



"Beyond Providing Water..."

ADMINISTRATIVE, COMMERCIAL AND MANAGEMENT SERVICES DIVISION

2020 ANNUAL REPORT

A challenging year for the operation of SFWD is year 2020. The Covid-19 pandemic jammed SFWD operations in many aspects. We were supposed to rise from 2019's drought in the early onset of the year but in March of 2020 things have changed and were left with no choices but to live the so called "new normal".

A.) COMMERCIAL SERVICES

The effects of pandemic which resulted to abrupt closing of stores, schools and tourism industry is manifested in the billing and consumption pattern recorded in the Commercial Services Section. The average consumption of commercial classes reduced significantly. As a result, target amount for revenue was not hit. This is also coupled with the suspension of penalty charges for 3 months, from April, May and June, implemented by the District to comply with the Bayanihan To Heal as One Act of 2020. Towards the end of the third quarter, a suspension of disconnection and penalties were again implemented for 15 days because of a granular lock downs in the municipality. The restricted access and limited public transport slowed down the income of the water consuming public, the SFWD left with no choice but to address the clamor of the most affected concessionaires but to sacrifice its target revenue.

ACTIVE CONNECTIONS PER CLASSIFICATIONS	2019	2020	REMARKS
Residential	5829	6026	Increase
Government	97	102	Increase
<i>Full Commercial</i>	<i>1179</i>	<i>1167</i>	<i>Decrease</i>
<i>Commercial A</i>	<i>537</i>	<i>512</i>	<i>Decrease</i>
Commercial B	497	564	Increase



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The restricted gatherings also limit the conduct of New Service Connection orientation thus delaying and restraining potential market growth. At end of December 2020, we only recorded 328 New Service Connections and a total of 243 market growth for the year. The higher variance of disconnected connections against the reconnected ones from previous year's data are clear manifestations of the economic impact of the pandemic. At year's end we have a total of 9,477 total services where 8,373 of these are our active connections. The Residential connections is at 6,026, Government connections is at 102, while various Commercial connections is at 2,245.

B.) BILLINGS

It is also observed that compared to previous year's data, Connections under Full-Commercial connections and Commercial A connections reduced in 2020.

The data showed slowing of business operations especially those that directly uses water in their business since restaurants, entertainment centers, lodging houses, beauty parlors are under this classification.

December of the year the month which recorded the lowest billing and January of the year recorded the highest billing month. Residential connections recorded 14.38 cubic meter as the lowest average consumption while it recorded 16.75 cubic meter as its highest average consumption. This data showed higher consumption pattern compared to last year which we recorded the lowest average consumption of 12.90 cubic meter due to drought we experience in 2019.

For 2021, we were able to bill a total of 77, 822,2462.30 and total penalty charges 1,551,051.08 however we extended a total of 120,378.74 to service connections owned by our Senior Citizens.

Billing adjustments acted for the year has increase by 15% compared to last year. The drought we experience in 2019 might affected the low billing adjustments. Concessionaires fault comprises 72.45% of the total High Billing Complaints Adjustments amounting PhP 568,770.16, a considerable amount to review our HBC policy in the coming years.

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CLASSIFICATION OF SERVICE CONNECTIONS	2019 Average Monthly Consumption in cubic meter (experience drought for months)	2020 Average Monthly Consumption in cubic meter	Remarks
RESIDENTIAL	14.17	16.07	Increase
GOVERNMENT	45.77	52.70	Increase
<i>FULL COMMERCIAL</i>	<i>37.87</i>	<i>33.37</i>	<i>Decrease</i>
COMMERCIAL A	16.09	16.32	Increase
COMMERCIAL B	17.47	18.07	Increase
COMMERCIAL C	16.11	18.13	Increase

C.) COLLECTIONS

Although there are months of leniency implemented in the collection of our billed consumption, collection efforts are sturdy. Our collection efficiency is at 95.7% or close to 96% which remains to be beyond the expected industry average for Category C that is 90%. Our collection ratio is at 94.5%.

