



# CY 2023 ANNUAL REPORT

WATER FACILITIES CONSTRUCTION, MAINTENANCE  
AND QUALITY WATER PRODUCTION DIVISION

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*"Beyond Providing Water..."*

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

**Water Facility Construction Maintenance & Quality Water Production Division**

**CY 2023 ANNUAL REPORT**

The Water Facility Construction Maintenance and Quality Production Division (WFCMQPD) is responsible for the assurance of reliable, safe and adequate water supply delivery to all service connections of SFWD. The programs, projects and activities (PPA's) implemented by the division for CY 2023 are aligned to the SFWD's goals of providing safe 24/7 water supply to its service area. Thus, outlined in this report are the accomplishments of the two sections under this division.

**MAJOR PPA's OF CY2023**

1. Expansion of pipelines in various areas

No.	Location	Particulars	Date Completed
1	Mate Housing - Purok 4, 5, 6 Barangay Mate, SFADS	1,260 linear meters 2" uPVC pipes	March 27, 2023
2	Purok 8 to Purok 9, Barangay San Isidro, SFADS	552 linear meters 3" uPVC pipes	April 26, 2023
3	Badiangon Creek to Barangay Mate, SFADS	2,520 linear meters 3" uPVC pipes	July 13, 2023
4	Dacudao - Purok 7, Barangay Bayugan-2, SFADS	960 linear meters 2" uPVC pipes	May 30, 2023
5	Purok 8 (back of Mormons Church), Barangay Alegria, SFADS	564 linear meters 3" uPVC pipes	June 21, 2023
6	Purok 5, Barangay Buenasuerte, SFADS	2,610 linear meters 2" and 3" uPVC pipes	June 20, 2023
7	SAFRAGEMC Purok 1, Barangay San Isidro, SFADS	810 linear meters 2" uPVC pipes	March 13, 2023
8	KAAGAPMUCO looping to SF Doctors Hospital, Purok 5, Barangay Hubang, SFADS	828 linear meters 3" uPVC 336 linear meters 2" uPVC	Ongoing started on November 15, 2023
9	Apogan-Purok 8, Brgy. Lapinigan	360 linear meters 3" uPVC	Ongoing- started December 28, 2023

2. Upgrading and replacement of pipelines in various areas

No.	Location	Particulars	Date Completed
1	Relocation, Purok 3A, Barangay Karaos, SFADS	400 linear meters 2" uPVC pipes	October 2, 2023
2	Orozco Compound, Purok 6A, Barangay 4, SFADS	250 linear meters 2" uPVC pipes	November 20, 2023
3	Barangay Ebro, SFADS (Barangay Proper-FPPI Road)	330 linear meters 3" uPVC pipes	On-going, work in progress
4	Poblacion area- distribution pipeline along drainage canal and culverts:		



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4.1 Near Tourism Building and 6" Fire Hydrant (FH-5)		March 9, 2023
4.2 Near Municipal Gym along drainage canal		March 9, 2023
4.3 Near Novo and 3" Fire Hydrant (FH-10)		March 15, 2023
4.4 Across OgisLechonManok		March 30, 2023
4.5 Along Minabang Creek near Dollete Funeral Home		Started November 30, 2023 and still on-going

3. Construction of Collection Box at Manag-as, Purok 11, Barangay Alegria– materials are already prepared and construction has started in the month of December but due to bad weather condition brought by trough of LPA, the construction was suspended.
4. Construction of Hubang Perimeter Fence Phase 1 at Barangay Hubang, SFADS - completed December 12, 2023.

### QUALITY WATER PRODUCTION SECTION

#### **A. Water Supply and Production**

##### **Source of Supply**

The total number of tapped sources for CY 2023 is 11 springs and 12 creeks as listed hereunder.

Name of Subsystem	No.	Name of Water Source	No.	Name of Water Source
		<b>SPRING SOURCES</b>		<b>CREEK SOURCES</b>
Alegria	1	Manag-as Spring	1	Manag-as Creek 1
	2	Tinggangawan Spring	2	Manag-as Creek 2
			3	Tinggangawan Creek
Lapag	3	Uog Spring 1	4	Lapag Creek
	4	Uog Spring 2		
	5	Uog Spring 3		
	6	Uog Spring 4		
	7	Lapag Spring		
Karaos	8	Karaos Spring 1		
	9	Karaos Spring 2		
Ormaca	10	Anagasian Spring	5	Anagasian Creek
			6	Lapinigan Creek
Mate	11	Badiangon Spring	7	Badiangon Creek
Sumugbong			8	Sumugbong Creek
			9	Bangkayaw Creek
Bayugan 2			10	Bayugan 2 Creek 1
			11	Bayugan 2 Creek 2
			12	Bayugan 2 Creek 3

