# BAYUGAN WATER DISTRICT(BYG_WD)

*" Providing a Lifeline for a lifetime"*

# ANNUAL REPORT CY 2014

## Vision

Bayugan Water District envisioned to serve quality water at all times.

## Mission

The Bayugan Water District endeavors to foster the rationale that service to humanity is the best worth of life, that is...

To develop harmonious relationship among employees and the public consumer.
To continuously encourage participation and coordination of Local Government Units and other agencies towards quality and satisfactory services.
To continuously and judiciously adopt high technology in the water industry.

## Value Statement

Guided by the thrust to serve the BAYUGANONS, the Bayugan Water District will continually serve with:

- MAAGAP
- MATAPAT
- MAPAGKATIWALAAN
- MAKAKALIKASAN

# BACKGROUND

The accessibility to Level III water supply service in Bayugan City is provided by Bayugan Water District (BYG-WD). It was formed in 1983 when Local Water Utilities Administration (LWUA) issued its Conditional Certificate of Conformance (CCC) No. 243 on April 14, 1983. However, for almost eighteen (18) years after the issuance of its CCC, the water district remained inoperative as a water supply service provider.

It was only on August 21, 2001, that BYG-WD became operational when the Governor then of the province detailed the Assistant Provincial Agriculturist to lead the water district. Under his leadership and proficient management coupled with hard-work of a group of thirteen (13) professional volunteers, the team enabled BYG-WD to implement innovations and best alternative solutions to supplant the deficiencies of the water system.

The franchise area of BYG-WD is the City of Bayugan located in the Province of Agusan del Sur. Bayugan City is composed of forty-three (43) barangays.

Based on Year 2013 data, BYG-WD is serving fifteen (15) out of forty-three (43) barangays in the city. Accessibility to Level III water supply service provided is about 48% of the combined population of the fifteen (15) served barangays.

Access to potable water supply is of great importance because it improves the living conditions, particularly the health and sanitation aspects, of the people living in the area and enhances economic activities, thus propelling economic growth.

# PROVIDER'S CAPABILITY.

Bayugan Water District (Byg-WD) is categorized as " C " under the "Revised Local Water District Manual on Categorization, Re-Categorization and Other Related Matters (LWD-MaCRO)". The categorization took into consideration the resources owned and managed by the WD like human resources (personnel), physical resources (fixed assets), and financial resources (revenues/investments). The criteria included size of the resources, financial capability in terms of satisfying operating requirements, revenue generation, and

scope/complexity of operations. At present, there are 22 approved plantilla positions of which 17 are filled-up as of December 2014.

The Byg-WD is currently managing, operating and maintaining one (1) water supply system covering a total of fifteen (16) barangays. It has already achieved 6,507 active connections as of December 31, 2014.

Byg-WD, under the guidance and leadership of its Board and management of its General Manager, is improving its performance. As reported in its Financial Statements (FS) for the past four (4) years, BYG-WD posted positive income in its operation amounting to Php 7.75 million.

## ORGANIZATION AND MANAGEMENT

The governing policies of the water district emanates from a five-member Board of Directors (BOD), which are chosen and appointed from among the various sectors of the community, namely: Socio-Civic, Women, Professional, Educational, and Business Sectors. Bayugan Water District (BYG-WD) is governed by a five member Board of Directors (BOD).

The General Manager (GM), who is appointed by the Board, manages the Water District. The Water District operates and maintains the water supply system with a total of 17 Regular and 25 Job Order personnel as of December, 2014.

The organizational structure for the BYG-WD had been approved by the Department of Budget Management(DBM) and follows the recommended structure for "Category C" water districts under the "Revised Local Water District Manual on Categorization, Re-Categorization and Other Related Matters (LWD - MaCRO)"

**Technical and Operational Feasibility.** Under the management of the present GM, the BYG-WD has prioritized improvement in the technical aspect on its operation such as undertaking interconnection works and looping of pipe network to improve flow and pressure; flushing and cleaning of the pipelines that have been clogged with impurities, installation of gate valves for repair, maintenance and monitoring works, etc. The

improvement in the technical aspects redounded to improved collection efficiency and financial standing of the Water District.

As reported in its Financial Statements (FS) for the past four (4) years, Byg-WD posted positive income in its operation as shown below.

Table 1.0: Comparative data on Net Income for five(5) years

| YEAR NET INCOME | (P x 1,000) |
|---|---|
| 2010 | 4,495 |
| 2011 | 775 |
| 2012 | 1,562 |
| 2013 | 917 |
| 2014 | 109 |

Despite its affirmative yearly income, BYG-WD is looking for possible fund sources for the proposed improvement and expansion projects to cater the increasing demand on its services to the populace of Bayugan City.

**Performance Parameters. Table 1.1 S**ummarizes the performance of Byg-WD for the past four(4) years. The performance of the water district for years 2011, 2012, 2013 and 2014 can be evaluated based on the tabulated indicators. The values of the indicators are found or derived from the yearly Monthly Data Sheet (MDS) and Financial Statements (FS).