The pandemic requires our personnel to multi-task in order to augment collection efforts so as not to draw influx of customers. The pandemic also urges the District to tapped online collections thru partner banks. Thus, Landbank of the Philippines Bizlink portal was a year-ender accomplishment of the District in its collection efforts.

At year's end we were able to collect PhP 76,150,171.22 out of PhP 79,253,134.64. This continued effort of collection able to sustain cash position of the District despite the low billings recorded in 2020.



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D.) HIGHLIGHTS ON THE FINANCIAL DATA

Financial Data are presented in detail thru the Financial Statements that is part of this report. But it is very important to emphasize that for the year SFWD incurred the biggest loss in its 10-year financial history amounting 2,751,276.53. The low revenue generation, coupled with the Tropical Depression Vicky which took place on December 18, 2020 brought heavy flooding in the municipality damages our water system. Our frugality in cash disbursements has made as keep through. Cash positions were favorable and inventories are ready during the typhoon making the repairs faster than expected.

Revenue target missed are cause by complying the call for "Bayanihan to Heal as One Act" where we sacrificed potential revenues to ease the burden of the consumers that are affected by several lock downs. For about three months we suspended penalties and ease disconnection efforts, yet we continue to extend discounts to early payors and rebates to Senior Citizens. We took measures in order to aid these losses but TD Vicky brought several damages that hurts all the more the financial performances for the year. Plus, a very high Non-Revenue Water at 30.95% was ever recorded for the past 5 years make potential revenues at low.

Inventories of materials were sufficient that is why during major repairs as result to TD Vicky heavy flooding that damages several of our transmission lines, we were ready to respond despite the huge effect of damages.

As to our Debt Service Ratio, we were thankful that DBP thru the Bayanihan To Heal-As-One Act implemented a moratorium of loan payments allowing SFWD for an ease in principal payment on its two quarters loan amortization. It gave a sigh of relief and cope with the suspension of penalties while continued granting of discounts to our clients for early payors and Senior Citizens.

We have favorable Current Ratio at 1.43 and Cash Balance Ratio of 5.29 this indicates a good cash position record. Factors that controlled is our Budget utilization for the year that is 52% only for Operation and Maintenance and 79% for Capital Expenditures.

Presented along these reports are comparative analysis of figures in order to for us to digest the picture of our Financial performances for the year. Also, detailed Statement of Income and Revenue, Balance Sheets with corresponding percentage of increase and decreases, and Cashflow Statements are attached to support our analysis.



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E.) HUMAN RESOURCES

The onset of pandemic in March halted many activities for Human Resources Development. Learning and Development programs for personnel were all suspended. Although there are available online trainings offered, but it is limited to managing mental health and mental awareness in the midst of this pandemic. It was seen to be a necessary program for civil servants because government workers are considered front liners of government efforts' respond to Covid-19. Sad to say to employees were able to attend to this program.

Civil Service Commission suggested an alternative Working Arrangements for Employees during this pandemic. In fact, DBM encouraged that funds are to be shifted to support this working arrangement and to protect employees from Covid 19. SFWD thru instructions and directions by its General Manager implemented for 2 months an alternating schedule for Work-From-Home but on June 2020 all activities were already back- to-normal. Thankfully, affected personnel of Covid 19 are manageable and there were no major distractions of work like office closure for total disinfections.

We have three (3) Accession of Personnel for the year and Zero (0) personnel turn over. As of December 31, 2020 we have a total workforce of 75 , 53 of them are permanent employees, 19 are casual employees where 1 is detailed at Provincial Prosecutor's Office and 3 are job order employees. Our Staff Productivity Index based on LWUA's requirement is at 116:1 a little bit lower than 120:1 average Category C Water District.

F.) MATERIALS AND PROPERTY MANAGEMENT

Materials and Supplies Inventories including Property Plant Equipment are managed by the Administrative and General Services Section. Yearly, we conducted two (2) inventories for materials and supplies and One (1) inventory for Property Plant and Equipment.

