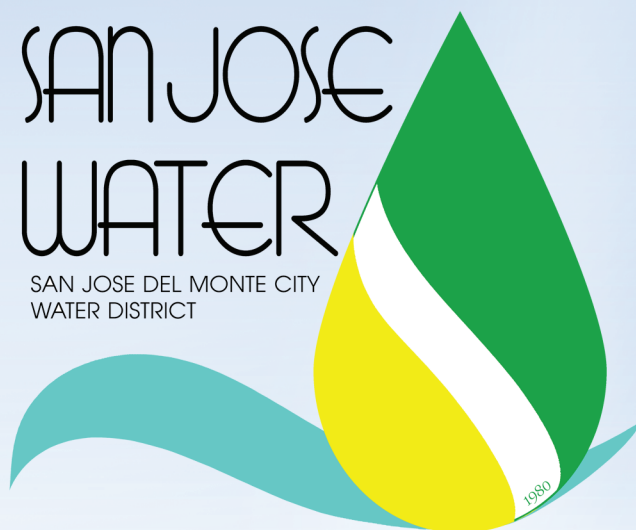


2017 Annual Report

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

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{ to our stakeholders }



San Jose Del Monte City Water District has always been at the forefront of the water industry as a top-performing and excellent agency providing safe and potable water to its service area. This year is no exception, with 2017 being our strongest and most humbling year ever.

We have outdone our performances in the previous decades, growing and improving various areas of service. System improvements - structural and policy-wise - have been implemented in the months that have gone. In January, we introduced the “Discounted Water Rates for Low-Volume Users” program, which primarily aims to assist concessionaires in the lower-income sector by providing them with discounted water rates. In conjunction with our information campaign, the program encourages and promotes water conservation.

Just in time for the celebration of World Water Day, we have began laying the groundwork for the new Water Treatment Plant No. 3 as part of our continuing thrust to provide

safe and potable water to more San Joseños. Part of the Comprehensive Water Supply System Project (Phase 3), the third water treatment plant is set to supply water to some 15,000 families in the city in the next five years, and will process 10,000 cubic meters of water daily from the 30,000 cubic meters allocated by the MWSS last 2014 for our use.

During the same period, San Jose Water launched various contests as a way of giving back to our concessionaires. Simple prizes such as grocery items, and major prizes such as appliances, gadgets, and cash, have been given to lucky concessionaires who participated in various contests, including the “Tanong Ko, Sagot Mo” E-Raffle Promo, “On-Time Payers” Raffle Promo, Photography Contest, and Tipid Tubig Barangay Patrol Contest. Apart from giving back to concessionaires, these contests are also aimed to supplement our efforts in the Non-Revenue Water Reduction program, which remains to be one of the major challenges that we are facing.



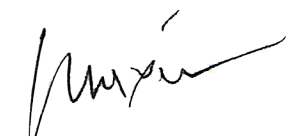
Crowning all these achievements, we were conferred the Huwaring Lingkod Tubig Award in 2017. Our Best Practices in Public Relations and Information Awareness, particularly on our Information Campaign on the Septage Management Program, has been recognized by the Local Water Utilities Administration, Maynilad, and the National Water Resources Board during the Philippine World Water Day celebrations. The City Government of San Jose Del Monte was also conferred the Water Leadership Award 2017 during the same event, a testament in realizing the importance of water resource management in the City of San Jose Del Monte.

This is both a source of pride and humility for our family, because as we bask in the joy and the honor that was given us, we are also reminded that there is still work to be done.

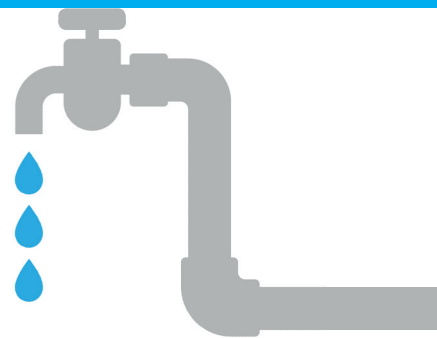
As always, heartfelt gratitude is in order for everyone who had supported us in our journey of delivering quality service at all times. We believe, that 'no population is too high, and no economy is too low' for us to provide our best efforts in all facets of our service, and that your continuous upkeep, coupled with our hard work, will bring us to even greater heights.

Hand in hand, let us be trailblazers and set our eyes to the bright future ahead of us.


GM LORETO "LORY" LIMCOLIOC


CH. ENRIQUE "IKE" DELOS SANTOS

our story



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 San Jose Water with assistance from 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

90
percent

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).

BARANGAY
100%

As of December 31, 2017, 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.

TOTAL OF
50,000
CUBIC METERS
DAILY

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 now under construction under the Comprehensive Water Supply System Project Phase III.

12
groundwater
stations

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



SERVICE CONNECTIONS

San Jose Water has increased its efforts in serving the entire population of the City of San Jose del Monte. As of November 2017, San Jose Water has a total service connection of 104,759, an increase of 6,615 compared to 2016 figures. Albeit the gradual increase every year, approximately 40% of the city's population remain unserved by San Jose Water. This has become one of the agency's main goals in the past years.

A greater part of the concessionaires of San Jose Water belong to the low-income group, as the city plays host to several low-cost urban development projects of the National Government. About 2% of the total service connections are commercial establishments and businesses, such as schools, malls, and others.