**Table 1.1: Summary of 3-Year Performance Parameters**

| Parameters | Yr 2011 (Dec) | Yr 2012 (Dec) | Yr 2013 (Dec) | Year 2014 |
|---|---|---|---|---|
| Non-Revenue Water (NRW) | 24% | 40.60% | 27% | 26.29% |
| Average Collection Period | 20 | 20 | 20 | 20 |
| Collection Efficiency | 94.7 | 94.88% | 95% | 91% |
| Net Income/Operating Revenues | P 0.774M | P 1.562M | P 0.917M | P.109M |
| Operating Ratio | 97.0% | 94.5% | 97.1% | 102% |
| Connections/Staff | 125:1 | 133:1 | 141:1 | 1:383 |
| No. of Active Service Connections | 4,868 | 5,338 | 5,928 | 6,507 |

**Year 2014 Key Performance Indicators (KPIs).** The performance of the Byg-WD for Year 2014 can be evaluated based on the indicators specified in **Table 1.1** compared with the 2009 LWUA Industry Average for Medium WDs which are also presented in the table.

**Table 1.2: Yr 2013 Performance Indicators**

| Parameters | MDS as of Yr 2014 (Dec) | Yr 2012 Industry Average for Medium WD |
|---|---|---|
| NRW | 26.29% | 40.60% |
| Collection Efficiency | 91% | 94.88% |
| Net Income/Operating Revenues | P.109M | P1.56M |
| Operating Ratio | 102% | 94.5% |
| Connections/Staff | 1:383 | 133:1 |
| No. of Connections | 6,507 | 5,338 |

Comparing the KPIs values, BYG-WD performed well in the following indicators: Collection Period, Collection Efficiency and No. of Service Connections, but the WD did not achieve well in the following indicators: Non-Revenue Water, Net Income/Operating, Operating Ratio and Connections per Staff.

**Relationship with LWUA.** Byg-WD continues to have a strong working relationship with LWUA. Its officers and employees continue to show uncompromising support to efforts of the LWUA to improve the water supply situation of the people within the service area of the WD through its loan windows to support its financial needs to perk up its services, to wit:

Table 1.3: Loan Accounts with LWUA and other Financial Institutions

| Loan Accounts | Amount | Status |
|---|---|---|
| LWUA | P86M | Current |
| Land Bank of the Phils. | P20M | Current |

**Service Connections**. As of December 2014, there are 6,507 active service connections in BYG-WD broken down as shown in **Table 1.4.** For comparison, the no. of service connections versus the total household population of the service area.

## Table 1.4: Breakdown of Existing Service Connections per Barangay

| | Name of Barangays | No. of Population | No. of Households | No. of Service Connections | No. of Population Served |
|---|---|---|---|---|---|
| 1 | Salvacion | 5,547 | 1,109 | 280 | 1,400 |
| 2 | Cagbas | 1,919 | 384 | 151 | 755 |
| 3 | Canayugan | 5,704 | 1,141 | 84 | 420 |
| 4 | Noli | 3,680 | 736 | 332 | 1,660 |
| 5 | Maygatasan | 4,504 | 901 | 395 | 1,975 |
| 6 | Sta. Irene | 3,254 | 651 | 108 | 540 |
| 7 | Poblacion | 19,216 | 3,843 | 2,945 | 14,725 |
| 8 | Marcelina | 3,865 | 773 | 339 | 1,695 |
| 9 | San Isidro | 1,163 | 233 | 81 | 405 |
| 10 | Bucac | 3,816 | 763 | 236 | 1,180 |
| 11 | Taglatawan | 14,041 | 2,808 | 1,957 | 9,785 |
| 12 | Pinagalaan | 5,451 | 1,090 | 23 | 115 |
| 13 | Hamogaway | 7,320 | 1,464 | 41 | 205 |
| 14 | Sta. Teresita | 1,862 | 372 | 178 | 890 |
| 15 | Fili | 3,477 | 695 | 344 | 1,720 |
| 16 | Mabuhay | 1,943 | | | |

## Table 1.5: Expansion and Rehabilitation Projects forCY2014

| NO. | PROJECT NAME | PROJECT COST |
|---|---|---|
| 1 | Gawad Kalinga | 92,074.80 |
| 2 | Replacement (Noli) | 71,808.00 |
| 3 | Rehab. Guijo | 56,484.80 |
| 4 | Rehab. Atis | 39,478.80 |
| 5 | Expansion line P-4, Bucac | 87,014.00 |
| 6 | Rehab. Toog | 127,272.40 |
| 7 | Parallel Sta. Teresita | 345,973.65 |
| 8 | Rehab. P-8, Catamora | 68,727.80 |
| 9 | Pipe Ext. Balite | 28,156.00 |
| 10 | Expansion line Tropical (Sunskist) | 269,007.90 |
| 11 | Rehab. P-1, P-2, Marcelina | 40,241.40 |

| | | |
|---|---|---|
| 12 | Pump House (Salvacion) | 18,457.33 |
| 13 | Perimter Fence (Salvacion) | 17,352.32 |
| 14 | Rehab. Samb. Ext. | 190,264.60 |
| 15 | Serviceline Looping Paradise Fili | 32,021.60 |
| 16 | Rehab. Chico | 64,247.20 |
| 17 | Rehab. Tag. (Brgy. Office) | 68,727.80 |
| 18 | Elect. @ Pump # 4, Salvacion | 343,003.20 |
| 19 | Trans. / Dist. Line @ Salvacion | 2,105,002.60 |
| 20 | Intake Structure @ P-7, Pinagalaan | 12,934.85 |
| 21 | Transmission Line @ P-7, Pinagalaan | 38,857.60 |
| 22 | Interconnection Parallel @ Brgy. Noli | 22,947.40 |
| 23 | Expansion Line @ P-3, Noli | 238,468.20 |
| 24 | Perimeter Fence @ BYG-WD, Premises | 219,788.55 |
| | TOTAL | **4,598,312.80** |

