



Santa Maria
WATER DISTRICT

2018
ANNUAL REPORT

SMWD History

The original water system of Santa Maria, Bulacan was constructed in 1931 under Mayor Agustin Morales and was managed and operated by the defunct National Waterworks and Sewerage Authority (NAWASA). With the dissolution of the latter in 1971, management was turned over to the local government. However, the water system could not be maintained and operated efficiently due to lack of funds. In order to address this predicament, **Santa Maria Water District (SMWD)** was established on September 26, 1986 by virtue of Sangguniang Bayan Resolution No. 12 series of 1986.

With the formation of SMWD, it fully took over the operations and management of the water supply system from the municipal government in accordance with the Presidential Decree No. 198 (as amended by P.D. No. 768, 1479 and 9286) also known as the Provincial Water Utilities Act of 1973.

A total of 241 concessionaires, three (3) production wells at Dulong Bayan, Macaiban and Villarica (the third well became idle due to low water pressure on December 1994) and one (1) concrete reservoir at Gulod, Poblacion were turned over to the SMWD.

On September 28, 1987, the Local Water Utilities Administration (LWUA) issued the Conditional Certificate of Conformance (CCC) No. 310 enabling financial, technical and regulatory services for SMWD and it entitled the SMWD to all the rights and privileges provided under P.D. 198, as amended.

In line with SMWD's progress, it also gained a number of recognitions along the way. In 2004, SMWD received the Most Outstanding Water District Nominee in the Medium Category for Luzon. In 2005, was the year that SMWD received a certification from Local Water Utilities Administration (LWUA) as a Credit Worthy Water District from 2002-2004. In 2006, SMWD received a Plaque of Appreciation in Sincere Recognition and Grateful Appreciation of its valuable support in advocating environment concerns in the protection and conservation of our natural resources, given by Sacred Heart Academy. By 2007, another Plaque of Appreciation with regards to Grateful Appreciation of its Participation in Seminar Training on Hydraulic Network Modeling was given to SMWD by Dan Water Philippines.

In 2016 up to 2018, SMWD was certified as a Drug-Free Workplace by Drug Check Phils, Inc. From then on, SMWD is conducting the annual Drug Test. In the year 2018, the Santa Maria Water District received three (3) National Awards respectively: ISO CERTIFIED 9001:2015, MOST OUTSTANDING WATER DISTRICT NOMINEE (Category B WD) and CERTIFICATE OF WATER SAFETY PLAN ACCEPTANCE. These awards certainly boost SMWD's morale to continue to strive for excellent service to its concessionaires and continuous participation in helping the community and the environment

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1. SMWD LOGO

The SMWD Logo is composed of a leaf and water wave wherein from the leaf comes the water wave and then the water goes back to the leaf once again.

The leaf represents the environment and water wave represents our water supply. It shows that we get our water supply from our environment and in return, we take care of our environment by protecting the water resources.

The water drop on the center represents the whole Municipality of Santa Maria, and the circle that surrounds it shows the adequate, reliable and potable water supply that Santa Maria Water District can provide to its concessionaires.

The logo may also be pictured as the image of an eye, an eye that will serve as our instrument in rendering excellent and responsive customer service with the highest degree of professionalism and competence as a world-class water supply and sewerage service provider.

2. MISSION

To be a world-class water supply and sanitation service provider in the Municipality of Santa Maria, Bulacan by 2030.

VISION

To achieve customer satisfaction by providing adequate, reliable and potable water supply and sanitation services while preserving the environment for sustainable community development.

3. CORE VALUES

COMPETENCE Providing service and executing tasks successfully and efficiently.

RESPONSIBILITY To satisfactorily perform or complete assigned tasks in aiming to the success of SMWD.

UNITY Oneness of desire to serve and achieve the vision of SMWD.

SERVICE Being eager to supply and prioritize the public need of the community.

ACCOUNTABILITY Accepting and acknowledging responsibilities for tasks, actions, decisions and policies that encompasses the wholeness of being a public servant.

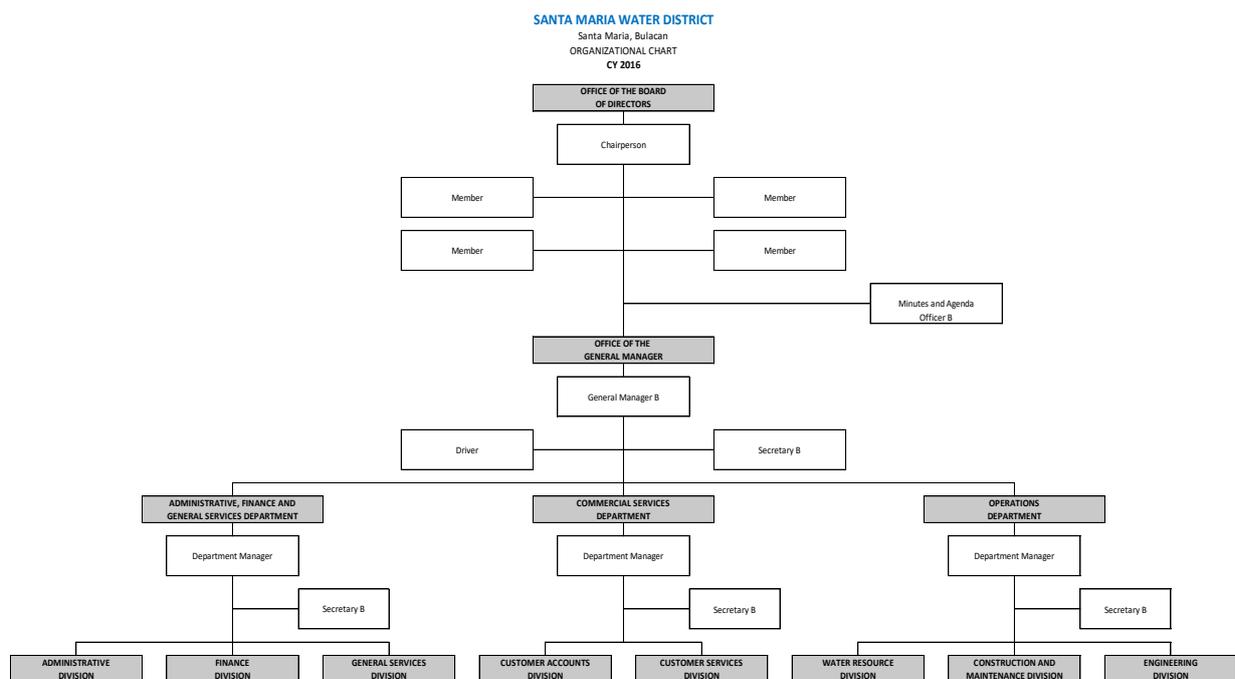
INTEGRITY Always aiming to uphold the state of being undivided and standing for what is true and noble for SMWD.