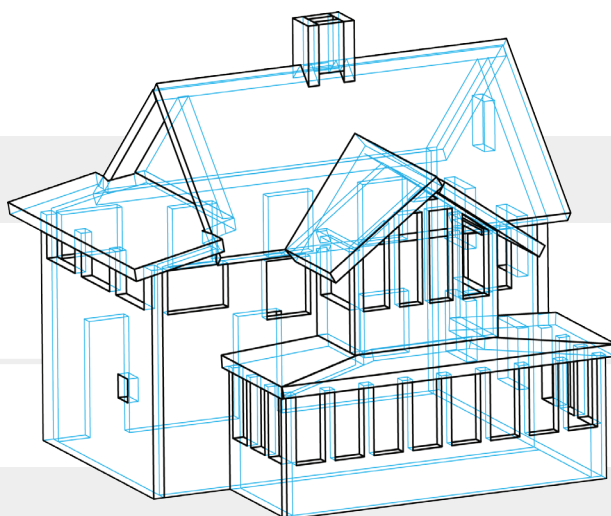
ACCOMPLISHMENTS

In 2017, San Jose Water has outperformed itself in accomplishments, running at the forefront of economic development and progress in the City of San Jose del Monte. Apart from number of service connections, best improvements in facilities, and a larger work force that caters to almost 600,000 San Joseños, the existence of a reliable system that serves water 24 hours a day, seven days a

week, boosted with service beyond the call of duty from the agency's employees, has positively impacted residents, business establishments, and other sectors to move forth in their day-to-day activities. On top of that, San Jose Water has assisted in 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



2013
82,586

2014
88,986

2015
93,274

2016
98,144

2017
105,838

corporate structure

San Jose Water brings safe and potable water to its concessionaires by utilizing its skilled and energetic workforce, composed of various individuals performing different functions. Policy-makers, managers, as well as rank-and-file employees, work hand and hand to deliver the best services to San Joseños.

At the top of the corporate structure are the members of the Board of Directors who shape the policies of San Jose Water. The directors come from different sectors of society - academic, 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, supported by two Assistant General Managers and four department managers, each heading a staff of competent and dedicated professionals and skilled workers.



SAN JOSE DEL MONTE CITY WATER DISTRICT 2017 BOARD OF DIRECTORS. Seated (from left to right): Dir. Jovita Vizmonte-Mateo, Dir. Aurora B. Camua, Vice Chairman Nida B. Nicolas; Standing (from left to right): Chairman Enrique A. Delos Santos, GM Loreto G. Limcolioc, BOD Sec. Felipe M. Policarpio, Jr.

Board of Directors

ENRIQUE A. DELOS SANTOS
Representing Education Sector
Chairman

NIDA B. NICOLAS
Representing Business Sector
Vice Chairman

FELIPE M. POLICARPIO, JR.
Representing Civic Sector
Secretary

AURORA B. CAMUA
Representing Women Sector
Member

JOVITA VIZMONTE-MATEO
Representing Professional Sector
Member

Management

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 }

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.

Water processed at the treatment plants are stored in San Jose Water's 64 active concrete reservoirs and steel tanks located in strategic elevated areas. Water is then fed to the pipelines and distributed to concessionaires through gravity.

Did You Know?

San Jose Water held its first amateur and professional Photography Contest in time with its 37th Anniversary last July 2017. A move to promote water conservation, the contest yielded at least 40 participants, who shared their skills and their appreciation of water and water services in the City of San Jose Del Monte.

Photo by Shella Mae Carballo
2nd Place, 2017 San Jose Water Photography Contest



source development

Comprehensive Water Supply System Project

Understanding THE COMPREHENSIVE WATER SUPPLY SYSTEM PROJECT

The Comprehensive Water Supply System is San Jose Water's main water supply system project, encompassing its water supply production and operation. As of 2017, the maiden project has three phases, corresponding to water production and supply for the three water treatment plants that San Jose Water operates.

PHASE 3

COMPREHENSIVE WATER SUPPLY SYSTEM PHASE 3 (WATER TREATMENT PLANT NO. 3)

The third phase of the Comprehensive Water Supply System Project is focused on developing the Water Treatment Plant no. 3 (WTP-3), which will initially process 10,000 cubic meters of water per day from the 30,000 cubic meters of water previously allocated by the Metropolitan Waterworks and Sewerage System (MWSS) for San Jose Water's taking in 2014.

The third treatment plant is set to serve 15,000 additional households in the next years to come, with provisions for expansion if the Bulacan Bulk Water Supply System (BBWSS) will not be implemented on schedule.

The groundbreaking ceremony for the third water treatment plant was held on March 23, 2017, in time with the celebration of the World Water Day.



COMPREHENSIVE WATER SUPPLY SYSTEM PHASE 1 (WATER TREATMENT PLANT NO. 1)

The first phase of the Comprehensive Water Supply System Project was implemented in 1995 through the bilateral agreement of the French and the Philippine Governments. Under the P154-million project, San Jose Water's first water treatment plant (WTP-1) with a capacity of 20,000-cubic meters of water per day capacity was completed and inaugurated in 1997.