Table 1.6: Approved Water Rates

| Classification | Minimum Charges | Commodity Charges | | | | |
|---|---|---|---|---|---|---|
| | 0-10 | 11-20 | 21-30 | 31-40 | 41-50 | 50 above |
| Gov't./Residential | 204.80 | 22.40 | 24.95 | 28.15 | 32.00 | 36.45 |
| Comm'l/Industrial | 409.60 | 44.80 | 49.90 | 56.30 | 64.00 | 72.90 |
| Commercial A | 358.40 | 39.20 | 43.65 | 49.25 | 56.00 | 63.75 |
| Commercial B | 307.20 | 33.60 | 37.40 | 42.20 | 48.00 | 54.65 |
| Commercial C | 256.00 | 28.00 | 31.15 | 35.15 | 40.00 | 45.55 |
| Bulk Sale | 614.40 | 67.20 | 74.85 | 84.45 | 96.00 | 109.35 |

## THE ORGANIZATION

Pursuant to PD 198, otherwise known as the "Provincial Water Utilities Act of 1973" as amended, the Board shall be the governing Body whose functions is to legislate and establish policies necessary for the operations of the District.

The Management therefore headed by the General Manager shall be in full control of the operation and maintenance and shall have the absolute authority and supervision thereto.

On 14th day of March 2012, Bayugan Water District was then Re-categorized from Medium to "Category C" Water District in accordance with the guidelines as provided for in the Department of Budget and Management (DBM) approved revised Local Water District Manual on Categorization, Re-categorization and other Related Matters (Local Water District-MACRO).

## THE BOARD

In adherence to the provision of EO 65, the Board discharged their duties and functions and conducted meetings twice a month. The Board is composed of members representing particular sectors, namely:

**DIR. FORTUNATO V. PAWAY**
Chairman
Education Sector

**DIR. FELIX P. UY**
Vice Chairman
Professional Sector

**DIR. PRIMITIVA R. SALVAN**
Secretary
Women Sector

**DIR. ABELARDO S. REYES**
Treasurer
Business Sector

**DIR. DARLITO A. SULIT SR.**
Auditor
Socio-Civic Sector

In 2014, the Board has approved Resolutions and policies relevant to the District's operation. This includes the approval of the 2014 Corporate Annual Budget with the Projected Income of **₱44,169,423.53** appropriated for the following: Operations -₱21,732,700.79, Maintenance-₱3,758,966.00, Capital Expenditures(CAPEX) and Expansion Projects -₱4,504,500.00.

## THE MANAGEMENT

In line with the thrust of Bayugan Water District as Water Service Provider, customer satisfaction is the utmost goal of the operations. With the approved Corporate Budget for CY 2014, the Management has its clear direction towards the attainment of its target complying the mandate of Memorandum Circular No.2014-02 Guidelines on the grant of the Performance-Based Bonus(PBB) for Fiscal Year 2014 (Issued pursuant to Executive Order No. 80 and Inter-Agency Task Force Issued Guidelines).

## MANAGEMENT AND STAFF

The Office Performance Commitment Review (OPCR) reflecting the commitments of all Divisions namely: the Administrative and Finance Division, Commercial Services Division, Operations and Engineering Division have their respective roles as well as their responsibilities that signified for the attainment of goals which will be the baseline of assessment/evaluation at the end of the year thru Strategic Performance Management System (SPMS).

The correlation of the three(3) Divisions have to be properly and systematically be manned in order to run it smoothly. With this Teamwork, the Matrix below showing the Accomplishments for the Calendar Year 2014, to wit:

Table 1.7: Water Facility Management

| MAJOR FINAL OUTPUTS AND PERFORMANCE INDICATORS (1) | FY 2014 TARGET (3) | RESPONSIBLE DIVISION (4) | FY 2014 ACTUAL ACCOMPLISHMENT (5) | ACCOMPLISHMENT RATE (6) |
|---|---|---|---|---|
| PI 1 (Quantity) access to potable water | 1 Brgy (Mabuhay) = 37.21% | AFD, CSD & OED | 1 Brgy (Mabuhay) = 37.21% | 100% |
| PI 2 (Quality) reliability of service | 95% | AFD & OED | 91.41% | 96% |
| PI 3 (Timeliness) Adequacy | ≥1.25%:1 | OED | ≥1.80%:1 | 144.0% |

As reflected above, reliability of service has fall short of its target for the year 2014 due to the occurrence of El Nino phenomena that caused a significant reduction of our production from spring sources. Concessionaires situated in high elevated areas were greatly affected tending water is only supplied for only four(4) to six(6) hours in a day.

