BACKGROUND

Kabankalan, so called because of the proliferating bangkal trees during the Spanish times, has indeed moved far and wide since her infantile stage as merely a Sitio of the Municipality of Ilog, the first capital of Negros Island. Eventually, it became a Barrio under the stewardship of Capitan del Barrio Lorenzo Zayco, known as Tan (short of Capitan) Lorenzo to all & wide-ranging Kabankalansons. It was the effort of Tan Lorenzo that transformed the lowly Barrio into a Municipality. In 1997, it became a Component City of the Province of Negros Occidental bringing tremendous progress in the area as the “Rising City of the South” as evidenced by mushrooming government infrastructures projects and gateway of eco-tourism in Southern Negros Occidental adhering closely to the administration’s slogan “Padayon ang Progresso”, meaning “Continuing Progress”. Its scenic spots, such as the Balicaocao Mountain Resort, Mag-aso Falls, Agustina Falls, among the numerous waterfalls, the mineral-rich caves & the funfare of “Sinulog de Kabankalan” every third week of January each year are slowly taking shape in the records of tourism. Business had been on the upswing with the entry of migrant entrepreneurs where banking services are catered by ten (13) government/private/commercial & rural/savings banks.

Kabankalan City is about 98 kms., South of Bacolod City. It is bounded on the north by the Municipality of Himamaylan City on the west by Guimaras strait, on the south by the Municipality of Ilog and on the East by the Municipality of Mabinay, Negros Oriental.

The City of Kabankalan is being served by the Kabankalan Water District (KWD), which covers nine (9) Barangays in the Poblacion and Brgys. Binicuil, Camugao, Daan Banua, Tabugon, Talubangi, and a portion of Hilamonan.

II. KABANKALAN WATER DISTRICT

The Kabankalan Water District was formed in 1977, by virtue of a Sangguniang Bayan Resolution No. 27 dated April 23, 1977 pursuant to P.D. 198 & was issued a Conditional Certificate of Conformance No. 050 dated January 30, 1978 by the Local Water Utilities Administration (LWUA).

The then Manager, Dennis G. Martir, utilized the two (2) wells located at the KWD office & Progresso pumping Stations. However, due to the usage over the period of time, the KWD office & the Progresso wells deteriorated.

Since its formation, the Water District was beset with institutional problems which resulted in the intervention of the LWUA. The WD was placed under receivership in 1987 and again in 1993.

In 1987, Engr. Loreto G. Limcolioc was assigned as the Interim Administrator of KWD, vice Dennis G. Martir, to oversee the operation of the WD with the local Board of Directors were retained as policy makers.

Partial take-over was lifted in 1988 & Bernardo G. Cavile was assigned as Actg. General Manager.

Sometime in 1989, Dennis G. Martir was reinstated as General Manager of KWD.

The WD did not improve financially & began to accumulate arrears again so in 1993, LWUA again took-over the management of KWD upon the request of then Mayor Isidro P. Zayco. The management of KWD was composed of employees from LWUA who served as Interim Board of
Directors & Interim General Manager in the person of Engr. Arturo C. Villaroman, Jr., with the vision of improving the quality of life of the people of Kabankalan City, the door opened for the services of the new Interim General Manager, whose leadership resulted to the increase of service connections, increase in revenues & drilling of additional well. Efforts had been made to improve the services of KWD, thus extending water supply 24 hrs. a day, standardization of the salary of employees & giving of fringe benefits.

The promulgation of the Supreme Court decision dated March 12, 1992 declaring all water districts as Government Owned & Controlled Corporations, life in the district experienced a transition & adjusted its course according to government laws, such as the Civil Service Commission, Commission on Audit & the Government Service Insurance System.

However, IGM Villaroman was replaced by another LWUA IGM Engr. Rei B. Bernardo in 1999 to ensure financial viability & carry out effective management of the WD.