COMPREHENSIVE WATER SUPPLY SYSTEM PHASE 2 (WATER TREATMENT PLANT NO. 2)

Meanwhile, the 2nd phase of the Comprehensive Water Supply System Project was implemented in 2006, with San Jose Water and the Japan Bank for International Cooperation jointly funding the P613-million undertaking. The project consisted of an additional water treatment plant (WTP-2), which processes 30,000 cubic meters of water per day and several pipe-laying projects that birthed some 40 kilometers of pipeline.



PHASE 1

PHASE 2

SAN JOSE WATER HOLDS WTP-3 GROUNDBREAKING CEREMONY



In a move to expand safe and potable water service, San Jose del Monte City Water District (San Jose Water) held the ground-breaking ceremony for its new Water Treatment Plant no. 3 (WTP-3) on March 23, 2017.

The ceremony, which was held at the WTP-3 site in Brgy. Tungkong Mangga, marks the official beginning of the implementation of the project.

Present during the said activity are the San Jose Water Board of Directors headed by Chairman Enrique A. Delos Santos, the San Jose Water Management Team headed by GM Loreto G. Limcolioc, and Local Water Utilities Administration (LWUA) Senior Deputy Administrator, Mr. Edgardo De Mayo.

The event was also graced by the presence of several local government officials, notably City Mayor Arthur B. Robes. Also in attendance were members of the city council, and several officials from the city's 59 barangays.

The WTP-3 can serve 15,000 additional families which are expected to be relocated by the national government to the City of San Jose del Monte in the next five years.

In his message, San Jose Water Board Chairman Enrique Delos Santos said that the treatment plant is San Jose Water's response to the increasing demand of the city.

"The city's population is rapidly increasing because of the continuing relocation of Metro Manila's informal settlers to the city by the national government and the boom of

real estate development for residential and commercial establishments.

The city will also host one of the stations of MRT Line 7 so we expect further commercial development in the city, which will also mean additional demand for safe and potable water," said Board Chairman Delos Santos.

For his part, San Jose Water GM Loreto Limcolioc said that the water source for the city residents is no longer enough to meet the demand.

"We are awaiting the operation of the Bulacan Bulk Water Supply Project but we cannot sit while our people thirst. We have to do something while the Bulacan Bulk (Project) is still being constructed," GM Limcolioc said.

The treatment plant will process 10,000 cumd of water which will be sourced from Angat River. The volume is part of the 30,000 cumd allocated by the Metropolitan Waterworks and Sewerage System (MWSS) in 2014 for San Jose Water's use.

GM Limcolioc said that if the Bulacan Bulk Water Supply Project will not materialize by 2018, the treatment plant will be expanded to accommodate the remaining 20,000 cumd.

The WTP-3 forms part of San Jose Water's Comprehensive Water Supply System Project – Phase 3.

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

For the year 2017, San Jose Water sent 848 samples to DOH-accredited laboratories for bacteriological testing, and 19 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.

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.

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.



Understanding THE PHILIPPINE NATIONAL STANDARDS FOR DRINKING WATER

Known as the Bible of Water Service and Water Service Providers, the Philippine National Standards for Drinking Water (PNSDW) is the prescribed standards and procedures by the national government on drinking water quality towards the protection of the public's health. It is applicable to all drinking water service providers, including government and private developers and operators, bulk water suppliers, water-refilling stations operators and water vending machine operators; ice manufacturers; all food establishments, residential, commercial, industrial and institutional buildings that use, supply, and serve drinking water; water-testing laboratories; health and sanitation authorities; the general public, and all others who are involved in determining the safety of public's drinking water.



There are five versions of the PNSDW, including the latest 2017 version. The first version was released on 1963, with the original subsequently revised in 1978, 1993, 2007, and 2017.



The PNSDW's main function is to act as a standard for drinking water service providers to adhere to, thus ensuring the safety of the public consuming drinking water.

WHO

The first version of the PNSDW (1963) was based on the 1958 World Health Organization Standard for Drinking Water and the 1962 United States Public Health Service Standards.



The 2017 PNSDW was released in June 23, 2017 through Administrative Order no. 2017-0010 by the Department of Health (DOH). The updating of the PNSDW was carried out by the Inter-Agency Technical Working Group, headed by the DOH with support from the World Health Organization.

water quality

Water Safety Plan



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 it provides.

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.

It is 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.