At year's end, our total Materials Supplies Inventory is at PhP7,405,323.73. Our total Property Plant and Equipment at PhP136, 380,339.30.

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G.) MANAGEMENT SERVICES

Management Services handles the corporate Social Responsibility programs of the District. Because of the pandemic, few of its activities were not implemented, some have been delayed or are shifted. The scholarship grants were not implemented for the year as students were not able to comply major requirements because of the abrupt school closures. Activities that highlighted mostly during the Anniversary of the SFWD were also not implemented since the anniversary celebration was forego due to restrictions imposed by the government. Instead of the usual CSR, SFWD supported government effort to avert Covid 19 by giving chlorine disinfectants for free.

Information dissemination of all major activities of the District are handled by Management Services Section. Social media like Facebook remains to be the most effective way to transmit info to the concessionaires especially on the latest repairs and water supply updates. Although we used other tools like radio, cable tv and our SFWD website, still social media have more feedbacks than other modes of information channels.

The Section also look after the SFWD Board of Directors meetings monthly and sees to it that records of meetings and resolutions are well-kept. Even with pandemic, the BOD continued to conduct meetings either virtual and physical meetings or a combination of both. For the year the Board conducted 24 meetings, passed 31 resolution which includes 3 policy-related resolutions which are Resolution No. 12 on approving New Service Charges for Transfer Tapping, Relocation of Water meters and New Service Connection Installation that requires Piercing Equipment; Resolution No. 26 on Approving the "Leak Finders" Rewards/Incentives Policy; Resolution No. 27 on Approving Bulk Water Supply During Natural Disaster(s) and Emergency(ies).

H.) COA AUDITS

The Commission on Audit conducted their Exit Conference on their Audit performances on February 26, 2020 for the covered financial year for 2019 however due to Covid restrictions reports came late in 2020 this is because of a limited working hour set by the COA to their employees. Nonetheless, we were also prompt in

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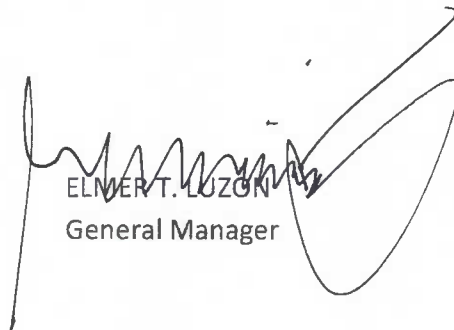
providing Agency Action Plan for said report and implemented as best as we can their recommendations. Last October 23, 2020, a virtual Entrance Conference was initiated by our COA Auditors. Most of our financial reports are submitted thru emails and other internet -based communication technologies for prompt submission.

Attached in this Annual Report are Detailed Report from the Three (3) Sections under the Administrative, Finance and Commercial Division prepared by their respective Section Heads. There are Numerical Data provided as well especially for Commercial Section who presented Summaries of Billing and Consumption for the whole year, Summary of High Billing Complaints and adjustments, etc. Data relating to Budget Utilization for the Year were also provided. Summary of Cashier's Collection and prepared disbursements are attached also. The Monthly Data Sheet as of December and Financial Statements comprising the Statement of Income, Balance Sheet and Statement of Cash Flow which presents the totality of financial operation of District were attached. The said report was prepared monthly and presented to the Board quarterly. The Monthly Data Sheet are already provided with basic financial ratios for the water district to analyze current data and aid us in our financial and marketing plans in the coming years.

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Republic of the Philippines
SAN FRANCISCO WATER DISTRICT
San Francisco, Agusan del Sur

Water Facility Construction Maintenance & Quality Water Production Division

CY 2020 ANNUAL REPORT

The Water Facility Construction Maintenance and Quality Production Division (WFCMQPD) is the division responsible for ensuring a reliable quality and sufficient quantity of water supply to the service connections of SFWD. The construction, repair and maintenance of water structures and pipelines from sources to service connections, treatment facilities, and water laboratory testing are the core functions of the division.

