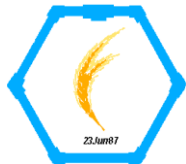


# TALAVERA WATER DISTRICT OPERATIONS MANUAL

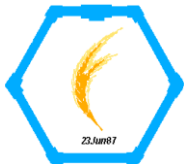




Republic of the Philippines  
TALAVERA WATER DISTRICT

042 Diaz Street, Pag-asa District, Talavera, Nueva Ecija 3114  
☎ +6344 9585371 +6344 9406703 ✉ talaverawd@outlook.com

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## **GENERAL INFORMATION**

### **BRIEF HISTORY**

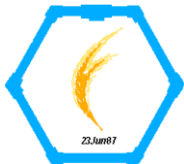
The Ministry of Public Works and Highways (MPWH) constructed the original water supply of Talavera in 1987, with a deep well located at the Talavera National High School in the town proper of the Municipality of Talavera as its source of supply. The system however, was not made operational.

On 23 June 1987, the Local Water Utilities Administration (LWUA) with Conditional Certificate of Conformance No 293 organized Talavera Water District (TWD). With its newly acquired legal personality, TWD succeeded in acquiring the management of the existing water system and the technical and financial assistance from LWUA for upgrading of the said system. Rehabilitation of the existing water supply system was started in August 1987, and it was commissioned in early 1988.

Currently, TWD is classified under “Category C” Water District. Its total service connection now totals to 8,876 from the 53 barangays of the Municipality. The district covers 100% of its service area.

### **MANDATES AND FUNCTIONS**

Talavera Water District was formed for the 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 Talavera, (b) providing, maintaining and operating waterwaste collection, treatment and disposal facilities, and (c) conducting such other functions and operations incidental to water resource development, utilization and disposal as are necessary or incidental to said purpose.



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***Layunin (Mission)***

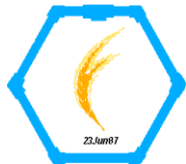
*Makapaghatid ng Malinis,  
Maasahan at Sapat  
na Serbisyo ng Tubig.*

***Pananaw (Vision)***

*Sariling Atin, Para sa atin  
na makakatugon sa  
pangangailangang Pantubig,  
Pangkalusugan at Kalinisan.*

***Performance Pledge***

*We,  
the Officials and Employees of  
Talavera Water District,  
commit to provide and  
efficiently serve you with  
potable, reliable, and adequate  
supply of water.*



## AREAS OF OPERATION

Barangays that are being served by TWD as of year 2015:

- |                      |                       |                            |
|----------------------|-----------------------|----------------------------|
| 1. Andal Aliño       | 19. Dimasalang Sur    | 37. Minabuyoc              |
| 2. Bagong Sikat      | 20. Dinarayat         | 38. Pag-asa District       |
| 3. Bagong Silang     | 21. Esguerra District | 39. Paludpod               |
| 4. Bacal I           | 22. Gulod             | 40. Pantoc Bulac           |
| 5. Bacal II          | 23. Homestead I       | 41. Pinagpanaan            |
| 6. Bacal III         | 24. Homestead II      | 42. Poblacion Sur          |
| 7. Sto. Niño         | 25. Cabubulaunan      | 43. Pula                   |
| 8. Bantug            | 26. Caaniplahan       | 44. Pulong San Miguel      |
| 9. Bantug Hacienda   | 27. Caputican         | 45. Sampaloc               |
| 10. Basang Hamog     | 28. Kinalanguyan      | 46. San Miguel na<br>Munti |
| 11. Bugtong na Buli  | 29. La Torre          | 47. San Pascual            |
| 12. Bulac            | 30. Lomboy            | 48. San Ricardo            |
| 13. Burnay           | 31. Mabuhay           | 49. Sibul                  |
| 14. Calipahan        | 32. Maestrang Kikay   | 50. Sicsican Matanda       |
| 15. Casulucan Este   | 33. Mamandil          | 51. Tabacao                |
| 16. Campos           | 34. Marcos District   | 52. Tagaytay               |
| 17. Collado          | 35. Matias District   | 53. Valle                  |
| 18. Dimasalang Norte | 36. Matingkis         |                            |

