

ANNUAL REPORT

SANTA MARIA WATER DISTRICT



Santa Maria
WATER DISTRICT

20 24

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



(044) 815-3238



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



#302 J.P. Rizal St., Poblacion, Santa Maria, Bulacan



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I. General Manager's Foreword

In the spirit of transparency and truthfulness, I hereby certify that all the information in this 2024 Annual Report is true, correct and in accordance with the dictates of my professional and reasonable judgment.

Signed this 11th of April, in the year of our Lord 2025 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 .

MISSION

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

OMPETENCE

Providing service and executing tasks successfully and efficiently

R

ESPONSIBILITY

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

U

NITY

Oneness of desire to serve and achieve the vision of SMWD

S

ERVICE

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

A

CCOUNTABILITY

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

I

NTEGRITY

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

D

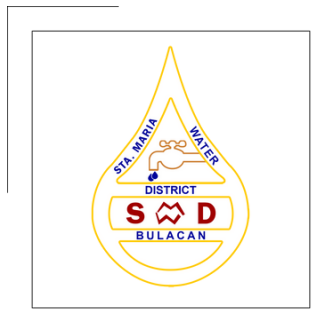
EDICATION

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.

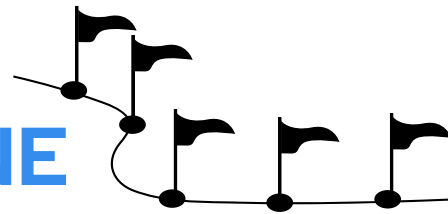
On September 28, 1987, the **Local Water Utilities Administration (LWUA)** issued the **Conditional Certificate of Conformance (CCC) No. 310** enabling financial, technical and regulatory services for SMWD and it entitled the SMWD to all the rights and privileges provided under P.D. 198, as amended.



1987



HISTORICAL MILESTONE



In line with SMWD's progress, it also gained a number of recognitions along the way. In 2004, SMWD received the **Most Outstanding Water District Nominee in the Medium Category for Luzon**. 2005 was the year that SMWD received a certification **from the Local Water Utilities Administration (LWUA) as a credit-worthy water district from 2002–2004**. In 2006, SMWD received a **Plaque of Appreciation in Sincere Recognition and Grateful Appreciation** for its valuable support in advocating environmental concerns in the protection and conservation of our natural resources, **given by Sacred Heart Academy**.

2004

2005

2006

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

2016

2018

In the year 2021, the Santa Maria Water District received the **Certificate of Compliance from Philippine Information Agency**, as SMWD established its service standards for the Freedom of Information. 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

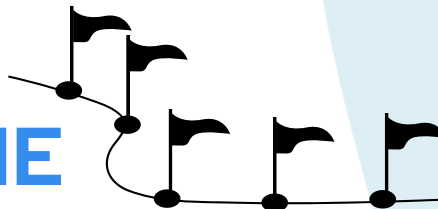


2022

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)"**.



HISTORICAL MILESTONE

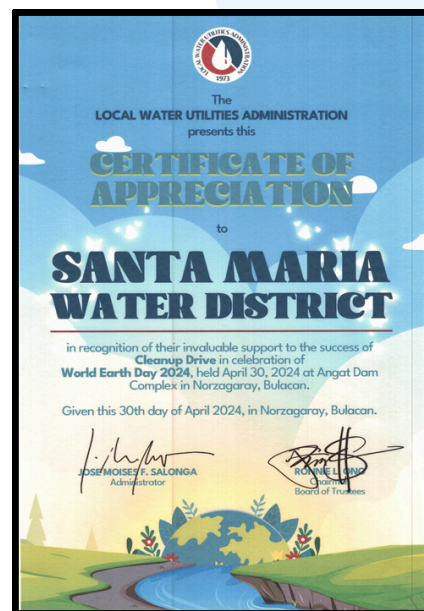


SMWD continue to receive several acknowledgments from external agencies in 2023 including a **Certificate of Recognition from the Sacred Heart Academy of Bulacan** for its partnership and support of community events, as well as a **Certificate of Appreciation from Department of Labor and Employment (DOLE)** for a collaboration and contribution to the event of District-Wide Job Fair. The agency also supported "Brigada Eskwela 2023" in August at Sta. Maria Elementary School in Brgy. Poblacion. In September, SMWD passed the **2022 Performance-Based Bonus Compliance with a perfect rating of 100%**, allowing employees to receive a 65% bonus on their salaries, which boosted morale and performance. A key milestone for the agency, **a highlight of 2023, was the full occupation and utilization of the office building by employees, along with the establishment of a more convenient payment facility for concessionaires.**

2023

2024

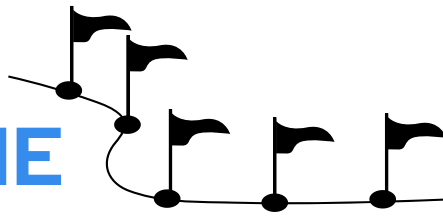
In keeping with its achievements for the year 2024, SMWD collected more recognitions from outside affiliated institutions. The agency extended its community engagements, receiving a **Certificate of Participation** in February **from Santa Maria Municipal Tourism Office** for keeping the Santa Maria Business Industry thrive and for having a meritorious role during the reputable "Chicharon Festival and Santa Maria Business Float Parade." In March, in compliance with the Revised Implementing Rules and Regulations of RA 9514, also known as the "Fire Code of the Philippines of 2008," the **Bureau of Fire Protection (BFP)** awarded SMWD a **Certificate of Compliance** for facilitating a Fire Prevention and Safety Seminar and Fire Drill.



In April, SMWD received two **Certificates of Appreciation**. The first was **from the Rotary Club of Santa Maria**, which recognized SMWD's exceptional support and valuable contributions to the success of their bloodletting project. The second was **from the Local Water Utilities Association (LWUA)**, acknowledging SMWD's participation in the "Cleanup Drive" in celebration of World Earth Day 2024. This event was attended by several key personnel from SMWD, including our Board of Directors.



HISTORICAL MILESTONE



2024

SMWD received a **qualified opinion from the Commission on Audit (COA)** regarding the fairness of the presentation of its financial statements, financial position, financial performance, and cash flows, following an assessment of the agency's financial transactions and operations for the fiscal year 2023.

One of the agency's major achievements is maintaining its **ISO 9001:2015 Certification**. On April 19, 2024, SMWD underwent its second **ISO recertification audit**, successfully passing and maintaining world-class standards for **six consecutive years**. Another significant achievement came in May when SMWD received a **Plaque of Appreciation** for submitting and complying with the **Water Safety Plan**, achieving an overall rating of **97.57%**, which **places us third among all water districts in the Philippines**.



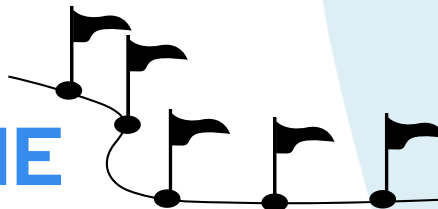
Alongside its remarkable achievements and community services, SMWD also provides support to educational institutions and state universities.

In June, SMWD received a **Certificate of Appreciation from the Polytechnic University of the Philippines (PUP) Santa Maria** for accommodating, guiding, providing exceptional support, and offering a valuable learning experience to interns through SMWD's hands-on training. In July, two more **recognitions** were awarded to SMWD: one **from Bulacan State University (BSU)**, which appreciated SMWD's invaluable partnership in providing outstanding internship opportunities to their students, and the other from DepEd for its support of "*Brigada Eskwela 2024: Bayanihan Para sa Matatag na Paaralan*," held at Silangan Elementary School.





HISTORICAL MILESTONE



In addition to these achievements and extended services, SMWD also ensures that all its employees are well-prepared to provide services to the public since 2016. This commitment was demonstrated during the drug test conducted on November 28, 2023, where all employees (COS/Permanent/Casual) were required to participate. After careful examination, SMWD, in partnership with **DrugCheck**, received its **Certificate of Accomplishment for a Drug-Free Workplace** on July 18, 2024, guaranteeing that all results released were accurately processed and reviewed by a specialist.

2024

To ensure continuous compliance with the regulations of the **Data Privacy Act of 2012** since 2021, the agency has updated its registration with the **National Privacy Commission**. The certificate and **"DPO/DPS registered key"** were received in August 2024. This demonstrates the agency's commitment to protecting its employees and concessionaires from data breaches.



In October, SMWD went beyond its capabilities by keeping up with technological innovations and security by establishing its very own **Computer Emergency Response Team (CERT)**. SMWD received a **Plaque of Recognition from the Department of Information and Communications Technology (DICT)** for creating this team of experts dedicated to protecting the agency's data and technological equipment.

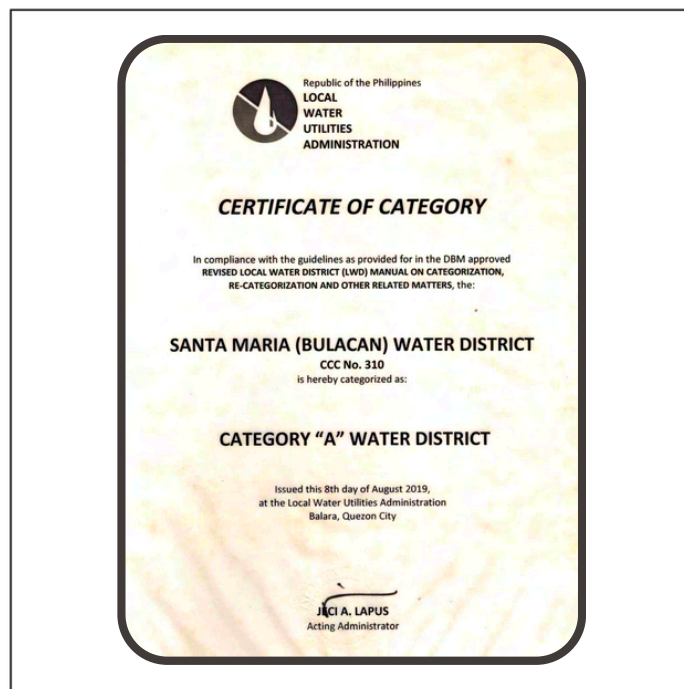
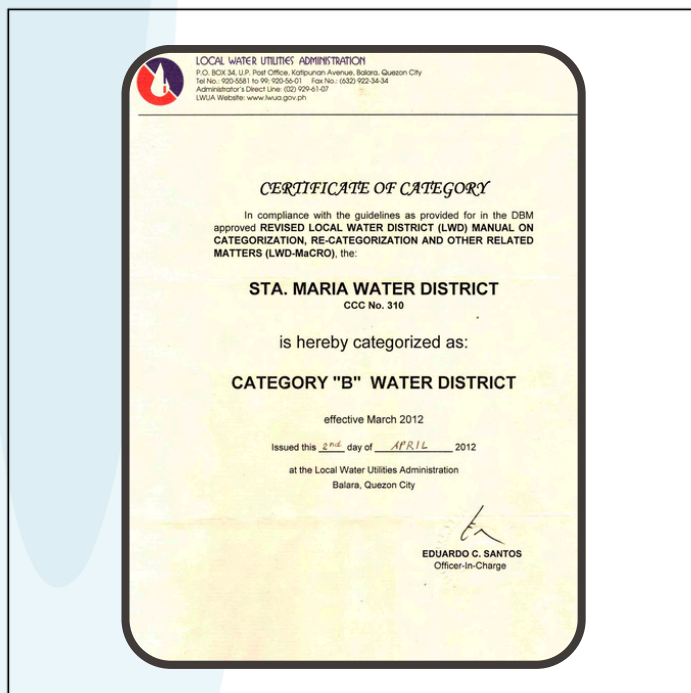
Lastly, as 2024 comes to a close, SMWD received recognition once again **from the Philippine Statistics Authority (PSA)**. In December, a **Certificate of Recognition** was awarded to express gratitude and sincere appreciation for SMWD's valuable support in conducting the **2024 Quarterly Surveys of Philippine Business and Industry**. SMWD was also recognized by PSA in the years 2019, 2022, and 2023.



All these awards and recognitions would not be possible without the unwavering dedication and collaborative efforts of SMWD's Board of Directors, the General Manager, its management, and its employees. This year demonstrates that SMWD works together to continuously achieve success for the betterment of its concessionaires and the community. Moving forward, we are set for a new year of becoming better and more prepared for what lies ahead.



III. THE PROFILE



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.

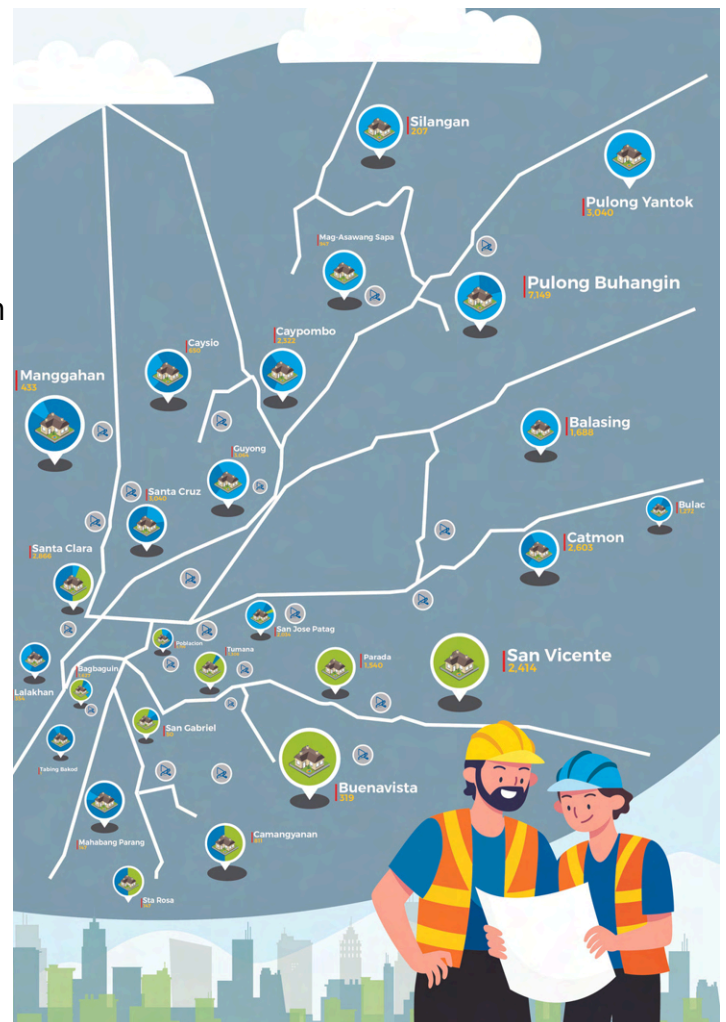
C. SERVICE AREA COVERAGE

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. Buenavista | 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

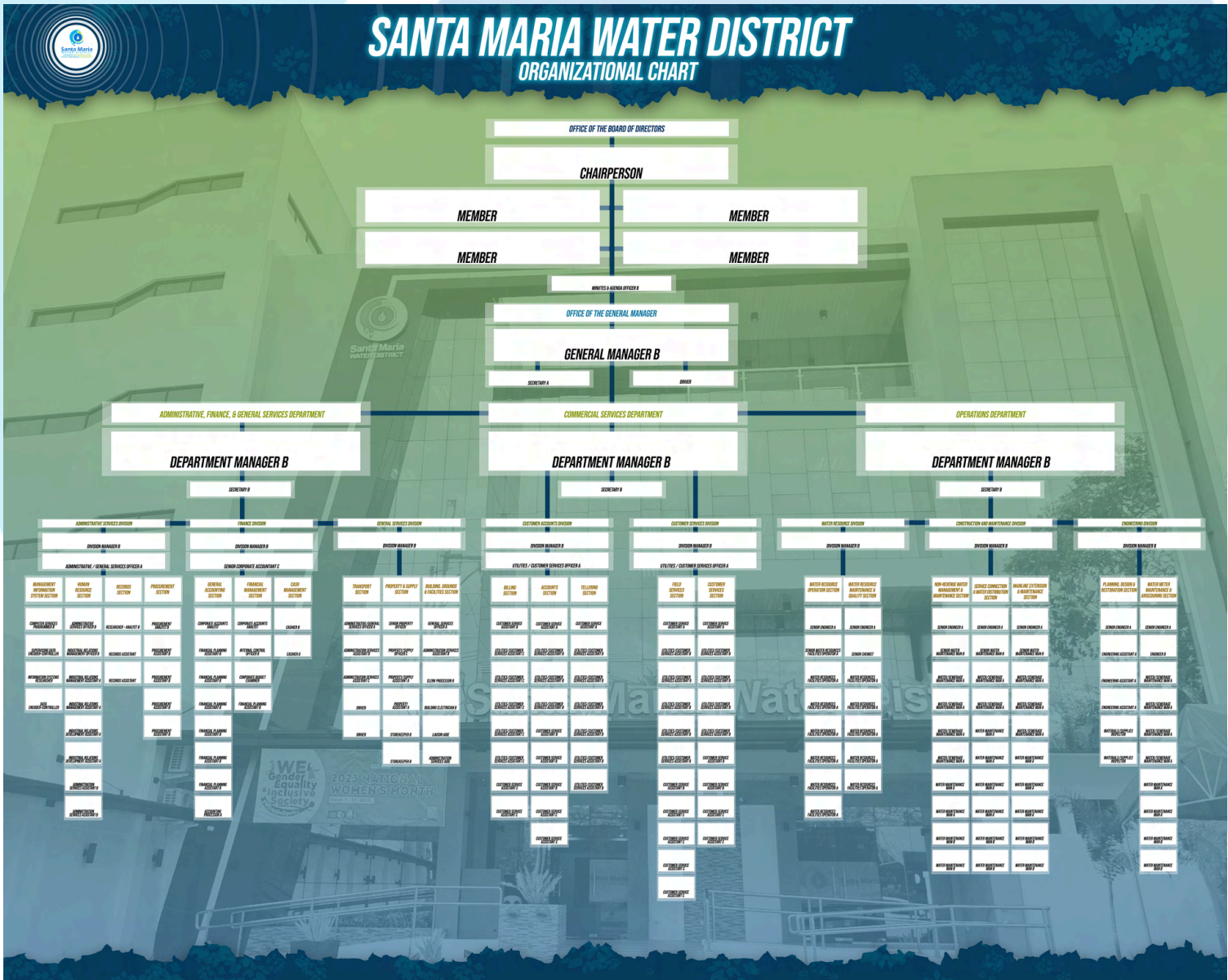


D. ORGANIZATIONAL CHART



Santa Maria
WATER DISTRICT

SANTA MARIA WATER DISTRICT ORGANIZATIONAL CHART





SANTA MARIA WATER DISTRICT BOARD OF DIRECTORS



DIR. AMELIA S. DE JESUS

CHAIRPERSON
EDUCATIONAL INSTITUTION



DIR. ANA LIZA C. RAMIREZ

VICE -CHAIRPERSON
WOMEN'S ORGANIZATION



DIR. TEODORA J. CATIUS

SECRETARY
BUSINESS ORGANIZATION



DIR. CATALINA M. HALILI

MEMBER
PROFESSIONAL SECTOR



DIR. CARMELITA T. FRANCISCO

MEMBER
CIVIC-ORIENTED CLUB



SANTA MARIA WATER DISTRICT MANAGEMENT TEAM



ENGR. CARLOS N. SANTOS JR

GENERAL MANAGER



JOVITA I. DALMACIO

DEPARTMENT MANAGER B
ADMINISTRATION, FINANCE,
AND GENERAL SERVICES



MARIA LEONORA S. ROMARATE

DIVISION MANAGER B
GENERAL SERVICES DIVISION



MARY DIANA S. DELA CRUZ, CPA, MBA

DIVISION MANAGER B
CUSTOMER ACCOUNTS DIVISION



RAMON A. VILLAMIN JR.

CUSTOMER SERVICES DIVISION
UTILITIES / CUSTOMER SERVICES OFFICER A



CHARITO S. FERNANDO

**ADMINISTRATIVE / GENERAL
SERVICES OFFICER A**



MA. ANGELA G. CRUZ

SENIOR CORPORATE ACCOUNTANT C



ENGR. EDGARDO E. DELA TORRE JR.

BUILDING, GROUNDS AND FACILITIES
ADMINISTRATIVE / GENERAL SERVICES OFFICER A



GINABELLE G. DATOLAYTA

TRANSPORT
ADMINISTRATIVE / GENERAL 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



ENGR. CHRISTIAN A. REYES

ENGINEERING DIVISION
SENIOR ENGINEER A



E. OFFICE FACILITIES

Offices	Location	Area
Farmacia	301 J. P. Rizal Street, Poblacion, Sta. Maria, Bulacan	Security Office Storerooms
Bernardo	301 J. P. Rizal Street, Poblacion, Sta. Maria, Bulacan	Transport Dispatch Area Housekeeping Office Water Meter Laboratory
Main Building	302 J. P. Rizal Street, Poblacion, Sta. Maria, Bulacan	Operations and Administration, Business Center

F. STORAGE FACILITIES

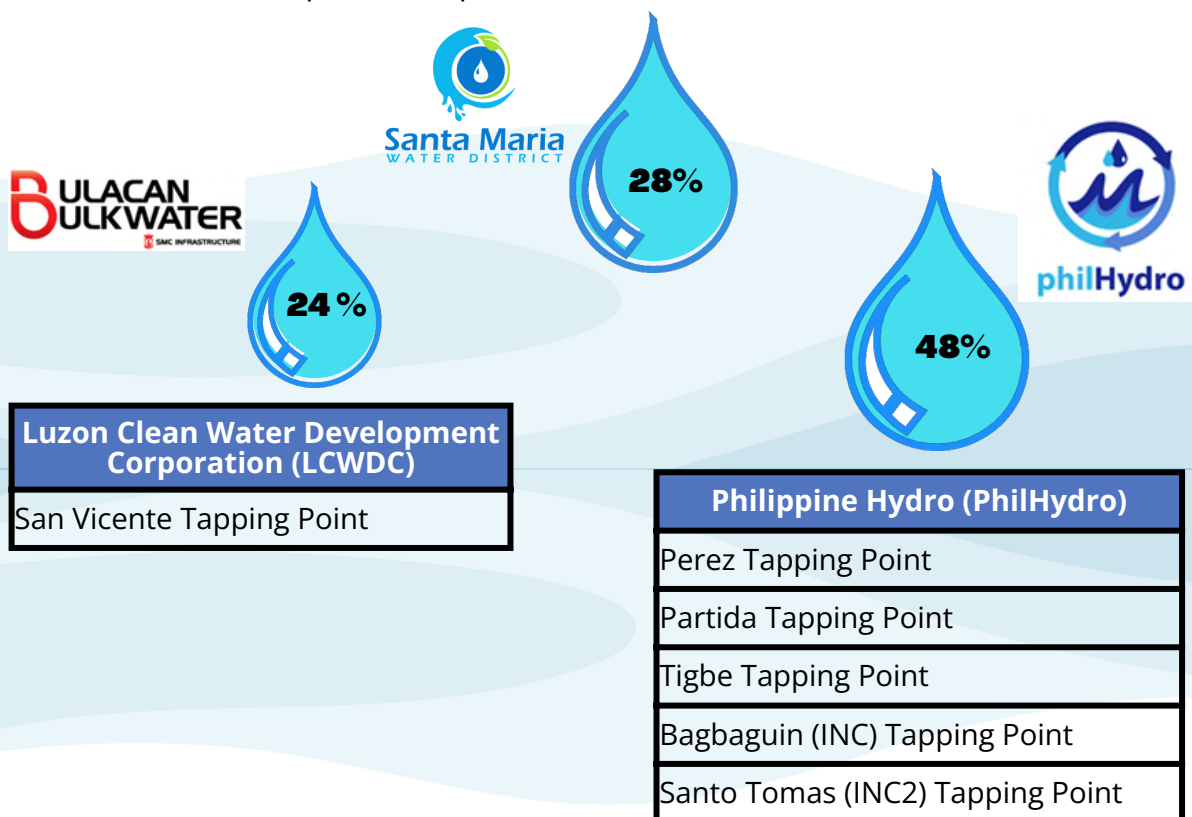
The Santa Maria Water District currently has a total of **eleven (11) reservoirs** with a combined capacity of **4,648** cubic meters.

Storage Facilities (Water Reservoir)	Location	Capacity
Overhead Tank		
OHT No. 1	Yakal St., Sitio Luwasan, Brgy. Sta. Clara, Sta. Maria, Bulacan	111 cubic meter
OHT No. 2	Garden Village Subd., Brgy. Pulong Buhangin, Sta. Maria, Bulacan	200 cubic meter
OHT No. 3	Sonoma Subdivision, Brgy Sta. Cruz, Sta. Maria, Bulacan	200 cubic meter
OHT No. 4	Glendale Subdivision, Brgy. Sta. Clara, Sta. Maria, Bulacan	90 cubic meter
OHT No. 5	Dolmar Golden Hills Subdivision, Brgy. San Vicente, Sta. Maria, Bulacan	200 cubic meter
OHT No. 6	Glenwoods North Subdivision, Brgy. Caysio, Sta. Maria, Bulacan	75 cubic meter
Ground Level		
<i>Concrete Tank</i>	Gulod, Brgy. Poblacion, Sta. Maria, Bulacan	272 cubic meter
Glass-Fused-Steel-Bolted Tank		
GFST No. 1	Sitio Bato, Brgy. Guyong, Sta. Maria, Bulacan	1000 cubic meter
GFST No. 2	Sitio Gulod, Brgy. San Jose Patag, Sta. Maria, Bulacan	1000 cubic meter
GFST No. 3	Provincial Road, Brgy. Manggahan, Sta. Maria, Bulacan	1000 cubic meter
GFST No. 4	Amaia Scapes Subdivision, Brgy. Sta. Cruz, Sta. Maria, Bulacan	500 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).



H. PIPELINES DATA

The total existing distribution pipelines as of December 31, 2024, is at **259,607.01** linear meters in various sizes and types of materials:

Pipelines Data for the year 2024				
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	8,302.40	992.00	132.00	9,426.40
150	65,106.35	24,154.00	508.70	89,769.05
100	44,416.23	18,536.00	420.00	63,372.23
75	35,707.33	14,405.00	-	50,112.33
50	15,142.04	16,230.00	-	31,372.04
Total per Type of Matl.	184,049.35	74,317.00	1,240.66	259,607.01
As of December				



IV. ORGANIZATIONAL HIGHLIGHTS



OFFICE OF THE BOARD OF DIRECTORS

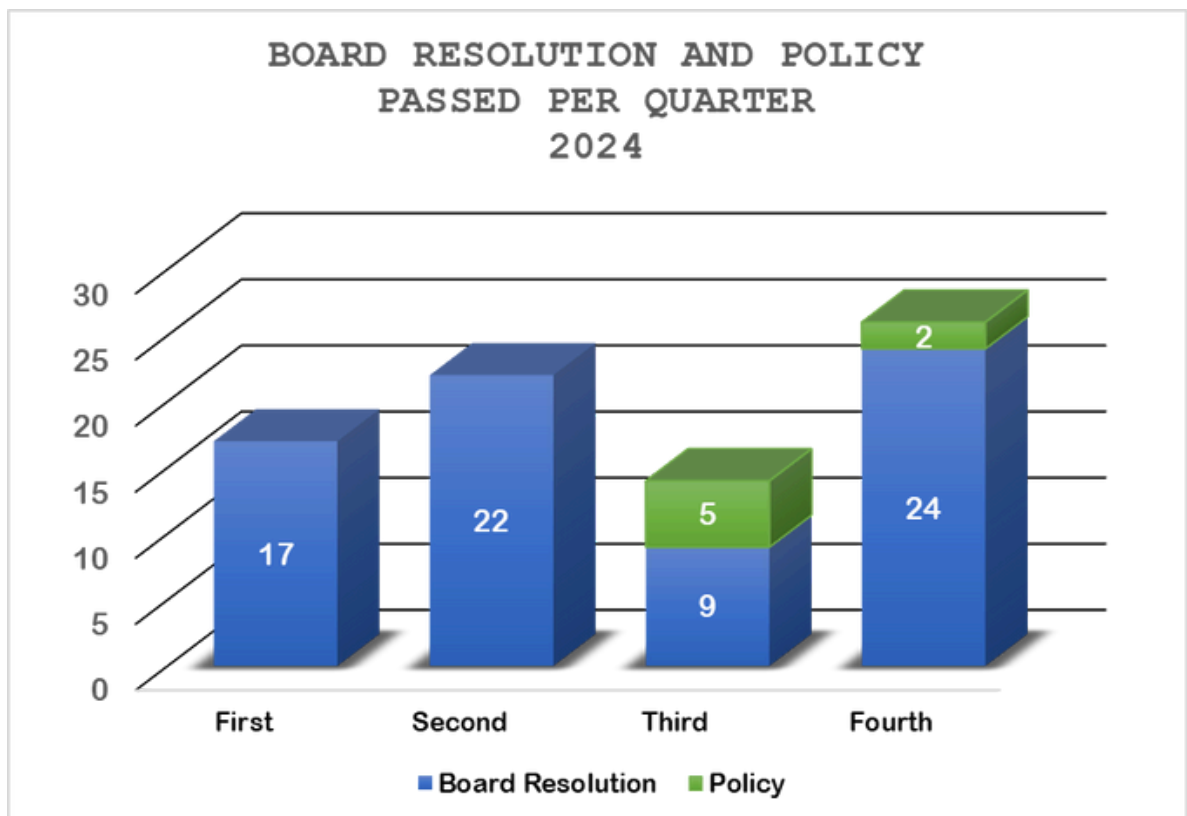


Total Policy Signed

(included in total Board Resolution)



Total Board Resolution Passed





B.

OFFICE OF THE GENERAL MANAGER

Events / Meetings Attended for CY 2024:

a. Internal	37
-Staff Meetings	5
-Management Meetings	5
-Board Meetings	24
-Benchmarkings	3
b. External	16
-Central Luzon Association of Water Districts (CLAWD)	4
-Bulacan Association of Water Districts (BAWD)	12





Accomplishments and Recognition for 2024:

January 26, 2024	Speaker	Waste and Water Summit (DENR and DILG Event)
February 15, 2024	Participant	Face to Face Meeting with United States Agency for Internal Development
March 20-22, 2024	Speaker	Practical Management Seminar for General Managers
May 7, 2024	Respondent / Discussant	Public Hearing at Senate Re: Proposed creation of DWR and WRC
August 6, 2024	Discussant	Focused Group Discussion on Key Philippine Water Sector updates
September 4, 2024	Discussant	Face to Face Meeting with Senator Hontiveros Re: Position of LWDs on the creation of DWR and WRC
September 19, 2024	Speaker	CLAWD Convention (Updates on creation of DWR and WRC)
October 26, 2024	Awardee	Outstanding MAPUA Alumna Special Field Endeavor in Government Service
November 6, 2024	Participant	Focused Group Discussion with Water Utility Operations (NEDA, DENR, WRMO in collaboration with AWC and OECD)
December 4, 2024	Discussant	Discussion updates on the creation of DWR and WRC (Visayas Federation of WDs in Eastern Visayas)
Present	Appointed as National Committee Chairman -NEDA Concerns Government Relations Officer	





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 purpose of the procurement section is to meet the demands of all SMWD divisions by providing the supplies and materials required for daily operations. The procurement staff aims to acquire the right goods and services at the best price. This involves identifying suppliers, establishing payment conditions, strategically screening options, and negotiating contracts. The procurement section is a key asset for the district in implementing projects, plans, restorations, rehabilitations, and other objectives that rely on necessary supplies, materials, and services.