For CY 2020, the division is manned by one (1) Division Manager and forty (40) personnel, nineteen (19) from Water Facility Construction and Maintenance Section (WFCMS) and twenty-one (21) from Quality Water Production Section (QWPS).

The 2020 operation was faced with the threat of the COVID-19 pandemic and in the last month of the year of the devastation of Typhoon Vicky. These challenges affected the completion of some of the Division's target for the year. The strategic priorities which include the implementation of 5'S program in preparation of ISO certification and implementation of expansion program for the year were adjusted due to the restrictions brought about by COVID-19. Although the observance of health protocols and limited personnel movement affected the implementation of the programs for the year, the core targets and functions of the division were performed and implemented.

QUALITY WATER PRODUCTION SECTION

A. Water Supply and Production

Source of Supply

From fifteen (15) sources since 2017, an additional of three (3) sources were tapped and utilized for the year 2020. A total of eighteen (18) sources were monitored, eleven (11) creeks and seven (7) springs. The water yield from these sources was monitored three times in a month by the Water Resources Facilities Tender. Actual reading of production is gathered at sources with production meters while sources without production meters yet use estimated data based on volumetric method. The sources installed with supply meters for this year is at Manag-as and Tinggangawan creeks at Barangay Alegria.

A total of 4,923,961 cubic meter is recorded at the end of the year. The average monthly yield is at 410,330 cubic meters with a daily yield of 13,678 cubic meters. The highest estimated yield is on the month of August (518,694 cu.m.) and the lowest is on January (338,780 cu.m). As per subsystem distribution, Sumugbong (21%) and Alegria (20%) contributed largely to the supply for the Poblacion water system while Ormaca recorded the highest water yield of the entire system at 22%. Compared last year, the water yield has increased by 29% reasonably because of the additional three creek sources tap for Ormaca Housing reservoir (1 source) and Bayugan 2 reservoir (2 sources).



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YEAR	WATER YIELD FROM SOURCES (cubic meter)	Percentage of increase/(decrease) from previous year
2016	3,893,841	
2017	3,221,149	(21%)
2018	3,181,058	(1%)
2019	3,491,184	9%
2020	4,923,961	29%

The aftermath of Typhoon Vicky was major damages on the water sources, structures, and water pipelines both supply lines and transmission and distribution lines of the District. Of all the subsystems, Karaos subsystem with spring sources was not devastated by Typhoon Vicky. Outlined below are the major damages per subsystem and the date of restoration.

Name of Subsystem	Damaged Area	Extent of Damage	Date of Restoration
Sumugbong	Supply line from Reservoir to Collection Box	Three (3) landslide areas damaged the 8" dia. steel pipe supply lines	12/20-26/2020
	Sumugbong Dam	Dam was filled with debris, sediments, stone, and other soil materials	12/20-22/2020
	Bangkayaw Dam	Dam was filled with debris, sediments, stone, and other soil materials	12/28/2020
	Bangkayaw Supply Line	Heavily damaged by landslide	12/28/2020
Alegria	Manag-as Supply Line	6" uPVC Heavily damaged by landslides	12/29/2020
	Manag-as Dam	Filled with sediments, debris and stones	12/20/2020
	Tinggangawan Spring source supply line	Damaged by landslides	12/23/2020
	Manag-as Spring Source supply line	Heavily damaged by landslides.	12/23/2020
	Tinggangawan Supply line	8" diameter steel pipes was damaged	12/19-20/2020
	Tinggangawan Dam	Filled with sediments, debris and soil materials	12/19-23/2020
Lapag	Lapag spring source supply lines	Damaged by landslide	12/18-19/2020
	Lapag Creek Source supply lines	6" uPVC , 12 lengths Damaged by landslide	12/20-21/20
	Lapag Dam	Filled and covered by fallen trees, debris, boulders and sediments	12/20/20
	U-og Creek Source supply lines	Heavily damaged by landslides	On going
	U-og Dam	Heavily damaged by landslides	On going
Bayugan	Bagayun 2 supply lines	Damaged by landslides	12/19/20
	Bayugan 2 Dam 1	Dam was filled with debris,	12/19/20