water quality

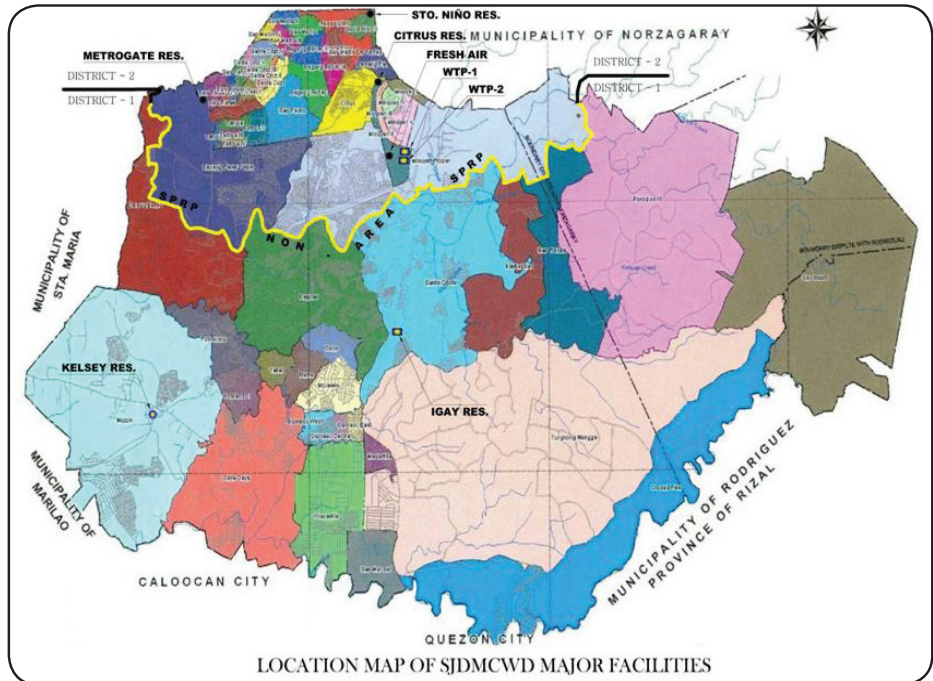
Access to Safe and Potable Water

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.

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 2017, San Jose Water laid 9,901.46 LM of pipelines under various distribution line extension projects, bringing the total length of pipelines laid to 604,653.75 LM. San Jose Water has formed an intricate web of pipelines in the City of San Jose Del Monte.



LOCATION MAP OF SJDMCWD MAJOR FACILITIES

SERVICE CONNECTIONS

As of December 2017, San Jose Water has a total service connection of 105,838. 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 connections, 7,694 were installed in 2017. More than 98% of the total number of San Jose Water's connections are residential, with greater numbers situated in government housing projects. Meanwhile, Brgy. Muzon, one of San Jose Water's larger service areas, covers 24, 257* service connections or about 23.15% of San Jose Water's total service connections.

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, 023* Service connections per month for 2017. 98% of the disconnections were due to non-payment of water bill on due date while the remaining 2% were voluntary requests for temporary disconnection.

The agency hopes to decrease the said numbers by supplementing their efforts with various programs, including the On-Time Payers Raffle Promo and the Tipid Tubig Barangay Patrol Program.

* As of November 2017

water quality

Non-Revenue Water Reduction

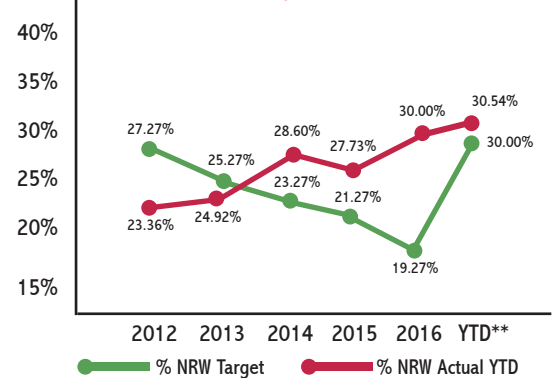
what is NON-REVENUE WATER?

Non-Revenue Water (NRW) pertains to the volume of water delivered that did not generate revenue for water utility companies such as San Jose Water. The scope of NRW covers not only water losses, but also unbilled unauthorized and unbilled unmetered water as consumed.

To address the problem which comes with the increasing number of service connections and the growing population of the city, San Jose Water established a working group with members from the various departments to specifically implement NRW Reduction Programs. From the simple one-step process of conducting leak detection rounds on all coverage areas, the team has now developed a four-step process comprised of Flow Meter Installation, Isolation Valves Installation, Night Flow Rate Measurement, and Step Testing.

District Metering Areas (DMA) were also created to facilitate identification leak-prone places in the city. Since 2015, San Jose Water allotted a total of PhP 1.7 million to continuously establish and install these devices and supplement the physical efforts of the NRW group. Further, San Jose Water also purchased modern leak-detection equipment to easily locate underground leakage.

2012-2017 NRW DATA
**data as of September 2017



NRW can be attributed to poor and aging infrastructure, as well as the increasing demand for water and rapid population growth.

According to the World Health Organization-UNICEF Joint Monitoring program, countries in South-East Asia alone lose at least 13 million cubic meters of water daily, tagging these losses as Non-Revenue Water.

San Jose Water took the matter into their hands to once and for all reduce and manage its Non-Revenue Water in 2011, when it established their Non-Revenue Water Section. Specific measures carried out by the agency are leak detection programs, flow rate and isolation valves installation, among others.

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 7, 496* 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 2017. 92% of the reported leaks required minor repairs, while only 8% 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.

*data as of November 2017

water quality

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, 270* concessionaires were apprehended for illegal water use for the year 2017.

The highest penalty meted by San Jose Water was PhP 14, 378.40* 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. As of December 15, 2017, San Jose Water was able to calibrate 2,247 water meters under the Meter Maintenance Program.

introducing SAN JOSE WATER CONTESTS

Apart from Leak Reports and Illegal Connection Reports, San Jose Water also launched various campaigns spread through the year to encourage concessionaire participation in the curbing of water pilferage, improvement of water conservation, and management of irresponsible water consumption.

In particular, San Jose Water introduced four contests in relation to its campaigns for Non-Revenue Water



Reduction and Leak Detection. Included in these contests are the San Jose Water Photography Contest, the Tipid Tubig Barangay Patrol

Contest, the On-Time Payers Raffle Promo, and the "Tanong ko, Sagot Mo" E-Raffle Promo.

