



Santa Maria
WATER DISTRICT

Annual REPORT 2023



(044) 815-3238



<https://www.facebook.com/santamariawaterdistrict>



#302 JP. Rizal St., Poblacion, Santa Maria, Bulacan



www.smwdbulacan.gov.ph

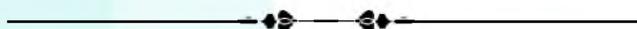
TABLE OF CONTENTS

	Page
I. General Manager's Foreword	1
II. About Santa Maria Water District	2
Vision – Mission – Core Values	2-8
The Logo – Historical Milestone	
III. The Profile	9
A. Category	9
B. Location	10
C. Service Area Coverage	10
D. Organizational Chart	11
E. Office Facilities	13
F. Storage Facilities	13
G. Water Supply Sources	14
H. Pipelines Data	14
IV. Organizational Highlights	15
A. Office of the Board of Directors	15
B. Office of the General Manager	16
C. Commercial Department	17
1. Customer Accounts Division	17
a. Meter Reading, Billing, and Teller Section	17
2. Customer Services Division	20
a. New Connection Section	20
b. Complaints and Request & Field Services Section	21
D. Operations Department	22
1. Construction and Maintenance Division	22
a. Non-Revenue Water and Maintenance Section	22
b. Mainline Expansion and Rehabilitation Section	23
c. Service Connection and Water Distribution Section	26



TABLE OF CONTENTS

	Page
2. Water Resources Division	28
a. Water Resource Operations Section	28
b. Water Resource Maintenance Section	31
c. Water Resource and Water Quality Section	34
3. Engineering Division	36
a. Planning and Design Section	36
b. Air Scouring, Surface Restoration, and Meter Base Section	42
c. Water Meter Laboratory Section	47
E. Administration, Finance and General Services Department	48
1. Administrative Services Division	48
a. Procurement Section	48
b. Records Section	50
c. Management Information System Section	53
d. Human Resource Section	60
-Gender and Development	65
-SMWD Activities	67
2. Finance Division	81
a. Accounting, Cash Management, & Budget and Internal Control Section	81
3. General Services Division	86
a. Property and Supply Section	86
b. Building, Grounds and Facilities Section	89
c. Transportation Section Section	93



I. GENERAL MANAGER'S FOREWORD

In the spirit of transparency and truthfulness, I hereby certify that all the information in this 2023 Annual Report is true, correct and in accordance with the dictates of my professional and reasonable judgment.

Signed this 26th of April, in the year of our Lord 2024 at Santa Maria Water District, JP Rizal St. Poblacion, Santa Maria, Bulacan.



SGD.

Engr. Carlos N. Santos, Jr.

GENERAL MANAGER
SANTA MARIA WATER DISTRICT

II. ABOUT SANTA MARIA WATER DISTRICT



VISION
**TO BE A WORLD-CLASS WATER SUPPLY
AND SEWERAGE SERVICE PROVIDER .**

**M
I
S
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I
O
N**

SMWD IS COMMITTED TO:

- PROVIDE ADEQUATE, RELIABLE AND POTABLE WATER SUPPLY AND SEWERAGE SERVICES;
- PROVIDE EXCELLENT AND RESPONSIVE CUSTOMER SERVICE WITH THE HIGHEST DEGREE OF PROFESSIONALISM AND COMPETENCE;
- PROTECT AND PRESERVE THE ENVIRONMENT FOR SUSTAINABLE COMMUNITY DEVELOPMENT.



OUR CORE VALUES

C

[REDACTED]

PROVIDING SERVICE AND EXECUTING TASKS SUCCESSFULLY AND EFFICIENTLY

R

[REDACTED]

TO SATISFACTORILY PERFORM OR COMPLETE ASSIGNED TASKS IN AIMING TO THE SUCCESS OF SMWD

U

[REDACTED]

ONENESS OF DESIRE TO SERVE AND ACHIEVE THE VISION OF SMWD

S

[REDACTED]

BEING EAGER TO SUPPLY AND PRIORITIZE THE PUBLIC NEED OF THE COMMUNITY

A

[REDACTED]

ACCEPTING AND ACKNOWLEDGING RESPONSIBILITIES FOR TASKS, ACTIONS, DECISIONS AND POLICIES THAT ENCOMPASSES THE WHOLENESS OF BEING A PUBLIC SERVANT

I

[REDACTED]

ALWAYS AIMING TO UPHOLD THE STATE OF BEING UNDIVIDED AND STANDING FOR WHAT IS TRUE AND NOBLE FOR SMWD

D

[REDACTED]

WILLINGNESS TO RUN EXTRA MILE TO GIVE SERVICE TO THE PUBLIC, AND GIVING 100% COMMITMENT TO SMWD

“YOUR WATER, OUR OBLIGATION
YOUR CONVENIENCE, OUR SERVICE.”



THE LOGO



1988



1992



2016 - Present

The present Logo of Santa Maria Water District is composed of a leaf and a 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 the 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 in 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.

HISTORICAL MILESTONE

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.

To address this predicament, the Santa Maria Water District (SMWD) was formed on September 26, 1986 through Sangguniang Bayan Resolution No. 12 Series of 1986 for the purpose of: (1) acquiring, installing, maintaining, and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses of residents and lands within the boundaries; (2) providing, maintaining and operating wastewater collection, treatment and disposal facilities; and (3) conducting such other functions and operations incidental to water resource development, management, utilization and disposal within such district.

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.



1987

2004 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

2005 Nominee in the Medium Category for Luzon. 2005 was the year that SMWD received a certification from the Local Water Utilities Administration (LWUA)

2006 as a credit-worthy water district from 2002–2004. In 2006, SMWD received a Plaque of Appreciation in Sincere Recognition and Grateful Appreciation for its valuable support in advocating environmental concerns in the protection and conservation of our natural resources, given by Sacred Heart Academy.

2007 In 2007, another plaque of appreciation for its participation in seminar training on hydraulic network modeling was given to SMWD by Dan Water Philippines.

2016 From 2016 to 2018, SMWD was certified as a drug-free workplace by Drug Check Phils, Inc. From then on, SMWD continued

2018 conducting the annual drug test. In the year 2018, the Santa Maria Water District received three (3) National Awards, respectively: ISO 9001:2015 certification, MOST OUTSTANDING WATER DISTRICT NOMINEE (Category B WD), and CERTIFICATE OF WATER SAFETY PLAN ACCEPTANCE.

In the year 2021, the Santa Maria Water District received the Certificate of Compliance, as SMWD established its service standards known as the Citizen's Charter. Moreover, SMWD was awarded the FOI Rising Star Award for exemplifying great progress and performance in the implementation of the Freedom of Information (FOI) Program. Following this, a second award was given in 2022 as the "1st Runner Up—FOI Champion" for the local water district category. SMWD has remained compliant with the FOI Program in 2023, which was also part of the PBB compliance.



2021

2022

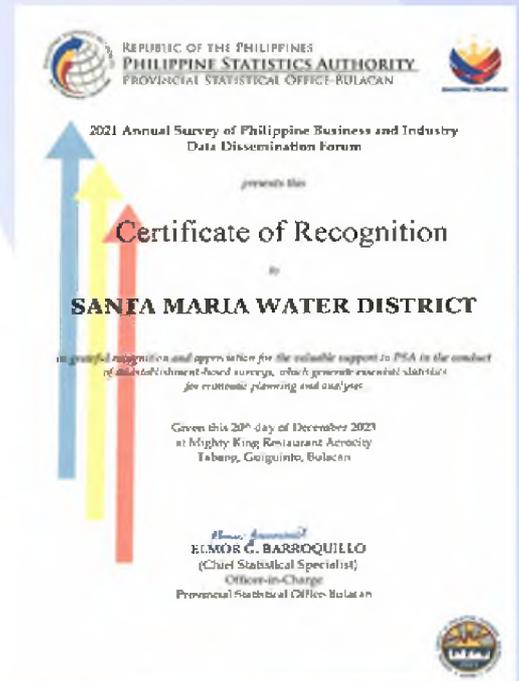
By 2022, SMWD had collected a lot of recognition, i.e., a letter of gratitude and heartfelt appreciation from the Civil Service Commission (CSC) for the support as it conducted a special Career Service Examination Pen and Paper Test (CSE-PPT) for the Job Order (JO) employees of government agencies in Bulacan, a "Certificate of Appreciation" by the Polytechnic University of the Philippines (PUP) Santa Maria, Bulacan Campus for its engagement and insightful contribution by imparting unparalleled knowledge and expertise on the participants' pre-employment seminar and a Certificate of Recognition from Pag-IBIG Fund for its accomplishment as "TOP Employer for the category Modified Pag-IBIG II (Medium Employer)".



2023

In 2023, SMWD received an unqualified opinion on the fairness of the presentation of the financial statements from the Commission on Audit (COA) as a result of the assessment of the financial transactions and operations of SMWD for the fiscal year 2022. In December 2023, SMWD received a Certificate of Recognition for the 2021 quarterly survey from the Philippine Statistics Authority (PSA) for its commitment to uphold and establish good working relationships with other agencies in the conduct of its establishment-based surveys, which provide a rich source of information necessary for nation-building.

One of the major achievements of the agency is maintaining its ISO 9001:2015 certification. SMWD underwent its first ISO surveillance audit recertification in 2022 and its second in 2023. Both passed with a score of zero non-compliance and continued to possess world-class standards for 5 years and counting.



In keeping with achievements for the year 2023, external agencies extend their gratitude to SMWD. Sacred Heart Academy of Bulacan awarded the Certificate of Recognition to SMWD in February 2023 for its utmost partnership and support of its community events and activities. In March, SMWD partnered with DOLE for its District Wide Job Fair to provide jobs to unemployed citizens. A certificate of appreciation was given to the agency for its meritorious contribution and invaluable participation in the event. SMWD also extended its community engagements by supporting the "Brigada Eskwela 2023," which was conducted in August 2023 at the Sta. Maria Elementary School of Brgy. Poblacion.

For continuous compliance with the regulations of the Data Privacy Act of 2012, the agency updated its National Privacy Commission registration. The certificate and “DPO/DPS registered key” were received in August 2023. This ensures that the agency is focused on protecting its employees and concessionaires from data breaches.



In September 2023, the agency passed the 2022 Performance-Based Bonus Compliance with a total rating of 100%, which gives all its employees a 65% bonus from their salaries. This indeed boosted the employee’s performance and morale.



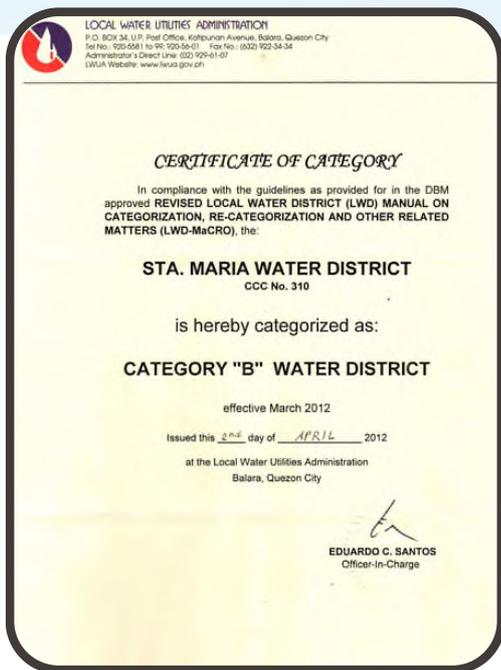
Finally, among those accomplishments and recognitions, SMWD is proud to have fully occupied its new office building by August 2023. All the employees and the agency's operations have now utilized this new and better workplace. For the concessionaires, the building would provide a more convenient and relaxing payment facility. The inauguration of the SMWD’s new home is set to be conducted in 2024.



Prosperously ending 2023, SMWD will still be focused on achieving its mission and vision of providing world-class water service to the municipality of Santa Maria, Bulacan, and its neighboring areas for years to come.



III. THE PROFILE



1997
SMALL

2000
MEDIUM

2010
LARGE

2012
CATEGORY
B

2019
CATEGORY
A

A. Category

With the introduction of the Revised LWD-MaCRO in 2011, Santa Maria Water District (SMWD) was assigned to Category B. The Local Water Utilities Administration (LWUA) issued the "**Category B Water District**" Certificate on April 2, 2012. The Department of Budget and Management (DBM) then approved the Plantilla of Positions, which contained 109 career positions, on July 3, 2014.

In 2019, SMWD has reached the 30,000 total active service connections milestone and has complied with the DBM's approved guidelines by the Revised Local Water District Manual on Categorization and Re-Categorization (LWD-MACRO). As a result, in August of that same year, the Santa Maria Water District with CCC No. 310 was reclassified from Category B to "**Category A Water District.**"

B. Location

The Municipality of Santa Maria is classified as a 1st-class highly urbanized municipality in the province of Bulacan, Region III, Philippines.

Santa Maria is situated in the eastern part of the province of Bulacan, about 18 kilometers east of the city of Malolos, the provincial capital, and 32 kilometers northeast of Manila. It is bounded on the north by the municipalities of Angat and Pandi; a portion of San Jose del Monte City on the south; Norzagaray and other portions of San Jose del Monte on the east; and the municipalities of Marilao and Bocaue on the western side. Its geographical coordinates are 14° 49' 15" North, 120° 57' 49" East.



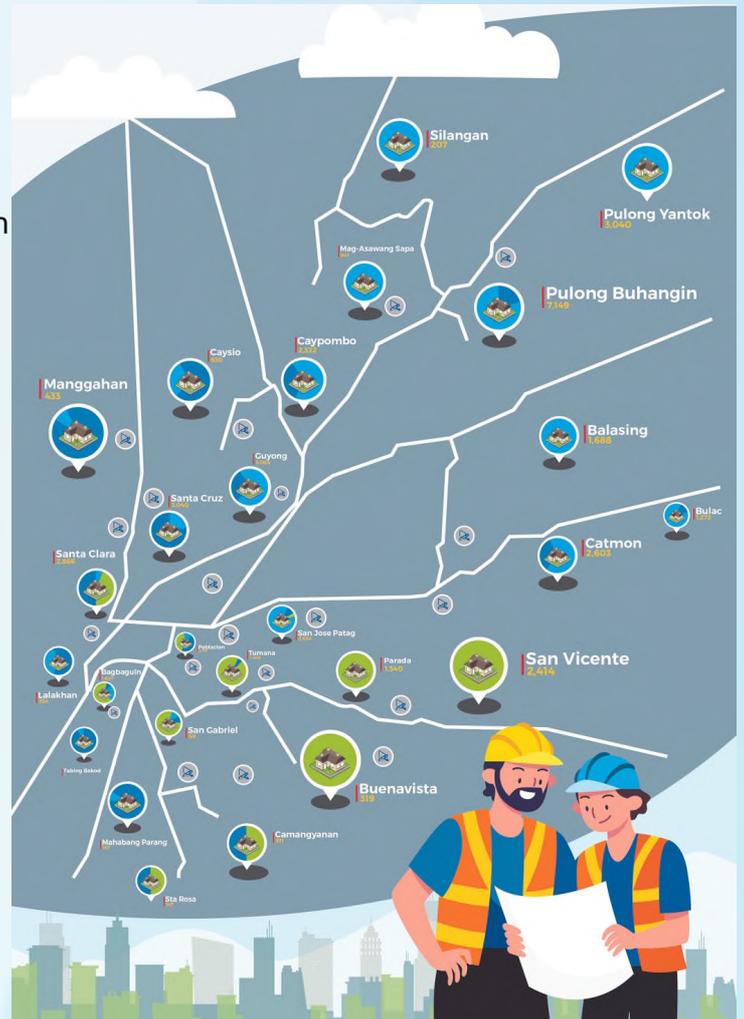
C. Service Area Coverage

The present service area of SMWD covers all of the twenty-four barangays (24) of the municipality of Santa Maria:

- | | |
|---------------------|---------------------|
| 1. Bagbaguin | 13. Manggahan |
| 2. Balasing | 14. Parada |
| 3. Buonavista | 15. Poblacion |
| 4. Bulac | 16. Pulong Buhangin |
| 5. Camangyanan | 17. San Gabriel |
| 6. Catmon | 18. San Jose Patag |
| 7. Caypombo | 19. San Vicente |
| 8. Caysio | 20. Silangan |
| 9. Guyong | 21. Sta. Clara |
| 10. Lalakhan | 22. Sta. Cruz |
| 11. Magasawang Sapa | 23. Sto. Tomas |
| 12. Mahabang Parang | 24. Tumana |

In addition, three (3) barangays outside the Santa Maria municipality are also served by SMWD.

1. Pulong Yantok (Angat)
2. Sta. Rosa II (Marilao)
3. Prenza 1



BOARD OF DIRECTORS



DIR. AMELIA S. DE JESUS

CHAIRPERSON

EDUCATIONAL INSTITUTION



DIR. ANNALIZA C. RAMIREZ

VICE-CHAIRPERSON

WOMENS ORGANIZATION



DIR. TEODORA J. GATIIS

SECRETARY

BUSINESS ORGANIZATION



DIR. CATALINA M. HALILI

MEMBER

PROFESSIONAL SECTOR



DIR. CARMELITA T. FRANCISCO

MEMBER

CIVIC-ORIENTED CLUB

MANAGEMENT TEAM



ENGR. CARLOS N. SANTOS JR

GENERAL MANAGER



JOVITA I. DALMACIO

**ADMINISTRATION, FINANCE,
AND GENERAL SERVICES
DEPARTMENT MANAGER B**



MARIA LEONORA S. ROMARATE

**GENERAL SERVICES DIVISION
DIVISION MANAGER B**



MARY DIANA S. DELA CRUZ, CPA, MBA

**CUSTOMER ACCOUNTS DIVISION
DIVISION MANAGER B**



GINABELLE G. DATOLAYTA
TRANSPORT
ADMINISTRATIVE / GENERAL
SERVICES OFFICER A



ENGR. EDGARDO E. DELA TORRE JR.
BUILDING, GROUNDS, AND FACILITIES
ADMINISTRATIVE / GENERAL SERVICES OFFICER A



RAMON A. VILLAMIN JR.
CUSTOMER SERVICES DIVISION
UTILITIES / CUSTOMER SERVICES OFFICER A



ENGR. ANGELO A. REYES
CONSTRUCTION AND
MAINTENANCE DIVISION
SENIOR ENGINEER A



ENGR. MAC DANIEL C. ALEJANDRO
WATER RESOURCE DIVISION
SENIOR ENGINEER A



MA. ANGELA G. CRUZ
SENIOR CORPORATE
ACCOUNTANT C

E. Office Facilities

Offices	Location	Occupants
Head Quarters (till August 28, 2023)	3 M. De Leon Street, Poblacion, Santa Maria, Bulacan	CA, CS, MR, FS
Farmacia	301 J. P. Rizal Street, Poblacion, Santa Maria, Bulacan	Store Rooms
Bernardo	301 J. P. Rizal Street, Poblacion, Santa Maria, Bulacan	Water Meter Laboratory, Stock Room, Security Office
New Building (Fully Occupied: August 29, 2023)	302 J. P. Rizal Street, Poblacion, Santa Maria, Bulacan	All SMWD Employees

F. Storage Facilities

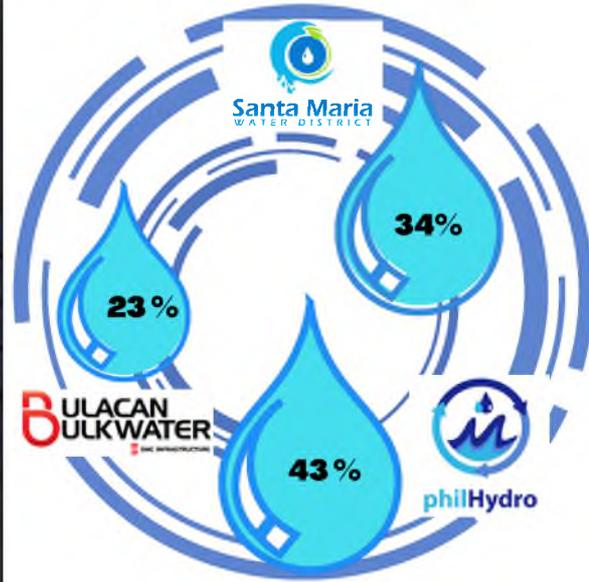
The Santa Maria Water District currently has a total eight (8) reservoirs with a combined capacity of **3,873** cubic meters.

Storage Facilities (Water Reservoir)	Location	Capacity
Overhead Tank		
OHT No. 1	Yakal St., Sitio Luwasan, Brgy. Sta. Clara, Santa Maria, Bulacan	111 cubic meter
OHT No. 2	Garden Village Subd., Brgy. Pulong Buhangin, Santa Maria, Bulacan	200 cubic meter
OHT No. 3	Sonoma Subdivision, Brgy Sta. Cruz, Santa Maria, Bulacan	200 cubic meter
OHT No. 4	Glendale Subdivision, Brgy. Sta. Clara, Santa Maria, Bulacan	90 cubic meter
Ground Level		
Concrete Tank	Gulod, Brgy. Poblacion, Santa Maria, Bulacan	272 cubic meter
Glass-Fused-Steel-Bolted Tank		
GFST No. 1	Sitio Bato, Brgy. Guyong, Santa Maria, Bulacan	1000 cubic meter
GFST No. 2	Sitio Gulod, Brgy. San Jose Patag, Santa Maria, Bulacan	1000 cubic meter
GFST No. 3	Provincial Road, Brgy. Manggahan, Santa Maria, Bulacan	1000 cubic meter

G. Water Supply Sources

The Santa Maria Water District derives its water supply from the groundwater through twenty-three (23) production wells and bulk supply from Philippine Hydro (Ph), Inc., and Luzon Clean Water Development Corporation (LCWDC).

Bulk Water Supply Sources	
Philippine Hydro (Phil Hydro)	
	Perez Tapping Point
	Partida Tapping Point
	Tigbe Tapping Point
	Bagbaguin (INC) Tapping Point
	Sto. Tomas (INC2) Tapping Point
Luzon Clean Water Development Corporation (LCWDC)	
	San Vicente Tapping Point



H. Pipelines Data

The total existing distribution pipelines as of December 31, 2023 is at **246,830.51 linear meters** in various sizes and types of materials:

Pipelines Data for the year 2023				
Size	Type of Material			TOTAL
(in mm dia. Pipeline)	UPVC (l.m.)	HDPE (l.m.)	Steel (l.m.)	(l.m.)
500	3,976.00	-	5.00	3,981.00
300	11,399.00	-	87.00	11,486.00
250	-	-	87.96	87.96
200	7,448.40	992.00	132.00	8,572.40
150	63,131.34	24,403.00	508.70	88,043.04
100	38,869.51	18,536.00	420.00	57,825.51
75	34,306.05	14,405.00	-	48,711.05
50	11,893.55	16,230.00	-	28,123.55
<i>Total per Type of Matl.</i>	<i>171,023.85</i>	<i>74,566.00</i>	<i>1,240.66</i>	246,830.51
<i>As of December</i>				

IV. ORGANIZATIONAL HIGHLIGHTS

A

OFFICE OF THE BOARD OF DIRECTORS

86

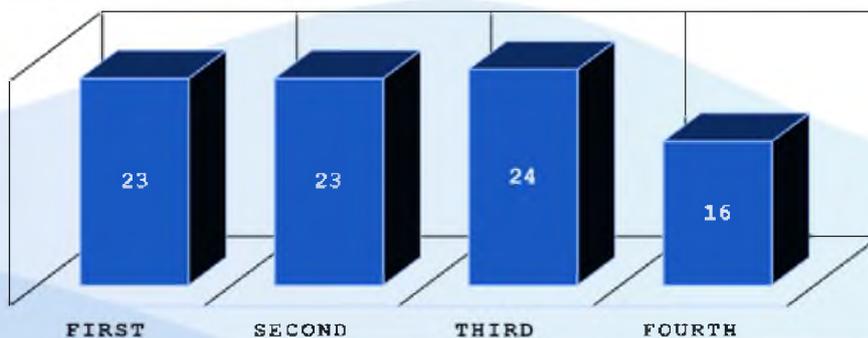
For CY 2023

Total **Board Resolution Passed**

1

(included in total Board Resolution)
Total **Policy Signed**

BOARD RESOLUTION PASSED PER QUARTER
2023



Special
Award:

25

years in Service

Philippine Association of
Water Districts
(PAWD) Awardee



OFFICE OF THE GENERAL MANAGER

Events/Meetings Attended for CY 2023:

a. Internal	40
-Staff Meetings	3
-Management Meetings	3
-Board Meetings	24
-Benchmarkings	5
b. External	
-PAWD/CLAWD/BAWD	



Awards Received:



Rockstar gm

Philippine Association of Water Districts (PAWD) Awardee

Exemplary and Dedication on Improving its Facilities

Bulacan Association of Water Districts (BAWD) Plaque of Appreciation

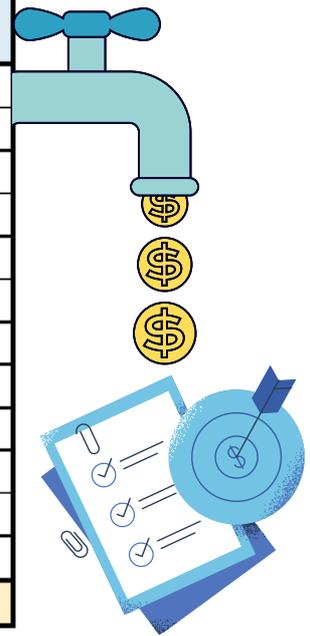


1. Customer Accounts Division

a. Meter Reading, Billing and Teller Section

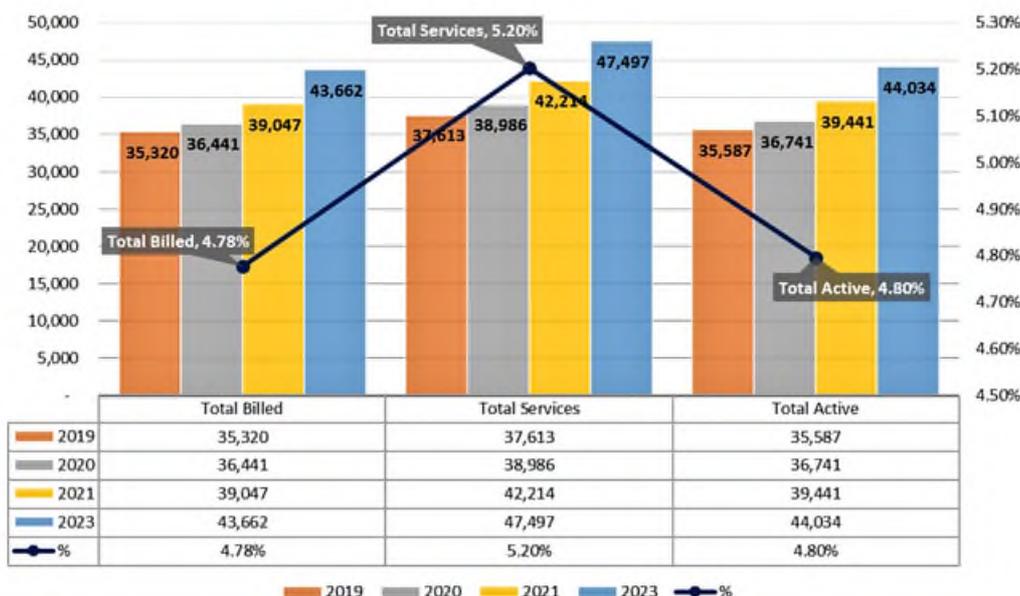
Customer Accounts Division facilitates the accurate billing and posting of customer's accounts. It is composed of three (3) sections, namely: 1.) Meter Reading Section; 2.) Billing Section and 3.) Telling Section.