2024 Accomplishments		
1. Purchase Orders (P.O.)	P.O. Issued: 332	P.O. processed and approved: 324
2. Philippine Government Electronic Procurement System (PhilGEPS) posting	Procurement Activities evidenced by the CERTIFICATE OF COMPLIANCE TO PHILGEPS POSTING: 138 (for PBB Compliance) 138 (for Alternative method of procurement) Submitted: Month of January 2025	
3. 2024 Annual Procurement Plan Non-CSE (Common Supplies and Equipment)	Submitted to Govt. Procurement Policy Board (GPPB): January 16, 2024	
4. 2023 Annual Procurement Plan Non-CSE (2nd Revision)	Submitted to Govt. Procurement Policy Board (GPPB): January 12, 2024	



2024 Accomplishments

5. Procurement Monitoring Report (PMR) 2nd Semester of 2023	Submitted to Govt. Procurement Policy Board (GPPB): January 12, 2024	
6. Procurement Monitoring Report (PMR) 1st Semester of 2024	Submitted to Govt. Procurement Policy Board (GPPB): July 10, 2024	
7. Supplier's Evaluation	Evaluated and maintained the accredited list of One Hundred Seventy-three (173) Suppliers/Contractors	
8. Abstract of Quotations (AOQ)	Prepared three hundred fourteen (340) AOQ	
9. BAC (Bids and Awards Committee) Resolutions	Prepared Two hundred Fifteen (215) BAC res.	
10. Public Bidding	Twelve (12) successful biddings	
11. Contract Agreements	Prepared and executed fifteen (15) Contract Agreements to different suppliers and contractors	
12. Notice of Award (NOA) and Notice to Proceed (NTP)	NOA Issued: 178	NTP Issued: 175
13. Purchase Request (PR)	PR Received: 207	PR Completed and Paid: 189
14. Work Request (WR) and Work Order (WO)	WR Received: 154 WO Issued: 156	WR Completed and Paid: 133 WO Processed/Approved: 150

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 protocols and requirements of statutory agencies, and utilize technology to streamline processes.



b. Records Section

The main role of the Records Section is to maintain, control, and preserve the record holdings of the agency. This includes ensuring proper preservation in the Archives Center and disposing of temporary files in compliance with the National Archives of the Philippines regulations. Additionally, the Records Section serves as a central communication channel for the agency, handling both physical and email transactions, which includes the accurate receipt and release of correspondence to and from the Office of the General Manager. The section is also responsible for the control and safekeeping of the agency's documented information, such as forms, procedures, manuals, and certificates, as well as media documentation. This function supports the continuous preservation of the district's history.

Control and Maintenance of Forms and Procedures

In line with ISO 9001:2015, SMWD has developed **23 official forms, 1 official procedures, and 5 work instructions** totalling **29 documented information**. Furthermore, there are **114 revised official forms and 1 revised official procedure**, resulting in a total of **115 revised documented information**. Lastly, a total of **5 forms were removed** because they are no longer usable in the agency's operations.

Request for Document Creation/Revision/Removal			
Total Received Requests	Accomplished	Ongoing	Cancelled
65	63	0	2

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 2024:

ELECTRONIC COMMUNICATIONS (E-MAIL)		
NO. OF INCOMING E-MAILS	NO. OF OUTGOING E-MAILS	TOTAL
7,761	4,598	12,359

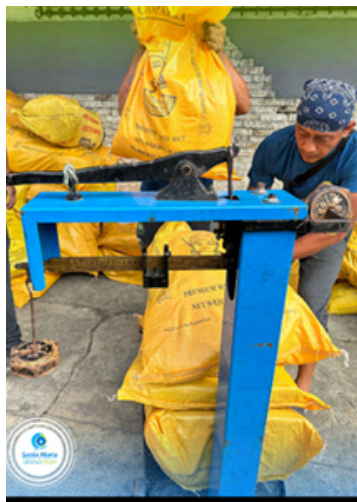
PHYSICAL COMMUNICATIONS			
INTERNAL COMMUNICATIONS			
RECEIVED	RELEASED	CANCELLED	TOTAL
460	152	2	614
EXTERNAL COMMUNICATIONS			
RECEIVED	RELEASED	CANCELLED	TOTAL
1003	894	4	1901
TOTAL RECEIVED	TOTAL RELEASED	CANCELLED	GRAND TOTAL
1463	1046	6	2515



Records and Archives Management

Records Inventory and Disposal

The Records Section successfully conducted a general records inventory from April to May and submitted the required documents for records disposal to the National Archives of the Philippines (NAP) on June 19, 2024. The disposal activity took place on September 27, 2024, and was witnessed by representatives from the Records Section, the Commission on Audit, and the National Archives of the Philippines. The method of disposal was determined to be through selling to NAP's official buyer of valueless records.



The total weight of sold records was **2,607 kilograms**, amounting to **P8,741.64** at a rate of **P3.29 per kilogram**.



File Transfer Requests

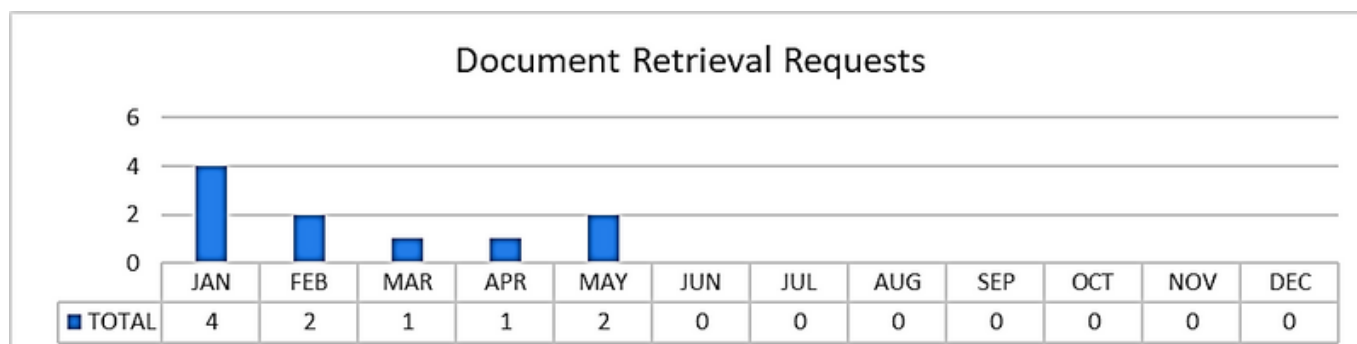
Division/Section	No. of Requests	No. of Box transferred
OGM	0	0
OBOD	1	2
Administrative Department	0	0
Administrative-MIS	0	0
Administrative-Procurement	0	0
Administrative-Records	1	2
Administrative-Human Resource	5	10
Finance	1	5
General Services-Property and Supply	1	11
General Services-Building, Grounds, Facilities	0	0
General Services-Transport	2	3
Customer Accounts	1	35
Customer Service-New Accounts	0	0
Customer Service-Complaints	0	0
Operations Department	0	0
Construction & Maintenance	1	4
Engineering	0	0
Water Resource	1	4

To maintain an organized and spacious work environment, SMWD has designated an official storage area for inactive records from various divisions. The Records Section facilitates and monitors the transfer of these files. There were **14 file transfer requests** from different divisions and sections, resulting in a total of **76 boxes** transferred to the custody of the Records Section.

Document Retrieval Requests

Document Retrieval Requests			
Total received requests	Successful	Not Successful	Pendings
10	9	1	0

The Records Section also assists divisions and sections in retrieving records transferred to the archives through Document Retrieval Request forms. In 2024, they processed **10 requests**, one of which was unsuccessful because the document was not yet in the unit's custody.

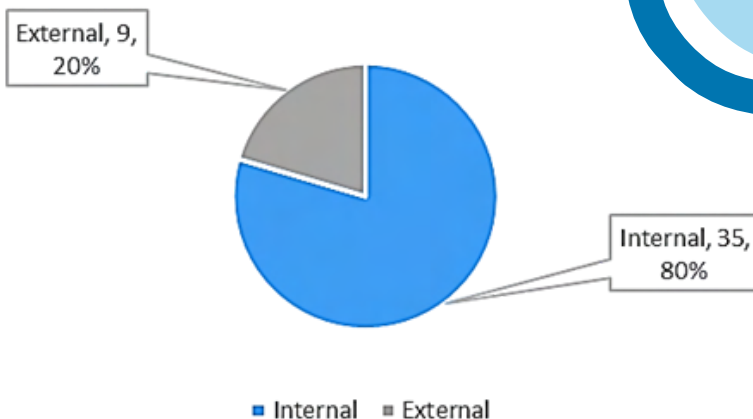




Digital Records Management

As part of its role in preserving historically valuable records, the Records Section is responsible for archiving photos and video documentation of SMWD's official activities and engagements. The archiving process involves selecting from raw photo and video files, which are then sent to the MIS for watermarking. The watermarked photos indicate that they are official copies of the agency for use in write-ups and postings. In 2024, the Records Section compiled a total of **44 SMWD events and activities**.

SOURCE OF EVENT/ACTIVITIES



MEDIA DOCUMENTATIONS				
Source	Uploaded to Server	Ongoing selection of Official photos	Endorsed For Water Marking	TOTAL
Internal	35	0	0	35
External	9	0	0	9
TOTAL	44	0	0	44

Paper Shredding Activity

In compliance with Office Memorandum No. 2024-035, Paper Shredding Guidelines, and Agency Procedure No. 26, Shredding Procedure, the Records Section is responsible for facilitating the shredding of unofficial documents from each section and division. A total of **145 requests for paper shredding** was received, resulting in the disposal of **35,607 sheets of paper, averaging 135.90 sheets per day**.

Comparative Data				
Details	2022	2023	2024	GRAPH
Requests	30	42	145	
Sheets	19,250	30,514	35,607	

Freedom of Information

The FOI Compliance Tracker indicates that SMWD has met the submission requirements for the 2023 FOI documents from the Presidential Communications Office. However, the office has not yet issued the Certificate of Compliance to confirm SMWD's ongoing adherence to regulations set by the Philippine Administration. Additionally, SMWD received a total of **92 FOI requests** in 2024, one of which was disapproved due to duplication.

FREEDOM OF INFORMATION REQUESTS					
Type of Request	Successful	Denied	Referred	Ongoing	Total
Simple	10	1	0	0	11
Complex	81	0	0	0	81
TOTAL	91	1	0	0	92

FEEDBACK RATING		
	Rating	Percentage
	Very Satisfactory (4.0 - 5.0)	62%
	Satisfactory (3.0 - 3.99)	0%
	Fair (2.0 - 2.99)	0%
	Poor (1.0 - 1.99)	0%
	Did not respond to feedback	38%
Overall Rating		4.92
No. of respondents 57 out of 92		



Records and Archives Center

Transfer of files to the new Records and Archives Center

In September 2023, the Records Section was granted authority to occupy the newly constructed Records and Archives Center. The team, in collaboration with the Building, Grounds, and Facilities Section, began preparing for the transfer of records to the new center, which continued into 2024. The planned activities included:

1. Monitoring the installation of new steel racks
2. Continuing the transfer of files to the Archives

The transfer process started in March and continued through April 2024. All files from Farmacia Emilia were successfully transferred; however, due to the limited number of steel racks installed on the second level of the Archives Center, some files were temporarily piled up until additional steel racks can be purchased in 2025.



Active Records Inventory

With the goal of complying with the NAP's mandate for agencies to establish their own Records Disposal Schedule (RDS), the Records Section has revitalized its initiative to create and submit an RDS. The team coordinated with the RMIC and the Subcommittee for Records from each section and division to inventory and deliberate on their active documents. In October 2024, all active agency records and forms were assessed, and a final deliberation took place in December 2024 with the managers. We aim to submit the final version of the RDS by the first quarter of 2025. *If approved by the NAP, we will become the first local water district in Bulacan to have its own Records Disposition Schedule.*

QR-Code Labelling System

As part of the ongoing improvements in Records and Archives Management, the team proposed a QR-code labeling system for the Archives Center, which was presented during the management meeting in May 2024. The goal of this project is to implement a standardized labeling system while staying current with the latest digital technologies.

As of December, the team has successfully created QR-code labels for the Customer Accounts, Customer Services Division, Finance Division, General Services Division, Human Resources Section, and Procurement Section.





c. Management Information System (MIS) Section

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. Additionally, the team handles requests for digital and physical multimedia designs, layouts, and audio-visual presentations. Once approved, these media materials are used for SMWD's social media, website, and information campaigns, including advisories, announcements, pamphlets, tarpaulins, and posters. Acting as a pilot data bank, the team is also responsible for gathering, consolidating, preparing, and storing data from each section. This ensures the tracking and monitoring of changes, accountability, and compliance with internal regulations, while also facilitating the timely accommodation of 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), the Philippine Statistics Authority (PSA), and other government agencies.

On the other hand, the *Information and Communication Technology (ICT) team* is responsible for the technological aspects, including system development, network security, computer hardware maintenance, and all other computer-related concerns. The systems developed by the team are designed to address three key challenges: cost efficiency, service quality, and productivity enhancement. For 2024, the team offers one fully developed system and one enhanced Android application: **the Vehicle Dispatching System and the Water Resource Uniform Report and Update Mobile Application**.

Vehicle Dispatching System

The Vehicle Dispatching System is a web-based platform developed to collect and manage information about the Santa Maria Water District's service vehicles, optimizing their dispatch to field operations. The system in its first phase includes four modules: Homepage, Vehicle Checklist, Service Repair Request Form, and Maintenance. The first module, the **Homepage (or system dashboard)**, visualizes data from recorded vehicle checklists. The second module, the **Vehicle Checklist**, allows users to add and edit daily checklists for each vehicle. The third module, the **Service Repair Request Form**, is used for adding and managing repair request forms. The final module, **Maintenance**, is accessible to administrators for managing user accounts and vehicle information. These modules are primarily designed for use by the Transport section's staffs on tablets, though administrators can also access them via desktops or tablets when maintenance is required. As of December 2024, the system's first phase is **94% complete** and is currently awaiting test runs before its implementation.

Property No.	Vehicle No.	Plate No.	Vehicle Type	Designated Driver	Alternate Driver
241-1292-SMV-001	MV-01	SPY 561	4 Wheels	Rodel Pangen	Marianne Salazar
241-0802-SMV-003	MV-03	SGR 613	4 Wheels	Engr. Mac Daniel Alejandro	Engr. Christian Reyes
241-					



Dispatch System

ACE

Log Out

Service Repair Request Form

SRRF Number

Added by

SRR-202412-0001

Scheduled

Emergency

Vehicle Number

Property Number

Plate Number

Vehicle Type

Designated Driver

Date/Time

11/02/2024 03:00 PM

Requesting Employee

Verified By

Approved for Repair

Nature of request.

Materials/Parts

Quantity

Description

Amount

Labor

Description of work done.

Service Repair Dashboard

Start Date

End Date

Visible Entries: 5

Search

SRRF Number

Property Number

Vehicle Number

Date

Status

Action

SRRF Stats

Total Forms Created: 1

Total Forms Approved: 0

Dispatch System

ACE

Log Out

Materials/Parts

Quantity

Description

Amount

Labor

Description of work done.

Done by:

Contractor's Name

Date

Returned Materials/Parts

Quantity

Description

RMS No.

Date

Storekeeper/Property Supply Officer

Engine Compartment

Trunk Compartment

Checklist Reference Number

VCL-202412-0001

Vehicle Number

Property Number

Plate Number

Vehicle Type

Driver's Name

Date

Plate number

Vehicle Type

Driver's Name

Date

Description of Problems/Comments

Take/Upload Photo

Preview:

Inspected by:

Noted by:

Added by:

Save

Cancel

Dispatch System

ACE

Log Out

Maintenance

User Accounts

Full Name

Type

Type ID

Transport Roles

Name

Role

Vehicles Master List

Property No.

Vehicle No.

Plate No.

Vehicle Type

Designated Driver

Alternate Driver

Change Account Password

Username

Old Password

New Password

Confirm New Password

Change

Cancel

Maintenance

Add Role Assignment

Full Name

Role

Save

Vehicles Master List

Property No.

Vehicle No.

Plate No.

Vehicle Type

Designated Driver

Alternate Driver

Dispatch System

ACE

Log Out

Add Vehicle Information

Vehicle Number

Vehicle Type

Plate Number

Property Number

Designated Driver

Alternate Driver

Save

Add User Account Information

Username

Password

Full Name

Account Type

Accessible Features

Vehicle Checklist

Service Repair Request Form

Maintenance

Save

Home

Welcome, ACE! This is the Homepage of the Vehicle Dispatch Application.

Most Frequent Vehicle's Needed Repairs (2024):

Most Frequent Vehicle Repairs

Vehicle's with Most Needed Repairs (2024):

Logout

You have been logged out successfully.

OK

Vehicles Master List

Property No.

Vehicle No.

Plate No.

Vehicle Type

Designated Driver

Alternate Driver

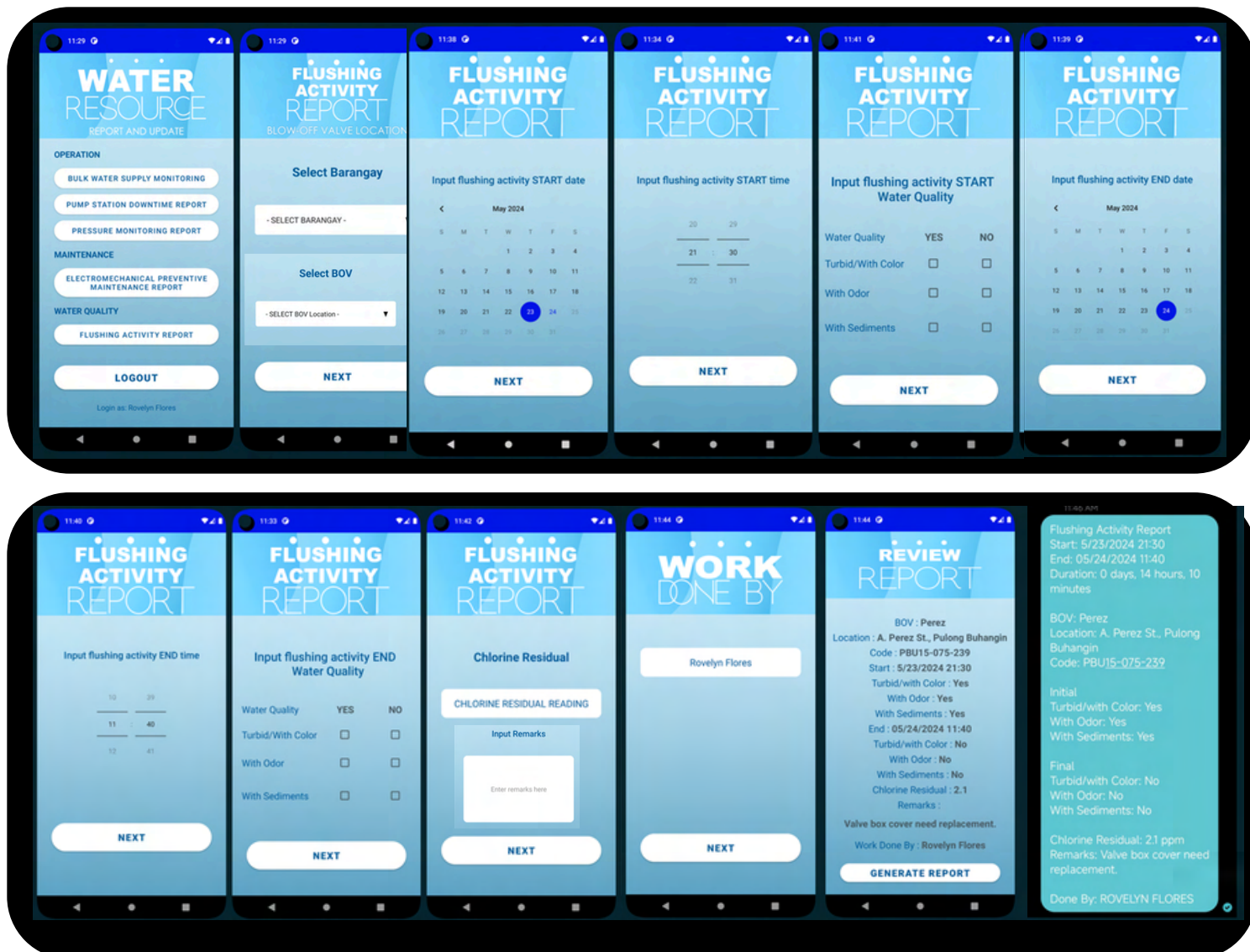


Water Resource Uniform Report and Update Mobile Application (Phase 2)



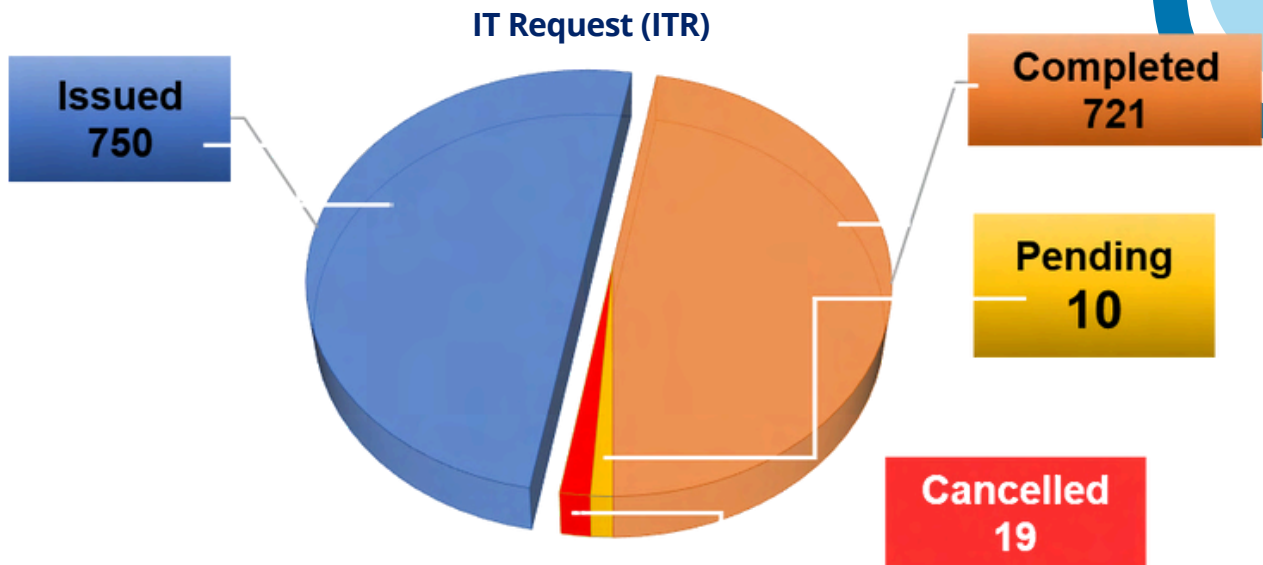
To provide comprehensive, detailed, and clear updates regarding the operation of the Water Resource Division, specifically in monitoring Bulk Water and Groundwater Supply, MIS section's goal is to simplify and enhance the current monitoring system through the use of digital technology. In response to the previous request and proposal for technological improvements, the Water Resource Division has already implemented a mobile application. Initially, three activities were incorporated: *Bulk Water Tapping Point Monitoring*, *Pump Station Downtime Report*, and *Pump Station Electromechanical Preventive Maintenance Report*.

The second phase of the proposal involves enhancing the Pump Station Downtime Report and introducing two additional report-generating modules: *the Pressure Monitoring Report and the Flushing Activity Report*. Although the second phase was originally planned for completion in September 2024, development was successfully **completed** ahead of schedule on May 21, 2024.





ITR and IDR Year End Summary Report for the Year 2024



Internal Data Request (IDR)

IDR Overall Status	Issued	Completed	Cancelled
Jan-24	11	11	-
Feb-24	15	15	-
Mar-24	19	19	-
Apr-24	12	12	-
May-24	13	13	-
Jun-24	12	12	-
Jul-24	7	7	-
Aug-24	19	18	1
Sep-24	17	17	-
Oct-24	17	16	1
Nov-24	12	11	1
Dec-24	14	14	-
Total	168	165	3





d. Human Resources Section

The Human Resources (HR) section comprises three teams: **the Manpower Planning and Recruitment Team**, the **Personnel Welfare Team**, and the **Training and Development Team**.

Manpower Planning and Recruitment Team

This team is responsible for managing the hiring and recruitment process for job applicants, as well as screening, renewing, and appointing current employees, and monitoring performance evaluations.

Recruitment

One of the key recruitment initiatives introduced for 2024 was the Local Recruitment Activities (LRA) in collaboration with PESO, a strategic approach aimed at leveraging community resources to attract and hire local talent. The *Public Employment Service Office (PESO)* played a significant role in ensuring that recruitment efforts were inclusive, effective, and accessible to a wide range of local community members.

Key Benefits of Collaborating with PESO:

- **Wider Talent Pool:** Partnering with PESO allowed the company to connect with a broader range of candidates, ensuring that recruitment efforts reached individuals who might not otherwise have access to such opportunities.
- **Job Advertisement:** PESO facilitated the promotion of job openings to a wider audience. By utilizing PESO's network, the company's job vacancies were advertised across various channels.

As a result of this approach, **14 applicants** emerged as strong candidates for the available roles, leading to their successful hiring. Furthermore, to effectively identify qualified applicants with specific skills (e.g., Pump Operators), requesting a Masterfile from PESO proved to be a valuable resource. PESO maintains a database of candidates who have graduated from vocational courses, technical schools, or training programs related to specific skills, including those for Pump Operators.





Summary of Recruitment Activities

1. Job Fair:

The company has conducted two job fairs for the recruitment year.

Conducted Dates:

- March 15, 2024
- August 20, 2024

2. Local Recruitment Activity (LRA):

In partnership with PESO (Public Employment Service Office).

Conducted Dates:

- March 9, 2024
- June 29, 2024
- October 5, 2024

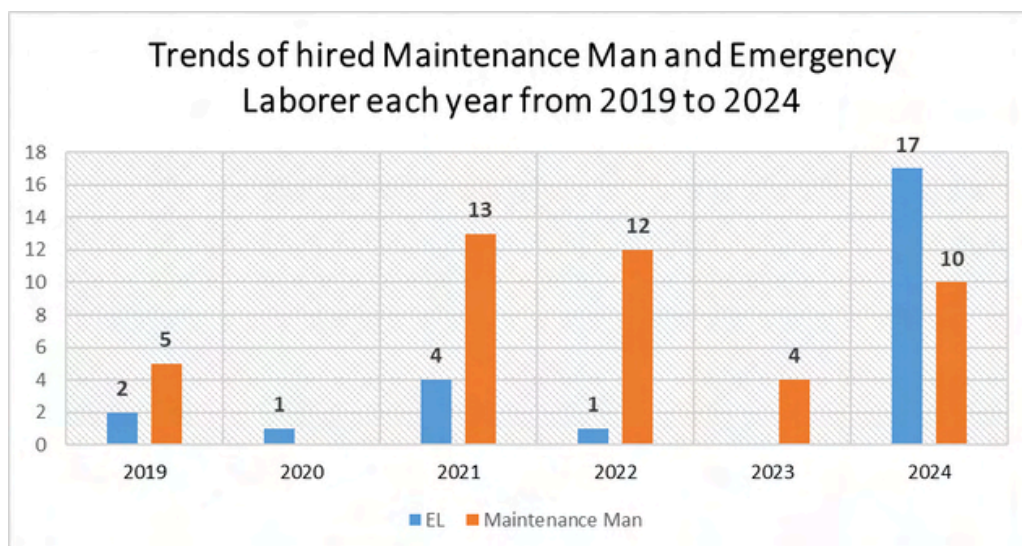
3. Job Vacancy Posting:

Advertising open positions across job boards, career sites, and social media platforms.

Posted Dates:

- March 5, 2024
- March 14, 2024
- June 25, 2024
- August 17, 2024
- August 19, 2024
- September 30, 2024

A significant challenge in hiring is the shortage of qualified talent in certain fields. This scarcity of suitable candidates has made it increasingly difficult to fill positions quickly. Additionally, the volume of open positions has increased, further complicating the process of sourcing and hiring qualified individuals. In past years, the hiring processes for **maintenance workers and emergency laborers** often overlapped, which made it even harder to fill these positions. However, in 2024, the hiring process was streamlined, simplifying the recruitment of emergency laborers. This change has resulted in a more efficient way to attract applicants for these urgent roles.



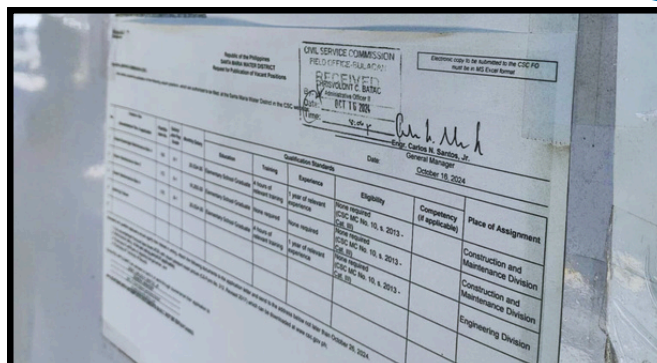
The recruitment team's future plans include improving interview questionnaires by transitioning to standardized structured interviews that focus on assessing skills, behaviors, and competencies relevant to the role. Additionally, they aim to implement Behavioral Event Interviews using the **Situation-Task-Action-Result (STAR) Method**, along with a standardized evaluation and scoring system to ensure fair and consistent assessments of all candidates.



Appointments

The Santa Maria Water District submitted a request to create an additional five (5) plantilla positions. On July 10, 2024, the Department of Budget and Management (DBM) approved this request, bringing the **total number of plantilla positions at SMWD to 183**.

On July 31, 2024, the five (5) newly created positions were announced and posted in three prominent locations: the front door of the SMWD Office, the SMWD Extension Office (Farmacia), and the PESO Office of the Municipality of Santa Maria.



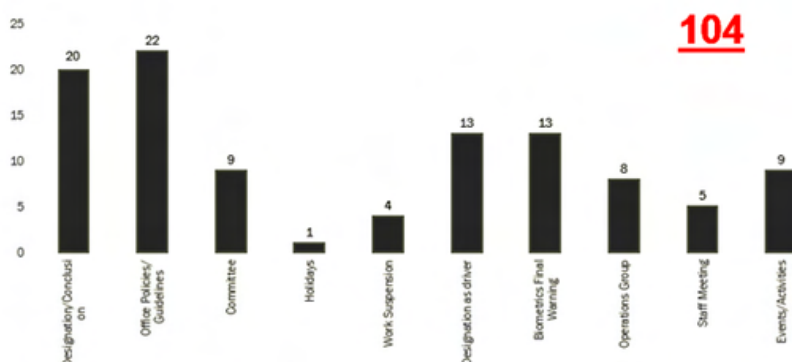
Summary of Appointments Processed 2024

Particulars	Number
• Permanent appointments	
-Original	10
-Promotion	14
-Reappointment	15
-Transfer	3
• Casual	
- Original	0
- Reappointment	8
TOTAL	50

The additional plantilla positions were created in anticipation of the proposal for Category A plantilla positions and to remove the designation of certain personnel under the Category B plantilla.

Personnel Memoranda

In relation to the agency's existing policies, memoranda were reviewed and recommended for revision to update office policies, ensuring their proper and efficient implementation while eliminating outdated procedures. Overall, the Office of the General Manager issued **a total of 104 personnel memoranda** to ensure proper implementation and provide guidance.



Statement of Assets, Liabilities and Net Worth (SALN)

Under Republic Act No. 6713, the "Code of Conduct and Ethical Standards for Public Officials and Employees," all public officials are required to file their statements and disclosures within thirty (30) calendar days after assuming office, by April 30 of each subsequent year, and within thirty (30) calendar days after separation from service.

In compliance with R.A. No. 6713, Santa Maria Water District (SMWD) employees submitted their Statements of Assets, Liabilities, and Net Worth (SALN) by June 25, 2024, as of December 31, 2023. The SALNs of all employees, including members of the Board of Directors, were successfully transmitted to the Office of the Ombudsman on June 28, 2024. Additionally, the Office of the Ombudsman received SALNs from all recently appointed and separated public officials in 2024.