These contests and promotions are similar to the concept of "Citizen Journalism" whereby the concessionaires, here treated as their own "reporters", provide up-

to-date information regarding the situation of water services in their areas. Simple prizes, including grocery items, appliances, and small gadgets, were given to lucky concessionaires who were chosen as winners for the promotions.

For the Tipid Tubig Barangay Patrol Contest, community participation is being highlighted and clustering of leak reports have been improved.

San Jose Water also introduced the newest member of its growing family, its mascot, Joseng Tubig, during the celebration of World Water Day last March. Jose is San Jose Water's jolly dancing ambassador for water conservation and protection.



*data as of November 2017

water quality

System Improvement Projects

San Jose Water ensures that water of the best quality is delivered to homes. To maintain this, the agency undergoes various system improvement projects through the year. Rehabilitation, expansion, and system improvement projects top the list of projects and programs implemented by San Jose Water.

Construction Activities **PALMERA SUBDIVISION**



A long-term project consisting of several phases, San Jose Water has began project works in the Palmira Subdivisions in Brgy. Kaypian. The project started in the construction of sump tank, and continues through with transmission line extension activities and existing reservoir interconnections.

Construction Activities **WATER TREATMENT PLANT NO. 3**



Apart from the main treatment facility, San Jose Water is also implementing various project works to support and operate the new Water Treatment Plant no. 3. These include the installation of the 600mm Transmission Line from WTP-3 to F. Halili Ave., the construction of a 2000 cu.m. steel bolted water tank with liner, and the installation of Pump and Motor after the WTP-3 Distribution Line at the site in Grand Cypress Subdivision. Other projects, including installation and interconnection of distribution lines will be carried out in 2018 in preparation for the WTP-3's operation.

List of **OTHER MAJOR PROJECTS***

INSTALLATION OF 2000 CU.M. STEEL BOLTED TANK LINER

Date Started: May 2017

Project Cost: PhP 30,348,118.78

Beneficiaries: Concessionaires @ Non-Area

CONSTRUCTION OF 2 UNITS GROUND STL. RESERVOIR W/ LINER @ PUMPING STN. 11

Date Started: July 2017

Project Cost: PhP 26,486,298.45

Beneficiaries: Concessionaires @ Non-Area

WTP RAW WATER BS & RELOCATION OF 600MM TRANSMISSION LINE TAPPING (MWSS AQUEDUCT #6)

Date Started: May 2017

Project Cost: PhP 22,190,499.75

Beneficiaries: Concessionaires @ Non-Area

INTERCONNECTION OF 600MM TRANSMISSION LINE AQUEDUCT 6 PS TO WTP-3

Date Started: March 2017

Project Cost: PhP 24,950,692.01

Beneficiaries: For All Concessionaires

PUMP & MOTOR AFTER WTP-3 DISTRIBUTION LINE

Date Started: June 2017

Project Cost: PhP 11,771,928.40

Beneficiaries: Concessionaires @ Non-Area

STL. TRANSMISSION LINE PROJECT @ BRGY. SAN ROQUE

Date Started: October 2016

Project Cost: PhP 3,785,569.16

Beneficiaries: Concessionaires @ Non-Area

REHABILITATION OF PIPELINES @ PHASE 1 AREA H

Date Started: October 2016

Project Cost: PhP 799,682.75

Beneficiaries: Concessionaires @ Area H

** based on the Report on Government Projects/Programs/Activities for the quarter ending September 2017*

On-going and Accomplished **PROJECTS 2017***

REHABILITATION OF 100MM DISTRIBUTION LINE TO 150MM @ PROVINCIAL ROAD - PROPER

Date Started: September 2016

Project Cost: PhP 1,558,406.09

Beneficiaries: Concessionaires @ Non-Area

INSTALLATION OF BY-PASS LINE FOR PS-24

Date Started: June 2017

Project Cost: PhP 435,415.76

Beneficiaries: Concessionaires @ Melody Plains

DISTRIBUTION LINE EXTENSION BETWEEN BLOCK 20 AND BLOCK 22, AREA H

Date Started: August 2017

Project Cost: PhP 287,536.15

Beneficiaries: Concessionaires @ Area H

REHABILITATION OF WATER SUPPLY SYSEM DREAMLAND VILLE SUBDIVISION

Date Started: September 2017

Project Cost: PhP 1,562,746.65

Beneficiaries: Concessionaires @ Dreamland Ville Subd.

WTP MAINTENANCE WORKSHOP

Date Started: May 2017

Project Cost: PhP 998,670.00

Beneficiaries: For Safety of Employees

CONSTRUCTION OF DRIVERS LOUNGE / WAITING AREA

Date Started: May 2017

Project Cost: PhP 145,040.89

Beneficiaries: Service Drivers / Employees

PAINTING OF ELEVATED STL. TANK @ TIERRA BENITA

Date Started: August 2017

Project Cost: PhP 349,625.00

Beneficiaries: Concessionaires @ Tierra Benita / Non-Area

2000 CU.M. GROUND STL. TANK W/ LINER

Date Started: July 2017

Project Cost: PhP 26,486,298.45

Beneficiaries: Concessionaires @ Non-Area

IMPROVEMENT OF MESS HALL

Date Started: July 2017

Project Cost: PhP 544,818.00

Beneficiaries: Employees and Visitors

PAINTING OF ELEVATED STL. TANK @ RES. #52

Date Started: September 2017

Project Cost: PhP 233,515.94

Beneficiaries: Concessionaires @ Dela Costa Subd.