DEDICATION Willingness to run extra mile to give service to the public, and giving 100% commitment to SMWD.

4. SMWD PROFILE

4.1 Organization

The Santa Maria Water District was categorized as Category “B” with the onset of the Revised LWD-MaCRO. The Certificate of Category B WD was issued by the Local Water Utilities Administration (LWUA) last April 2, 2012. The Plantilla of Position was then approved by DBM in July 3, 2014 with 109 career positions. As of December 31, 2018, the SMWD employs 141 personnel: Regular – 80, Casual – 17, Job Order – 44.



A. The Board of Directors is composed of:

NAME	POSITION	SECTOR
1. Ms. Carmelita D. Francisco	Chairman	Civic-Oriented Sector
2. Ms. Teodora J. Catiis	Vice-Chairman	Business Sector
3. Engr. Brian Emerson Hernandez	Secretary	Professional Sector
4. Ms. Amelia S. de Jesus	Auditor	Education Sector
5. Ms. Analiza C. Ramirez	PRO	Women Sector

B. The Management Team:

Name	Designation	Contact Number
Engr. Carlos N. Santos Jr.	General Manager	09178150521
<i>Admin., Finance and General Services Department:</i>		
Jovita I. Dalmacio	Department Manager, Admin., Finance and General Services	09171131472
Donna Mae Juan	Industrial Relation Management Assistant	09171389109
Jasmin L. Jose	Industrial Relation Development Assistant	09171393075
Charito S. Fernando	Procurement Analyst	09171388683
Maria Leonora S. Romarate	Division Manager, General Services Division	09171386309
Ginabelle G. Datolayta	Designated Transport Services Officer	09171387672
Jay Fee Del Rosario	Senior Corporate Accountant	09171085503
<i>Commercial Department:</i>		
Mary Diana S. Dela Cruz	Utilities/Customer Accounts Officer	09171387329
Vivian P. Policarpio	Utilities/Customer Services Assistant	09171388416
Ramon Villamin Jr.	Utilities/Customer Services Assistant	09171394021
<i>Operations Department:</i>		
Engr. Emmanuel Enrico A. de Vera	Department Manager, Operation	09175160733
Engr. Ermelo R, Perez	Senior Engineer	09171382175
Engr. Gerson Francisco	Senior Engineer	09171183945
Engr. Edgardo E. Dela Torre	Senior Engineer	09171544645

4.2 Existing Facilities

The SMWD derives its water supply from the ground water through twenty-two (21) production wells and bulk supply from Philippine Hydro.

The SMWD has four (4) reservoirs with a total capacity of 585 cu. m. of 154,540.65 gallons.

1. 272 cubic meter reinforced concrete tank at Gulod, Poblacion
2. 111 cubic meter elevated steel tank at Yakal St., Bgy. Sta. Clara
3. 200 cubic meter elevated steel tank at Garden Village, Bgy Pulong Buhangin
4. 90 cubic meter elevated steel tank at Glendale Subdivision, Bgy Sta. Clara
5. 1000 cubic meter glass-fused-to-steel bolted ground reservoir at Sitio Gulod I, Bgy. San Jose Patag (2018)
6. 1000 cubic meter glass-fused-to-steel bolted ground reservoir at Sitio Bato, Bgy. Guyong (2018)

To ensure potability of water supply, SMWD pump stations are equipped hypochlorinations facilities. In addition, Halovac treatment is being applied to separate the iron and manganese content of ground water at Pump Stations: Caybanban, Kamatis, Policarpio and Sonoma

While the total existing distribution pipelines as of December 31, 2018 is at 207,585.9 linear meters in various sizes:

Total Number of Pipelines as of December 2018:

<i>PIPELINES DATA FOR THE YEAR 2018</i>		
300mm. diameter	7,706.50	Linear Meters
250mm. diameter	41.00	Linear Meters
200mm. diameter	8,093.00	Linear Meters
150mm. diameter	75,079.20	Linear Meters
100mm. diameter	48,385.15	Linear Meters
75mm. diameter	42,310.80	Linear Meters
50mm. diameter	25,970.25	Linear Meters
<i>TOTAL</i>	<i>207,585.90</i>	<i>Linear Meters</i>

December 2018 SMWD started to conduct air scouring activity along Caybanban St., Parada, along Pasong Kasay and San Vicente. This activity, air scouring, remove the scales formed inside the wall of the pipelines. The pipelines with water is subjected to air with high pressure ranging from 60psi to 100psi. With the help of the pressurized air, the water is flushed out continuously from the blow off valve removing the scales attached from the wall of the pipelines.

5. 2018 OPERATIONAL AND FINANCIAL HIGHLIGHTS

5.1 Existing Water Rates and Number of Connections

Category	Meter Size	Minimum Charge	Number of Billed Service Connections as December 31, 2018
Residential	½”	195.00	26,846
Government	½”	195.00	145
Sub-Commercial C	½”	243.75	2,951
Sub-Commercial B	½”	292.50	969
Sub-Commercial A	½”	341.25	876
Commercial A	½”	390.00	831
Bulk Supply			2
TOTAL BILLED CONNECTION			32,620
TOTAL ACTIVE CONNECTION			33,030
TOTAL SERVICES			34,919

5.2 Water Production and Non- Revenue Water

The Santa Maria Water District has produced a total of 10,202,256.56 cubic meters of treated water for the whole year and were distributed to the whole service area coverage. SMWD derives its water supply from twenty-one (21) production wells and four (4) tapping points from Philippine Hydro Inc. with a production of 4,642,817.66 cubic meter from ground water and 5,559,438.90 cubic meter from bulk water supply. Average water production was 850,188.03 cubic meter per month.

The computed average non-revenue water for 2018 was 13.15%. It consists of leakages, flushing, unauthorized water use and other unbilled uses.