Month	No. of Cons.	Billed CUM	Water Sales
January	41,631	1,026,896	30,479,757.25
February	41,844	934,275	27,688,668.20
March	42,051	861,259	25,423,554.65
April	42,322	1,188,865	35,361,710.15
May	42,499	980,121	27,423,237.00
June	42,701	1,060,370	31,238,494.70
July	42,916	1,019,014	29,984,865.90
August	43,125	981,716	28,845,347.05
September	43,278	1,096,422	32,358,135.90
October	43,420	946,464	27,412,990.00
November	43,621	1,147,195	34,910,172.25
December	43,667	898,409	26,916,261.85
YTD	43,667	12,141,006	358,043,194.90



For the year 2023, the actual performance of the division is shown in the table above. It showed the number of concessionaires billed, consumption billed, and the billed amount of water sales. There is an average increase of **189** connections in the number of billed connections. The average cubic meter is billed at **1,01,175.50**, while the average water sales per month amount to **P29,836,932.91**.

**Total Billed, Total Services, and Total Active
2019-2023**



Total Billed, Total Services, and Total Active showed progression in the 2019 to 2023 comparison, with an average percentage of **4.78%** for Total Billed, **5.20%** for Total Services, and **4.80%** for Total Active from YTD 2023.



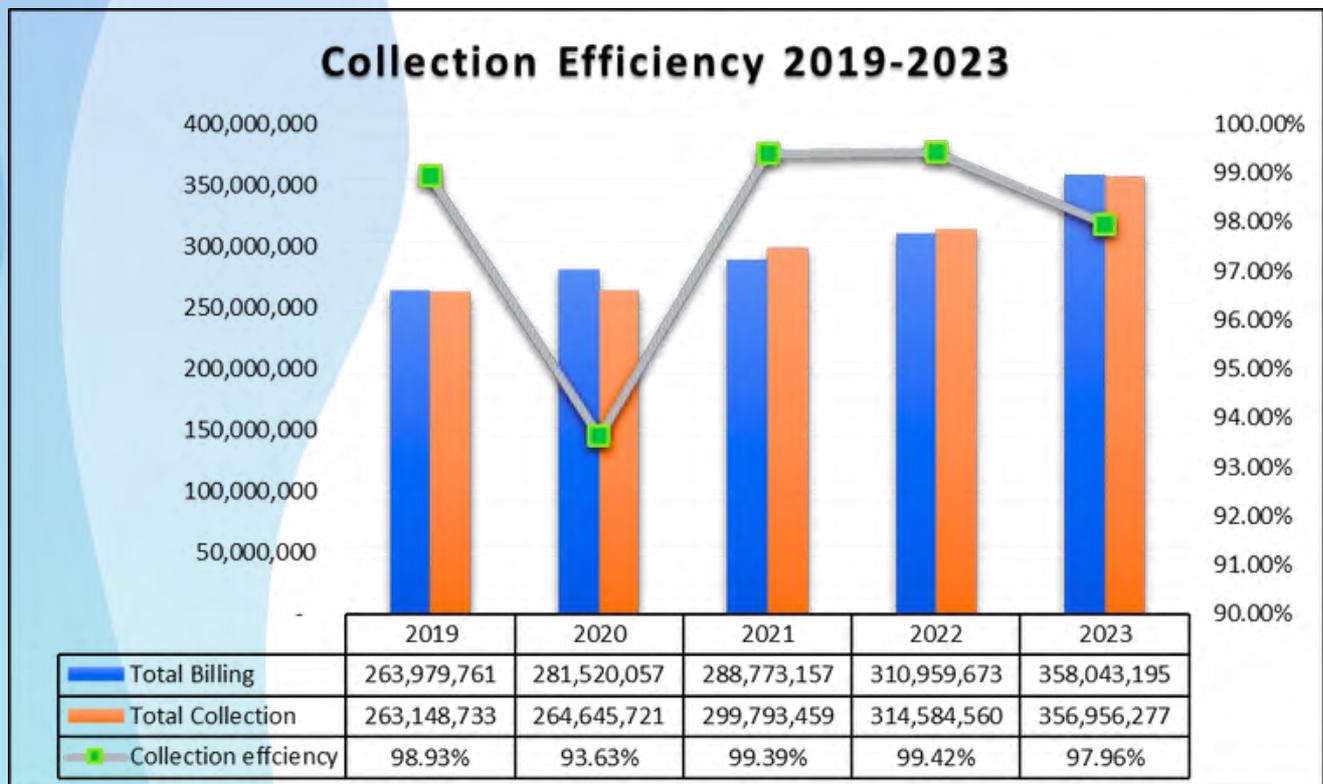
43.45%

Month	Collecting Partners	Office Collectors	Total Transactions
January	18,574	24,201	42,775
February	18,808	23,160	41,968
March	14,843	27,973	42,816
April	14,547	27,536	42,083
May	17,587	26,293	43,880
June	18,401	24,806	43,207
July	18,121	24,986	43,107
August	18,643	24,794	43,437
September	21,628	22,450	44,078
October	21,310	22,508	43,818
November	21,791	21,859	43,650
December	21,273	22,916	44,189
YTD 2023	225,526	293,482	519,008

56.55%



The collection transactions processed by the division show that **43.45%** of the collection transactions of the water district are processed through its collecting partners, while **56.55%** are processed by its office-based collectors.



Even though there was a decrease in collection efficiency of **-1.46%** from 99.42% at the end of 2022 to 97.96% at the end of 2023, the difference in both total billing and total collection between 2022 and 2023, which amounted to a **positive 40,000**, still showed significance.

API

Application Programming Interface

As part of SMWD's objective to increase customers' satisfaction, the Customer Accounts Division initiated the implementation of real-time payment posting through the use of the Application Programming Interface (API) system. Water bill payments from collecting partners were previously processed offline. Then it was collected, reported, and posted, which usually took two (2) to three (3) days. Through the introduction of the API system, payments processed through collecting partners, specifically online payment platforms such as GCash, PayMaya, ShopeePay, and LazadaPay, are now posted to the billing and collection system of the water district within a minute. This improvement has increased the online payment platform's reputation among the water district's concessionaires, whose water connections are disconnected as a result of nonpayment on time. Concessionaires can pay their arrears and have their accounts reconnected without physically visiting the water district office.

MAGBABAYAD NG WATERBILL?
Manatiling ligtas sa loob ng iyong bahay at magbayad online!

PAALALA!

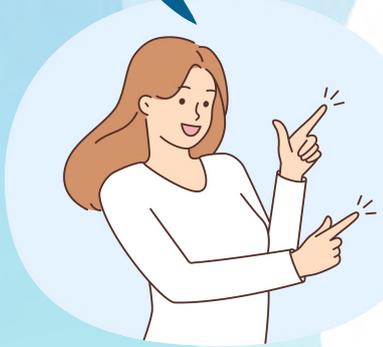
1. Ang pagbabayad sa GCASH, PAYMAYA, SHOPEEPAY at iba pang Collecting Agencies hanggang DUE DATE lamang.
2. Ang inyong payment ay mai-proproseso lamang sa loob ng 1-3 working days.

Payment platforms shown: GCash, Shopee Pay, PayMaya

For more inquiries, you can contact us at: 0925-526-7693 / 0917-883-7693
Santa Maria Water District
For new service connection inquiries: 0918-920-7693 / Santa Maria



To Real Time Posting!



PUBLIC ADVISORY
SMWD Advisory PA2312-0042

DON'T WANT TO MISS PAYING YOUR WATER BILLS DURING THIS HOLIDAY SEASON???

You may now pay your monthly water bills through **GCash, ShopeePay and Lazadapay**. Payments through these channels are now posted real-time. No need to fall in line. Pay your water bill anytime, anywhere.

Payment platforms shown: eCPAY, GCash, ShopeePay, Laz

For more Information, you can contact us at: 0917-883-7693 / 0925-526-7693
Santa Maria Water District
0918-920-7693 (new service application)

Furthermore, the API system opened up new opportunities for the Commercial Department to improve its efficiency. The external services re-engineering is in line for implementation in the next few months.

2. Customer Services Division

The Customer Services Division handles the responsibility of providing responses to complaints with empathy and care to effectively address customer inquiries regarding the products and services of the organization, cultivate relationships, and increase credibility. It is composed of two (2) sections, namely: 1.) New Connection Section; and 2.) Complaints and Requests & Field Services Section.



a. New Connection Section

New Accounts Summary per Barangay 2023													
Barangay	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Total
Bagbaguin	3	1	5	6	0	2	1	8	1	7	0	0	34
Balasing	3	6	13	8	23	4	9	12	18	1	3	11	111
Buena Vista	4	9	6	2	4	4	6	5	1	9	1	2	53
Bulac	6	5	4	8	3	8	2	4	4	5	0	4	53
Camangyanan	5	8	4	4	12	2	5	4	7	5	4	4	64
Catmon	15	19	20	19	17	15	9	23	27	19	3	12	198
Caypombo	6	12	7	2	15	5	48	34	35	20	25	14	223
Caysio	2	0	1	6	5	2	0	3	2	1	1	0	23
Guyong	3	14	15	7	4	7	8	6	4	4	10	4	86
Lalakan	1	0	0	0	0	6	0	0	0	4	2	4	17
Mag-Asawang Sapa	7	3	4	5	6	1	2	8	7	6	5	5	59
Mahabang Parang	0	0	0	0	2	0	0	0	3	0	0	1	6
Manggahan	0	6	1	2	4	17	0	1	2	2	1	1	37
Marilao	0	0	0	0	0	0	0	0	0	0	0	0	0
Parada	9	10	8	17	15	14	7	13	1	5	9	8	116
Poblacion	2	8	12	15	5	4	9	10	2	4	5	5	81
Pulong Buhangin	35	51	32	34	48	43	31	18	24	39	18	36	409
San Gabriel	0	0	1	0	0	0	0	0	0	0	0	0	1
San Jose Patag	10	18	27	9	24	9	11	11	11	10	15	9	164
San Vicente	52	38	47	28	29	27	35	13	18	16	20	24	347
Silangan	7	1	3	2	11	1	3	0	5	3	1	3	40
Sta. Clara	2	15	8	15	10	2	1	1	8	16	4	2	84
Sta. Cruz	15	23	20	19	31	18	11	20	7	22	12	14	212
Sto. Tomas	1	2	6	7	12	2	3	7	1	1	4	1	47
Tumana	3	4	3	8	9	2	3	3	4	1	1	3	44
Total	191	253	247	223	289	195	204	204	192	200	144	167	2,509

For the New Accounts Summary, Customer Services Division processed an average of 209 new accounts monthly and a total of 2,509 for the year 2023. The top three (3) barangays for new accounts processed are: **Pulong Buhangin (409)**, **San Vicente (347)**, and **Caypombo (223)**. Additionally, newly turned-over subdivisions significantly contributed to this increase: Dolmar Golden Hills in San Vicente (344), Belmont Parc Village in Caypombo (97), and Bella Vista in San Vicente (78).



Furthermore, as part of the new service application approval process, 91 orientation sessions were conducted via the Zoom platform. These sessions were attended by a total of 1,534 participants, with a gender distribution of 670 males and 864 females. This orientation ensures that new applicants are well-informed about the services offered and the responsibilities associated with water connections.



b. Complaints and Request & Field Services Section

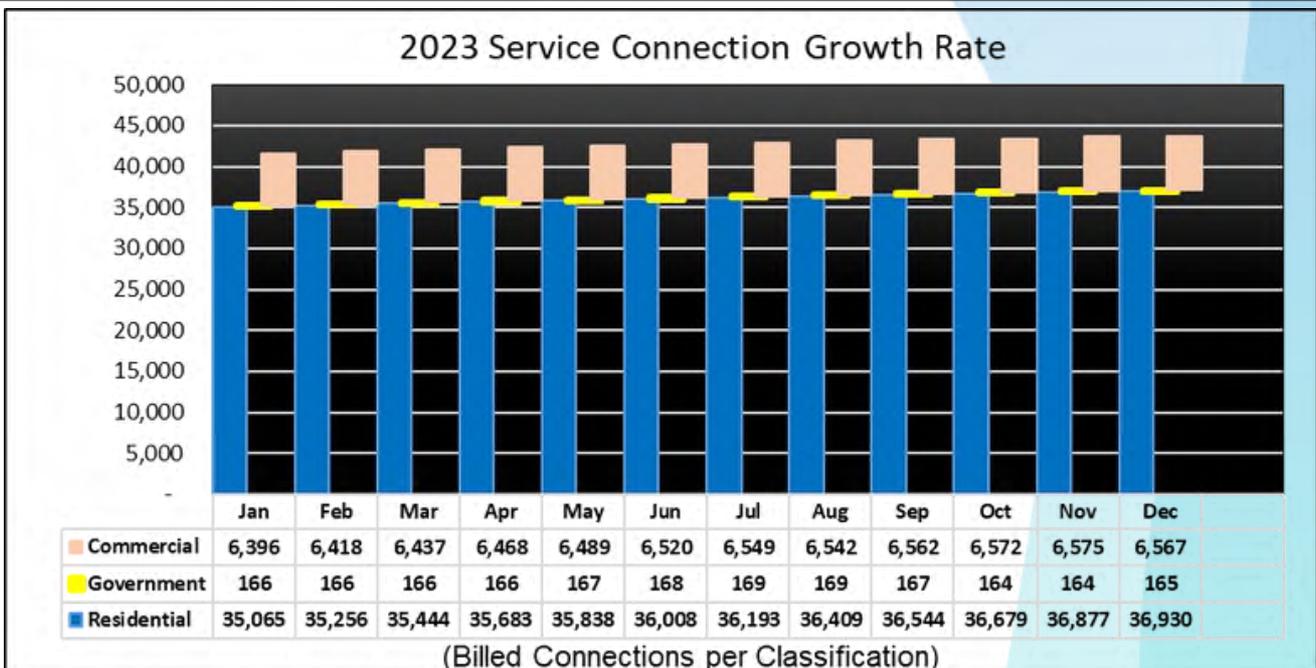


Service requests and complaints are always prioritized. Customer Service issues an inspection order based on the concessionaire's concern. The consolidated data is shown below:

Service Applications for Water Connections & Complaints 2023								
2023	Number of Applicants Received	Senior Discount Application and Renewal Summary	Reconnection	Disconnection	Maintenance Inspection Orders (MIO) (Isolated Case)	Complaints Summary	Request Summary	Billing Verification and Inspection (BVIO) Completed Order
January	238	152	4,121	2,561	16	59	2,231	1,935
February	203	105	2,100	2,152	17	29	1,875	2,250
March	275	85	2,890	2,849	20	18	2,155	2,292
April	233	226	1,812	1,654	24	12	3,252	1,867
May	251	103	3,181	3,248	32	23	3,288	2,247
June	192	322	2,897	2,960	20	14	3,235	2,017
July	183	411	1,946	2,645	25	53	3,084	2,418
August	194	187	3,351	2,874	22	27	3,497	2,419
September	262	188	3,044	3,107	24	30	3,049	2,140
October	160	245	3,327	3,322	18	21	2,956	2,528
November	154	221	2,167	2,211	10	40	3,179	1,886
December	174	102	3,104	3,543	13	29	3,132	2,558
Total	2,519	2,347	33,940	33,126	241	355	34,933	26,557

The comparative interpretation of 2023 over 2022 is an increase in billed connections in the total average of **9.79%** in all classifications, as shown in the table below.

Classification	2022	2023	Comparison	%	Interpretation
Residential	34,866	36,930	2,064	5.59%	Increase
Government	163	165	2	1.21%	Increase
Commercial	6,371	6,567	196	2.98%	Increase
Total	41,400	43,662	2,262	5.18%	Increase





1. Construction and Maintenance Division

The Construction and Maintenance Division is in charge of ensuring the efficiency of potable water supply to all concessionaires through proper handling of civil works, construction projects, and regular maintenance of all pipelines. It is composed of three (3) sections, namely: 1.) Non-Revenue Water (NRW) and Maintenance Section; 2.) Mainline Expansion and Rehabilitation Section; and 3.) Service Connection and Water Distribution Section.

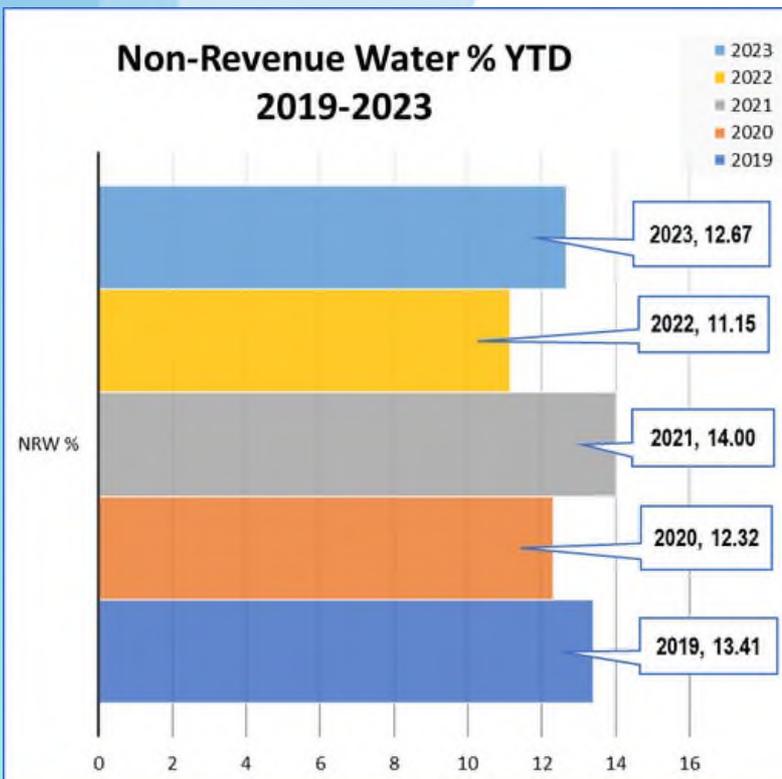


a. Non-Revenue Water (NRW) and Maintenance Section

For the year 2023, the NRW and maintenance section performed a few scheduled leak detection activities. The method used for leak detection was conventional walk-the-line, wherein the SMWD leak detection groups walked a specific portion of the SMWD main distribution pipeline network. The SMWD leak detection group usually comprises five (5) to ten (10) teams for every leak detection activity; each team has two (2) members. The leak detection activity normally starts at 10 p.m. when the demand for water consumption is low, resulting in high water pressure within the distribution system. High water pressure can flush out more water rigorously from pipe cracks or joint problems, which can be observed while walking along the pipeline distribution system. Also, a lesser number of vehicles are on the road, making the surroundings safer, quiet, and suitable to listen to the sound made by leaking pipes. This activity ends at 2 a.m. on the following day.

Non revenue water (NRW) is water that has been produced and is “lost” before it reaches the customer. Losses can be real losses (through leaks, sometimes also referred to as physical losses) or apparent losses (for example through theft or to as physical losses) or apparent losses (for example through theft or metering inaccuracies).

https://en.wikipedia.org/wiki/Non-revenue_water



A total of **119 main line leaks, 425 supply line leaks, 1,252-meter stand leaks, and 587 service line leaks** were repaired. Water losses due to leaks totaled 520,368.30 cubic meters in 2023.

The computed non-revenue water for **2023** YTD was **12.67%**. It consists of leakages, flushing, unauthorized water uses, and other unbilled uses. In comparison to the 2022 NRW year-end percentage, the percentage increased by 1.52, yet it is still below the target limit set.

b. Mainline Expansion and Rehabilitation Section



The SMWD's water security programs have begun with pipeline expansion and extension projects. A few ongoing projects from 2023 and the prior year were carried over to completion and restored by 2024.

2023 Pipeline Expansion and Extension Projects					
Name of Project:	POW No:	Location:	Estimated Total length and size of Pipes:	Accomplishment:	Picture
Bulacan Bulk Supply Improvement Project (Section 1) 2018	2112-022	San Vicente-Muzon Boundary to Pasong Tumana	3,976 linear meters of 500mm dia. PVC-O Pipe;	Date Started: January 13, 2022 Total Pipes Laid: 3,971.84 l.m./3976 l.m. of 500 mm PVC-O Pipelines with 4 interconnections Energization Date: August 17, 2022 Pavement Restoration: 3988 l.m./3988 l.m. (100%) l.m. restored Asphalt Overlay: 3988 l.m./3988 l.m. (100%) l.m. of pavement asphalted Surface Restoration Date Started: June 28, 2022 Surface Restoration Date Completed: November 4, 2023 Road Markings Date Completed: February 29, 2024	
Brgy. Caypombo Bridge Rehabilitation Project (Caypombo Pulong Buhangin Right side)	2303-002	Brgy. Caypombo, Santa Maria Bulacan	54 linear meters of 250mm dia. B.I. Pipe;	Date Started: July 19, 2023 Energized Date: November 7, 2023 20 l.m. of concrete were cut and broke 54 l.m. of 250 mm Bi pipe were laid; 74 l.m. of 74 l.m. (100 %) l.m. were restored. Surface Restoration Date Started: November 4, 2023 Surface Restoration Date Completed: December 1, 2023	
Proposed Extension of 150mm Diameter Mainline in Brgy. Sta. Clara (P2P Terminal)	2305-004	Brgy. Sta. Clara, Santa Maria Bulacan	44 linear meters of 150 mm dia. uPVC Pipe;	Date Started: September 4, 2023 Energized Date: September 6, 2023 44 l.m. of concrete were cut and broke; 44 l.m. of 150 mm uPVC pipe were laid; 44 l.m. of 44 l.m. (100 %) l.m. were restored. Surface Restoration Start Date: September 7, 2023 Surface Restoration Completion Date: September 8, 2023	
Brgy. Caypombo Mainline Extension Project (Belmont Subdivision)	2306-005	Brgy. Caypombo Belmont Subd., Santa Maria Bulacan	12 linear meters of 100mm dia. uPVC Pipe;	Date Started: June 16, 2023 Energized Date: June 23, 2023 20 l.m. of concrete were cut and broke; 24.00 l.m. of 100 mm uPVC pipe were laid; 20 l.m. of 20 l.m. (100 %) l.m. were restored. Surface Restoration Start Date: July 7, 2023 Surface Restoration Completion Date: July 7, 2023	
Brgy. Sto. Tomas Sidestreet Extension Project (P.G. Salazar St. to E.V. Ignacio St.)	2306-006	Brgy. Sto. Tomas, Santa Maria Bulacan	462 linear meters of 150mm dia. uPVC Pipe;	Date Started: September 20, 2023 Energized Date: November 17, 2023 452 l.m. of concrete were cut and broke; 452 l.m. of 150 mm uPVC pipe were laid Surface Restoration Start Date: November 23, 2023 Surface Restoration Completion Date: February 16, 2024	
Brgy. Sto. Tomas Sidestreet Extension Project (E.V. Ignacio St. to J.S. Mendoza St.)	2306-007	Brgy. Sto. Tomas, Santa Maria Bulacan	294 linear meters of 150 mm dia. uPVC Pipe;	Date Started: October 10, 2023 Energized Date: November 17, 2023 Concrete Cutting and Breaking: 284 l.m. of concrete were cut and broke; 284 l.m. of 150 mm uPVC pipe were laid; Surface Restoration Start Date: January 11, 2024 Surface Restoration Completion Date: February 16, 2024	

2023 Pipeline Expansion and Extension Projects

Name of Project:	POW No:	Location:	Estimated Total length and size of Pipes:	Accomplishment:	Picture
Brgy. Sto. Tomas Sidestreet Extension Project (J.S. Mendoza St. to P.R. Ramos St.)	2306-008	Brgy. Sto. Tomas, Santa Maria Bulacan	330 linear meters of 150 mm dia. uPVC Pipe;	Date Started: November 13, 2023 Energized Date: December 30, 2023 Concrete Cutting and Breaking: 318 l.m. of concrete were cut and broke; 318 l.m. of 150 mm uPVC pipe were laid; Surface Restoration Start Date: January 30, 2024 Surface Restoration Completion Date: February 26, 2024	
Brgy. San Jose Patag, Proposed Road Crossing and Flow Meter Installation (The Meadows Subd.)	2306-009	San Jose Patag The Meadows Subdivision, Santa Maria Bulacan	14 linear meters of 150 mm dia. uPVC Pipe;	Date Started: September 26, 2023 Energized Date: November 8, 2023 Concrete Cutting and Breaking: 7 l.m. of concrete were cut and broke; 1.m. of 150 mm uPVC pipe were laid; 7 l.m. of 7 l.m. (100 %) l.m. were restored. Surface Restoration Start Date: November 22, 2023 Surface Restoration Completion Date: November 22, 2023	
Proposed Interconnection of 150mm SMWD Pipeline to Newly Laid Pipeline of AMAIA Scapes Bulacan (Brgy. Sta. Cruz, Manggahan)	2308-010	Brgy. Sta. Cruz Manggahan, Santa Maria Bulacan	Interconnection only	Date Started: August 15, 2023 Energized Date: August 16, 2023 Concrete Cutting and Breaking: 15 l.m. of concrete were cut and broke; 15 l.m. of 15 l.m. (100 %) l.m. were restored. Surface Restoration Start Date: August 16, 2023 Surface Restoration Completion Date: August 16, 2023	



The SMWD Pipelines have been affected by the fencing activity in Brgy Guyong, prompting the replacement of the Mainline necessary to guarantee the safety of the SMWD's appurtenances. New uPvc pipes have replaced a total of 45 linear meters (45 l.m.) of existing uPvc pipelines.