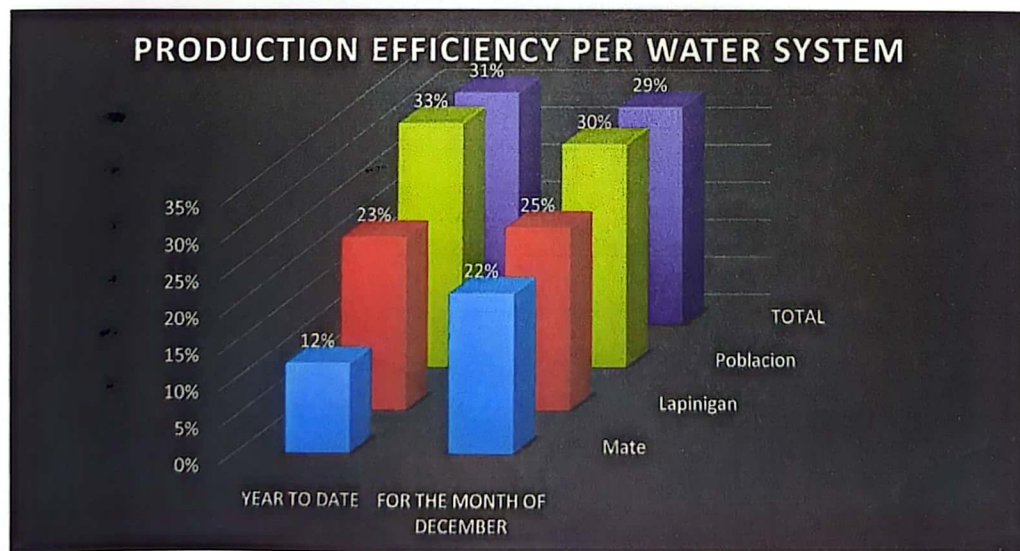
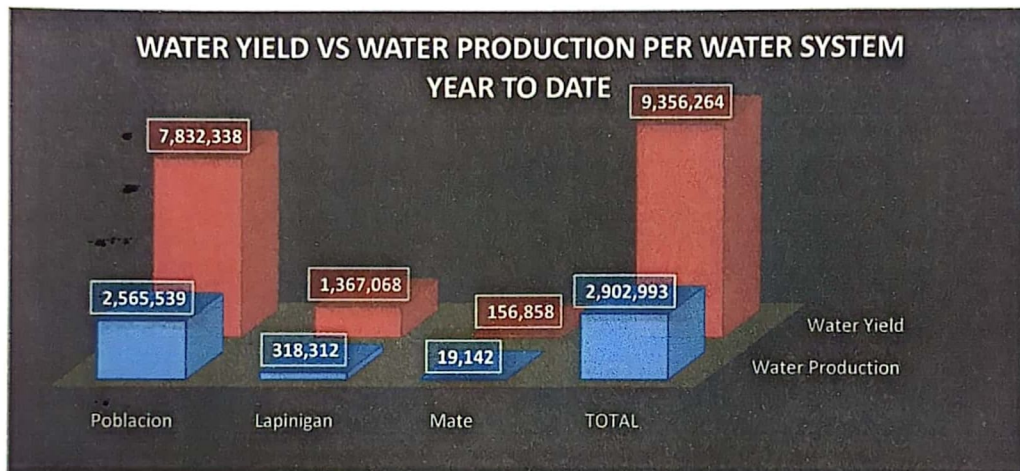


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The total water yield from all sources is 9,356,264 cubic meters. The highest yield is recorded on the month of December (931,996 cu.m) and the lowest on January (655,575 cu.m). The monthly average yield of 779,689 cubic meters is recorded for this year.

Comparing the estimated water yield from the actual water produced, the production efficiency for the year is only 31%. As to per subsystem, Poblacion system has recorded a 33% production efficiency, Lapinigan is 23% and Mate is 12%.

YEAR	WATER YIELD FROM SOURCES (cubic meter)	Percentage of increase/(decrease) from previous year
2018	3,181,058	(1%)
2019	3,491,184	9%
2020	4,923,961	29%
2021	6,917,777	30%
2022	7,422,584	7%
2023	9,356,264	26%





### Water Production

The total water production for CY 2023 is 2,902,993 cubic meters. The average monthly production is 241,916 and the daily production is 8,064 cubic meters. An increase of 10% compared last year's production is recorded as presented in the comparative table below.

The same last year the highest water production is recorded in the month of April (267,957 cu.m.). However, the lowest is not on the month of October as compared last year but in the month of December (228,131 cu.m.) due to long periods of heavy rains brought about by the shear line and by trough of LPA in the last month of the year.

In terms of water production distribution by subsystem, Poblacion is 88% with the highest production of 34% from Alegria, followed by Sumugbong (20%), Lapag (14%) and Karaos and Bayugan 2. The lowest production is from Manag-as (3%). Ormaca subsystem has produced 318,312 cubic meters (11%) and Mate is 19,142 (1%).

YEAR	WATER PRODUCTION (cubic meter)	Percentage of increase/(decrease) from previous year
2018	2,105,261	2%
2019	2,273,574	7%
2020	2,684,414	15%
2021	2,542,229	(6%)
2022	2,636,361	(4%)
2023	2,902,993	(10%)

Name of Subsystem	Total Water Produced	Percentage Distribution (%)
Poblacion	2,565,539	88
Alegria	982,928	34
Sumugbong	570,619	20
Manag-as	87,831	3
Lapag	406,604	14
Karaos	269,237	9
Bayugan 2	248,770	9
Lapinigan/Ormaca	318,312	11
Mate	19,142	1
Grand Total	2,902,993	100

### None-Revenue Water (NRW)

The NRW for CY 2023 is 21.16%. The lowest is recorded in the month of December (15.47%) and the highest is on April (28.03%). Compared last year, a decrease of 1.7% is noted.

For Poblacion subsystem, the NRW is high or above the allowable NRW of 20% on the months of January to April and in the months of June and July. The lowest NRW is recorded in the month of December (13.58%) and the within the allowable limit in the months May and August to November (18.3% to 19.94%).



For Lapinigan subsystem, the NRW is high or above the allowable 20% NRW in the months of January to April and October and December. The lowest is in the month of May (13.73%). While in Mate subsystem, the highest NRW is recorded on December (24.48%) and lowest on August (1.79%).

YEAR	NRW (%)	Percentage of Increase/Decrease from previous year
2018	18.52	(11%)
2019	20.60	10%
2020	29.62	44%
2021	24.42	(21%)
2022	21.53	(12%)
2023	21.16	(1.7%)

Month	Poblacion	Lapinigan	Mate	Total (%)
Jan	22.07	21.61	7.08	21.93
Feb	27.86	23.13	17.03	27.31
Mar	26.05	21.60	20.30	25.53
Apr	29.02	20.09	11.92	28.03
May	17.13	13.73	7.91	16.67
June	20.52	14.77	9.74	19.82
Jul	22.25	18.37	11.31	21.76
Aug	19.94	20.6	1.79	19.9
Sep	19.35	19.74	2.88	19.3
Oct	18.3	20.65	6.4	18.48
Nov	19	15.77	46.7	18.93
Dec	13.58	29.04	24.48	15.47

### Water Balance

The water balance illustrates the distribution of the system input volume. It helps in accounting and analyzing the distribution of water in our system. It tells us where the produced water goes and how much of these became revenue and non-revenue water.

For CY 2023, the water balance shows that the RW is 78.86%, a little higher compared previous year which is only 78.48%. The NRW is 21.14% which is lower compared to 21.52% last year. The big portion of NRW is from water losses of 20.06% and only a 1.09% for unbilled unauthorized consumption. These water losses is greatly from physical losses (20.02%) of which the big chunk is from hidden losses or background leakages (14.00%), leakages on T&D lines (2.38%), and leakages on service connections up to customer meters or meter stand (3.36%).