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	Bayugan 2 Dam 2	sediments, stone, and other soil	12/21/20
	Bayugan 2 Dam 3	materials	12/20/20
	Bayugan Distribution Line	4" uPVC damaged by landslide at Purok 8, Bayugan 2	12/20/20
Ormaca	Anagasian Dam	Dam was filled with debris, sediments, stone, and other soil materials.	12/19/20
	Lapinigan Dam	Dam was filled with debris, sediments, stone, and other soil materials.	12/22/20
	Lapinigan Source supply lines	Heavily damaged by landslides.	12/26/20
	Lapinigan Distribution Lines	8" uPVC near Lapinigan Bridge was damaged due to flashflood	12/31/20
Mate	Mate supply lines	Heavily damaged by flood.	12/23/20

Water Production

For the year, the total water production of 2,681,414 cubic meters is recorded. From the water yield of 4,923,961 the recorded produced water is 54.5%. The average monthly production is 223,451 cubic meters and the daily production is around 7,448 cubic meters. Based on the comparative table, an increase of about 15% from last year's production data is recorded for the year 2020. The highest water production is recorded in the month of August (255,986 cu.m.) and the lowest is on the month of December (156,216 cu.m.). This is due to the effect of Typhoon Vicky on December 18, 2020 that caused flood, landslides and damages on the sources, intake structures, and pipelines. The water supply was cut off from December 19 to December 20 in the Poblacion and Mate areas and able to resume on December 21, 2020 and December 23, respectively. As of December 29, 2020, 82% of the water supply for Poblacion was already restored. However, water supply in Ormaca subsystem was able to resume only on December 31, 2020 due to the damaged of the 8" diameter distribution pipelines near Lapinigan Bridge which is the mainline supplying Pasta-Lapinigan areas.

YEAR	WATER PRODUCTION (cubic meter)	Percentage of increase/(decrease) from previous year
2016	2,030,524	2%
2017	2,052,675	1%
2018	2,105,261	2%
2019	2,273,574	7%
2020	2,684,414	15%

Name of Subsystem	Total Water Produced	Percentage Distribution
Poblacion	2,274,448	84.82
Alegria	644,890	24.05
Sumugbong	651,733	24.30
Lapag	317,730	11.85
Karaos	459,021	17.12
Bayugan 2	201,074	7.50
Ormaca	382,020	14.25
Mate	24,946	.93
Grand Total	2,681,414	100



The recorded data per subsystem based on the table shows that for the Poblacion, it has produced 84.82% of the supply, 14.25% for Ormaca and .93% for Mate. Sumugbong subsystem supplies the highest volume for the Poblacion of about 24.30%. It is followed by Alegria (24.05%), Karaos (17.12%), Lapag (11.85%) and the lowest from Bayugan 2 of 7.50%.

None-Revenue Water (NRW)

The NRW target is 20% at the end of calendar year. For 2020, a 29.62% is recorded which is more than the acceptable limit set by LWUA and adopted by the SFWD. The increasing NRW has started in the month of March (34.26%) after the commissioning of the new Lapinigan subsystem (Ormaca Housing reservoir). The NRW in the Lapinigan subsystem was consistently high (60.7% to 61.7%) from March to June. Although it cannot be discounted that the leakages in the Poblacion area particularly in Barangay 5 also contributed in the increase of NRW. The increase in the Poblacion area is noted towards the month of July (33.13%) and August (37.53%). For the NRW in Lapinigan, one factor producing NRW are due to physical losses brought about by leakages from distribution pipeline to the meter stand. The big percentage of physical losses is due to various leakages from the old Pasta-Lapinigan pipelines which pipe condition and quality can no longer withstand the new pressure after interconnection of 100 to 130 psi from the usual water pressure before interconnection of only 15 to 30 psi. These pipelines where bursts or leakages occurred are the lines turned-over from the BLGU several years ago.