2023 Mainline Replacement and Rehabilitation

Name of Project:	POW No:	Location:	Estimated Total length and size of Pipes:	Accomplishment:
Brgy. Guyong Matang Tubig Rehabilitation Project	2305-003	Brgy. Guyong, Santa Maria Bulacan	78 linear meters of 150 mm dia. uPVC Pipe;	Date Started: July 19, 2023 Energized Date: July 28, 2023 Concrete and Cutting breaking: Not applicable 45 l.m. of 150 mm uPVC pipe were laid Surface Restoration Start Date: Not applicable Surface Restoration Completion Date: Not applicable

Picture





Due to continuous road widening and drainage construction projects by various government agencies, including the DPWH, PEO, Municipal Engineer's Office, and barangay, the SMWD assisted by conducting realignment activities for our existing mainlines.

For the year 2023, the **bridge crossing and pipe realignment activities** were done at different locations. The list was as follows:

1. Dulong Bayan Poblacion
2. National Road Brgy. Caypombo
3. Brgy. Catmon
4. Brgy. Mahabang Parang Mahogany St.
5. Brgy. San Jose Patag
6. Brgy. Guyong Luwasan
7. Brgy. Sta. Clara Almasiga St.
8. Brgy Buenavista
9. Brgy. Sta Clara Apitong St.
10. Brgy Mahabang Parang Bignay St.
11. Brgy. Caysio
12. Brgy. San Jose Patag Gulod St.
13. Brgy. Camangyanan Sta. Rosa St.
14. Brgy Caypombo Natividad St.
15. Brgy Buenavista Laot St.
16. Boundary of Brgy Manggahan
17. Brgy Balasing near Alonzo Compound
18. Brgy San Vicente Pasong Kasay
19. Brgy Sta. Clara Narra St.
20. Brgy Parada De Jesus St.
21. Sto. Tomas Shiella Tasca St.
22. Brgy Poblacion Villarica
23. Brgy Sto. Tomas S.P. Flores St.
24. Brgy Poblacion Along JP Rizal St.
25. Brgy San Gabriel
26. Brgy Sta. Clara Ipil St.
27. Brgy. Poblacion Gulod near Pump Station
28. Brgy Guyong Sunrays Subdivision
29. Brgy Parada Caybanban St.
30. Sonoma Subdivision
31. Brgy Manggahan
32. Brgy. Bulac Gulod St.
33. Brgy Catmon
34. Brgy Sta. Cruz Glorioso St.
35. Brgy Balasing, Luwasan
36. Brgy Sto. Tomas near Phoenix Gas Station

SUMMARY OF PIPE REALIGNMENTS FOR 2023

	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
Bagbaguin													0
Balasing							1					1	2
Buenavista			1			1	1						3
Bulac											1	1	2
Camangyanan						1							1
Catmon	1										1		2
Cay Pombo	1					1	1						3
Caysio						1							1
Guyong			1						1	1			3
Lalakhan													0
Mag-asawang Sapa	1	1											2
Mahabang Parang				1									1
Manggahan							1				1		2
Parada							1	2		1			4
Poblacion	1							1	1	1			4
Pulong Buhangin									1				1
San Gabriel										1			1
San Jose Patag		1	1			1							3
San Vicente							1						1
Santa Clara													0
Santa Cruz			2				1	1	1	2	1		8
Silangan											4		4
Sta. Rosa II													0
Tabing Bakod													0
Tumana							1	2	1		1		5
	4	2	5	1	0	5	8	6	5	6	9	2	53

c. Service Connection and Water Distribution Section

The Santa Maria Water District annually replaces old water meters that exceed their computed lifespan of 7 years from the date of installation. This year, the team has replaced 2,485 old water meters.

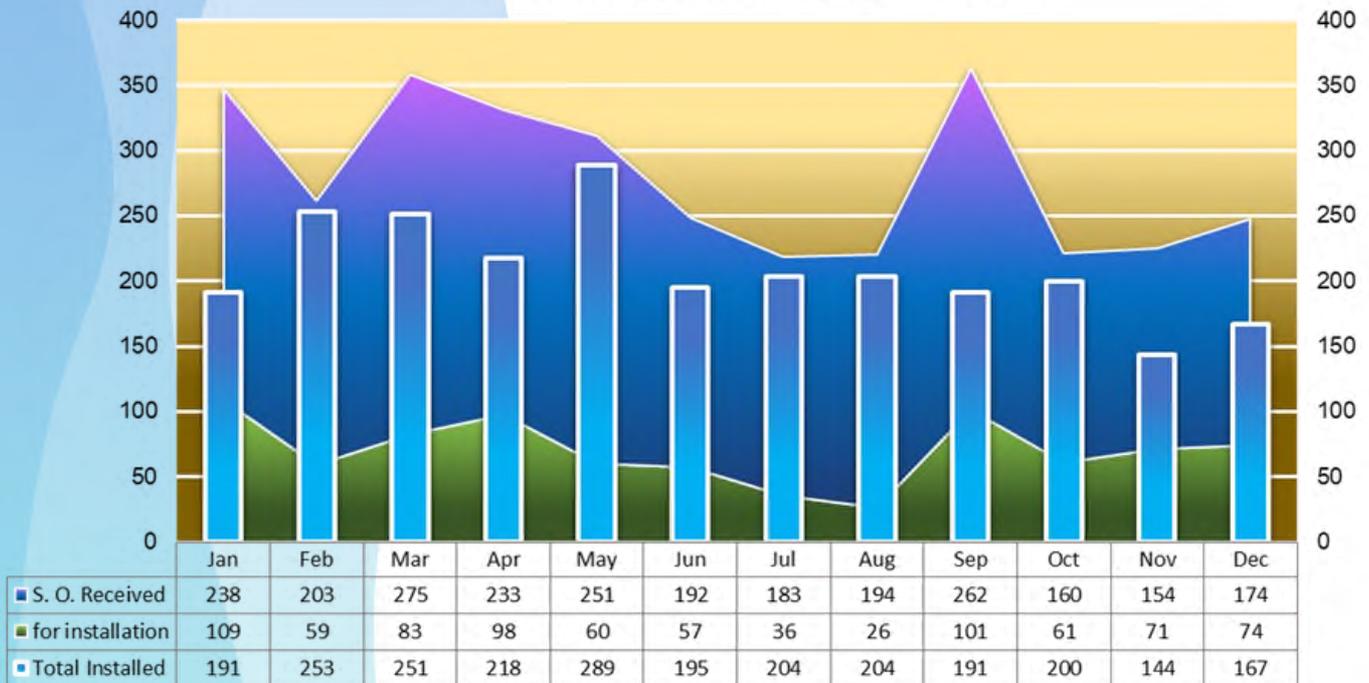
But there are also several instances to take into consideration in the replacement of water meters. These are as follows:

- Stuck-up Water Meters (448 water meters)
- Inaccurate water meters (94 water meters)
- Broken by accident (205 water meters)
- Request of concessionaires (62 water meters)
- Leaking Water Meters (12 water meters)
- Stolen Water Meters (0 water meters)
- Record (1 water meter)

With these, we replaced a total of 3,307 water meters.



New Meter Installation 2023



The total new meter installation (NMI) for CY 2023 is **2,507**. May had the highest number of installations, with 289. For the duration of the new meter installation, SMWD's manpower incurred an average of 7 days.

Serving the potential new connections:

1. Belmont Parc Village (Brgy. Cay Pombo)

Belmont Parc Village, an established subdivision, had faced challenges with the water supply delivered by the previous private company provider. To meet the residents' demand for a potable and dependable water supply, the SWMD installed a 12-linear meter interconnection of a 100-mm uPVC mainline. This mainline was intended to serve as the primary source for new water meter connections within the subdivision. The acceptance of applications for water meter connections in this subdivision began in March 2023.

Number of potential concessionaires: 200 to 300

Installed New Connection as of December 31, 2023: 93



2. Dolmar Bella Vista Subdivision (Brgy. San Vicente)

A newly built subdivision in 2023, the Dolmar Bella Vista Subdivision, is located in Barangay San Vicente. With the expectation of potential concessionaires, the SMWD supervised the process of laying pipes, which involved the approval and testing of materials and fittings in compliance with its standards and procedures. The acceptance of applications for water meter connections in this subdivision began in May 2023.

Number of potential concessionaires: 120

Installed New Connection as of December 31, 2023: 48



2. Water Resources Division



The Water Resource Division played its role in ensuring the efficient delivery of potable water supply that meets the demand of its service area, the municipality of Santa Maria.

The commitment was shown by daily monitoring of SMWD's water sources (ground and surface water), operations, and water quality. Also, by overcoming multiple challenges, such as El Niño, the Water Resource Division stood fast and carried on to provide the necessary services. On top of that, improvements were made, leading to effective productivity. It is composed of three (3) sections, namely: 1.) Water Resource Operations Section; 2.) Water Resource Maintenance Section; and 3.) Water Resource and Water Quality Section.



a. Water Resource Operations Section

The Santa Maria Water District has produced a total of **13,902,446.35** cubic meters of treated water for the whole year, which was distributed to the entire service area. SMWD derives its water supply from twenty-three (23) production wells, five (5) tapping points from Philippine Hydro Inc., and one (1) tapping point from Luzon Clean Water Development Corp.—Bulacan Bulk (LCWDC). With a production of 4,737,414.67 cubic meters from ground water; 6,008,014.68 cubic meters from Phil Hydro; and 3,157,017.00 cubic meters from LCWDC. Average water production was 1,158,537.20 cubic meters per month.



SMWD WATER PRODUCTION 2019-2023



	2019	2020	2021	2022	2023
Total Water Production	11,050,539	11,825,647	12,503,089	12,875,494.25	13,902,446.35
Bulk Water-Bocau	-	-	58,272	8,063	-
Bulk Water-Luzon Clean	642,182	644,113	789,051	1,603,404	3,157,017
Bulk Water-PhilHydro	5,758,250	6,054,231	6,218,528	6,038,018	6,008,015
Ground Water	4,650,107	5,127,303	5,437,239	5,226,010	4,737,415



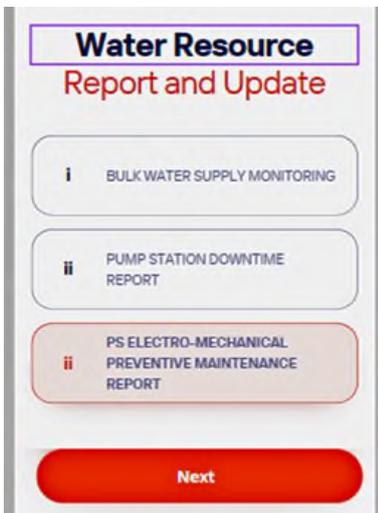
Pump Stations Alert Device

Another improvement that helped the section was the Pump Station Downtime Alert Device. This device was installed between July 2022 and January 2023. It provides immediate notifications via SMS and phone calls, guaranteeing a swift response to pump station downtime. With continuous monitoring and hourly updates on operational status, the device facilitates proactive maintenance, minimizing service disruptions. Its strong communication features, which extend up to three contact numbers, provide a coordinated response from pump operators to supervisors. Also, the device's capacity to operate both plugged in and with battery power improves reliability, even during power outages, adding to cost-effective operations. Furthermore, it can easily integrate into current monitoring systems and is essential for ensuring better water supply dependability. Overall, the device stands as a user-friendly and valuable asset for optimizing the performance of water supply systems within a Santa Maria Water District.

The pump stations that installed the device are listed below:

- Sta. Clara (PS-04)
- Sto. Tomas (PS-06)
- Sitio Bato Booster Pump
- Green Valley (PS-09)
- Garden Village (PS-10)
- Sta. Cruz (PS-11)
- Mahabang Parang (PS-12)
- Patag Booster Pump
- Kamatis (PS-18)
- Camangyanan (PS-19)
- Pulang Lupa (PS-20)
- Manggahan Booster Pump
- Sonoma 1
- Sonoma 2
- Caysio (PS-17)





Water Resource Uniform Update Mobile Application

The section aims to simplify and enhance our present monitoring system using digital technology by delivering general, detailed, and accurate updates on the operations, particularly in monitoring bulk water and groundwater supply. Currently, the pump operators monitor and report all data manually. This consists of flow meter totalizers, tap point flow rates, pressure, chlorine residual, and turbidity, as well as the pump station downtime and electromechanical preventive maintenance report.

By switching from manual to digital input, the water resource operations section will be able to provide updates easily and uniformly.

Additional Water Supply and Water Storage Facilities

In line with the accomplishment of the 3-segment project in Barangay Tabing Bakod, which involves the laying of 462 linear meters of 150-mm-diameter uPVC pipe from P.G. Salazar St. to E.V. Ignacio St.; 294 linear meters of 150 mm diameter uPVC pipe from E.V. Ignacio St. to J.S. Mendoza St.; 318 linear meters of 150 mm-diameter uPVC pipe from J.S. Mendoza St. to P.R. Ramos St., a significant increase in the volume drawn from PhilHydro-INC 2 Tapping Point in P. G. Salazar. An increase in volume consumption from 300 cubic meters per day to 900 cubic meters per day and in system pressure in the area supplied. With the additional water source, the volume supplied in the barangays of Tabing Bakod and San Gabriel increased, resulting in stable pressure in the abovementioned barangays. As a result of the project, the adjacent barangay (Mahabang Parang), with Mahabang Parang Pump Station as a source, was able to be diverted in Sta. Rosa and Camangyanan, which also resulted in system pressure improvement in the barangays of Mahabang Parang and Sta. Rosa II, and Camangyanan.

The two (2) additional water storage facilities, assisted by the Local Water Utilities Administration (LWUA) and funded by the Asian Development Bank (ADB), are listed below and will hopefully be completed by the year 2024.

- 1,500 cubic meter Glass-Fused-to-Steel Bolted ground reservoir located at Barangay San Vicente
- 1,000 cubic meter Glass-Fused-to-Steel Bolted ground reservoir with pump house and booster pump located at Barangay Bulac



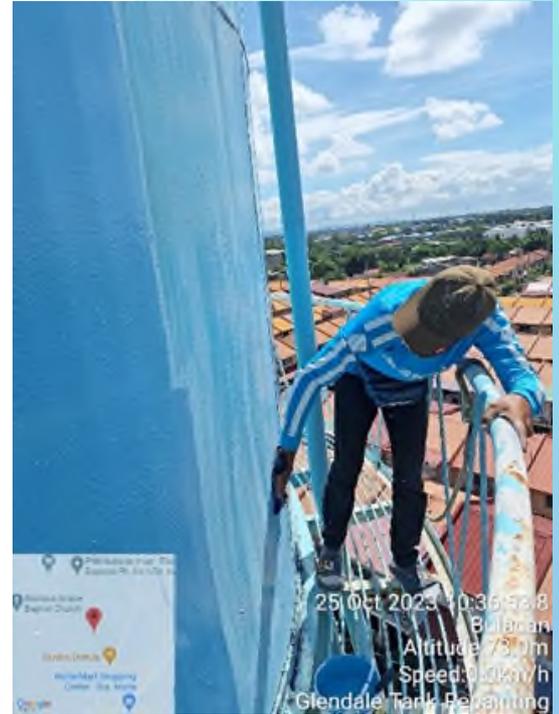
b. Water Resource Maintenance Section



The projects and improvements highlighted by the Water Resource Maintenance Section are the following:

Repainting of Elevated Steel Tank

For the year 2023, the section accomplished the repainting of two (2) elevated steel tanks, i.e., the **Sta. Clara Tank and Glendale Tank** from October 26, 2023, to November 28, 2023. The project's purpose is crucial in preserving the tank's integrity and lifespan, as it provides protection against corrosion, ensures compliance with safety regulations, enhances the tank's appearance, and prevents water contamination.



Underground Electrical Lay Outing

An underground wire layout of the service entrance wire for **Kamatis pump station No. 18** was programmed from August 9 to August 22 of 2023 to enhance its security, which helped prevent theft and protect the system from any unauthorized access or damage, boosting the safety and reliability of the electrical configuration.



Installation of Electromagnetic Flow Meters

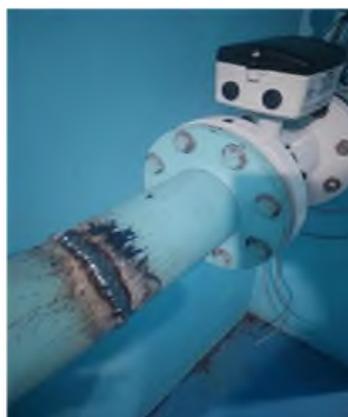
The installation of magnetic flowmeters for booster pumps will enhance the precision and management of the water supply system. Installed in three (3) booster pump stations from August 23 to November 21, 2023. This flowmeter offers precise measurements and consistent performance because of its "devoid of moving parts" and low-maintenance design. The obstruction-free operation maintains energy efficiency in water supply processes. Additionally, the incorporation of digital communication features enables seamless integration into current water supply control systems that facilitate remote monitoring and are ready for improved operational oversight.



**Patag
Pump Station No. 15
(Booster Pump)
(August 23, 2023)**



**Manggahan
Pump Station No. 21
(Booster Pump)
(August 29, 2023)**



**Sitio Bato
Pump Station No. 7
(Booster Pump)
(November 21, 2023)**

Flow Meter Verification

FLOW METER VERIFICATION 2023						
P.S. No.	Pump Station	Date of Verification	Flowmeter Type	Test Result		
				Transmitter	Insulation	Magnetism
2	Gulod	07/12/2023	Remote	Passed	Passed	Passed
3	Celeste	07/13/2023	Remote	Passed	Passed	Passed
4	Sta. Clara	07/12/2023	Remote (Indoor)	Passed	Passed	Passed
5	Sacred Heart	07/13/2023	Remote	Passed	Passed	Passed
6	Sto. Tomas	07/12/2023	Remote (Indoor)	Passed	Passed	Passed
7	Sitio Bato	07/12/2023	Remote	Passed	Passed	Passed
8	Villarica	07/12/2023	Compact	Passed	Passed	Passed
9	Green Valley	07/12/2023	Compact	Passed	Passed	Passed
10	Garden Village	07/12/2023	Remote (Indoor)	Passed	Passed	Passed
11	Sta. Cruz	07/12/2023	Remote	Passed	Passed	Passed
12	Mahabang Parang	07/12/2023	Remote	Passed	Passed	Passed
13	Kalsadang Munti	07/14/2023	Remote	Passed	Passed	Passed
14	Caybanban	07/14/2023	Remote	Passed	Passed	Passed
15	Patag	07/14/2023	Remote	Passed	Passed	Passed
16	Labanos	07/13/2023	Remote	Passed	Passed	Passed
17	Caysio	07/12/2023	Remote	Passed	Passed	Passed
18	Kamatis	07/13/2023	Remote	Passed	Passed	Passed
19	Camangyanan	07/13/2023	Remote	Passed	Passed	Passed
20	Pulang Lupa	07/14/2023	Remote	Passed	Passed	Passed
21	Manggahan	07/12/2023	Remote	Passed	Passed	Passed
22	Policarpio	07/13/2023	Remote	Passed	Passed	Passed
	Sonoma 1	07/12/2023	Remote	Passed	Passed	Passed
	Sonoma 2	07/12/2023	Remote	Passed	Passed	Passed

The **flowmeter verification** was conducted from July 12 to July 14, 2023, at all SMWD pump stations. EESI Material and Controls Corporation (EMCC) performed the following tasks: checking the flowmeter display for potential errors; verifying the grounding connections of the electrode, coil at the transmitter side, and Siemens Magnetic Flowmeter; and inspecting the condition of the Flowmeter Remote Type's potting kit. Twenty-three (23) pump stations passed all transmitter, insulation, and magnetic testing conducted. However, there was a need to replace the flow meter display at Caybanban PS because it failed during the transmitter test on July 13, 2023.



c. Water Resource and Water Quality Section

Water Treatment

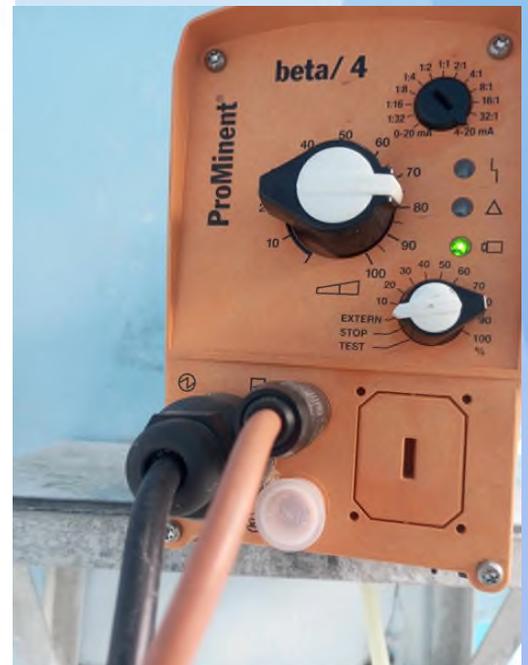


SMWD pump stations installed **hypochlorinators** as part of the disinfection process, which guarantees that the water is sanitized before it is distributed. The process involves combining calcium hypochlorite granules with water to a maximum concentration of 1.5 parts per million (ppm), then injecting the mixture into the discharge line of every production source before it is distributed. The free chlorine residual is maintained at not less than 0.3 ppm at all points. This process guarantees that the water is sanitized before it is distributed.

Sonoma Pump Stations No. 1 and No. 2, located at Brgy. Sta. Cruz treated the color of the ground water inside the Sonoma subdivision with chlorine dioxide liquid, keeping the residual between 0.2 ppm and 0.4 ppm.

Other pump stations that also used chlorine dioxide liquid for the water treatment were Sto. Tomas, Mahabang Parang, Policarpio, Caybanban, Kamatis, Pulang Lupa, and Kalsadang Munti. The chlorine dioxide residual is maintained at 0.2 ppm to 0.4 ppm.

Another improvement for the year 2023 was the **analog dosing pump**. It was designed to synchronize the rate of chlorination with the flow rate of water and enable consistent injection of chlorine solution to maintain a stable 1.5 ppm of chlorine residual at any time of the day. The three units were utilized for the pump stations in **Pulang Lupa, Villarica, and Mahabang Parang** in June 2023.



And lastly, to get rid of foul smells and enhance the microbiological quality of the water that the deep wells supply, SMWD performs **manual shock chlorination** using calcium hypochlorite or chlorine tablets by using an automatic feed pump. The shock chlorination was done every other month at Pulang Lupa Pump Station and Sonoma 1 Pump Station, while the rest were shock chlorinated once a year.

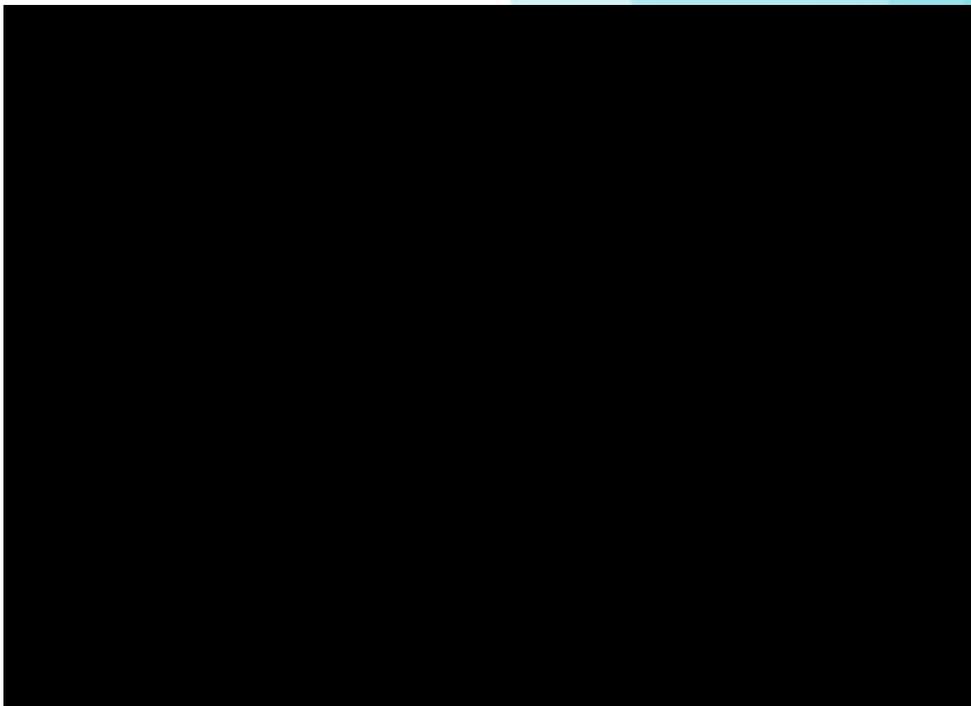


Water Quality Monitoring and Testing

As a water district, it is mandatory that the water delivered to the service area meet at least the minimum standards specified by the Philippine National Standards for Drinking Water (PNSDW) of 2017. It is required to have a water sample tested by an accredited Department of Health (DOH) laboratory for microbiological presence at least once a month.

To comply, SMWD had taken 807 samples for the microbiological test, with an average of 67 samples per month. The SMWD got its samples from all of the water sources, plus the random samples coming from the distribution area.

Out of the 807 samples, 807 passed in 2023.



“pH,”
 -is a measure of how acidic/basic water is.
 -Whether an aqueous solution reacts as an acid or a base depends on its hydrogen ion (H⁺) content. In fact, the term “pH” originates from Latin and is an acronym for “potentia hydrogenii” - the power of hydrogen

<https://www.usgs.gov/special-topic/water-science-school/science/ph-and-water#overview>
<https://www.vst.com/parameters/ph>

For the physical-chemical test, 29 samples were taken on May 24. **Twenty-three (23) samples from 23 deep wells and six (6) samples from bulk water supplier tapping points passed the pH parameter test.**

Every pump station was monitored for the daily reading of chlorine residual. And for the distribution line, the blow-off valve was utilized to ensure that there is at least 0.3 ppm free chlorine residual at end points and not exceeding 1.5 ppm; and for liquid chlorine dioxide, there is at least 0.2 ppm chlorine residual at end points and not exceeding 0.4 ppm.

Aside from the verification of the **chlorine residual value** in the distribution pipeline throughout the system and its end points, **blow-off valve flushing** was also performed on a monthly and weekly basis.