### 📍 Municipality of Sto. Domingo

- Baloc
- Malayantoc

### 📍 Science City of Muñoz

- Maligaya



### ***Pumping Stations***

<i>PUMPING STATIONS</i>	<i>IMPLEMENTATION YEAR</i>
1. Pag-asa	1989
2. Dinarayat	1996
3. San Pascual	1998
4. Bacal I	2005
5. Bacal III	2010
6. Sto. Niño	2012
7. Bugtong na Buli	2013
8. Mamandil	2014
9. Basang Hamog	2015

### ***Board of Directors***

<i>Position</i>	<i>Name</i>	<i>Sector Represented</i>
Chairman	Divinia S Lacanilao	Women
Vice-Chairman	Alicia G Caliwag	Education
Member	Carminda G Villamar	Professional
Member	Leonardo V Gines	Civic
Member	Vacant	Business



**Board of Directors**

⋮

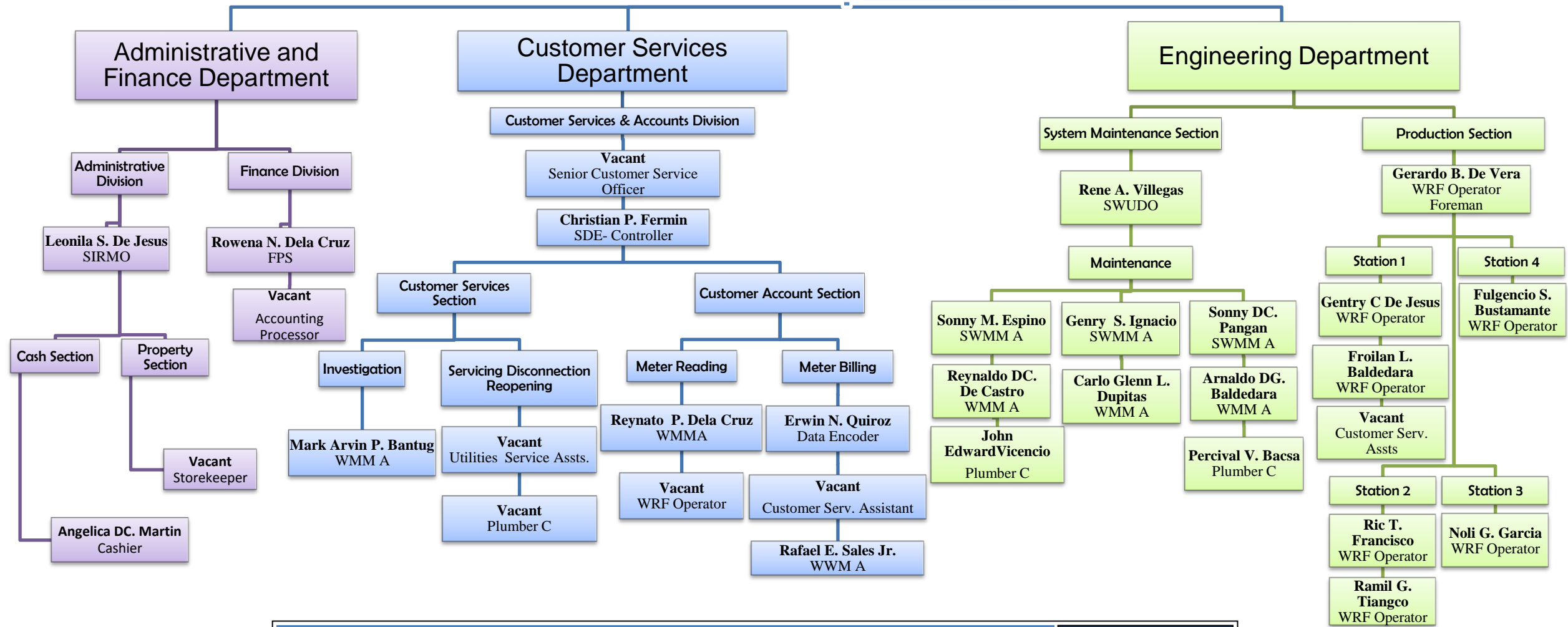
**Office of the General Manager**

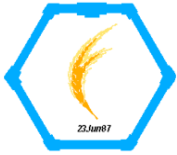
**Leandro Jun C. Lacsamana**  
 General Manager

**Vacant**  
 Executive Assistant

**Vacant**  
 Driver

**ORGANIZATIONAL CHART**





## **DUTIES AND RESPONSIBILITIES**

### **Primary Functions**

The **Board of Directors** function shall be to establish policy. The Board shall not engage in the detailed management of the District.