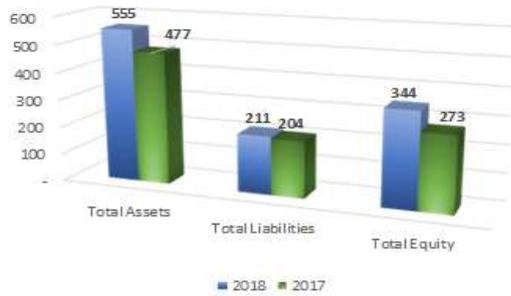
	NRW 2017 Year End	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	YTD
Total Water Produced														
Ground Water	4,868,109.20	419,154.00	399,527.00	347,872.00	429,451.00	370,532.00	406,652.00	396,637.62	366,159.95	378,066.44	368,875.97	391,405.91	367,683.77	4,842,817.66
Bulk Water	4,588,332.80	444,838.00	445,385.20	416,577.10	486,315.90	450,044.90	489,363.30	437,961.70	497,395.30	493,281.80	482,316.40	487,973.00	467,886.50	5,559,438.90
Total Water Produced	9,456,442.00	864,092.00	844,912.20	764,449.10	895,766.90	820,576.90	876,005.30	834,619.32	863,545.25	871,348.04	851,992.37	879,378.91	835,570.27	10,202,296.56
Metered Billed														
Actual cu.m. Billed	8,746,807.00	752,408.00	709,478.00	634,614.00	814,294.00	718,426.00	780,829.00	744,397.00	758,416.00	753,825.00	718,473.00	802,333.00	758,823.00	8,943,316.00
Less: BAW St. Leaks	11,949.00	938.00	418.00	783.00	712.00	778.00	405.00	324.00	698.00	584.00	1,596.00	854.00	639.00	8,707.00
Others	406,533.00	765.00	959.00	868.00	2,200.00	-1,579.00	3,080.00	5,554.00	17,659.00	-2,867.00	1,124.00	-174.00	46,228.00	73,617.00
Total Metered Billed	8,328,325.00	750,705.00	705,101.00	633,163.00	811,382.00	719,229.00	777,344.00	738,519.00	740,059.00	756,128.00	715,753.00	801,653.00	711,956.00	8,880,992.00
Metered Unbilled														
Fire Hydrants	3,806.00	451.00	247.00	539.00	1,349.00	312.00	212.00	216.00	139.00	189.00	296.00	278.00	308.00	4,448.00
BAW St. Leaks and Other	11,949.00	938.00	418.00	783.00	712.00	778.00	405.00	324.00	698.00	584.00	1,596.00	854.00	639.00	8,707.00
Total Metered Unbilled	15,755.00	1,389.00	665.00	1,322.00	2,061.00	1,088.00	617.00	540.00	837.00	753.00	1,802.00	1,132.00	947.00	13,153.00
Unmetered Unbilled														
Maintenance Losses	518,752.25	70,811.32	90,138.00	111,837.63	53,043.32	60,258.29	59,670.94	79,081.21	82,618.60	80,837.72	123,175.52	93,249.81	97,265.39	1,001,688.95
New Connection Losses	2,327.20	154.40	190.00	237.20	226.00	298.00	214.00	202.00	172.40	184.80	228.40	198.00	173.20	2,488.40
Fishing	73,667.35	4,955.64	5,583.60	7,262.96	7,362.91	7,643.44	9,307.76	12,859.36	19,908.44	15,667.36	13,006.20	11,282.60	12,177.54	126,807.83
Total Unmetered Unbilled	592,766.80	75,921.36	95,911.60	119,337.79	60,622.23	68,197.73	69,092.70	91,942.57	102,700.64	96,499.90	136,410.12	104,730.41	109,616.13	1,130,983.18
TOTAL ACCOUNTED WATER	8,936,846.80	828,015.36	801,677.60	753,822.79	874,065.23	788,514.73	847,053.70	831,001.57	843,596.64	853,380.90	853,965.12	907,515.41	822,519.13	10,004,128.18
NON-REVENUE WATER (%)														
Total Volume of NRW (cu.m)	1,128,117.00	113,387.00	139,811.20	131,266.10	84,384.90	101,347.90	98,661.30	96,100.32	123,486.25	115,220.04	136,239.37	77,725.91	123,614.27	1,341,264.56
Effective Rate per cu.m. (P)	26.54	26.65	26.68	26.72	26.82	26.89	27.23	27.18	27.14	27.07	27.23	27.21		
Price Value of Non-Revenue Water (P)	29,633,280.39	3,089,290.98	3,725,968.48	3,488,584.54	2,254,784.53	2,716,150.68	2,693,002.38	2,616,811.71	3,358,356.28	3,127,671.89	3,687,966.75	2,168,476.53	3,363,544.29	34,119,822.00
Water Sales (P)	19,923,710.70	18,790,941.05	16,829,472.54	21,680,127.04	19,269,721.78	20,902,780.16	20,109,872.37	20,114,800.62	20,921,313.92	19,375,433.71	21,829,811.19	19,372,322.76	236,739,511.44	
UNACCOUNTED FOR WATER (%)	5.49	4.18	5.12	1.39	2.42	3.91	3.30	0.43	2.31	2.06	-0.23	-3.20	1.98	1.93

5.3 Financial Highlights

5.3.1. Financial Position

The financial position as of December 31, 2018 indicates the ability of Santa Maria Water District (SMWD) to deliver expected services and benefits to the public and other stakeholders. Total assets of SMWD of P544.91 million in CY 2018 is higher by P77.52 million or 16.24 percent than the CY 2017 total assets of P447.88 million. Total liabilities of P 211.02 million is higher by P6.79 million or 3.32 percent than CY 2017 total liabilities of P204.23 million. Total equity of P343.90 million in CY 2018 is higher by P70.74 million or 25.90 percent than CY 2017 total equity of P273.16 million. Chart I-1 presents the graphical comparison of the financial position of SMWD for CYs 2018 and 2017.

Chart I-1 Comparative Financial Position (in million pesos)



Assets – P554.91 million

Total assets of P554.91 million is composed of P145.01 million of 26.13 percent current assets and P409.9 million or 73.87 percent non-current assets.

Total current assets of P145.01 million in CY 2018 increased by P46.40 million. This is mainly

due to the increase in cash and cash equivalents in the amount of P30.76 million or 46.74 percent. In addition, an increase of P17.40 million or 106.56 percent in the amount inventories resulted in the substantial change in current assets.

Non-current assets increased by P31.13 million or 8.22 percent, from P387 million in CY 2017 to P554.91 million in CY 2018. Huge portion of non-current assets pertains to Property Plant and Equipment of P401.63 million or 97.98 percent of the total non-current assets.

Liabilities – P211.02 million

Total liabilities of P211.02 million in CY 2018 was a result of an increase of P6.79 million or 3.32 percent from CY 2017 total liabilities of P 273.16 million. Of the total liabilities of P211.02 million in CY 2018, P66.79 million or 31.65 percent are current while P144.22 million or 68.35 percent are non-current.

Financial liabilities of P46.97 million represents 70.33 percent of the total current liabilities. This pertains to accounts payable and current portion of Bills/Bonds/Loans Payable of SMWD to Local Water Utilities Administration (LWUA), Philippine National Bank (PNB), National Housing Authority (NHA), Land Bank of the Philippines (LBP) and other creditors.