With an effort to gradually turn over the policy making of the WD, Mr. Aquiles M. Zayco, Jr. was installed as local Board of Director sometime on 1998 & was later designated as Interim General Manager sometime is September 2003. Mr. Zayco, made representation with the LGU to reach the far flung barangays for extension projects such as Sitios Comon, Catali & Ubay of Brgy. Daan Banua & Sitio Pacul of Brgy. Hilamonan.

In 2003, the LWUA turned over the policy making functions of the KWD to the local the Board of Directors. Thus, solicitation from different sectors were made to endorse their nominees to sit as Board of Director of KWD. The newly installed Board of Directors appointed Aquiles M. Zayco, in January 2004 as the General Manager. The realization of long awaited projects was fully implemented. Expansion projects were implemented, the drilling of the additional well & purchase of generator set are just among the many projects undertaken.

The service area of Kabankalan Water District enjoyed an ample supply of water with a system pressure ranging from 10 to 28 psi during the rainy season & only 2 to 14 psi during the dry season. With its existing water sources, the Kabankalan Water District is in need of additional source to ensure a sufficient water supply.

In addition, the identified well field of Kabankalan can still accommodate an additional two production wells with an estimated total rated capacity of 40 lps which can serve another 4,000 connections. Likewise, potential surface water sources like the Hilabangan River was tapped. In 2005, the construction of Filtration Gallery was made possible through a financial loan from Development Bank of the Philippines.

Sometime in 2007, the LWUA thru Board of Trustees Resolution No. 186, s. 1997 approved the change of name of Kabankalan Water District (KWD) to Kabankalan City Water District (KCWD).

In 2014, in view of the retirement of Aquiles M. Zayco, Jr., a new General Manager was appointed. Engr. Ricardo M. Regalia, Jr. took over the management of KCWD. With the assumption of office of Engr. Regalia, the Kabankalan City hopes for a better and adequate water supply. Spring sources were identified and project study was conducted by LWUA for possible additional water supply to meet the demands of water for future generation.
III. THE EXISTING WATER SUPPLY SYSTEM

A. SOURCES

1. Spring

Presently, the Kabankalan City Water District utilizes Basak spring, located in Sitio Balicaocao approximately 6.23 kms. southeast of the Poblacion at an elevation of 180 meters above MSL (meters above see level). Its present minimum recorded discharge of 3.5 lps., serves a portion of Barangay Hilamonan service area. The excess water goes to a 443 cum. ground reservoir and is used by the KCWD to supply the Poblacion at peak hours, enabling it to provide an additional water supply for the whole service area. This is also the primary source of the newly developed resort, funded by the City of Kabankalan, located in Sitio Balicaocao.

2. Wells

The Kabankalan City Water District presently utilizes the water provided by its two deepwells, with a total rated capacity of only 26 lps. The wells are equipped with a 15 hp submersible pumps with a standby generator set.

3. Storage Facilities

A 443 cum. concrete ground reservoir (frustum shaped) impounds water for the spring. It was constructed in 1935 and is located about 3.2 kms. Southeast of the Poblacion, with an overflow elevation of 54 meters.

4. Filtration Gallery

Constructed using the process of coagulation, flocculation, and sedimentation. These facilities used to provide an average of 5,000 cu.m a day. The supply was pumped from the Hilabangan River by 2HP submersible motor to the Filtration Gallery. A multi stage filter is used for final filter with silica sand and activated carbon for filter media and chlorination process for disinfection.

5. Transmission and Distribution Facilities

The Kabankalan City Water District is served thru CI, ACP, Stee, GI, uPVC & P.E pipes with varying sizes ranging from 50mm to 200mm of transmission and distribution lines with a total approximated length of 30 kms.

5. Service Connections

There are a total of 5128 households in the whole service area with service connections, serving approximately 60 of the total households in the KCWD service area. The remaining 40 % gets its domestic water source from privately constructed shallow wells or from deepwells equipped with jetmatic pumps, constructed by the DPWH or Municipal Government.