The water balance implies that the hidden losses or background leakages must be addressed and reduced. Leak detection program and repair should be strategized to locate the underground leaks or pipe breakages and conduct repair immediately.



## **B. Water Quality**

### **Bacteriological Testing**

The quality monitoring through the District's water testing laboratory is able to comply the standards of the PNSDW. For the year, a total of 4,000 samples are tested and analyzed for bacteriological testing, a total of 1,914 samples from SFWD and 2,086 from outside clients. From the target of 1,830 samples from outside clients, the laboratory has surpassed it by 14%.

The required monthly sample and testing of LWUA based on PNSDW is only 12 samples from household. An average of 117 samples in a month is collected and tested this year which is 975% from the standard. A total of 1,399 samples from household were tested and all yield a passing result.

### **Physical and Chemical Testing**

For the Physical and Chemical Testing, a total of 379 was analyzed, 142 from SFWD samples and 237 from outside clients. The target of 240 samples from outside clients was not attained. Physical testing for chlorine, turbidity, pH, TDS, and color of the samples after flushing was regularly conducted. A total of 419 samples was analyzed for the year.

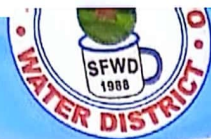
### **Chlorine Residual Monitoring and chlorine consumption**

Chlorine residual monitoring is done monthly from reservoir down to household tap. For reservoir, one sample per reservoir is required to be collected and tested. For samples from the household tap starting from the nearest points, midpoint areas and dead-end areas, a total of 108 samples monthly are required to be collected and tested and results should be within the limit of 0.3ppm.

For this year, a total of 313 samples from reservoir, 419 from fire hydrants and 1,399 samples from household were tested. A rating of 100% chlorine free level within the standard range of 0.3ppm to 1.5 is maintained in all household samples, reservoirs and hydrants and blow offs. This implies that sufficient and adequate disinfection is maintained from the nearest point down to the farthest point of the service area.

In terms of chlorine consumption which are used in the reservoirs and intake boxes, a total of 4,236 kilos of gas chlorine were consumed this year. This is around 65-cylinder tanks of gas chlorine. For chlorine granules which are used at Mate water subsystem and for cleaning and disinfection of the surfaces of reservoirs and filter cloth, a total of 306.1 kilos which is around 6 drums of granules were consumed.

The distribution of usage per reservoir location also shows that Alegria has consumed 20 tanks of gas chlorine, followed by Sumugbong (14 tanks) and Lapag (10 tanks), then Lapinigan (9 tanks), Karaos (7) and Bayugan 2 (5). For granules, 6 drums were consumed in cleaning and disinfecting reservoir surfaces and filter cloth and only 1 drum in disinfecting water supply from Mate.



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
2021	Gas	4,359	64
	Granules	201.60	5
2022	Gas	4,317	66
	Granules	270.20	6
2023	Gas	4,236	65
	Granules	306.10	7

Reservoir/Intake Box Location and other chlorine usage	Chlorine Usage (kg)	Usage equivalent in tank/ drum (1tank=65Kg); (1drum=45kg)
Alegria	1,296	20
Sumugbong	892	14
Lapag	669	10
Karaos	453	7
Bayugan 2	360	5
Lapinigan	566	9
Mate	47.6	1
Other Uses (cleaning of filter cloth/surface cleaning of reservoirs)	258.50	6

### C. Watershed Management and Protection

The watershed protection programs implemented that include tree planting/ tree growing in partnership with other agencies and stakeholders, protection maintenance, "Imo Yuta Ugmaraya kay BayaranKa Program", payment of waived rights and watershed monitoring (foot patrol) and apprehension of illegal activities are still implemented whole year round.

For this year, a total of 16,584 square meters were planted by partner-stakeholders. A total of 1,385 hills of various species such as Lawaan, Mahogany, Narra, and some fruit trees were planted in various locations inside the watershed. The partners-stakeholders who conducted tree planting this year include APO Fraternity, Agusan Media Club and PNP Press Corporation, San Francisco College, San Francisco Xavier College, and Mt. Carmel College.

For "Imong Yuta Ugmaraya Kay Bayaran Ka Program", the lands of the beneficiaries are affected of landslides and some of them have work outside farming to sustain their family needs. In terms of protection maintenance, a total of 84.37 hectares were conducted with total paid maintenance expenses of PhP 84,370.00.





For waived rights, a total of 11 hectares of land were waived this year. These land areas are from occupant, Federico Aylas (4 hectares) at Purok 1, Barangay Ormaca paid for PhP 149,990 and Cesaria C. Jorge (7 hectares) at Lactoban, Barangay Ormaca which was paid a partial payment of PhP 265,000.00. Thus, a total of PhP414,990.00 was paid for waived rights this year. From a total of 38 remaining occupants, only 36 are now subject for waived rights with a total remaining unwaived area of 123.3 hectares.

In terms of watershed monitoring and apprehension of illegal activities within the watershed, a total of 31,776 hectares were monitored for the entire year and only three (3) incidents of illegal activities were intercepted. These include two (2) incidents of gold flushin and one (1) illegal cutting of trees.

### WATER FACILITY CONSTRUCTION AND MAINTENANCE SECTION

#### **A. Installation of New Service Connections (NSC) and Re-Open Assumption (ROAS)**

From the target of 700 new service connections, a total of 576 new service connections and 17 re-open assumptions were installed this year. Comparing the figure from the previous year, an increase of 8% is noted. The highest number of installations for NSC is in the 2<sup>nd</sup> and 3<sup>rd</sup> quarter of the year. Most of the new service connections installed were at Barangay Caimpugan 67 NSC (11.63%), Barangay Alegria 61 NSC (10.59%), Barangay Karaos 56 NSC (9.72%).

YEAR	New Service Connection Installed	Percentage of Increase/Decrease from previous year
2018	632	(14%)
2019	315	(49%)
2020	309	(1.3%)
2021	385	24%
2022	546	42%
2023	593	8%

#### **B. Execution of Service/Maintenance Requests**

The bulk of service request executed this year is reconnection or re-open (32%), repair of leaks (23%), change meter (20%), installation of service connections (11%), and rehabilitation of meter stand (11%). The monthly average of service request for execution is 441 SR. The execution of service request has generally surpassed the target set for the year. In terms of leak repair, major and minor leaks are 100% executed.