The bulk of the non-current liabilities are financial liabilities amounting to P134.93 million or 93.56 percent. Of the total financial liabilities, P134.93 million or 74.18 percent represents non-current portion of Bill/Bonds/Loans Payable of SMWD to LWUA, PNB, NHA, LBP and other creditors.

EQUITY – 343.90 million

SMWD's aggregate equity of P343.90 million for CY 2018 included an increase of 25.90 percent over the CY 2017 balance of P273.16 million.

5.3.2 Financial Performance

The comprehensive income of SMWDs in CY 2018 amounted to P55.64 million. This was higher by P16.10 million or 40.71 percent from CY 2017 comprehensive income of P39.54 million. Combined income and combined expenses for CY 2018 amounted to P253.09 million and P197.46 million, respectively.

Income – P253.94 million

In CY 2018, total income amounted to P253.09 million, which is P19.11 million or 8.17 percent higher than the CY 2017 total income of P233.99 million. Service and Business Income of P248.98 million accounted for the highest share to SMWD's total income, equivalent to 98.37 percent.

Expenses – P197.46 million

Total expenses of SMWD for CY 2018 of P197.46 million was a result of an increase of P3.01 million or 1.55 percent over the CY 2017 expenses of P194.45 million.

Chart I-4 Composition of Expenses



Of the total expenses of P197.46 million, P121.59 million or 61.58 percent are Maintenance and Other Operating Expenses. The biggest portion of MOOE are payment for Generation, Transmission and Distribution Expenses which includes payment for purchased water and power cost of pumphouses in the amount of P66.12 million and P23.25 million respectively.

Two-Year Ratio Analysis

Table II-1 Two-Year Ratio Analysis (in thousand pesos)			
Particulars	2018	2017	% Variance
Liquidity Ratios			
Current Ratio	2.17 0	2.11	2.97%
Quick Ratio	1.50 2	1.48	1.84%
Accounts Receivable to Working Capital	0.05 0	0.06	(20.86%)
Inventory to Working Capital	0.43 0	0.31	36.91%
Sales to Working Capital	3.04 3	4.22	(27.92%)
Activity Ratios			
Accounts Receivable Turnover	60.83	66.79	(8.93%)
Days Sales in Receivables	6.00	5.47	9.80%
Profitability Ratios			
Net Income Ratio (%)	22.35%	17.28%	29.34%
Interest Expense/ Operating Revenue (%)	5.28%	6.37%	(17.17%)
Debt Service ratio	2.74	2.23	22.86%
Operating Ratio	0.74	0.79	(5.81%)
Return on Asset	14.03	12.07	16.24%
Return on Equity	8.70	6.91	25.90%
Coverage Ratios			
Debt to Total Assets	0.38	0.43	(11.11%)
Debt to Equity	0.61	0.75	(17.93%)

5.4 Number of Personnel

Regular	=	80
Casual	=	17
Job Orders	=	44
Total	=	141
Number of Connection per Employee	=	341 connection per employee

6. PROGRAMS, PROJECTS AND ACTIVITIES

6.1 Accomplished Projects

- 6.1.1 Completion of 2 1000 cubic meter glass-fused-to steel bolted ground reservoir located at Sitio Gulod I, Barangay San Jose Patag and Sitio Bato, Barangay Guyong
- 6.1.2 Pipeline Expansion and Extension Projects to accommodate the request of concessionaires from different barangays.
- 6.1.3 Advance implementation of Philhydro Bulk Supply Improvement Project (Section 3)
- 6.1.4 Water Meter Cluster Standardization and Rehabilitation
- 6.1.5 Pump Stations rehabilitation and repainting
- 6.1.6 Well Rehabilitation and lowering of pump and motor
- 6.1.7 Additional water supply source from interconnection from INC line in July 2018 and LCWD in November 2019.
- 6.1.8 Construction of extension office at Farmacia Emilia to accommodate increasing number of personnel.

7. SMWD ACTIVITIES

7.1 Water Saver Educational Program 2018 (WSEP)

In line with Santa Maria Water District's mission to protect and preserve the environment for sustainable community development, Water Saver Educational Program (WSEP) was introduced.

The said program aims to educate our young water users on the importance of wise water usage and to promote/increase their awareness about water conservation as a life-long behavior. It includes an audio-video presentation, Q&A portion (to check if students listened well to the AVP ☺), intermission number starring SMWD's official mascot – PATAK, and distribution of freebies.

WSEP was initiated by the Customer Services Division since October 2015 and was conducted on eight public schools within the vicinity of Santa Maria. It caters at least 100 Grade VI pupils per school. For the year 2016, twelve public elementary schools were visited for the said orientation



In 2017, SMWD decided to reach more young water users and extended its campaign to private elementary schools in town which brought us to a total of twenty-four schools (12 public schools and 12 private schools).

As we continue to promote this program in 2018, SMWD also included two orphanages: Lingap Bata

Center in Brgy. San Jose Patag and Willing hearts Orphanage in Brgy.Lalakan together with the 24 schools that was originally included in this program.



Also, in relation to the project under Gender and Development (GAD) which is Water, Sanitation and Hygiene (WASH), we started to give away hygiene kits to participating students to help them observe proper hygiene among themselves. Each set includes a soap, toothbrush and toothpaste.

In the long run, WSEP will not only benefit Santa Maria Water District but also our dear concessionaires as well as the future members of our community.



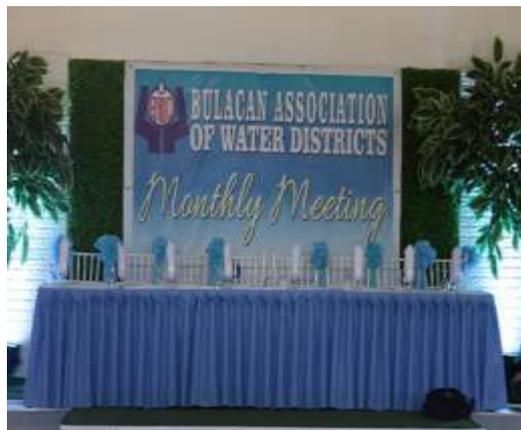
Furthermore, the General Services Division, together with the Human Resource Division joined in the Water Saver Educational Program of the Customer Services Division. One of the focus of this activity is to discuss the Proper Waste Segregation. The program explains to the students the importance of segregating our solid wastes properly and how it affects the environment. Promote and encourage

people to recycle things which are important to environmental sustainability. This also develop among students and employees of SMWD a sense of responsibility in taking care of the environment.

7.2 New Service Connection Orientation

In order to achieve the goal of steering New Service Connection Orientation Program organized by the Santa Maria Water District, a pool of competent employees has committed itself to the mission of conducting orientation to 2,150 new service connections for at least twice a week.