INTERCONNECTION OF 150MM TL OF BENJAMIN VILLAGE

Date Started: October 2016 / February 2017

Project Cost: PhP 180,000.00

Beneficiaries: Concessionaires @ Towerville Subdivision

* based on the Report on Government Projects/Programs/Activities for the quarter ending September 2017

Pipe-laying Activities **FARMVIEW SUBDIVISION**



Pipe-laying Activities **GRAND CYPRESS SUBDIVISION (FOR WTP-3)**



Pipe-laying Activities **PLEASANT HILLS SUBDIVISION**



On-going and Accomplished PROJECTS 2017*

REPAIR OF IGAY BOOSTER STATION CEILING

Date Started: February 2017

Project Cost: PhP 18,229.66

Beneficiaries: For security of assets and employees assigned in Igay

CONSTRUCTION OF PUMP HOUSE, SUMP TANK, AND SERVICE ENTRANCE @ PALMERA SUBD.

Date Started: December 2016 / March 2017

Project Cost: PhP 961,196.30

Beneficiaries: Concessionaires @ Melody Plains

CONSTRUCTION OF RESTROOM @ DONACION CENTRAL STATION

Date Started: April 2017

Project Cost: PhP 100,000.00

Beneficiaries: For employees assigned @ Donacion CS

CONSTRUCTION OF OPERATORS' STATION WITH RESTROOM @ SAN ISIDRO BOOSTER STATION

Date Started: April 2017

Project Cost: PhP 168,348.54

Beneficiaries: For employees assigned in San Isidro BS

CONSTRUCTION OF WAITING SHED

Date Started: May 2017

Project Cost: PhP 133,162.50

Beneficiaries: For all concessionaires

CONSTRUCTION OF OPERATORS' STATION WITH RESTROOM @ METROGATE BOOSTER STATION

Date Started: May 2017

Project Cost: PhP 279,766.30

Beneficiaries: For employees assigned in Metrogate BS

FACILITIES IMPROVEMENT OF PS-36

Date Started: May 2017

Project Cost: PhP 39,939.70

Beneficiaries: Concessionaires @ Non-Area

CONSTRUCTION OF DRYING BED, HOLDING AREA, AND CLEANING AREA FOR VACUUM TRUCK

Date Started: May 2017

Project Cost: PhP 612,500.00

Beneficiaries: For the safety of employees and maintenance of hygiene in the STP premises

IMPROVEMENT OF MESS HALL

Date Started: July 2017

Project Cost: PhP 544,818.00

Beneficiaries: Employees and Visitors

PAINTING OF ELEVATED STL. TANK @ RES. #52

Date Started: September 2017

Project Cost: PhP 233,515.94

Beneficiaries: Concessionaires @ Dela Costa Subd.

* based on the Report on Government Projects/Programs/Activities for the quarter ending September 2017

Construction Activities GROUND STEEL RESERVOIR @ PS 11



San Jose Water started in July 2017 the construction of two ground steel reservoirs with liners at Francisco Homes Subdivision. The first steel reservoir has a capacity of 558 cu.m. while the second steel reservoir has a capacity of 934 cu.m. The 20.8-million peso project will improve water supply in the Francisco Homes subdivisions and other nearby areas.

Construction Activities REHABILITATION OF PIPELINES - AREA H



San Jose Water strives to find ways to improve the quality of water service. Projects, such as rehabilitation, interconnection, and expansion of pipelines top the list.

environment protection

Facilitating Septage Management

SEPTAGE TREATMENT PLANT

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.

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.

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. As of 2017, San Jose Water have served 29,799 households, some 62% of which or about 18,535 households availed of desludging services. 11,624 households were not desludged either due to refusal of the home owner, or that the septic tank cannot be located.

A total of 20,874.60 cu.m. of septage were collected and treated. San Jose Water also responded to 832 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 Muzon, Graceville, and Gumaoc East.



San Jose Water General Manager Engr. Lory G. Limcolioc (center) and then LWUA Administrator Andres Ibarra, together with San Jose Water Board of Directors and barangay officials from the city's fifty nine barangays during the blessing and inauguration of San Jose Water's Septage Treatment Plant in 2015.

environment protection

Facilitating Septage Management

consistent COMPLIANCE TO ENVIRONMENTAL STANDARDS

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.



achieving hand in hand THE HUWARANG LINGKOD TUBIG AWARD



In 2017, San Jose Water is proud and humbled to receive the prestigious Huwarang Lingkod Tubig Award for Best Practices in Public Relations and Information Awareness during the celebration of the World Water Day and the Philippine World Water Day Awards. The award is in recognition of San Jose Water's "Sagip Tubig Campaign", which primarily tackles information dissemination and concessionaire education regarding water conservation and environmental protection. Part of the campaign is providing information regarding the comprehensive septage management campaign in the barangay level. The City Government of San Jose Del Monte also received the prestigious Water Leadership Award 2017 during the same celebrations, which proves the commitment and the partnership of the local government unit and of San Jose Water in improving water services in the City of San Jose Del Monte.

continuous improvements EXPANSION OF THE SEPTAGE TREATMENT PLANT

Due to the consistent population growth in the City of San Jose Del Monte and the pressing need to improve septage and sanitation services, San Jose Water is planning to expand its Septage Treatment Plant Facility in Brgy. Minuyan. From the existing 60 cubic meters per day operations, the agency is planning to increase its capacity to 120 cubic meters per day as originally designed. This expansion is seen to effect the efficiency of the treatment facility and to better the delivery of septage management services in the city.

ensuring progress

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 2017, 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 September 11-13, 2017, the internal audit was held as part of the review process of the QMS. Further, the management review was

held on December 28, 2017 to consolidate all findings during the internal audit.