6. Chlorination Facility

Potability of the Water is assured thru chlorination from the sources. The WD provides chlorination thru two hypochlorinators installed in the pumping stations. A drip type chlorinator is likewise installed at ground reservoir in Sitio Lupni. Furthermore, a regular monitoring of the presence of pathogenic bacteria is being done by the WD. Also, flushing is employed by the WD to rid the system of accumulated silt in the pipelines.
IV. FUNDING SOURCES

The Kabankalan City Water District got its funding from the Local Water Utilities Administration thru various loans from 1979 to present. The total loans availed by the WD amounted to P12,296,219.84 with remaining balance of P3,853,888.44 as of April 2015, with a total monthly amortization of P 59,918.00.

In 2003 and 2009, the KCWD availed a financial assistance from the City of Kabankalan amounting to P780,660.00 and P400,000.00 respectively, for the construction of transmission lines form the newly constructed pumping station located at Brgy. Hilamonan to the City proper and rehabilitation of pipelines.

In 2005, the KCWD availed a P15M loan from DBP for the construction of Filtration Gallery located at So. Lupni.

V. FINANCIAL CONDITION

The Kabankalan City Water District, with its present revenue generation of an average P3.5M/month, is up to date in its payments of its contractual obligations and as well as cover its monthly operational and maintenance expenses with a little set-aside as reserve for emergency and future expansion projects.

VI. FUTURE TARGETS

Meanwhile, awaiting for the full development of private subdivision projects, with a potential 3,000 prospective households, the subdivision projects had been issued with a certification that they can be served by the KCWD with an abundant and potable water supply.

Likewise, the KCWD hopes to fully utilize the spring in Brgy. Tabugon which is approximately 33 kms. from the Kabankalan City witch can give additional service connections.

Utilization of Magaso Falls, with the help of LWUA Engineers, conducted an occular inspection, site visit and feasibility study of the proposed site for possible additional water source.

VII. ACTION PLAN

The Kabankalan City Water District was taken over the Local Water Utilities Administration sometime in 1993 for the following reasons:

1. The WD is in arrears of P2M.
2. The Mayor had requested for the take-over.
3. The people had lost confidence in the WD due to the poor service.
4. The pending loan for water supply development will be re-introduce.
5. Institute reforms to restore WD viability.

The Water District in order to meet its target revenue, efforts were made to limit the expenses. Other maintenance expenses such as reservoir rehabilitation and service connection rehabilitation in order to further reduce unaccounted for water. Capex for additional equipment and rehabilitation of administration building was set aside to give priority to revenue generating expansion projects.

The KCWD requested LWUA to conduct a georesistivity survey, site inspection and project study for Magaso Falls. This is in view of the water district’s plan to augment the supply of water to meet the increasing demand especially during peak hours.
MISSION

To improve the quality of life of the people of Kabankalan City by providing them with safe, abundant, potable and affordable supply of water for its growing population and for the future generation.

VISION

To be recognized as one of the best-performing water district in Negros Occidental.
CORE VALUES

Excellence
Teamwork
Professionalism
Work-oriented
Holy Fear of God

STRATEGIC OBJECTIVES/PRIORITIES

1. Adequate, potable and reliable 24/7 water supply
2. Septage Management
3. Installation of additional water service connections
4. Sustainable revenue generation
5. Social responsibility and responsiveness

OUR MANDATE

Kabankalan City Water District, is a Government-Owned and Controlled Corporation, formed pursuant to Presidential Decree 198 otherwise known as the “Provincial Water Utilities Act of 1973” for the purpose of:

(a) acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts,

(b) providing, maintaining and operating wastewater collection, treatment and disposal facilities, and

(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

PERFORMANCE PLEDGE

We the officials and employees of the Kabankalan City Water District pledge and commit to deliver quality public service with utmost efficiency for concessionaire’s satisfaction.

To improve the quality of life of the people of Kabankalan City by providing them with safe and abundant water supply to sustain the development of this water industry for the growing population and future generation.

Adequately delivers 24/7 water supply and renders public assistance.

Efficiently and effectively perform or duties and responsibilities towards the realization of the water district’s vision and mission statement.

To be the prime mover in the preservation of the flora, where, WATER, the most basic requirement in life, depend.