7.3 SMWD Hosting BAWD Regular Monthly Meeting



The Bulacan Association of Water Districts (BAWD) meeting is regularly held every month. On its 19th monthly meeting, it was a pleasure to be hosted by Santa Maria Water District (SMWD). The meeting was represented by twenty-one (21) Water districts from the Province of Bulacan. More than that, the Hon. Russel G. Pleyto, Mayor of the Municipality of Santa Maria Bulacan and one (1) visitor from the

Embassy of Canada were also present in the meeting.



The updates and progress of “Bulacan Bulk Water Supply Project” were discussed on the meeting. Furthermore, schedule of the upcoming activities of BAWD were announced such as Step Ladder, BAWD Bowling Championship, and 2018 BAWD Christmas Party.

7.4 Civil Service Commission (CSC) Activities



September was a momentous month of celebration and recognition of the important contribution of every public servant.

On its 118th Philippine Civil Service Anniversary, the Council of Personnel Officer Bulacan Chapter Inc. in cooperation of CSCFO Bulacan conducted a R.A.C.E. to Serve Zumba -Fun Walk last September 4, 2018.



While on September 7, the CSC Field Office and the Provincial Environment and Natural Resources Office Bulacan invited different government agencies to a region-wide tree growing activity.

7.5 SMWD Annual Drug Test



The Human Resource personnel and Ms. Jovita I. Dalmacio, Department Manager of Administrative, Finance and General Services, scheduled to DCPI the drug testing of SMWD employees on December 12, 2018, Wednesday at Farmacia Emilia, dulong bayan, Santa Maria, Bulacan. 126 out of 139 employees go through the screening by collection of urine specimen.

The results of the employees were forwarded to SMWD on January 17, 2019 and received by January 18, 2018 via JRS express. Though there were 13 employees who were not be able to attend the activity or schedule for test, the SMWD still attains its certificate as a drug-free workplace for three (3) consecutive years.

8. GENDER AND DEVELOPMENT (GAD)

With the formula of (D) Total GAD Actual Cost/Expenditure divided by the (A) Total Corporate budget of SMWD, the SWMD got the (E) percentage spend for the Gender and Development Programs.

Summary of GAD Accomplishment Report

(A) Total Corporate Budget of SMWD	(B) Total of Organizational Focused	(C) Total of Client Focused	(D) Total GAD Actual Cost/Expenditure	(E) Percentage
276,081,363.46	1,800,833.35	15,904,326.75	17,705,160.10	6.41%

9. SYSTEM DEVELOPMENT AND IMPROVEMENT

The main reason why **Santa Maria Water District (SMWD)** is developing new systems is to manage three key challenges: cost efficiency, service quality and a contribution to the productivity.

9.1 MRBS Android Application

SMWD is using Automatic Meter Reading (AMR) since 2009, and it is the **Meter Reading, Billing and Collection System (MRBCS)** developed by **Digital Data Corporation (DDC)**.

But, every time SMWD change their process on Billing and Collection System, they have to coordinate and pay to DDC just for a simple modification on MRBCS.

Thus, SMWD decided to develop their own **Meter Reading and Billing System (MRBS)**, in a way that they can modify it as it needed. The MRBS is an Android Based Application with user friendly interface and useful features similar to the old MRBCS. This application can be installed on android mobile devices.

On March 2017, Management Information System (MIS) Section received an IT request about the development of MRBS and started the study about making an android application since that is the first time, they will develop that kind of software. (ITR No. S1702-025)

MIS Section Started the development on July 2017. Including the testing, it took 6 months to finish the MRBS android based application.

On January 2018, MRBS has been successfully implemented and has been using by SMWD Meter Readers.

9.2 New Timekeeping System

The **New Timekeeping System** is requested by human resource personnel last December 18, 2017 with an IT Request of s1712-199 this is due to slow identification upon reading of the fingerprints to the biometrics scanner and different employee detail display on the screen versus the employee log in/out.

In January 2018, the MIS Section started to gather the data and planning which enhance the data security and add some new features. The MIS team started developing of the new timekeeping system in February 2018 up to May 2018 using a new fingerprint

hardware in the system and add security on its database. In the month of May, develop the plotting of schedules and computation of regular employee leaves.

In June 2018 testing and debugging period of new time keeping system this also the month which fixing minor errors encountered. In this month supposed to be the implementation of the system but it was delayed instead of June 2018 the implementation will be July 2018. But because the computer for the system is not yet delivered In July 2018 to August 2018, the new timekeeping system still not implemented and continue the testing and debugging process.

In September 2018 finally the new timekeeping system was implemented and continue the maintenance until December 2018.