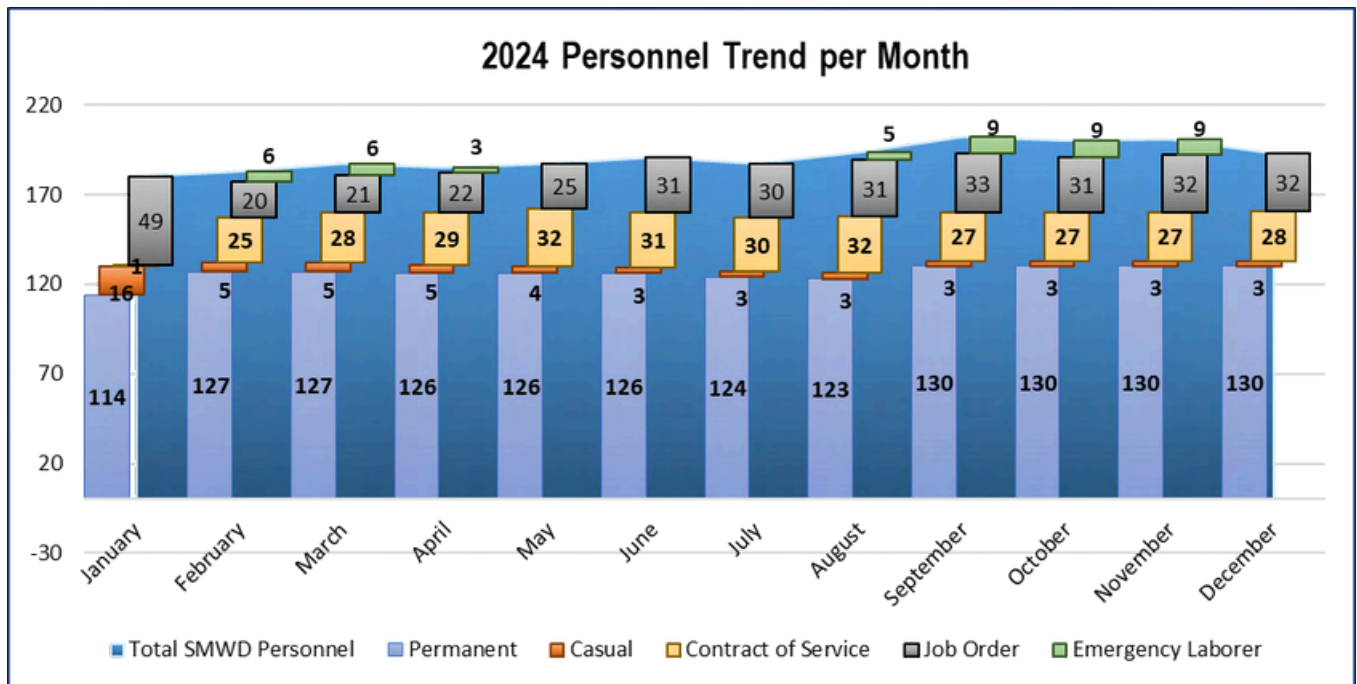


Personnel Welfare Team

This team focuses on the welfare and development of employees and the organization as a whole. Their responsibilities include managing the personnel 201 files and the HR database, as well as generating reports for attendance or timekeeping, payroll, remittances, loans, and monitoring incident reports, rewards, and recognition.

Personnel Trend

Below is the detailed chart of SMWD personnel trend per month for the year 2024.



As of December 31, 2024, the total workforce comprised **193** employees, including **130** regular employees, **3** casual employees, **32** on contract, and **28** job order employees.

Personnel Welfare

The Santa Maria Water District, in collaboration with *New World Diagnostics, Inc. (NWDi)*, conducted its **2024 Annual Medical and Physical Examination (AMPE)** on October 23, 2024. This examination is part of the SMWD Human Resource Section's Health and Wellness Initiative.

The AMPE had previously been a standard practice for SMWD but was discontinued during the pandemic. This year, it was reinstated to offer employees convenient healthcare through a mobile medical van. In 2020, the last AMPE was difficult for employees, as they had to travel to the nearest partner clinic for their laboratory and physical tests. However, in 2024, HR introduced a new approach, allowing employees to experience the comfort and convenience of having the AMPE conducted in a single day at the SMWD office.

A total of 130 employees were eligible for the AMPE. The employees underwent the following laboratory tests and physical examinations:

- Complete Urinalysis
- Complete Blood Count
- Blood Typing
- Fasting Blood Sugar
- Blood Uric Acid
- Liver Enzymes (SGPT and SGOT)
- Kidney Function Test (Blood Urea Nitrogen & Creatinine)
- Lipid Profile (Cholesterol, Triglycerides, HDL, LDL)
- Physical Examination
- Dental Examination
- Visual Acuity
- Chest X-Ray – Plain, Posterior-Anterior (PA) view
- 12-Lead Electrocardiogram (ECG)



This initiative allows the Human Resource Section to assess employees' health and evaluate their ability to perform their jobs effectively. It will also help identify recommendations concerning their roles and responsibilities at work. The program will continue next year in line with Executive Order No. 64, s. 2024, signed by President Ferdinand Marcos Jr., which offers an annual medical allowance of up to Php 7,000 for government employees.



Furthermore, as part of SMWD's commitment to maintain high standards of employee well-being and performance, the implementation of both confidential and random drug testing procedures was carried out. In coordination with *DrugCheck Philippines, Inc.*, SMWD conducted drug screening tests on November 5, 2024, for 180 out of 191 employees, focusing on two parameters: methamphetamine hydrochloride (shabu) and tetrahydrocannabinol (marijuana). **Drug testing** within the organization is strictly confidential, with details of each employee's participation, including results, kept private and shared only with authorized personnel. This confidentiality ensures that employee privacy is respected and that any actions taken based on drug test results are handled discreetly and professionally.



Loyalty Awardees

Employees who reach the milestone of ten years of public service, along with those who achieve these every five years thereafter, are recognized annually. Their dedication to SMWD is truly commendable. This year, **fourteen** employees received awards and cash prizes.

In addition to the employees, the Board of Directors were also recognized for their milestones at SMWD.

Name	No. of years
Rogelio D. Pangan	35
Maria Leonora S. Romarate	25
Ariel N. Mariano	20
Vivian P. Batongbakal	10
Marilyn N. Castillo	10
Jesus C. Dioquino, Jr.	10
George B. Domingo	10
Maria Lourdes V. German	10
Analyn A. Gunita	10
Vilma G. Hate	10
Fernando M. Ignacio	10
Jasmin L. Jose	10
Roel V. Lorenzo	10
Rodel R. Pangan	10





Perfect Attendance of the Year



At the Santa Maria Water District (SMWD), a special recognition awaits employees who demonstrate outstanding commitment to their work. Each year, those who achieve perfect attendance—without any absences, tardiness, or undertime for both job orders and regular or casual work—are celebrated at the SMWD Staff Meeting.

An employee who has achieved perfect attendance for the entire year—without any absences, tardiness, or undertime for job orders, as well as no vacation or sick leaves, tardiness, or undertime for regular and casual work—will be recognized and awarded a "Perfect Attendance of the Year" certificate, along with a small token of appreciation from the General Manager. This initiative honors employees who demonstrate a strong commitment to reporting to work on time according to their assigned schedules.



Being recognized as "Perfect Attendance of the Year" is a well-deserved reward for employees' dedication and commitment to their assigned work schedules.

For 2024, **seven regular employees, one casual employee, and three contract or job order employees** received this honor for their exceptional attendance.

Regular Employees:

- **Restituto G. Cordero**
Engineering Division
- **Neilmark M. Jolin**
Engineering Division
- **Roberto B. Mendoza**
General Services Division
- **Rogelio D. Pangan**
Engineering Division
- **Israel A. Reyes**
Customer Accounts Division
- **Danilo DC. Santos**
Engineering Division
- **Rosalie S. Velasquez**
Customer Accounts Division

Casual Employee(s):

- **Reynaldo D. Bautista Jr.**
Engineering Division

Contract of Service and Job Order Employees:

- **Jennifer DJ. Artazo**
Administrative Services Division
- **Bengie B. Dejumo**
Engineering Division
- **Micko H. Dela Cruz**
Water Resource Division



Digitization of Leave Record

Digitizing records offers numerous advantages that enhance administrative efficiency. The team has begun transitioning from traditional handwritten leave cards to digital leave records as part of their efforts to modernize administrative processes and ensure accurate computation of leave balances. This shift facilitates easier tracking, faster processing, and secure storage of leave records, significantly minimizing the risks associated with manual documentation.

Re-Organization of Internal Services Guidelines and Processes

The team has also initiated a comprehensive reorganization of their internal services guidelines and processes to enhance clarity, efficiency, and consistency across the timelines for each service. This effort involves reviewing and updating existing policies and procedures to ensure they align with current needs and best practices set by the Civil Service Commission Rules. A key change includes standardizing processes to reduce confusion and improve the consistency of service delivery.

Modification of HR Forms

(Application of Leave of Absence, Application for Work Absence, and Incident Report Forms)

Another improvement implemented in 2024 was the modification of the Application for Leave of Absence, Application for Work Absence, and Incident Report Forms to enhance the efficiency and reliability of the request processing system. These updates align with the latest form formats and internal processes. As a result, all requests will be processed smoothly, accurately, and without delays.

APPLICATION FOR WORK ABSENCE				HRS-FR 007 Sep 2024 Rev. 03
Santa Maria WATER DISTRICT				
1. OFFICE/DEPARTMENT/DIVISION	2. NAME (Last) (First) (Middle)	AFW NO.		
3. DATE OF FILING	4. POSITION	5. DAILY COMPENSATION		
6. DETAILS OF APPLICATION				
6.A TYPE OF ABSENCE	6.B DETAILS OF ABSENCE	6.C WHERE ABSENCE WILL BE SPENT		
<input type="checkbox"/> Vacation <input type="checkbox"/> Sick <input type="checkbox"/> Others				
7. NUMBER OF WORKING DAYS APPLIED FOR				
8. INCLUSIVE DATES:				
Signature of Applicant				
7. DETAILS OF ACTION ON APPLICATION				
7.A RECOMMENDATION	7.B CERTIFICATION	7.C APPROVED FOR		
<input type="checkbox"/> For Approval <input type="checkbox"/> For Disapproval due to:		7.D DISAPPROVED DUE TO		
Immediate Supervisor	HR Personnel	Department Manager		

INCIDENT REPORT			HRS-FR 037 Sep 2024 Rev. 02
Santa Maria WATER DISTRICT			
Employee Name:	R. No.	Date Filed:	
Position:	Department/Division:		
Location of Incident:	Date/Time of Incident:		
TYPE OF INCIDENT			
<input type="checkbox"/> Personnel accident/injury <input type="checkbox"/> Service Vehicle	<input type="checkbox"/> Property, Supply or Equipment <input type="checkbox"/> Policy/Procedural Breach	<input type="checkbox"/> Complaints/Grievances <input type="checkbox"/> Others	
(Attach separate sheet for the details of incident)			
Witnesses:			
Action Taken:	Recommendation:		
Attached Required Documents:			
<input type="checkbox"/> Pictures <input type="checkbox"/> Barangay/Police Blotter <input type="checkbox"/> Photocopy of Driver's License	<input type="checkbox"/> Photocopy of OR and CR <input type="checkbox"/> Others (Please specify)	Submitted by/Date:	
Received by/Date:	Received by/Date:	Received by/Date:	
GS Personnel	HR Personnel	Representative of Ad Hoc Committee	

APPLICATION FOR LEAVE OF ABSENCE			HRS-FR 001 Sep 2024 Rev. 02
Santa Maria WATER DISTRICT			
1. OFFICE/DEPARTMENT/DIVISION	2. NAME (Last) (First) (Middle)	AFL NO.	
3. DATE OF FILING	4. POSITION	5. SALARY	
6. DETAILS OF APPLICATION			
6.A TYPE OF LEAVE TO BE AVAILED OF	6.B DETAILS OF LEAVE		
<input type="checkbox"/> Vacation Leave (Sec. 51, Rule XVI, Omnibus Rules Implementing E.O. No. 292) <input type="checkbox"/> Mandatory/Forced Leave (Sec. 25, Rule XVI, Omnibus Rules Implementing E.O. No. 292) <input type="checkbox"/> Sick Leave (Sec. 40, Rule XVI, Omnibus Rules Implementing E.O. No. 292) <input type="checkbox"/> Maternity Leave (RA No. 9178 / CSC MC No. 71, s. 1998, as amended) <input type="checkbox"/> Potentially Leave (RA No. 9178 / CSC MC No. 71, s. 1998, as amended) <input type="checkbox"/> Special Privilege Leave (Sec. 21, Rule XVI, Omnibus Rules Implementing E.O. No. 292) <input type="checkbox"/> Solo Parent Leave (RA No. 9512 / CSC MC No. 8, s. 2004) <input type="checkbox"/> Study Leave (Sec. 68, Rule XVI, Omnibus Rules Implementing E.O. No. 292) <input type="checkbox"/> 10-Day Unpaid Leave (RA No. 2052 / CSC MC No. 13, s. 2005) <input type="checkbox"/> Rehabilitation Privilege (Sec. 35, Rule XVI, Omnibus Rules Implementing E.O. No. 292) <input type="checkbox"/> Special Leave Benefits for Women (RA No. 2719 / CSC MC No. 25, s. 2010) <input type="checkbox"/> Special Emergency (Calamity) Leave (CSC MC No. 2, s. 2012, as amended) <input type="checkbox"/> Adoption Leave (RA No. 2052) <input type="checkbox"/> Others:	<input type="checkbox"/> In case of Vacation/Special Privilege Leave: Within the Philippines Abroad (Specify): <input type="checkbox"/> In case of Sick Leave: In Hospital (Specify illness): Outpatient (Specify illness): <input type="checkbox"/> In case of Special Leave Benefits for Women (Specify illness): Completion of University Degree BAR/Board Examination Review Other purpose: <input type="checkbox"/> Monetization of Leave Credits Terminal Leave		
7. NUMBER OF WORKING DAYS APPLIED FOR			
8. INCLUSIVE DATES:			
6.C COMMUTATION			
Conversion of unused leave credits to corresponding monetary value			
<input type="checkbox"/> Not Requested <input type="checkbox"/> Requested			
Signature of Applicant			
7. DETAILS OF ACTION ON APPLICATION			
7.A RECOMMENDATION	7.B CERTIFICATION OF LEAVE CREDITS		
<input type="checkbox"/> For approval <input type="checkbox"/> For disapproval due to:	As of:		
	Total Earned		
	Less this application		
	Balance		
Authorized Officer		HR Personnel	
7.C APPROVED FOR			
days with pay			
days without pay			
others (Specify)			
7.D DISAPPROVED DUE TO			
General Manager			



Training and Development Team

This team is responsible for orientation, training, gender and development programs, and the documentation of HR activities.

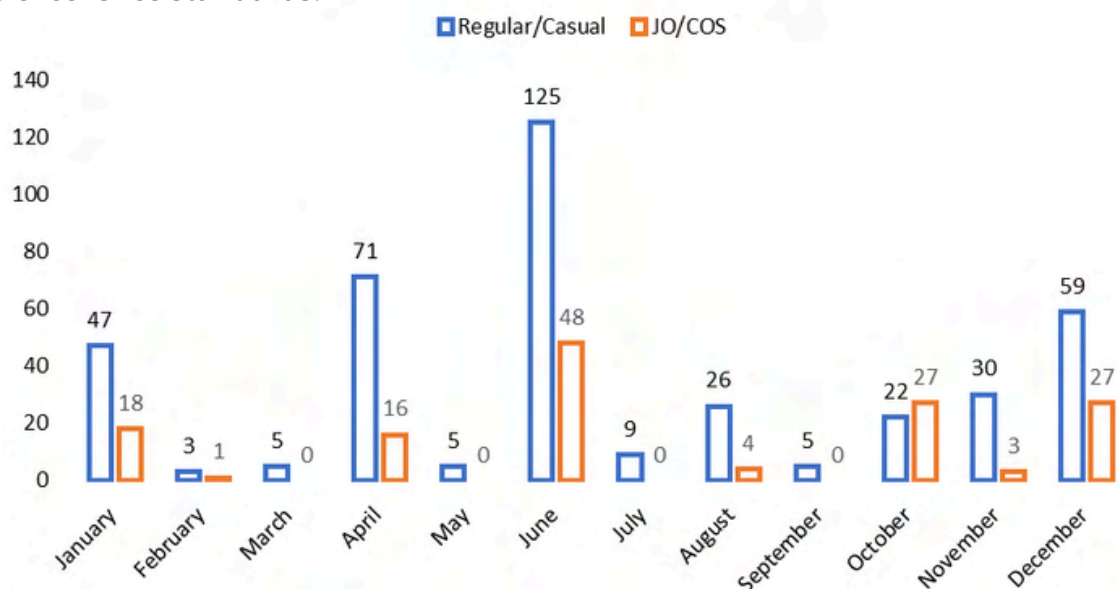
Trainings and Seminar conducted and attended for 2024



For the year 2024, a total of **44 training sessions** were conducted to enhance employee skills and competencies, categorized into three main types: *In-House Trainings*, *External Trainings*, and *Online Trainings*.

In-House Trainings, consisting of **10 sessions** held at the SMWD Building, focused on improving operational skills and fostering team collaboration. **External Trainings**, totalling **26 sessions**, were facilitated by third-party experts, providing employees with advanced technical knowledge and professional development opportunities. Finally, **Online Trainings**, comprising **8 sessions**, offered flexibility and convenience, covering essential compliance and technical modules.

These training initiatives underscore SMWD's commitment to continuous learning and professional growth, ensuring that employees are well-equipped to meet operational and service excellence standards.



Employees with Seminars per Month (2024)



Symposiums and Conferences Attended for 2024



A total of **18 symposiums and conferences** were attended by our Board of Directors, General Manager, and other employees. These events played a critical role in enhancing employee knowledge, fostering professional growth, and keeping them informed about industry trends. The symposiums were carefully selected based on their relevance to the organization's operational goals, the needs of its employees, and its commitment to continuous improvement.

SMWD Staff Meetings 2024

One of the key activities the team prioritizes is holding regular staff meetings, led by the General Manager. These meetings serve as a crucial platform for communication, collaboration, and fostering a positive work culture within the organization. During these sessions, HR provides important updates on organizational developments, celebrates employee achievements, and strengthens teamwork.

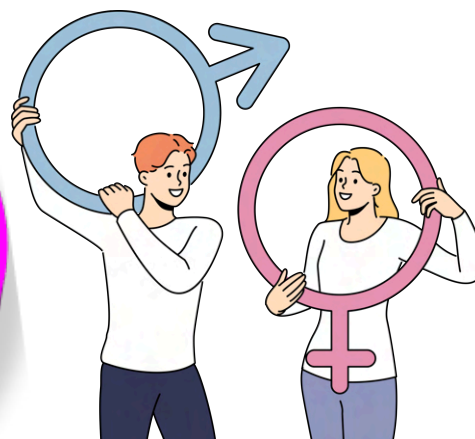
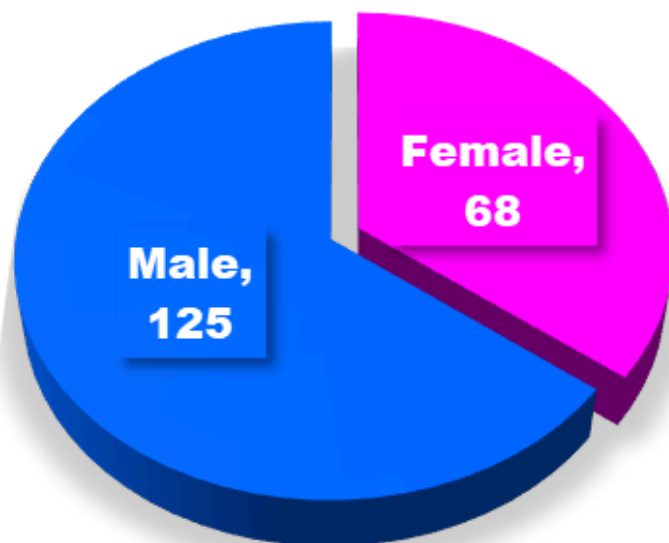
Key activities include knowledge sharing across different divisions, recognizing birthday celebrants, acknowledging employees with perfect attendance, announcing personnel movements, and highlighting the talents of new employees. We also take time to celebrate top performers, motivating others to strive for excellence. Additionally, constructive discussions on areas for improvement, such as addressing lateness and undertimes, are regularly held to maintain a productive work environment.

In 2024, a total of **five staff meetings** were conducted. These meetings not only promoted transparency but also played a significant role in boosting employee morale and strengthening team dynamics.





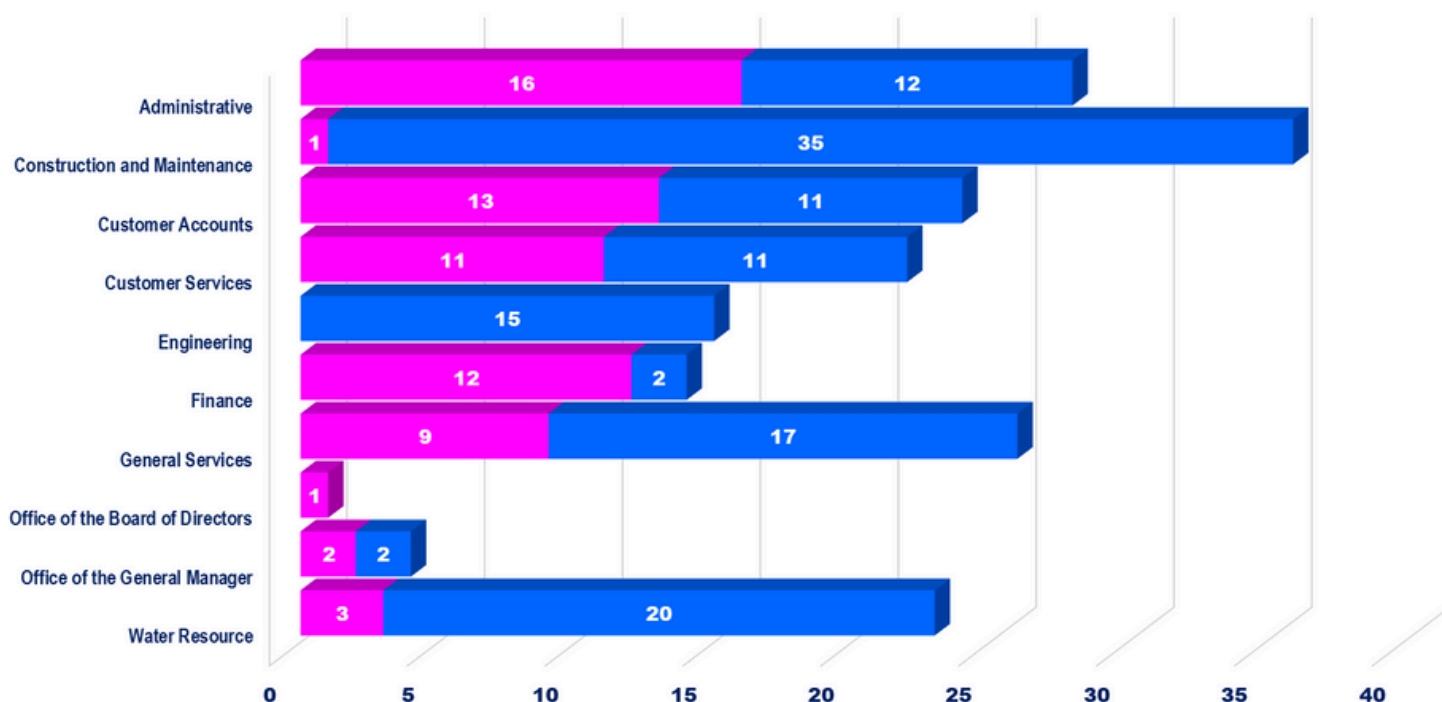
Gender and Development (GAD)



SMWD Gender Pie 2024

The main purpose of the Gender and Development (GAD) initiative is to analyze the causes of gender inequality within the context of relationships between women and men, as well as social structures. It aims to challenge stereotypical divisions of labor and address the institutions and systems that contribute to gender disparity. GAD is significant in the Philippines as it promotes women's empowerment and emphasizes the necessity of their full participation in society. Established by the government, it seeks to address the gender imbalances and inequalities present in the country.

Santa Maria Water District Gender Distribution per Division





SMWD actively supports GAD with its list of activities for 2024

GENDER AND DEVELOPMENT PLAN AND BUDGET (2024)
Organization - Focused
Conduct regular Bi-Monthly GFPS Meetings
Attendance to GAD seminars, VAW law and Sexual Harrasement in the workplace
Mandatory Drug-testing and Orientations on the effects of drug use
Conducting training and seminars on basic life support skills, first aid application and safety precautions
Conducting fire and earthquake training and drill
Blood Letting Activities
Conducting of SMWD Activity to empower Women in its workplace
Conducting of activity to promote a good and healthy lifestyle in the workplace such as Fun Run or Fun Walk and Zumba and Appreciation to employees
Mental Health Program
Renovation of a restroom to All Gender Restrooms

GENDER AND DEVELOPMENT PLAN AND BUDGET (2024)
Client - Focused
Orientation for 2,610 new concessionaires
Water Conservation Awareness Campaign Film Viewing and demonstration on proper hand-washing to Grade School Students
Participating in Brigada-Eskwela SY2024-2025
Purposive information dissemination on proper disposal and segregation of waste
Well Rehabilitation and installation of Treatment Facilities
Water Rationing
Posting of Information regarding Water Conservation and etc.
Purchase of Bulk Water
Pipelaying project at strategic locations
Public information on the Proper Septage Management



2024 SMWD GAD ACTIVITIES

Gender and Development Focal Point System



Pistang Bayan 2024

February 7, 2024

SMWD Biggest Loser 2024

February 2024 to
August 2024



SMWD Valentine's Day Celebration

February 14, 2024



2024 CMWD GAD ACTIVITIES

Gender and Development Focal Point System



National Women's Month

Month of March 2024

Mother's Day Celebration

May 13, 2024



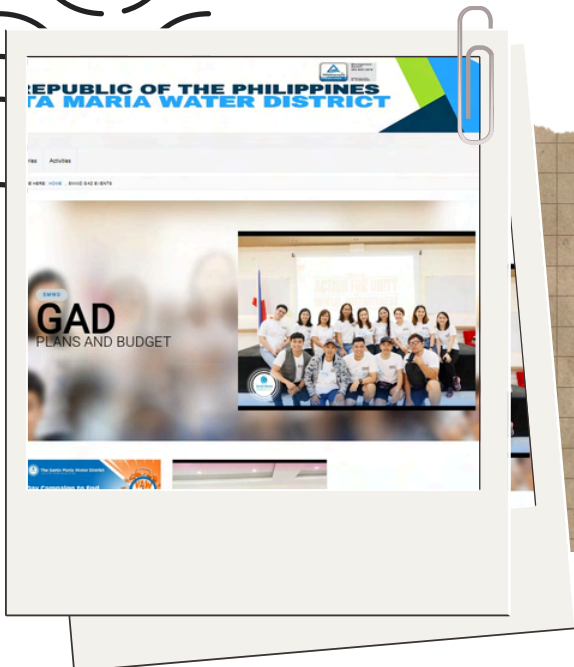
Father's Day Celebration

June 17, 2025



2024 CMWD GAD ACTIVITIES

Gender and Development Focal Point System

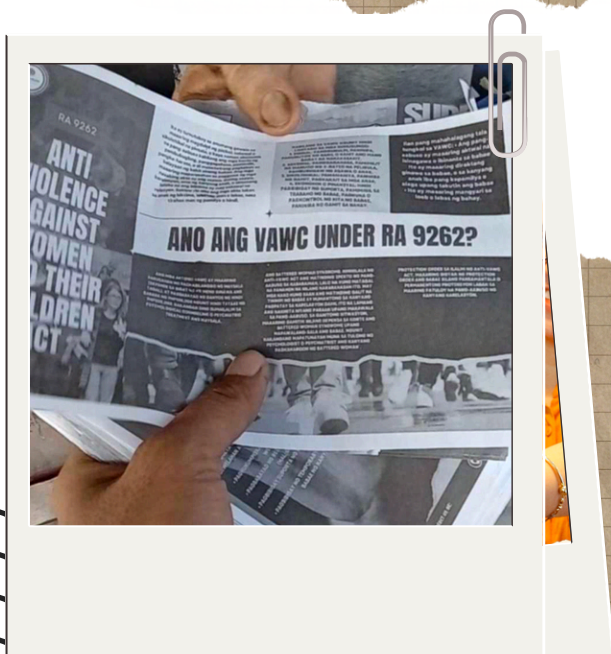
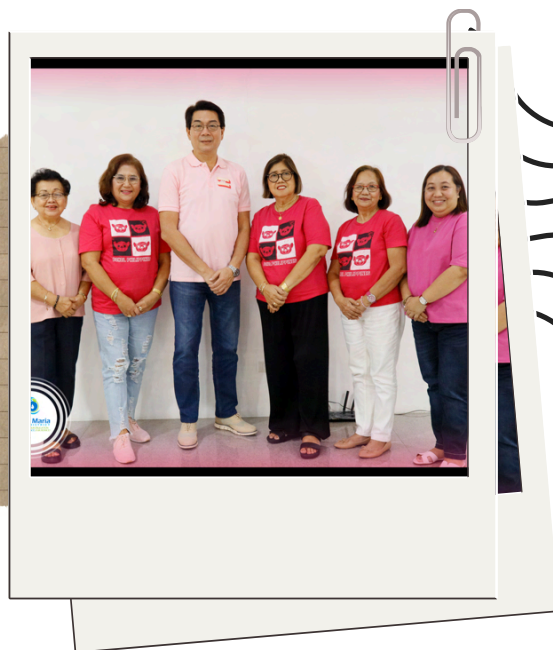


Gender and Development (GAD) Corner

November 2024

Breast Cancer Awareness Month

Month of October 2024



11-Day Campaign to fight Violence against Women

November 25, 2024 to
December 12, 2024



2024 SMWD GAD ACTIVITIES

Gender and Development Focal Point System



Mental Preparedness Activity

June 20 and 21, 2024

Clearwater Resort & Country Club
Centennial Rd, Clark Freeport, Mabalacat,
Pampanga