The distribution of executed service requests per Barangay shows that out of the 20 Barangays served, Barangay 1 (838 SR), Barangay 5 (626 SR) and Barangay 2 (624 SR) have the highest executed service/maintenance requests. The Barangays which have the least executed SR are Barangay Ormaca and Barangay Bitan-agan.



### C. Execution of Leak Repairs

A total of 1,188 leaks were repaired this year. An average of 99 SR for leaks per month is noted this year. This figure is quite higher by 6.8% compared last year. The percentage distribution as to the type of leak repaired shows that service line leaking has the highest number (43%), then 34% for meter stand leaks, 15% is distribution line leaks, 7% is consumer

line leaks and 1% is transmission line leaks. There were only six (6) transmission line leaks for the whole year and 177 distribution line leaks.

In terms of location of leaks, most of the repaired leaks are in Barangay 5 with 163 SR, Barangay 2 with 158 SR and Barangay Lapinigan with 134 SR. Only Barangay Ormaca (1 SR) and San Isidro (10 SR) has the least occurrence of leak.

YEAR	Number of Executed SR for Leaking	Percentage of Increase/Decrease from previous year
2018	1,023	(12%)
2019	1,357	24.61%
2020	1,412	4%
2021	1,375	(2.6%)
2022	1,112	(23.65%)
2023	1,188	6.8%

### D. Rehabilitation and Standardization of Meter Stand (ReNAMS)

Rehabilitation of meter stand is a yearly program conducted by the WFCM section. For this year, a total of 30 clusters were set as target to be rehabilitated to Design #3. A total of 28 clusters were accomplished. However, only 28 clusters were executed (93.33%).

### E. Gate Valve Maintenance and Installation

The task force gate valve assigned for the exercise, throttling and adjustment of gate valves which include Mr. Billones, Mr. Bedaña and Mr. Benedito are the same personnel responsible for the exercise of the units. Another maintenance team is assigned for the replacement of dilapidated gate valves, retrieval of existing gate valves and installation of new units.

From the identified and list of existing gate valves of about 182 units last year, after the exercise and evaluation of the task force, the latter found out that there were only 179 units in the entire system. Out of the 182 units, 31 were identified for retrieval, 1 unit for replacement and 16 has no valve box cover. After maintenance activities, a total of 148 units were exercised and throttled by the task force assigned.

For this year, a total ten (10) new units were installed and five (5) units were newly found or retrieved. Thus, as of 2023, the existing gate valves totals to 197 units.



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Water Facility Construction Maintenance and Quality Water Production Division

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**Water Facility Construction & Maintenance Section**

**2023 ANNUAL ACCOMPLISHMENT REPORT**

WFCM was challenged in CY 2023 with various major projects and activities that needs to be implemented. 700NSC's must be attained for CY 2023 hence various interventions and programs were proposed to accomplish the target. Various old and dilapidated distribution pipelines were also subject for replacement and the usual targets for maintenance activities must be attained at the end of CY 2023. There were also adjustments made for office and field personnel because of vacant positions left by previous employees and their functions must be continuously performed.

For the first semester, there were six (6) teams organized to distribute various service request and activities in SFWD service areas. Engr. Zabala supervised the team for line checking and pressure monitoring, team for Inspectors and team for leaking repair. Engr. Licong supervised team for NSC installation and one team for leaking repair. And Engr. Arquion supervised team for RTK survey and one team for REMS and minor leaking repair. The field personnel were equally distributed with service request and activities based on their team assignment for the semester.

There were augmentation and equal sharing of functions especially in execution and posting of service request in the IMS, GIS and SRS among the remaining office personnel. Engr. Arquion's additional function is posting of GIS in the system and the remaining office personnel shares in execution of service request in the IMS and assists in creating SRS in the inventory due to vacant positions in WFCM. Implementation of expansion programs in various areas were already started in the early quarter of the semester including the repositioning of old/dilapidated steel pipelines .

In the second semester of calendar year 2023, there were absence of some field maintenance personnel (2) due to unexpected accidents and unfortunate events. Field personnel were still organized into 6 teams so that they can still execute and accomplish various service request and projects and programs. The remaining areas for implementation of expansion of pipelines was also distributed to Engr. Zabala and Engr. Licong since Engr. Arquion has signify his non-renewal of employment in SFWD.

Engr John Bryan Barranco assumed the position for Engineer B (RTK Surveyor) in the second semester and was given the task to supervise the construction of perimeter fence at Barangay Hubang and started to conduct RTK survey to obtain technical data (points) for the completed and implemented expansion of pipelines. However, in October 2023 the unit has connectivity issues and undergoes upgrade and maintenance. Hence, he was utilized in conducting inspections and creating POW and DED including implementation for QWP section.

Major programs and activities for 2023 was implemented and urgent activities were addressed by WFCM section. It has been a challenging year because of various demands and coping up targets eventhough there is shortage in office and field personnel. Nevertheless , WFCM still continues to cope with these demands and even manifest outstanding performance in completing these tasks.

*Henceforward are the highlights of the accomplishment of the section for the year 2023:*



#### **A. Installation of New Service Connection (NSC) and Re-Open Assumption (ROAS)**

NSC and ROAS have a target accomplishment of 700 new connections for CY 2023. Out of 595 total issued service request for NSC and ROAS, the section has installed 576 for NSC and 17 for ROAS for a total of 593 requests for the entire year. The percentage accomplishment is only 84.71% since there have not been many application for new service request received by WFCM/SFWD.

Last December 5, 2023, the new policy for metersizing was approved as per Resolution No. 29, Series of 2023, this was made effective to the new applicants of New Service Connection starting January 2024. Hence, the new policy using the Water Supply Fixture Units (WSFU) and the Fixture Units table for water meter sizing will be implemented by CY 2024.

#### **B. Maintenance requests**

For Re-Open (RO) request, WFCM targeted at least 80% of the service request forwarded from Commercial Section must be executed. Out of the entire issued request, maintenance accomplished an actual percentage of 124.85% with 1623 SR's executed and 1625 SR's forwarded.

For Transfer Tapping (TT) and Relocation of Water Meter (RWM) request, maintenance has a target accomplishment of 220 service request for the entire year. For CY 2023 the section has executed a total of 205 request for TT and RWM out of 220 forwarded requests. WFCM was unable to meet the target of 220 since the total forwarded/issued was only 214 and only relying on the request of the concessionaire for the year. WFCM has only attained 93.18% accomplishment for this requests.

