

# MARIVELES WATER DISTRICT

## Operations Manual



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## **DEFINITION OF TERMS**

<b>MWD</b>	Mariveles Water District
<b>GOCC</b>	Government Owned/Controlled Corporation
<b>BEPZ</b>	Bataan Export Processing Zone
<b>LWUA</b>	Local Water Utilities Administration
<b>PD 198</b>	Presidential Decree 198, as amended
<b>MARIWAD</b>	Mariveles Water District
<b>CCC</b>	Conditional Certificate of Conformance
<b>EPZA</b>	Export Processing Zone Authority
<b>DOH</b>	Department of Health
<b>PNSDW</b>	Philippine National Standards for Drinking Water
<b>GM</b>	General Manager

## I. INTRODUCTION

The operations manual of Mariveles Water District details the organization's functions and responsibilities.

This framework of the operations manual is divided into several parts, namely:

**General Information:** This section describes the profile of the Mariveles Water District. Additionally, this part also contains its history, vision and mission, and core values. Selected areas of operation is also included in the general information section.

**Organization and Responsibilities:** Organization and responsibilities indicates the structure, duties, and responsibilities for each department. An organizational chart is used in order to fully understand how the MWD functions with specific responsibilities as defined therein.

**Operating Procedures:** This section shows the step-by-step procedures and work instructions. Different flow charts are used for various transactions including allocated time for each transaction.

## II. GENERAL INFORMATION

### A. PROFILE OF MARIVELES WATER DISTRICT

The Mariveles Water District is a Government Owned/Controlled Corporation (GOCC), created through the virtue of PD 198, with the purpose of providing clean, safe, and potable drinking water the people of Mariveles. For almost 38 years, it continues to give quality service to fourteen barangays of Mariveles, namely; Balon Anito, San Isidro, Ipag, Poblacion, San Carlos, Camaya, Baseco, Sisiman, Alasasin, Mt. View, Cabcaben, Townsite, Lucanin, and Alion. We aim to maintain and improve more our services thru constructions and development of new wells, rehabilitation of old pipes and expansions.



**CREATION/FORMATION:** Since the early part of 1964, the coastal town of Mariveles had been suffering from lack of water. It's not because the municipality had no existing water, it has, but the water system was built by the Americans by 1938 for the Quarantine Services at Mariveles Harbor. By that time, there was no rehabilitation undertaken for that deteriorated system. The water was not safe to drink and the design of the system cannot supply or is not sufficient to the increasing population of the Mariveles residents.

When the BEPZ established early in 1970's, residents brought hope for a better water supply but it was in vain. BEPZ constructed a water system intended only to serve its enterprises and the residents.

On the year 1973 of May 23, President Ferdinand E. Marcos, promulgated Presidential Decree 198 (amended by PD 768 & 1479) authorizing the formation of water district to operate local water work system. This decree also created the Local Water Utilities Administration or the LWUA, to assist and provide for the needs of the water district such as financial (in terms of loans), technical and skills training assistance (in form of inspections, surveys of the water distribution systems, designs and constructions), institutional development (in training water districts' personnel and provide standards for the successful operation of the water district). The prospective districts creation is materialized thru a resolution approved by the local legislative body. Public hearing is done prior to any formative action. It secures nomination for candidates for the district's board of directors coming from the professional, civic, business, educational and women's group of the community.

On June 7, 1977, the Sangguniang Bayan of Mariveles headed by Mayor Carlos L. Sarreal passed a resolution creating the MARIVELES WATER DISTRICT (MARIWAD) to took control of the old system. Appointed officials and members of the Board of Directors were created. Soon, an agreement was made with EPZA to utilize their pipelines going to Talaga for the tapping of water point in strategic locations of the municipality. This water point were manned by water tenders at specific scheduled time and collect P0.60/drum or P0.10/pail for the drawn water. Inconveniences were felt because "pila una, igib una" was the system. These develop the buy and sell states of the water districts.

After a long wait, December 5, 1977, LWUA issued a certificate of conformance to MARIWAD formally making the 48<sup>th</sup> member of the water district family. Soon after the

issuance of Conditional Certificate of Conformance (CCC No. ) to MARIWAD on December 5, 1977, LWUA granted the water district a loan of P6M to finance its Interim Improvement Program (IIP).

The present set of the Board of Directors of Mariveles Water District is composed of the following:

Mr. Mario P. Macatual – Chairman (Civic Sector)  
Mrs. Gloria G. Del Rosario – Vice-Chairman (Education Sector)  
Mrs. Simona T. Mercado – Board Secretary (Women Sector)  
Mrs. Melanie C. Pacia – Member (Professional Sector)  
Mr. Gaspar C. Caag – Member (Business Sector)

**B. VISION:**

The excellence in life of Mariveles consumers emanates from Mariveles Water District by providing a sustainable and self-reliant water service.

**C. MISSION:**

To provide the highest level of water service at the lowest costs to the Mariveles consumers and to enhance the quality of life through a convenient living by providing an efficient, responsive and abundant supply of clean and potable water.

**D. AREAS OF OPERATION:**

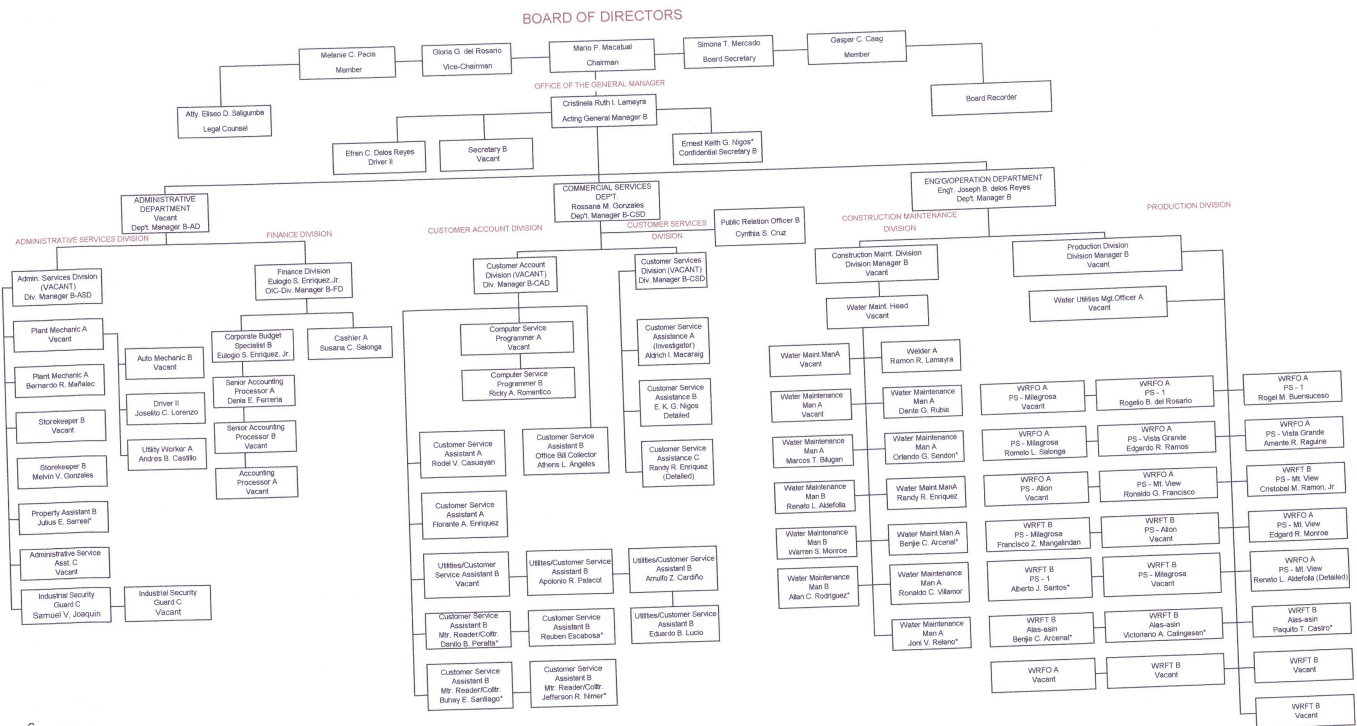
The scope of Mariveles Water District in terms of its operation is based on the Local Water District Law. As stated on Presidential Decree (PD) 198 Chapter 2, Section 5, a local water district shall be formed with a purpose of:

- a. Acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts,
- b. Providing, maintaining and operating waste water collection, treatment and disposal facilities;
- c. Conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose

As of September 2015, Mariveles Water District serves 14 barangays out of the total number of 18 barangays in the municipality. MARIWAD derives its water supply from 20 deep well sources, 7 of which have elevated steel tanks, 1 ground reservoir and 1 non operational. To date, MARIWAD has completed the construction/drilling of two (2) exploratory production well located at Sitio Parca, Brgy. Camaya and Sitio Bakery, Brgy. Alas-asin which generated additional connections for the water district.

To ensure the safeness of the quality of the supplied water and for continuous water supply, all major pumping stations were provided with chlorinator (chlorination) and generator set. In compliance with the Department of Health (DOH) requirements, several tests are being conducted by the water district. A daily chlorine residual test is conducted in different areas of the distribution lines; especially in the extremities to be sure that chlorine residual of at least 0.3 ppm is maintained in the system. Monthly bacteriological test conducted and examined by a Private laboratory duly accredited by DOH and LWUA with the results submitted to LWUA and Local Health Unit in Mariveles, Bataan for monitoring purposes. Minimum number of sample is one (1) for every 5000 population. Lastly, a semi-annual physical/chemical test is conducted to determine if the quality of water meets the DOH and PNSDW minimum requirements in fourteen (14) parameters.