To steadfastly lift, through judicious management, the human and financial resources of the Kabankalan City Water District thus, making it a strong catalyst for good governance and economic growth.

Conscious and active in the implementation of laws, rules and regulations governing the operation of the water district.

So help us God.
## APPLICATION FOR NEW SERVICE CONNECTION

### 1st Visit

<table>
<thead>
<tr>
<th>STEP</th>
<th>CUSTOMER</th>
<th>SERVICE PROVIDER</th>
<th>DURATION OF ACTIVITY</th>
<th>PERSON IN CHARGE</th>
<th>FEE</th>
<th>REQUIREMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Go to Customer Service Counter and get Application for New Service Connection Form</td>
<td>Orient applicant on how to fill up forms</td>
<td>5 mins</td>
<td>Customer Service Assistant</td>
<td>None</td>
<td>Residence Certificate</td>
</tr>
<tr>
<td>2</td>
<td>Receive list of requirements</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 2nd Visit

<table>
<thead>
<tr>
<th>STEP</th>
<th>CUSTOMER</th>
<th>SERVICE PROVIDER</th>
<th>DURATION OF ACTIVITY</th>
<th>PERSON IN CHARGE</th>
<th>FEE</th>
<th>REQUIREMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Go to Customer Service Counter and submit requirements and accomplished Application for New Service Connection Form, Memorandum of Agreement (MOA) and Loan Agreement, if applicable</td>
<td>[ ] Review submitted requirements, check forms if properly accomplished by applicant [ ] Orient applicant on policies on service connections</td>
<td>10 mins</td>
<td>Customer Service Assistant</td>
<td>None</td>
<td>Photocopy of Lot Title/Certificate of Ownership (optional)</td>
</tr>
<tr>
<td>2</td>
<td>Go to the Cashier and pay installation charges</td>
<td>Issue Official Receipt</td>
<td>5 mins</td>
<td>Cashier</td>
<td>2,200.00</td>
<td></td>
</tr>
</tbody>
</table>

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**CITIZEN’S CHARTER**

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

**LIST OF FRONT LINES SERVICES**
## PAYMENT OF WATER BILLS

### Full Payment

<table>
<thead>
<tr>
<th>STEP</th>
<th>CUSTOMER</th>
<th>SERVICE PROVIDER</th>
<th>DURATION OF ACTIVITY</th>
<th>PERSON IN CHARGE</th>
<th>FEE</th>
<th>REQUIREMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Get number and wait for your queue</td>
<td></td>
<td>1 min.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Go to designated Office Bill Collector when your number is called and present your water bill/statement of account or account number.</td>
<td>Received Water Bill, accept payment and validate payment/issue official receipt</td>
<td>2 mins (w/ billing notice) 4 mins (w/o billing notice)</td>
<td>Office Bill Collector</td>
<td>amount required</td>
<td>Water Bill/Account No.</td>
</tr>
<tr>
<td>3</td>
<td>Receive and check official receipt. Count change</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Partial Payment

<table>
<thead>
<tr>
<th>STEP</th>
<th>CUSTOMER</th>
<th>SERVICE PROVIDER</th>
<th>DURATION OF ACTIVITY</th>
<th>PERSON IN CHARGE</th>
<th>FEE</th>
<th>REQUIREMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Go to Commercial Division/CSO-B and request for allowable partial payment</td>
<td>Verify customer record, received partial payment allowed.</td>
<td>1 min</td>
<td>Commercial Division Manager/Customer Services Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Get number and wait for your queue</td>
<td></td>
<td>1 min.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Go to designated Office Bill Collector when your number is called. Present your billing notice &amp; note of partial payment.</td>
<td>Accept payment and issue official receipt</td>
<td>2 mins</td>
<td></td>
<td>amount required</td>
<td>Water Bill/Account No.</td>
</tr>
<tr>
<td>4</td>
<td>Receive and check official receipt. Count change</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


CUSTOMER ASSISTANCE
Phone in Report/Complaint/Query/Request on: status of application, billing details, billing adjustments, leakages, water quality, water interruption, high consumption, relocation of water meter, change meter, calibration of meter, change of account name, closure of service connection, etc.