10. FIVE-YEAR FINANCIL AND OPERATING HIGHLIGHTS

Chart III-1 Service Connections

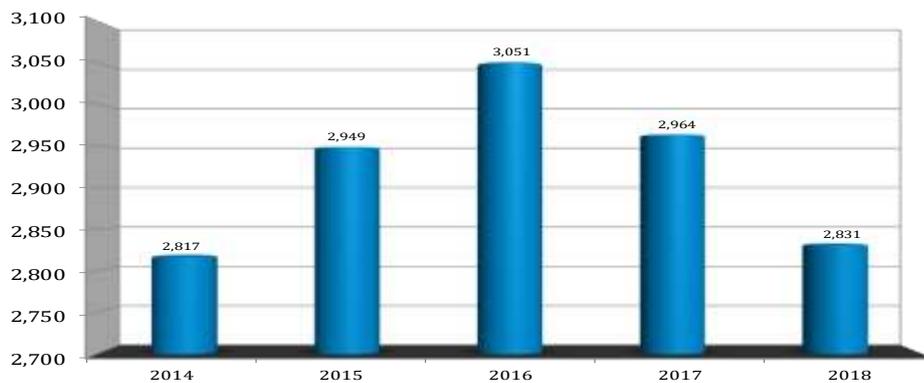


Chart III-2 Total Billed and Total Services

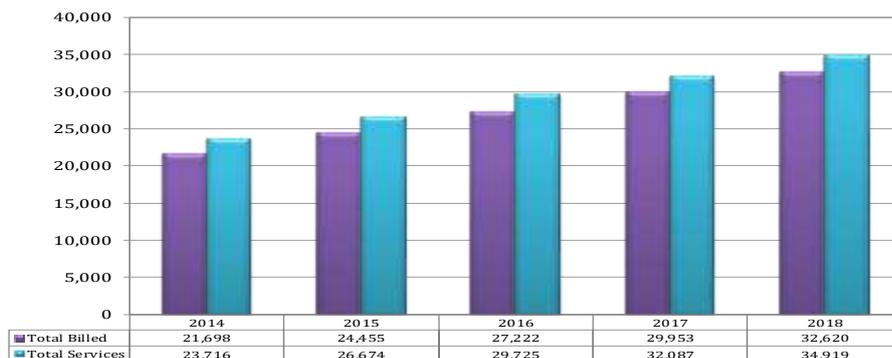


Chart III-3 Population Served

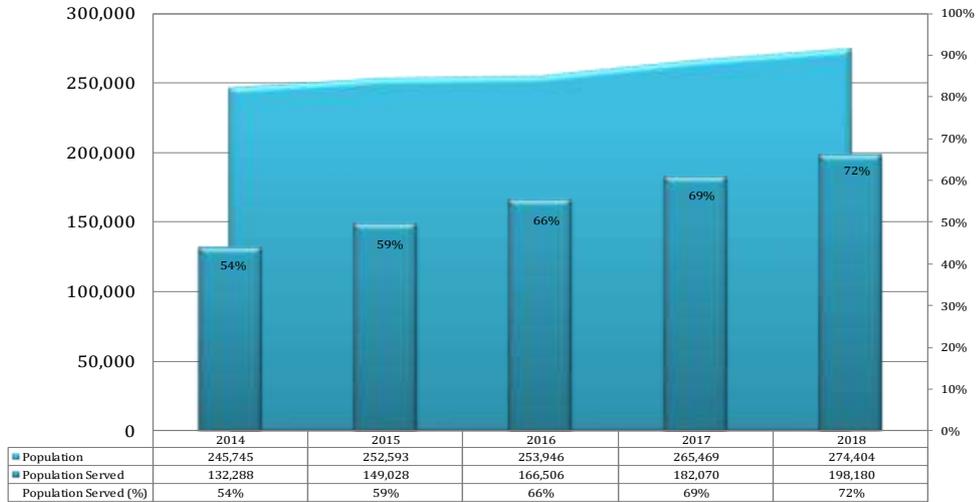


Chart III-4 Water Production

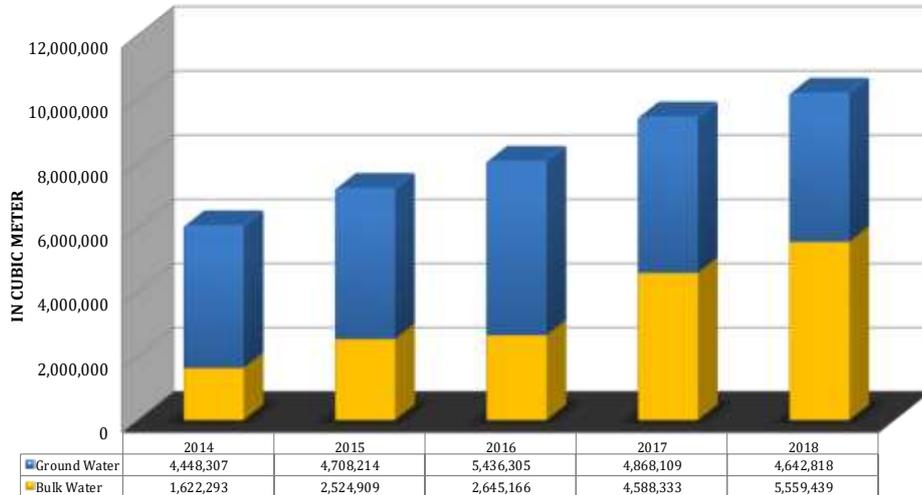


Chart III-6 Total Pipelines (lm)