2024

CMWD ACTIVITIES



Annual Visitation at Biak-na-Bato

March 26, 2024
Doña Remedios Trinidad, Bulacan

Blood Donation Drive

April 13, 2024
Guyong, Santa Maria, Bulacan





2024 SMWD ACTIVITIES



“CLEAN UP DRIVE” in celebration of World Earth Day 2024

April 30, 2024

Angat Dam Complex in Norzagaray, Bulacan

Demo Presentation of GeoNobel GIS and Asset Management

May 6, 2024

SMWD Building



2024 Basketball Tournament

May 10, 2024

Bustos Gym



2024 **CLAWD** ACTIVITIES



CLAWD Indoor Games

July 30, 2024

Clark Freeport, Angeles, Pampanga

2024 PCSA Vibe Run

September 01, 2024

CDC Parade Grounds,
Clarkfield, Pampanga



R.A.C.E to Serve Zumba-Fun Walk

September 6, 2024

BSU, Malolos Bulacan



2024

SMWD ACTIVITIES



SMWD 38th Anniversary

September 27, 2024
One Santiago Park, Santa Maria Bulacan





2024 **SMWD** ACTIVITIES



SMWD joins BAWD Christmas Party 2024

**December 02, 2024
St. Agatha Resort & Country Club, Inc**

BAWD FUN RUN 2024

**December 6, 2024
Doña Remedios Trinidad**



CLAWD General Assembly and Year-End Party

**December 13, 2024
Best Western Plus Metro Clark,
Savers Mall 2, Angeles City, Pampanga**



2024

SMWD ACTIVITIES



SMWD Year- End Party

December 20, 2024
Marian Grand Pavilion





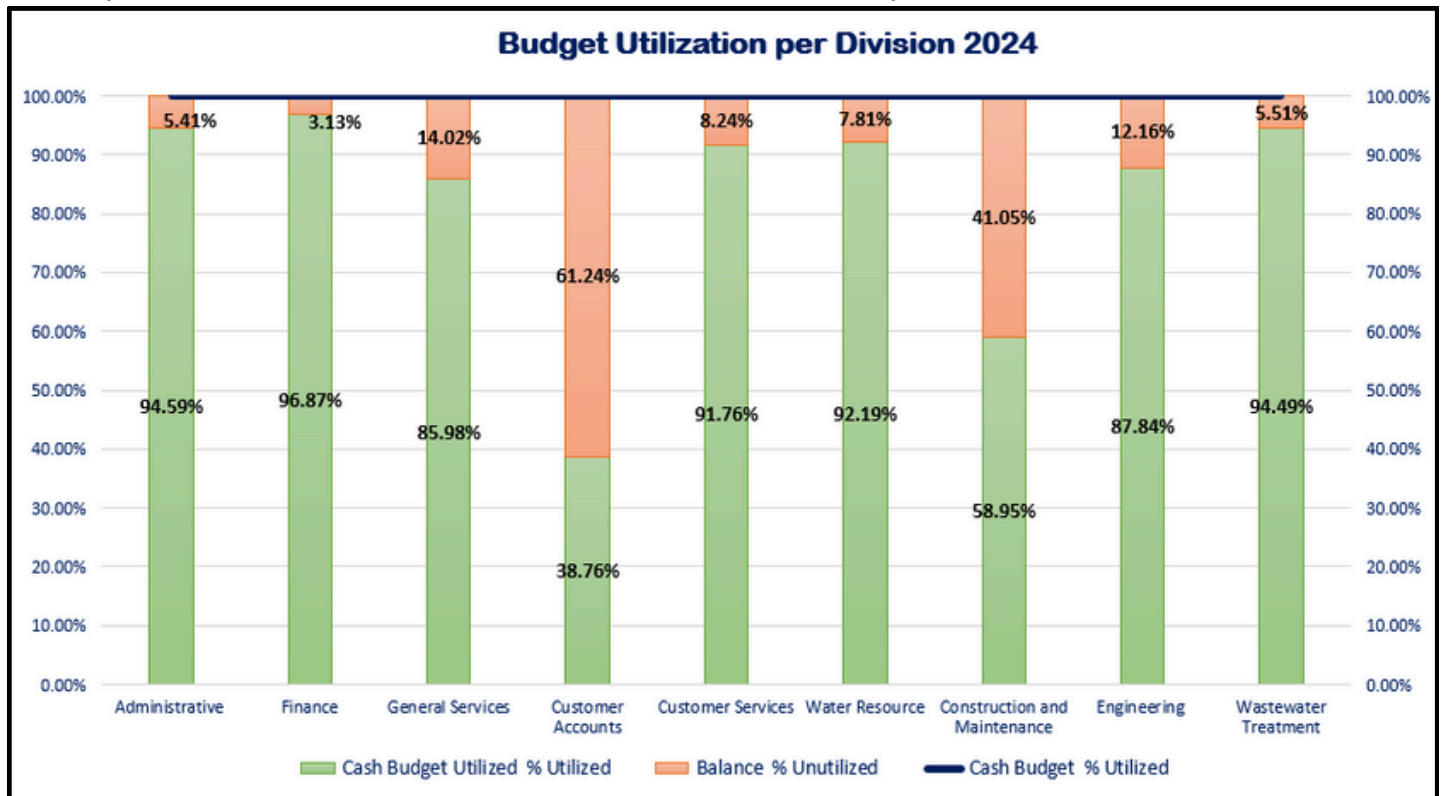
2. Finance Division

The Finance Division is responsible for documenting the financial and operational transactions of SMWD, including billing, collections, deposits, disbursements, procurement, inventory management, and taxation, as well as preparing financial reports. It consists of three sections:

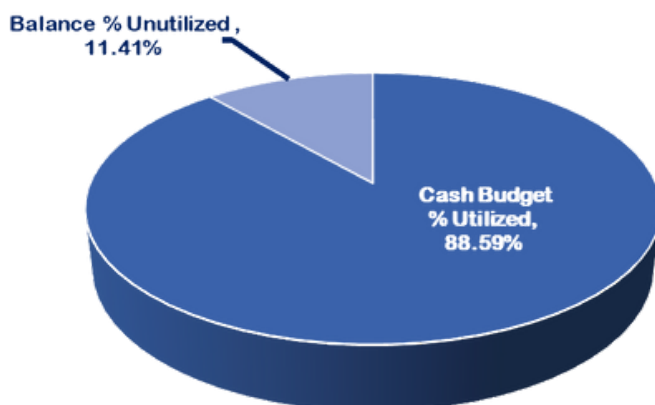
- a. General Accounting Section
- b. Financial Management Section
- c. Cash Management Section

Budget Utilization

A budget serves as a financial roadmap for the future; assuming everything proceeds as anticipated, it details how much should be allocated to and spent on various items.



Regarding the approved budget allocated to each division, the Operations Department's wastewater treatment section used 94.49% of its budget. In the Commercial Department, Customer Services utilized 91.76%. The Finance Division had the highest utilization rate at 96.87%. As indicated in the graph's table, **no division exceeded its approved budget.**

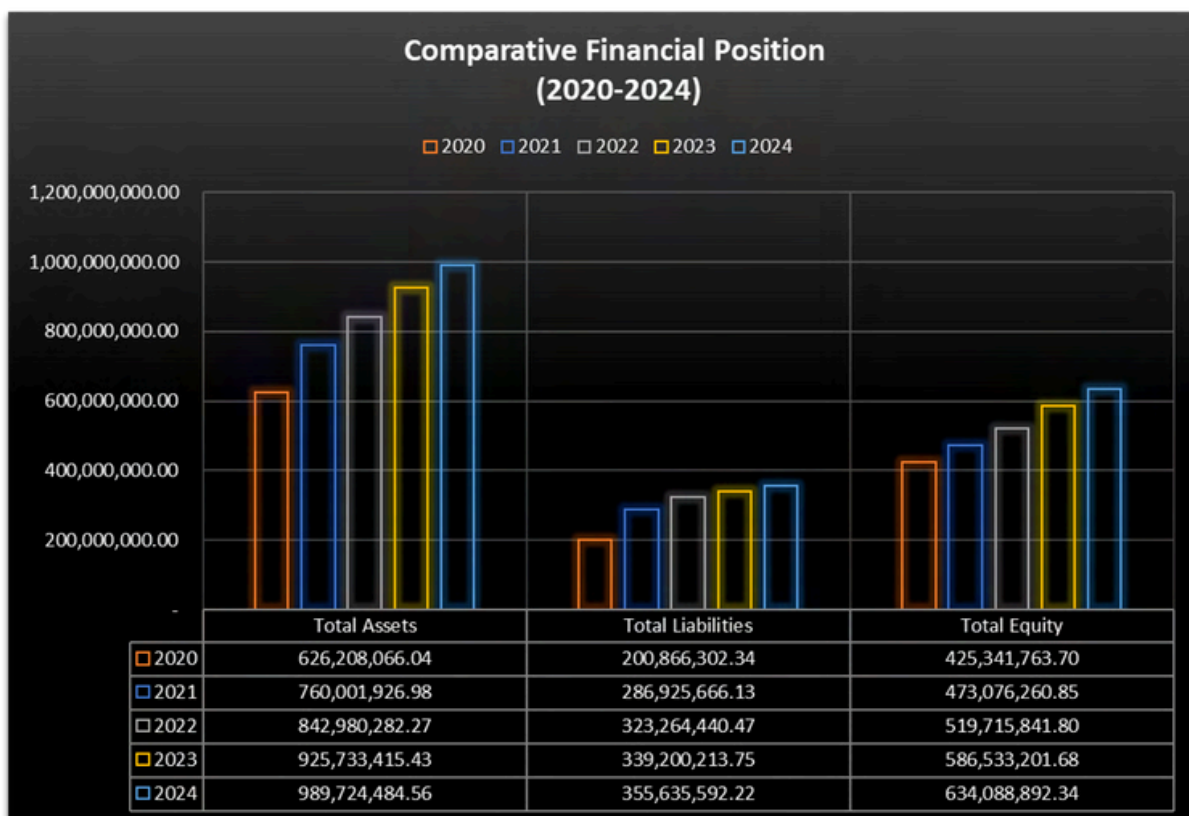


For the year 2024, SMWD utilized the **budget with a rating of 88.59 percent, 3.59% above the target set** and meeting the budget utilization threshold of 80 to 90 percent by the Department of Budget and Management (DBM).



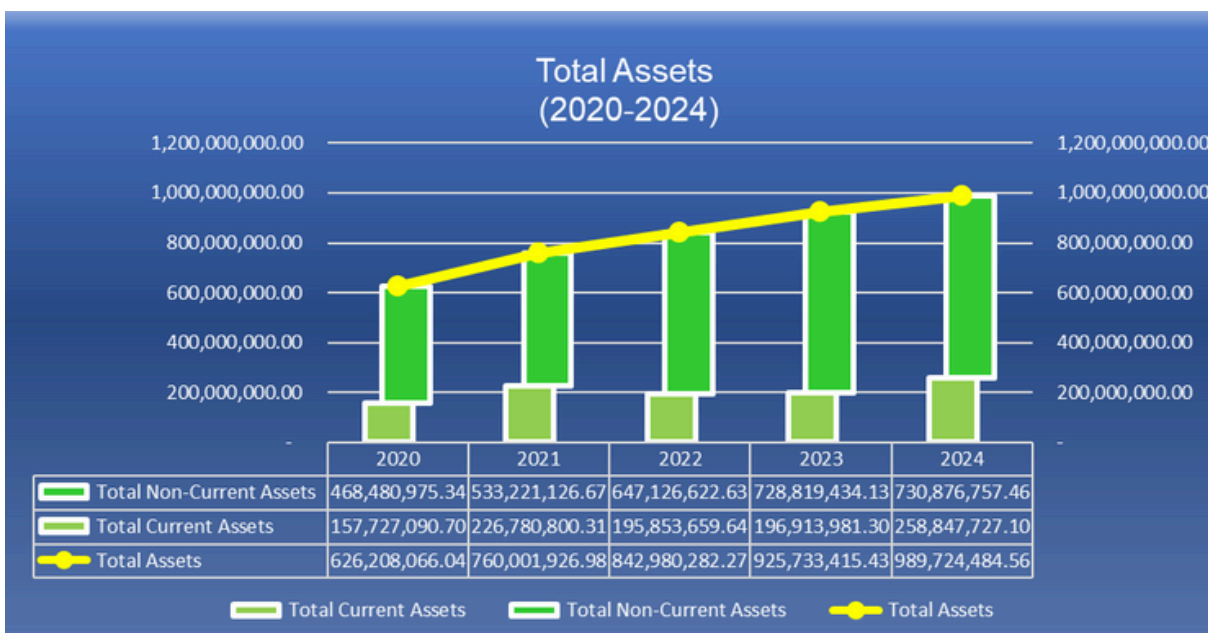
Financial Position

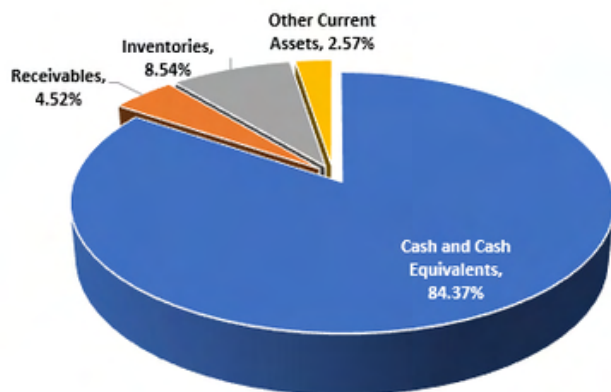
The financial position as of December 31, 2024, reflects the Santa Maria Water District's (SMWD) capacity to provide anticipated services and benefits to the public and other stakeholders. In calendar year (CY) 2024, SMWD's **total assets** amount to ₱989.72 million, an **increase of ₱64 million or 6.91 percent** compared to total assets of ₱925.73 million in CY 2023. **Total liabilities** in CY 2024 stand at ₱355.64 million, **up by ₱16.44 million or 4.85 percent** from the CY 2023 total of ₱339.20 million. Additionally, **total equity** in CY 2024 is ₱634.22 million, **an increase of ₱47.69 million or 8.13 percent** from the previous year's total equity of ₱586.53 million.



Total Assets

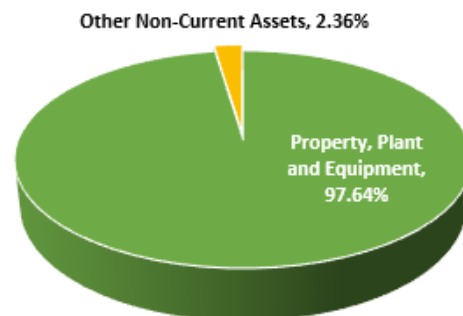
Total assets amount to ₱989.72 million, comprising ₱258.85 million (26.16%) in current assets and ₱730.88 million (73.85%) in non-current assets.





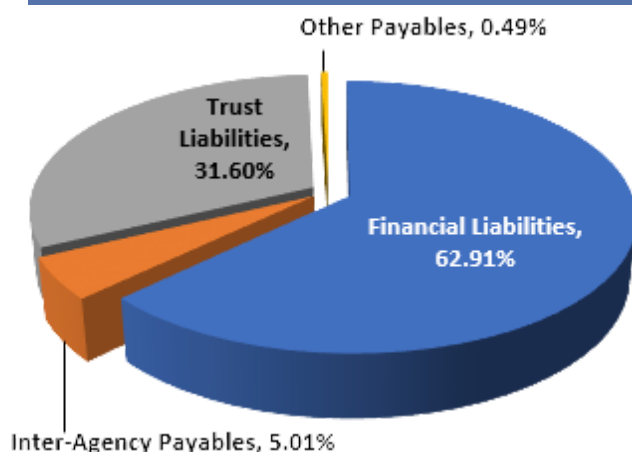
Total **current assets** for CY 2024 increased by ₱61.93 million, reaching ₱258.85 million. This growth is primarily driven by a ₱66.37 million increase in cash and cash equivalents (43.62%), a ₱1.05 million rise in receivables (9.89%), and a ₱1.55 million increase in other current assets (30.37%). Additionally, a decrease of ₱7 million (24.05%) in inventories contributed to the significant change in current assets.

Non-current assets increased by ₱2.06 million, or 0.28%, rising from ₱728.82 million in CY 2023 to ₱730.88 million in CY 2024. A significant portion of non-current assets consists of property, plant, and equipment, totalling ₱713.65 million, which represents 97.64% of the total non-current assets.

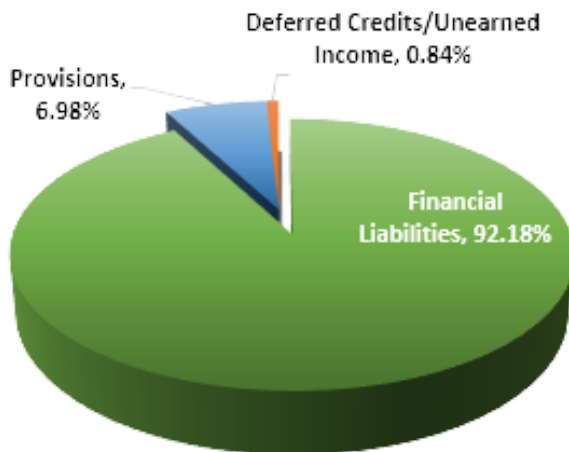


Total Liabilities

Total liabilities in CY 2024 amounted to ₱355.64 million, reflecting an increase of ₱16.44 million, or 4.85%, from the total liabilities of ₱339.20 million in CY 2023. Of the total liabilities for CY 2024, ₱92.45 million (26%) are classified as current liabilities, while ₱263.18 million (74%) are non-current liabilities.



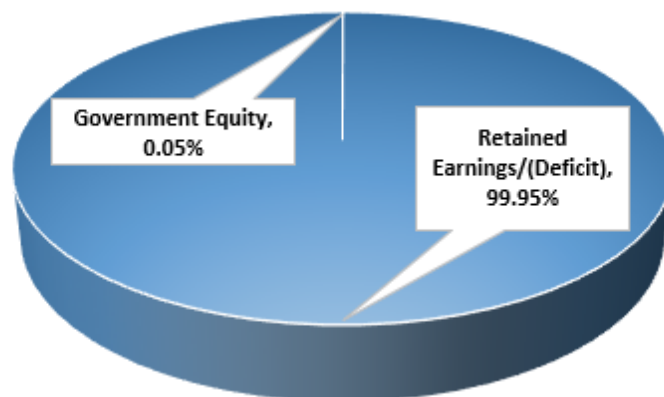
Financial liabilities totalling ₱58.16 million represent 62.91% of the **total current liabilities**. This amount pertains to accounts payable and the current portion of bills, bonds, and loans payable by SMWD to the Local Water Utilities Administration (LWUA), Philippine National Bank (PNB), National Housing Authority (NHA), Land Bank of the Philippines (LBP), and other creditors.



The majority of **non-current liabilities** consist of financial liabilities amounting to ₱242.60 million, or 23.27%. This figure represents the non-current portion of bills, bonds, and loans payable by SMWD to the Local Water Utilities Administration (LWUA), Philippine National Bank (PNB), National Housing Authority (NHA), Land Bank of the Philippines (LBP), Asian Development Bank (ADB), and other creditors.

Total Equity

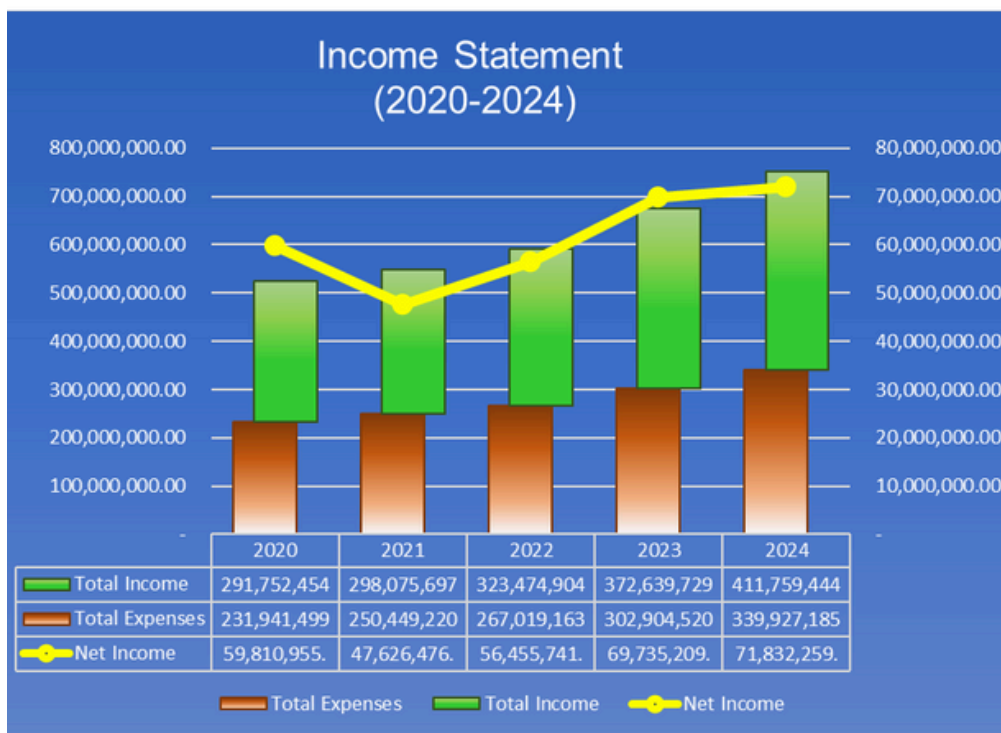
SMWD's **total equity** for CY 2024 amounted to ₱634.22 million, reflecting **an increase of 8.13%** from the CY 2023 balance of ₱586.53 million. The largest component of equity for is retained earnings, totalling ₱633.80 million, which accounts for 99.95% of the total equity.



Financial Performance

SMWD reported a **comprehensive income** of ₱71.96 million, representing an **increase of ₱2.23 million, or 3.19%**, compared to the CY 2023 comprehensive income of ₱69.74 million. The total income for CY 2024 reached ₱411.76 million, while total expenses amounted to ₱339.80 million.

Total income for CY 2024 reached ₱411.76 million, an **increase of ₱39.12 million, or 10.50%**, compared to the CY 2023 total income of ₱372.64 million. Service and business income, amounting to ₱401.38 million, accounted for the largest share of SMWD's total income, representing 97.48%. **Total expenses** for CY 2024 were ₱339.80 million, reflecting **an increase of ₱36.89 million, or 12.18%**, over the CY 2023 expenses of ₱302.91 million.



Of the total expenses of ₱339.80 million, ₱221.51 million, or 65.19%, are attributed to maintenance and other operating expenses (MOOE). The largest portion of MOOE is the payment for generation, transmission, and distribution expenses, which includes the cost of purchased water and power for pump houses, totaling ₱171.22 million.



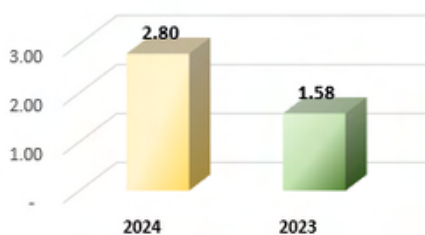
Audit Observation Memorandum (AOM) Compliance

Out of the 29 recommendations outlined in the CY 2023 Financial Audit Report, 19 were fully implemented, nine were partially implemented, and one was not implemented. The SMWD's AOM compliance rate stands at **65.52%**, which is **35.52 percentage points higher than the required minimum of 30%**.

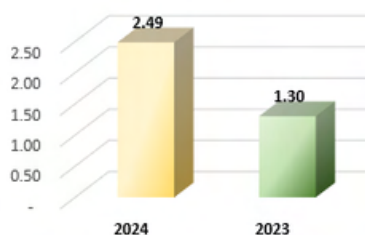
Two-Year Ratio Analysis

Particulars	2024	2023	% Variance
Liquidity Ratios			
Current Ratio	2.80	1.58	77.46%
Quick Ratio	2.49	1.30	90.90%
Accounts Receivables to Working Capital	0.05	0.10	(50.27%)
Inventory to Working Capital	0.13	0.40	(67.09%)
Sales to Working Capital	2.32	4.88	(52.38%)
Activity Ratios			
Accounts Receivable Turnover	47.36	49.46	(4.25%)
Days Sales in Receivables	7.71	7.38	4.44%
Profitability Ratios			
Net Income Ratio (%)	17.90%	19.14%	(6.50%)
Interest Expense/ Operating Revenue (%)	1.54%	1.97%	(22.09%)
Debt Service ratio	2.90	3.11	(6.74%)
Operating Ratio	0.83	0.81	2.45%
Return on Asset	0.07	0.08	(4.89%)
Return on Equity	0.11	0.12	(4.72%)
Coverage Ratios			
Debt to Total Assets	0.36	0.37	(1.95%)
Debt to Equity	0.56	0.58	(3.04%)

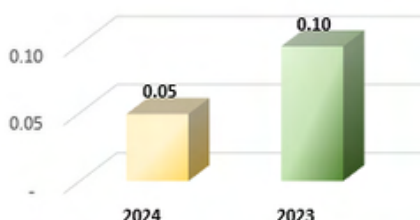
Liquidity ratios assess a company's ability to fulfill its short-term obligations as they come due.



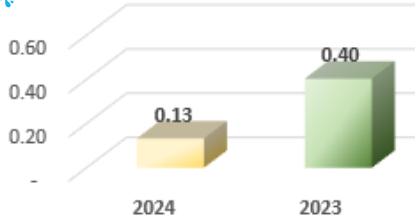
- SMWD's **current ratio is 2.80**, which, when compared to the baseline of 1.58, indicates a satisfactory ability to meet short-term obligations. The agency's current ratios for CYs 2024 and 2023 exceed the required standard set by LWUA, which is 1.50.



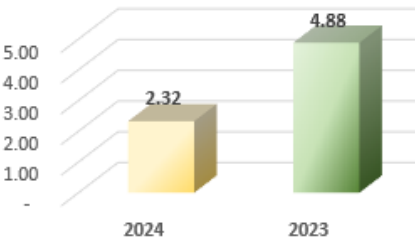
- SMWD's **quick ratio is 2.49**, which, when compared to the baseline of 1.30, suggests that the agency has a favorable ability to meet its short-term obligations.



- SMWD's **accounts receivable to working capital ratio is 0.05**, which, in comparison to the baseline of 0.10, indicates that the company's performance in this area is sufficient.



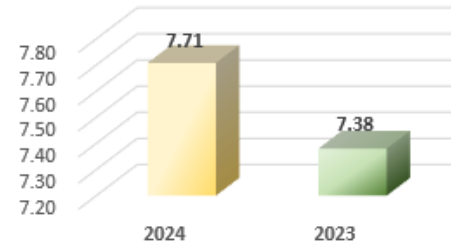
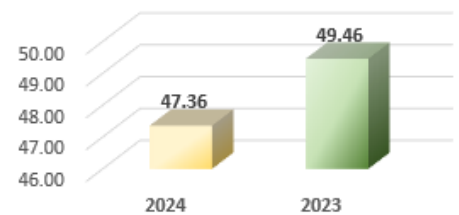
- SMWD's **inventory to working capital ratio is 0.13**, which, compared to the baseline of 0.40, reflects a decrease in the agency's inventories.



- SMWD's **sales to working capital ratio is 2.32**, which, when compared to the baseline of 4.88, indicates that the agency's level of working capital is strong.

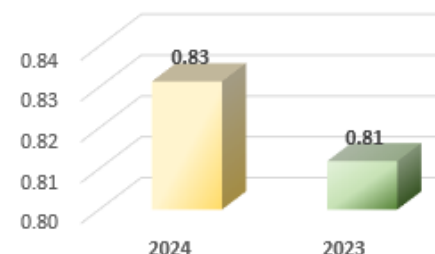
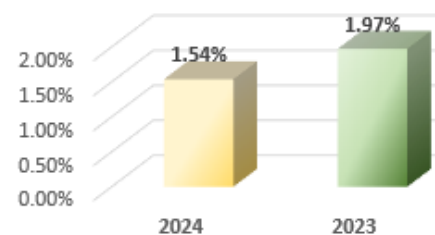
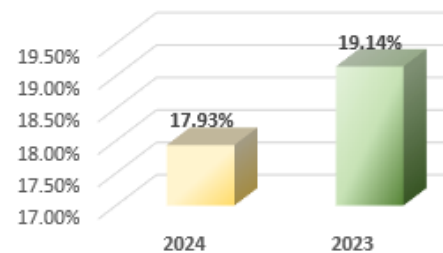
Activity ratios serve as a valuable measure of a company's operations by assessing metrics such as the average number of days required to collect payments from concessionaires and the average number of days taken to pay suppliers.

- SMWD's **accounts receivable turnover is 47.36**, which is lower than the baseline of 49.46.
- SMWD's **days sales in receivables is 7.71 days**, indicating that the company is effective in collecting outstanding receivables.



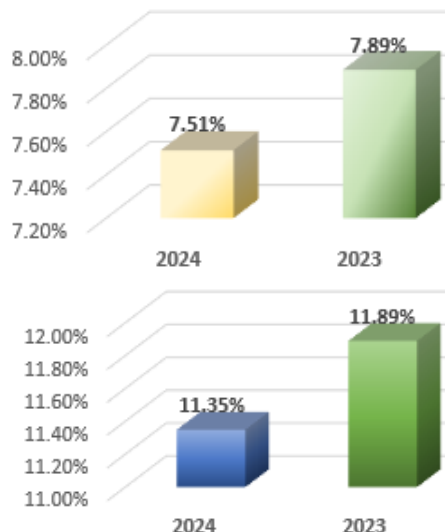
Profitability ratios assess a company's ability to utilize its capital or assets to generate profits. Enhancing profitability is an ongoing challenge for all companies and their management. Evaluating these ratios is essential for determining a company's success. It is important to note that all profitability ratio calculations are based on earnings before taxes.

- SMWD's **net income ratio is 17.90%**, which, compared to the baseline of 19.14%, indicates that the profit generated by the agency from its operating activities in the current year is lower than that of the previous year.
- SMWD's **interest expense as a percentage of operating revenue is 1.54%**, which, compared to the baseline of 1.97%, reflects an increase in the agency's operating revenues and the settlement of some obligations with LWUA, NHA, and LBP.
- SMWD's **operating ratio is 0.83**, which is higher than the 2023 baseline of 0.81, indicating that the company is efficiently managing its costs.

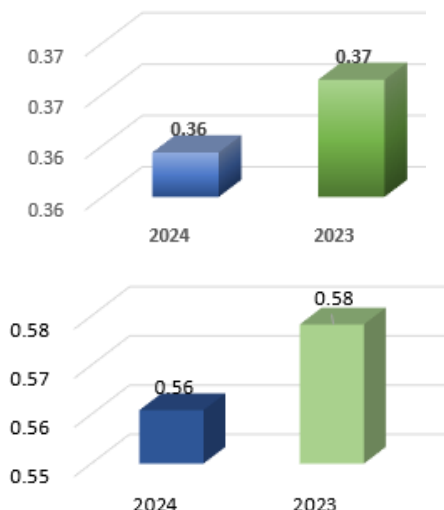




- SMWD's **return on assets is 7.51%**, which, compared to the baseline of 7.89%, indicates a decrease in net income relative to the previous year.
- SMWD's **return on equity is 11.35%**, which, compared to the baseline of 11.89%, indicates a decrease despite an increase in net income from 2023.



Coverage ratios evaluate a company's ability to meet its long-term obligations, maintain solvency, and avoid bankruptcy. These ratios measure how effectively a company's cash flow covers its short-term financial commitments. Creditors assess coverage ratios to gauge the potential vulnerability of a company during economic downturns. A company with a high level of debt presents a greater risk to long-term creditors and investors.



- SMWD's **debt to total assets ratio is 0.36**, which is 0.01 lower than the baseline of 0.37. This indicates that the company is capable of withstanding losses without negatively impacting creditor interests and could secure additional financing if needed.
- SMWD's **debt to equity ratio is 0.56**, which, compared to the baseline of 0.58, indicates solid performance in this area for the agency.

Cash Flows

As of December 31, 2024, SMWD's cash and cash equivalents totaled ₱218.40 million, up ₱66.33 million (43.62%) from ₱152.07 million in CY 2023. Net cash provided by operating activities for CY 2024 was ₱91.54 million, an increase of ₱14.66 million (19.06%) from ₱76.89 million the previous year. Cash used in investing activities rose to ₱129.65 million, an increase of ₱83.97 million (183.84%) from ₱45.68 million. Total net cash receipts from financing activities reached ₱104.43 million, a rise of ₱107.43 million (3,583.48%) compared to a negative ₱3.00 million in CY 2023, primarily due to proceeds from the ADB-LWUA Loan, the LBP-Building Loan, and refunds from prior cash advances.

Comparative Cash Flows (in thousand pesos)		
Particulars	2024	2023
Operating Activities		
Cash Inflows	427,554	485,188
Cash Outflows	336,012	408,301
Net Cash Provided by (Used in) Operating Activities	91,542	76,887
Investing Activities		
Cash Inflows	-	-
Cash Outflows	129,646	45,676
Net Cash Provided by (Used in) Investing Activities	(129,646)	(45,676)
Financing Activities		
Cash Inflows	129,533	21,993
Cash Outflows	25,102	24,991
Net Cash Provided by (Used in) Financing Activities	104,431	(2,998)
Increase (Decrease) in Cash and Cash Equivalents	66,326	28,213
Cash and Cash Equivalents, January 1	152,068	123,855
Cash and Cash Equivalents, December 31	218,395	152,068



3. General Services Division

The General Services Division oversees property maintenance and management functions. It consists of three sections: **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 noted in the Commission on Audit's (COA) observations and comments. The primary responsibility of the Property and Supply Section is to manage the warehouse, conduct physical counts, maintain and ensure accountable equipment, and dispose of unserviceable properties or waste materials.