Water Service Interruption: average response time to restore water service (distribution/transmission lines) - 1 - 2 days

<table>
<thead>
<tr>
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<th>FEE</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Call 4712-134* 4712-634</td>
<td>Receive call, discuss, and encode customer’s concern(s), including customer’s name, address, acct. number, contact number at the Service Request logbook.</td>
<td>5 mins</td>
<td>Customer Service Assistant</td>
<td>none</td>
<td>Water Bill</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Provide answer to customer if concern can be answered outright or inform customer that concern shall be processed and to expect feedback based on duration of service/action required.</td>
<td>5 mins</td>
<td>Customer Service Assistant</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Prepare Service Request.

Walk-in report/complaint/query/request:

<table>
<thead>
<tr>
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<th>PERSON IN CHARGE</th>
<th>FEE</th>
<th>REQUIREMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Go to Customer Service Counter</td>
<td>Receive, discuss, and encode customer’s concern(s), including customer’s name, address, acct. number, contact number.</td>
<td>5min</td>
<td>Customer Service Assistant</td>
<td>none</td>
<td>Water Bill</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Provide answer to customer if concern can be answered outright. If not, get customer’s full name, address, account number, and contact number and inform customer that concern shall be processed and to expect feedback based on duration of service/action required.</td>
<td>5min</td>
<td>Customer Service Assistant</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

prepare service request slip.
# Reconnection

<table>
<thead>
<tr>
<th>STEP</th>
<th>CUSTOMER</th>
<th>SERVICE PROVIDER</th>
<th>DURATION OF ACTIVITY</th>
<th>PERSON IN CHARGE</th>
<th>FEE</th>
<th>REQUIREMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Go to Commercial Division- Customer Service Counter. Verify status of connection and inquire on requirements.</td>
<td>Provide information on unpaid changes, status of service connection and requirements for reconnection.</td>
<td>3 mins</td>
<td>Customer Service Assistant</td>
<td>Amount required + below 1 month with or w/o account</td>
<td>Service Request Form</td>
</tr>
<tr>
<td>2</td>
<td>If water meter was already pulled-out or service disconnected for 2 mos. &amp; over, site inspection shall be conducted.</td>
<td>Prepare Service Request. [ ] Conduct site inspection &amp; make a report</td>
<td>30 mins</td>
<td>Customer Services Assistant &amp; Water Maintenance Man</td>
<td>P50.00</td>
<td>Service Request Form</td>
</tr>
<tr>
<td>3</td>
<td>Comply and submit requirements.</td>
<td>Check submitted requirements and process reconnection documents.</td>
<td>3 mins</td>
<td>Customer Services Assistant</td>
<td>1 month up &amp; below</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Go to Office Bill Collector and pay your Water Bill account balance. Go to the Cashier and pay the reconnection fees.</td>
<td>Receive payment and issue official Receipt.</td>
<td>3 mins</td>
<td>Office Bill Collector &amp; Cashier</td>
<td>P200.00 &amp; above (w/ accounts)</td>
<td></td>
</tr>
</tbody>
</table>
# Relegation of Water Meter

<table>
<thead>
<tr>
<th>Step</th>
<th>Customer</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Fee</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Go to Commercial Division- Customer Service Counter and request for relocation of water meter.</td>
<td>Provide information &amp; give requirements Prepare Service Request for inspection</td>
<td>3 mins</td>
<td>Customer Service Assistant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Comply and submit requirements.</td>
<td>Forward Service Request to Engineering Division</td>
<td>5 mins</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Wait for inspection on site and advice of Engineering Division</td>
<td>Conduct inspection and verify water supply of proposed relocation site. Make a report</td>
<td>1 day</td>
<td>Maintenance Division</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Pay applicable charges to the Cashier</td>
<td>Receive payment and issue official Receipt.</td>
<td>3 mins</td>
<td>Cashier</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Wait for relocation of water meter at agreed location</td>
<td>Relocate water meter and inform customer right after</td>
<td>within 2 days</td>
<td>Maintenance Division</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
DISCONNECTION

It is the policy of KCWD to disconnect the water service of the concessionaires with unpaid overdue accounts. Disconnection is a tool to facilitate collection and shall be implemented with outmost care after all the effort to collect fails. It is implemented based on the contract entered by KCWD and the concessionaire.