Several employees also underwent the ISO 9001:2015 Awareness Seminar in 2016, which was then followed by the Risk Management Training and Workshop that was attended by members of the ISO Core Team. These seminars and workshops aim to provide knowledge enhancements to employees in preparation for the internal and external audits.

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.



The ISO Core Team ensures that all Quality Management System (QMS) procedures are updated, correct, and aligned with the quality policy and the standards as set by the ISO:9001 2015 QMS Manual. The first internal audit, as seen in these pictures, was held on September 11-13, 2017 at the San Jose Water offices and on other San Jose Water facilities.

ensuring progress

Civil Service Commission Guidelines and the Results-Based Performance System

COMPLIANCE WITH CIVIL SERVICE COMMISSION GUIDELINES

San Jose Water continues its 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 in 2016.

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 89% over-all satisfaction rating under the Public Assessment of Water Service Survey (PAWS) independently held by the agency in April and May. A total of 14,000 concessionaires responded to the survey.

According to the PAWS, 95% of the respondents agree that San Jose Water frontliners willingly address questions regarding service issues and clearly informs concessionaires of policies regarding water services. 99% 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 and updates 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. In 2017, the charter was revised to accommodate several improvements and changes.

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 were previously 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.

{ ensuring progress }

The Transparency Seal

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;
- (vii) annual procurement plan, contracts awarded and the name of contractors/suppliers/ consultants;
- (viii) Freedom of Information manual; and
- (ix) ISO-aligned documents.

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, Water Treatment Plant Operations Manual, and Crisis Management Plan are also linked to the seal.

ensuring progress

Corporate Citizenship and Public Relations

in-house PUBLICATIONS

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.

In line with this, San Jose Water continues its award-winning 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.

Both publications won the coveted Best Publications Award in the News Magazine and Newsletter categories in the 2016 Philippine Association of Water Districts Annual Convention.

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

The Corporate Affairs Division also updates its captive in-house readers with news on the activities and projects of San Jose Water through bulletin boards strategically located around the offices. Concessionaires and employees may read through these for the latest news on projects and other activities.

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 2017, a total of 202 visitors came to learn about the treatment process. Of the 202, 70% 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.

SUMMER JOB PROGRAM

On its ninth year of implementation, the Summer Job Program (SJP) gave 34 college students the chance to work for two months with San Jose Water. 29 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 242 students benefited from the Summer Job program.

TAWID UHAW PROJECTS

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.

BLOOD DRIVE

About 372 donors from San Jose Water also participated in the Annual Blood Drive during the 37th Anniversary Celebration of the agency. The drive yielded 143 bags of blood from the donors, for the benefit of 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.

corporate events



Awarding of Best Publication during the PAWD Convention



Mascot Presentation during the Philippine World Water Day Celebration at the Local Water Utilities Administration Offices



GM Lory as Resource Speaker in one of the sessions of the PAWD Convention in February.



GM Lory as Resource Speaker in one of the sessions of the PAWD Convention in February.