The escalating figure from March extended until June and significantly decreased in the month of July. The mitigating measures done in addressing the increasing NRW in Pasta-Lapinigan areas include (1) immediate transfer of existing service lines and clusters from the old and dilapidated pipes to the new pipelines, (2) replacement of the old pipelines where leakages and pipe bursts were numerous and (3) old and dilapidated pipelines were also condemned after the transfer tapping of the clusters to the newly commissioned pipelines in order to avoid further leaks or bursts. These strategies performed by the maintenance team largely reduced NRW in the area in the month of July. A total of 38 clusters were transferred in Barangay Lapinigan and 22 clusters in Barangay Pasta.

The lowest total NRW is attained on the month of December (8.32%). This is the effect of no water supply or cut off after Typhoon Vicky. Comparing the NRW the previous year, an increase of 44% is recorded.

MONTH	NRW%
January	24.08%
February	28.68%
March	34.26%
April	36.95%
May	37.60%
June	33.64%
July	33.13%
August	37.53%
September	27.23%
October	21.74%
November	21.90%
December	8.32%



YEAR	NRW (%)	Percentage of Increase/Decrease from previous year
2016	20.45	(20%)
2017	20.52	.3%
2018	18.52	(11%)
2019	20.60	10%
2020	29.62	44%

Water Balance

Water Balance is a tool used to account the components of water that goes into the system. It is developed by the International Water Association (IWA) and has been adopted by national associations and water districts in the Philippines. The distribution or breakdown of Revenue Water (RW) and None Revenue Water (NRW) is detailed in the herein attached water balance. Based on the tool, the year to date (YTD) RW is 70.41% and the NRW is 29.59%. The 0.54% of the NRW is from unbilled metered consumption which comprises the adjusted volume from the billing adjustment for concessionaire's fault, SFWD's side and force majeure. The 0.47% is from unbilled unmetered consumption which includes the volume of water from flushing activities either regular, scheduled or emergency flushing.

The big distribution of water losses is from the physical losses which comprise 28.54% and commercial losses of 0.04%. Of the 28.54% physical losses, 24.79% is from hidden losses or background leakage. These are hidden leaks which are hardly noticed because of many potential factors. One factor can be the current detection strategy which needs to be improved, the frequency of line checking of the entire pipeline system needs to be increased and in order to perform this, the existing leak detection team should be augmented as the pipelines and area coverage of the District is already wide and depth of the embedded pipes are more than the normal depth or even doubled due to infrastructure development in the municipality. Also the current leak detection equipment is already obsolete and functionality and accuracy is no longer guaranteed. Furthermore, immediate and timely response to leak repairs and systematic or logical manipulation of gate valves for water isolation during repairs should be improved more to prevent higher losses.

B. Water Quality

Construction of Treatment/Collection Box for Arsenic Problem

One of the notable action undertaken this year in addressing the water quality problem in Karaos Spring sources which is high in arsenic content is the construction of the treatment/collection box at Karaos reservoir site. The construction has started in the month of October and expected to be completed within 85 calendar days which is until January 7, 2021. However, due to Typhoon Vicky the construction works were affected, thus an extension of 40 days was requested by the contractor extending until February 16, 2021. A physical accomplishment of 67.04% was attained at the end of 2020. Summary of accomplishment is attached in this report.

Bacteriological Testing

Collection of samples and laboratory testing for bacteriological is a monthly activity to ensure that water is safe and potable. Monitoring is done from reservoirs down to the farthest existing connections in the service area of SFWD. From the required monthly sample and



testing of LWUA based on PNSDW of only 11 samples for the existing population served by the district, an average of 109 samples is collected and tested for the year which is 1,100% from the standard.

For the year, a total of 1,611 SFWD samples were collected and tested from water sources, reservoirs, fire hydrants and household connections while 2,011 samples were catered from outside clients. From the target set for outside clients of 1,500 samples, the laboratory was able to surpass the target by 34%. From the target of 360 SFWD samples from sources, reservoirs and fire hydrants, a total of 407 were tested which surpass the target by 13%.