Table 1.8: Water Distribution Service Management

| MAJOR FINAL OUTPUTS AND PERFORMANCE INDICATORS (1) | FY 2014 TARGET (3) | RESPONSIBLE DIVISION (4) | FY 2014 ACTUAL ACCOMPLISHMENT (5) | ACCOMPLISHMENT RATE (6) |
|---|---|---|---|---|
| PI 1 (Quantity) Non-Revenue Water (NRW) | 25% | OED | 26.29% | 95% |
| PI 1 (Quantity) Potability | 0.3 ppm | OED | 0.53 ppm | 177% |
| PI 3 (Timeliness) adequacy/reliability of service (quick response) | 3-4 hrs | OED | 3-4 HRS | 100% |

Unavailability of funds to finance rehabilitation of some dilapidated distribution lines caused the Non-Revenue Water exceeded from 20% LWUA standard to 26.20% for CY 2014.

## Table 1.9: Support to Operation

| MAJOR FINAL OUTPUTS AND PERFORMANCE INDICATORS (1) | FY 2014 TARGET (3) | RESPONSIBLE DIVISION (4) | FY 2014 ACTUAL ACCOMPLISHMENT (5) | ACCOMPLISHMENT RATE (6) |
|---|---|---|---|---|
| PI 1 (Staff Productivity Index) | 1:120 | AFD | 1:383 | 300% |
| PI 2 Affordability | Minimum Charge:204.80= 1.65% of LIG | AFD | Minimum Charge:204.80=1.65% of 413.89 | 100% |
| PI 3 (Customer Satisfaction) | 100% acted | OED & CSD | 94% | 94% |

## Table 1.10: General Administration and Support Services (GASS)

| MAJOR FINAL OUTPUTS AND PERFORMANCE INDICATORS (1) | FY 2014 TARGET (3) | RESPONSIBLE DIVISION (4) | FY 2014 ACTUAL ACCOMPLISHMENT (5) | ACCOMPLISHMENT RATE (6) |
|---|---|---|---|---|
| PI 1 (Financial Viability) | Collection Ratio-99%<br>Operating Ratio-99%<br>Current Ratio -1.50% | CSD<br>AFD<br>AFD | 90%%<br>101%<br>4.47:1.64% | 90%<br>102%<br>109% |
| PI 2 (Compliance and submission of Reports to COA) | Financial Statements-Submit to COA,BOD adopted and approved FS every 30th day of January of the following year | AFD | Submitted to COA at 2nd week of January 2015 | 100% |
| | Statement of Government Equity – every 30th day of January of the following year | AFD | Submitted to COA at 2nd week of January 2015 | 100% |
| | Notes to Financial Statements- every 30th day of January of the following year | AFD | Submitted to COA at 2nd week of January 2015 | 100% |
| | Report on Ageing of Cash Advance- every 30th day of January of the following year | AFD | Submitted to COA at 2nd week of January 2015 | 100% |

# THE DEDICATED PEOPLE BEHIND THE OPERATION

## Administration and Finance Division

*Robelyn T. Ladaran, Mara A. Perez, Juliene V. Godoy, Maria Luz G. Caoile, Lucita D. Tabor, Rhoderick C, Bolodo, Ezrah Lloyd A. Espinosa, Jhonny P. Tolib, Czarina Mae E. Hinay*

## Commercial Services Division

*Arnold L. Madula, Herma-lisa A. Galleron, Nerissa P. Sulit, Artwel A. Alolod, Jayson Borlaza, Lawrence EStoque, Archiel Aznar, Nelson Capapas, Gerad Kim Yuson, Richie Achai, Ananias Bontoyan*

## Operations and Engineering Division

*Isidro T. Cabanday, Jr., Leonardo A. Badato, Jacqueline D. Oria, Glenn Q. Cirera, Aljhon V. Alab Dennis U. Cubillas, Ariel T. Aznar, Edgar C. Daguplo, Antonie B. Panidar, Andy O. Pabrecante, Marcelo T. Budlong, Juven S. Alimpoos, Jaime A. Pegarit, Jessie T. Escol, Nelbert T. Ilustrisimo, Marlon B. Malones, Giovanni P. de Guzman*

# HUMAN RESOURCE CORNER

Byg-WD is consistently undertaken the mandates of the Civil Service Commission (CSC)and other concerned agencies, viz-a-viz:

### EMPLOYEES ANNUAL PHYSICAL EXAMINATION

This snapshot illustrates the annual medical test evaluation as per required among the employees of the Bayugan Water District. By this, everybody should be reminded to be health conscious. This photo was taken at Kim Lope Asis Memorial Stadium where Dr. Maningo temporarily accepted her patients.

BYG-WD also required all employees to undergo DRUG TESTING annually.

## PHYSICAL AND MENTAL WELLNESS

## BYG-WD ATTENDED THE HR'S ASSESSMENT, STRATEGIC PLANNING AND TEAM BUILDING

The activity was opened through a Getting to know each other. Mrs. Tabor of the Byg-WD presented the issues and concerns of their group. Mrs. Ambongan (President of ADSCHRMI) addressed the issues and concerns raised by the participants.