San Jose Water Photography Contest Judging



Newborn Screening Program



Turnover of Drinking Water Station in cooperation with RC-SJDM

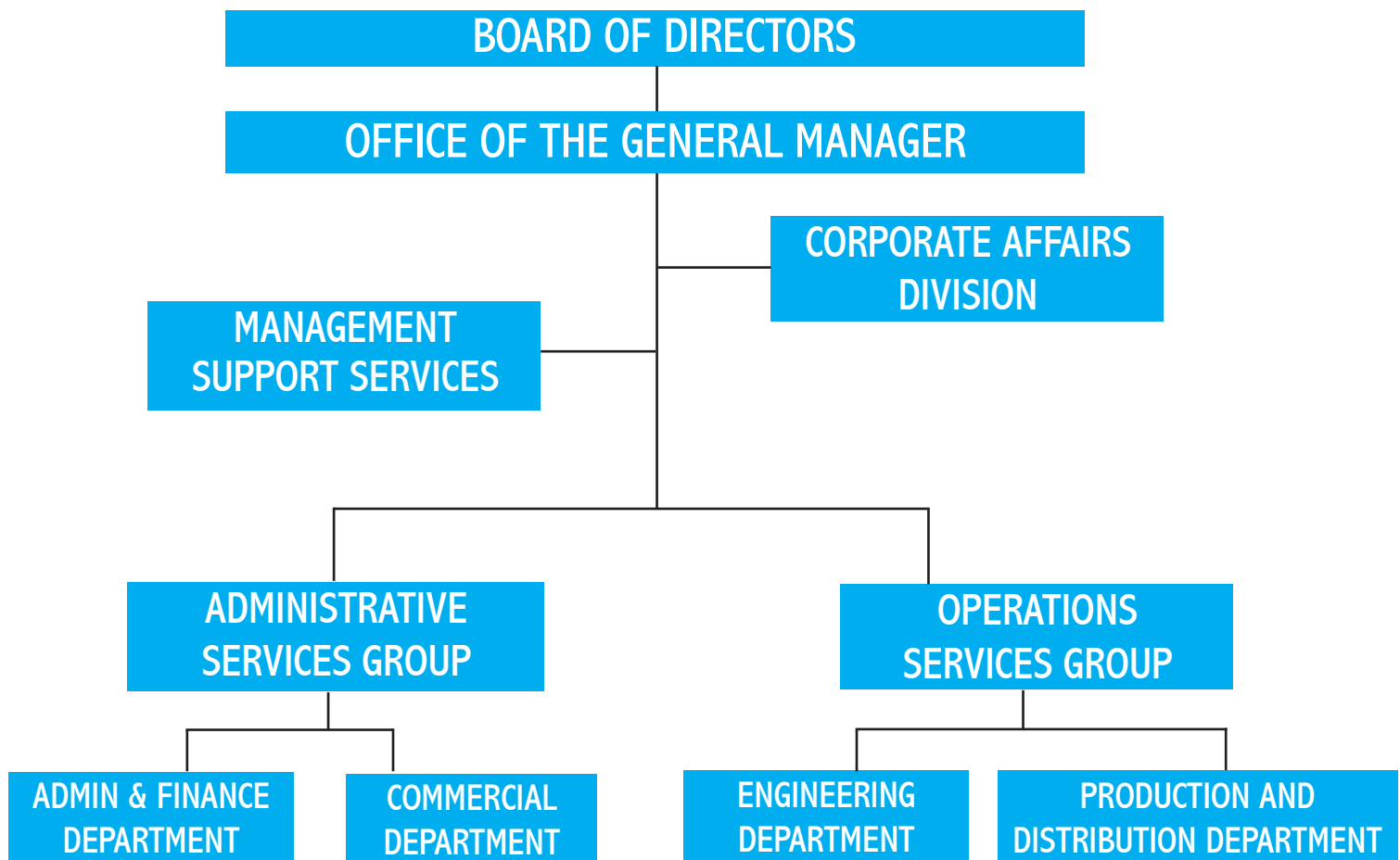


Bloodletting Activity

{ ensuring progress }

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:**



ensuring progress

Committees and Human Resource Management

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.

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 13 times in 2017 to conduct panel interviews and draw the shortlist for vacancies and promotion.



BIDDING AND AWARDS

For procurement of goods and services that exceed the P1,000,000.00 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 2017, the BAC processed 19 requests for procurement of various goods and services ranging from request for procurement of equipment and materials to construction of water tanks.



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 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 2017, 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. About 39 employees also received Loyalty Awardees for their unwavering service to the organization.

The recognition was held during the 37th 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 37th year.

ensuring progress

Committees and Human Resource Management

INCENTIVES AND AWARDS SYSTEM



Some of the awards given by the agency include Loyalty Awards (left) for employees who have diligently served San Jose Water through the years, and Social Integration Awards (right) given to employees who have excelled in competitions sponsored by Association of Water Districts.

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, and organized the summer job program. 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.

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 2017, 6 employees were issued warning letters, 5 employees were reprimanded and 3 employees were suspended from work.

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.

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 37th anniversary celebration of San Jose Water and the Christmas Party Committee which was responsible for the programs and activities during the Christmas Party.

{ ensuring progress }

Logistics and Personnel Support

LOGISTICS AND PERSONNEL SUPPORT

As of December 31, 2017, San Jose Water has 277 employees, making the agency one of the biggest employers in the City of San Jose Del Monte. Of the 277, 11 were hired in 2017, and 1 are on job order basis. 9 employees were promoted for the year, including 1 appointment for a management position.

Employee to service connection ratio is 1:325. 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 2017, San Jose Water processed and approved 3,169 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. 77 requests for leave monetization were approved in 2017.

Monetary benefits authorized by law were enjoyed by all employees and released on time, including 13th and 14th month pay, Performance Enhancement 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 26 SUVs, only 8 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 2017, San Jose Water processed 1,076 purchase requisitions, 276 repairs and service requests, issued 2,500 Property Accountability Receipts and Inventory Custodian Slips, 20,240 stock requisitions, received 2,102 returned materials, 721 office supplies request, and undertook quarterly inventory of materials and supplies and equipment.

{ ensuring progress }

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 national 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 Standards 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;
- 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.

{ ensuring progress }

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

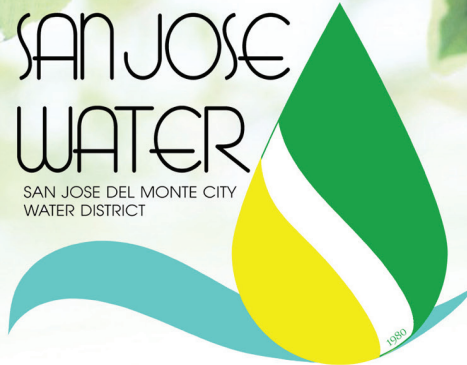
In delivering our service and in the performance of our duties, we have no room for mistakes and we do it “First Time Right”. We choose the best people, employ the best practices, and always challenge ourselves to innovate to improve our service.

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

**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!