Average Chlorine Residual 2023

Chlorine Residual (ppm)

Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
Calcium Hypochlorite Granules	1.10	1.12	1.03	1.04	1.01	1.04	1.02	1.04	1.04	1.04	1.06	1.06	1.05
Chlorine Dioxide Liquid	0.30	0.30	0.31	0.31	0.30	0.31	0.29	0.31	0.30	0.31	0.32	0.33	0.31

PNSDW Limit: 0.3 ppm to 1.5ppm (Cal hypo)

0.2 ppm to 0.4 ppm (Chlorine Dioxide)



3. Engineering Division

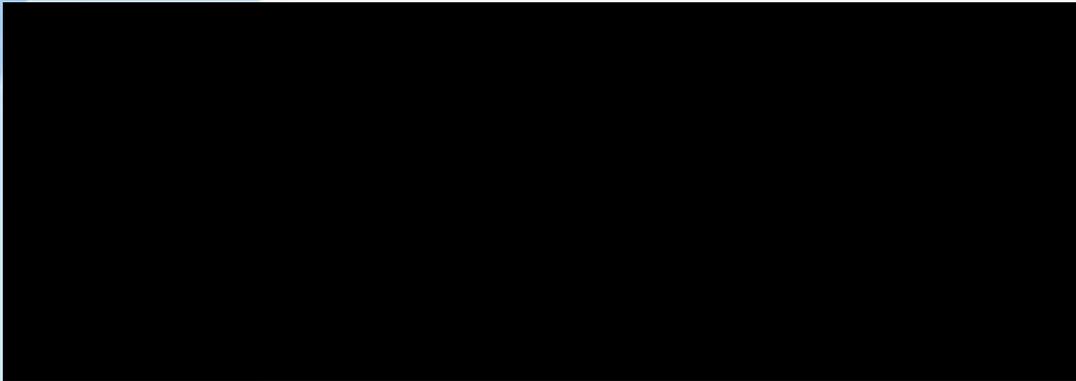
The Engineering Division's role is to ensure the efficiency and sustainability of our water supply infrastructure. Within this division, three specialized sections work seamlessly to plan, design, and maintain critical components of our water system. These three (3) sections are: 1.) Planning and Design Section; 2.) Air Scouring, Surface Restoration, and Meter Base Section; and 3.) Water Meter Laboratory Section.

a. Planning and Design Section

This section focuses on envisioning and conceptualizing the future of SMWD's water infrastructure, as well as being in charge of the inspection of the water meters for "new connections" and "transferred," both before and after installation, or the "Quality Control and Assurance Inspection."

Pre-installation Inspection and Post Inspection

The pre-installation inspection report is issued by the Customer Service Division during the assessment of the application for a new connection as well as the transfer of tapping and/or water meters. This report authorizes Quality Inspection and Assurance inspectors to do the duties required.



Upon issuance of the post-inspection report by the Customer Service Division, the quality inspection and assurance inspector will visually examine the installed water meter and meter stand thoroughly within two (2) days after every new water meter connection and transfer of water meter applications. For the third day, the completed post-inspection checklist must be signed with a date and will be turned over to the Air Scouring, Surface Restoration, and Meter Base Section for the concrete meter base.

SUMMARY OF POST INSPECTION FOR 2023		
SMWD INSPECTORS	ISSUED	APPROVED
IP1	681	686
IP2	780	769
IP3	815	802
IP4	507	4499
TOTAL	2,783	2,756



Pipeline Expansion and Extension Projects

One of SMWD's major programs is the **"Bulacan Bulk Supply Improvement Project,"** a project funded by LWUA-ADB loan, which involves the laying of 3,972 liner meters of 500mm PVC-O pipelines with four interconnections that were completed and energized. The concrete pavement restoration was completed on July 10, 2023, with a total of 3,988.57 linear meters. On November 4, 2023, the asphalt overlay with a total of 2,508 MT was done. And lastly, the road marking was accomplished at the end of December 2023.

Bulacan Bulk Supply Improvement Project

Name of Project:	POW No:	Location:	Estimated Total length and size of Pipes:	Accomplishment:
Bulacan Bulk Supply Improvement Project (Section 1) 2018	2112-022	San Vicente-Muzon Boundary to Pasong Tumana	3,976 linear meters of 500mm dia. PVC-O Pipe;	Date Started: January 13, 2022 Total Pipes Laid: 3,971.84 l.m./3976 l.m. of 500 mm PVC-O Pipelines with 4 interconnections Energization Date: August 17, 2022 Pavement Restoration: 3988 l.m./3988 l.m. (100%) l.m. restored Asphalt Overlay: 3988 l.m./3988 l.m. (100%) l.m. of pavement asphalted Surface Restoration Date Started: June 28, 2022 Surface Restoration Date Completed: November 4, 2023 Road Markings Date Completed: February 29, 2024

Pipelaying of Additional 9 pcs of 500mm PVC-O at Pasong Tumana



Pavement Concreting Works



Asphalt Overlay Works



Other Projects:



Design and Construction of 1,500 cu.m. Glass-Fused-To-Steel Bolted Ground Reservoir located at Brgy. San Vicente



Accomplishment:

- Waiting for ECC to be approved before installation of GFTS Panels

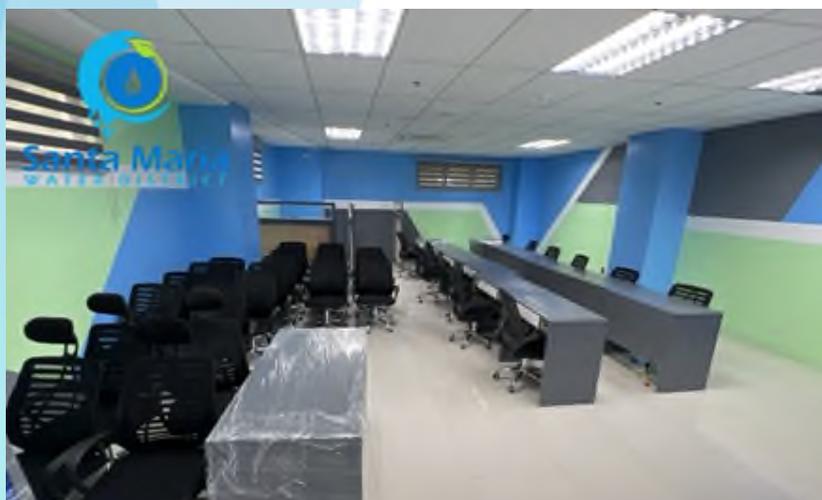
Design and Construction of Pump House with Booster Pump and 1000 cu.m. Glass-Fused-To-Steel Bolted Ground Reservoir located at Brgy Bulac.



Accomplishment:

- Tank Foundation Concreting and Rebar Installation
- Footing Concreting and Wall Installation

SMWD New Office Building, 4-storey with Roof Deck

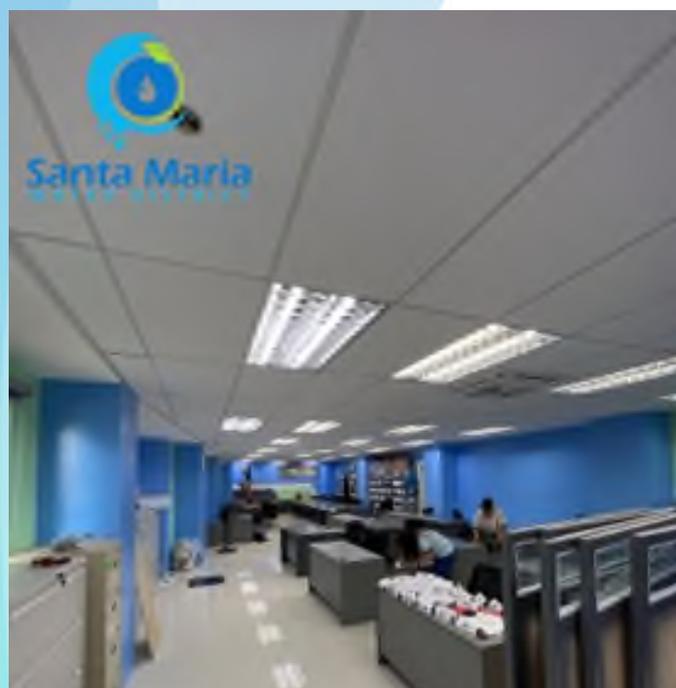


Construction of the 4-storey office building with roof deck by the Santa Maria Water District commenced, and the project was entrusted to P.L. Juan Construction Inc., in a joint venture with New C.C. Barcelona Construction Corp., was awarded on May 30, 2019. The Notice to Proceed was issued on June 6, 2019. The proposed SMWD 4-storey office building with a roof deck had an estimated cost of P 80,695,926.33 and is nearing completion. As of December 2023, the SMWD Building stands at an impressive 99.58% completion rate, with a corresponding progress billed amount of Php 80,360,327.87 as per the contract, along with a variation order amount of Php 7,423,423.50.

In addition, SMWD awarded contracts for fire protection and auxiliary services to Joem Construction and Trading on January 27, 2021, and Sciecomtech Corp. on December 14, 2020, respectively. The contract amount for fire protection is Php 5,859,000.00, and for the auxiliary, it is Php 5,322,707.40. Joem Construction and Trading successfully completed 100% of their project in February 2023. Meanwhile, Sciecomtech Corp. achieved 100% completion in December 2023 for the original contract and 100% for the variation order for an additional queuing system, which amounted to PHP 1,757,979.96.



Furthermore, the contract for the air conditioning units with amenities was awarded to ACMI Office Systems Philippines, Inc. on December 21, 2021, with a contract amount of PHP 5,800,000. This project was successfully completed in July 2022.



Finally, between August 26 and 28, 2023, SMWD accomplished the seamless transfer of customer service, customer accounts, billing, and the Office of the General Manager from the old office location at 3 M. De Leon Street to the new SMWD Building along J.P. Rizal Street, and commenced public service operations on August 29, 2023.



b. Air Scouring, Surface Restoration, and Meter Base Section

The section is divided into three teams: the Air Scouring Team, which maintains the integrity of pipelines and employs cutting-edge techniques that ensure the removal of sediment and contaminants, preserving the quality of our water; the Surface Restoration Team, which mitigates the environmental impact of the operations and ensures that the infrastructure seamlessly integrates into the surrounding landscape; and lastly, the concrete meter base team, which oversees the installation and maintenance of meter bases, ensuring that every connection is secure and efficient.

Air-Scouring

Air scouring is a method used to get rid of these deposits formed inside the pipeline walls. By introducing high-pressure air (ranging from 60 psi to 100 psi) into the water-filled pipelines. This pressurized air helps flush water continuously through the blow-off valve, effectively removing the scales attached to the pipeline walls.

For 2023, the air scouring activity was prioritized, and a team was assigned to handle it. In June 2023, SMWD initiated the descaling schedule, and during that same month, the process of cleaning the internal walls of pipes began with the help of compressed air injected into pipelines to ensure the continued cleanliness of the water produced for each household.

The total length of pipelines as of December 2023 that underwent air scouring and the total percentage descaled of the whole pipelines of SMWD:

Total Length of Pipelines (As of Dec. 2023)	500mm	300mm	250mm	200mm	150mm	100mm	75mm	50mm	Total	Cumulative %
	3,981.00	11,486.00	87.96	8,572.40	88,043.04	57,825.51	48,711.05	28,123.55	246,830.51	
MONTH\YR										
DEC 2018	-	-	-	-	1,450.00	350.00	-	140.00	1,940.00	0.79%
DEC 2019	-	-	-	-	16,010.70	12,481.00	11,616.00	3,683.00	43,790.70	17.74%
DEC 2020	-	-	-	-	62.00	1,843.00	357.00	2,017.00	4,279.00	1.73%
DEC 2021	-	9,479.00	-	-	1,395.00	675.00	373.00	266.00	12,188.00	4.94%
DEC 2022	-	-	-	-	4,124.00	1,015.00	2,095.00	60.00	7,294.00	2.96%
Jan-23	-	-	-	-	-	-	-	-	-	0.00%
Feb-23	-	-	-	-	-	-	-	-	-	0.00%
Mar-23	-	-	-	-	-	-	-	-	-	0.00%
Apr-23	-	-	-	-	-	-	-	-	-	0.00%
May-23	-	-	-	-	-	-	-	-	-	0.00%
Jun-23	-	-	-	-	1,720.00	129.00	1,024.00	294.00	3,167.00	1.28%
Jul-23	-	-	-	-	-	800.00	-	249.00	1,049.00	0.42%
Aug-23	-	-	-	-	3,352.00	3,383.00	845.00	879.00	8,459.00	3.43%
Sep-23	-	-	-	-	3,009.00	1,119.00	2,567.00	496.00	7,191.00	2.91%
Oct-23	-	-	-	-	1,559.00	3,294.00	1,327.00	1,116.00	7,296.00	2.96%
Nov-23	-	-	-	-	2,448.00	2,269.00	1,234.00	1,406.00	7,357.00	2.98%
Dec-23	-	-	-	-	1,981.00	600.00	1,174.00	274.00	4,029.00	1.63%
Total	-	9,479.00	-	-	37,110.70	27,958.00	22,612.00	10,880.00	108,039.70	43.77%

SMWD descaled pipes totaling 38,548 linear meters, surpassing the expected target for the said year, which was 36,086 linear meters.



In **June 2023**, air scouring activity commenced in the area of **Brgy. Bulac** and was completed for the entire barangay in August 2023.

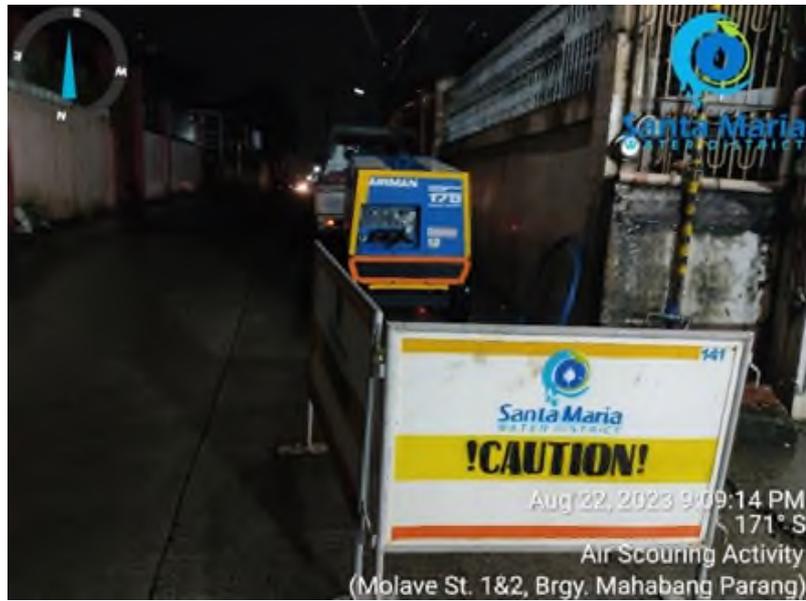


Other barangays that were scheduled for **August** descaling activities were **Brgy. Sto. Tomas**, Brgy. Mahabang Parang, and Brgy. Camangyanan.



Brgy. Camangyanan

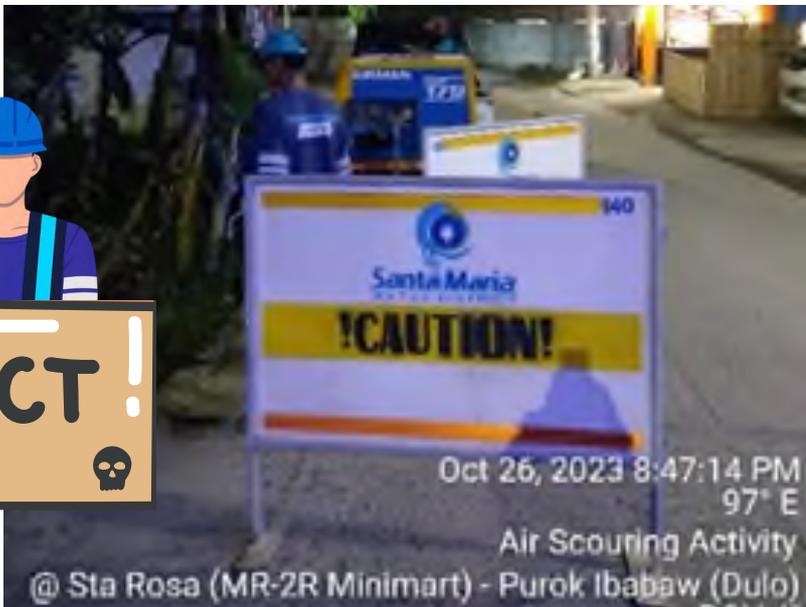
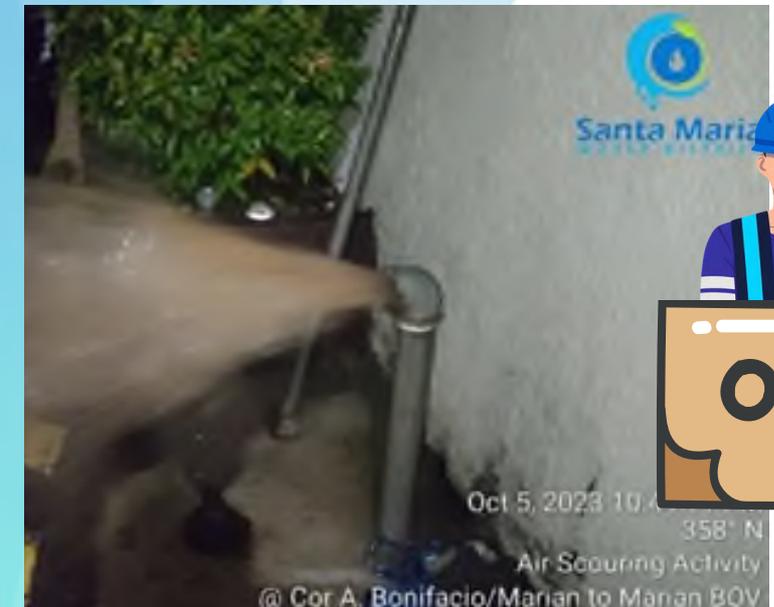
Brgy. Mahabang Parang



For **September**, the activity was conducted in **Brgy. Sta. Cruz** and some parts of **Brgy. Poblacion**.



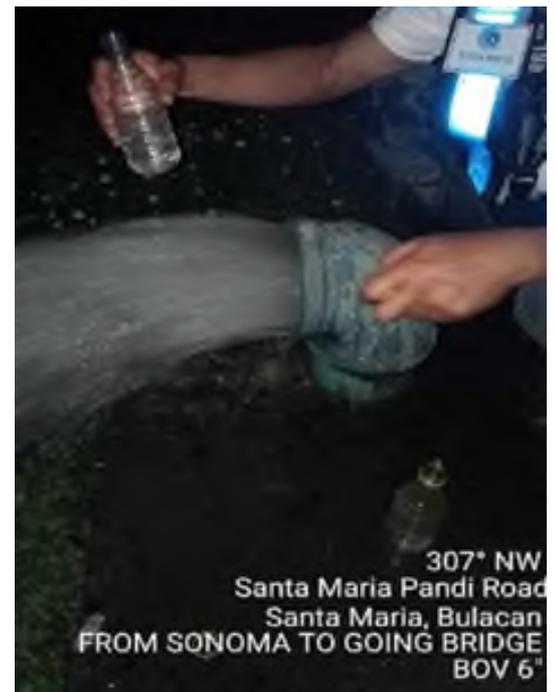
In **October**, the activity continued in some parts of **Brgy. Poblacion** and **Brgy. Camangyanan**.



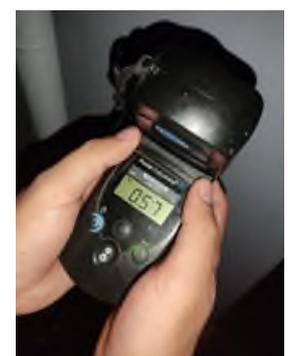
In **November**, further descaling took place in some parts of **Brgy. Camangyanan**, including **Brgy. Sta. Clara**.



For the month of **December**, the focus shifted to **Brgy. Manggahan** and **Brgy. Sta. Cruz**.



Water samples in bottles were obtained during air scouring activity for water quality tests in terms of turbidity and chlorine residual.



Concrete Meter Base

The water meter's concrete meter base serves as a critical foundation for the water metering infrastructure, providing stability, protection, and reliability to support accurate water measurement and efficient distribution services.

For 2023, the concrete meter base team focused on newly installed water meters, but there were also cases where meter bases needed restoration due to wear and tear over time. The breakdown per month of the number of meter bases completed by the team across the entire pipeline of the Santa Maria Water District is indicated below.

Service Order	2023											
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
NO. OF SO RECEIVED	238	242	280	193	319	231	227	199	244	291	138	184
COMPLETED	226	267	236	226	290	215	248	209	231	291	158	195

Maintenance and Inspection Order	2023											
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
TOTAL RECEIVED/ISSUED (MIO)	0	0	61	61	69	13	56	31	10	3	44	0
COMPLETED	0	0	34	42	57	6	55	27	10	0	44	0

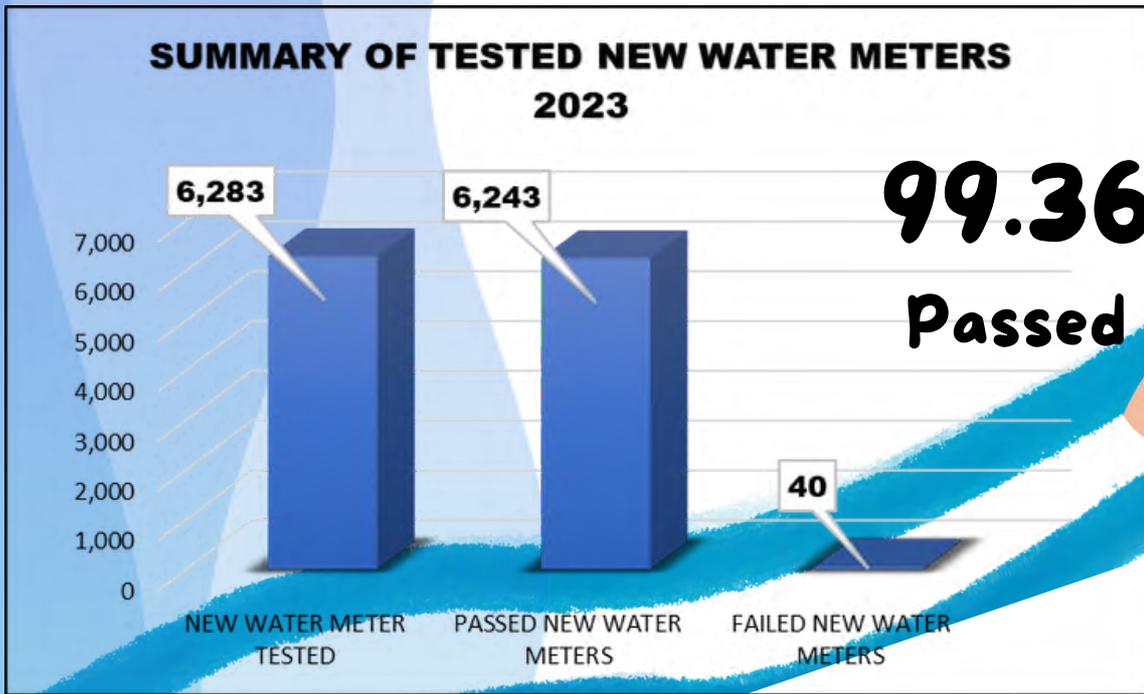
With the provided data, the team managed to complete 2,792. Moreover, the MIOs issued for old water meters were completed on a total of 275-meter bases without any pending orders.



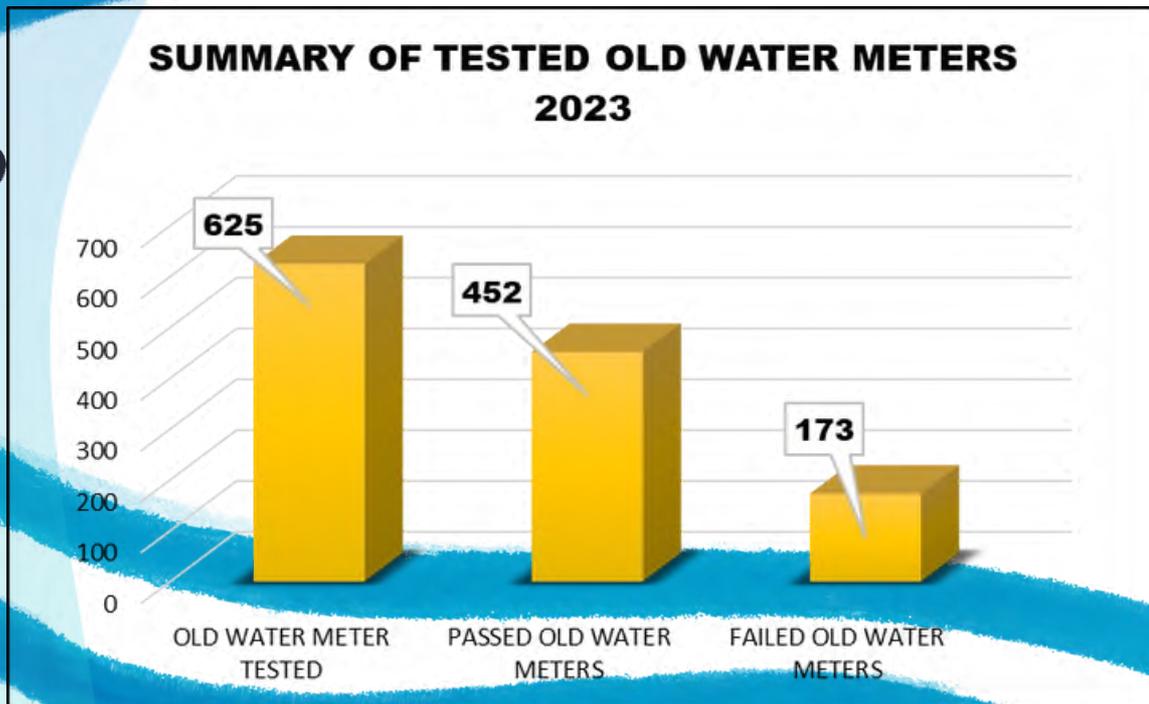
c. Water Meter Laboratory Section

The Water Meter Laboratory section conducts rigorous accuracy testing, and in the future, the calibration of old water meters will guarantee accuracy, providing concessionaires with reliable billing information. This work is essential to promote transparency and accountability in our water distribution system.

In order to assure water is being accounted for accurately, water meters (old and new) need to be selected, installed, operated, and maintained using generally accepted industry standards. The water meter should be regularly calibrated and tested in accordance with ISO 4046, requiring maximum permissible errors of +/- 5% for low flows and +/- 2% for high flows.