## CONTACT CENTER NG BAYAN (CCB)

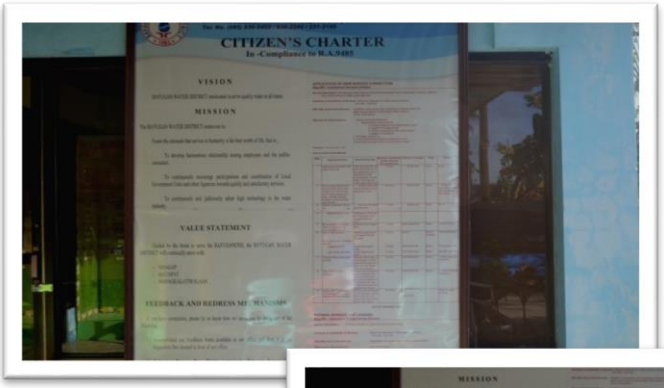
Byg-WD complied with the mandate of posting the Contact Center ng Bayan (CCB) conceived to be the Philippine Government's main helpdesk where citizens, civil society organizations and other entities can voice their complaints and concerns with government agencies and gain access to information.

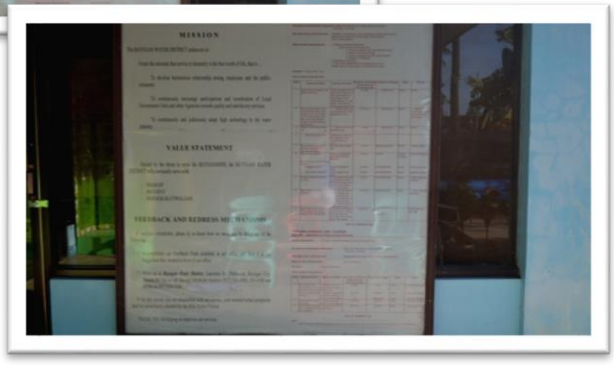
Primary Objective: Provides an avenue for the public to air out concerns relative to the quality of frontline service delivery by government personnel and any other violations of the Republic Act No. 9845 or Anti-Red Tape Act of 2007 (ARTA) for resolution, insights and process improvement.

Secondary Objective. Provide information about government agency policies and procedures specifically focused on the CSC, NCC, BIR, PHIC, DOH and DTI, which are part of the CCB. The CCB will serve as the direct channel for the public to express their complaints, feedback and recommendations.

## BYG-WD CITIZENS' CHARTER

That was October 21, 2009 when BYG-WD launched its Citizens Charter. It event was highly graced by the CSC Prov'l. Director NOIME RABE-TORRES. On July24, 2013 due to the changing of times, the same was revised to serve its clients efficiently and effectively.




*Citizens Charter refers to an official document, a service standard, or a pledge that communicates in a simple terms, information on the services provided by the government to its citizens. It describes the simple step-by-step procedure for availing a particular service, and the guaranteed performance level that they may expect for that service. This was institutionalized in order to eliminate bureaucratic red tape, avert graft and corrupt practices and improve efficiency on the delivery of frontline services.*

## POSTING OF VACANT POSITIONS

As per Volume No. 01-08, s. 2014 dated January 9, 2014 Civil Service Commission, Field Office – Agusan del Sur enter into the publication on vacant position – Division Manager C in Bayugan Water District. The following pictures were taken on three (3) conspicuous places, to wit:

Staff of Taglatawan Barangay Office received then posted the publication at their main entrance for accessibility of qualified applicants.The publication was also posted at the window of Byg-WD Teller in the City Hall.

## SPIRITUAL NOURISHMENT INSTITUTED

Good health nourishment of employee's is the institution's goal to continuously do their work right. But it will never completely do without the band of Spiritual Nourishment which one important. To be both physically and spiritually nourished, Byg-WD welcomes and embraces the Holy Eucharist. It started last July 18, 2014. The Monthly Mass is set every 3rd Friday of the month.

## COA AUDIT AND EXIT CONFERENCE

The discussion about the Audit Observation Memorandum issued by COA was conducted during the Board meeting last July 25, 2014. Ms. Elsa Monton as the Audit Team Leader made clear about their findings relative to the financial audit conducted for Fiscal Year 2014.

## TECHNICAL SEMINAR ON OPERATION AND MAINTENANCE CONCEPT

A two-day seminar workshop hosted by Bayugan Water District with the presence of GM Asis and the participating water districts namely Lianga WD, Carmen WD,

Butuan City WD, Tagbina WD and Placer WD. And of course, the event would not be impossible without the two resource speakers: Engr. Ramon dela Torre and Engr. Laforteza. They even actualized the discussions made in particular streets here in Bayugan City.

# GM ASIS on the GO . . .

## The Office of the General Manager

*GM Felipa M. Asis, Staffs: Gilmarie B. de Claro, Robert Rein Marquez, Ryan P. Laroda*

## TARGET SETTING FOR CALENDAR YEAR 2014 USING STRATEGIC PERFORMANCE MANAGEMENT SYSTEM(SPMS)

Once again, the Byg-WD employees gathered for target setting. GM Asis stressed to the Body how important this activity to the whole year operation. She also encouraged each and every one for the re-visitation of individual Position Description Form (PDF) if it is still in line with the present target.