Physical and Chemical Testing

The testing for physical and chemical per standard of PNSDW and adopted by LWUA is required once in every quarter only. But SFWD has adopted once every two months sampling and testing from sources to household connections. This year, a total of 230 samples were collected and tested. This is 5% higher from the target for the year of only 220 samples. For samples from outside clients, from the target of 200 samples, 273 samples were accommodated which surpass the target by 36.5%.

Chlorine Residual Monitoring and chlorine consumption

The monitoring of chlorine residual is done every month from reservoirs down to household tap. For reservoir, it is required to collect and test one sample per reservoir. While samples from the household tap starting from the nearest points, midpoint areas and dead-end areas are set at 108 samples monthly within the limit of 0.3ppm.

For this year, a total of 263 samples from reservoir were tested and 1,197 samples from household. A rating of 100% chlorine free level within the standard range of 0.3ppm to 1.5 is attained for the year.

In terms of chlorine consumption, a total of 4,088 kilos gas chlorine which is around 60 cylinder tanks was consumed for the year. For chlorine granules which are used at Mate water subsystem and for cleaning and disinfection of reservoirs and filter cloth, a total of 263.03 kilos which is almost 6 drums of granules were consumed this year. Comparing the data from previous year, an increase of 1 cylinder tank of gas chlorine and 3 drums of granules or 50% increase on granules is noted.

Year	Type of Chlorine	Usage per year in kilogram (kg)	Usage equivalent in tank/drum
2018	Gas	4,054.90	60
	Granules	62.76	1.4
2019	Gas	4,012.5	59
	Granules	142.09	3
2020	Gas	4,088	60
	Granules	262.03	6

C. Watershed Management and Protection

The regular watershed programs of the District implemented yearly include tree planting/ tree growing in partnership with other agencies and stakeholders, protection maintenance, "Imo Yuta Ugмара kay Bayaran Ka Program", payment of waived rights and watershed monitoring (foot patrol) and apprehension of illegal activities.



For the year, a total of only 120 hills of Lawaan trees were planted by Saint Francis Xavier College at Uog. Only one tree planting activity was conducted due to pandemic.

With regards to protection maintenance activities, a total of 51.63 hectares was conducted out of the 100 hectares NGP plantation. For "Imong Yuta Ugmara Kay Bayaran Ka Program", the thirteen (13) beneficiaries/farmers are monitored for the year. No payment of waived rights was done for the year. Hence, the number of remaining occupants of forty-one (41) and total remaining unwaived area of 142.80 ending 2019 remains the same at the end of CY 2020.

In watershed monitoring and apprehension of illegal activities within the watershed, a total of 6,130.71 hectares were monitored for the entire year and nine (9) incidents of illegal activities were intercepted. These include four (4) incidents of gold flushing, three (3) illegal cutting of trees and two (2) illegal kaingin and under brushing.

In terms of linkages and coordination with other agencies and organizations, reports of illegal activities were furnished to DENR and meetings with concerned agencies pertaining to apprehended activities were attended. Blotter and mediation in the Barangay levels were also conducted.

WATER FACILITY CONSTRUCTION AND MAINTENANCE SECTION

A. Installation of New Service Connections (NSC) and Re-Open Assumption (ROA)

The number of requests for installation of new service connection and re-open assumption was affected by COVID 19 pandemic as early as April. The conduct of orientation seminar was minimized due to restrictions brought about by pandemic. Also, the low water supply starting the months of September to November prompted the management to restrict installation of NSC in elevated areas particularly at upper portion of Barangay Pisaan going to Sitio Damilag. But despite of these factors, a total of 309 NSC was installed for the year from the target of 250 NSC which surpasses 24%. Comparing the data from previous year, the table below shows a decrease of 1.3%.