The **General Manager** shall have full supervision and control of the maintenance and operation of water district facilities, with power and authority to appoint all personnel of the district.

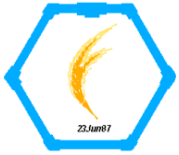
The **Administrative Section** informs personnel's regarding the Administrative Policies and Guidelines. Acts on employees' queries, requests and complaints regarding personnel matters. Responsible for procurement process and also responsible for safekeeping of District's records pertaining to Board Resolutions, business correspondence and General Manager's memorandum.

The **Finance Section** supervises in utility function involving bookkeeping, cash handling and other financial transactions. Responsible for strict adherence to internal control system. Also responsible for the Budget Preparation and assist in allocation and distribution of budgets as well as monitoring the budget performance.

The **Commercial Section** directs the billing and collection activities. Determine and monitor customer service need. Maintains customer records and responds to customer complaints and inquiries.

The **Maintenance Section** schedules, coordinates and supervises the construction and maintenance of water utility transmission, distribution and service lines. Also responsible for installation of new water service connections.





The **Production Section** is responsible for the pumping operations and water distributions. Monitors the water quality and in-charge for the pumping facilities and maintenance management, gathering and keeping of data analysis.

### **OPERATIONAL CONTROL AND SUPERVISION**

#### **General Manager**

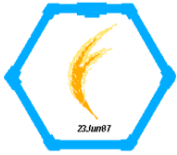
The General Manager shall exercise operational control and supervision over the following duties:

1. Prepares agenda for meeting of the Board of Directors.
2. Proposed policies, rules, regulations and operating budgets for board action.
3. Conduct staff and committee meetings.
4. Prepare memoranda/letters.
5. Decision-making authority in all matters affecting the district's operations.

The Administrative and Finance Unit shall exercise operational control over the following duties:

#### **Human Resources and General Services Section:**

1. Safekeeping of employees' files and records such as 201 files.
2. Attending employees' queries, requests, and complaints.
3. Process employees' information and certifications.
4. Record and file district's incoming and outgoing letters and GM's memorandum.
5. Processing of Leave Applications.
6. Trainings/Seminars/Workshops/Orientations/Sessions.
7. Employees Payroll.
8. Deduction of employees' monthly contribution or amortization to GSIS, Pag-ibig and other related reports.
9. Processing of Petty Cash Voucher.



10. Procurement Services.

11. Issuance and Receiving of Materials.

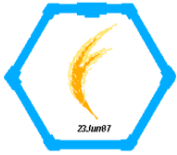
***Finance Services Section:***

1. Prepares the Financial Statements.
2. Provides reports as needed by government agencies such as LWUA, COA, DBM, NSO and BIR.
3. Process payments thru disbursement vouchers.
4. Verification between collections and deposits.
5. Bank reconciliation.
6. Ageing of receivables and payables.
7. Costing and recording of issued and returned materials on Supplies Ledger Card.
8. Updating of depreciation schedule on Property, Plant and Equipment Card.
9. Check and set a price to the newly delivered supplies.
10. Posting in the accounting journals.
11. Safekeeping of books of accounts.
12. Filing and sorting of accounting documents.
13. Forefront in the summing up of the annual budget.
14. Submits the quarterly report on salaries and allowances of governing boards and principal officers to assigned COA audit team.

***Commercial Division***

The Commercial Division shall exercise operational control and supervision over the following duties:

1. Application for new service connections, senior citizen discount, and update of concessionaire information
2. Billing and Collection
3. Disconnection of concessionaire service with overdue accounts.



4. Attend to concessionaire's request and complaints
5. Preparation and submission of reports pertaining to billing and collection
6. Maintenance of concessionaire's records (customer ledger card, reading ledger card and jacket of records)
7. Preparation of Monthly Operation Report
8. Ageing of Accounts
9. Administration and maintenance of Information System

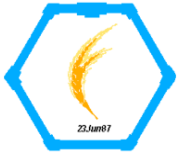
The Engineering and Field Operation Division shall exercise operational control and supervision over the following duties:

***Maintenance Section:***

1. Installation of New Water Service Connections.
2. Disconnection and Reconnection.
3. Repair
4. Calibration of water meters.
5. Meter Transfer.
6. Line checking.
7. Blow off and Valve Box Cover Installation.
8. Interconnection
9. Inspection of the reported complaints.
10. Flushing of Hydrants and Blow of Valves.