Chart III-7 Non-Revenue & Unaccounted Water

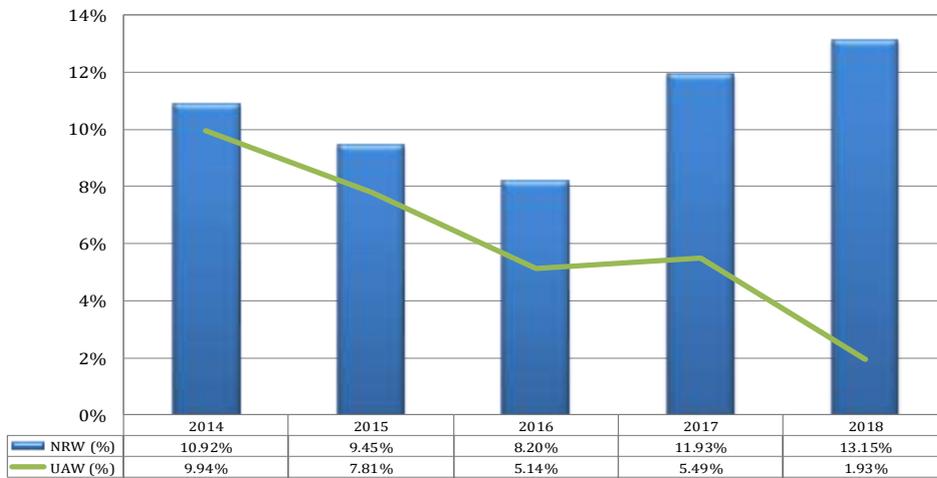


Chart III-8 Billing and Collection

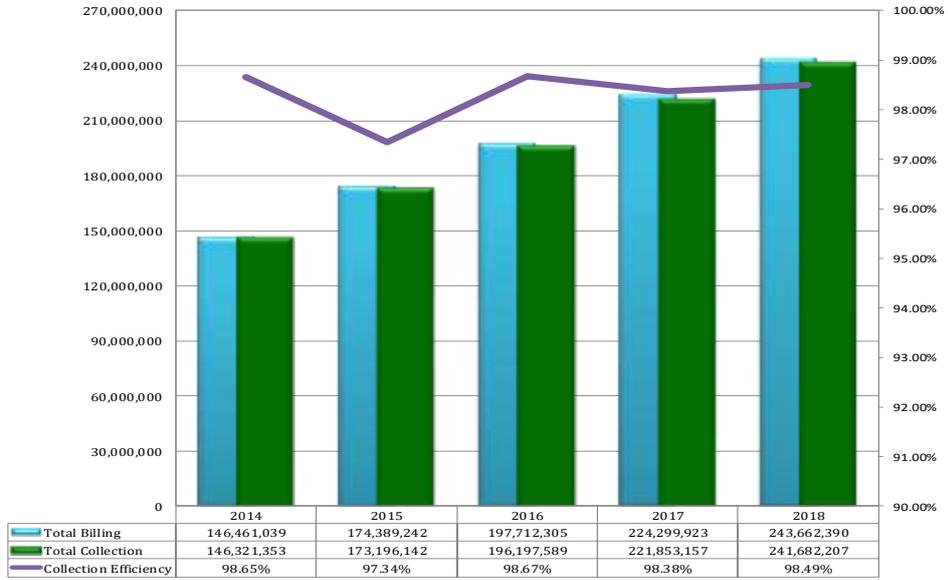


Chart III-19 Current Assets & Liabilities

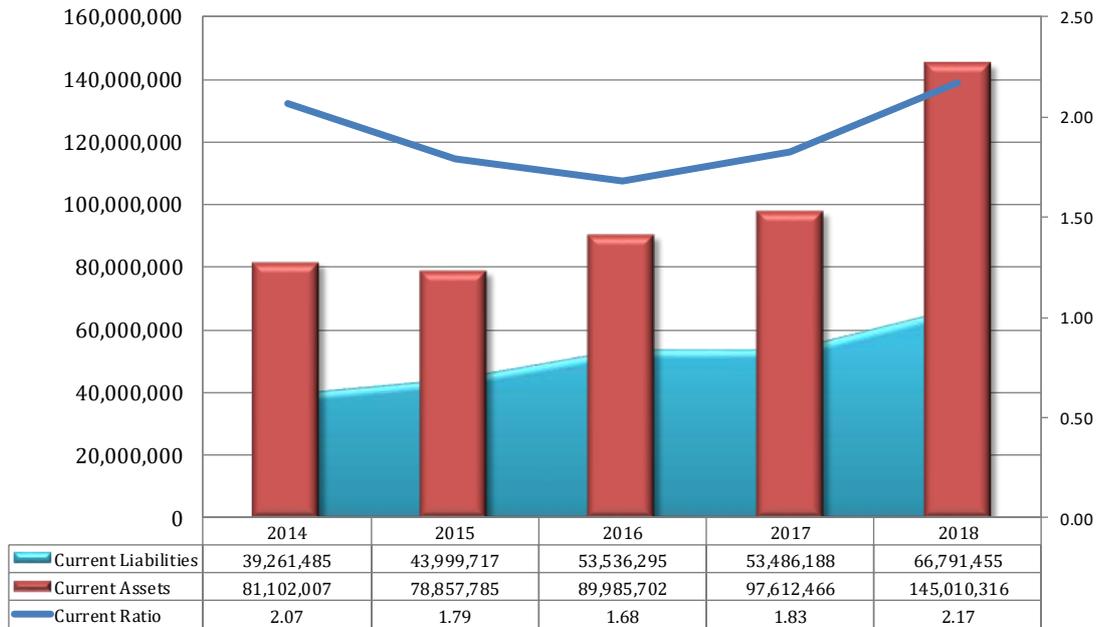


Chart III-20 Assets

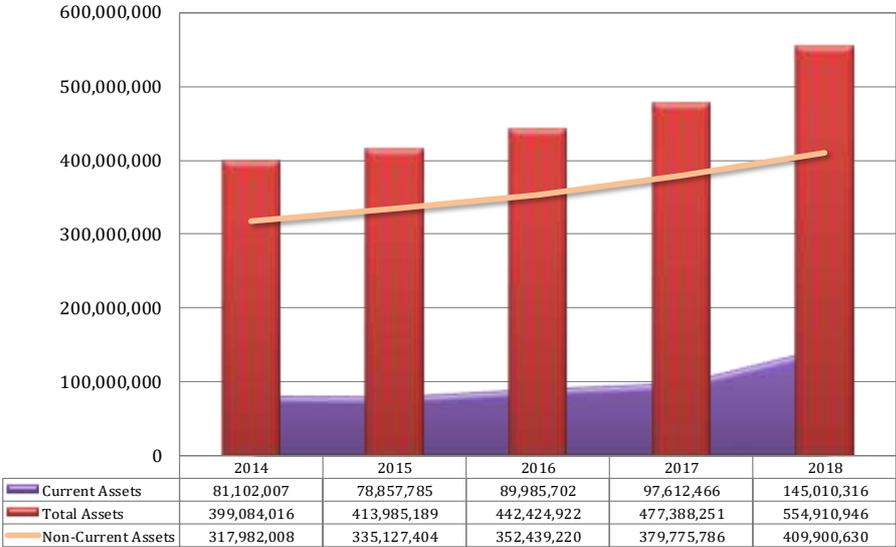


Chart III-21 Liabilities

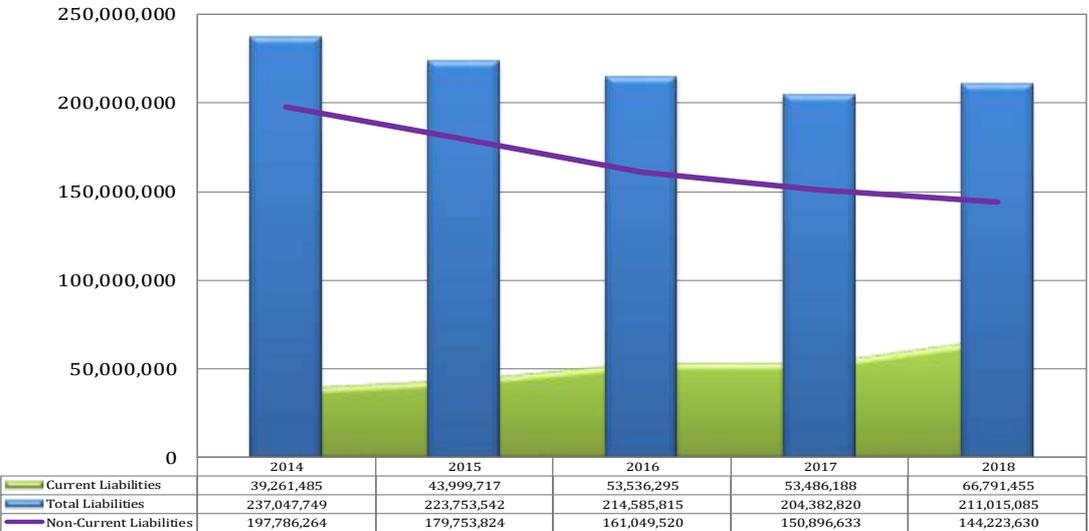