If no payment is made after due date, service will be disconnected without further notice. Delinquent consumers will not be reconnected unless all delinquent accounts are fully paid.

ILLEGAL USE OF WATER

Any person who tampers water meter, uses jumpers, pilfers water meters is punishable by law through imprisonment and shall pay a fine ranging from P1,000.00 to P2,000.00.

As approved by the board of directors through KCWD Resolution No. 63, s. 2006, illegal use of water is defined as:

a. Tampering of water meter  
b. Unauthorized selling of water  
c. Unregistered connection or unauthorized tapping  
d. Bypassing of water meter  
e. Unauthorized opening of hydrants  
f. And all other users that shall be deemed illegal.

Concessionaires caught with illegal connection shall be immediately disconnected without prior notice.

THE FOLLOWING PENALTIES SHALL BE IMPOSED.

1st Offense- P1,000.00 + cost of estimated water consumed during the period of illegal use of water and/or filing of criminal charge.

2nd Offense- P2,000.00 + cost of estimated water consumed during the period of illegal use of water and/or filing of criminal charge.

3rd Offense- disqualification from getting water service and automatic filing of criminal charges as provided for in the law.

It is further the responsibility of the concessionaire to pay bills on time, and cooperate with the water district by reporting illegal connections and leakages at the KCWD office. Informant of an illegal use of water shall be awarded P500.00
CUSTOMER ACCOUNTS

METER READING
The meter reader reads water meters monthly as scheduled, records in the meter reading cards and furnishes notice of reading to concessionaries indicating the consumption in cubic meter, the amount and the due dates. Failure to receive a notice of reading does not relieve the liability of concessionaries to pay his bills; the same is available at the KCWD office ten (10) days before the due of payment. Any complaints concerning big consumption is entertained in the office.

BILLING
Within 3 days after reading, the billing clerk encodes the consumption and prepares the billing summary of every zone. Billing adjustment is applicable for current bill only.

COLLECTION
Collection hours starts 8:00 am – 4:30 pm daily at KCWD office except on Saturday, Sunday and Holidays. Due dates are scheduled every zone to cater the needs of the concessionaires paying.
FUNCTIONAL CHART

OFFICE OF THE BOARD OF DIRECTORS

OFFICE OF THE GENERAL MANAGER

Administrative and Finance Division
- Administrative Services
- Finance Section

Commercial Division
- Commercial Services

Operations Division
- Water Resources Section
- Planning/Design & Construction Section
- Maintenance Section
ORGANIZATIONAL OVERVIEW

Office of the General Manager

1. Sets organizational goals and objectives
2. Execute overall and general supervision of the operation of the KCWD
3. Execute policies formulated by the Board of Directors

ADMINISTRATIVE & FINANCE DIVISION

General Administration/Management of Company Assets

- In-charge of and performs the repair and maintenance of vehicles and equipment, building and other structures including electrical and plumbing services;
- Responsible for monitoring and processing the documentary requirements for land title, payment of land taxes, and insurance premiums on properties and vehicles including annual LTO registration, employee’s fidelity bond and the like and
- Responsible for receipts and issuance of property and equipment, materials and supplies

Purchasing/Procurement

- Responsible for facilitating the procurement of supplies/materials, etc. of the agency

Human Resource Management

- Responsible for the personnel selection and recruitment of the district’s human resources requirements and custody of personnel 120 files
- Responsible for human resource development and training

Records Management

- Storage/archival of company records and files as well as disposal of which in accordance with records retention policy