YEAR	New Service Connection Installed	Percentage of Increase/Decrease from previous year
2016	373	34.58%
2017	720	48.19%
2018	632	(14%)
2019	315	(49%)
2020	309	(1.3%)

B. Execution of Service/Maintenance Requests

The highest executed service and maintenance requests are for the repair of leaking (30%), reconnection or re-open (21%) and change meter (15.01%). Based on targets, the execution of SR has generally surpassed the target set for the year. For Re-Open 99.90% were executed from the target of 80%. Pending/unexecuted SR is due to no consumer's preparation. For the repair of major and minor leaking all SR are 100% executed. As to change meter the section has executed a total of 725 SR from a target of 500 which surpassed by 45%. Other service requests are executed 100%.



Based on the distribution of executed service requests per Barangay, of the 19 Barangays, Bayugan 2 has the highest executed SR (628 SR), Barangay 5 (632 SR) and Barangay 1 (485 SR). The Barangays which have the least executed SR are Barangay Bitan-agan and Barangay Ormaca.

C. Execution of Leak Repairs

For this year, a total of 1,411 leaks were repaired. Based on the distribution per type of leakage, 45% is service line leaks, 30% is meter stand leaks, 14% is distribution line leaks and 11% is consumer line leaks. There were only two (2) transmission line leaks for the whole year. The Barangays where most of the repairs of leaks were conducted are in Barangay Lapinigan (321 SR), Barangay Pasta (198 SR) and Barangay 5 (157 SR). Only Barangay Bitan-agan has no SR for leak repair and only 1 SR in Barangay San Isidro. Comparison of data from previous year shows that an increase of SR by 4% is noted.

YEAR	Number of Executed SR for Leaking	Percentage of Increase/Decrease from previous year
2016	1,181	(14.42%)
2017	1,150	(2.62%)
2018	1,023	(12%)
2019	1,357	24.61%
2020	1,412	4%

D. Rehabilitation and Standardization of Meter Stand (ReNAMS)

Rehabilitation to a standard approved meter stand design is a yearly program of the section. Barangay 4 and portion of Barangay 5 were the priority for 2020. From the target of 37 clusters with an average of 9 to 10 12meter and maximum of 15 water meters in a cluster, 33 clusters were executed. From the target of 80%, the section was able to accomplished 87% despite the alternative work arrangement of personnel during the quarantine period and effect of Typhoon Vicky in the last month of the year. The 5 clusters which were not executed is due to situation on site where the area is already congested and concreted and there is no other space where the standard meter stand can be relocated. Also due to priorities of leak repairs, 3 clusters were pending.

E. Gate Valve Maintenance and Installation

Gate valve maintenance and exercise was executed during the first semester. A total of 150 out of 171 gate valves were exercised and cleaned. New gate valve units were installed in strategic locations. There are 9 units of gate valve installed for the year having a total of 180 gate valves within the Transmission and Distribution pipeline system of the District.

F. Expansion Program

For the year only 51.94% of the target expansion of pipeline was executed. Execution was affected by the COVID-19 restrictions on the movement of personnel and deliveries of pipes and fittings. The 11.29% of the component of the expansion was disapproved by management on November 9, 2020 for reason that Lapinigan area was considered not a



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priority. The remaining works of the expansion was affected by Typhoon Vicky. Hence, from the target of 3,100 linear meters only 1,610 linear meters from different Barangays identified in the approved program for 2020 was completed.

G. Water Rationing

Due to decreasing water supply that started in the months of April and May, and complaints of low to no water supply to connections situated in higher terrain has been increasing in the succeeding months, water rationing was started in the month of June and ended in August. A total of 42 connections in Sitio Damilag benefitted the water rationing. The total volume of water delivered to the said area is 100 cubic meter.

H. Water Supply System Improvement Project (WSIP)

The project was commissioned in the month of February 2020. The remaining works of the project that comprises 1.59% which include the completion of solar panel, installation of turbidity online analyzer and water level indicator were completed in the month of December due to travel restrictions in effect of COVID-19 pandemic. The project was declared 100% on December 20, 2020.

Prepared and Certified Correct:


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Noted:


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