## MARIVELES WATER DISTRICT PROPOSED ORGANIZATIONAL STRUCTURE

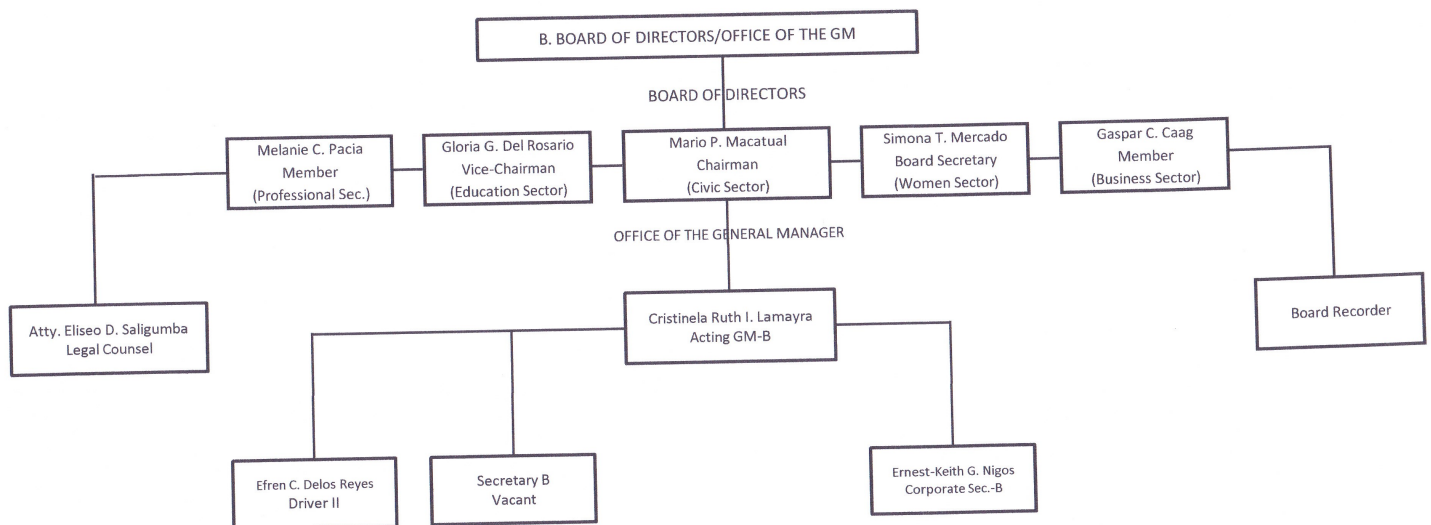


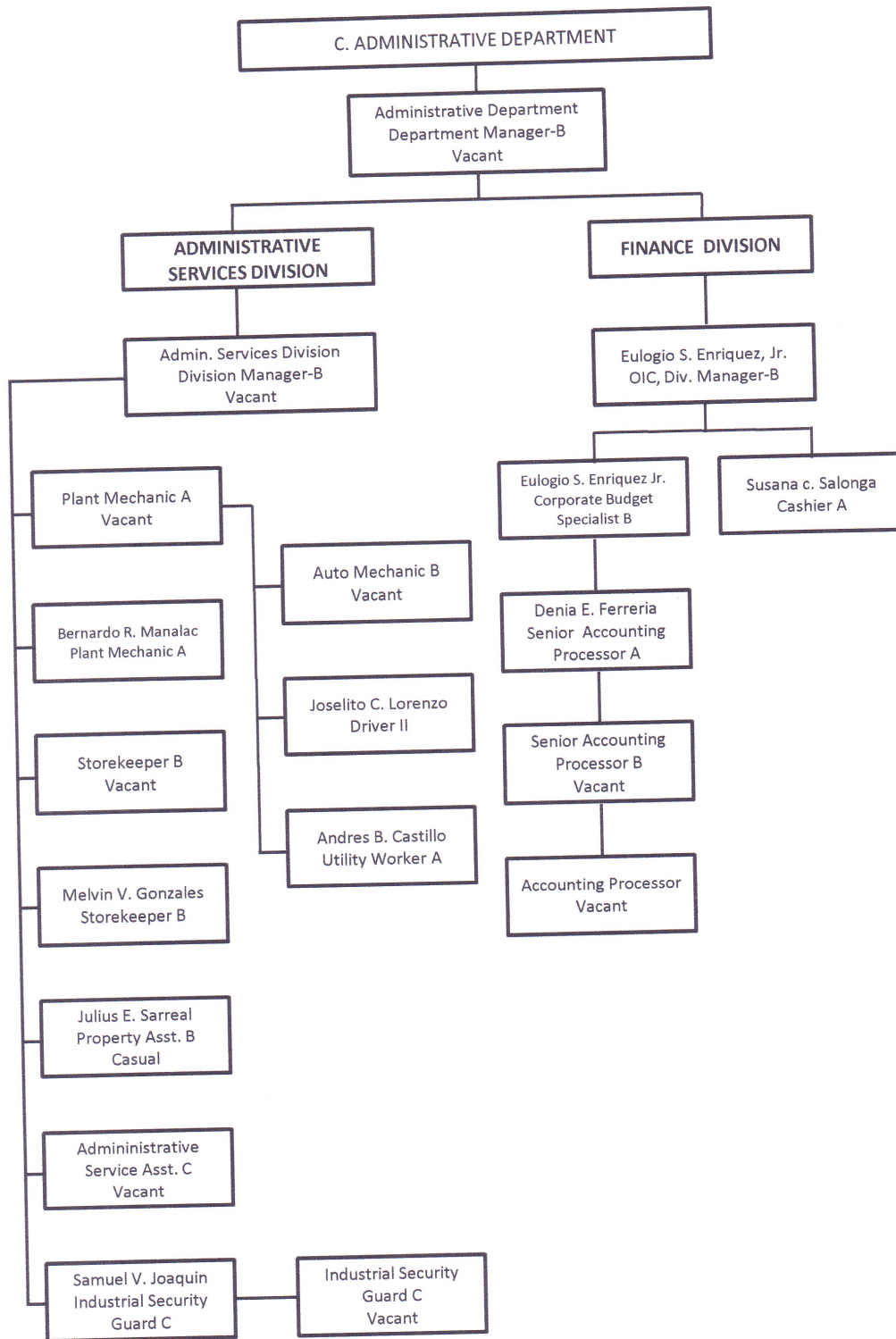
LEGEND:

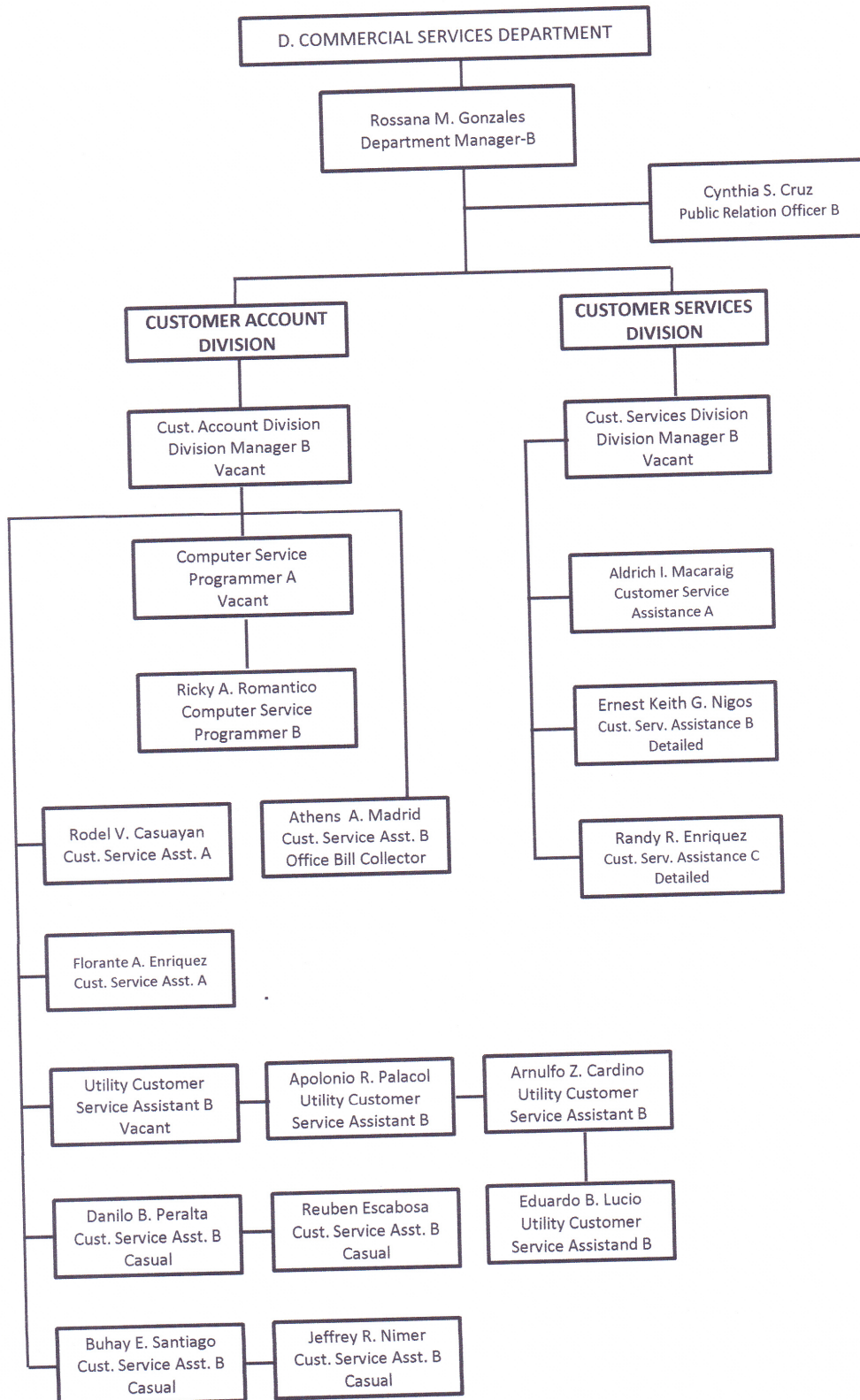
WRFO A - Water Resources Facilities Operator A