Another consideration of target setting is to attain the projected accomplishment for the year in consonance with the guidelines set by Local Water Utilities Administration (LWUA)in line the Performance-Based Bonus (PBB) guidelines of Dept. of Budget & Management(DBM) and the Inter-Agency Task Force(IATF). She explained the indicators one by one to come up with common understanding on how to be rated depending on the effort exerted to attain the target set.

## STRATEGIC PLANNING AND TEAM BUILDING

Strategic planning and Team Building Activity was conducted last April 24-25, 2014 at Lipata, Surigao City. With the Office of the General Manager (OGM) personnel as facilitators, everybody shared their experiences as an evaluation of a year's Major Final Output. It was a great experience. After the exchange of good ideas, Team Building followed where different games by employees as part of the strategy and planning. The Members of the Board also participated the said activity.

## EVALUATION ON ACCOMPLISHMENT FOR USING STRATEGIC PERFORMANCE MANAGEMENT SYSTEM (SPMS)

The employees convened for assessment and evaluation on submitted accomplishments reflected in their Individual Performance Commitment Review(IPCR) as well as the division's Office Performance Commitment Review(OPCR).

## 24/7 CUSTOMER CARE

CSD frontliner explained one of the customers who inquired regarding his account. Commercial Services Division(CSD) and the Operations and Engineering Division (OED) are in-charged 24/7 to act on customers' needs.

The CSD strived to attain the targets for the year 2014. Despite its ups and downs the group still managed to cope-up and attain its goal, resulted its successful operation into a higher revenues.

## COACHING AND MENTORING

Commercial Services Division (CSD) headed by ARNOLD L. MADULA consistently conducted coaching and mentoring to the field men of his division and emphasized to his staffs regarding Basic Customer Service Skills (BCSS).

## NEWLY APPOINTED DIVISION MANAGER OF ADMINISTRATIVE AND FINANCE DIVISION

Robelyn T. Ladaran took her oath during Flag Ceremony as her appointment effective March 3, 2014 was concurred by the Board of Directors as Division Manager of Admin/Finance Division(AFD).

## CREATION OF SEVEN(7) SERVICE AREAS

To focus on the needs of the growing no. of concessionaires, GM Asis with her strong-willed determination and with immediate affirmation of the BOD to divide the system and established the seven(7) Area Services. Purposely to assign focal personnel as a team to perform and act immediately on concessionaires requests. Each service areas have its Team Leader and two(2) members for maintenance and a staff for meter reading and billing and for disconnection. The Team will work on other activities such as leak detection, line repair, meter installation and meter re-installation for disconnected service connections, marketing to increase market growth and others. GM Asis finalized the work activity by Area.

## FIELD MONITORING: WATER SHORTAGE

The Byg-WD management led by the General Manager, Felipa M. Asis together with its division managers and employees responded on the increasing needs of water. This is in answering the different water concerns among its concessionaires specially the water shortage issue. The survey was made in the areas which experienced water shortage such as in Brgys. Marcelina and Sta.Teresita.

## BLESSING OF NOLI PUMP STATION

On the Valentine's Day of 2014, Byg-WD, inaugurated the Noli Pump Station. It was officiated by Rev. Fr. Guy Arnold Pineda, the Parish Priest of Sacred Heart. After the blessing, lunch follows where exchange of mirths filled the air when they reminisce the times how they started the pump.

## PINA-RESORT INSPECTION AND VALUATION

The Byg-WD Management with the BOD inspects the Pinagalaan-Resort for possible partnership with the owner. This resort is owned by Atty. Ferdinand Marcus Bañosia who offers some parts of his properties to Byg-WD for water supply purposes.

Photo on the right shows the Board Meeting attended by Atty. Bañosia discussing about the Memorandum of Agreement between Byg-WD. With the presence of all members of the BOARD, GM Asis and Atty. Bañosia finalized the MOA for the Pinagalaan Resort.

## BUREAU OF FIRE PROTECTION (BFP) and SEARCH AND RESCUE AGUSAN SUR (SARAS) join on Fire Hydrants Mapping for Quick Fire Quenching

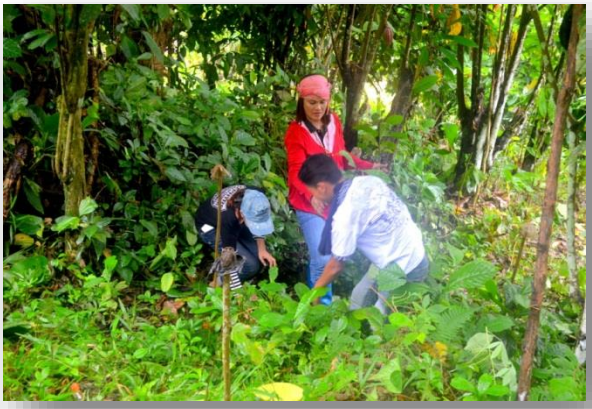
GM Asis emphasized the importance on the particular location of fire hydrants and the basic on how to secure his/her properties thus, it needs a wise and wide knowledge on how to protect properties during forfiteous events such us flood, earthquake, and fire. Byg-WD, SARAS, and BFP of Bayugan City joined hands in spreading insights and techniques on how to prevent fire and quench the fire in an easy ways.