For Change Meter (CM) request 700 service request was the target for execution. We manage to performed a total of 1018 changed water meter which is equivalent to 145.43% accomplishment.

For Installation of Consumers Gate Valve (ICONGATE/ICGV) and Installation of Compound Valve (ICOMV) requests, WFCM personnel executed 149 SR's for this requests out of 121 SR's (80% of received SR of 151SR's) which is equivalent to 123.14% actual accomplishment for CY 2023.

For other activities such as No Water (NW) and Replacement of Consumers/ Compound Valve (RCGV/ RCOMV) service request were 100% executed.

#### **C. Repair of Leaking**

100% of the received Consumers Line Leaking (CLL) request were attended by maintenance personnel with a total of 85 SR's for this year.

The minor leaking such as Meter Stand Leaking (MSL) and Service Line Leaking (SLL) has a total target of 900 accomplished requests for the entire year and WFCM personnel received 936 combined service request for minor leaking complaints. WFCM executed 408 MSL request out of 414 forwarded requests and 512 executed SLL request out of 522 forwarded service requests with a total of 920 executed/accomplished service request for minor leaking. Hence, WFCM has accomplished 102.22% based on the target.

WFCM has repaired 177 distribution line leaking and 6 transmission line leaking with a total of 183 service request for major leaking for 2023. The target accomplishment for 2023 was 140 SR's for combined DLL and TLL. Mostly of the major leakings occur at Barangay Poblacion due to aged and dilapidated existing pipelines and some of the leaking were not immediately repaired since it is located beneath the concrete national



highway that needs proper coordination with agencies/offices . A total of 130.71% actual accomplishment was executed for CY 2023 for DLL and TLL repair.

#### D. Installation of Saddle Clamp

Accomplishment on Installation of saddle clamp (ISC) targeted 120 service requests for the whole year and the section has executed 182 request which is equivalent to 151.67% total accomplishment. There was an increase in ISC service request execution because of the number of NSC/ROAS service request forwarded for single stand connection.

#### E. Gate Valve Exercise and Maintenance

Task force gatevalve comprises Mr. Charnie Billones-WSSMA, Mr. Jefone Bedaña-WSMMC and Mr. Joan Benedito-WSSMC as per Division Memorandum No. 2021-01-001. They are the authorized personnel to conduct manipulation and throttling of the distribution gate valves installed in SFWD AOR.

For CY 2023, the task force gate valve were able to conduct gate valve throttling and gate valve exercise for maintenance and monitoring purposes. At the end of 2023, the identified gate valves tallied to 179 units installed in SFWD service area. Out of 182 unit of gate valves, there were 31 units subject for retrieval, 1 unit for replacement, 16 units for installation of valvebox cover, 148 units were exercised/throttled. During their gate valve exercise, it was found out that 134 units of the gate valves were complete and fully functional.

With the above data, 81.32% was exercised and maintained, 17.03% is for retrieval, 8.79% has no valve box cover, 0.55% is for replacement and 73.63% was identified as complete and fully functional.

#### F. Rehabilitation to Newly Approved Meter Stand and Rehabilitation of Meter Stand

The Rehabilitation of Meter Stand (ReMs) performed by maintenance was due to dilapidation of G.I nipple, defective meter stand gate valve, concreting of meter stand base, and realigning of tilted stand. A total of 186 service requests was forwarded to the section and only 177 SR's was executed on field and posted in the system. WFCM has accomplished 70.80% out of 250 service request target.

On the other hand, for the rehabilitation of meter stand to design #3, the target set was 30 clusters of meterstand for RENAMS must be executed. WFCM has achieved 93.33% actual accomplishment. A total of 28 service request for RNAMS was executed for the calendar year 2023.

#### G. EXPANSION LINES/LOOPING AND UPGRADING OF PIPELINES/ REPOSITION OF OLD STEEL PIPES

- Expansion of pipelines has a total budget of Php 3,250,00.000 for CY 2023 with estimated total length of 8980 linear meters along SFWD service areas
- The expansion of distribution pipelines commenced on the first and second semester of 2023 with an actual accomplishment of 120.27% and below are the following areas that were accomplished:

Barangay Mate - Mate Housing-Purok 4, 5,6,	= 1260 linear meters
Barangay Mate - Bajangon Creek to Mate Proper	= 2520 linear meters
Barangay San Isidro – Purok 8 to Purok 9	= 552 linear meters
Barangay Bayugan-2 – Dacudao - Purok 7	= 960 linear meters
Barangay Hubang – KAAGAPMUCO loop SF Doc	= 1164 linear meters
Barangay Alegria – back of Mormons Purok	= 564 linear meters



Barangay Buenasuerte - Purok 5	= 2610 linear meters
Barangay San Isidro - SAFRAGEMC Purok 1	= 810 linear meters
Barangay Lapinigan – Apogan Purok 8	= <u>360 linear meters</u>
<b>TOTAL =</b>	<b>10800 linear meters</b>

- For looping/upgrading and replacement of pipelines, it has an actual accomplishment of 61.91% , below are the list of areas accomplished:

Barangay Karaos - Relocation	= 348 linear meters
Barangay 4 - Orozco Res.	= 240 linear meters
Barangay Ebro - FPPI road to Ebro	= <u>440 linear meters</u>
	<b>1028 linear meters</b>

- For repositioning of old/dilapidated steel pipes, it has an actual accomplishment of 90.48% , below are the list of areas accomplished:

Barangay 2 - near Tourism Building	= 6" steel pipe to 6" HDPE pipe 100%
Barangay 2 - near Municipal Gym	= 6" steel pipe to 6" HDPE pipe 100%
Barangay 2 - near Novo and Hydrant	= 6" steel pipe to 6" HDPE pipe 100%
Barangay 1 - along Minabang Creek near Dollete	= 3" GI pipe to 3" HDPE pipe anchored 20%
Barangay 4 - near Cristina's	= 6" HDPE pipe (previously replaced) 100%
Barangay 2 - across OGIS	= 3" GI PIPE to 3" HDPE PIPE 100%
Barangay 2 - along Minabang creek (Bajada)	= 3" HDPE pipe (previously replaced) 100%

The execution for 3" GI pipe installed along the Minabang creek, Barangay 1 was completed in January of 2024 due to continuous rains and flood in the area that has delayed the completion .