72.32% Passed





ADMINISTRATION, FINANCE AND GENERAL SERVICES DEPARTMENT

1. Administrative Services Division

The Administrative Services Division is the backbone of the organization; it provides internal technical support, human resources, property, and other miscellaneous administrative services. It is composed of four (4) sections: 1.) Procurement Section; 2.) Records Section; 3.) Management Information System Section; and 4.) Human Resource Section.

a. Procurement Section

The procurement section's purpose is to meet the demands of all SMWD divisions, including the supplies and materials required for daily operations. It is the aim of the procurement staff to get the best and right "function" (refer to goods and services) at the right price. It includes the processes of identifying suppliers, establishing payment conditions, strategic screening, and contract negotiation. It is one of the district's assets in implementing all of its projects, plans, restorations, rehabilitations, and other objectives that cannot be met without the necessary supplies, materials, and services.

2023 Accomplishments		
1. Purchase Orders (P.O.)	P.O. Issued: 304	P.O. processed and approved: 299
2. Philippine Government Electronic Procurement System (PhilGEPS) posting	Procurement Activities evidenced by the CERTIFICATE OF COMPLIANCE TO PHILGEPS POSTING: 118	
3. 2023 Annual Procurement Plan Non-CSE (Common Supplies and Equipment)	Submitted to Govt. Procurement Policy Board (GPPB): January 31, 2023	
4. 2022 Annual Procurement Plan Non-CSE (2nd Revision)	Submitted to Govt. Procurement Policy Board (GPPB): January 12, 2023	
5. 2023 Annual Procurement Plan Non-CSE (1st Revision)	Submitted to Govt. Procurement Policy Board (GPPB): July 5, 2023	



2023 Accomplishments

6. Procurement Monitoring Report (PMR) 2nd Semester of 2022	Submitted to Govt. Procurement Policy Board (GPPB): January 12, 2023	
7. Procurement Monitoring Report (PMR) 1st Semester of 2023	Submitted to Govt. Procurement Policy Board (GPPB): July 3, 2023	
8. Supplier's Evaluation	Evaluated and maintained the accredited list of One Hundred Sixty-one (161) Suppliers/Contractors	
9. Abstract of Quotations (AOQ)	Prepared three hundred fourteen (314) AOQ	
10. BAC (Bids and Awards Committee) Resolutions	Prepared One hundred sixty six (166) BAC res.	
11. Public Bidding	Ten (10) successful biddings	
12. Contract Agreements	Prepared and executed seventeen (17) Contract Agreements to different suppliers and contractors	
13. Notice of Award (NOA) and Notice to Proceed (NTP)	NOA Issued: 135	NTP Issued: 135
14. Purchase Request (PR)	PR Received: 185	PR Completed and Paid: 166
15. Work Request (WR) and Work Order (WO)	WR Received: 125 WO Issued: 112	WR Completed and Paid: 97 WO Processed/Approved: 94

The procurement section does not only function to source materials and services but also to negotiate deals, finalize contracts, monitor and evaluate suppliers, comply with all the protocols and requirements of the statutory agencies, and make use of technology to streamline processes.

b. Records Section

The Records Section's main role is to maintain, control, and preserve the record holdings of the agency. This includes proper preservation in the Archives Center and proper disposal of temporary files through and in compliance with the National Archives of the Philippines regulations. In addition to this, the Records Section also acts as a central communication channel (physical and email transactions) for the agency, which includes the proper and correct receiving and releasing of correspondences to and from the Office of the General Manager. Control and safekeeping of the agency's documented information (forms, procedures, manuals, and certificates gained by the agency) and media documentation is also part of the role of the Records section as part of and support for the continuous preservation of the district's history.

Control and Maintenance of Forms and Procedures

In accordance with ISO 9001:2015, SMWD has created 19 official forms and 5 official procedures, for a total of 24 new documents. 32 revised official forms and 10 revised official procedures, for a total of 42 revised documented information.



REQUEST FOR NEW/CHANGE DOCUMENT				
	NEW DOCUMENT REQUEST	DOCUMENT REVISION REQUEST	OTHERS	TOTAL REQUEST
FORM	19	32	1	52
PROCEDURE	5	10	0	15
TOTAL	24	42	1	67

Control and Monitoring of SMWD Internal/External Communications

Listed below is the tally of Physical and Electronic Communications Received, Released and Recorded for the year 2023:

PHYSICAL COMMUNICATIONS		
INTERNAL COMMUNICATIONS		
RECEIVED	RELEASED	TOTAL
267	33	300
EXTERNAL COMMUNICATIONS		
RECEIVED	RELEASED	TOTAL
959	639	1598
TOTAL RECEIVED	TOTAL RELEASED	GRAND TOTAL
1226	672	1898



ELECTRONIC COMMUNICATIONS		
INCOMING COMMUNICATIONS	OUTGOING COMMUNICATIONS	TOTAL
12,075	4,156	16,231

Starting in May 2023, the team has implemented the official form for the instructions of the general manager attached to communications to be routed to assigned personnel or sections for accomplishing the necessary actions needed to do with the routed communication.

Records and Archives Management: Records Inventory and Disposal



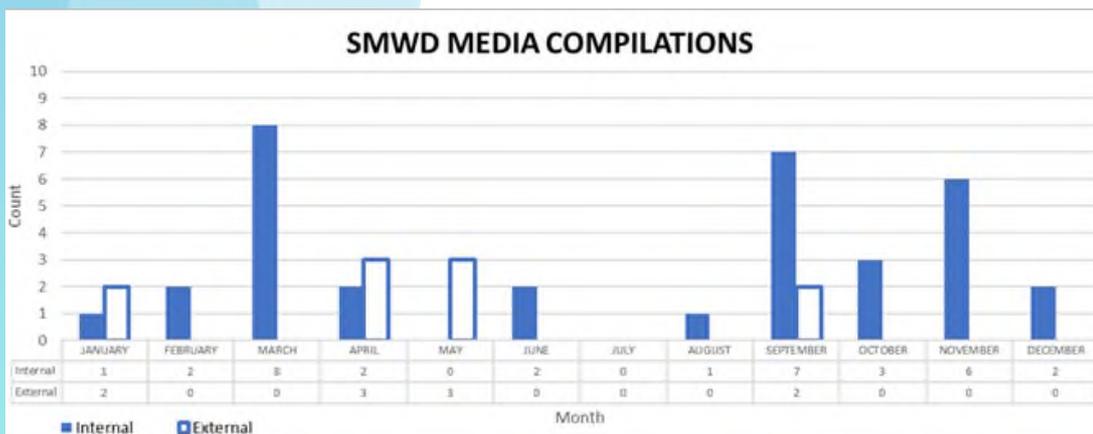
The Records Section successfully conducted general records inventory activity from March to June and submitted the required documents for records disposal to the National Archives of the Philippines (NAP) on June 19, 2023. Despite persistent coordination and follow-up with the NAP, the disposal action was not conducted.

File Transfer Requests

FILE TRANSFER REQUEST DETAILS		
	No. of Request	Total Boxes Transferred
Admin - Human Resource	3	8
Admin - MIS	2	2
Admin - Procurement	2	4
Admin - Records	1	1
Administrative	0	0
Construction and Maintenance	1	2
Customer Accounts	4	141
Customer Services	1	5
Engineering	1	2
Finance	4	44
General Services	0	0
Office of the General Manager	1	1
Operations Department	1	1
Water Resource	2	4
TOTAL	23	215

To maintain an organized and spacious work environment, the SMWD provided an official storage area for inactive records from different divisions. The transfer of those files is facilitated and monitored by the Records Section. There were 23 file transfer requests from various divisions and sections that were facilitated by the Records Section, for a total of 215 boxes.

Digital Records Management



A compilation of a total of 44 SMWD events and activities. The collection and preservation of such documents are important to provide evidence of the continuous history of the agency.

Freedom of Information (FOI)

SMWD has received a total of 31 FOI requests for the year 2023.



SMWD FOI REQUEST				
	Successful	Referred	Denied	TOTAL
Standard Request	20	0	1	21
eFOI Request	1	2	7	10
TOTAL	21	2	8	31



A Certificate of Compliance from the Presidential Communications Office was received in November 2023 for being fully compliant with the FOI regulations.



SMWD Records and Archives Center

In September 2023, the Records Section finally occupied the newly constructed Records and Archives Center. Even though the resources were limited, some activities were completed until December 2023. With the help of the Building, Grounds, and Facilities section, the team accomplished the dismantling of steel racks up to the transfer of map cabinets and blue prints. The transfer and archiving of permanent files and the full transfer of inactive files were halted since steel racks and supplies for archiving had already been fully consumed.



c. Management Information System (MIS) Section

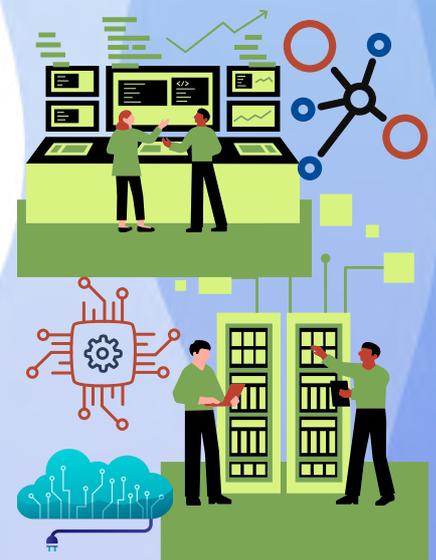
“EVERY INDUSTRY AND EVERY ORGANIZATION WILL HAVE TO TRANSFORM ITSELF IN THE NEXT FEW YEARS. WHAT IS COMING AT US IS BIGGER THAN THE ORIGINAL INTERNET, AND YOU NEED TO UNDERSTAND IT, GET ON BOARD WITH IT, AND FIGURE OUT HOW TO TRANSFORM YOUR BUSINESS.” — TIM O’REILLY, FOUNDER & CEO OF O’REILLY MEDIA

The Management Information System (MIS) section is a combination of two teams: the Information and Communication Technology (ICT) team and the Management Information Services (MIS) team.

The **Management Information Services (MIS) team** processes data requests from both internal and external sources. Also, the requests for digital and physical multimedia designs and layouts and audio-visual presentation creation were handled by this team. The approved media materials were utilized for SMWD's social media, website, and information campaigns, including advisories, announcements, pamphlets, tarpaulins, and posters.

As a pilot data bank, the team is also responsible for gathering, consolidating, preparing, and storing data from each section. For the purpose of tracking and monitoring changes, ensuring accountability and adherence to regulations internally, and the promptness of accommodating data requests from external stakeholders such as the Local Water Utilities Administration (LWUA), the Philippines Association of Water Districts Inc. (PAWD), local government units (LGUs), Phil. Statistics Authority (PSA), and other government agencies.

On the other hand, the **Information and Communication Technology (ICT) team** is in charge of technological aspects such as system development, network security, computer hardware maintenance, and all computer-related concerns. The developed systems aim to manage the three key challenges: cost efficiency, service quality, and contribution to productivity. For the year 2023, the team offered four accomplished and successful systems, i.e., the application programming interface (API) system, the water resource mobile application (WMRA), the document tracking system (DTS), the field services mobile assistant-billing verification and inspection order (FSMA-BVIO), and the television (TV) interconnectivity application (Digital Bulletin).



Application Programming Interface (API) System

The increasing number of clients and/or concessionaires who prefer paying online instead of visiting the office during the disconnection date has resulted in increasing complaints because their water connection was disconnected despite being able to pay online. To address these complaints from clients and/or concessionaires, the Customer Accounts Division was assigned to update the payment process, and with the help of the MIS Section, consider real-time posting of payments through the use of an API system as a solution. Through constant communication of the Customer Accounts Division with their counterparts from their collecting partners, they were able to identify ECPay as their partner for the implementation of the real-time posting of payments.



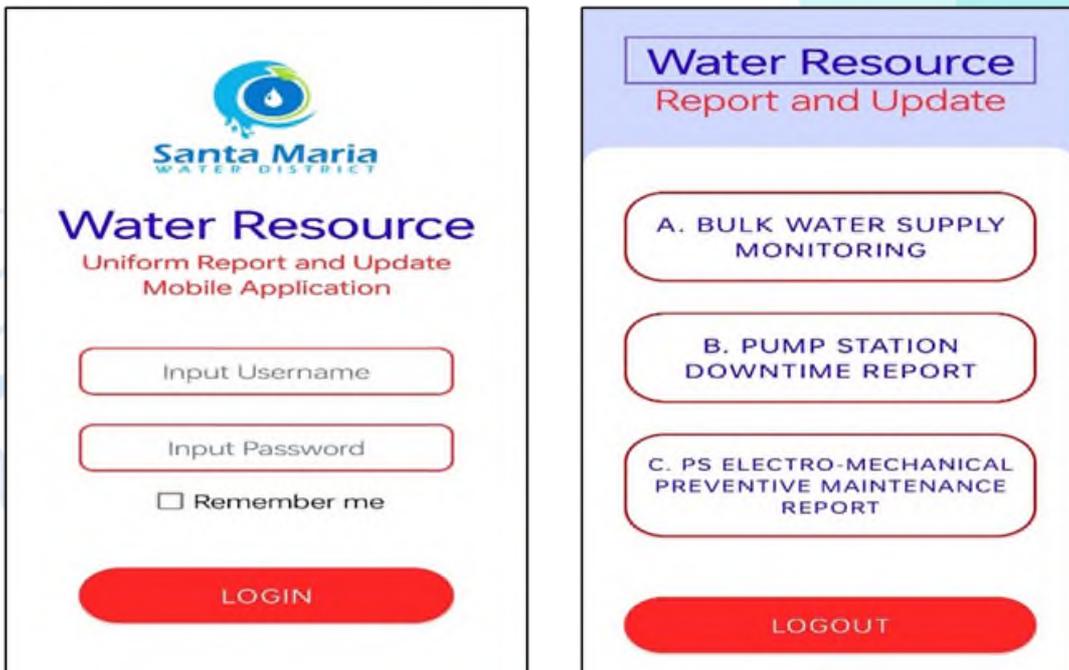
The reason defined for developing an API system is that accounts are being disconnected from the system due to late posting of payments from collecting agents and redundancy of work. The API system retrieves the concessionaire's most recent bill and posts the payment in real time. The development began in June 2022 and was completed in September 2022.

The testing and debugging period runs from October 2022 to November 2022. During this time, the MIS corrects the minor errors that have occurred and addresses any other user concerns. However, the implementation took some time because ECPay was not yet ready to provide their system and requested the extension, which connects to the API system. The API system went officially live in December of 2023.

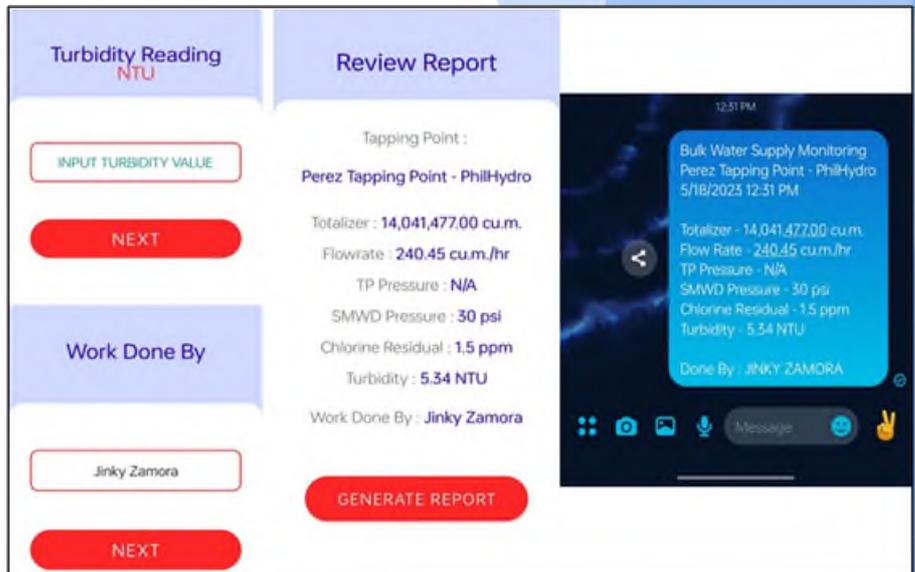
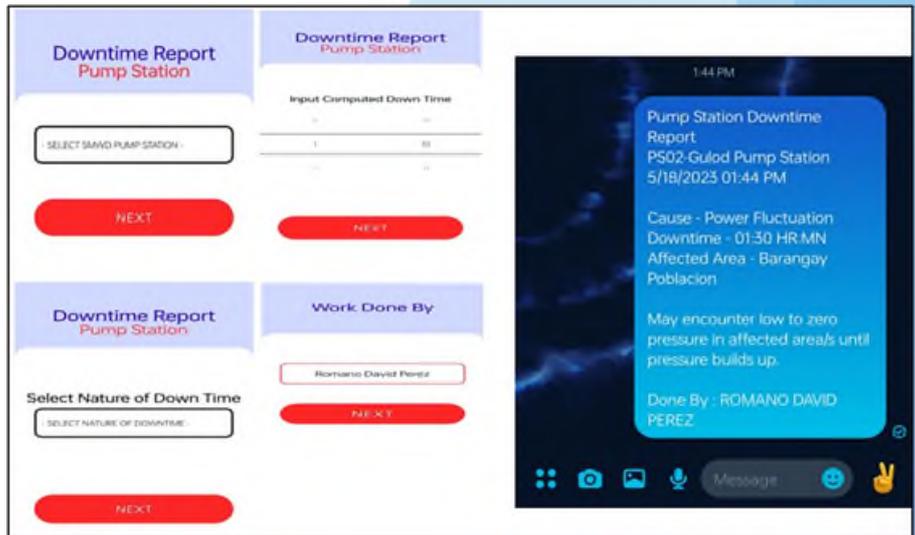
With the implementation of the API, payments from collecting partners that are posted to the Billing and Collection System of Santa Maria Water District take at least 2 (two) days; now, their payments are being posted within a minute. This digitalization has minimized the complaints of accounts being disconnected due to the late posting of their payments to the system. Also, Santa Maria Water District benefited from the API system in terms of cost-cutting. The expenses incurred for printing the official receipt issued by the office-based collectors have decreased. The water district saved an estimated P200,000.00 in printing costs for official receipts in 2023. Additionally, Santa Maria Water District achieves customer satisfaction with more clients, and/or concessionaires are appreciating the online payment for an uninterrupted water supply even if they pay on the day of their disconnection. Reconnection of accounts paying through the different online platforms is immediately processed upon their online payment



Water Resource Mobile Application (WRMA) System

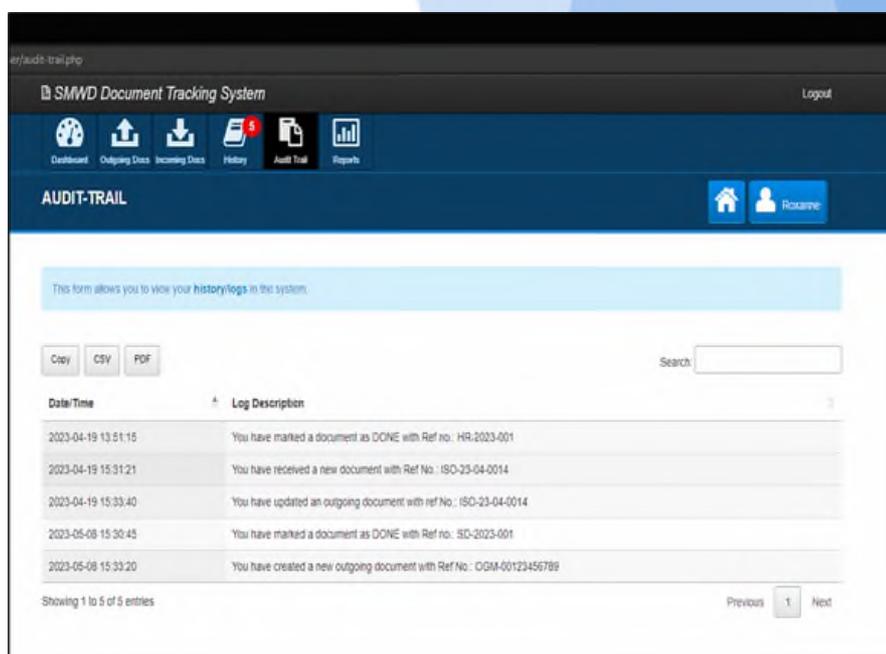
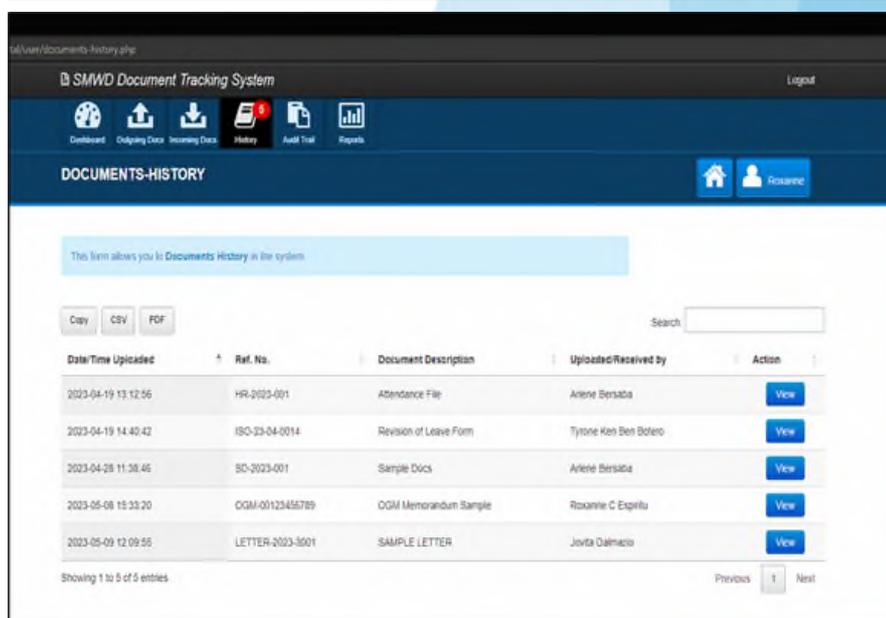
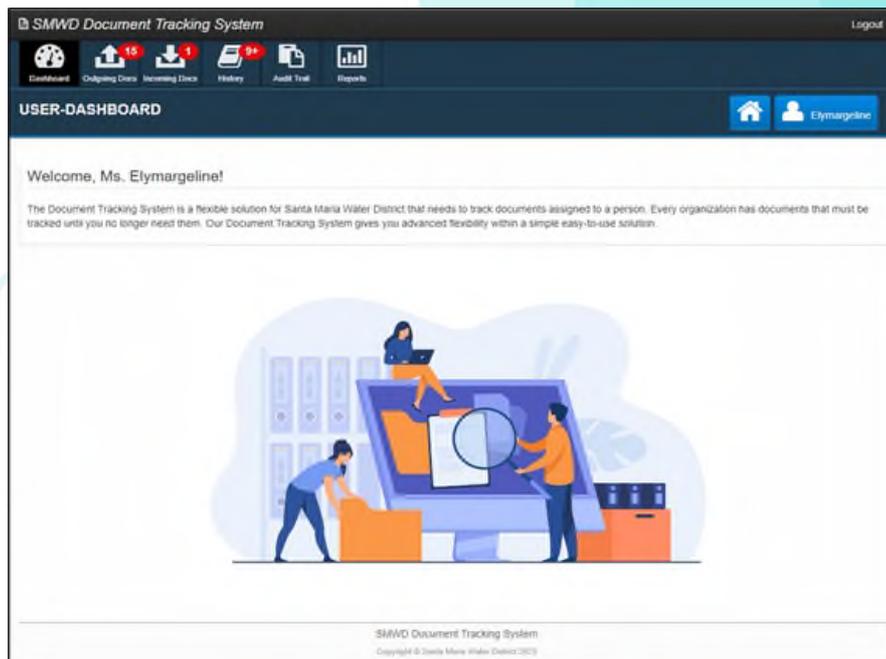


The second system was requested by the Water Resource Division. The request aims to standardize the water resource division's reporting process. The application's development began in March 2023, with testing and debugging taking place until April 2023. The system went active in May 2023.



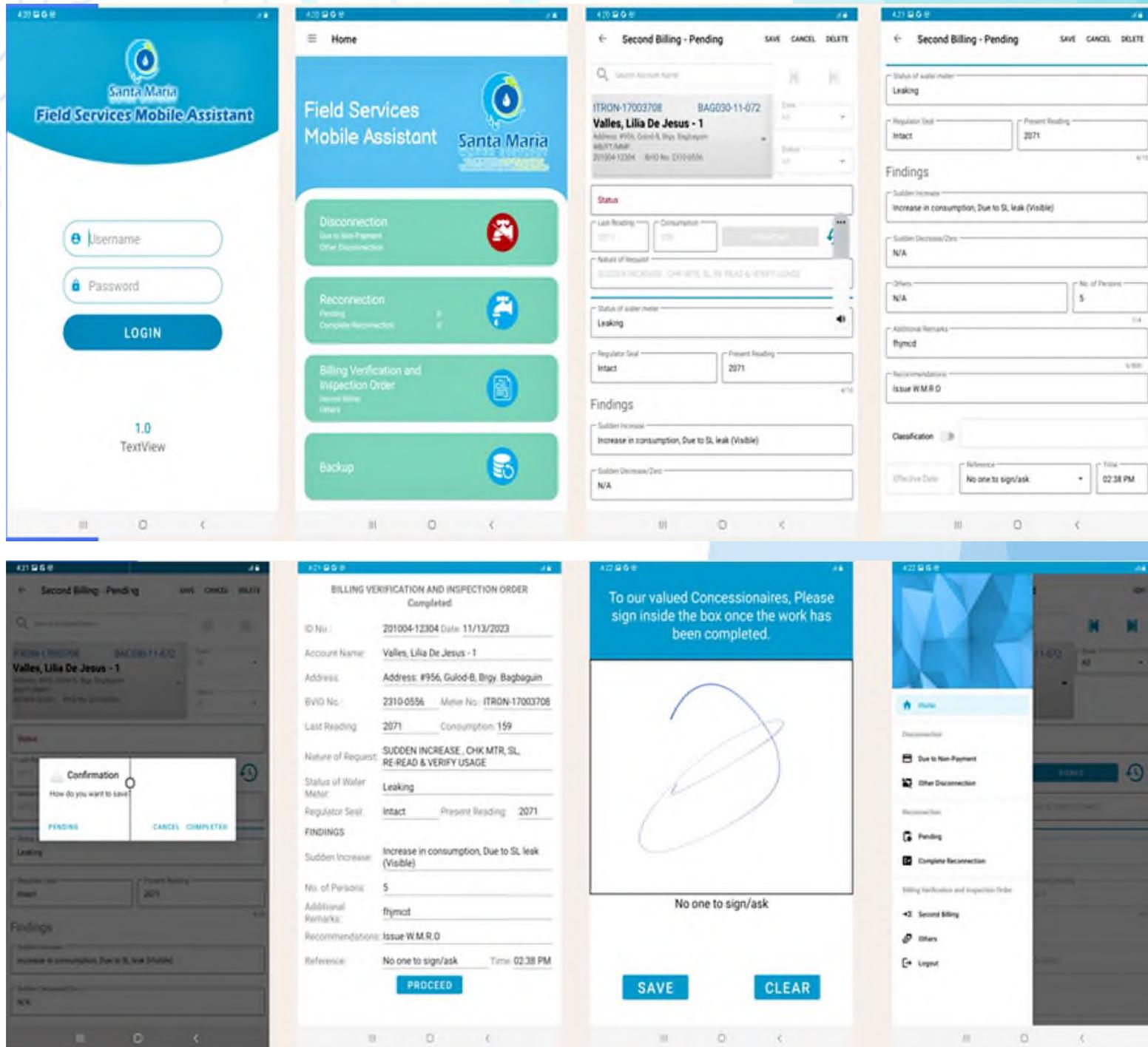
Document Tracking System (DTS)

Monitoring the flow of files within an organization is not an easy task. As a solution, this system was developed to improve the efficiency of obtaining documents at any time. As document loss along its transmission within the organization was a prolonged concern, it is critical that this system be used to trace the movement of documents from their origin to their destination(s). The system is intended to function as a centralized platform for document destination tracking and to comply with the document's prescribed timeline. Because of this project, employees involved with documentation will be able to easily track and monitor documents for company operations. For the company, this system will improve efficiency, enhance security, ensure compliance, and streamline workflows. The development process began in February 2023 and was completed in April 2023. In June 2023, MIS conducted a system demonstration and finalization of the system.



