**



**FIGURE 3. COMPONENTS OF INCOME**



## STATEMENT OF INCOME AND EXPENSE

### Year 2016 (In Pesos)

TOTAL INCOME	757,013,687.68
<b>Less:</b>	
MOOE	444,257,620.86
DEPRECIATION	66,063,685.15
INTEREST EXPENSE	47,955,729.00
TAXES	11,174,472.31
<b>NET INCOME</b>	<b>187,562,180.36</b>

## CONSOLIDATED BALANCE SHEET

### Year 2016

CASH	295,382,260.67
RECEIVABLES	88,821,431.61
INVENTORIES	34,907,659.96
PREPAYMENTS	27,193,718.00
PROPERTY PLANT & EQUIPMENT	1,358,632,032.19
OTHER ASSETS	1,658,080.29
<b>TOTAL ASSETS</b>	<b>1,806,595,182.72</b>
 CURRENT LIABILITIES	 135,921,134.37
LONG-TERM LIABILITIES	528,810,071.87
DEFERRED CREDITS	11,160,111.26
EQUITY	1,130,203,865.22
<b>TOTAL ASSETS</b>	<b>1,806,095,182.72</b>

# Quality Policy

We define quality as conformance to our customer's needs, both internal and external, and conformance to all quality parameters required by international and statutory standards. With this in mind, we strive to be a positive force in the water industry while providing professional and ethical water and septage management services with a total commitment to maximum customer satisfaction.

In order to achieve our goal of keeping our customers satisfied and exceeding their expectations, we think and act as a team to give them the best service that we can give. Towards this end, we commit:

- a. To implement programs and projects aimed at providing our customers with a service that will ensure their continuing trust, make us easy to do business with, and show that we care.
- b. To meet, if not exceed the standards set by the Philippine National Standard for drinking water.
- c. To constantly look for water sources to meet and sustain the volume required by the rapidly increasing population and increasing economic activity in the city.
- d. To meet the expenses required for system improvement and expansion as well as day-to-day operation within our revenue level and without adjusting our water rates.
- e. To make continuous improvement and innovation through learning from the lessons of the past and the experience of other service providers.
- f. To communicate our quality policy with our customers, and all other interested parties and encourage our employees to embrace quality as their personal commitment to **SAN JOSE WATER**.
- g. To identify areas for improvement by conducting a regular review of the Quality Management System and subjecting the performance of **SAN JOSE WATER** to regular internal audit.



# Core Values

## **Integrity**

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

## **Customer Satisfaction**

We exist for the our customers. We strive to address their needs and expectations to the best of our ability with utmost efficiency, courtesy, and speed.

## **Excellence**

In delivering our service and in the performance of our duties, we have no room for mistakes and we do it “First Time Right”. We choose the best people, employ the best practices, and always challenge ourselves to innovate to improve our service.

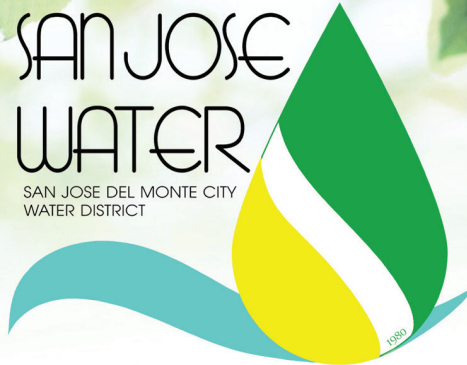
## **Teamwork**

We promote and support a diverse yet unified team that work together with enthusiasm to meet our common goals. We respect differences in opinion and make the differences work for the betterment of service.

## **Community**

We collaborate inside and outside the organization to maximize our shared knowledge and bring greater value to the community we serve. We support efforts and implement programs that will promote a healthy and vibrant neighborhood, enhance environmental awareness, and protect our water resources.





## **VISION**

A respected industry leader and trusted provider of water and septage services, delivering quality service with dedication, integrity, and genuine concern for the community.

## **MISSION**

To improve the quality of life of the people we serve by providing 24/7 safe and potable water service and regular septage management service and to provide these services efficiently at the least possible cost and with utmost regard to the environment.



# **SAVE WATER.**

**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](mailto:sjdm_water@yahoo.com)**

**Souvenir items await the first person to report the leak.  
Cash reward await informants.**



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

***Todo serbisyo sa San Joseño!***