#### H. INSTALLATION OF NEW GATE VALVES, RETRIEVAL AND REPLACEMENT OF DILAPIDATED GATE VALVES

- For fiscal year 2023, a total of 10 distribution gate valves were installed at expansion of pipeline areas in Barangay Mate, San Isidro, Alegria, Bayugan-2, Hubang, Buenasuerte Lapinigan and 4. This is equivalent to 200% of the target.
- Replacement of distribution gate valves was not prioritized in execution for this CY 2023.
- 11 unit of distribution gate valves was retrieved for CY 2023 in the areas within Barangay Poblacion.

#### I. REAL TIME KINEMATIC SURVEY

Engr. Japhet Arquion - Civil Engineer A casual employee has not renewed his appointment last June 30, 2023 for his responsibilities as surveyor/Engineer A of SFWD. Engr. Arquion has the following accomplishments and project during his employment:

##### *AFCD*

Construction of Employees Lounge  
Graphic Designs

##### *PRODUCTION SECTION*

POW & DED of Sumugbong Filter House  
POW & DED of Sumugbong Pipe Support and Riprap



#### ENGINEERING SECTION

Expansion Project at Barangay 5 (Pikas), Barangay Buenasuerte and Barangay Mate  
POW & DED of Perimeter Fence Hubang, As Built Plan retrieval of gate valve Karaos  
Various inspection reports for NSC/expansion  
GIS posting for various service request and RTK points for gate valves  
Other maintenance activities

Engr. John Bryan Barranco - RCE assumed the position as a surveyor for RTK equipment to obtain the technical data of SFWD facilities. From August 2023 to October 2023, Engr Barranco has obtained data for the new distribution pipelines using the RTK surveying unit and post it in the GIS. And the unit undergo repair and maintenance since it has connectivity issues and the unit was sent to the supplier November of 2023. Hence, Engr. Barranco was utilized in creating POW & DED for various projects in WFCM and QWP sections.

#### J. OTHER ACTIVITIES

With the presence of three (3) Civil Engineers of WFCM for CY 2023, there were various construction and pipelaying projects supervised:

Engr. John Edward Licong

- Expansion of distribution pipelines at Barangay San Isidro - Purok 8 to 9
- Expansion of distribution pipelines at Barangay Alegria - Purok 8
- Expansion of distribution pipelines at Barangay San Isidro - Purok 1 SAFRAGEMC
- Expansion of distribution pipelines at Barangay Hubang - Purok 5
- Looping of distribution pipelines at Barangay Karaos - Relocation
- Looping of distributioin pipelines at Barangay 4 - Orozco

Engr. Japhet Arquion

- Expansion of distribution pipelines at Barangay Mate (Mate Housing)
- Construction of Employees Lounge

Engr. John Bryan Barranco

- Construction of Perimeter Fence Hubang (Phase 1)

Engr. Deese Marie M. Tuquib

- Expansion of distribution pipelines at Barangay Mate - Bajangon Creek to Mate
- Expansion of distribution pipelines at Barangay Bayugan-2 - Purok 7
- Expansion of distribution pipelines at Barangay Buenasuerte - Purok 5
- Expansion of distribution pipelines at Barangay Lapinigan - Purok8
- Looping of distribution pipelines at Barangay Ebro - FPPI road
- Repositioning of old/dilapidated steel pipes

#### Major Accomplishments


- For CY 2023, several expansion of distribution pipelines were executed at different Barangay of San Francisco with the support coming from the LGU's.
- Repositioning of old dilapidated steel pipelines
- Transmision line leakngs were repaired Immediately especially for 12" and 10" diameter pipelines which were all due to wear and tear.



Shortcomings/Weaknesses

- *We fall short in execution of retrieval of distribution gate valves and replacement. Target areas for replacement of gate valves needs concrete breaking and demolition since it is located along the national highway. WFCM was unable to immediately execute since the areas for repositioning of pipelines also requires manpower and equipment hence less prioritized.*
- *NSC, ROAS, Transfer tapping and REMS were not 100% accomplished based on target because of limited request from the concessionaires that was forwarded to WFCM.*

Prepared and Certified Correct:

  
**DEESE MARIE T. ZABALA**  
Senior Engineer A

Noted by:

  
**MAMRY B. PAYLANGCO**  
Division Manager C





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## ADMINISTRATIVE, COMMERCIAL AND MANAGEMENT SERVICES DIVISION

### 2023 ANNUAL REPORT

Year 2023 for San Francisco Water District's operation is a year that is considered to be the normal operation year in the pre-pandemic era. Meaning, all aspects of the operation become as it is before the pandemic. These can be evidenced by the improving revenue, number of connections and operational aspects of the Agency.

The highlights of the year's operation include a unique and special partnership of the SFWD management and the Board to the Local Government Unit of San Francisco, Agusan del Sur. It paved the way to various expansions, projects and programs for the development of SFWD and the local government.

At the beginning of the year, the AFCD started its support function to the district by preparing the much-needed Water Rates Review lobbied at LWUA in order to gain positive response taking into considerations the capital expenditure programs of the SFWD. It also recognizes the two big projects to be financed all by its internally generated funds: the Lucac Water System Improvement Projects and the Water Septage Management Project. The prepared Cashflow Projections however, did not consider loan instead it projected internal cash-generation as source of funds for funding the two big projects to be implemented on a staggered basis.

However, after many attempts, the district failed to gain support from LWUA but insisted that we shall cut some capital expenditures and suggested that recategorization plan be implemented by 2027 to avoid the necessary rate increase and the 2 projects could be possibly implemented in a staggered basis as scheduled.

Later on, one of the projects, the Lucac Water System Improvement Project was lobbied under the PRDP a funding arm for local government units so it gives a little relief for SFWD in its search for a funding source. But, later in year 2024, the water source was declared by the production section that the water yield was insufficient. So, the quest for funding support of the project was held in abeyance.

Towards ending of 2023, the effort was geared towards preparation for another round of Cashflow Projections for the recategorization plan of SFWD and the onset of newly discovered source from Bitan-agan which replaces the Lucac Water System Project.



Despite the setbacks of the year, SFWD remained a PBB qualifier for its performance. Complying the basic key performance indicator set by LWUA, complied COA recommendations, PhilGeps procurement processes, Anti-Red Tape Act and Freedom of Information Bill.