Field Services Mobile Assistant (FSMA) **for Billing Verification and Inspection Order (BVIO)**

Field Services Mobile Assistant, or FSMA, had been an asset for the field employees of SMWD. To further utilize this application, a proposal to include the process of billing verification and inspection was proposed.



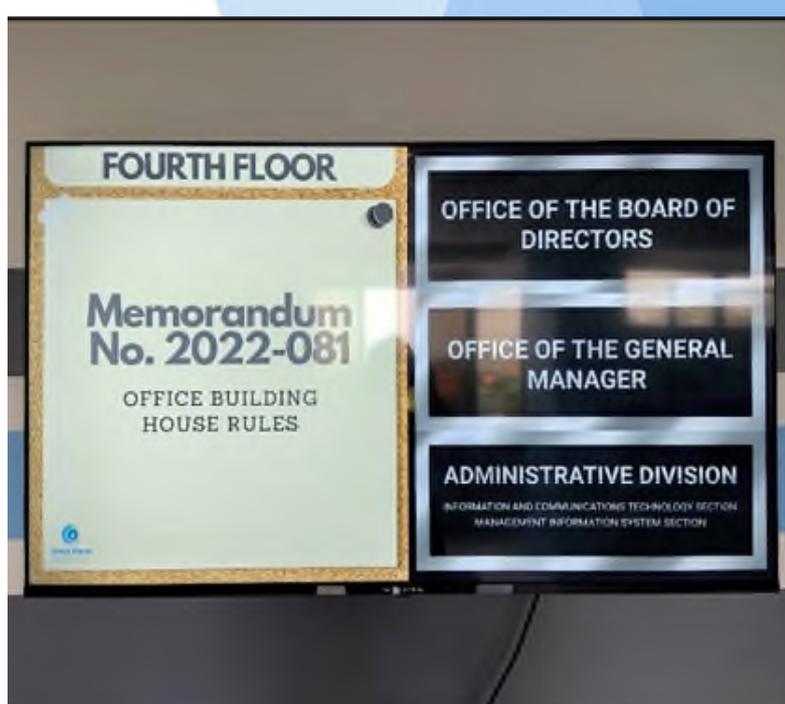
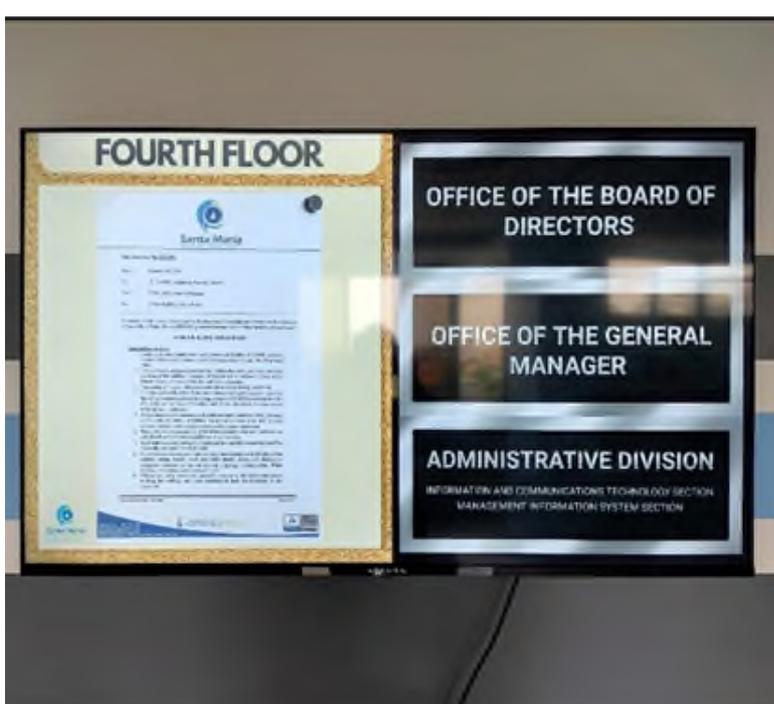
The system was developed to cut down on mistakes and delays. This new technology will improve the efficiency of the field service procedure as a whole. The advancement of field service operations performance by standardizing classifications and improving monitoring will guarantee that jobs are executed perfectly and on time. The application's development began in June 2023, with testing and debugging taking place until November 2023.

Digital Bulletin: TV Interconnectivity Application

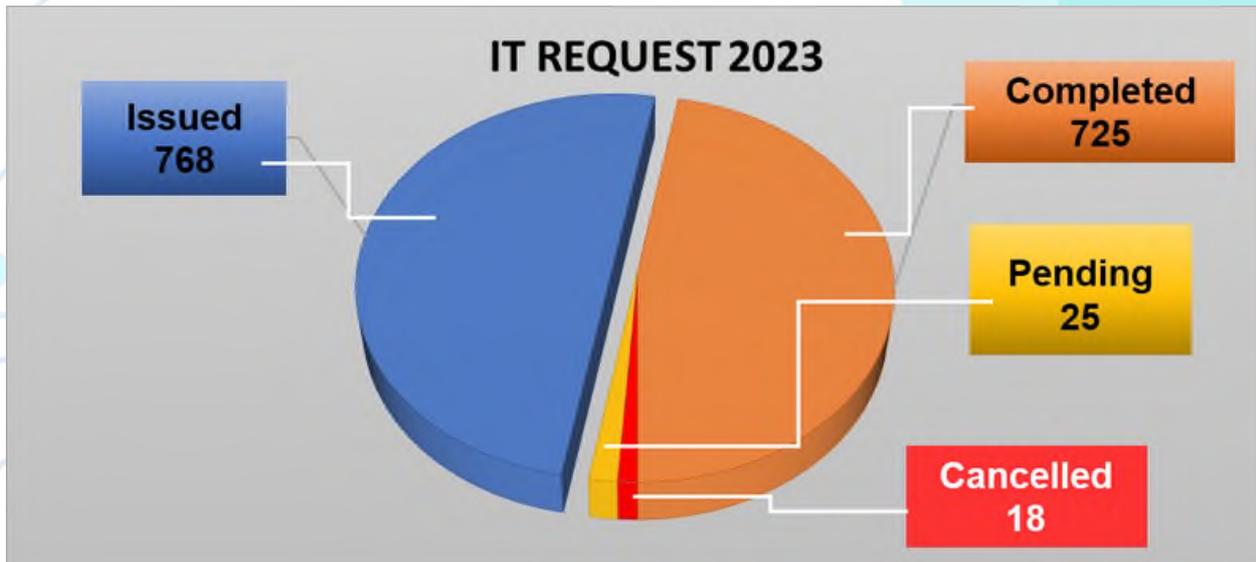
Bulletin boards, traditionally, are often made of a material such as cork and used to post alerts, emergency messages, announcements, and many other aspects of internal communication in the workplace. This is used to keep employees informed about company news, policy updates, and upcoming events. To upgrade this idea and to utilize the television assigned to each floor of the SMWD building, a proposal for digitalization was made.



The purpose of the Android TV application is to ease the updating, revising, and uploading of announcements and directories to the digital TV bulletin, replacing the usual notice board with lots of paper posting. This promotes paperless announcements, which is essential for cost efficiency. The application's development began in July 2023 and was implemented in August 2023.

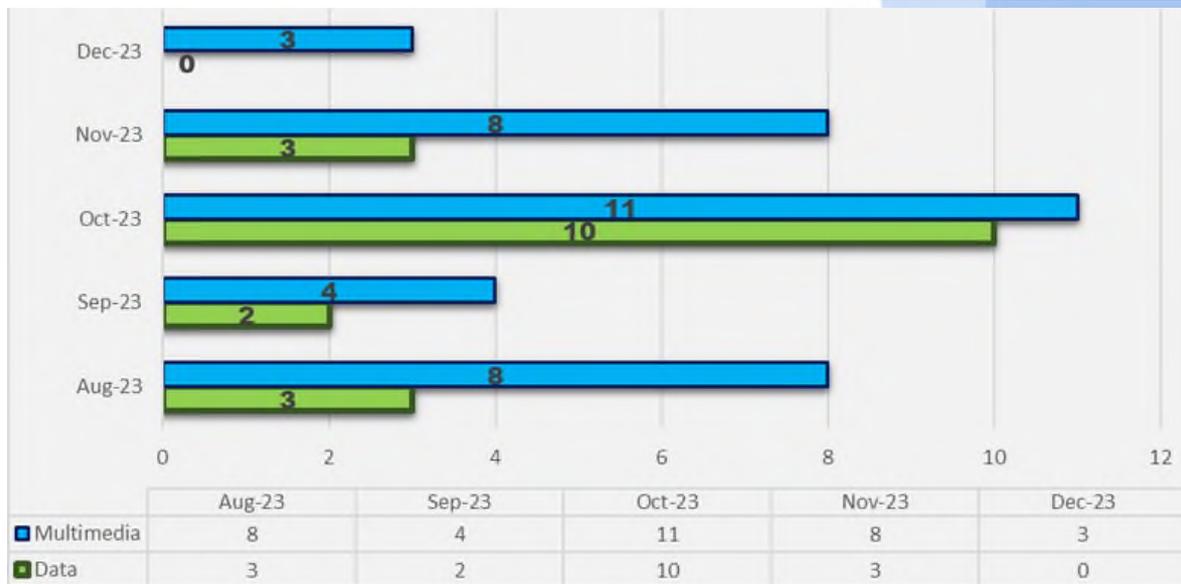


I.T. Request (ITR) Year End Summary Report



Internal Data Request (IDR) Year End Summary Report

Management Information Services 2023						
Internal Data Request Issued 2023	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Total
Data	3	2	10	3	0	18
Report Lay-out	1	0	1	0	0	2
Requisite	2	2	9	3	0	16
Multimedia	8	4	11	8	3	34
Audio-Visual Presentation (AVP)	2	0	2	0	0	4
Indoor Photo Shoot	0	1	1	1	0	3
Lay-out/ Design	6	3	7	4	2	22
Lay-Out/Design PhotoShoot	0	0	1	3	0	4
Outdoor Photo Shoot	0	0	0	0	1	1
Total						52



d. Human Resource (HR) Section

The Human Resource (HR) Section is a combination of two teams: the Human Resource Management (HRM) team and the Human Resource Development (HRD) team.

The **Human Resource Management team** is responsible for the following tasks: the hiring and recruitment process of job applicants; screening and renewal of current employees; monitoring and supervising the personnel 201 files and HR database; and report generation for attendance or timekeeping, payroll, remittances, and loans.



Recruitment

For HR, finding and hiring new employees has never been easy, especially because there are not many qualified applicants and most of them turn down offers of higher compensation along with job order status. The common difficult recruitment circumstances were the following: not meeting the minimum qualifications, like eligibility, the driver's license requirement, and the necessary skills for the position; application withdrawal with reasons for other job offers; long waiting time for the schedule of the panel and the final interview; and lastly, no current available positions based on the qualifications and interests an applicant possessed.



Recruitment implemented the in-person process approach for the panel and final interviews, as well as the administration of pre-employment examinations that covered the standardized psychological tests and constructed basic-skill tests relevant to the job position, like the "Maintenance Man," while preliminary interviews were conducted by phone.

To further boost the manpower, Santa Maria Water District is one of the fifty (50) participants in the Job Fair dated March 18, 2023, at the District Office, Poblacion, Santa Maria, Bulacan, aiming to stretch support for prioritizing livelihood and employment as a means of advancing our economic progress.



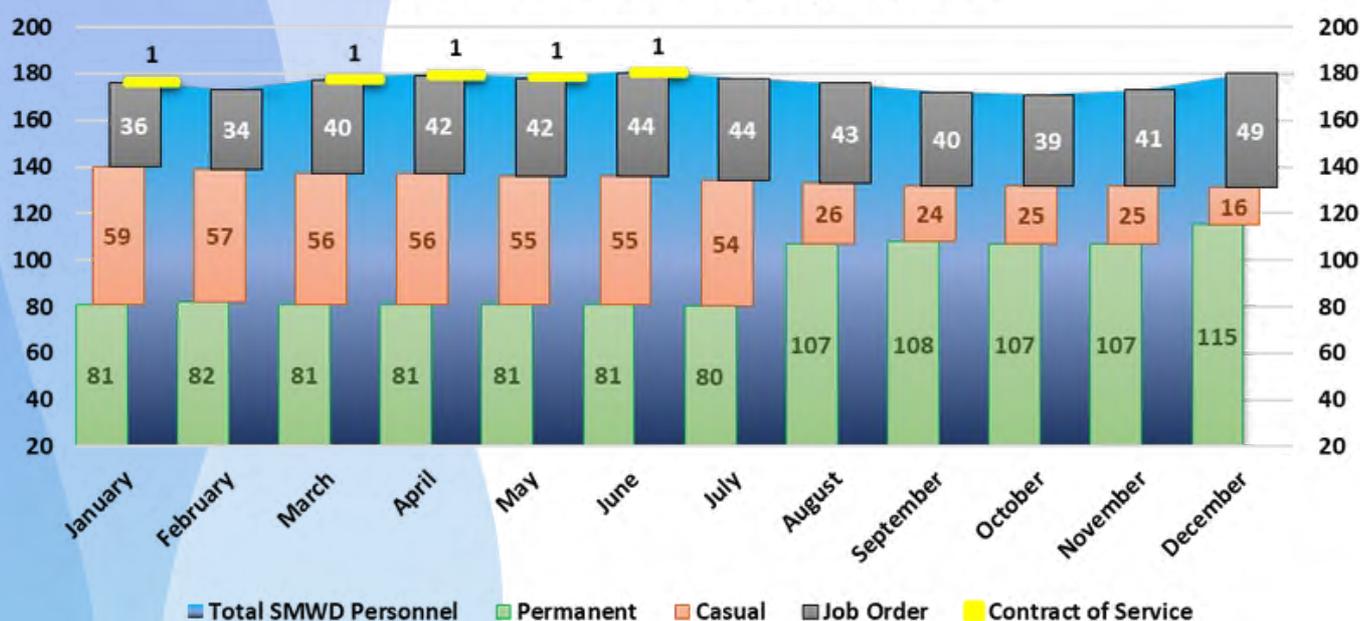


Out of the **eighty-three (83)** applications that were submitted at the job fair, **twenty-seven (27)** were found to be qualified after the first evaluation, and **fifteen (15)** were set to have a pre-employment test.



Below is the detailed chart of SMWD personnel trend per month for the year 2023.

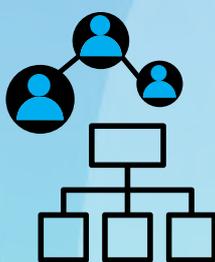
2023 Personnel Trend per Month



Additional plantilla positions

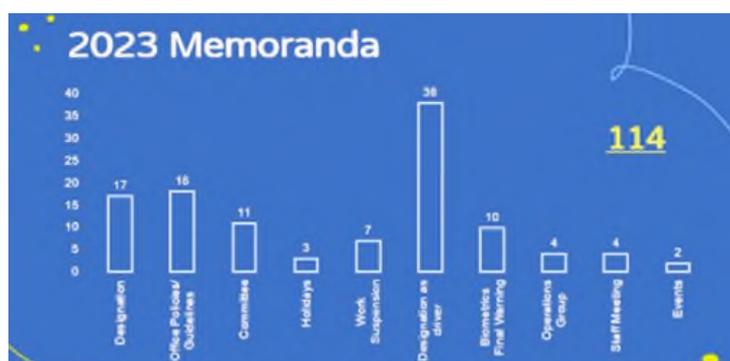
The Civil Service Commission—Field Office (CSCFO) directed the local water districts of Bulacan that acceptance of casual appointments without a DBM-approved plantilla would be repudiated.

On June 27, 2023, the SMWD submitted a request for **additional sixty-nine (69) plantilla positions**, and the DBM approved it on July 10, 2023, resulting in a total of 178 SMWD plantilla positions. These vacant positions were submitted and then published by the CSCFO. The published positions were posted at three (3) conspicuous places: the SMWD Office front door, the SMWD Extension Office (Farmacia), and the PESO Office of the Municipality of Santa Maria.

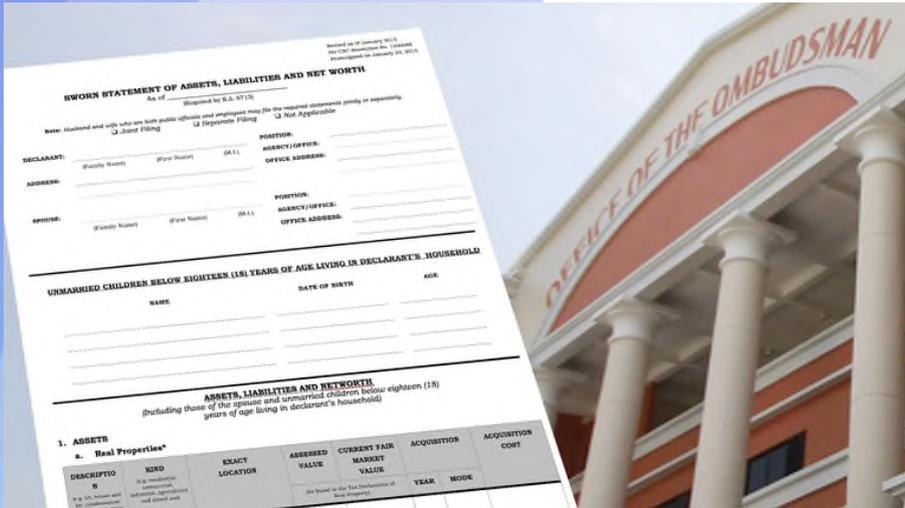


Personnel Memoranda

With regard to the existing policies of the agency, **the one hundred fourteen (114) memoranda** were reviewed and recommended for revision for additional and updated office policies for their proper and efficient implementation and to avoid outdated policies.



Statement of Assets, Liabilities and Net Worth (SALN)



In Republic Act No. 6713, the “Code of Conduct and Ethical Standards for Public Officials and Employees, all public officials are required to file their respective statements and disclosures within 30 days after assumption of office, on or before April 30 of every year thereafter, and within 30 days after separation from the service.

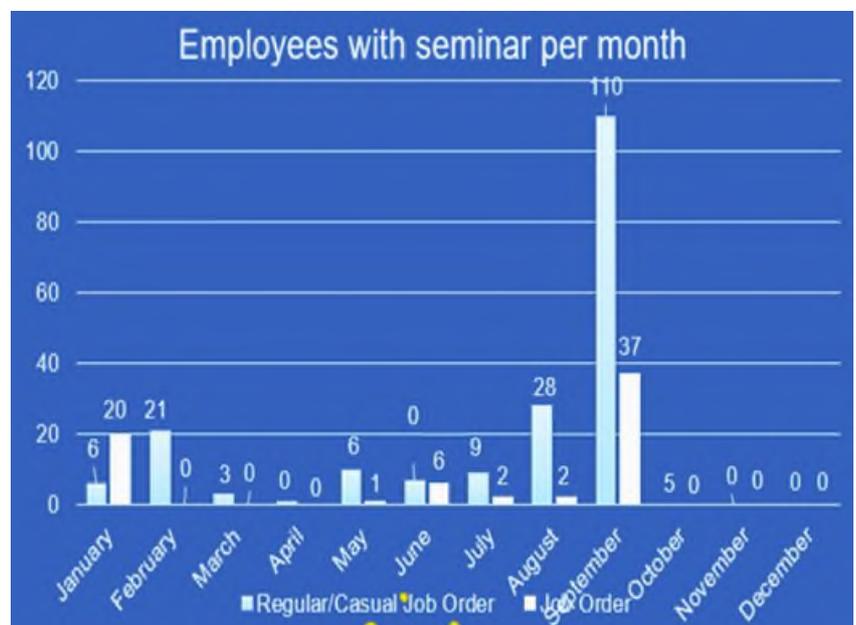
In compliance with RA No. 6713, the SMWD employees have completely filed and submitted their SALN as of December 31, 2022, on April 25, 2023, and successfully transmitted all SALN of its employees, including members of the Board of Directors, to the Office of the Ombudsman on June 27, 2023. In addition, the Office of the Ombudsman received SALNs from all recently appointed and separated public officers as of 2023.



The second team is the **Human Resource Development team**, which aims for the welfare and development of employees as well as the organization as a whole. They are responsible for the orientation, training, gender and development programs, incident monitoring, grievance machinery, and HR activity documentation, as well as the monitoring of performance evaluation, rewards, and recognition.

Training and Seminars

Face-to-face events such as orientation, conventions, trainings, and meetings are back, resulting in a total of **89%, or 169 employees**, attending relevant trainings.





The management team of SMWD was able to attend the PAWD Convention held at the SMX Convention in Pasay City, Manila.



Additionally, SMWD also hosted a series of in-house seminars designed specifically to empower and support its employees, ensuring their continued growth and success within the organization.



Santa Maria Water District – BAC Committee and End-Users
In-house training on R.A. No. 9184 and its 2016
Revised Implementing Rules and Regulations

Perfect Attendance of the Year Award

At the Santa Maria Water District (SMWD) staff meeting, an employee who successfully achieved zero absences, tardiness, or undertime for job orders, as well as zero vacation, sick leave, tardiness, or undertime for regular and casual on their record for the entire year, will be recognized and awarded a Certificate of "Perfect Attendance of the Year" along with a small token by the General Manager. This is to honor staff members who are willing to arrive at work promptly in accordance with their designated work schedule.

The achievement of being named the perfect attendance of the year is an appropriate reward for their perseverance and eagerness to work on their given work schedule.

The recipients of the **2023 "Perfect Attendance of the Year" award** were twelve (12) regular workers, one (1) casual employee, and three (3) job order employees.



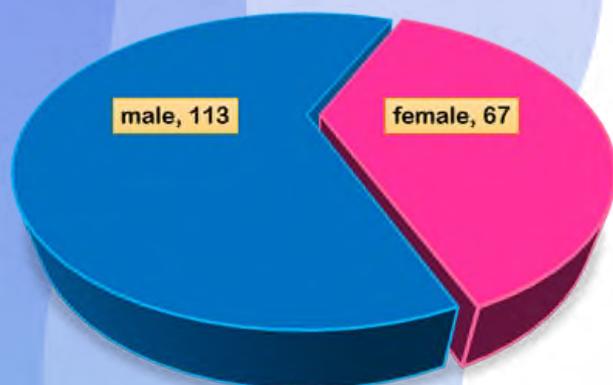
Loyalty Award

Every year, a loyalty award is given to those employees who reach a milestone of ten (10) years of public service and every five (5) years thereafter. Dedicating their years to SMWD is truly admirable. This year, there are six (6) employees who were awarded and received an amount of P5,000 in cash. The PRAISE Committee proposed a revision to the tokens to be received by employees for their milestones as appreciation for their years of loyal, dedicated, and committed service to the agency. A video presentation of their journey in SMWD was also played. The awarding happened on September 14, 2023, at Rosmen Pavillion, Brgy. Parada, Santa Maria, Bulacan, and was led by the Board of Directors and Engr. Carlos N. Santos Jr. (General Manager).



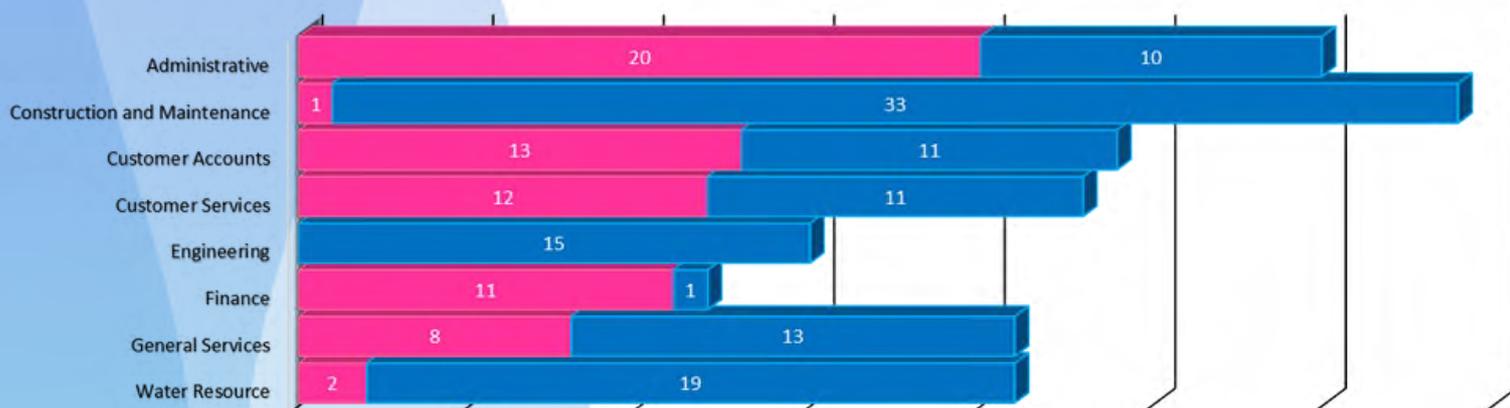
Gender and Development

SMWD Gender Pie 2023



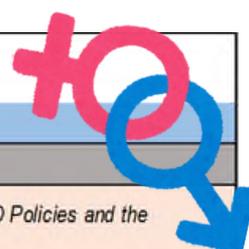
The GAD's main purpose is to analyze the causes of gender inequality within the context of relations between women and men and social structure, and to change stereotyped divisions of labor as well as institutions and systems that bring about gender disparity. It is important in the Philippines because it promotes women's empowerment and ensures that their full participation becomes essential for society. It has been formed by the government to respond to the gender imbalances and inequalities existing in the country.