WRFT B - Water Resources Facilities Tender B

- Casual

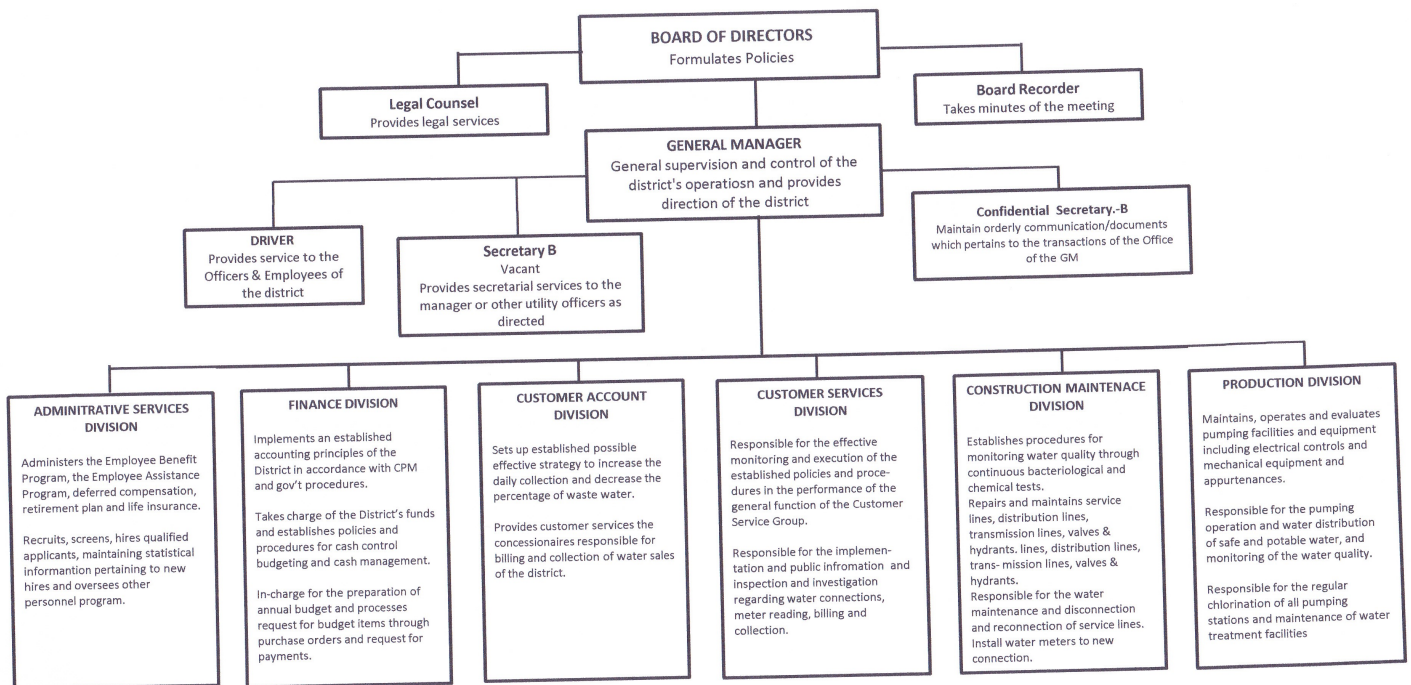






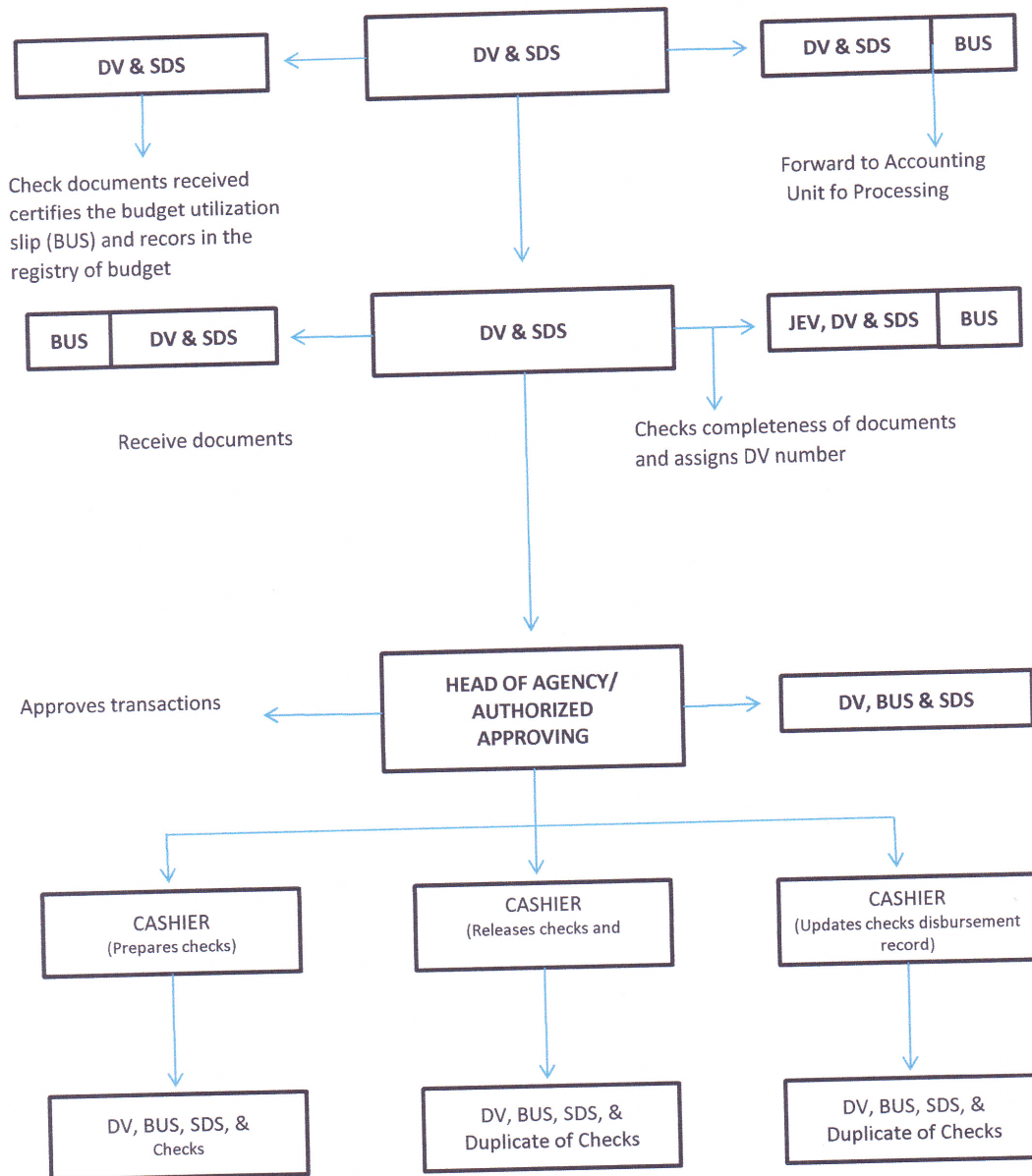


### A. MARIWAD FUNCTIONAL CHART



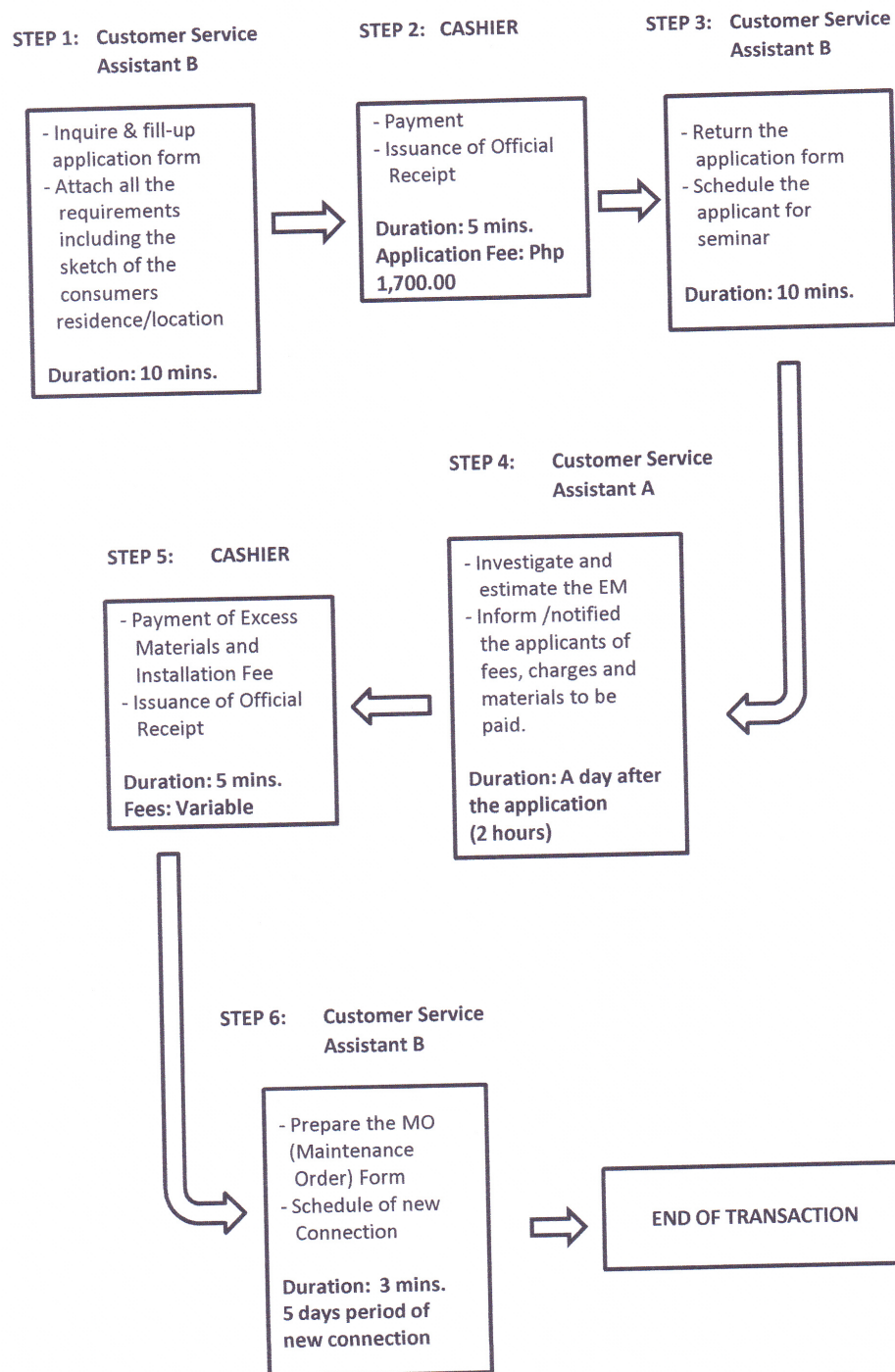
## B. ADMINISTRATIVE/FINANCE DIVISION

### ACCOUNTING WORKFLOW



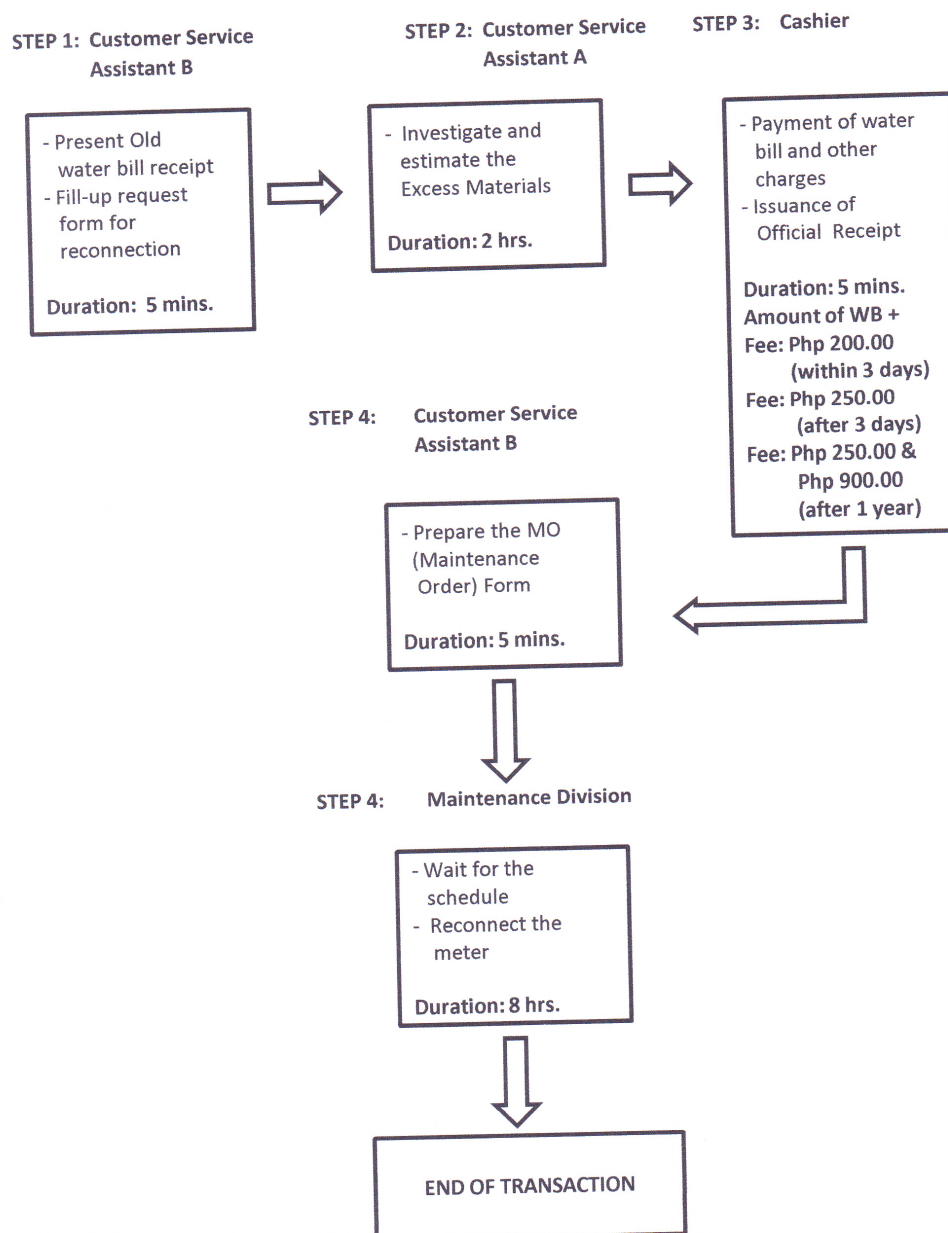
## C. FRONTLINE SERVICES

### 1. NEW WATER SERVICE CONNECTIONS



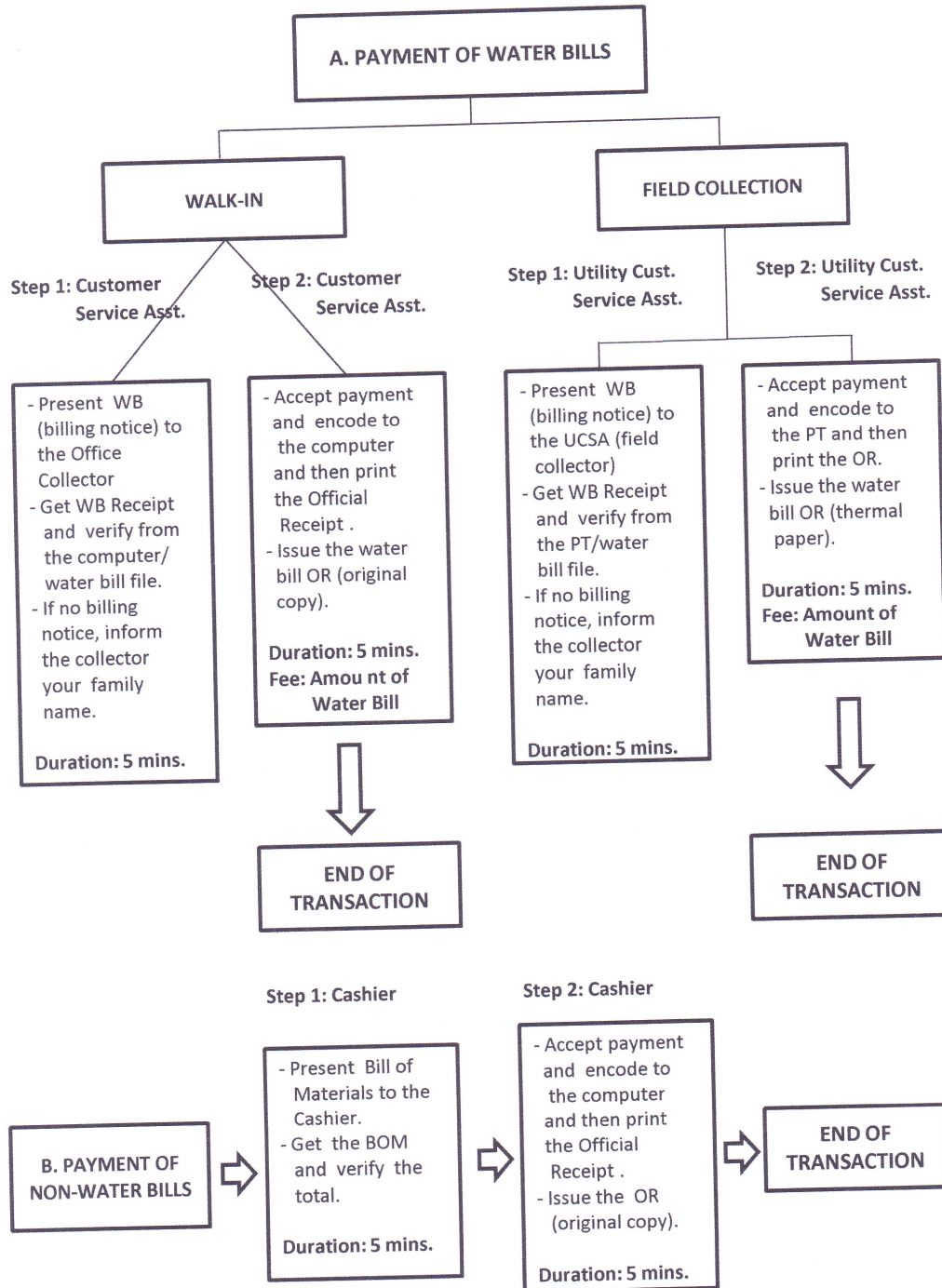