Some of the highlights of the year's performance and accomplishment of each Section under the Administrative, Finance and Commercial Section are presented in this report. Details can be found in the attached Report of each Sections. The Management Services section is directly working for the Board of Directors and Office of the General Manager' efforts are also presented in this report.

### A.) COMMERCIAL SERVICES

Most of Customer Services functions and services of the SFWD have increased based on the records. These manifest that everything becomes normal. With Board Resolution No. No. 15 and 18 in 2023. The Active connections was redefined by considering the 12-month inactive connections as active. Although there is a slight decrease of market growth compared to previous year, there is still significant increase of new connections in 2023.

ACTIVE CONNECTIONS PER CLASSIFICATIONS	2020	2021	2022	2023	REMARKS
Residential	6026	6177	6546	7132	Increase
Government	102	101	106	110	Increase
Full Commercial	1167	1217	1327	1484	Increase
Commercial A	512	513	544	606	Increase
Commercial B	564	661	689	708	Increase

From 584 in 2022, the market growth in 2023 is only 576. Expansions made in various location have contributed to this increase. There are also connections that are subject to assumptions that decreases the recorded Accounts Receivable of the District. The increase of Active connections prompted the district's plan to apply for a recategorization to LWUA towards the end of 2023.



Billings in cubic meter as well as in pesos are also showed here for comparison.

Type of Connections	2020 (billings in cubic meter)	2021 (billings in cubic meter)	2022 (billings in cubic meter)	2023 (billings in cubic meter)
Residential	1,137,761	1,139,874	1,205,918	1,318,845
Government	61,141	63,117	72,834	75,197
Commercial/Industrial	<b>469,603</b>	<b>487,221</b>	<b>547,306</b>	<b>641,122</b>
Commercial A	<b>102,265</b>	<b>96,297</b>	<b>99,668</b>	<b>105,486</b>
Commercial B	116,171	129,205	142,783.00	148,149
Commercial C	<b>450</b>	<b>325</b>	<b>209</b>	<b>430</b>

The data above showed that most classification of our consumers have consumed the normal consumption recorded during the pre-pandemic era except for commercial C classification. These classifications mostly belong to commercial connections that are indirectly using water in their businesses. Thus, it is expected that there are inconsistencies in their consumption pattern.

Nonetheless, this consumption pattern showed that there is favorable improvement of our Billings from the last three years of our operation and consistently, the commercial connections is the greatest consumer by recording an average of 28.7 average monthly consumption considering its number to only 2,798 compared to residential connections which is 7,132 but only recorded an average of 16.2 cubic meter monthly average.

**B.) BILLINGS**

For 2023, we recorded a total of 97,505,484.55 total Billings in Amount. These surpasses that projected 94 million projected billings for the year by around 3 million pesos because we have adjusted the projection in a very conservative number 2023. The biggest contributor to the amount is our commercial/industrial connection totaling 56,483,655.60, while residential connections contributed 38,417,228.70 and government connections with only 2,874,600.60 with only about 20,000 increase from



years, its cost the SFWD for half a million peso in revenue losses because of adjustments yearly. For SFWD's fault caused by unrepaired meter stand totaled is at 143,269.20 a decrease from 2022 which is at 158,771.32.

Of the total billings, the SFWD has extended a total of 135,915.24 to our Senior Citizen's as discounts complying the Senior Citizen's Act and as part of our Gender and Development Programs.

### **C.) COLLECTIONS**

Collection Efficiency of the SFWD is almost the same from previous year, which is 96.3% in 2023 while we recorded 96.4% in 2022. Thus, a good indicator that SFWD is implementing an efficient collection system. For several years already, SFWD has been way far high the industry average collection efficiency requirement which is only 90%. We continue to offer convenience to our customer by providing them an online platform for paying their water bill without physically going to the office and in the comforts of their home. However, the platform need to be enhance to further extend our early payor discounts because there is only a little turnout on the program. The Early Payor discounts attracted most customers to come to the office rather than taking the online platform. They would better endure the long lines just to get discount than being at the safety of their homes.

For 2023, our total collection is at 92,355,159.60 compared to the previous record of 81,871,191.92 for current account, arrears for current years at 3,726,215.78 and 346,373.11 for arrears from previous years. Collection Ratio has improve in 2023 with 94.1% in 2023 than last year which is at 93.5%.

To compare with previous years data, presented herein is the Collection Efficiency and Collection Ratio for the past 4 years:

PARAMETERS	2020	2021	2022	2023
Collection Efficiency	95.7%	97.2%	96.4%	96.3%
Collection Ratio	94.5%	94.3%	93.5%	94.1%



**D.) HIGHLIGHTS ON THE FINANCIAL DATA**

Financial Data is presented thoroughly in the Financial Statements comprising: The Balance Sheet, the Cashflow Statements and Statement of Operations. We also attached the Key Performance Indicators for the year 2023 to aide the agency in decision-making. Nonetheless, the SFWD showed a very good financial record for the past three years after the pandemic.

	2020	2021	2022	2023
Revenue	82,242,370.89	85,855,064.07	93,635,237.05	106,355,872.31
Expense	85,130,866.97	80,097,572.83	76,430,961.38	81,063,370.79
Income/Loss	(2,888,496.08)	5,787,491.24	17,204,275.67	25,292,501.52

In 2023 the Budget Utilization Rate for Operational Expense is maintained from previous year at 58% of the total allocated for the year. For the Personnel Services Expense, the budget utilization rate is also maintained at 80% of the total allocation while Capital Expenditure has decline to only 31% compared to 43% from last year. Hopefully, with the implementation of a new rules of the Department of Budget and Management regarding budget and financial control, SFWD may improve.

Cashflow Statement for the last four years are also presented below to appreciate the performance from 2019 where there is still no pandemic and for the last two years under pandemic period and in 2022 and 2023 under new normal to normal.

	2020	2021	2022	2023
Receipts	81,933,867.98	85,441,172.73	94,396,576.63	105,515,836.47
Disbursements	78,426,969.51	88,549,915.03	86,368,101.74	92,733,088.38
Adjustments (recognition of e-gov facility disbursements)		1,548,375.41		
Net Receipts/ Disbursements	3,506,898.47	(4,657,117.71)	8,028,474.89	12,782,748.09
Cash Balance, Beg	6,710,671.99	10,217,570.46	5,560,452.75	13,588,927.64
Cash Balance, End	10,217,570.46	5,560,452.75	13,588,927.64	26,371,675.73



In year 2023 the total cash receipts is at 105M and a disbursement of around 92M so far, the biggest net receipts in the history of SFWD and combined with a positive cashflows over the years, the net cash balance of SFWD ending December 31, 2023 is at 26, 371,675.73.