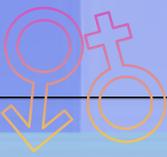
Santa Maria Water District Gender Distribution per Division



SMWD actively supports GAD with its list of activities for 2023.

GENDER AND DEVELOPMENT PLAN of ACTIVITIES (CY 2023)	
Actual Result (Outputs/Outcomes)	
Client - Focused	
91 orientation sessions was conducted via Zoom to inform	670 Male and 864 Female (Total: 1,534) New Concessionaires on the SMWD Policies and the importance of water conservations
Educate	187 Male and 149 Female (Total: 336) Students of different levels in Mag-Asawang Sapa Elementary Schools about the significance of water and the importance of water conservation for future generations and distributed hygiene kits to emphasize the importance of proper hygiene.
Brigada Eskwela 2023	SMWD participated to Brigada Eskwela 2023 to repair and maintain water faucets and pipe connection; repair leaks and broken water pipes; and check and renovate water system of the 3 public school.
	Sold various waste materials, empty chlorine drums, shredded paper, tires, used oid, and fire extinguishers that earned a total amount of P 115,103.00
	Design and Construction of Pump House with Booster Pump and Glass-Fused-To-Steel Bolted Ground Level Reservoirs to benefit 4,324 existing and additional concessionaires Brgy. Bulac and Brgy San Vicente (ADB Loan)
1.	1,244 LM pipelines laid to benefit 21,738 existing and additional Concessionaires of 8 barangays (Brgy. Camangyanan, Brgy. Caypombo, Brgy. Guyong, Brgy. Sto. Tomas, Brgy. Sta. Clara, Brgy. Sta. Cruz, Brgy. San Jose Patag, and Brgy. Poblacion)
2.	Total of 3,988.57 LM for Bulk water supply to benefit 17,564 existing and additional concessionaires of 10 Barangays (San Vicente, Tumana, Parada, Buenavista, Camangyanan, Mparang, Poblacion, San Gabriel, Sto. Tomas, Patag, Bagbaguin)
3.	Provided water (water rationing activity) for everyday use of 17,037 concessionaires on the absence of enough supply due to Bulk Water Supply high turbid water in Brgy. Pulong Buhangin, Cay Pombo, Guyong, Balasing, and M. Sapa from January 7 to January 11, 2023





GENDER AND DEVELOPMENT PLAN of ACTIVITIES (CY 2023)

Actual Result (Outputs/Outcomes)

Organization - Focused

Attendance of GAD Focal Point System (GFPS) committee and sub-committee on 6 meetings to proposed Programs that will address gender issues in the workplace attended by - **32 Female and 17 Male**

Attendance to Gender and Development (GAD) 5 Seminar Attended by: **9 Female and 8 Male**

111 Male and 64 Female SMWD employees undergo drugtesting on November 28, 2023 and December 05, 2023 to show that SMWD is a **drug-free workplace**

110 Male and 67 Female SMWD employees got their flu vaccine as part of the SMWD Anniversary on September 29, 2023

November 16 2023 - 6th District - Flu Vaccine Activity

As a start on the Risk Reduction, **2 male** attended occupational Safety & Health Center (OSCH) - 1 on August 11, 2023 at Oasis Hotel Clark, Angeles, Pampanga

17 Male and 13 Female employees participated different blood letting activities to save lives of patients who are in need of blood. Giving blood is a life saving action. SMWD aims to contribute in any help to the best interest of the public and it will continue to support the blood letting activity of the different organizers.

1. Encourage **116 male and 67 Female employees** to wear the Purple T-shirt every Wednesday of the March 2023.

2. Educate **116 male and 67 Female** employees on women's empowerment and how they came to fight for equality, gender stereotyping, and discrimination thru Film Showing on March 22 and 29

3. Since it Women's Month, a Make-up Tutorial / Training was provided to **67 female** SMWD employees on March 22 & 29

1. Attendance of **116 male and 67 Female employees** employees to In-house Seminar/Workshop on Basic Plumbing on September 27-28, 2023 conducted by Engineers of Construction and Maintenance Division

Appreciation to **114 Male and 61 Female** of SMWD Employees on celebration of Valentine's Day & SMWD Anniversary

A total of **75 SMWD Employees** participated to monthly SMWD Zumba Activity that will improve their quality of life and maintain their functional skills.

A total of **53 Kids** of SMWD Employees join the first ever Halloween Activity on October 31, 2023

10 employees participated to CSCFO-CPO "Zumba Fun Walk for a cause" on September 1, 2023 at Malolos Sports and Convention Center, Malolos City



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.



(A) Total Corporate Budget of SMWD	(B) Total of Organizational Focused	(C) Total of Client Focused	(D) Total GAD Actual Cost/Expenditure	(E) Percentage
346,818,142.00	720,353.55	16,475,526.89	17,195,880.44	4.96%

On September 18, 2023, the SMWD GAD Plan and Budget for Y2023 were sent to the Local Water Utilities Administration (LWUA).

SMWD ACTIVITIES



BLOOD-LETTING ACTIVITY

“A humble way to save other people’s lives.”

Together with the Philippine Red Cross, SMWD employees happily joined the activity entitled “Dugo Mo Buhay Ko,” facilitated by the alumni of Batch '88 of Sacred Heart Academy.



BULACAN ASSOCIATION OF WATER DISTRICTS (BAWD)



SMWD, supporting the Bulacan Association of Water Districts (BAWD) activity, continues its annual visitation at the tree planting and cross site in Biak-na-Bato.

APRIL 4, 2023

“A way to reflect and offer sacrifice in joining the “way of the cross”



SMWD sent five (5) donors to the BAWD bloodletting activity at the Cayetano Sports Complex in Wawa, Balagtas, Bulacan.

MAY 16, 2023

“A humble way to save other people’s lives.”



For the sports competition, the BAWD organized a basketball tournament that was open in May 2023. The SMWD team played a total of eight games, including the semis and finals, getting placed as the 3rd runner-up in this event.

MAY 19-JULY 21, 2023

“Teamwork makes the dream work.”

GENDER AND DEVELOPMENT (GAD)



In celebration of the Feast of Saint Valentine, or Valentine's Day, all SMWD employees participated in wearing civilian attire whose color corresponded to their relationship's status. Aside from this, chocolates were distributed as an expression of SMWD's Valentine's Day appreciation for its personnel.

"Rare as is true love, true friendship is rarer."

FEBRUARY 14, 2023



"National Women's Month:

"Promote gender equality and women's empowerment."

To reflect on the progress in our country in terms of gender equality, motivate the female employees, and boost their confidence and self-esteem.

MARCH 8, 2023



"#PurpleWednesday"



Throughout the years, this has been our traditional Women's Month activity. Employees are encouraged to wear purple on every Wednesday of the month beginning March 8, 2023, to show our support for women's month advocacy.

GENDER AND DEVELOPMENT (GAD)



"#NWMCZumbaSMWD"

Endorsing a healthy body and improving social relations between employees.

MARCH 9 & 21, 2023

"Shake off the stress, dance away your worries, and Zumba your way to happiness!"



JANUARY 6, 2023



APRIL 20, 2023



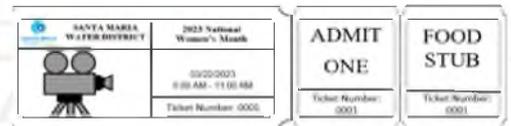
APRIL 28, 2023



NOVEMBER 24, 2023

GENDER AND DEVELOPMENT (GAD)

“Film Showing and Make-up Tutorial”



MARCH 22 & 29, 2023

The film educates women's empowerment and how they came to fight for equality, gender stereotyping, and discrimination. This was attended by 43 employees each in two batches.



A make-up tutorial was provided for all female employees, with 16-17 employees in each batch, and make-up kits as tokens were distributed.



GENDER AND DEVELOPMENT (GAD)

“Halloween Activity”

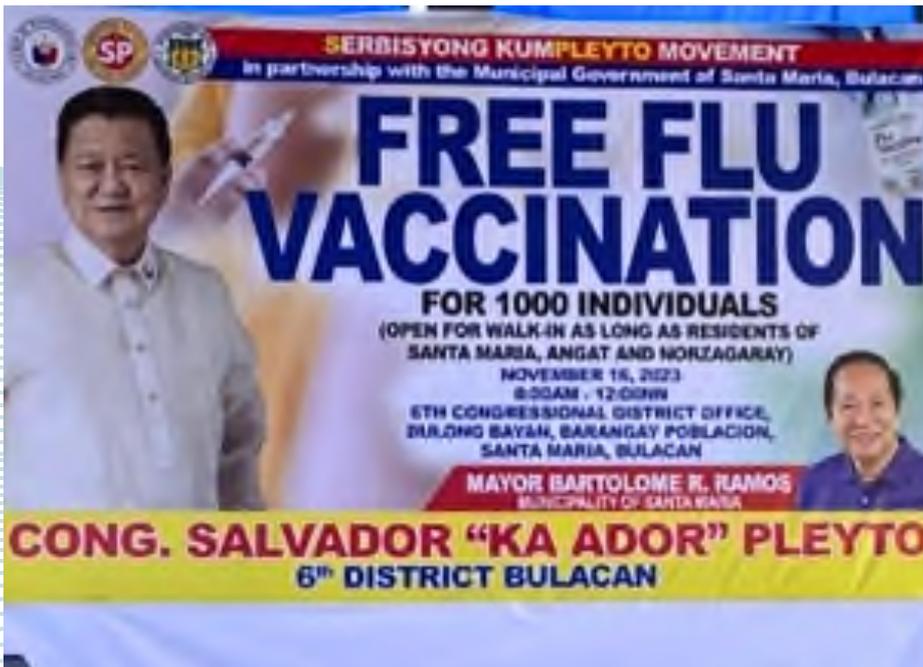


OCTOBER 30, 2023



Igniting creativity and imagination among employees and children, the Halloween Trick or Treat encouraged them to think outside the box by creating a unique character and develop their problem-solving skills. Additionally, the festive atmosphere of Halloween inspires children to engage in imaginative play with others, further enhancing their social and cognitive development.

NOVEMBER 16, 2023



As the SMWD employees were flu vaccinated, the free flu vaccination program of the sixth district office extends to the employees' family and relatives.

GENDER AND DEVELOPMENT (GAD)

“Breast Cancer Awareness”



SMWD employees wore anything in pink as part of their participation in breast cancer awareness.

OCTOBER 23, 2023



(Batch 1)

Mandatory Drug Test: “New Building, New Beginning” “SMWD is a Drug-Free Workplace”

The mandatory drug testing covered all urine specimens of a total of 173 employees.

(Batch 2)



NOVEMBER 28, 2023



DECEMBER 5, 2023

GENDER AND DEVELOPMENT (GAD)

“Basic Plumbing Workshop / Seminar”

SEPTEMBER 27 & 29, 2023



As part of the GAD activity, the SMWD conducted an in-house training on basic plumbing, which was led by the engineers of construction and maintenance. All SMWD personnel would benefit from learning fundamental plumbing methods in this course so they can use them as needed in their daily lives.

CIVIL SERVICE COMMISSION (CSC)

“Zumba Fun Walk for a Cause”

In celebration of the 123rd Philippine Civil Service Anniversary (PCSA), the Council of Personnel Officers Bulacan Chapter, Inc., in partnership with the Civil Service Commission (CSC) Field Office Bulacan, conducted a “Zumba Fun Walk for a Cause,” participated in by SMWD at the Malolos Sports and Convention Center, Malolos City, Bulacan, with a program prior at the Capitol Gymnasium.



SEPTEMBER 1, 2023

SMWD 37TH ANNIVERSARY



The designated anniversary committee successfully organized a month-long celebration in honor of the 37th SMWD anniversary.

“Employee Appreciation Day”

Distribution of Anniversary Shirt, Tumbler and Rice Assistance Y2022.

“At the heart of our achievement is a team of exceptional individuals. Your efforts are truly appreciated.”

#SMWD@37



SEPTEMBER 1, 2023

“Commercial Booth Fair”



SEPTEMBER 11, 2023

SMWD's Commercial Booth welcomed everyone.

Fair participated by the following stores: Sunlife, Abenson, Red Ribbon, Ever Bilena, and Health City Laboratory & Diagnostic Center.

SMWD 37TH ANNIVERSARY



SEPTEMBER 1-13, 2023

“Trivia Questions”

22 questions about Santa Maria Water District history posted in SMWD GC made every SMWD employee excited, as it is equivalent to a prize.

“Egg Hunt”

Another anniversary activity was the egg hunt challenge. Colorful eggs were placed in different areas of the new SMWD building. The challenge was to find the eggs; different colors equal different cash prizes. An egg hunt game encouraged employees to work together and collaborate, a truly fun and exciting way to boost morale, help lift each other's spirits, and enhance communication. Prizes were awarded in the actual celebration.



SEPTEMBER 11-14, 2023

SMWD 37TH ANNIVERSARY

Other Activities:

Food Carts - Mixed Balls, Juju Juice and Ice Cream for Employees



Influenza vaccination for SMWD Employees with neck pillow



Food Cart - Fries, hotdogs, cheese sticks, Juju Juice and Ice Cream for Concessionaires



Zumba Activity



SEPTEMBER 1-13, 2023

Thanks giving mass and Blessing of new service vehicles



The celebration started with a Holy Mass led by Msgr. Alberto R. Suatengco, P.C. to give gratitude to the Lord Almighty for another year He had given to SMWD, followed by the blessing of new SMWD service vehicles. The SMWD Chorale led the singing during the mass.



SMWD Amazing Chorale

SEPTEMBER 14, 2023

SMWD 37TH ANNIVERSARY



The SMWD 37th anniversary celebration was held at the Rosmen Pavilion and Resort in Manggahan, Santa Maria, Bulacan.

“ T h e C e l e b r a t i o n ”



As a yearly tradition, the ever-anticipated performance of newly hired employees was presented, split into two performances: dancing and singing.



SMWD YEAR-END CELEBRATION



"Welcome Patak 2.0" and "Let's Go PASTEL 2023"

The year-end celebration was at the Marian Grand Pavilion in Poblacion Santa Maria, Bulacan. The new SMWD mascot "Patak" was also launched at this date, adding color to 2023's theme of "Pastel," which inspires a softer look and a more calming, soothing, and peaceful vibe as we conclude the year.



DECEMBER 15, 2023

SMWD YEAR-END CELEBRATION



Distribution of Give-aways to employees and its outsource.



DECEMBER 28, 2023

2. Finance Division

The Finance Division is in charge of recording the financial and operational transactions of the SMWD, which include billing, collection and deposits, disbursements, procurement, inventory, and taxation, as well as preparing financial reports. It is composed of three (3) sections, namely: 1.) Accounting Section; 2.) Cash Management Section; and 3.) Budget and Internal Control Section.

a. Accounting, Cash Management, & Budget and Internal Control Section



“The Department of Budget and Management (DBM) Secretary Ameh Pangandaman urged all government units to utilize at least 80 to 90 percent of their 2023 budget allocations.”

Budget Utilization

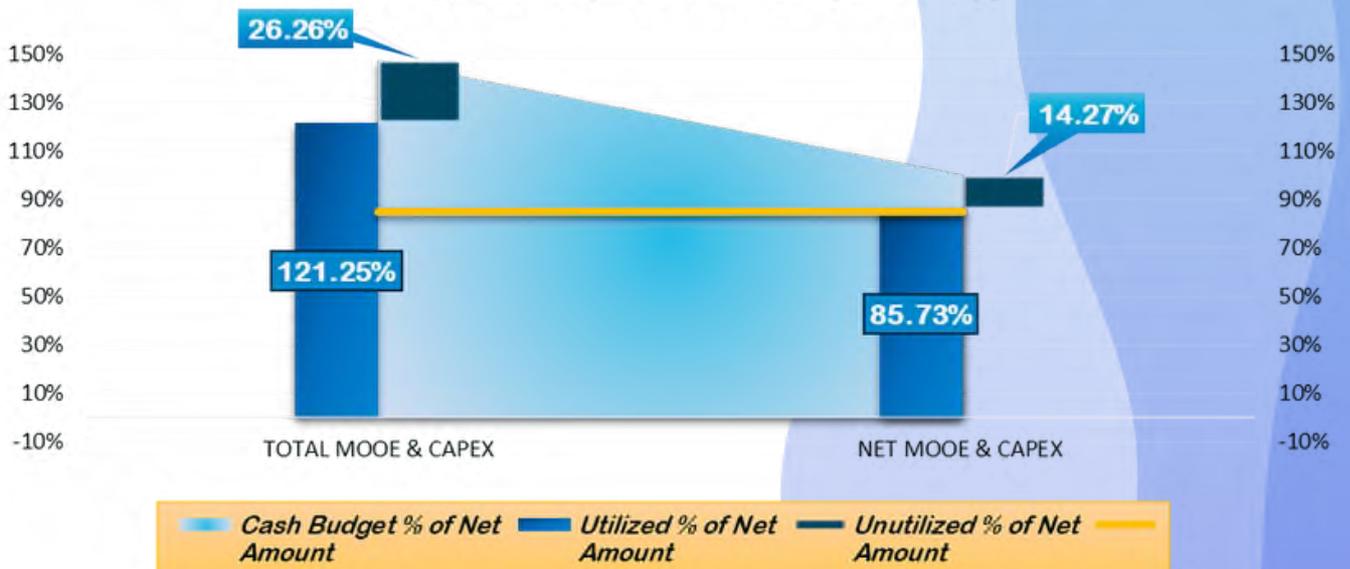
A budget is a financial road map for the forthcoming time; assuming everything goes as planned, it outlines how much should be allocated to and spent on different items.



<https://www.pna.gov.ph/articles/1194420#:~:text=The%20money%20just%20sits%20there,of%2080%20to%2090%20percent.>

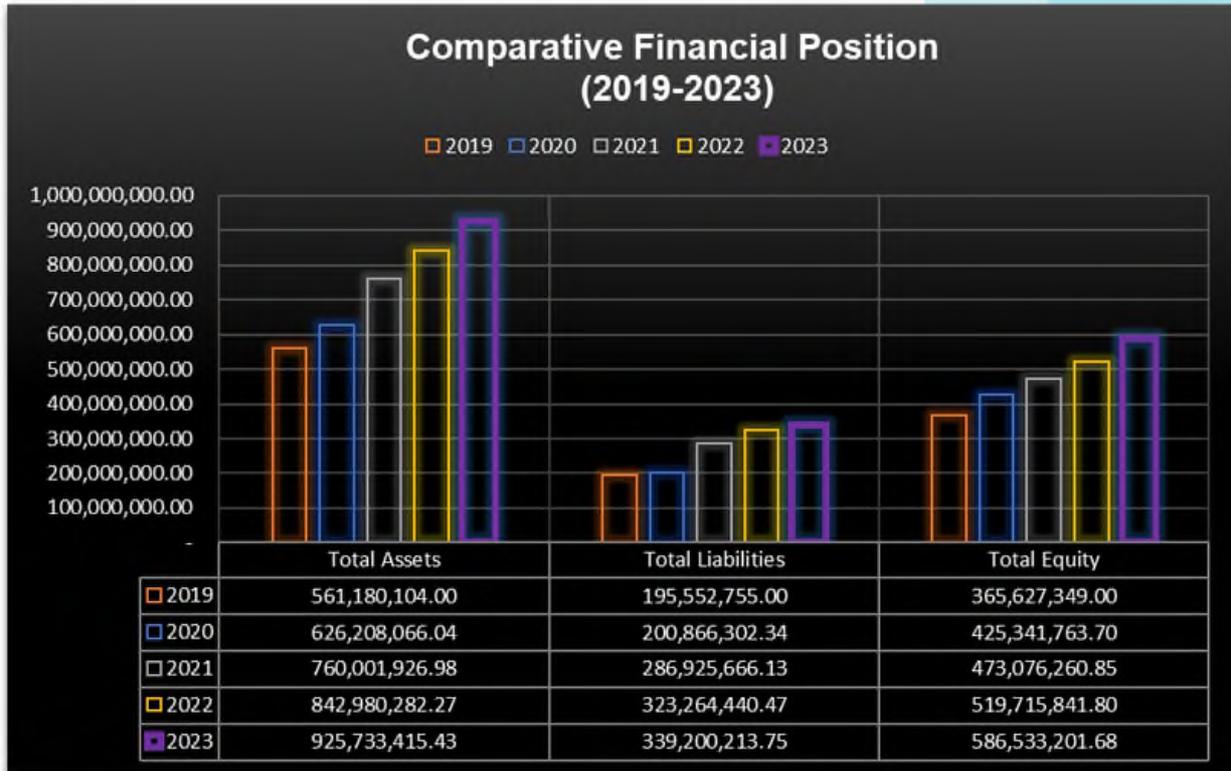
For the year 2023, SMWD utilized the budget with a rating of **85.73 percent**, 5.73% above the target and meeting the budget utilization threshold of 80 to 90 percent by the Department of Budget and Management (DBM), as stated in the online news article posted at the Philippine News Agency dated February 5, 2023.

2023 Budget Utilization [Maintenance and Other Operating Expenses (MOOE) and Capital Expenditures (CAPEX)]



Financial Position

The financial position as of December 31, 2023, 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 ₱925.73 million** in CY 2023 are higher by ₱82.75 million, or 9.82 percent, than the CY 2022 total assets of ₱842.98 million. **Total liabilities of ₱339.20 million** in CY 2023 are higher by ₱15.94 million, or 4.93 percent, than CY 2022 total liabilities of ₱323.26 million. **Total equity of ₱586.53 million** in CY 2023 is higher by ₱66.82 million, or 12.86 percent, than CY 2022 total equity of ₱519.72 million.



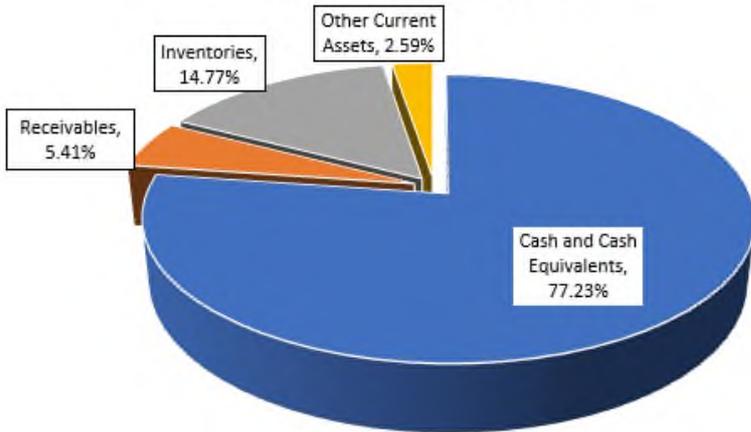
Total assets of ₱925.73 million are composed of ₱196.91 million, or 21.27 percent, current assets and ₱728.82 million, or 78.73 percent, non-current assets.

Total current assets of P196.91 million in CY 2023 increased by ₱1.06 million. This is mainly due to the increase in cash and cash equivalents in the amount of ₱28.21 million, or 22.78 percent; an increase in receivables of P2.29 million, or 27.44%; and a

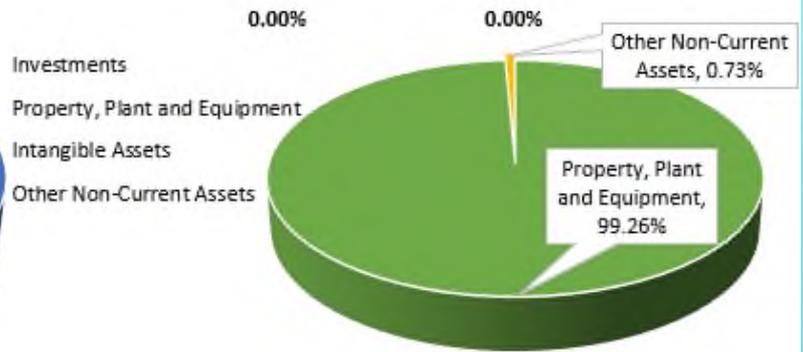


decrease in other current assets of ₱15.21 million, or 74.89 percent. In addition, a decrease of ₱14.24 million, or 32.86 percent, in inventories resulted in a substantial change in current assets.

Composition of Current Assets



Composition of Non-Current Assets



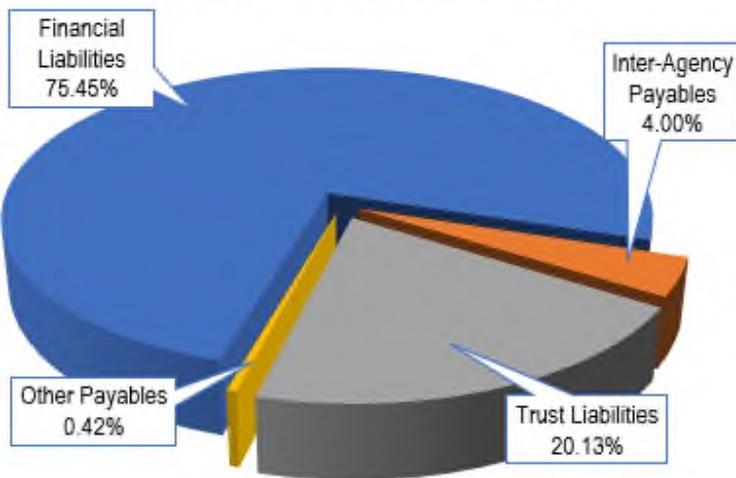
Non-current assets increased by ₱81.70 million, or 12.62 percent, from ₱647.13 million in CY 2022 to **₱728.82 million** in CY 2023. A huge portion of non-current assets pertains to property, plant, and equipment, or ₱723.46 million, or 99.26 percent of the total non-current assets.