Physical Count of Accountable Equipment

The SMWD Inventory Committee conducted an actual physical count of Property, Plant, and Equipment at the pump station on July 26, 2024. The report on this physical count was approved on December 24, 2024. Additionally, the physical count for semi-expendable items, which includes furniture and fixtures, office equipment, construction and heavy equipment, IT equipment and software, and transportation equipment, was conducted on December 23, 2024. The target submission of the report to the OGM is set for January 31, 2025.

Disposal of Unserviceable Properties/Waste Materials

The General Services Division successfully disposed of several unserviceable and waste materials, generating additional funds as detailed below:

Description	Amount	OR No.	OR Date
Budgeted Amount	50,000.00		
Various Waste Materials	196,910.00	9605455 9605785 9605845	04/15/2024 07/29/2024 08/19/2024
Empty Chlorine Drums	17,750.00	9937890 9605474	01/31/2024 04/18/2024
Shredded Paper	50.00	9605455	04/15/2024
Tires	295.00	9937866	01/24/2024
Used Oil			
Fire Extinguishers	1,600.00	9605559	05/16/2024
	216,605.00		

However, several unserviceable items have yet to be disposed of, including e-waste. Disposal will occur once the Property and Supply personnel complete the necessary documentation. In coordination with the Finance Division, a one-time cleansing of PPE is planned. The gathering of required data is underway, and support from other divisions has been requested to help identify items that can be removed. Consequently, the Inventory and Inspection Report of Unserviceable Properties (IIRUP) is currently being updated.

Donation to Other Agencies

Santa Maria Water District successfully donated several properties to various agencies.

Date	Agency	Items Donated
09/17/2024	Catarman Water District	1 unit of 2-wheel vehicle (Honda Wave Motorcycle) Property No.: 241-0104-SMV-006 Plate No.: SK 9105 Chassis: KR11042002067 Engine: HC08E6002067
09/17/2024	Catarman Water District	1 unit 4-wheel vehicle (2009 Suzuki Bravo Deluxe (Multi-cab) Property No.: 241-0906-SMV-016 Plate No.: SJM 192 Chassis: DA21T-145243 Engine: F10A-ID702626



Equipment Maintenance

The SMWD has in its custody **one (1) diesel generator set** with a capacity of 75 kilowatts. In compliance with Republic Act No. 9136, the district must acquire a Certificate of Compliance from the Energy Regulatory Commission (ERC). On April 17, 2018, the ERC issued COC No. 18-04-S-03479L.

The Certificate of Compliance was not renewed based on the previous decision not to repair the old/defective generator set after it broke down in October 2022. However, in September 2023, it was decided to have it **repaired by Taitech Marine Sales and Services Corporation**, which proposed a more affordable cost for the repairs. The unit was made operational in November 2023.

Furthermore, a **new generator set (Cummins)** was purchased in October 2023 from Solid Steel Machinery. The necessary Permit to Operate from the DENR is still in process, and the Certificate of Compliance from the ERC for both units will be secured once the Permit to Operate has been issued.

Insurance Coverage of SMWD Properties

As of December 31, the Santa Maria Water District has secured the agency's properties by applying for insurance coverage from the Government Service Insurance System, with a total amount paid of P 1,099,150.76. The properties, construction, and heavy equipment covered are as follows:

Properties:

- PS 1 DULONG BAYAN (DECOMMISSIONED)
- PS 2 GULOD, POBLACION
- PS 3 CELESTE, GUYONG
- PS 4 STA. CLARA
- PS 5 SACRED
- PS 6 STO. TOMAS
- PS 7 S. BATO, GUYONG
- PS 8 VILLARICA, POBLACION
- PS 9 GREEN VALLEY, P.B.
- PS 10 GARDEN VILL. P.B.
- PS 11 STA. CRUZ PROPER
- PS 12 MAHABANG PARANG
- PS 13 KAY MUNTI, CATMON
- PS 14 CAYBANBAN, PARADA
- PS 15 SAN JOSE PATAG
- PS 16 LABANOS ST., TUMANA
- PS 17 CAYSIO
- PS 18 KAMATIS ST
- PS 19 CAMANGYANAN
- PS 20 PULANG LUPA
- PS 21 MANGGAHAN
- PS 22 POLICARPIO
- PS 23 SONOMA 1
- PS 24 SONOMA 2
- OFFICE BUILDING

Equipment:

- P. Generator Set 2.5KVA #4
- P. Generator Set 2.5KVA #5
- P. Generator Set 5KVA #6
- P. Generator Set 2.5KVA #7
- P. Generator Set 2.5KVA #8
- E.Chipping Hammer #7
- E.Chipping Hammer #8
- E.Chipping Hammer #6
- E.Chipping Hammer #4
- E.Chipping Hammer #5
- E.Chipping Hammer #2
- E.Chipping Hammer #3
- E.Chipping Hammer #1
- Jack Hammer #6
- Jack Hammer #5
- Concrete Cutter #6
- Tamping Rammer
- Concrete Mixer
- Concrete Cutter #8
- Concrete Cutter #7
- Concrete Cutter #5
- P. Concrete Cutter
- Generator Set Perkins
- Compressor
- Compressor 2
- Generator Set Cummins
- Hydraulic Gen Set
- Core Drill

Real Property Tax

The SMWD successfully acquired several real properties mainly utilized for its operations in the production and distribution of water within its service area. On December 26, 2024, the district made a payment of P30,791.30 for the following properties located at:

- Sta. Clara PS/WH
- Sitio Bato, Guyong
- Farmacia, J.P. Rizal
- Bernardo, J.P. Rizal
- J.P. Rizal St., Poblacion
- Manggahan
- San Jose Patag PS
- Labanos St., Tumana
- Uban St., Catmon
- H. dela Costa Homes, San Vicente
- Sitio Putol, Bulac
- Bella Vista, San Vicente
- North Groove, Catmon
- Golden Hills, San Vicente
- Sonoma 1, Sta. Cruz
- Sonoma 2, Sta. Cruz
- Garden Vill., P. Buhangin
- Glendale Residences, St. Clara
- Sta. Maria Homes, Catmon
- Amaia Scapes, Manggahan
- Citadela Subdivision
- Alora Heights
- Futura Tierra Subdivision
- Villa Castalia
- Tierra Maria, P. Buhangin (Balasing)
- Glenwoods North, Caysio



The lot at Labanos, Tumana was not included in the payment, which is why the Municipality of Santa Maria must refund the amount of P68.84. Additionally, the properties listed below, which were acquired through donation, were also excluded from the payment, and an assessment by the Municipal Assessor will be conducted.

• North Grove Hills Subdivision, Catmon	292 sq.m. Dolmar
• Golden Hills Subdivision, San Vicente	225 sq.m. Dolmar
• Sonoma Residences 1, Sta. Cruz	137 & 50 sq.m New Apec Devt. Corp
• Sonoma Residences 2, Sta. Cruz	339 sq.m. New Apec Devt. Corp
• Amaia Scapes, Manggahan	332 sq.m. Amaia Land Devt. Corp

The SMWD will request the reclassification of these properties and will soon seek an exemption as well.

Donated Properties and Ongoing Donation Status to SMWD

The following properties were donated and are currently in the process of being declared as donations (via an ongoing deed of donation or memorandum of agreement) to the SMWD:

Dolmar Real Estate Development Corporation

- Golden Hills Subdivision, Pasong Kasay, San Vicente. (Donated portion is 306.50 sq.m) and
- Northgrove Hills, Catmon (approximate area of 225 square meters) -*Transfer of title completed 9/12/24*
- Bella Vista Subdivision Phase 2, San Vicente (*No Memorandum of Agreement*)

Lena Realty Inc.

- Garden Village Subdivision, Pulong Buhangin, Santa Maria, Bulacan Lot 8 Blk (150 sq.M) & Lot 15 Blk 15 (402 sq.m) -*Deed of Donation signed*

Borland Development Corporation

- Citadela Subdivision, Pulong Buhangin -*(MOA and DOD were prepared)*
- Alora Height at Balasing (*MOA Signed*)

The New Apec Devt. Corp.

- Blk 9 Glendale Residences, Barangay Sta. Clara (210 sq.m.) -*Deed of Donation for preparation and signature.*
 - Sonoma Subdivision Barangay Sta. Cruz (Two (2) lots where the two (2) pumps are located)
- Transfer of title completed 9/12/24*

Amaia Land Corporation

- Amaia Escapes Bulacan, Brgy. Sta. Cruz (a parcel of land with an area of 332 sq. m)
- Transfer of title completed 9/05/24*

PTM Development Corporation

- San Martin Homes, Balasing (*MOA Signed*)

Sta. Lucia Realty Development Corp.

- Glenwoods Subdivision, Caysio-*(MOA/DOD Signed)*

C & S Realty Development Corporation

- Sta. Maria Homes, Uban, Catmon (donated the lot wherein subdivision's OHT was located)
- Lot subdivision-consolidation Approved*

Filinvest Land Corporation (On-Going)

- Futura Tierra Subdivision, Bulac
- (*No MOA as of date of writing*)

Valueland Properties, Inc.

- Tierra Maria Subdivision, Pulong Buhangin
- *MOA was revisited, said document was unsigned*

Hausplus Ventures

- Villa Castalia. Pulong Buhangin (*MOA Signed*)



b. Building, Grounds and Facilities (BGF) Section

The Building, Grounds, and Facilities (BGF) Section is tasked with the upkeep and maintenance of the SMWD main building and its facilities. This section oversees several responsibilities, including managing repair requests for furniture, fixtures, and related concerns; coordinating with account managers and authorized agents to address issues related to SMWD's utilities; and ensuring the cleanliness and security of the SMWD Main Building and Compound by deploying outsourced personnel, such as security guards throughout the complex and housekeeping staff on each floor.

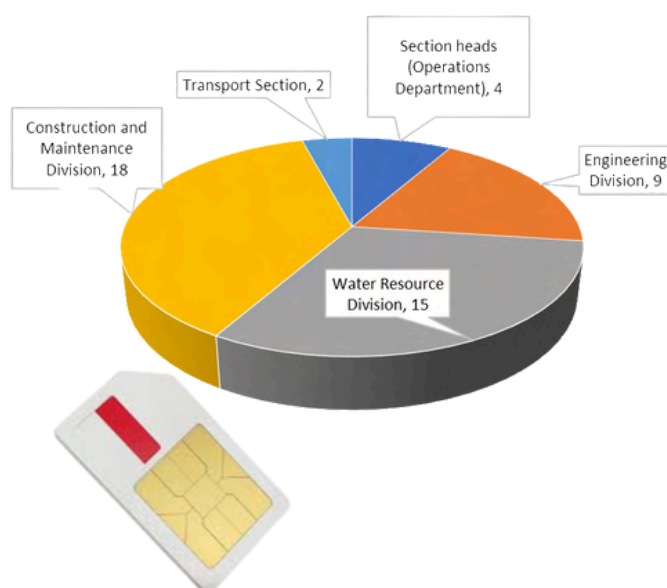
Repair Request and Conference Areas utilization Request: Year End Summary Report



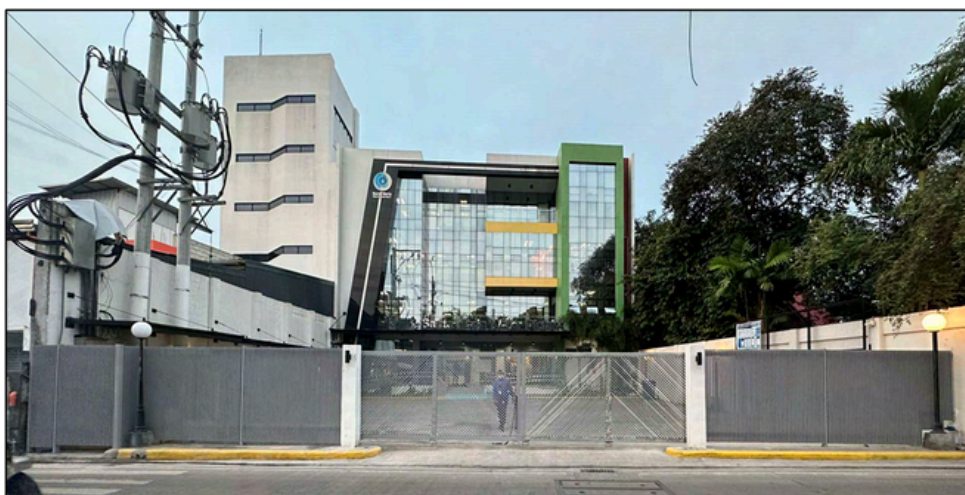
In 2024, the BGF Section successfully addressed 213 repair requests, covering the main building, compound, and various SMWD facilities. Furthermore, it accommodated 392 requests for use of the SMWD conference areas, facilitating meetings and in-house seminars.

Telecommunication Accounts

On May 24, 2024, a Notice of Award was issued to Globe Telecommunications Inc. for providing prepaid SIM cards to the Santa Maria Water District, as per BAC Resolution No. PROC-BCR-2024-05-107. SMWD utilized Globe's free web-based prepaid loading platform, Globe Load Up, which enables simultaneous bulk disbursement of prepaid load. The distribution of prepaid SIM cards to 48 employees took place on May 23 and 24, 2024. The implementation of the prepaid SIM card loading process began on June 3, 2024. Four prepaid SIM cards were allocated to the section heads from the Operations Department, nine to the Engineering Division, fifteen to the Water Resource Division, eighteen to the Construction and Maintenance Division, and two to the Transport Section for the drivers.



SMWD Office Building



One of the most notable projects undertaken by the BGF Section is the construction of a steel gate for the Santa Maria Water District office building. This initiative aims to improve the safety and security of the SMWD facility.



Office Building Elevator

Preventive maintenance is performed quarterly to inspect the mechanical and safety systems, ensuring optimal performance of the office building elevator and the safety of all personnel in the SMWD building. This maintenance is carried out by our contractor, KONE. However, following the approval of Work Order No. 2024-08-0099, the preventive maintenance schedule has been changed to a quarterly basis.

Office Building Air Conditioning Units

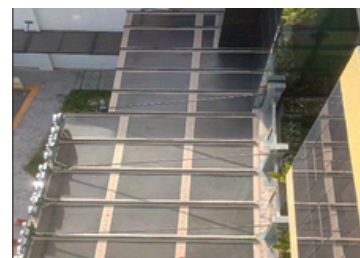
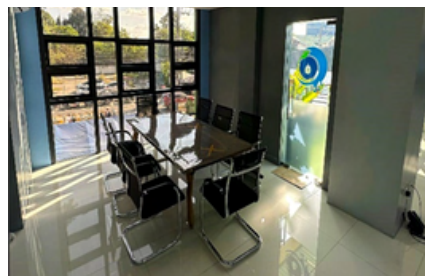
To ensure an efficient and comfortable environment in the office areas, preventive maintenance for the air conditioning units is scheduled quarterly. This maintenance is performed by our contractor, Extreme Cool.

Office Building and Compound Termite and Pest Control

To prevent infestations and maintain a safe and healthy environment, the BGF section submitted Work Request No. GS-2024-06-030 to engage termite and pest control services from Crack and Crevice. The treatment for the SMWD office building and compound was completed on August 1, 2024.

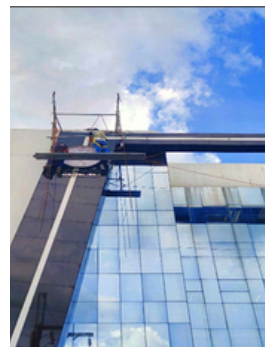
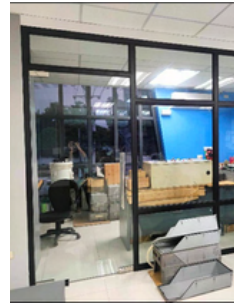
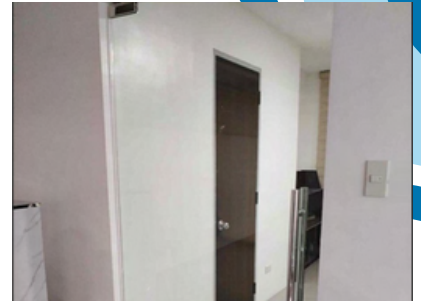
Below are the other accomplishments for the SMWD Building:

- Installation of an enhanced 3-stage filtration system for the in-line drinking water dispensers, including: Stage 1: Sedimentary Filters, Stage 2: Ion Resin, Stage 3: Carbon Filter, and Stage 4: UV light (previously installed in the dispenser).
- Preparation for the use of Conference Room 1 on the second floor.
- Waterproofing of the canopy to prevent rainwater leaks at the concessionaire's entrance.
- Modification of the entry ramp at the concessionaire's entrance for improved accessibility.
- Repainting of the parking area markings.





- Installation of glass doors for the General Manager's office and the pantry area of the Board Room.
- Installation of glass partitions in the conference areas on the second and third floors.
- Disinfection of the water lines in the SMWD building.
- Repainting of the water tank support to prevent rust accumulation.
- Repair of the exterior SMWD logo located on the fifth level of the building.
- Assembly and installation of an advertisement structure in the concessionaire's parking area and the SMWD compound.





SMWD Compound

A key project undertaken by the BGF Section for the SMWD Compound is the enhancement of the 305 m² lot acquired by SMWD to provide additional parking for employees. This project involves the installation of perimeter lighting, temporary fencing, and backfilling activities.



Below are the other accomplishments for the SMWD Compound:

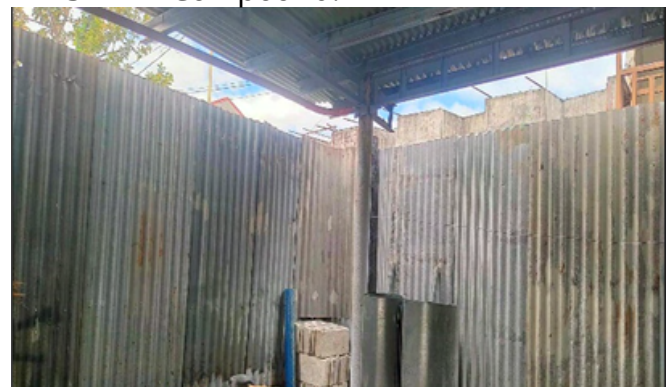
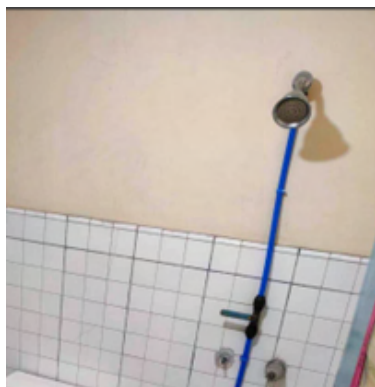
- Improvement of the drainage canal for the carwash and parking area.
- Modification of the storage room entrance ramp to facilitate trolley and wheelbarrow access.



- Alteration of the parking entrance ramp to prevent damage to the drainage canal.
- Construction of a water meter laboratory for the repair and rehabilitation of old water meters.



- Conversion of the common comfort room into an all-gender shower room.
- Repair of the perimeter fence in the carwash area to enhance security at the SMWD Compound.





- Partial fabrication of a cargo-type sidecar in coordination with the Transport Section for the conversion of the tricycle service vehicle.
- Concreting the carwash and parking area, along with additional roofing for the parking area of Water Resource Division service vehicles.



SMWD Facilities

In collaboration with the Water Resource Division, the BGF section has conducted repairs and maintenance on the SMWD pump stations.

Below are the accomplishments for the SMWD Facilities:

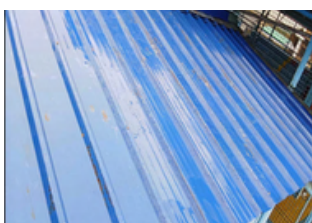
- Renovation and repair of the Kamatis pump station, including the repair of the ceiling eaves, installation of solar lights, installation of a downspout, installation of a barbed wire fence, repair of the steel door, and repainting of the flooring.
- Renovation and repair of the Labanos pump station, including replacement of the roofing, installation of a new gutter, repair of the steel door, and repainting of the walls and flooring.
- Renovation and repair of the Sta. Clara pump station, including replacement of the roofing and repainting of the flooring and walls.
- Total rehabilitation of the discharge line at the Labanos Pump Station.
- Total rehabilitation of the discharge line at the Green Valley Pump Station.
- The BGF also conducted various welding works at the pump stations, such as gate repairs, fabrication of manhole covers, and other projects requested by the Water Resource Division.

The repainting of 28 bridge crossings along the SMWD Distribution Network, as part of POW 202402-018, was completed on November 30, 2024. This project aims to maintain the bridges and prevent rust damage that could lead to service interruptions.

Kamatis Pump Station

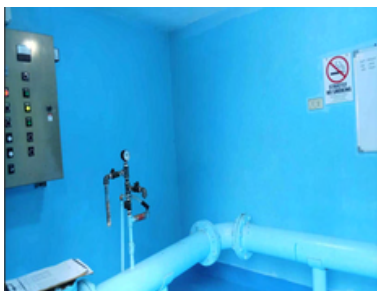


Labanos Pump Station





Sta. Clara Pump Station



Labanos Pump Station



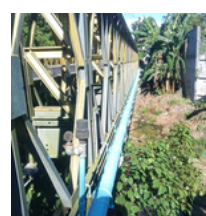
Green Valley Pump Station



Welding Works at SMWD Pump Stations



Repainting of Bridge Crossings for SMWD Distribution Network



• Kayrumit
– Poblacion

• Kayrumit
– Sta. Cruz

• Caysio
– Sta. Cruz

• Silangan-
P. Buhangin

• P. Buhangin
– Balasing

• Fausto-
Landicho



• Celestino
– P. Bato

• Caypombo
– P. Buhangin

• Catmon
– Balasing

• Caybanban
Creek

• Catmon
– Patag

• Caypombo
– P. Buhangin



• R.
Mercado

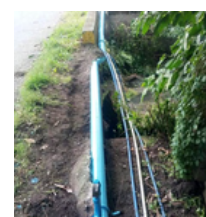
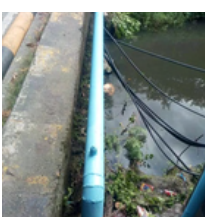
• Macaiban
Flood Way

• Guyong
By-Pass Road

• Poblacion
– Sta. Clara

• Poblacion
– Bagbaguin

• Sta. Clara
– Bagbaguin



• Francisco St.
Buenavista

• Sta. Cruz
–Sta. Clara

• Mahabang
Parang

• Kaybitin
Camangyanan

• Buenavista
– Francisco

• Buenavista
– Fying V



c. Transport Section

The Transport Section oversees, maintains, and ensures the security of all vehicles used by the Santa Maria Water District. This includes motorcycles for Meter Readers, tricycles, and pick-up trucks for maintenance staff, as well as other transportation vehicles owned by the district.

Acquisition of Service Vehicles

Because of the wear and tear on their current vehicles, the district decided to obtain additional ones to facilitate quick responses to concessionaires' water concerns and to streamline meter readings and billing notice deliveries.

The Santa Maria Water District received Authority to Purchase Motor Vehicle (APMV) No. DBM-ROIII-2024-023, dated April 23, 2024, authorizing the purchase of **one (1) pickup and one (1) motorcycle**.



Installation of Dash Cams for two (2) Service Vehicles

Installing dash cameras in Santa Maria Water District vehicles has been beneficial for vehicle maintenance, accident documentation, and evaluating drivers' skills.

In 2024, one (1) dash camera was installed in four-wheel vehicle, along with one (1) dual camera for motorcycle.



1 dash cameras for 4 wheels



1 dual camera for 2 wheels



COMMERCIAL DEPARTMENT

The commercial department serves as a cornerstone of the organization's success, tasked with maintaining accurate billing and the correct posting of customer accounts to ensure financial integrity. Its commitment to customer satisfaction is evident in its empathetic approach to addressing complaints and effectively resolving inquiries about the organization's products and services.

1. Customer Accounts Division

The Customer Accounts Division is responsible for ensuring accurate billing and posting of customer accounts. It comprises three sections:

a. Meter Reading Section

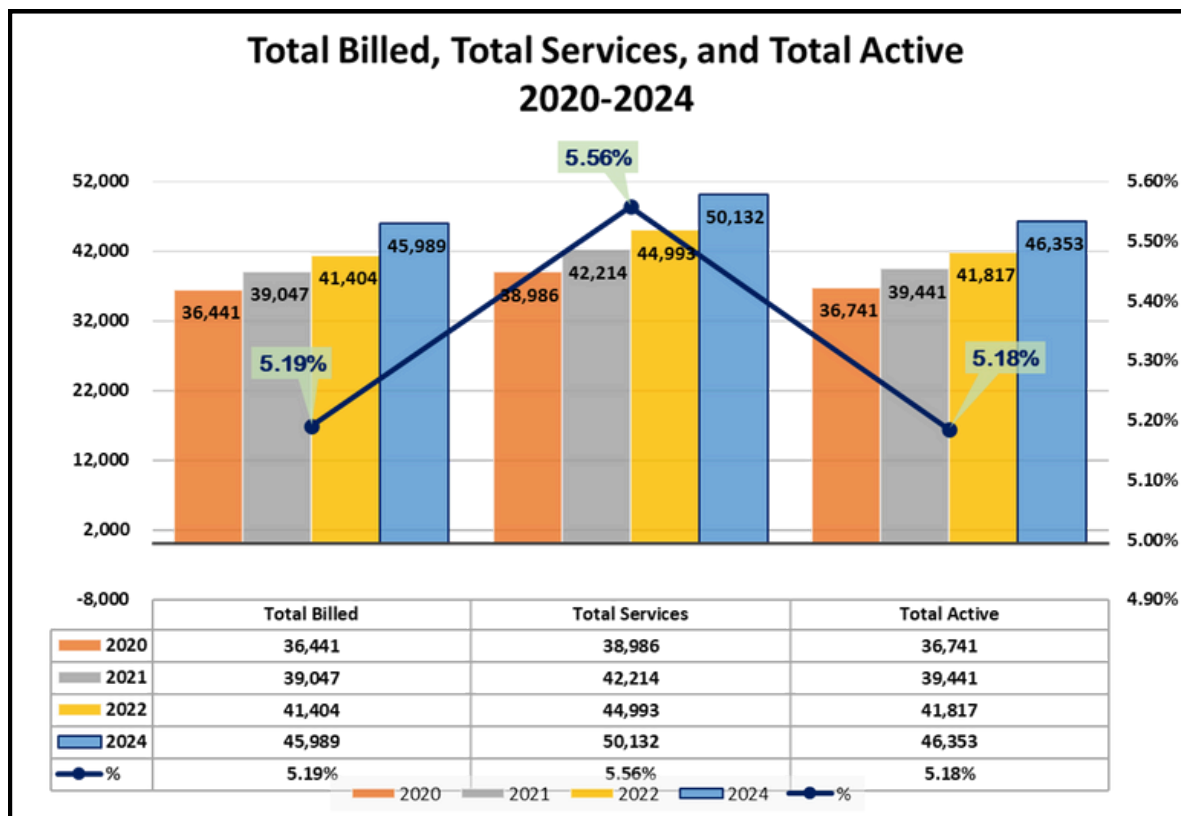
- Responsible for the reading and billing processes, ensuring that billing notices and related correspondence are delivered to the concessionaires.

b. Billing Section

- Validates the data processed by the Meter Reading Section and ensures that all accounts are billed within the designated billing cycle.

c. Teller Section

- Manages payment transactions for walk-in concessionaires.



The analysis of the years 2020 to 2024 indicates growth in Total Billed, Total Services, and Total Active. Specifically, there is an average percentage **increase of 5.19% for Total Billed, 5.56% for Total Services, and 5.18% for Total Active**, based on year-to-date data for 2024.



Active Accounts

The Santa Maria Water District provides water to three additional barangays in neighboring municipalities, in addition to the 24 barangays within the Municipality of Santa Maria. As of the end of 2024, Barangay Pulong Buhangin has the highest number of active connections, totaling 7,814, which accounts for 16.86% of all active connections.

No.	Barangay	Residential	Government	Sub-Com C	Sub-Com B	Sub-Com A	Commercial	Total Active Concessionaires
1	Bagbaguin	1,155	8	166	85	150	95	1,659
2	Balasing	1,601	5	144	45	14	43	1,852
3	Buenavista	350	2	31	9	14	21	427
4	Bulac	1,195	7	135	24	7	21	1,389
5	Camangyanan	801	3	88	13	7	12	924
6	Catmon	2,553	12	227	70	48	57	2,967
7	Cay Pombo	2,212	5	212	108	64	50	2,651
8	Caysio	622	5	45	8	7	11	698
9	Guyong	2,785	12	264	42	45	54	3,202
10	Lalakhan	347	3	19	3	7	4	383
11	Mag-asawang Sapa	973	4	74	7	6	9	1,073
12	Mahabang Parang	118	2	12	6	8	7	153
13	Manggahan	728	2	46	3	9	11	799
14	Parada	1,461	13	142	66	31	31	1,744
15	Poblacion	2,674	24	271	252	341	309	3,871
16	Pulong Buhangin	6,782	25	514	181	155	157	7,814
17	San Gabriel	39		6		2	5	52
18	San Jose Patag	2,045	6	137	47	19	31	2,285
19	San Vicente	2,767	6	210	55	42	38	3,118
20	Silangan	241	2	15		2	2	262
21	Sta. Clara	2,530	9	236	88	79	76	3,018
22	Sta. Cruz	3,061	8	201	38	32	44	3,384
23	Sto. Tomas	1,046	4	68	8	7	22	1,155
24	Tumana	1,210	6	103	13	25	24	1,381
Other Barangay								
25	Prenza I	1						1
26	Pulong Yantok	8		1			1	10
27	Sta. Rosa II	56		18	2	2	3	81
TOTAL ACTIVE		39,361	173	3,385	1,173	1,123	1,138	46,353

The table below displays the Division's actual performance for 2024, highlighting the number of concessionaires billed, the consumption billed, and the total billed amount for water sales.

Month	No. of Billed Concessionaires	CUM Billed	Amount Billed
January	43,775	1,068,790	31,856,905.10
February	43,889	1,011,481	30,223,467.05
March	44,123	967,623	28,547,807.30
April	44,349	1,063,307	31,693,708.45
May	44,584	1,167,705	35,160,617.80
June	44,744	1,106,169	33,408,020.40
July	44,962	1,038,047	31,152,492.95
August	45,249	1,172,963	35,505,449.55
September	45,495	1,137,316	34,383,565.30
October	45,662	1,038,540	31,618,638.85
November	45,839	1,142,711	34,497,456.05
December	45,989	975,973	29,445,405.50
TOTAL		12,890,625	387,493,534

There has been a steady monthly increase in the number of billed concessionaires, with an average of 194 new connections each month, while the billed amounts vary, displaying noticeable peaks and dips. The average cumulative billed amount stands at 1,074,219, and the average monthly water sales reach approximately P32,291,127.86. The volume billed is affected by the length of the billing cycle, with longer cycles generally leading to higher volumes.

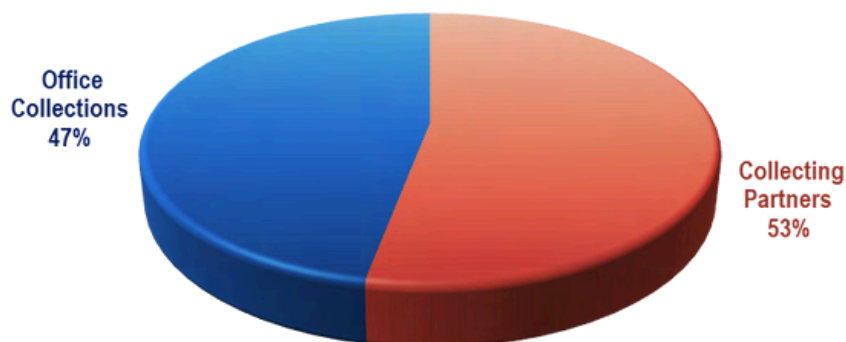


Importantly, there has been an increase of **2,322 billed connections** compared to the year-end 2023 total of 43,667, resulting in a **6% rise in billed volume** (749,619 cum) and an **8% increase in water sales** (P29,450,339.40). As of December 31, 2024, the Santa Maria Water District reports 46,353 active connections, with 45,989 (99.21%) billed. The remaining 364 accounts are considered active but unbilled, consisting of newly connected or reconnected accounts that are not billed within the cycle if they have not yet consumed water.