Chart III-22 Assets, Liabilities & Equity

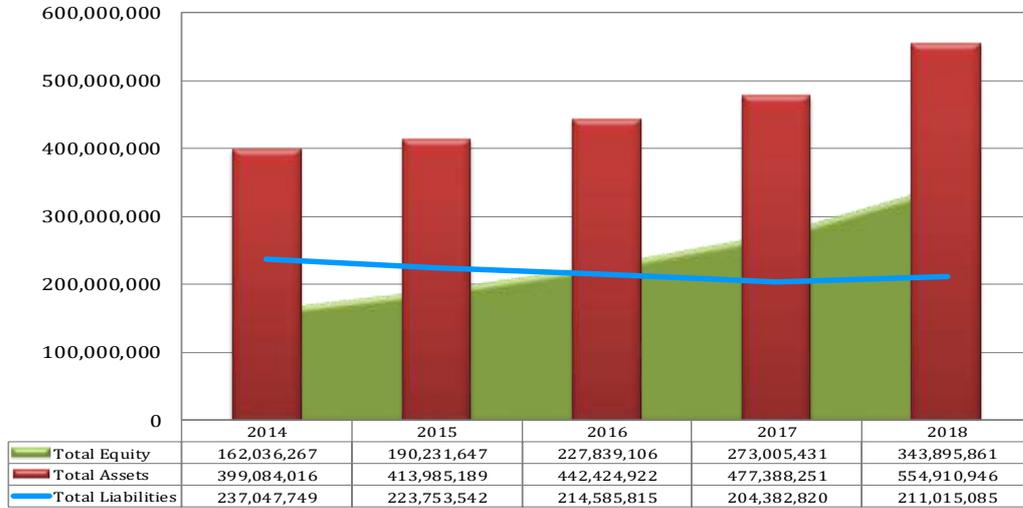


Chart III-23 Operating Revenue & Expenses

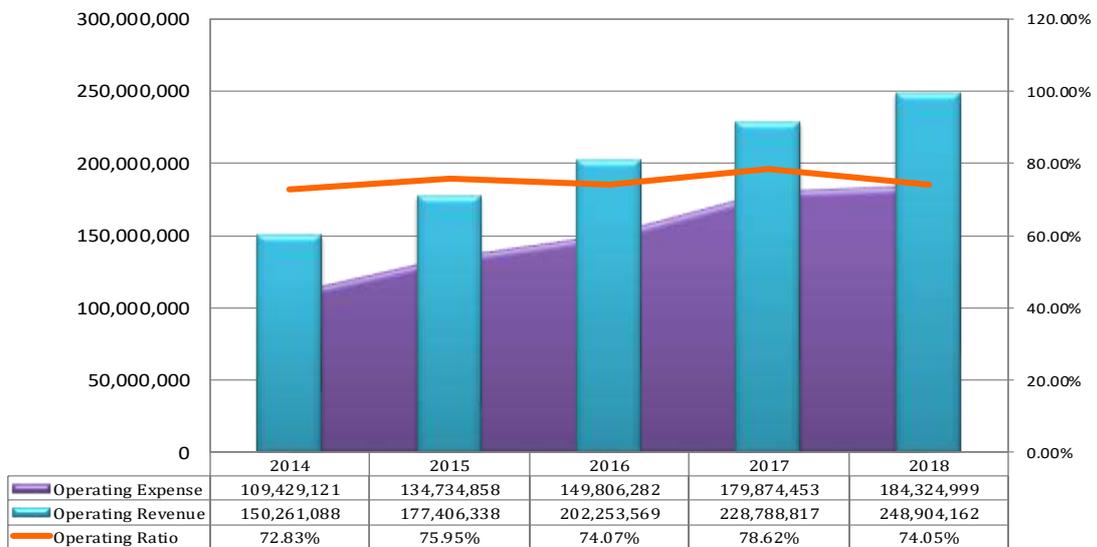


Chart III-24 Cash Flow

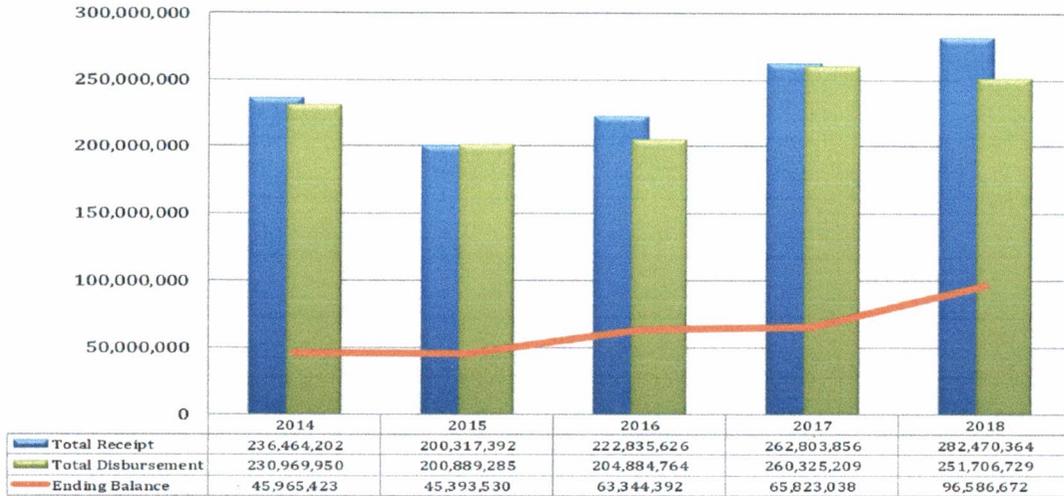
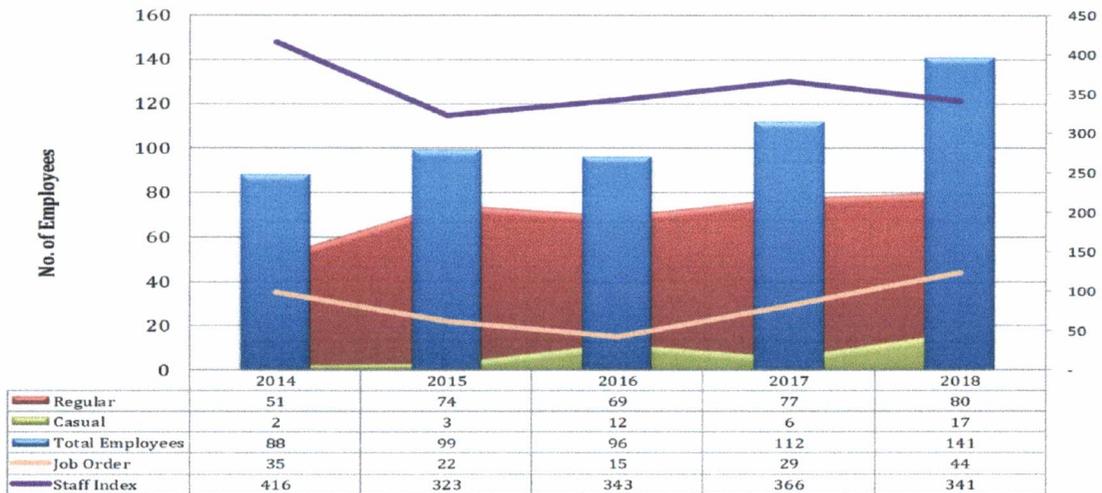


Chart III-25 Personnel



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