## OCULAR WATER SOURCES INSPECTION

To ensure uninterrupted water services, the Byg-WD Management with the LWUA Management Advisor Engr. Chito San Jose, and Ramon dela Torre - consultant, together inspected the spring sources and intakes. Inspection of water sources is a routinary activity of GM Asis with the OED personnel to ensure all water facilities are secured.

## PLANT AND GROW-A-TREE PROJECT

Byg-WD consistently conducted the tree planting activity at Brgy. Pinagalaan,



Bayugan City as part of the rehabilitation and conservation of the watershed headed by GM Asis.

## SEMINAR-WORKSHOP ON OPERATIONS AND MAINTENANCE OF LGU-MANAGED WATER SUPPLY SYSTEMS

GM Asis shared her ideas through a power point presentation during the seminar workshop sponsored by the Dept. of Interior and Local Government(DILG). This is relative to SALINTUBIG and BUB Program of the abovementioned agency. DMs Ms. Ladaran and Mr. Madula were also there to impart to the participants knowledge relative to handling the operation. The seminar workshop was attended by different LGUs,

BAWASA and cooperatives – as Water Service Providers(WSP).

# CORPORATE SOCIAL RESPONSIBILITY(CSR)

**FULFILLING OUR COMMITMENTS . . . the BAYUGAN WATER DISTRICT way!** **Fostering the rationale that service to humanity is the best worth of life…**

## A. ADOPT-A-SCHOOL PROGRAM

**Objectives:** 1. Aims to alleviate malnutrition that caused low performance rating, absenteeism and drop-outs among school children in Pinagalaan Elementary School (PES)- Barangay Pinagalaan being identified as one of the depressed barangays in Bayugan City.

2. Increase number of enrollees

## MASS FEEDING

*FOOD PREPARATION and DISTRIBUTION . . . undertaken by the BYG-WD employees*

# GIVING OF SCHOOLS SUPPLIES

# MEDICAL OUTREACH PROGRAM
## (OPERATION TULI)

# DENTAL CARE – A collaborative effort between Philippine Dental Association and BYG-WD

# LINKAGES. . .

NORMIN-NRMC Special Meeting held at Valencia City Water District last July 31, 2014 at 10:00 in the morning with the presence of the majority BOT Officers.

During the afternoon of the same

day, was the MAWD Special Meeting with the presence of numbered GMs, Board Members of different WDs, and LWUA Officials headed by the Hon. Administrator Andres Ibarra.

## MAWD and NorMin-NRMC Quarterly Meetings

Mindanao Association of Water Districts (MAWD) conducted its 2nd Quarterly Meeting at Dahilayan Forest Park, ManoloFortich, Bukidnon.

GM Asis, being the secretary for NORMIN-NRMC acknowledged the presence of the attendees. Despite the very cold weather, the meeting turned out successful.

## Byg-WD JOINS THE WOMEN'S DAY CELEBRATION

Attendance at Lope A. Asis Memorial Gymnasium: women of Byg-WD participated the Hataw during the celebration led by the women of Department of Environment and Natural Resources (DENR).

Concurrent to the program is as well the Byg-WD celebration on Women's Day. Topic on Gender Sensitivity and RA 9262 re: VIOLENCE AGAINST WOMEN AND CHILDREN (VAWC) were also imparted by guests from DSWD. The said event was highlighted by giving of cupcakes with candles which symbolizes the sweetness and the light that women shared to their family and to the world.

## KALAYAAN FLAG RAISING CEREMONY AND 7TH CHARTER DAY CELEBRATION

On June 12, 2014, was the flag raising ceremony in celebration to Kalayaan 2014. It was attended by Bayugan Water District and different agencies both local and national spearheaded by the Local Government Unit of Bayugan City. Filipiniana and Barong were worn by all employees to signify the true mark of being a Filipino.

And one of the most awaited events of Bayugan City is its Charter Day celebrating its 7th year of being a City.

## JOINT CHRISTMAS PARTY OF LGU-BAYUGAN CITY AND BYG-WD

Gracefully, BYG-WD employees rendered their dance presentation during the program. It was a superb presentation then.

Christmas presents were also handed to the employees.

# Education Consciousness

Aside from giving school supplies and mass feeding to school children in Pinagalaan, Byg-WD extends its support to other schools and students by joining the "Walk the talk" campaign of Couples for Christ (CFC) which aims to support poor students to enter school through scholarship program which dub as a "Walk for scholar."

The DepEd's "BrigadaEskwela" is likewise supported by Byg-WD in which Byg-WD employees were spread all over Bayugan City Public Schools. The employees helped out in cleaning the school premises. BYG-WD donated some supplies such as paints, etc.

## BYG-WD CELEBRATES FAMILY DAY AT SARNIMIAN RESORT, ROSARIO AGUSAN DEL SUR

Family is basic unit of the society wherein the attitudes of every individual will be molded therein. Thus, on October 6, 2014 the Family Day was celebrated to give importance on family. Pope Francis in one of his writings "Gaudeum et Espes" highlights the importance the family in the life of each individual.