Collection Transactions

The implementation of the API system for real-time payment posting has simplified the payment process for our concessionaires. In 2024, 53% of the total 546,084 collection transactions were processed by SMWD's collecting partners. Of this 53%, ECPay, our existing collecting partner, handled 247,009 transactions, representing 86% of that percentage. The graph below illustrates how the API implementation has influenced our concessionaires' preferences for payment transactions.

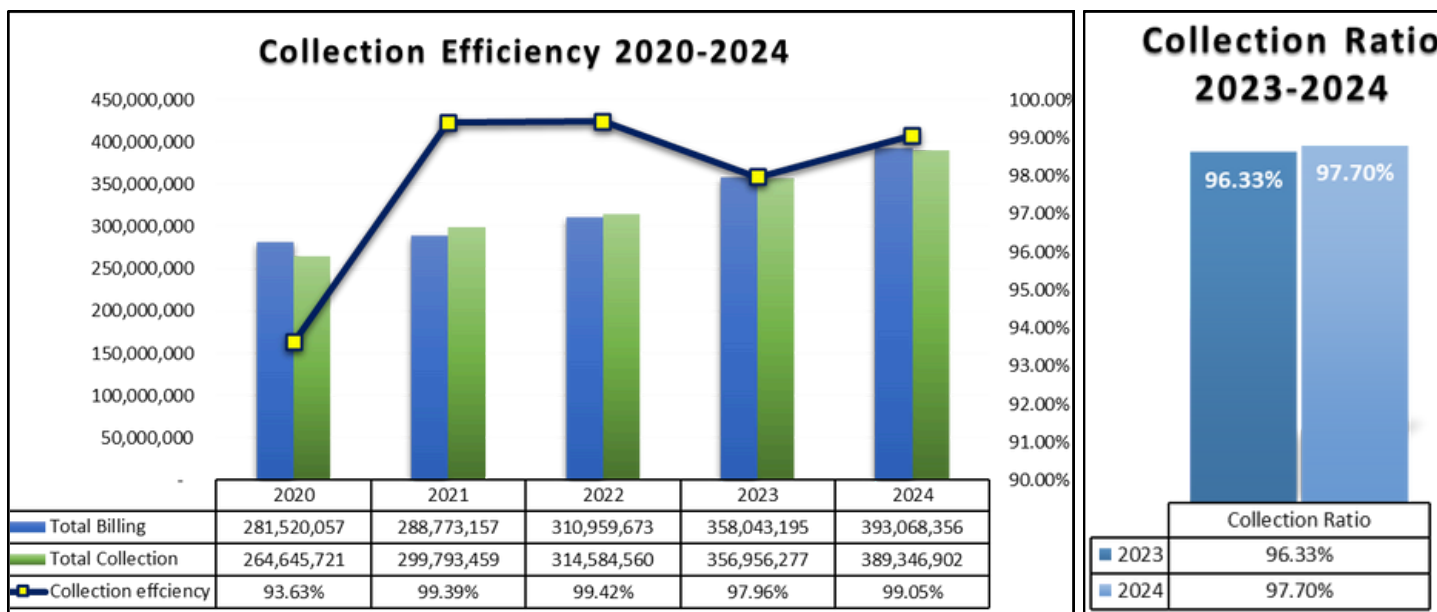
COLLECTION TRANSACTIONS 2024



In previous years, SMWD observed that the second and third weeks of each month were peak periods for collections, characterized by heavy foot traffic in the office due to concessionaires lining up to pay their monthly water bills. However, with the implementation of the API, this peak period is no longer evident in the office as it once was. This change has also led to a reduced manpower requirement in the Telling Section of Customer Accounts.

Collection Efficiency and Collection Ratio

Collection efficiency increased by **1.09%**, rising from 97.96% at the end of 2023 to **99.05%** at the end of 2024. The difference in total billing and total collections between 2023 and 2024, which exceeded 30,000, demonstrates significant improvement. For the Collection Ratio, there was an increase of **1.37%**, rising from 96.33% at the end of 2023 to **97.70%** at the end of 2024.





Accounts with Arrears

The write-off of long-outstanding accounts with arrears has consistently been part of COA's AOM. To address this issue, the division requested the write-off of several uncollectible accounts, which COA approved and implemented in January 2024. Additionally, discrepancies between the Guaranty Deposit subsidiary and the General Ledger were noted in COA's audit findings. Currently, a reconciliation of the guaranty deposit is in progress and will continue until all accounts have been checked and verified. The billing section has successfully reconciled accounts from 1987 to 2007, while reconciliation for subsequent years remains underway.

Moreover, the billing and collection system will undergo a thorough review to explore potential redesigns for an improved version of the system. A continuous review of inactive accounts will be conducted throughout the year to facilitate potential write-off requests to COA. Additionally, a new policy recommendation is being planned to encourage the settlement of accounts with arrears.

Tariff Proposal (Sanitation Fee)

The tariff proposal for the sanitation fee will be finalized for submission for review and approval of LWUA in the first (1st) quarter of the year. Benchmarking on sanitation operations will continue to enhance the drafted operational procedure and policy on sanitation operations. The finalization of the policy and procedures is scheduled to be in the second (2nd) quarter of the year.

Meter Reading

Since 2023, the Division has faced challenges in meeting its manpower requirements for the Meter Reading Section, but achieving meter reading targets in 2024 despite being understaffed is considered a significant accomplishment. The Field Services team within the Customer Services Division has played a crucial role in supporting these operations. Looking ahead to 2025, the Customer Accounts Division is exploring potential changes to the meter reading cycle to better accommodate the increasing number of accounts to be billed while managing limited manpower. These adjustments aim to promote a better work-life balance for our meter readers, who currently work 10-hour shifts and may need to extend their hours to address delays in delivering billing notices.

Service Invoice

Changes in regulatory requirements, particularly the BIR regulations concerning service invoices, have impacted the Division's budget utilization. Although the Division planned to procure or replenish its stock of official receipts, it has decided to postpone this request due to the new BIR regulations. Furthermore, in accordance with BIR guidelines for issuing service invoices, the "Billing Notice" has been revised to "Statement of Account." A new design for the service invoice, replacing the previous official receipt, will be rolled out in the first quarter of the year. As a result, updates to the collection function of the billing and collection system will also be implemented.

Furthermore, the increasing number of transactions in both the billing and meter reading sections necessitates updates to the specifications of the office equipment used for these functions. Consequently, a review of the existing equipment specifications, along with recommended new specifications, is currently underway to ensure efficient use of the agency's resources and funds.

Training and Target Setting

The Customer Accounts Division is dedicated to continuous improvement, not only in its processes but also in its working environment. The Division aims to empower employees through training and coaching, helping them become more confident in their daily tasks. During the year-end meeting, it was announced that primary duties among personnel would be rotated. Additionally, target setting for 2025 is planned to discuss the success indicators and objectives that both the Commercial Department and the Customer Accounts Division will focus on throughout the year.



2. Customer Services Division

The Customer Services Division is responsible for responding to complaints with empathy and care to effectively address customer inquiries about the organization's products and services. Its goal is to foster relationships and enhance credibility. The division is made up of two sections:

a. New Connection, Complaints and Requests Section b. Field Services Section

For the summary of new accounts, a total of 2,636 accounts were processed. The leading barangays for new accounts are **San Vicente (411)**, **Pulong Buhangin (382)**, and **Manggahan (281)**.

New Accounts Summary per Barangay 2024													
Barangay	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Total
Bagbaguin	3	2	3	5	-	2	-	3	4	1	2	6	31
Balasing	3	15	5	6	9	5	12	6	8	14	7	4	94
Buenavista	9	8	4	3	5	1	2	10	5	3	3	5	58
Bulac	2	2	1	23	8	1	5	3	9	4	1	5	64
Camangyanan	2	-	2	6	4	9	11	9	3	5	2	3	56
Catmon	12	13	14	14	15	22	18	18	16	20	10	11	183
Caypombo	26	10	10	12	8	4	11	12	13	9	8	10	133
Caysio	5	3	1	-	2	2	-	8	1	6	4	1	33
Guyong	9	10	20	6	4	10	2	2	8	15	10	2	98
Lalakhan	-	2	2	-	3	2	-	4	-	3	1	2	19
Mag-Asawang Sapa	11	6	8	8	8	6	11	4	3	8	4	1	78
Mahabang Parang	-	1	-	1	-	-	-	-	1	-	-	-	3
Manggahan	-	1	8	1	42	66	33	62	16	26	21	5	281
Marilao	-	-	-	9	-	-	-	-	-	-	-	-	9
Parada	13	9	4	-	7	11	2	1	4	11	5	16	83
Poblacion	1	5	8	5	6	2	8	5	1	2	-	5	48
Pulong Buhangin	23	24	57	33	40	33	35	43	29	26	20	19	382
San Gabriel	-	-	-	-	-	2	-	-	-	-	-	-	2
San Jose Patag	15	12	10	8	5	12	7	7	14	14	6	3	113
San Vicente	37	24	31	21	32	32	74	48	27	20	40	25	411
Silangan	2	4	1	-	-	2	2	-	-	3	-	1	15
Sta. Clara	6	12	11	4	13	8	9	4	8	8	8	6	97
Sta. Cruz	18	9	6	6	17	8	32	35	35	22	29	18	235
Sto. Tomas	2	5	3	3	4	5	7	-	5	9	-	4	47
Tumana	4	6	8	11	1	1	10	5	4	5	4	4	63
Total	203	183	217	185	233	246	291	289	214	234	185	156	2,636

Additionally, as part of the new service application approval process, 96 orientation sessions were held via Zoom, attended by a total of 1,970 participants, comprising 909 males and 1,061 females. These orientations ensure that new applicants are well-informed about the services provided and the responsibilities that come with water connections.

New Service Connection Orientation Summary 2024														
		Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Total
Days Conducted		5	8	7	8	10	8	8	8	8	10	8	8	96
No.of Attendees	Male	77	48	79	72	130	90	104	88	77	56	43	45	909
	Female	71	78	115	101	121	92	120	90	66	80	60	67	1061
Total		148	126	194	173	251	182	224	178	143	136	103	112	1,970



In the New Connection Application Summary, the CS Division processed a total of 3,092 new applications for water connections in 2024, which includes 2,831 initial applications and 261 revisit applications. The top three barangays with the highest number of applications are San Vicente (461), Sta. Cruz (448), and Pulong Buhangin (446).

Service Applications for Water Connections with MIO and BVIO 2024						
2024	Number of Applicants Received	Senior Discount Application and Renewal Summary	Reconnection	Disconnection	Maintenance Inspection Orders (MIO) (Isolated Case)	Billing Verification and Inspection (Isolated Case)
January	216	203	2,627	2,264	13	1,954
February	243	176	2,290	2,349	21	2,367
March	222	82	2,867	3,226	15	1,892
April	345	316	2,958	2,530	23	2,002
May	304	78	2,561	2,637	21	1,807
June	317	463	2,226	2,626	15	2,179
July	264	434	4,030	3,699	23	2,899
August	242	159	2,309	2,971	16	2,429
September	190	318	4,079	3,568	26	2,393
October	146	263	4,564	4,399	25	2,598
November	194	303	3,387	3,411	19	2,340
December	148	143	4,235	4,263	13	2,550
Total	2,831	2,938	38,133	37,943	230	27,410

In 2024, a total of 699 complaints were received and fully resolved with an average resolution time of 9 hours, peaking in May (97 complaints) and lowest in December (34 complaints). The 8888 hotline handled 4 complaints throughout the year, also resolved in an average of 9 hours, with no entries from June to December. Meanwhile, the service requests recorded 44,732, with the highest volume in October (4,146) and the lowest in December (2,885), reflecting consistent service delivery and responsiveness across all months.

Complaints and Request Summary 2024							
2024	Complaints Summary			8888 Complaints Summary			Request Summary
	Received	Resolved	Average Hours Resolved	Received	Resolved	Average Hours Resolved	
January	35	35	9	1	1	25	4,237
February	45	45	9	1	1	18	3,582
March	42	42	7	-	-	-	3,793
April	85	85	3	1	1	22	3,257
May	97	97	4	1	1	38	3,405
June	53	53	9	-	-	-	3,637
July	61	61	17	-	-	-	3,708
August	55	55	11	-	-	-	3,817
September	78	78	8	-	-	-	4,130
October	67	67	8	-	-	-	4,146
November	47	47	15	-	-	-	4,135
December	34	34	4	-	-	-	2,885
Total	699	699	9	4	4	9	44,732



Newly Turned Over Subdivisions Update

The latest update on the subdivisions that have recently been turned over is as follows:

Status	Amaia, Manggahan	Belmont Parc, Caypombo	Bella Vista, San Vicente	Golden Hills, Dolmar, San Vicente
Pre-Inspection	7			3
For 2nd Payment	44	2	7	5
Installed	334	98	213	408
Completion Of Requirements	12		2	4
For Installation	6			3
Returned To CS	29	2	1	6
For Orientation	19		6	
Cancelled	5			
Cancelled SO- no mainline	8			
Total	464	102	229	429

System Improvements

The third phase of the Field Services Mobile Assistant-Billing Verification and Inspection Order (FSMA-BVIO) has been successfully deployed, improving work efficiency through a paperless process for disconnection and reconnection orders. This application allows Customer Service Assistants to track concessionaire requests and provide timely feedback. Proposed improvements, including updates to the Complaints and Requests (CNR) application, are under review by the MIS/ICT Section, while the Application Inquiry Request (AIR) in the SMWD billing program is in testing. The Customer Services Division is also planning the fourth and final phase focused on the Senior Citizen Discount Availment Order, aiming for 100% paperless transactions to enhance operational efficiency for the Field Services Section.

Information Dissemination

To keep our concessionaires informed about important updates from SMWD, the Customer Services Division implemented several strategies throughout the year:

- Flyers and Online Notices
- Water Interruption Advisories
- Water Conservation Campaigns
- Climate Resilience Campaigns
- Meter Reading Schedules

All updates and activities relevant to concessionaires were shared on the SMWD website and Facebook page, ensuring they remained informed.

Flyers and Online Notices

Flyers promoting online payment options were distributed, featuring detailed instructions on how to check bills on the SMWD website, a step-by-step guide for paying water bills through the GCash app, and reminders about payment deadlines. Additionally, tarpaulins with the same information were displayed in 24 barangays in Santa Maria, with support from barangay halls, as well as in front of the SMWD office, to further assist concessionaires with online payment options.



Online Payment Reminder flyer and tarpaulin



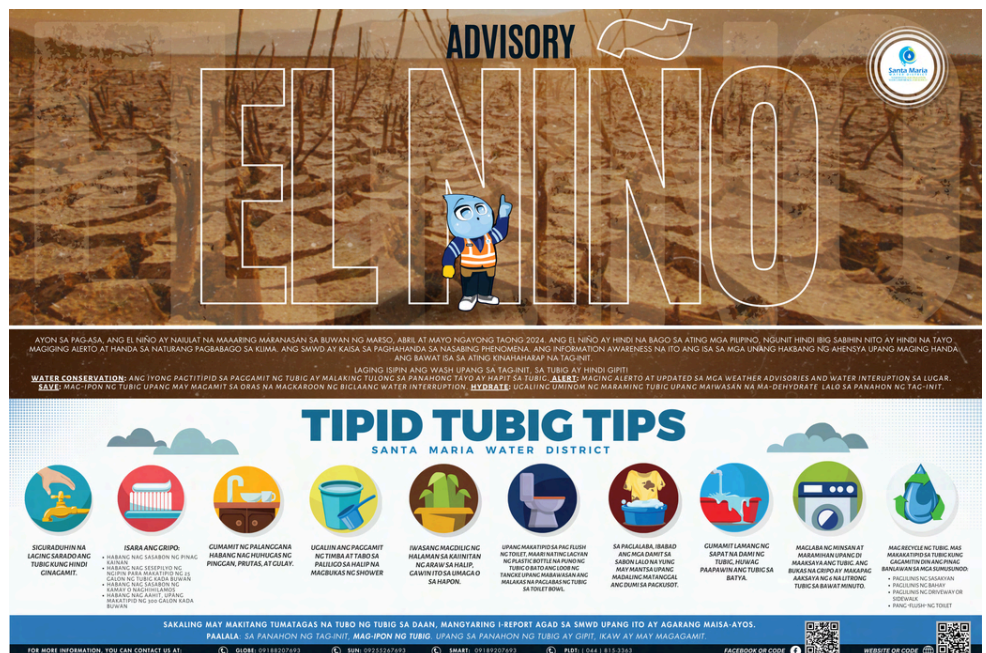
Meter Stand Tampering Comic Flyer



Flyers featuring a short comic strip illustrated the correct procedure for connecting a new service line to the water meter. They also emphasized the penalties associated with tampering with water meters and making direct connections to them, encouraging compliance with proper protocols. These flyers were distributed to concessionaires during meter readings, billing inspections, or transactions at the SMWD office.

El Niño Information Campaigns

In collaboration with barangay officials, the CS Division sent letters requesting their help in sharing information about water conservation and potential service interruptions due to shortages caused by the El Niño season. This campaign aimed to prepare residents for the expected impacts. Additionally, El Niño advisories were posted on the SMWD Facebook page and the SMWD website.



Advisories on Water Interruptions

WATER SERVICE INTERRUPTION
SMWD Advisory W2-409-0235

WHEN
September 6, 2024

AFFECTED AREA/S
Sta. Clara Bagbaguin
Manggahan Guyong
Sta. Cruz Poblacion
Lalakan

TIME
8:00 PM to 5:00 AM
(9 HOURS)

REASON
Monthly flushing activity
on sidestreets and
mainlines
(as part of water quality maintenance)

WHAT TO EXPECT
Turbid water, Low Pressure
to Zero Water Supply

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

WATER SERVICE INTERRUPTION
SMWD Advisory W2-409-0241

WHEN
September 16, 2024

AFFECTED AREA/S
Catmon
(Sitio Pila)

TIME
1:00 PM to 5:00 PM
(4 HOURS)

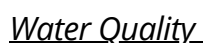
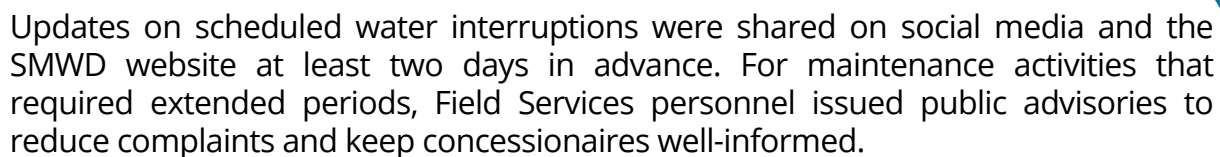
REASON
Mainline Expansion for
Sitio Pila Sidestreet and
Interconnection of newly
laid pipeline

WHAT TO EXPECT
Low Pressure to
Zero Water Supply

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

Monthly Flushing

Water Interruption



Holidays



To help concessionaires monitor their monthly water consumption and the delivery of billing notices, meter reading schedules were posted each month on the SMWD Facebook page and website. These updates enabled concessionaires to keep track of important dates, thereby avoiding penalties or service disconnections.

Water Rationing Activity

Due to the water shortage caused by the El Niño season and the insufficient supply from PhilHydro, our bulk water supplier, at that time was unable to meet the demand requirements, the Field Services Section implemented water rationing activities from May 3 to July 29, 2024, to assist affected concessionaires. With the support of two tankers provided by Maynilad, Field Services personnel delivered water directly to households in the impacted areas, ensuring essential access to this vital resource.

In collaboration with the Water Resource Division, the Field Services Section monitored the supply status throughout the rationing period and communicated this data for necessary adjustments in water distribution. This proactive strategy helped minimize complaints and supported the Water Resource Division in addressing water supply challenges.



Rationing activities were conducted in various locations, including Bulac, Caypombo, Caysio, Sto. Tomas, and Camangyanan. Over the course of **28 trips**, a total of **280 cubic meters** of water were delivered to **1,081 residents**. Detailed records of the dates, trips, capacity, and households served are provided below.

Date		Capacity	Trip	CuM. Rationed	Household	Areas
05/03/2024	Tanker 1	10	2	20	90	Bulac
	Tanker 2	10	2	20	80	Caypombo, Caysio
05/04/2024	Tanker 1	10	1	10	40	Bulac
	Tanker 2	10	1	10	35	Caypombo, Caysio
05/11/2024	Tanker 1	10	1	10	70	Bulac, Caypombo, Caysio
05/17/2024	Tanker 1	10	1	10	50	Bulac, Caypombo, Caysio
	Tanker 2	10	1	10	50	Sto. Tomas, Camangyanan
05/18/2024	Tanker 1	10	1	10	60	Bulac, Caypombo, Caysio
	Tanker 2	10	1	10	50	Sto. Tomas, Camangyanan
05/25/2024	Tanker 1	10	1	10	35	Bulac, Caypombo, Caysio
05/26/2024	Tanker 1	10	1	10	60	Bulac, Caypombo, Caysio
05/31/2024	Tanker 1	10	1	10	45	Camangyanan, Sto. Tomas
06/01/2024	Tanker 1	10	1	10	45	Camangyanan
06/07/2024	Tanker 1	10	1	10	30	Camangyanan
06/08/2024	Tanker 1	10	1	10	20	Camangyanan
06/14/2024	Tanker 1	10	1	10	11	Camangyanan, Sto. Tomas
06/15/2024	Tanker 1	10	1	10	5	Camangyanan, Sto. Tomas
06/23/2024	Tanker 1	10	1	10	60	Caypombo, Caysio, Sto. Tomas
06/28/2024	Tanker 1	10	1	10	2	Caypombo, Caysio, Camangyanan, Sto. Tomas
06/29/2024	Tanker 1	10	1	10	45	Caypombo, Caysio, Camangyanan, Sto. Tomas
07/27/2024	Tanker 1	10	1	10	60	Bulac
	Tanker 2	10	1	10	15	Caypombo
07/28/2024	Tanker 1	10	1	10	65	Bulac
	Tanker 2	10	1	10	18	Caypombo, Camangyanan
07/29/2024	Tanker 1	10	1	10	20	Bulac, Camangyanan
	Tanker 2	10	1	10	20	Bulac, Caypombo
Total			28	280	1,081	



Water Rationing Activity

A total of **84% of affected households** across all areas were **successfully rationed** during the implementation period.

Affected Area	Affected Household	Household Rationed	Percentage
Bulac	385	309	80%
Caypombo	36	23	64%
Caysio	28	21	75%
Camangyanan	48	48	100%
Sto. Tomas	25	25	100%
Average			84%



SMWD Water Savers School Education Program

In line with the SMWD commitment to Corporate Social Responsibility, the Customer Services Division, in collaboration with the General Services Division, successfully implemented the Water Savers School Education Program. This initiative aimed to promote water conservation and proper waste segregation, reaching a total of **1,045** students from various schools in Santa Maria, Bulacan.

The program took place on the following dates and at the following schools:

Date	Schools	Number of Attendees		
		Male	Female	Total
October 17, 2024	Lalaxhan Elementary School	42	43	85
	Bagbaguin Elementary School	41	44	85
November 7, 2024	M. Sapa E lementary School	57	65	122
	Immaculate Heart of Mary Integrated School	25	28	53
November 14, 2024	Balasing Elementary School	45	54	99
	Camatchile Elementary School	51	49	100
December 3, 2024	Parada Elementary School	44	56	100
	Buenavista Elementary School	49	50	99
December 5, 2024	Garden Village Elementary School	36	64	100
December 12, 2024	Cornelia M. de Jesus Elementary School	46	54	100
	Bagong Barrio Elementary School	44	58	102
Total		480	565	1,045

The program included educational sessions led by personnel from both divisions. The Customer Services Division covered topics such as the water cycle, water conservation techniques, and hygiene practices, while the General Services Division addressed proper waste segregation and the environmental impact of waste management. A highlight was the students' active participation in Q&A sessions, where they engaged in discussions about conserving water and reducing waste. To promote better sanitation practices, hygiene kits were distributed, and **SMWD's mascot, Patak**, made a memorable appearance, reinforcing the program's messages in an entertaining manner.



Water Savers Education Activity

The program received an impressive overall average rating of **4.97**, categorized as **Excellent**, based on **feedback** from teachers at participating schools. Evaluations indicated that the program objectives were effectively met, the materials were informative, the facilitators were approachable, and the content was appropriately tailored to the grade school level. Feedback from the schools was overwhelmingly positive, with many expressing appreciations for the engaging delivery and friendly demeanor of the facilitators. Several schools also requested that future programs accommodate more participants, highlighting the program's significant impact and success in promoting environmental sustainability.



OPERATIONS DEPARTMENT

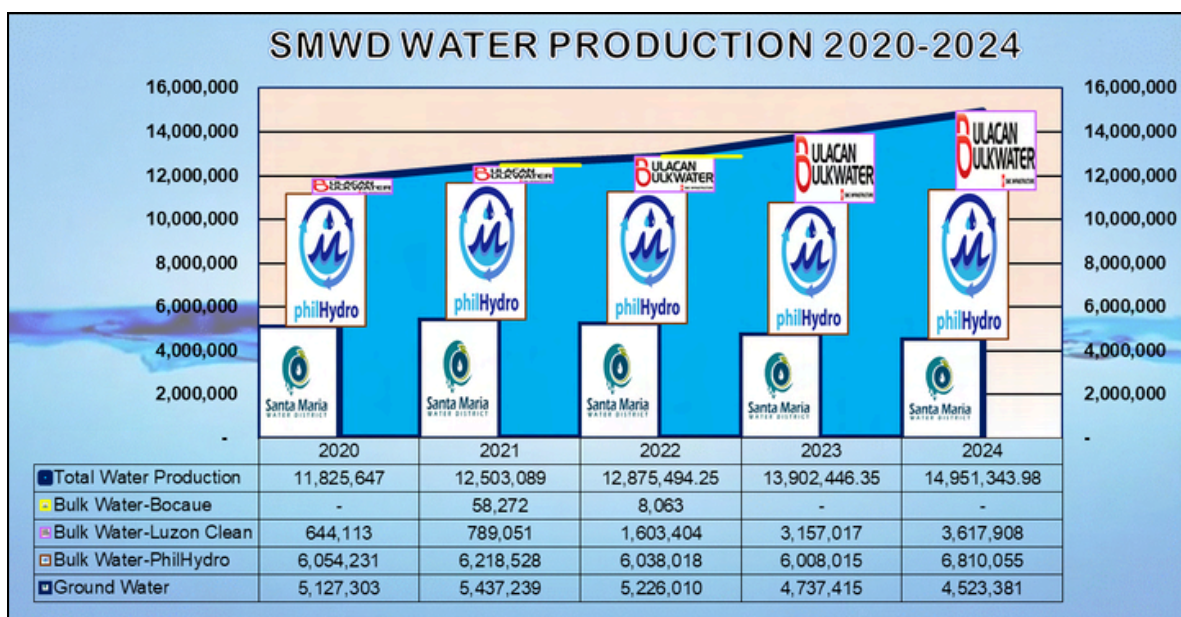
The operations department is responsible for the day-to-day management of water treatment facilities, distribution systems, and maintenance of infrastructure. Key functions include monitoring water quality, managing the treatment processes, coordinating maintenance schedules, and responding to service interruptions. Additionally, the operations team collaborates with other departments to ensure compliance with regulatory standards, optimize resource usage, and implement improvements that enhance efficiency and sustainability in water service delivery. Their work is vital for maintaining public health and ensuring a continuous, high-quality water supply. **It is composed of four (4) divisions: 1.) Water Resources Division; 2.) Engineering Division; 3.) Construction Division; and 4.) Maintenance Division.**

1. Water Resources Division

a. Water Resource Operations Section

The Water Resource Division played a crucial role in ensuring the efficient delivery of potable water supply to meet the demands of its service area, the municipality of Santa Maria.

The commitment was demonstrated through daily monitoring of SMWD's water sources, including both ground and surface water, as well as operations and water quality. Despite facing numerous challenges, such as El Niño, the Water Resource Division remained steadfast in delivering essential services. Additionally, improvements were implemented, resulting in enhanced productivity. **The division is comprised of three sections: 1) Water Resource Operations Section; 2) Water Resource Maintenance and Electromechanical Section; and 3) Water Resource and Water Quality Section.**



The Santa Maria Water District has produced a total of **14,951,343.98** cubic meters of treated water for the year 2024, which was distributed across the entire service area. SMWD sources its water supply from twenty-three production wells, five tapping points from Philippine Hydro Inc., and one tapping point from Luzon Clean Water Development Corp. – Bulacan Bulk (LCWDC). This includes **4,523,381.00 cubic meters from groundwater, 6,810,054.98 cubic meters from PhilHydro, and 3,617,908.00 cubic meters from LCWDC.** The average monthly water production was 1,245,945.33 cubic meters.



Revision of Water Resource Uniform Update Mobile Application

To provide comprehensive and detailed updates regarding the operations of the Water Resource Division, particularly in monitoring Bulk Water and Groundwater Supply, the section aims to enhance our current monitoring system using digital technology. The **Water Resource Mobile Application** was launched in 2023 and has been revised for 2024.

The revision of the mobile application introduced two new reports: **(1) the Pressure Monitoring Report** and **(2) the Flushing Activity Report**. This update will facilitate the generation of updates in a more streamlined and uniform manner, including visual representations of the actual locations of regular pressure monitoring points within the water distribution system. Furthermore, the pump station downtime report has been revised to clearly display both the downtime and the time of resumption.

Rev. 0 (2023)

i BULK WATER SUPPLY MONITORING

ii PUMP STATION DOWNTIME REPORT

ii PS ELECTRO-MECHANICAL PREVENTIVE MAINTENANCE REPORT

Rev. 1 (2024)

OPERATION

BULK WATER SUPPLY MONITORING

PUMP STATION DOWNTIME REPORT

PRESSURE MONITORING REPORT

MAINTENANCE

ELECTROMECHANICAL PREVENTIVE MAINTENANCE REPORT

WATER QUALITY

FLUSHING ACTIVITY REPORT

Pressure Monitoring Report
06/27/2023 12:30PM
Lupang Pangarap

Pressure: 10 psi
Elevation: 36 m

Location: Sitio Lupang Pangarap, San Jose Patag (<https://goo.gl/maps/R5zBKYR5u4FVpobLw>)

Remarks: Pressure gauge defective. For replacement.

Done By : MAC DANIEL ALEJANDRO

Sta Maria, Bulacan (Product Depot)...

14°49'53.4"N 120°58'47.6"E

Pump Station Downtime Report
02/07/2023 10:00 AM
Gulod Pump Station

Cause-Power Fluctuation
Downtime-1:30 HR:MN
Affected Area-Barangay Poblacion

May encounter low to zero pressure in affected area/s until pressure builds up.

Done by : RDPEREZ

Pump Station Downtime Report
PS07-Sitio Bato Pump Station

Cause - Power Fluctuation
Down - 06/26/2023 03:00 PM
Resume - 06/26/2023 05:00 PM
Downtime - 02:00 HH:MM
Affected Area - Barangay Guyabang and Caypombo

May encounter low to zero pressure in affected area/s until pressure builds up.