Total Liabilities (2019-2023)

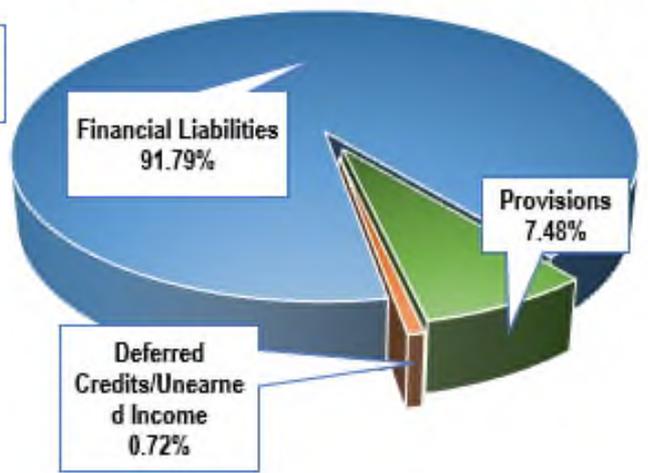


Total liabilities of ₱339.20 million in CY 2023 were a result of an increase of ₱15.94 million, or 4.93 percent, from CY 2022 total liabilities of ₱323.26 million. Of the total liabilities of ₱339.20 million in CY 2023, ₱124.81 million, or 36.80 percent, are current, while ₱214.39 million, or 63.20 percent, are non-current.

Composition of Current Liabilities

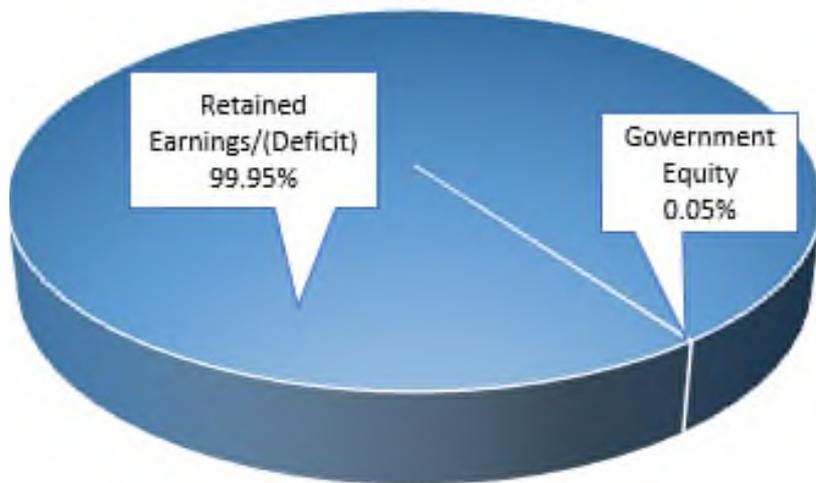


Composition of Non-Current Liabilities



Financial liabilities of ₱94.18 million represent 75.45 percent of the total current liabilities. This pertains to accounts payable and the current portion of a combination of bills, bonds, and loans payable by SMWD to the Local Water Utilities Administration (LWUA), the Philippine National Bank (PNB), the National Housing Authority (NHA), the Land Bank of the Philippines (LBP), and other creditors.

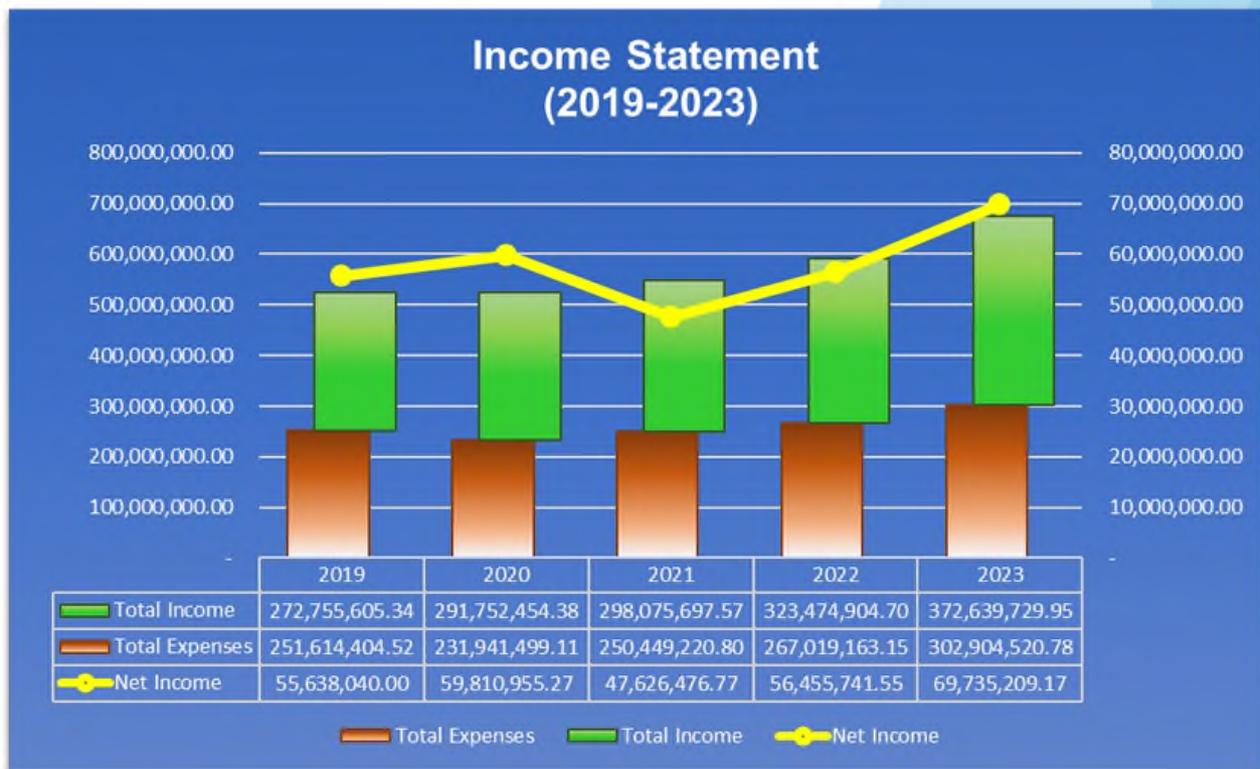
Composition of Equity



SMWD's aggregate **equity of ₱586.53 million for CY 2023** included an increase of 12.86 percent over the CY 2022 balance of ₱519.72 million.

Financial Performance

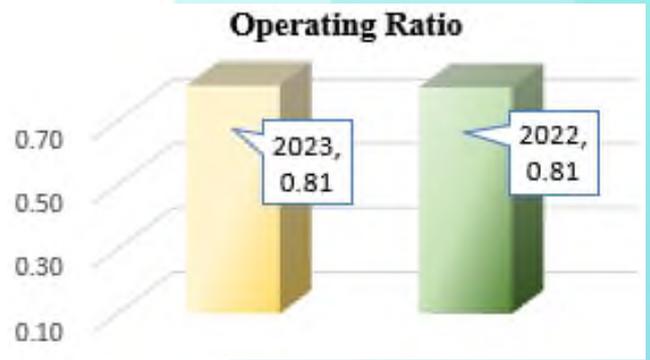
The comprehensive income of SMWD in CY 2023 amounted to ₱69.74 million. This was higher by ₱13.28 million, or 23.52 percent, from CY 2022 comprehensive income of ₱56.46 million. Combined income and combined expenses for CY 2023 amounted to ₱372.64 million and ₱302.91 million, respectively.



In CY 2023, total income amounted to ₱372.64 million, which is ₱49.17 million, or 15.20 percent, higher than the CY 2022 total income of ₱323.48 million. Service and business income of ₱364.31 million accounted for the highest share of SMWD's total income, equivalent to 97.77 percent. Total expenses of SMWD for CY 2023 of ₱302.91 million were a result of an increase of ₱35.89 million, or 13.44 percent, over the CY 2022 expenses of ₱267.02 million. Of the total expenses of ₱302.91 million, ₱194.38 million, or 64.17 percent, are maintenance and other operating expenses. The biggest portion of MOOE is payment for Generation, Transmission, and Distribution Expenses, which includes payment for purchased water and power costs of pump houses in the total amount of ₱143.44 million.

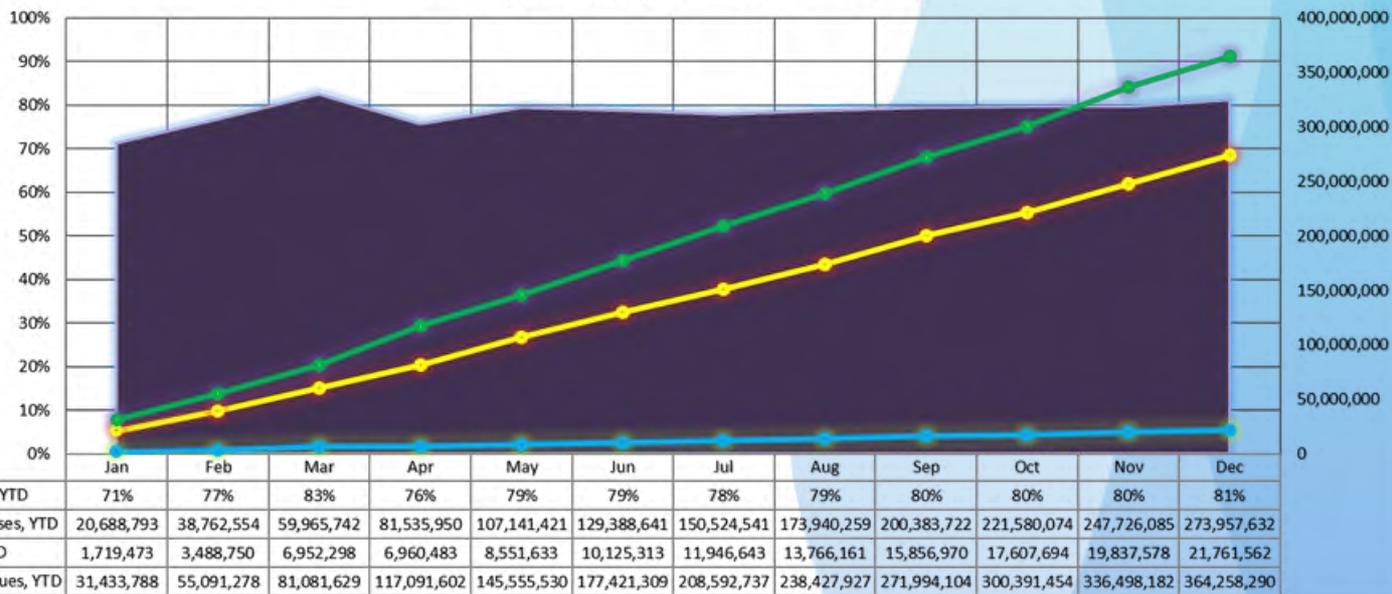
Operating Ratio

This measures the efficiency of a company's management by comparing the total operating expense of the company to its net sales. The operating ratio shows how efficient a company's management is at keeping costs low while generating revenue or sales. The smaller the ratio, the more efficient the company is at generating revenue versus total expenses.



Similar to the baseline of 0.81 in 2022, SMWD's operating ratio for 2023 is also 0.81, indicating effective expense management by the business.

KPI SMWD YTD 2023
Operating Ratio
(Operating- Revenues, Expenses and Depreciation)



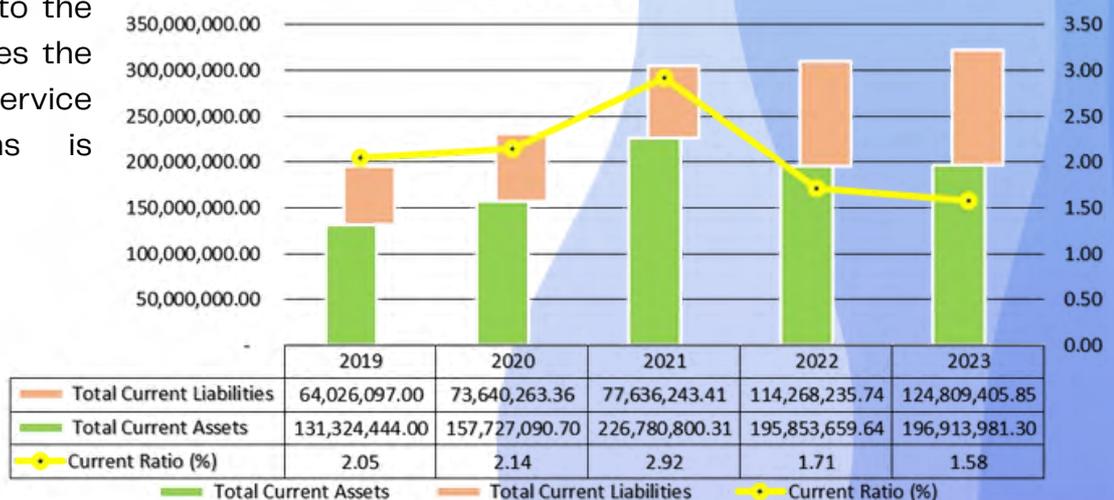
Current Ratio

This ratio reflects the number of times short-term assets cover short-term liabilities and is a fairly accurate indication of a company's ability to service its current obligations. A higher number is preferred because it indicates a strong ability to service short-term obligations. The composition of current assets is a key factor in the evaluation of this ratio.

The current ratio for SMWD is 1.58, which, compared to the baseline of 1.71, indicates the district's ability to service short-term obligations is satisfactory.

The agency's current ratio for the fiscal years 2023 and 2022 exceeds the 1.50 threshold that LWUA has established.

Current Ratio
(2019-2023)



3. General Services Division

The General Services Division is in charge of the functions relative to property maintenance and management. It is composed of three (3) sections, namely: 1.) Property and Supply Section; 2.) Building, Grounds, and Facilities Section; and 3.) Transportation Section.

a. Property and Supply Section

The Santa Maria Water District's inventory management system has long been included in the Commission on Audit's (COA) observation as well as for commentary. This is the primary task for the property and supply section to manage the warehouse, the physical count, maintenance, and insurance of accountable equipment, and lastly, the disposal of unserviceable properties or waste materials.

Physical Count of Accountable Equipment

The SMWD Inventory Committee conducted an actual physical count of semi-expendables and property, plants, and equipment as of June 30, 2023. Included are furniture and fixtures, office equipment, construction and heavy equipment, IT equipment and software, and transportation equipment. The report was approved on September 1, 2023. For the Report on the Physical Count of Property, Plant, and Equipment for Plant-Utility in Service—Meters, Land, and Other Property, Plant, and Equipment—Pumping Equipment as of June 7-8, 2023, as approved on July 19, 2023. Copy furnished Commission on Audit on November 20, 2023.

Disposal of Unserviceable Properties/Waste Materials

To generate additional funds, listed below are the disposed-of unserviceable or waste materials for 2023:

<i>Description</i>	<i>Amount</i>	<i>OR No.</i>	<i>OR Date</i>
Budgeted Amount	25,000.00		
Various Waste Materials	78,497.00	9936876	03/08/2023
		9937328	07/19/2023
		9937714	11/28/2023
Empty Chlorine Drums	27,250.00	9936797	02/14/2023
		9937148	05/26/2023
		9937663	11/13/2023
		9937664	11/13/2023
Shredded Paper	156.00	9936914	03/15/2023
Tires			
Used Oil	2,400.00	9936722	1/26/2023
Fire Extinguishers	6,800.00	9936716	1/25/2023
TOTAL	115,103.00		

Still, there were e-wastes to be disposed of, which will be done after the Property and Supply people have completed the necessary papers.



Donation to Other Agencies

The Santa Maria Water District was able to donate several properties to other agencies. Among these government agencies are the following:

Date	Agency	Items Donated
8/26/2023	Aparri Water District	1 unit Suzuki Bravo Drop Side Plate No.: SGR 924 Chassis: NKR66E-7411849 Engine: 4HF1-189757 Property No. 241-0804-SMV-007 1 unit Honda Wave Motorcycle Plate No.: SG 2675 Color: Gray Chassis: KR10035011304 Engine: HC08E7011304 Property No. 241-0603-SMV-004 2 units of 2.5HP Window Type Air Conditioning units 1 unit 1.5 HP Window Type Air Conditioning units 2 units LCD Projectors 1 unit Portable Scanner 1 Unit Voice Recorder 3 pcs Office Tables with Top Glass Cover 3 pcs Swivel Chairs with Arm Rest
9/19/2023	Balagtas Water District	2 units of 2.5HP Split Type Air conditioning Unit
10/09/2023	Catarman Water District	2 sets of Computer Desktop 223-0612-CPS-053c; 223-0613-CPS-062m; 223-1018-CPS-135c; 223-1115-CPS-100m 1 set CCTV System DVR 16 channel with Central Power Supply, 2 pcs bullet camera and 6 indoor camera 1 unit LCD Projector 1 pc Voice Recorder 6 pcs Office Tables 3 pcs Waiting Chair 2 pcs Office Chair 1 unit 1.5HP Window Type Airconditioning unit 10 pcs Portable Radio (2-way Radio) 1-unit Submersible Pump Grundfos SP 46-7 1 unit Submersible motor Franklin 25 HP
12/05/2023	Philippine National Police Santa Maria, Bulacan	21 units 2.5 Window Type Airconditioning unit

Donated Properties

Santa Maria Water District also acquired a number of donated properties in 2023. Soon, it will be put to use for plans and development. The properties are listed below:

Lena Realty Inc	Garden Village Subdivision, Pulong Buhangin, Santa Maria, Bulacan Lot 8 Blk (150 sq.M) & Lot 15 Blk 15 (402 sq.m).
The New Apec Devt. Corp	Blk 9 Glendale Residences, Barangay Sta. Clara (210 sq.m.) portion of the open space where the OHT was located
The New Apec Devt. Corp	Sonoma Subdivision Barangay Sta. Cruz. Two (2) lots where the two (2) pumps are located and to be donated to the district.
Dolmar Real Estate Development Corporation	Golden Hills Subdivision, Pasong Kasay, San Vicente. Donated portion (306.50 sq.m) of lot location of their OHT subject to lot subdivision.

Dolmar Real Estate Development Corporation	Bella Vista Subdivision, San Vicente, donated Blk 2 lot 12 with an area 210 sq.m.
Dolmar Real Estate Development Corporation	Northgrove Hills, Catmon, unidentified location for OHT will be donated to the SMWD with an approximate area of 225 square meters located at Block 16 Lot 1 subject to lot subdivision
Dolmar Real Estate Development Corporation	Bella Vista Subdivision Phase 2, San Vicente
C & S Realty Development Corporation	Sta. Maria Homes, Uban, Catmon. The developer donated to the SMWD a lot wherein subdivision's OHT was located
Amaia Land Corporation	Amaia Escapes Bulacan, Brgy. Sta. Cruz. The developer intends to donate to the SMWD a parcel of land with an area of 332 sq. m
Borland Development Corporation	Citadela Town Homes Subdivision, Pulong Buhangin, intends to have their proposed water systems facility to SMWD
Borland Development Corporation	Alora Heights at Balasing will be constructed and the developer intends to have their proposed water systems facility to SMWD
PTM Development Corporation	San Martin Homes, Balasing
Sitio Lucia Realty Development Corp.	Glenwoods Subdivision, Caysio. Memorandum of Agreement and Deed of Donation was already signed and notarized
Filinvest Land Corporation	Futura Tierra Subdivision, Bulac
Hausplus Ventures	Villa Castalia. Pulong Buhangin
Valueland Properties, Inc.	Tierra Maria Subdivision, Pulong Buhangin

Insurance of Building and Other Structure

The SMWD applied to Government Service Insurance System (GSIS) Bulacan on December 22, 2023, for 23 pump stations and still waiting for GSIS's evaluation. Attached in the said request are the following:

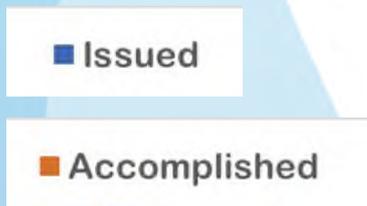
- 1.Appraisal Report
- 2.Certificate of Availability of Funds
- 3.Floor plan lay out and Location Plan
- 4.Property Inventory Form
- 5.Photos of the facilities

b. Building, Grounds and Facilities Section

The Building, Grounds, and Facilities (BGF) Section is responsible for the upkeep and maintenance of the SMWD main building and its facilities. The section handles the following: repair requests for furniture, fixtures, and other related concerns; manages and communicates with account managers and authorized agents to resolve issues regarding SMWD's utilities; and secures, safekeeps, and manages the cleanliness of the SMWD Main Building and Compound by posting the outsourced personnel: security guards all over the complex and housekeeping staff on every floor.

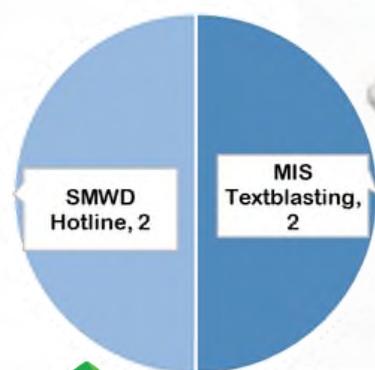
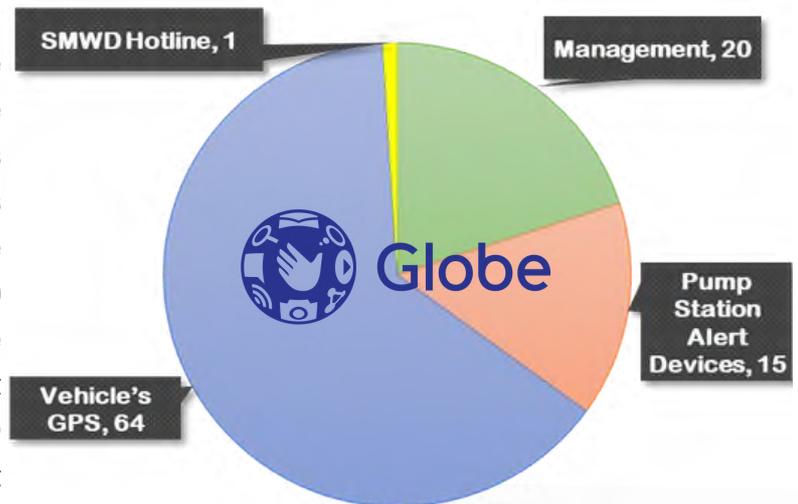
Repair Request Year End Summary Report

A total of 73 repair request forms were received by the BGF Section for the year 2023. Sixty-seven (67) requests have been accomplished, including repairs to the old SMWD building, the new SMWD building, the compound, and pump stations.



Telecommunication Accounts

As of December 2023, SMWD has one hundred (100) accounts with Globe Telecommunication. Twenty (20) accounts for the management, fifteen (15) accounts for the pump station alert devices of the Water Resource Division, sixty-four (64) accounts for the vehicle's GPS of the Transportation Section, and one (1) account for the hotline of SMWD. Additionally, SMWD has four (4) accounts in Smart Communications. Two (2) accounts were used for the text blasting of the MIS section, and the other two (2) accounts were used by the Customer Services Division as SMWD hotlines. In compliance with Republic Act No. 11934, which is commonly known as the SIM Registration Act, all the SIMs of SMWD were registered on April 25, 2023.



Repair and maintenance of Santa Maria Water District building and facilities



As the construction of the SMWD building reached 99.55% completion, the BGF section ensured a smooth transfer on August 28, 2023, of both personnel and office equipment, and the moving-in activities to the new building were followed. SMWD resumed operation on August 29, 2023.

Accomplished progress and improvements:

- On July 28, 2023, the stainless-steel address of the new office building was installed by JAC Advertising
- Installation of in-line water dispensers was conducted on March 17, 2023
- Permit to Operate the office elevator was issued by the Municipality of Santa Maria Bulacan and employees were able to utilize it during its operating hours.
- Archives Room located on the 6th floor of the office building
- Clearing of perimeter fences and improvement of perimeter walls to secure the properties in SMWD compound. nets in Farmacia office.



- Repair of the pump motor house and improvement in the car wash area.
- Demolished the altar and cleared the tree located in front of the Farmacia office to use as additional motorcycle parking.
- Reassignment of parking area to make use of the SMWD compound space.
- Replacement of gutters in Farmacia and Bernardo offices.
- Conduct pest control in the SMWD compound to eliminate the termites.
- Construction of new car wash area to be efficient for the employees in cleaning the SMWD service vehicles.
- Gravel overlay in SMWD parking to improve the surface area.
- Repainting of steel racks and steel cabinets in Farmacia office.

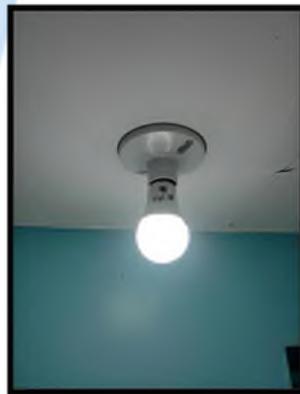


SMWD Pump stations

The BGF Section, in coordination with the Water Resource Division, conducted repairs and maintenance on SMWD pump stations.

Accomplished improvements:

- Replacement of busted light bulbs and defective photocells in the SMWD Pump Stations.
- Trimming of trees and clearing of areas in various pump stations to reduce the risk of damage to property and hazards to electric wires.
- Roofing replacement at Sta. Clara Pump Station comfort room.
- Removal of the antenna on top of the tank in Garden pump station.
- BGF also conducted various welding works at the pump stations such as the repair of gate hinges, injection valves, ISO flange, modification of mixing tank stand and numerous other projects requested by the Water Resource Division.



c. Transportation Section

The Transport Section supervises, maintains, and secures all vehicles utilized by the Santa Maria Water District, which include motorcycles used by Meter Readers, tricycles and pick-up trucks used by maintenance personnel, and other modes of transportation that belong to the water district.

Acquisition of Service Vehicles

As the vehicles were a wear-and-tear commodity, the district decided to acquire additional vehicles. For the purpose of providing an immediate response to every concessionaire's water concern and the fast meter reading and delivery of a billing notice. On July 10, 2023, the Santa Maria Water District received the Authority to Purchase Motor Vehicle APMV No. DBM-ROIII-2023-020 dated July 6, 2023 authorizing the purchase of **four (4) Pickups and one (1) motorcycle.**



Installation of Dash Cams for five (5) Service Vehicles

Installing dash cameras in SMWD vehicles has proved helpful in vehicle maintenance, recording accidents, and assessing the driver's driving skills. There were 4 dash cameras installed in four-wheel-type vehicles and 1 dual camera for motor vehicles in 2023.



SMWD Vehicles donated to Aparri Water District



2004 Suzuki Bravo Drop side SGR 924



2003 Honda Wave SG 2675

Submitted by:

SGD.

JOVITA I. DALMACIO

Department Manager - Admin., Finance and General Service

SGD.

ENGR. CARLOS N. SANTOS, JR.

General Manager

Sanita Maria
WATER DISTRICT

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