## C. FRONTLINE SERVICES

### 2. RECONNECTION OF WATER SERVICE



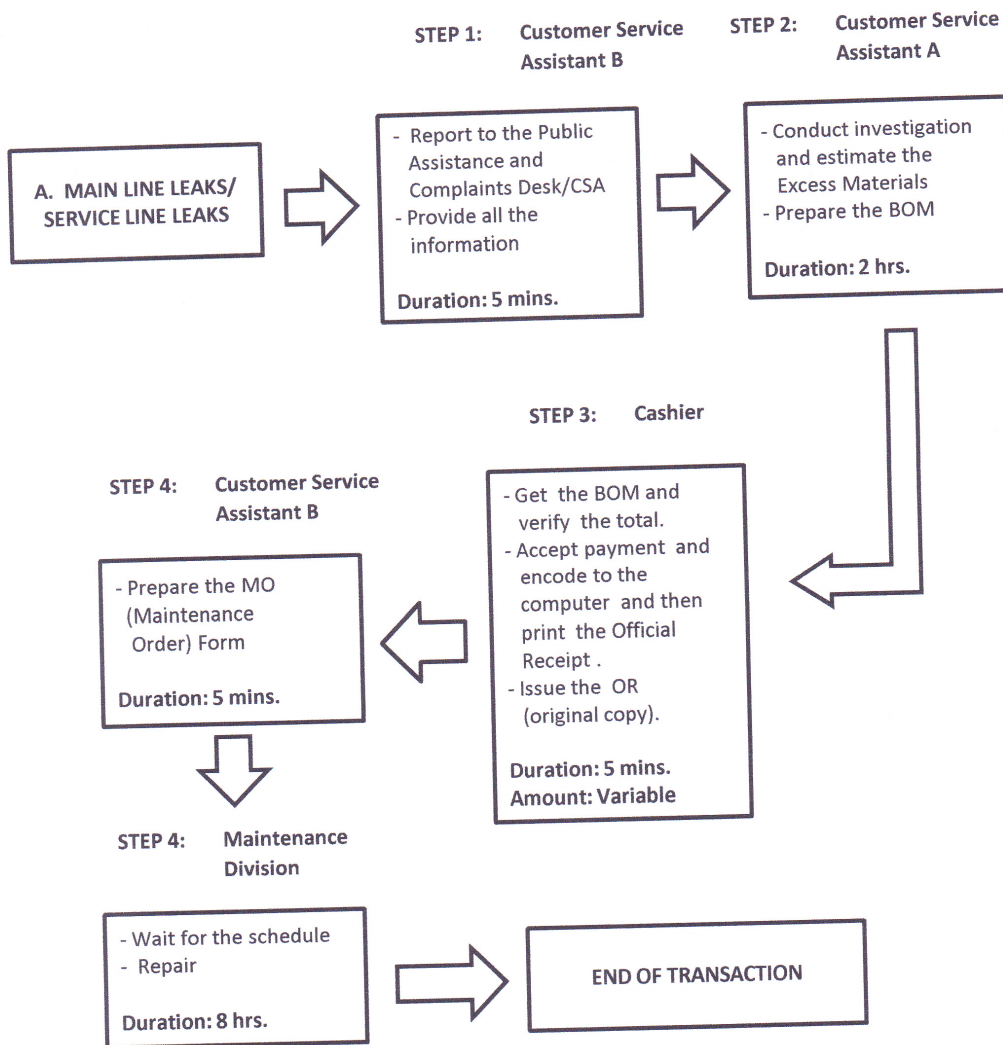
## C. FRONTLINE SERVICES

### 3. PAYMENT OF BILLS



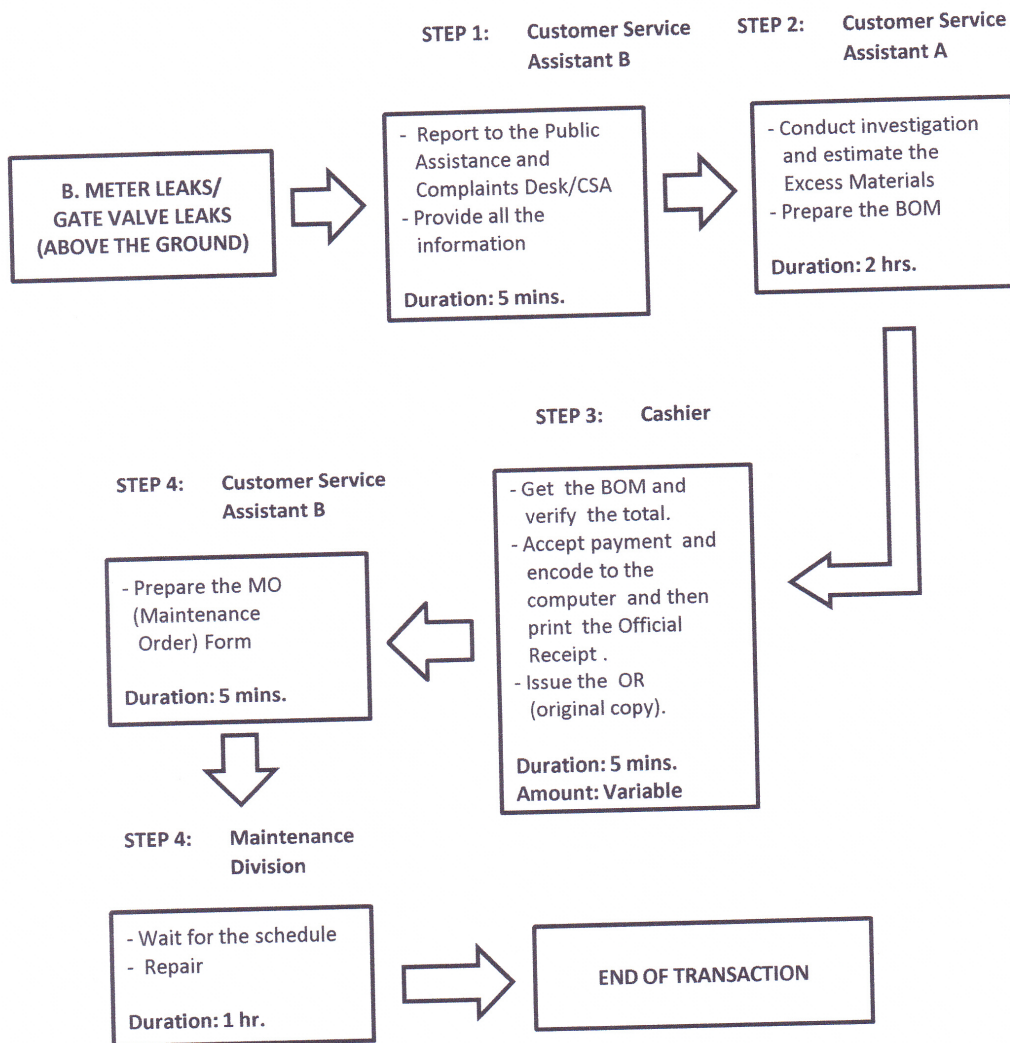
### C. FRONTLINE SERVICES

#### 4. REQUEST FOR CORRECTION OF SUPPLY



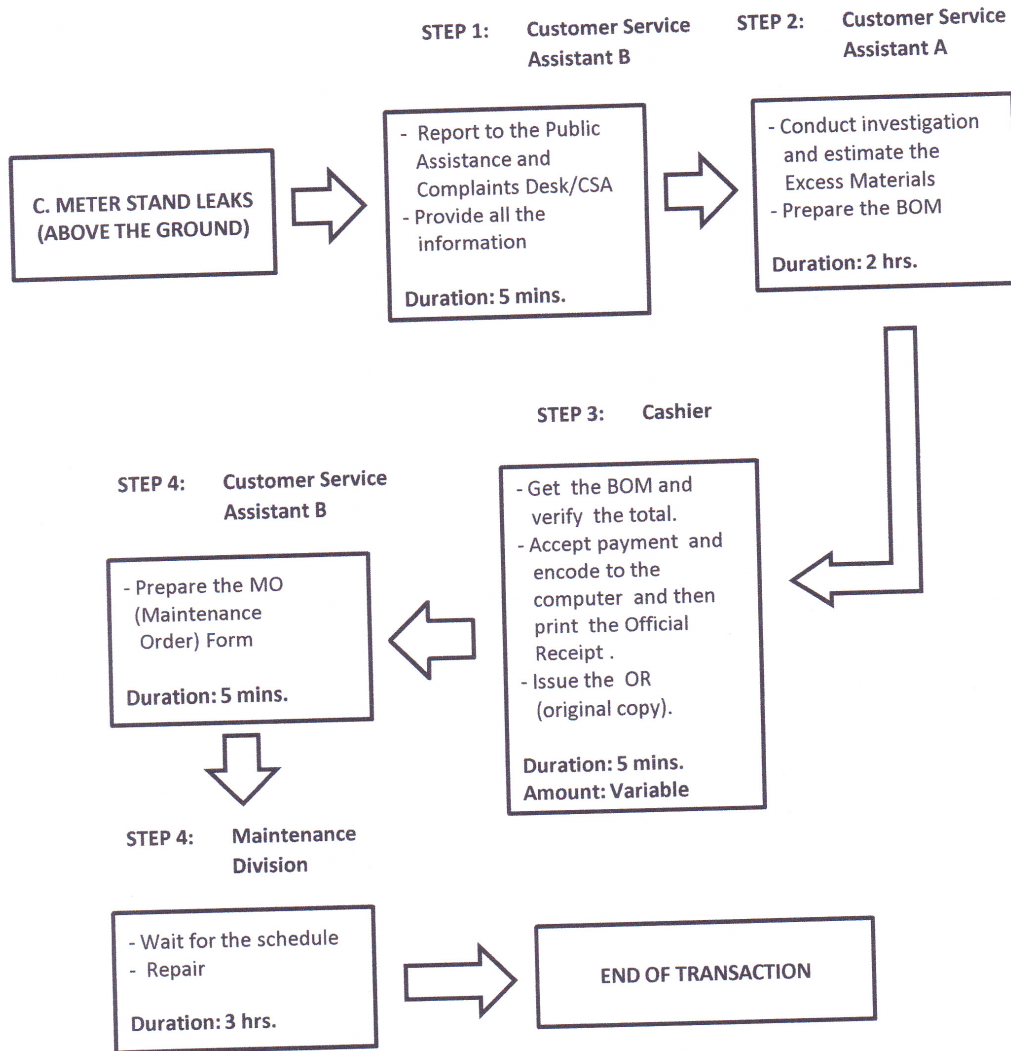
## C. FRONTLINE SERVICES

### 4. REQUEST FOR CORRECTION OF SUPPLY



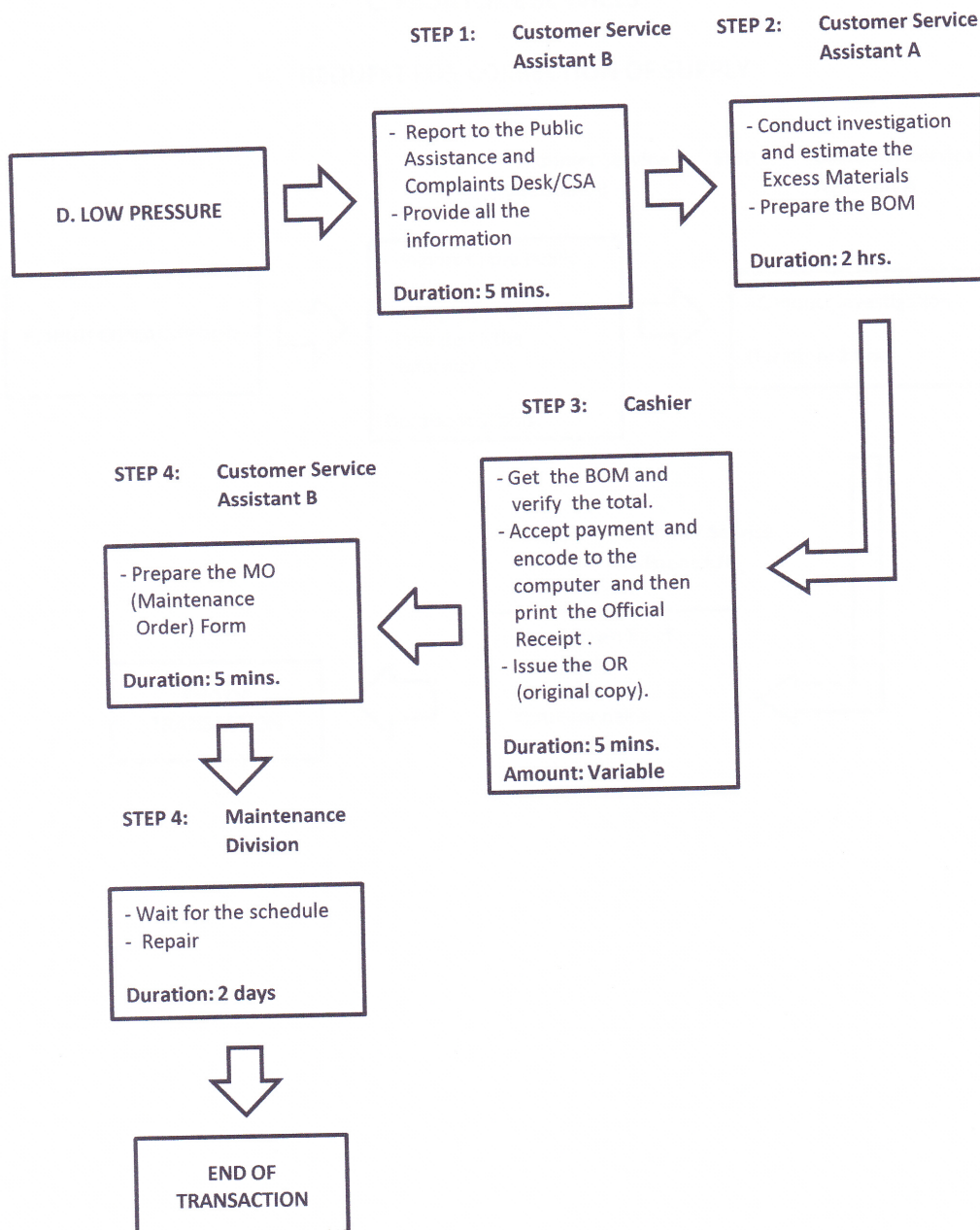