Presented along these reports are detailed Statement of Income and Revenue, Balance Sheets with corresponding percentage of increase and decreases, and Cashflow Statements are attached to support our analysis. Also included is the Summary of Budget Balance to show how the water district utilizes budgetary allocation for the year.

#### **E.) HUMAN RESOURCES**

In 2023, where trainings started to be conducted face-to-face, many if not all have engaged themselves in such training towards ending of 2023. There 35 personnel who underwent training in 2023.

For the year there are 4 separations from agency happened and 5 positions remained vacant in 2023. GAD programs that are employee focused have been implemented and the biggest achievement of this is the creation of an employee's lounge which serves as a rest area for employees who might not be feeling well for a time being.

At year's end, the Staff Productivity Index recorded for SFWD is 142:1 higher by 22 connections of the average 120:1 SPI for Category C Water District. We have a total of 73 workforce where 53 are regular or permanent, 15 are casual appointees and 3 are Job order employees.

#### **F.) PROCUREMENT**

In year 2023, there are 309 Purchase orders processed by the procuring unit, composed of only 1 procurement officer and few members of the BAC Secretariat who are appointed by the general manager and acted as procurement unit of the SFWD. There are 2 completed public biddings conducted and 7 cancelled PO's which have valid reasons for cancellations.



#### **G.) MATERIALS AND PROPERTY MANAGEMENT**

One of the challenges on the management of materials Supplies inventory in 2023 are the discrepancies found in 2021 that was not still resolved that is a unbalance of materials on hand against the materials booked. The materials on-hand are higher than the the booked amount, there are preliminary findings that these materials were returned to the warehouses without proper documents for returned. Later in 2023, a reconciliation was made together with the Engineering Section who are first users of the materials and implemented the projects for SFWD, it was found out that the As Built Plan have lesser materials than the materials being requested out from the warehouse. Thus, the theory that these materials were not properly documented when returned has been concluded as the main reason for unbalances of record.

The task to find documentary evidences to this unbalances has become very tedious to the Inventory Team but after several talks with COA over the matter, the latter have approved to correct entries for unbalance accounts.

Also, during the year the Materials and Inventory System was reinvented to cater the needs of the users making it more friendly and accessible to other users from different sections in SFWD. It has also developed a reporting system that is a lot easier for Storekeeper to track materials compared to the previous system.

#### **H.) MANAGEMENT SERVICES**

The Management Services Section whose primary function is not only to cater the needs of the office of the manager and the Board of Directors but also to take care of all corporate social responsibility of SFWD, have delivered most of its planned activities in 2023. The programs that was lines up were Brigada Eskuela which assited about 6 schools within the area of responsibility of the District providing them plumbng materials. 25 Beneficiaries of Mt. Magdiwata Watershed Protection program were able to received various goods from SFWD to aide their economic needs. During the District's celebration of its 35<sup>th</sup> anniversary, we were able to conduct the following activity successfully like Blood Letting Activity, Operation "Silip Mata" Raffle draws for concessionaires and many more.

The District was also active in participating the activities of the local government units especially in its environmental protection and cleanliness program. It partnered the LGU by providing zumba dance fitness and soft breakfast for its monthly clean-up drive.



Management Services section also provided services in info dissemination especially for water advisories. They've up-to-date in giving information to our concessionaires. For the year they have issued 185 advisories and several announcements.

For Board related functions, MSS prepared 31 resolutions for the year and 3 of which are policy related. These are Resolution No. 4 on the increase of the Basic Installation Fee for High Billing Complaints, Resolution No. 28 on Redefining Active Connection status of SFWD and Resolution No. 5 on the New Meter Sizing policy of the SFWD.

### **I.) COA AUDITS**

During the year, there are new auditing teams assigned by COA Regional Office to audit the Financial Statements of the 2022 operations. Ms. Iris Enanoria has become the team leader of the group and there are less than 5 AOM presented for said audits and they have not conducted an exit conference yet. Some of the findings are recurring like low utilization for GAD programs, changes in the disbursement forms and to finally reconcile the balances of the inventories.

As of this writing no Annual Audit Report has been presented yet by COA.

### **J.) GAD PROGRAMS**

Although there is low utilization of GAD programs for the past few years in SFWD, but in 2023 the District was able to provide the employees with an employees lounge as a response to GAD issue on women that needs to have rest area especially during times when they suffer menstrual cramps. Also, gynecological check up among women employee were also provided as part of its GAD programs.

Also, during its 35<sup>th</sup> anniversary we were able to extend our GAD programs by empowering women in the community extending trainings of Basic Plumbing and Meter Reading methods to mothers or women inside the municipality.

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





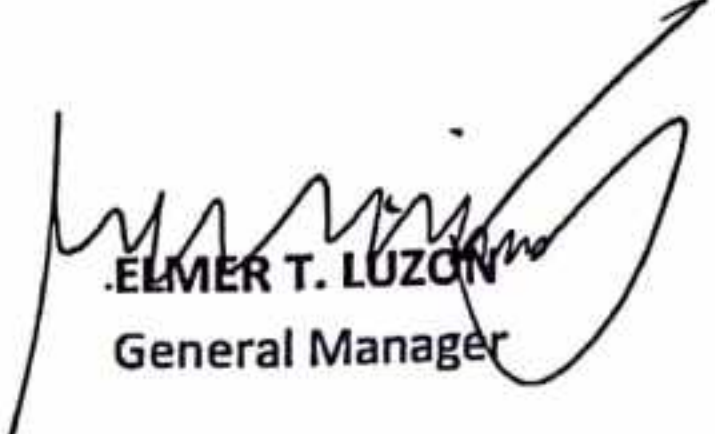
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who presented Summaries of Billing and Consumption for the whole year, Summary of High Billing Complaints and adjustments, etc. Data relating to Budget Utilization for the Year were also provided. Summary of Cashier's Collection and prepared disbursements 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 year-end Key Performance Indicator for year 2023 is also attached in this report to better understand the financial operation of SFWD in 2023.

Prepared by:

  
**ELA F. MORENO**  
Division Manager C

Noted:

  
**ELMER T. LUZON**  
General Manager