## Naliyagan Festival 2014

One of the highlight events of the Naliyagan Festival is "Binaga", wherein various agencies both local and national, public and private graced the said festivity. Naliyagan Festival is a weeklong celebration of the province of Agusan del Sur showcasing all its resources. The event comes to happen every month of June annually.

## KAHIMUNAN TU BAYUGAN

In honor to the Patron Sr. Sto Nino, Bayuganons expressed their devotion thru street dancing – as a gesture of thanksgiving for the blessings bestowed upon them. It is an annual festivity of the Sacred Heart of Jesus Parish in Bayugan City.

# MILESTONES

## 13th Anniversary Celebration

Inspired with the theme: "CONSTANTLY DISCOVERING MEANS TO PROVIDE MORE AND SERVE BETTER", The program was started with a Thanksgiving Mass officiated by Rev. Fr. Guy Arnold L. Pineda and Rev. Fr. Joseph Borja.

## TEAM BUILDING GAMES. . . .

These are just few of the many shots taken when the game started. All the laughers were thrown during that time.

## Annual Pageant

Part of the 13th Anniversary Celebration is a pageant wherein all divisions have its candidates to vie for the said title. The candidate from the OGM emerged as the winner.

# Awarding of Best Employees for CY 2014

Special awards were given to those employees who have rendered 10 years in service and best in attendance in each divisions.

## THE CY 2014 AWARDEES:

### LOYALTY AWARDS:

1. Engr. isidro T. Cabanday, Jr.
2. Engr. leonardo a. badato
3. Robelyn t. ladaran
4. Juliene v. godoy
5. Nerrissa p. sulit
6. Lucita d. tabor

### BEST EMPLOYEES – ADMINISTRATIVE & FINANCE DIVISION

Maria Luz G. Caoile – Administrative & Finance Division
Nelson G. Capapas - Commercial and Services Division
Marlon B. Malones - Operations & Engineering Division

# INCIDENCE REPORT RELATIVE TO THE DAMAGES CAUSED BY TROPICAL DEPRESSION SENIANG

Bayugan City is the first and the only city of the Province of Agusan del Sur where developments of any forms of economic growth are present. Having wide agricultural lands and farming, good opportunities for employment, scenic infrastructures, wide and narrow roads were just few of the many reasons why every Bayuganon is proud of. Not until on the 29th day of December 2014, when Typhoon Seniang hit the city most especially those areas geographically situated on the highlands of Bayugan where dreams and visions started to shatter during that time. Typhoon Seniang indeed will forever change the lives of Bayuganons particularly those residing on the high ground areas of the city. Because of that unforeseen happening, affected people's lives turned out to be wretched.

*(Right) Part of the National Highway going to Butuan City collapsed resulted to delayed transactions, stranded passengers and queue of truckloads.*

*(Left)This is taken from the top showing a portion of Andanan River that over flooded the nearby areas.*

*(Right) One of the primary sources of income of the city -farming, was devastated by Typhoon Seniang.*

And now, this is the reason why the supply of water throughout the city has stopped. Unfortunately, one of the areas that collapsed during the wrath of Typhoon Seniang is Brgy. Pinagalaan where the primary source of potable water is located. Bayugan Water District (Byg-WD) facilities were destroyed during typhoon's fury. (Below)

*(Right) At around 12:00 noon on December 29, 2014 while Typhoon Seniang is on its height of rainstorm, the Water Tender assigned in the Reservoir reported and informed that there were no inflow of water coming from the spring sources. Upon knowing, a team was immediately sent to inspect the transmission lines in Brgy. Pinagalaan. It was found out that all transmission lines ranging from 3" to 8" diameter conveying water from spring sources to pressure breaker were devastated due to landslides including some portions of the barangay roads that gave burden on transporting the materials needed for the repair. Thus, the Team has to carry the pipe and other materials and walk several miles where the habal-habal could access the road. On the night of December 29, the transmission line of spring sources 3, 4, and 5 were repaired supplying water to reservoir. But unfortunately, there were no water in the faucets due to the disconnected lines after the reservoir.*

The clamor of the Bayuganons for water supply has made the Team to work overtime until 2:00 A.M. from the 30th day of December, 2014 to January 3, 2015, to repair the affected lines; digging some few meters into a hollow ground to uncover the pipes to eventually repair the same. (Below)

Nevertheless, sad to note that after every successful fitting another water-leak sprung out, leaks were everywhere. With these, the Team decided to install temporary transmission lines just to convey water in its fastest means. The 10'Ø pipes were left underneath and will be retrieved later. They also laid pipeline in preparation if the depressed part of the area will collapse as the heavy downpour continues. (Below)

Because of the extensive damages brought about by Typhoon Seniang, the Bayugan Water District has to shoulder the burden on financial matters resulted to its accounts payables to escalate and definitely causes to incur net loss. The cost of the damaged pipes and fittings including the labors and backhoe rental is more or less 2M and might increase from time to time due to the continuity of the heavy downpour up to this time. The full rehabilitation and restoration of the damaged facilities will be undertaken as long as funds is available perhaps coming from borrowings – an additional burden of the Management to pay.

*Other pictures taken during the wrath of Typhoon Seniang*

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Attested:

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**General Manager**