## C. FRONTLINE SERVICES

### 4. REQUEST FOR CORRECTION OF SUPPLY



## C. FRONTLINE SERVICES

### 4. REQUEST FOR CORRECTION OF SUPPLY



## C. FRONTLINE SERVICES

### 5. CALIBRATION

**STEP 1: Customer Service Assistant B**

- Report to the Public Assistance and Complaints Desk/CSA
- Provide all the information

Duration: 5 mins.

**STEP 2: Cashier**

- Accept payment and encode to the computer and then print the Official Receipt .
- Issue the OR (original copy).

Duration: 5 mins.

Amount: Php 200.00

**STEP 4: Maintenance Division**

- Wait for the schedule
- Calibrate

Duration: 2 days

**STEP 3: Customer Service Assistant B**

- Prepare the MO (Maintenance Order) Form

Duration: 5 mins.

END OF TRANSACTION

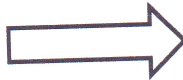
## C. FRONTLINE SERVICES

### 7. TEMPORARY PLUG

**STEP 1: Customer Service Assistant B**

- Present the WB to the CSA
- Fill-up request form for temporary plug

**Duration: 5 mins.**



**STEP 2: Cashier**

- Pay the WB (balance/closing bill to the cashier.
- Accept payment and encode to the computer and then print the Official Receipt .
- Issue the OR (original copy).

**Duration: 5 mins.**

**Amount: Variable**



**STEP 4: Maintenance Division**

- Wait for the schedule
- Get the meter and plugged the meter stand.

**Duration: 8 hrs.**



**END OF TRANSACTION**