Finance Section

Cash and Fund Management

- Responsible for proper disbursement of agency’s fund adoption of proper accounting and auditing system and practices and compliance with legal and corporate guidelines;
• Responsible for withholding of all personnel and agency’s statutory obligations and remit the same to agencies concerned
• Responsible for preparation of payroll and other benefits of all employees and officials and facilitate payment for all transactions of the district
• Remittance of payment for water district obligations
• Collection of receivables
• Deposit and investment of cash
• Monitoring cash flow

**Budgets and Financial Forecasting**

• Budget preparation/consolidation
• Budget monitoring

**Financial Statements Preparation and Reporting**

• Accounting/bookkeeping of water district financial transactions
• Preparation, generation of financial statements and other reports
• Maintaining records of properties, inventories, and other assets

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**COMMERCIAL DIVISION**

**Marketing/Sales of Products/Services of the Water District**

• Make promotions of KCWD services
• Conduct market study on proposed and new service area

**New Accounts (Concessionaires’) Processing**

• Process application for New Water Service Connection and Reconnection, renewal of contracts

**Customer (Concessionaire) Relations and Services**

• Prepare service requests for reconnection, relocation, elevation of water meter, change meter, inspection of service connections for varied purposes, etc.
• Conduct inspection/investigation for new connections, reconnections, high/low consumption, stuck-up/inverted/damage/lost water meter, reclassification of connections, probable illegal connections, negative reading, leakages, etc.
• Accept application/renewal of Senior Citizen’s Discount

**Meter Reading and Billing of Accounts**
• Conduct monthly reading of water meters and deliver billing notices to concessionaires
• Bill concessionaries for their consumption

**Disconnection and Reconnection of Accounts**

• Implement disconnection policy

**Accounts Receivable Monitoring**

• Monitor past due accounts and follow-up collections thereof

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**OPERATIONS DIVISION**

**Water Resources Section**

**Water Generation and Distribution**

• Identification and development/drilling of water source
• Operation and maintenance of pumping stations
• Maintaining desired water pressure level in all distribution lines
• Monitoring pumping equipments/ machineries performance and perform maintenance checks

**Quality Control an Assurance**

• Responsible for water treatment, disinfection, water quality control
• Periodically submits water samples for laboratory testing required by the Department of Health on potable water
• Perform regular flushing of distributions lines

**Environmental and Watershed**

• Coordinates with DENR for the Watershed Rehabilitation Project being undertaken by the water district in agreement with said government agency

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**Planning/Design & Construction Section**

**Planning and Design**

• Responsible for planning and development of program related to water distribution system and network by using commercial and in-house computer-aided engineering software (i.e., EPAnet, Innovyze HW20Net Analyzer/WATERGEMS/etc.)
• Responsible for establishing and adopting of optimum design, preparation of technical specifications, estimate and program of work
• Responsible for establishing technical standard and in-house construction software development that may be applicable/adaptable to the needs of the agency
• Responsible for the preparation, generation of all plans, records and documentation relative to the water distribution network system

Construction/Engineering

• Responsible for the prioritization and construction of approved projects, except maintenance projects under the Maintenance Division
• Responsible for the prompt installation of New Water Service Connection in accordance with the technical standards set by the agency

Maintenance Section

Repairs and Maintenance of Transmission, Distribution, Service Laterals, and Water Service Connection Pipelines

Predictive and preventive maintenance including immediate repair of the following:

• Transmission, distributions, service lateral and water service connection pipelines and appurtenances such as hydrants, blow-off valves, gate valves, air release valves, etc.
• Restored grounds and other affected structures during construction, repair and maintenance works
• Upgrading of deteriorated and undersized pipelines
• Installation of water service laterals

Water Meter Calibration and Maintenance

• Keeping record and performing periodic calibration and maintenance of installed water meters of concessionaries every 5-year cycle

Monitoring Distribution Pipeline Network

• Keep and update computerized maintenance records of water service connections, isolation valves, hydrants and blow-offs
• Perform periodic inspection of the distribution pipelines to ensure there is no leakage and lessen NRW
...water is life!