Done By : MAC DANIEL ALEJANDRO

Flushing Activity Report
Start: 07/14/2023 12:30PM
End: 07/14/2023 12:45PM
Duration: 00:15 HH:MM

BOV:Fatima 1
Location: Fatima, Bagbaguin
Code: BAG08-050-008

Initial
Turbid/with Color: Yes
With Odor: Yes
With Sediments: Yes

Final
Turbid/with Color: No
With Odor: No
With Sediments: No

Chlorine Residual: 1.0ppm
Remarks: Valve box cover for rehabilitation

Done By : MAC DANIEL ALEJANDRO

Water Resource Report and Update

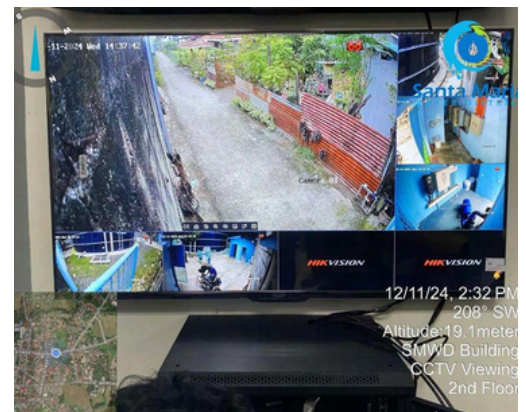


Remote Surveillance Monitoring System



The installation of the Remote Surveillance Monitoring System at the Sitio Bato Pump Station (PS) and Manggahan PS was successfully completed between November 26 and December 20, 2024.

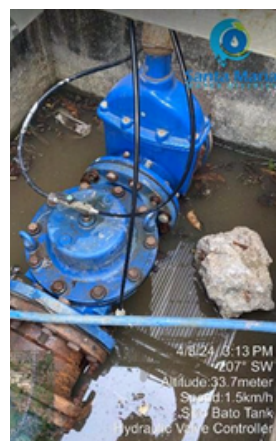
This initiative reflects the section's ongoing commitment to enhancing security, operational efficiency, and real-time monitoring of critical water infrastructure. As part of the project, high-resolution cameras and remote access systems were installed, allowing authorized personnel to monitor pump station activities from a centralized location. This system offers continuous surveillance, real-time alerts, and instant visual verification of any irregularities, ensuring a proactive approach to security and maintenance.



In addition to enhancing security, this project represents a strategic move toward integrating our system with a future Supervisory Control and Data Acquisition (SCADA) system. The newly installed monitoring infrastructure sets the foundation for seamless SCADA integration, enabling automated data collection, remote control of pump operations, and advanced analytics for improved decision-making. This upgrade not only ensures enhanced security and optimized resource allocation but also improves response times, paving the way for a more advanced, technology-driven water management system in the future.

Hydraulic Valve Controller

In April 2024, a hydraulic valve controller was activated for the time-based opening and closing of the tank intake at Sitio Bato Tank. This system is programmed to automatically open the inlet for tank filling at 9:30 PM and close it at 5:30 AM, allowing the booster pump to operate without water recirculation.





Pump Station Pump Replacement

1.Sto. Tomas Pump (Replacement Date: July 4, 2024).

	Before Pump Replacement	After Pump Replacement
Pump:	Grundfos SP 30-12	Grundfos SP 30-13 (new)
Motor:	Franklin 25 HP motor	Franklin 25 HP motor (from recovered)
Cable:	AWG #1/3 submersible cable	AWG #1/3 submersible cable (same)
Pump Setting:	135 m	135 m
Total Well Depth:	200 m	200 m
PWL:	127 m	130 m
SWL:	110 m	114 m
Q (Volumetric):	5.49 lps	5.72 lps
Resistance:	140 MΩ	5 MΩ



2.Caysio Pump (Replacement Date: July 9, 2024).

	Before Pump Replacement	After Pump Replacement
Pump:	Grundfos SP 46-9	Grundfos SP 30-14 (new)
Motor:	Franklin 30 HP motor	Franklin 30 HP motor (from recovered)
Cable:	AWG #1/3 submersible cable	AWG #1/3 submersible cable (same)
Pump Setting:	120 m	129 m
Total Well Depth:	200 m	200 m
PWL:	105 m	105 m
SWL:	N/A	107 m
Q (Volumetric):	8.21 lps	14.94 lps
Resistance:	70 MΩ	30 MΩ



3.Sta. Cruz Pump (Replacement Date: July 11, 2024).

	Before Pump Replacement	After Pump Replacement
Pump:	Grundfos SP 46-9	Grundfos SP 30-13 (new)
Motor:	Franklin 30 HP motor	Franklin 30 HP motor (same)
Cable:	AWG #1/3 submersible cable	AWG #1/3 submersible cable (same)
Pump Setting:	126 m	132 m
Total Well Depth:	200 m	200 m
PWL:	115 m	115 m
SWL:	N/A	111 m
Q (Volumetric):	9.82 lps	11.68 lps
Resistance:	90 MΩ	90 MΩ



Water Supply Improvement

On May 18, 2024, PhilHydro conducted repairs on the Pressure Sustaining Valve (PSV) located near the Philippine Arena. The defective valves had caused zero pressure at the INC 2 tapping point. Following the repair, monitoring showed a significant improvement in water pressure at that location, with no recorded pressure dropping below 20 psi.

Another issue identified was the absence of a check valve at the interconnection point between SMWD and PhilHydro, which led to backflow problems and contributed to the low to zero pressure experienced in the Tabing Bakod area. On June 20, 2024, the Construction and Maintenance Division installed a check valve near the SMWD–INC 2 tapping point. While zero-pressure readings were no longer observed after the PSV repair, this new check valve will help prevent backflow in the future, particularly during PhilHydro's maintenance shutdowns.



b. Water Resource Maintenance and Electromechanical Section

Additional Water Supply and Water Storage Facilities



The Santa Maria Water District currently has a total of eleven (11) reservoirs, with a combined capacity of 4,648 cubic meters. In June 2024, the **Glenwoods North Subdivision Elevated Steel Tank** was energized, leading to a significant enhancement in the water distribution system pressure at Barangay Caysio. The Caysio Pump Station saw an increase in average pressure from 15 psi to 20 psi during peak hours, which run from 8:00 AM to 4:00 PM. Additionally, nearby areas, including Plana Subdivision, experienced a similar average pressure increase of 5 psi. These improvements demonstrate the effectiveness of the elevated steel tank in maintaining consistent and adequate water pressure for the downstream supply area.

Discharge Line Rehabilitation

The Water Resource Maintenance and Electromechanical Section successfully completed two discharge line rehabilitation projects: the **Labanos Pump Station (PS)** from September 18 to October 10, 2024, and the **Green Valley PS** from November 20 to December 12, 2024. Discharge line rehabilitation is crucial for maintaining the integrity and longevity of the system. This process helps prevent corrosion, ensures compliance with safety regulations, enhances the structural durability and appearance of the discharge line, and protects water quality by preventing contamination.



Labanos PS



Green Valley PS



Reapplication of Waterproof Lining – GFS Steel Tank, Patag

The waterproof lining of the **GFS Steel Tank in Patag** was successfully reapplied from September 2 to November 14, 2024, restoring the tank's protection against corrosion and leaks. The existing lining was removed due to significant damage that had begun to affect water quality. To prevent further issues, a new waterproof lining was applied, ensuring the tank remains leak-free, corrosion-resistant, and safe for water storage. This project has enhanced water quality, extended the tank's lifespan, and ensured a more reliable and safer water supply for our concessionaires.



Well Drilling Project– Glenwoods North, Brgy. Caysio, Santa Maria, Bulacan

The well drilling project in Glenwoods North, Barangay Caysio, Santa Maria, Bulacan, was successfully conducted from October 21 to December 4, 2024. This initiative is part of our efforts to enhance water supply distribution and strengthen water pressure in Barangays Caysio and Caypombo. The project aims to support the establishment of a new pump station in Glenwoods North, improving water availability and ensuring a stable and efficient supply to meet the growing demand in these communities.



According to the final well report from the drilling mechanics, the well's static water level was measured at 91.34 meters, while the pumping water level was recorded at 108.36 meters. The section's calculations determined the pump curve to be 11.8 liters per second (lps). With an efficiency of 85%, the adjusted flow rate is 10.03 lps. The successful completion of this project represents a significant step toward improving water supply reliability, ensuring that residents in these areas have access to a consistent and sufficient water source.



Flow Meter Verification

P.S. #	Pump Station	Date of Verification	Flowmeter Type	Test Result		
				Transmitter	Insulation	Magnetism
2	Gulod	9/11/2024	Remote	Passed	Passed	Passed
3	Celeste	9/12/2024	Remote	Passed	Passed	Passed
4	Sta. Clara	9/12/2024	Remote	Passed	Passed	Passed
5	Sacred Heart	9/12/2024	Remote	Passed	Passed	Passed
6	Sto. Tomas	9/12/2024	Remote	Passed	Passed	Passed
7	Sitio Bato	9/10/2024	Remote	Passed	Passed	Passed
8	Villarica	9/12/2024	Compact	Passed	Passed	Passed
9	Green Valley	9/10/2024	Compact	Passed	Passed	Passed
10	Garden Village	9/12/2024	Remote / Compact	Passed	Passed	Passed
11	Sta. Cruz	9/12/2024	Remote	Passed	Passed	Passed
12	Mahabang Parang	9/12/2024	Remote	Passed	Passed	Passed
13	Kalsadang Munti	9/10/2024	Remote	Passed	Passed	Passed
14	Caybanban	9/13/2024	Remote	Passed	Passed	Passed
15	Patag	9/10/2024	Remote	Passed	Passed	Passed
16	Labanos	9/13/2024	Remote	Passed	Passed	Passed
17	Caysio	9/12/2024	Remote	Passed	Passed	Passed
18	Kamatis	9/13/2024	Remote	Passed	Passed	Passed
19	Camangyanan	9/10/2024	Remote	Passed	Passed	Passed
20	Pulang Lupa	9/10/2024	Remote (Outdoor)	Passed	Passed	Passed
21	Manggahan	9/11/2024	Remote	Passed	Passed	Passed
22	Polcarpio	9/10/2024	Remote	Passed	Passed	Passed
23	Sonoma 1	9/12/2024	Remote	Passed	Passed	Passed
24	Sonoma 2	9/12/2024	Remote	Passed	Passed	Passed

From September 10 to 13, 2024, the section conducted a Flowmeter Verification for all pump stations, performed by EMCC. This process involved checking the flowmeter displays for potential errors, verifying the grounding connections of the electrodes and coils at the transmitter side, conducting a verification of the Siemens Magnetic Flowmeter, and inspecting the condition of the potting kit of the Flowmeter Remote Type. **All tests, including transmitter, insulation, and magnetism, were successful, with all 23 pump stations passing.**



However, the flowmeter display at Caybanban PS failed during the transmitter test on September 10 and required replacement. After the replacement, another flowmeter verification was conducted on September 13, confirming that the transmitter, insulation, and magnetism tests all passed.



c. Water Resource and Water Quality Section

Water Safety Plan (WSP) for 2024 Update

The revised Water Safety Plan (WSP), submitted in May 2023, was accepted by the Local Water Utilities Administration (LWUA), and the Department of Health (DOH) issued a certificate of acceptance on May 24, 2024. Additionally, SMWD achieved an impressive **3rd place ranking among 108 approved Water Safety Plans** from water districts nationwide, earning a rating of **97.57%**. This recognition was awarded during a ceremony hosted by LWUA at Hotel Casiana in Tagaytay City, where the top ten water districts were honored for their exemplary WSPs. The acceptance of the WSP by the DOH marks a significant milestone for SMWD, highlighting our commitment to providing safe drinking water for the municipality of Santa Maria.



Water Chlorination

SMWD pump stations are equipped with hypochlorinators to ensure the disinfection of water before distribution. This process involves mixing calcium hypochlorite granules with water at a dosage of no more than 1.5 ppm, which is then injected into the discharge line of each production source prior to distribution. The free chlorine residual is maintained at a minimum of 0.3 ppm throughout the distribution system.

At Sonoma Pump Stations No. 1 and No. 2, located in Brgy. Sta. Cruz, chlorine dioxide liquid is used to treat the color of the groundwater within the Sonoma Subdivision, maintaining a residual concentration of 0.2 ppm to 0.4 ppm. This chlorine dioxide liquid is also employed for water treatment in Policarpio, Caybanban, Kamatis, and Pulang Lupa, with the same residual range.

Additionally, five units of analog dosing pumps were installed in 2024 for the following pump stations: Kalsadang Munti, Sta. Cruz, Sitio Bato Booster, Patag Booster, and Manggahan Booster. This builds on the previous installation of analog dosing pumps in 2023 at Pulang Lupa, Villarica, and Mahabang Parang. These pumps are designed to synchronize chlorination rates with water flow rates, ensuring a consistent injection of chlorine solution to maintain stable residual levels between 0.3 ppm and 1.5 ppm at all times.

Alongside the automatic feed pumps, manual shock chlorination activities are conducted using calcium hypochlorite or chlorine tablets to eliminate foul odors and improve the microbiological quality of water supplied by deep wells. Shock chlorination occurs bi-monthly at Pulang Lupa and Sonoma 1 Pump Station, while the remaining SMWD pump stations undergo this process annually.

Finally, a new setup for the chlorination and dosing pumps was implemented on July 19, 2024. This updated configuration enables the preparation of more concentrated chlorine solutions, ensuring that a full 220-L chemical tank lasts at least four days, with a lower dosing pump feed rate compared to the previous setup.



Water Quality Monitoring and Testing

The sole product of the Water District is water, which must meet at least the minimum standards specified by the PNSDW of 2017. The Water District is required to have its water sampled and tested for microbiological presence by an accredited DOH laboratory at least once a month.

Date of Sampling	No. of Samples	No. of Samples Passed	Date of Retest	No. of Retest Samples Passed
January 17 and 18	66	66	N/A	N/A
February 14, 15, and 23	71	71	N/A	N/A
March 13 and 14	66	66	N/A	N/A
April 17, 18 and 24	67	67	N/A	N/A
May 13, 14 and 29	64	64	N/A	N/A
June 13, 14, and 25	63	63	N/A	N/A
July 9, 10, and 18	66	66	N/A	N/A
August 19 and 20	64	64	N/A	N/A
September 11, 12, and 25	68	68	N/A	N/A
October 16, 17, and 28	64	64	N/A	N/A
November 13 and 14	66	66	N/A	N/A
December 11 and 12	68	68	N/A	N/A
TOTAL	793	793		N/A

The Water Resource and Water Quality Section collected a total of 793 samples for microbiological testing, averaging 66 samples per month. The SMWD is required to obtain samples from all water sources, as well as random samples from the distribution area. Remarkably, **all 793 samples collected in 2024 passed the tests**

Also, the section conducted 29 samples for the Physical-Chemical Test. Twenty-three (23) samples were collected from our deep wells, while the remaining six (6) were taken from our bulk water supply tapping points. Remarkably, **all 29 samples passed for all physical and chemical parameters tested.**

Additionally, the section continues to monitor daily chlorine residual readings at every pump station and blow-off valve to ensure that free chlorine residual levels are maintained at a minimum of 0.3 ppm at end points and do not exceed 1.5 ppm. For liquid chlorine dioxide, the section aims for at least 0.2 ppm residual at end points, without exceeding 0.4 ppm. Blow-off valve flushing is regularly performed both monthly and weekly, and chlorine residual checks in the distribution pipeline are conducted throughout the system and at its end points.

Pump No.	Sample Name	Status	Date of Sampling	Date Reported	Remarks
2	Gulod	Active	07/18/2024	07/25/2024	Passed
3	Celeste	Active	07/18/2024	07/25/2024	Passed
4	Sta. Clara	Active	07/18/2024	07/25/2024	Passed
5	SHA	Reserve	07/18/2024	07/25/2024	Passed
6	Sto. Tomas	Active	07/18/2024	07/25/2024	Passed
7	Sitio Bato	Active	07/18/2024	07/25/2024	Passed
8	Villarica	Active	07/18/2024	07/25/2024	Passed
9	Green Valley	Active	07/18/2024	07/25/2024	Passed
10	Garden Village	Active	07/18/2024	07/25/2024	Passed
11	Sta. Cruz	Active	07/18/2024	07/25/2024	Passed
12	Mahabang Parang	Active	07/18/2024	07/25/2024	Passed
13	Kalsadang Munti	Active	10/28/2024	11/04/2024	Passed
14	Caybanban	Reserve	07/18/2024	07/25/2024	Passed
15	Patag	Reserve	07/18/2024	07/25/2024	Passed
16	Labanos	Reserve	07/18/2024	07/25/2024	Passed
17	Caysio	Active	07/18/2024	07/25/2024	Passed
18	Kamatis	Reserve	07/18/2024	07/25/2024	Passed
19	Camangyanan	Active	07/18/2024	07/25/2024	Passed
20	Pulang Lupa	Active	07/18/2024	07/25/2024	Passed
21	Manggahan	Active	07/18/2024	07/25/2024	Passed
22	Policarpio	Reserve	07/18/2024	07/25/2024	Passed
23	Sonoma 1	Active	07/18/2024	07/25/2024	Passed
24	Sonoma 2	Active	07/18/2024	07/25/2024	Passed
	Perez Tapping Point	Active	07/18/2024	07/25/2024	Passed
	Partida Tapping Point	Active	07/18/2024	07/25/2024	Passed
	Tigbe Tapping Point	Active	07/18/2024	07/25/2024	Passed
	INC Tapping Point	Active	07/18/2024	07/25/2024	Passed
	INC2 Tapping Point	Active	09/25/2024	10/01/2024	Passed
	San Vicente Tapping Point	Active	07/18/2024	07/25/2024	Passed



2. Engineering Division

Engineering Division is considered the heart of innovation and excellence in the Santa Maria Water District. Committed to providing high-quality water services to our community, Engineering Division plays a crucial role in ensuring the efficiency and sustainability of our water supply infrastructure. This division is comprised of three specialized sections that work seamlessly together to plan, design, and maintain the critical components of our water system.

The sections within the Engineering Division together with Water Resource Division Construction Division and Maintenance Division embody the whole Operations Department for the commitment of Santa Maria Water District to provide adequate, reliable and potable water supply and sewerage services to the municipality of Santa Maria.

a. Planning and Design Section

At the forefront of the Engineering Division, this section is dedicated in envisioning and conceptualizing the future of our water infrastructure. This team meticulously plans and designs water distribution networks, ensuring they are robust, resilient, and capable of meeting the growing demands of our community. Through detailed analysis and innovative solutions, this section lays the groundwork for a sustainable and reliable water supply. Additionally, this section includes the Quality Control/Assurance Inspection team, responsible for conducting pre-installation and post-installation inspections of new water meter connections and transferred water meters.

Pre-installation Inspection and Post Inspection

The pre-installation inspection report issued by the Customer Services Division authorizes the Quality Inspection/Assurance team under the Planning and Design Section to proceed with their work. This report is generated during the inspection of applications for new connections as well as for the transfer of tapping and/or water meters.

SUMMARY OF PRE-INSTALLATION INSPECTION FOR 2024				
INSPECTORS	ISSUED	APPROVED	RETURNED TO CS	PENDING for 2024
IP1	771	686	4	13
IP2	692	638	0	17
IP3	716	663	0	6
IP4	913	802	0	41
TOTAL	3,092	2,789	4	77

The Customer Services Division issues a post-inspection report within three days after each new water meter connection and transfer. The Quality Inspection/Assurance team inspects the installed water meter and meter stand as detailed in the pre-installation report. The completed and signed post-inspection checklist is then submitted to the Concrete Meter Base under the Air Scouring, Surface Restoration, and Meter Base Section.

SUMMARY OF POST INSPECTION FOR 2024				
SMWD INSPECTORS	ISSUED	APPROVED	RETURNED TO SC	PENDING for 2024
IP1	751	747	25	3
IP2	700	699	4	6
IP3	674	674	4	3
IP4	767	778	5	6
TOTAL	2,892	2,898	38	18



Pipeline Expansion and Extension Projects

The SMWD's programs for water security have begun through several pipeline expansion and extension projects. Some of these projects were completed and restored in the fourth quarter of 2024.

Bulacan Bulk Water Supply Improvement

One of SMWD's major programs, the "Bulacan Bulk Water Supply Improvement Project," has been completed and energized. This project involved a 500mm PVC-O pipeline spanning a total of 3,972 linear meters, extending from Barangay San Vicente to Barangay Pasong Tumana. Overall road restoration, including road markings, was completed on February 20, 2024, with a warranty period of one year (from November 4, 2023, to November 4, 2024).

SMWD's "Bulacan Bulk Water Supply Improvement Works" includes the design and construction of storage tanks with a pump house and booster pump, the procurement of pipes, valves, and fittings for a total contract amount of ₱65,702,416.85, and civil works for pipelaying and related activities amounting to ₱67,755,800.90.

Additional water security program projects, such as the "Bulacan Bulk Water Supply Improvement Project: Phase II," which continues the previous pipelaying project, and the "Bulacan Bulk Water Supply Improvement Project II," extending from Barangay Tambubong to Barangay Mangahan, are also in development. These include GSS tank pipelines and Barangay requests, which will be funded through loans. The design, program of works (POW), bill of quantities (BOQ), and drawings are currently under review and awaiting management approval. The bidding process for these projects is targeted to begin by the end of the third quarter of 2025.

Name of Project:	Bulacan Bulk Supply Improvement Project (Section 1) 2018
POW No:	2112-022
Location:	San Vicente-Muzon Boundary to Pasong Tumana
Estimated total length and size of pipes:	3,976 linear meters of 500mm dia. PVC-O Pipe;
Accomplishment:	Date Started: January 13, 2022 Total Pipes Laid: 3,971.84 I.m./3976 I.m. of 500 mm PVC-O Pipelines with 4 interconnections Energization Date: August 17, 2022 Pavement Restoration: 3,988.57 I.m./3,988 I.m. (100%) I.m. restored Asphalt Overlay: 3,988.57 I.m./3,988 I.m. (100%) I.m. of pavement asphalted Surface Restoration Date Started: June 28, 2022 Surface Restoration Date Completed: November 4, 2023 Road Marking Date Completed: February 29, 2024

Bulacan Bulk Water Supply Improvement Project I (Phase I) -Road Markings





SMWD New Office Building, 4-storey with Roof Deck

The construction of the four-storey Office Building with a roof deck by the Santa Maria Water District commenced after the Notice to Proceed was issued on June 6, 2019. The estimated cost of the project is ₱80,695,926.33. As of December 2023, the building boasts an impressive completion rate of 99.58%. Fire protection measures were completed at 100% by February 2023, and auxiliary services achieved full completion in December 2023 for the original contract and the subsequent variation order that added a queuing system. Additionally, the contract for the air conditioning units and associated appurtenances was successfully completed in July 2022.



It has been more than two years since SMWD successfully transferred Customer Service, Customer Accounts, Billing, and OGM from the old office at 3 M. De Leon St. to the new SMWD Building along J.P. Rizal Street. Since then, SMWD have been effectively delivering public service operations.

Other Projects:

Barangay San Vicente (Horacio Dela Costa VI)

1,500 cubic meter Glass-Fused-to-Steel Bolted ground reservoir and 1,000 cubic meter Glass-Fused-to-Steel Bolted ground reservoir with pump house and booster pump.



In early 2024, work began on the 1,500 cubic meter Glass-Fused-To-Steel bolted ground reservoir at Barangay San Vicente, which was 95% complete when it was put on hold in July 2024 due to complaints from residents of Horacio Dela Costa VI. This issue is currently under discussion.

Additionally, ongoing civil works on the 1,000 cubic meter Glass-Fused-To-Steel bolted ground reservoir, including a pump house and booster pump at Barangay Bulac, are also 95% complete. The remaining tasks include the installation of the booster pump and appurtenances, electro-mechanical work in the pump house, and other civil works. The anticipated completion by the third quarter of 2024 has been delayed due to several factors, including a holdup in the release of funds by the Local Water Utilities Administration (LWUA). The funds were released based on billing accomplishments in April 2024, with LWUA and the Asian Development Bank (ADB) jointly supporting the project, which has a total cost of ₱37,145,633.12.



Barangay Bulac (Putol - Tikal)



Subdivision Turn-over

The Municipality of Santa Maria, Bulacan, has seen a rapid increase in residential subdivisions in recent years. As urban expansion continues, more developers are investing in housing projects, making Santa Maria an attractive location for homebuyers seeking proximity to Metro Manila while enjoying a suburban lifestyle. This unprecedented growth has significantly impacted local infrastructure, particularly the demand for potable water. The surge in subdivisions has led to a dramatic increase in water consumption, with each new residential community contributing to the rising demand for water supply. This places additional pressure on the existing system managed by the Santa Maria Water District (SMWD). With the influx of new residents, the need for a stable, high-quality, and sustainable water supply has become more critical than ever.

Under current policies, subdivision developers are required to establish their own water distribution systems during the initial phases of development. However, once a subdivision is completed, its water system is typically turned over to the Santa Maria Water District (SMWD) for management and operation. This transition process presents several challenges:

1. **Compliance with Standards** – The water infrastructure of the subdivision must meet SMWD's technical standards before turnover. Any deficiencies in pipe materials, water pressure capacity, or system design can result in delays.
2. **System Integration** – Integrating new water lines into SMWD's main system requires careful planning to ensure compatibility and prevent disruptions.
3. **Increased Operational Load** – As SMWD takes on more subdivisions, it must expand its facilities, workforce, and resources to maintain service efficiency for a growing customer base.

To address these challenges, SMWD has been implementing several strategies:

- **Infrastructure Upgrades** – Investing in new reservoirs, booster pumps, and mainline extensions to enhance supply reliability.
- **Regulatory Oversight** – Strengthening the inspection and approval processes for subdivision water systems before turnover.
- **Community Awareness** – Promoting water conservation among residents to mitigate excessive consumption and encourage sustainability.

The expansion of subdivisions in Santa Maria, Bulacan, emphasizes the need for proactive water resource management. SMWD is crucial in providing a reliable water supply to the growing population while maintaining system integrity. By focusing on planning, infrastructure investment, and regulatory oversight, SMWD seeks to meet rising demand and support the municipality's growth without compromising water quality.



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

The health and efficiency of our water distribution system are the primary objectives of the *Air Scouring Team*, which plays a crucial role in maintaining pipeline integrity. Using advanced air scouring techniques, this team effectively removes sediment and contaminants to preserve water quality.

The *Surface Restoration Team* focuses on minimizing the environmental impact of our operations, ensuring that our infrastructure blends seamlessly into the surrounding landscape. Additionally, the *Concrete Meter Base Team* oversees the installation and maintenance of meter bases, ensuring that every connection is secure and efficient.

Air Scouring

In March 2024, the SMWD resumed its air scouring activities, which had been temporarily suspended in 2023 to prioritize pipelaying and restoration works in Brgy. Sto. Tomas. This initiative was vital for maintaining the water distribution system, enhancing water quality, and reducing service interruptions for the community. The activity, which concluded on August 22, 2024, resulted in the successful descaling of 45,724.6 linear meters of pipelines. By the end of 2024, the **total descaled reached 143,232.30 linear meters**, accounting for **56.86% of the total length of SMWD pipelines**.

The cleaning process began in Brgy. San Jose Patag and systematically progressed through Brgy. Sta. Clara, Balasing, Catmon, Sta. Cruz, Tumana, Parada, Buenavista, and Sto. Tomas. These areas were prioritized based on the urgency of pipeline maintenance and their impact on water service delivery. Although the initial plan included descaling in Brgy. Pulong Buhangin, operational adjustments were made to reallocate manpower to pipelaying and pipe rehabilitation projects managed by the Construction and Maintenance Division, which are essential for meeting the growing demand for infrastructure development in the service area. Despite these changes, the air scouring activity effectively removed sediment buildup, significantly enhancing the efficiency and reliability of the water supply system.

March 2024



April 2024



May 2024



June 2024



July 2024



August 2024





Water samples in bottles obtained during air scouring activity:



Sample Water Quality Test Results (Turbidity)



Sample Water Quality Test Results (Chlorine Residual)



Concrete Meter Base

In 2024, the concrete meter base continues to play a crucial role in the SMWD's water distribution system. It provides a stable foundation for water meters, ensuring accurate readings while protecting fittings from damage, corrosion, and tampering—particularly from unauthorized connections. Made from durable, high-quality materials, the meter base is designed to withstand environmental challenges with minimal maintenance, ensuring the system remains reliable over the long term.

In addition to preventing tampering, theft, and physical damage, the concrete meter base also helps maintain the overall condition of the water distribution system. Regular inspections and timely repairs are essential to avoid issues and ensure smooth operations.





The SMWD concrete meter base team continues to install concrete bases for newly connected water meters and to repair or replace damaged bases for older ones. By addressing worn-out bases and ensuring they remain in good condition, they help maintain an efficient and secure water metering system. Their ongoing efforts each month demonstrate their commitment to providing stable and reliable water service for the community.

Concreting of Meter Base for Newly Installed Water Meters (Service Orders):

		2024											
	2023	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
TOTAL SO RECEIVED		218	254	207	217	265	215	344	283	247	301	175	189
COMPLETED		213	229	171	207	282	259	312	305	262	303	167	211
PENDING	9	14	39	75	85	68	24	56	34	19	17	25	3
COMPLETED YTD		213	442	613	820	1102	1361	1673	1978	2240	2543	2710	2921

In 2024, the Concrete Meter Base Team installed **2,921 concrete meter bases for newly connected water meters**, successfully completing the majority of the Service Orders received. By the end of the year, only three orders remained pending.

Concreting of Meter Base of Old Water Meters due to New Service Connection (MIO):

		2024											
	2023	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
TOTAL MIO (ISSUED)		12	104	55	141	139	194	211	188	161	227	161	167
COMPLETED		12	104	55	141	139	194	211	188	161	227	161	167
PENDING	0	0	0	0	0	0	0	0	0	0	0	0	0
COMPLETED YTD		12	116	171	312	451	645	856	1044	1205	1432	1593	1760

The team also focused on Meter Installation Orders (MIOs) for concreting the bases of **existing water meters** required for new service connections. They completed all **1,760 orders during the year, achieving a 100% completion rate with no pending tasks.**





c. Water Meter Laboratory

Precision and accuracy are the main objectives of the Water Meter Laboratory Section. Currently, the laboratory conducts rigorous accuracy testing, and in the future, it will focus on calibrating old water meters to ensure their accuracy, providing customers with reliable billing information. Their work is essential for promoting transparency and accountability in our water distribution system.

Water Meter Testing

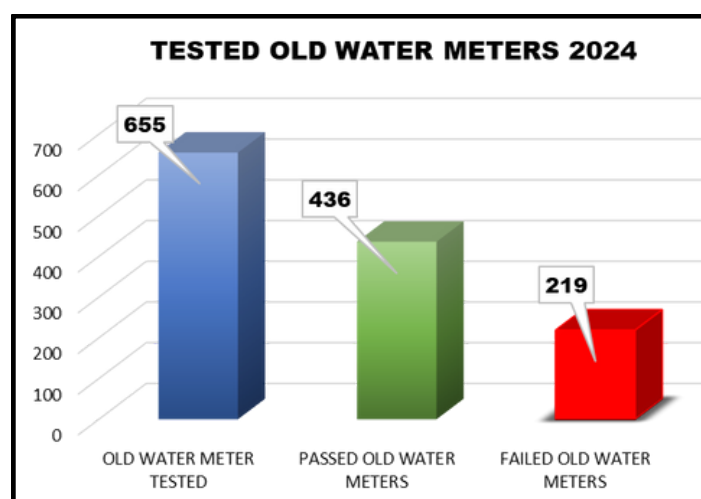
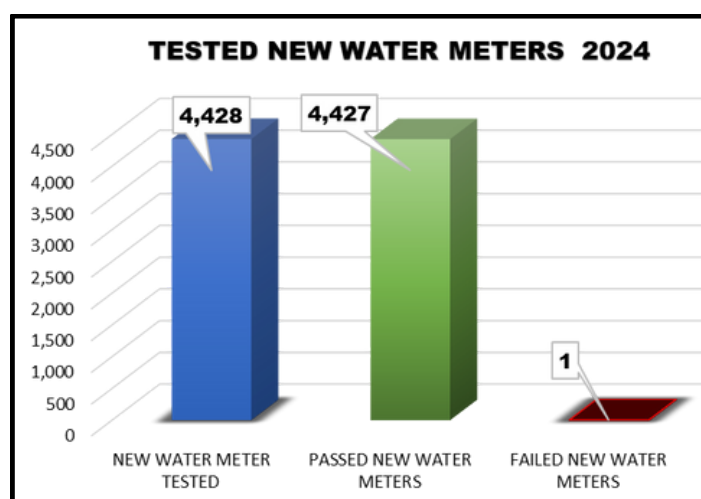
To ensure accurate water accounting, both old and new water meters must be selected, installed, operated, and maintained according to generally accepted industry standards. Water meters should be regularly calibrated and tested in accordance with ISO 4046, which stipulates a maximum permissible error of $\pm 5\%$.

New Water Meters

SUMMARY OF TESTED NEW WATER METERS FOR 2024			
NEW WATER METER TESTED	PASSED NEW WATER METERS	FAILED NEW WATER METERS	PERCENTAGE PASSED
4,428	4,427	1	99.98%

Old Water Meters

SUMMARY OF TESTED OLD WATER METERS FOR 2024			
OLD WATER METER TESTED	PASSED OLD WATER METERS	FAILED OLD WATER METERS	PERCENTAGE PASSED
655	436	219	66.56%





3. Construction Division

The Construction Division of the Santa Maria Water District **was officially established on October 1, 2024**, with the primary objective of streamlining duties and responsibilities related to water infrastructure projects and new service connections. This division is expected to enhance efficiency and productivity in executing various pipelaying projects, as well as maintenance and service orders. It is comprised of two sections: **the Mainline Expansion and Rehabilitation Section and the New Service Connections and Water Distribution Section.**

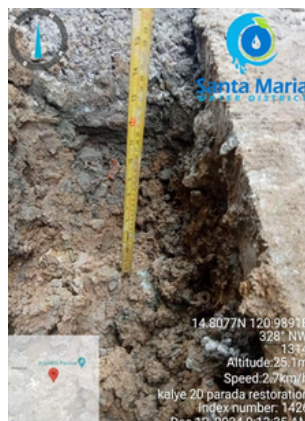
a. Mainline Expansion and Rehabilitation Section

The Mainline Expansion and Rehabilitation Section is responsible for executing pipelaying projects, realigning pipes, and monitoring activities related to drainage construction or road widening. Additionally, the section manages the replacement of defective gate valves and other appurtenances, as well as concrete surface restoration. These activities are crucial for expanding the service coverage of the Santa Maria Water District, ensuring that areas with low or no water supply are effectively addressed and provided with improved water distribution.

Program of Works - Pipeline Expansion and Extension Projects

SMWD has planned several pipeline expansion and extension projects for this year, including the completion of ongoing projects in 2024, along with surface restoration. These projects are located in Brgy. Parada, Brgy. Sta. Cruz, Brgy. Caypombo, and Brgy. Catmon, along with one pipe rehabilitation project. These initiatives are vital for improving the efficiency and reliability of the water distribution system. By expanding the pipeline network, SMWD aims to meet the growing demand for water and ensure a stable, clean supply for residents. The pipe rehabilitation project is essential for addressing aging infrastructure, reducing leaks, and minimizing water loss, ultimately contributing to the long-term sustainability of the water system. These efforts reflect SMWD's commitment to enhancing service quality and operational performance for the benefit of the community.

Name of Project:	Brgy. Parada Sidestreet Extension Project
POW No:	202401-009
Location:	Brgy. Parada Calle 20
Estimated total length and size of pipes:	114 linear meters of 75mm dia. Upvc Pipe
Accomplishment:	Started: July 9, 2024 Energized: September 18, 2024 115 l.m. of concrete were cut and broke; 114 l.m. of 75 mm uPVC Pipe were laid; 115 l.m. of 115 l.m. (100 %) l.m. were restored. Surface Restoration Start Date: September 20, 2024 Surface Restoration Completion Date: September 16, 2024



Barangay Parada Sidestreet Extension Project (Kalye 20).

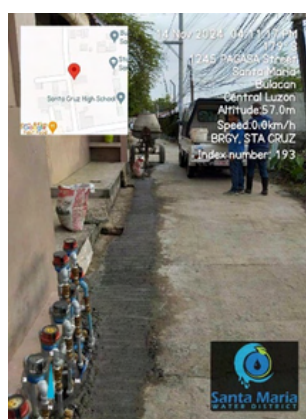


Name of Project:	Brgy. Catmon Sidestreet Extension Project
POW No:	202401-010
Location:	Brgy. Catmon Pila Rd. Side Street along Pila Elem. School
Estimated total length and size of pipes:	160 linear meters of 75mm dia. Upvc Pipe
Accomplishment:	Started: August 27, 2024 Energized: October 28, 2024 92 l.m. of concrete were cut and broke 160 l.m. of 75 mm uPVC Pipe; 92 l.m. of 92 l.m. (100 %) l.m. were restored. Surface Restoration Date Started: October 11, 2024 Surface Restoration Date Completed: October 28, 2024



Barangay Catmon Side Street Extension Project (Pila Rd. Side Street along Pila Elem. School).

Name of Project:	Brgy. Santa Cruz Side Street Extension Project
POW No:	202401-011
Location:	Brgy. Sta. Cruz Santos Compound
Estimated total length and size of pipes:	150 linear meters of 150 mm dia. uPVC Pipe;
Accomplishment:	Started: July 3, 2024 Energized: September 17, 2024 130 l.m. of concrete were cut and broke; 150 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: November 7, 2024 Surface Restoration Completion Date: November 26, 2024



Barangay Sta. Cruz Side Street Extension Project (Santos Compound).



Name of Project:	Brgy. Caypombo Sidestreet Extension Project
POW No:	202401-012
Location:	Brgy. Caypombo Irene Street, Calle Malabon
Estimated total length and size of pipes:	447 linear meters of 100mm dia. uPVC Pipe;
Accomplishment:	Started: September 5, 2024 Energized: October 24, 2024 476 l.m. of concrete were cut and broke; 447 l.m. of 447 mm uPVC pipe were laid; 460 l.m. of 460 l.m. (100 %) l.m. were restored. Surface Restoration Start Date: October 7, 2024 Surface Restoration Completion Date: December 26, 2023



Barangay Caypombo Side Street Extension Project Irene Street Calle Malabon

Name of Project:	Proposed Interconnection at 100mm SMWD Pipeline of Glenwood North Subdivision
POW No:	202405-020
Location:	Brgy. Caysio, Santa Maria, Bulacan
Estimated total length and size of pipes:	10 linear meters of 100mm dia. uPVC Pipe; 6 linear meters of 150mm dia. uPVC Pipe
Accomplishment:	Started: June 5, 2024 Energized: July 3, 2024 53 l.m. of concrete were cut and broke; 53 l.m. of 150 mm uPVC pipe were laid 248 l.m. of 248 mm uPVC pipe were laid; 58 l.m. of 58 l.m. (100 %) l.m. were restored Surface Restoration Start Date: July 1, 2024 Surface Restoration Completion Date: July 3, 2024

Name of Project:	Proposed Interconnection at 150mm SWMD Pipeline to Newly Laid Pipeline of Dolmar North grove Hills (Brgy. Catmon, Santa Maria, Bulacan
POW No:	202405-016
Location:	Brgy. Catmon, Santa Maria Bulacan.
Estimated total length and size of pipes:	N/A Interconnection only
Accomplishment:	Started: June 5, 2024 Energized: July 3, 2024 3.75 l.m. of concrete were cut and broke; 3.75 l.m. of 58 l.m. (100 %) l.m. were restored Surface Restoration Start Date: August 2, 2024 Surface Restoration Completion Date: August 2, 2024



Program of Works - Mainline Replacement and Rehabilitation

Due to ongoing pipeline leak repairs, the Santa Maria Water District (SMWD) has decided to rehabilitate a section of the 150mm HDPE (High-Density Polyethylene) pipeline and replace it with a 150mm UPVC (Unplasticized Polyvinyl Chloride) pipe in Brgy. Guyong, from Gravador Street to Celestino Street. This proactive measure aims to prevent further increases in NRW (Non-Revenue Water), which refers to water produced but not billed to consumers due to leaks, theft, or system inefficiencies.

Through this rehabilitation project, SMWD intends to enhance the efficiency and sustainability of the water distribution system in the area, ensuring a more reliable and cost-effective service for the community.

Name of Project:	150mm Pipeline Replacement Project (From Gravador St. to Celestino St., National Rd. Brgy. Guyong)
POW No:	202401-014
Location:	Brgy. Guyong From Gravador St. to Celestino St., National Road
Estimated total length and size of pipes:	248 linear meters of 150mm dia. uPVC Pipe;
Accomplishment:	Started: August 29, 2024 Energized: November 27, 2024 53 l.m. of concrete were cut and broke; 53 l.m. of 150 mm uPVC pipe were laid 248 l.m. of 248 mm uPVC pipe were laid; 58 l.m. of 58 l.m. (100 %) l.m. were restored Surface Restoration Start Date: December 3, 2024 Surface Restoration Completion Date: December 27, 2024



Brgy. Guyong, National Road from Gravador St. to Celestino St.
150mm Diameter Mainline Pipe Replacement Project



Maintenance Inspection Order - Pipe Realignment

Due to ongoing road widening projects and drainage construction by various government agencies, including DPWH, PEO, the Municipal Engineer's Office, and local Barangays, SMWD has engaged in realignment activities for existing mainlines.

The following barangays have been active in the realignment activities:

- Pipe Realignment at Brgy. Balasing
- Pipe Realignment at Brgy. Catmon
- Pipe Realignment at Brgy. Caypombo
- Pipe Realignment at Brgy. Guyong
- Pipe Realignment at Brgy. Lalakhan
- Pipe Realignment at Brgy. Manggahan
- Pipe Realignment at Brgy. Parada
- Pipe Realignment at Brgy. Poblacion
- Pipe Realignment at Brgy. Pulong Buhangin
- Pipe Realignment at Brgy. San Vicente
- Pipe Realignment at Brgy. Santa Clara
- Pipe Realignment at Brgy. Santa Cruz
- Pipe Realignment at Brgy. Silangan
- Pipe Realignment at Brgy. Santo Tomas
- Pipe Realignment at Brgy. Tumana

SUMMARY OF PIPE REALIGNMENTS FOR 2024

	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
Balasing	1												1
Catmon					1								1
Cay Pombo				1	2								3
Guyong	1					1	2	2	1		2		9
Lalakhan						1	1			1	1		4
Manggahan							1	1					2
Parada				1								1	2
Población			2		1	1							4
Pulong Buhangin										1	1	1	3
San Vicente		1	1										2
Santa Clara	1		1	1	2	1	1					1	8
Santa Cruz			1			1				1		1	4
Silangan			1										1
Tabing Bakod					1	1	1	1					4
Tumana	1												1
	4	1	6	3	7	6	6	4	1	3	4	4	49

The expenses for the realignment activities of existing mainlines in 2024 were covered by SMWD. The total cost of these activities amounted to **₱389,840.15**. The monthly breakdown of this cost is provided below:

Pipe Realignment Cost 2024					
JAN	FEB	MAR	APR	MAY	JUN
₱32,639.86	₱460.00	₱114,811.41	₱2,510.00	₱8,508.50	₱18,934.00
JUL	AUG	SEP	OCT	NOV	DEC
₱68,513.63	₱26,223.21	₱21,054.33	₱39,584.57	₱6,124.74	₱50,475.90
YTD 2024			₱389,840.15		



b. New Service Connections and Water Distribution Section

The New Service Connections and Water Distribution Section manages service orders for new water connections, meter transfers, and disconnections. It facilitates new connections for Santa Maria residents applying for SMWD service, helps concessionaires transfer meters when relocating, and allows former customers to reconnect after permanent disconnections. Permanent disconnections are processed for those unable to pay or who request service termination. This section ensures efficient water distribution and service continuity for the community.

Service Orders – New Service Connection, Transfer Water Meter, Permanent Disconnection and Reconnection from Permanent Disconnection

Below is the summary of accomplished Service Orders:

2024	New Connection		Transfer		Permanent Disconnection (PD)		Reconnection (from PD)	
	Issued	Installed	Issued	Installed	Issued	Installed	Issued	Installed
January	195	203	21	8	22	21	1	0
February	172	183	14	23	5	6	2	3
March	203	217	2	5	0	0	1	0
April	216	185	13	11	22	1	1	1
May	253	233	8	10	8	29	0	1
June	229	246	5	3	20	7	0	0
July	345	291	13	13	7	15	0	0
August	260	289	8	8	1	5	1	1
September	183	214	10	10	9	7	0	0
October	207	234	12	15	32	29	1	1
November	201	185	13	12	11	3	0	0
December	140	156	3	4	2	13	1	1
Total	2,604	2,636	122	122	139	136	8	8

Service Order- New Connection

LOCATION	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Pulong Yantok	0	0	0	0	0	0	0	0	0	0	0	0	0
Bagbaguin	4	2	3	5	0	2	0	3	4	1	2	5	31
Balasing	3	15	5	7	9	5	12	6	11	13	7	4	97
Buenavista	9	8	4	3	5	1	2	10	5	3	3	5	58
Bulac	2	2	1	23	8	1	5	3	9	4	1	5	64
Camangyanan	2	0	2	6	4	9	11	9	3	5	2	3	56
Catmon	12	13	14	14	15	22	18	18	16	20	10	11	183
Cay Pombo	26	10	10	12	8	4	11	12	13	9	8	10	133
Caysio	5	3	1	0	2	2	0	8	1	6	4	1	33
Guyong	9	10	20	6	4	10	2	2	8	15	10	2	98
Lalakan	0	2	2	0	3	2	0	4	0	3	1	2	19
Mahabang Parang	0	1	0	1	0	0	0	0	1	0	0	0	3
Mag-asawang Sapa	11	6	8	8	8	5	11	4	3	8	4	1	77
Manggahan	0	1	8	1	37	49	28	65	21	27	21	6	264
Pulong Buhangin	23	24	57	32	40	34	35	43	26	27	20	19	380
Parada	13	9	4	9	7	11	2	2	4	11	5	17	94
Poblacion	1	5	8	5	6	1	8	5	1	2	0	5	47
San Gabriel	0	0	0	0	0	2	0	1	0	0	0	1	4
San Jose Patag	15	12	10	8	5	13	7	7	14	14	6	3	114
San Vicente	36	24	31	21	32	32	74	47	27	20	40	24	408
Santa Rosa	0	0	0	0	0	0	0	0	0	0	0	0	0
Silangan	2	4	1	0	0	2	2	0	0	3	0	1	15
Sta. Clara	6	12	11	4	13	8	9	4	8	8	8	6	97
Sta. Cruz	18	9	6	6	22	25	37	32	30	21	29	17	252
Sto. Tomas	2	5	3	3	4	5	7	0	5	9	0	4	47
Tumana	4	6	8	11	1	1	10	4	4	5	4	4	62
TOTAL	203	183	217	185	233	246	291	289	214	234	185	156	2636



Year to date for Service Order – Transfer of Water Meter, Reconnection from PD and Permanent Disconnection

The average execution times were as follows: 5.67 days for New Service Connection orders, 5.87 days for Water Meter Transfer orders, 5.56 days for Reconnection from Permanent Disconnection orders, and 4.67 days for Permanent Disconnection orders. None of the orders exceeded 9 working days or missed their deadlines. Any issues causing delays were promptly resolved before the deadlines.

YTD per Location	Transfer	PD	RCN
Total	122	136	8

Service Order Cluster 2024	YTD per Location	Transfer	PD	RCN
Center	Bulac	2	2	0
Center	Catmon	9	4	0
Center	Lalakhan	0	2	0
Center	Manggahan	2	0	0
Center	San Jose Patag	5	11	0
Center	Santa Clara	3	8	1
Center	Santa Cruz	2	10	1

Service Order Cluster 2024	YTD per Location	Transfer	PD	RCN
North	Pulong Yantok	0	0	0
North	Balasing	6	8	1
North	Caypombo	3	6	0
North	Caysio	3	2	1
North	Guyong	4	19	0
North	Mag-asawang Sapa	1	1	0
North	Pulong Buhangin	15	21	2
North	Silangan	1	0	0

Service Order Cluster 2024	YTD per Location	Transfer	PD	RCN
South	Bagbaguin	7	2	0
South	Buenavista	2	1	0
South	Camangyanan	1	3	0
South	Mahabang Parang	0	0	0
South	Parada	16	1	0
South	Poblacion	6	21	0
South	San Gabriel	1	1	0
South	San Vicente	7	12	2
South	Santo Tomas	9	0	0
South	Tumana	17	1	0

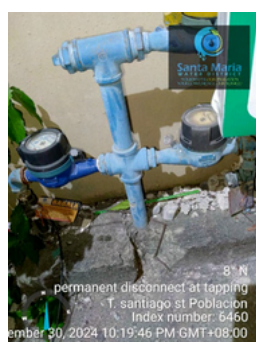


Active Subdivisions for New Service Connection

• Amaia Scapes Bulacan Subdivision

Amaia Scapes Subdivision, Golden Hills Subdivision, Bella Vista Subdivision, and Horacio Dela Costa Homes Subdivision have a high volume of applications for new service connections. However, only Amaia Scapes is a new subdivision currently being served by the Santa Maria Water District (SMWD), while the others have received service previously.

Amaia Scapes Subdivision is the newest area served by the Santa Maria Water District, spanning approximately 29 hectares in Brgy. Manggahan and Sta. Cruz, Santa Maria, Bulacan. Developed by Ayala Land Corporation, it is projected to have 1,123 households, which reflects the potential for new service connections. As of the end of 2024, the Water District has served Sectors 1, 2, 3A, 3B, and 4A, while the remaining sectors are still under construction. Since starting new service connections in March 2024, the district received **352 applications** and **successfully installed 334 connections**. However, the team encountered challenges, including discrepancies between the developer's as-built plans and the actual pipeline locations, with some pipelines installed on private properties and others too close to existing utilities. These issues were promptly reported to the Customer Services and Engineering Divisions for resolution.



- **Bella Vista Dolmar Brgy. San Vicente**
Issued New Service Connection: 149
Installed New Service Connection: 156
- **Golden Hills Dolmar Brgy. San Vicente**
Issued New Service Connection: 79
Installed New Service Connection: 77
- **Horacio Dela Costa Brgy. San Vicente**
Issued New Service Connection: 69
Installed New Service Connection: 74



Maintenance Inspection Order – Rehabilitation

The section received 644 orders for Rehabilitation-Standardize, 188 for Rehabilitation-Recluster, 533 for Rehabilitation-Outmove, and 414 for Rehabilitation-Relocate. The completed orders for each category were 672 for Standardize, 179 for Recluster, 525 for Outmove, and 421 for Relocate. Notably, some Maintenance Inspection Orders (MIOs) completed this year were originally issued in the previous year.



Illegal Connection at Brgy. Pulong Buhangin

On January 4, 2024, the team discovered an illegal connection while executing a Maintenance Inspection Order (MIO) for Rehabilitation-Outmove. This action was necessary because the roots of a tree had nearly engulfed the entire water meter cluster. According to the on-site personnel's statement, they noticed a water hose connected before the water meter, on the supply side of the cluster, while clearing the area engulfed by tree roots. Initially, they thought it was a simple case of meter stand tampering—a common issue encountered by SMWD with its concessionaires—since modifications to the cluster had been observed previously.



After fully exposing the cluster, the personnel confirmed the illegal connection and promptly reported it to their supervisor. The supervisor then informed the Commercial Department CA Division Manager about the findings, and they quickly visited the site. Proper procedures were followed in handling the case, including documentation, taking photos, reporting the incident to the barangay, notifying the concessionaire, and immediately disconnecting the concessionaire's water supply. A criminal case was filed on May 14, 2024, at the Malolos Regional Trial Court. As of December 2024, the case is still awaiting an arraignment schedule.

SMWD strongly encourage all concessionaires to refrain from illegal water connections, as these practices can lead to significant legal consequences and disruption of service for everyone. Engaging in such activities not only jeopardizes the integrity of our water supply system but can also result in fines and loss of access to water services. Encouraging everyone to work together to ensure a fair and reliable water distribution for our community.

Other Activities:

- Sidestreet Extension at Sitio Gitna Brgy. Manggahan due to Rehab Relocate

One of the major activities for the section in 2024 involved a 24-linear-meter extension of a 50mm uPVC mainline pipe at Sitio Gitna, Brgy. Manggahan, for the relocation of water meters. This extension was necessary because the previous location of the water meter cluster had become an obstruction to ongoing construction in the area. Extending the mainline was the only viable solution to relocate the water meters while ensuring compliance with established standards and procedures.





- Villarica Brgy. Poblacion Pipe Laying and Rehabilitation of Clusters

One of the first areas in the municipality of Santa Maria served by SMWD is Villarica, Brgy. Poblacion. Initially, the pipelaying of the mainline and placement of water meters lacked established procedures or standards. This issue persists as the area has evolved into a residential zone, complicating efforts to implement improvements due to the rapid increase in households and residents.

Routine activities such as flushing, leak repairs, and meter reading have become increasingly challenging, particularly because SMWD service vehicles can no longer access the area. There are also suspected illegal connections, as the estimated ratio of water meters to households does not align.

To address these concerns, the New Service Connections and Water Distribution Section and Engineering Division conducted a joint inspection for the relocation and rehabilitation of water meter clusters in Villarica. The primary goal of this initiative is to move the water meter clusters out of private properties and establish a standardized setup. Through a site visit, accounting of existing water meters, and conducting future development and hydraulic analysis, three improvement proposals were developed:

- *Rehabilitation of Water Meter Clusters at Villarica, Brgy. Poblacion*
- *Mainline Pipe Extension for the Relocation of Water Meters at Villarica, Brgy. Poblacion*
- *Relocation of 100 Water Meters at Villarica, Brgy. Poblacion*

All of these projects have been approved and included in the 2025 budget. Once completed, these initiatives are expected to enhance the efficiency of SMWD's operations, including maintenance and monitoring activities. Additionally, the projects aim to reduce Non-Revenue Water (NRW) by addressing suspected pilferage in the area.



Water Meter Replacement Order (WMRO)



WMRO execution was previously managed by the Service Connection and Water Distribution Section but was reassigned on October 1, 2024, to balance personnel workload. The NRW Section under the Maintenance Division now handles monitoring of WMRO.



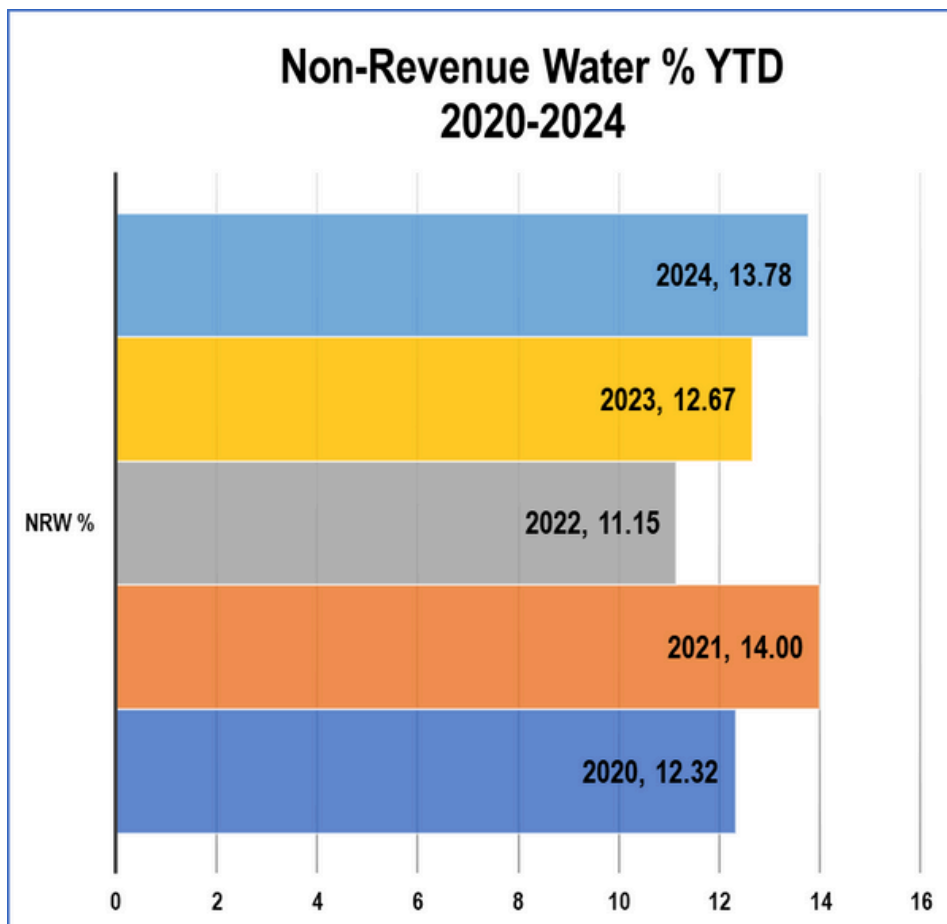
4. Maintenance Division

The **SMWD's Maintenance Division**, along with the Construction Division, **was officially established on October 1, 2024**. Its primary objective is to maintain the integrity of the water distribution system through routine maintenance, infrastructure improvements, emergency response efforts, and system upgrades.

With a commitment to dedicated service and continuous innovation, the Maintenance Division aims to meet the community's growing demands while focusing on sustainability, efficiency, and operational excellence. The division consists of two sections: **the Non-Revenue Water Management and Leakage Control Section and the Service Connection Rehabilitation and Maintenance Section**.

a. Non-Revenue Water Management and Leakage Control Section

The Non-Revenue Water Management and Leakage Control Section is vital in minimizing water losses that do not generate revenue for SMWD. This section focuses on identifying, monitoring, and reducing both apparent losses, such as meter inaccuracies and unauthorized consumption, and real losses caused by leaks and pipe bursts. By employing proactive measures like **walk-the-line leak detection and pressure monitoring**, the section effectively addresses issues before they escalate. This focus on leakage control enhances the sustainability of the water system, reduces operational costs, and ensures that every drop of water is accounted for and delivered to customers. These ongoing efforts support SMWD's goals of improving water conservation, maximizing resource utilization, and ensuring long-term water reliability for the community.



The computed average non-revenue water for **2024 was 13.78%**, which includes leakages, flushing, unauthorized water use, and other unbilled uses.



Leak Detection and Leak Repairs

The reason we have maintained a low non-revenue water rate is our ongoing leak detection activities and prompt response to leak repairs.

For the year 2024, the section conducted only a few scheduled leak detection activities using the conventional walk-the-line method. During these activities, SMWD leak detection teams, typically consisting of five to ten teams with two members each, walked specific sections of the main distribution pipeline network. The activities usually began at 10 PM when water demand is low, resulting in higher pressure within the distribution system. This increased pressure helps flush out water more vigorously from pipe cracks or joint issues, making them easier to detect. Additionally, fewer vehicles on the road create a safer, quieter environment that enhances the ability to listen for leaks. Each activity typically concludes by 2 AM the following day.

The SMWD Water Supply Distribution System was divided into six sections, each representing one of the six Hydraulic Areas. This division facilitates easier analysis of the system by creating sub-systems with distinct sources.

Furthermore, the entire SMWD Operations Department, with support from other departments, is continually conducting leak detection while carrying out their regular duties. They consistently report to our Customer Services Division to issue the necessary documents for executing leak repairs.

The target for major leak repairs is to be completed within 7 hours, while minor repairs are aimed to be finished within 3.5 hours. For 2024, the **major leakages** were repaired with an **average time of 4 hours and 12 minutes**, and **minor leakages** were addressed in an **average of 1 hour and 45 minutes**.

SMWD repaired a total of **87 main line leaks, 377 supply line leaks, 1,186-meter stand leaks, and 612 service line leaks**. This resulted in a total **water loss of 302,594.53 cubic meters due to leaks**.

b. Service Connection Rehabilitation and Maintenance Section

The newly established Service Connection Rehabilitation and Maintenance Section is a key addition to the Santa Maria Water District Maintenance Division, focusing on the critical task of cluster meter rehabilitation. This section is dedicated to maintaining and improving infrastructure related to service connections, specifically rehabilitating and upgrading cluster meter systems. Cluster meters are essential for accurately measuring water consumption in multi-unit residential facilities, commercial buildings, and other shared water systems. Over time, these meters can become outdated or inefficient, resulting in potential billing inaccuracies and water distribution issues.

This section is responsible for identifying and replacing aging or malfunctioning cluster meters, ensuring each meter functions properly to provide accurate data for SMWD. It also addresses issues such as concrete meter base repairs, connecting service lines to meter stands, and optimizing the service connection network. By rehabilitating these vital components, the section enhances the efficiency and reliability of water measurement, improves customer service, and reduces the risk of non-revenue water losses. All MIO rehabilitations, except those linked to service orders and related to pipe laying and pipe realignment/monitoring, are now managed by this section. Through this proactive approach, the section plays a crucial role in maintaining the integrity of SMWD's water system while supporting long-term sustainability and operational efficiency.



Old Water Meter Replacement

Annually, SMWD replaces old water meters that exceed their 7-year lifespan from the date of installation. For the year 2024, SMWD replaced **2,108 old water meters**.

Here is the list of reasons for the replacement of water meters:

- Old Water Meters (1,404 water meters)
- Stuck Meters w/out Warranty (305 water meters)
- Stuck Meters w/ Warranty (69 water meters)
- Inaccurate Meters (105 water meters)
- Broken Meters/ Accident (113 water meters)
- Cons Requests (88 water meters)
- Defective Meters (13 water meters)
- Stolen Water Meters (10 water meters)
- For Record Purposes (1 water meter)

Rehabilitation of Cluster Meters

In December 2024, new tasks were issued across various categories: 20 for Rehabilitation Standardize, 29 for Rehabilitation Out Move, 21 for Rehabilitation Relocate, and 36 for Rehabilitation Re-cluster. Additionally, there were 22 tasks for Connect Service Line, 2 for Water Meter Switching, and 1 for Recover Water Meter.

By the end of the month, significant progress had been made, with 58 tasks completed for Rehabilitation Standardize, 84 for Rehabilitation Out Move, and 70 for Rehabilitation Relocate. Rehabilitation Re-cluster saw 54 tasks finished, while Connect Service Line was fully completed with 22 tasks. Both Water Meter Switching and Recover Water Meter were also completed, with 2 and 1 tasks finished, respectively.

However, a considerable amount of work remains. At the close of December 2024, there were 76 pending tasks for Rehabilitation Standardize, 100 for Rehabilitation Out Move, and 52 for Rehabilitation Relocate. Rehabilitation Re-cluster had 40 remaining tasks, and Connect Service Line had 1 left to address, while Water Meter Switching and Recover Water Meter had no pending tasks. These ongoing efforts highlight both the challenges and accomplishments of the team as they work diligently to meet their goals.

Nature of Request	January	February	March	April	May	June	July	August	September	October	November	December	Total per Request
Check for Meter Switching	0	1	2	0	3	0	0	0	0	0	0	2	8
Check for Meter Tampering	0	0	1	0	0	0	0	1	1	0	0	0	3
Connect Service Line to Meter Stand	23	34	14	28	25	16	24	20	11	21	19	21	256
Correct Meter Switching	0	0	0	0	0	0	0	0	0	0	0	0	0
Disconnect at Tapping	1	5	6	6	9	6	4	3	8	23	23	5	99
Recover Meter	1	1	1	0	0	0	1	2	1	1	0	0	8
Rehabillitaion Out Move	50	28	64	16	44	7	24	12	50	43	16	83	437
Rehabillitaion Re-Cluster	5	2	8	2	4	7	6	9	13	8	16	52	132
Rehabillitaion Relocate	1	35	11	74	20	11	15	26	23	31	66	56	369
Rehabillitaion Standardize	34	6	42	22	6	14	29	8	33	160	141	27	522
Total	115	112	149	148	111	61	103	81	140	287	281	246	1834

SANTA MARIA WATER DISTRICT



SUBMITTED BY:

SGD.

JOVITA I. DALMACIO

Department Manager

-Admin., Finance and General Services

SGD.

ENGR. CARLOS N. SANTOS JR.

General Manager