***Production Section:***

1. Water Treatment
2. Water sampling for Bacteriological and Physical Chemical Test.
3. Operation and maintenance of production facilities.
4. Submission of Production Report.



## **OPERATING PROCEDURES**

### **CUSTOMER SERVICES DEPARTMENT**

#### **I. Applying for Service Connection**

##### **a. Applying for New Service Connection**

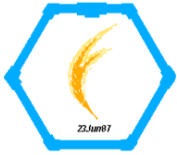
- i. The applicant submits Required Documents.
- ii. Officer of the day evaluates submitted documents
- iii. The applicant fill-up and sign Water Account Opening Request (WAOR) form and Service Application and Contract Provision (SACP) form.
- iv. The Officer of the day submits the WAOR to the OGM for approval.
- v. The applicant pays the non-refundable service application fee.
- vi. The Cashier accept payment, issue official receipt and stamp it paid then forward the processed WAOR to Engineering division for inspection.

##### **b. Site inspection:**

- i. The Field Inspector determines location, size, and class of service connection.
- ii. Prepares bill of materials.
- iii. Applicant signs the inspected WAOR form and furnishes its duplicate copy.

##### **c. Release of Material:**

- i. The Officer of the day prepares Action Report (AR) for tapping.
- ii. Applicant pay in full the Service Connection cost.
- iii. The Cashier accept payment and issue Official Receipt then forward the Requisition and Issue Slip (RIS) form to Storekeeper and AR to Maintenance section.
- iv. The Storekeeper releases the materials.
- v. The Storekeeper identifies one by one the items to the applicant for checking.



**d. Service Connection:**

(3 working days for tapping and 5 working days for boring)

- i. Maintenance Men submit the AR to OGM for approval then proceed to site.
- ii. Notify the applicant
- iii. Commence to work.
- iv. Once work is completed, the Maintenance Men cleans and restore the area

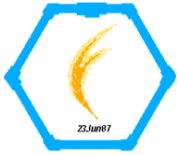
**e. Post Inspection of Service Connection**

- i. The Field Inspector proceed to site for post inspection.
- ii. Notifies the applicant or their representatives about the work done by our Maintenance Men.
- iii. If the applicant was satisfied or not with the service, the applicant may write their complaints, suggestions or requests on “Post-inspection” box of the AR form.

**II. Billing and Collection**

**a. Billing**

- i. The Billing Clerk prepares Meter Reading Sheet (MRS) according to billing schedule.
- ii. The Meter Reader proceeds to site and accomplish meter reading as scheduled.
- iii. Check and verify water consumption for abrupt decrease or increase.
- iv. Prepares Action Report for account with abrupt increase/decrease.
- v. Encode meter reading by zone.
- vi. Post adjustments or charge to account, if there is any.
- vii. Print water bill.
- viii. Distribute water bill on the same day.
- ix. Update of Meter Reading Ledger Card and Customer Ledger Card.
- x. Prepare Billing Summary and forward to Accounting.



**b. Payment of Water Bill**

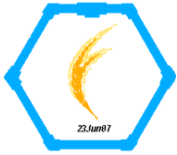
- i. The payee present their water bill or fill-up on a paper provided in front of collection window or they inform the teller of any account info.
- ii. Teller then verifies the account and provides the total amount due.
- iii. Accept payment and issue Official Receipt.
- iv. The Office Clerk updates the Customer Ledger Card.
- v. Teller prepares collection report and forward to Cashier.

**III. Disconnection of Service**

- a. The Head of Commercial Division prepares the disconnection list of overdue accounts.
- b. Check records for approved Promissory Note and Payment Extension request, hold disconnection if there is any.
- c. The disconnection team prepares trip ticket for approval of the OGM.
- d. Once approved the team proceeds to site and disconnect water service.

**IV. Stop Service Request**

- a. The Concessionaire proceeds to Public Assistance and Complaint Desk (PACD) and request for temporary/permanent service disconnection.
- b. The Officer of the day prepares Stop Service Request and AR form.
- c. The Head of Commercial Division compute the closing bill.
- d. The Concessionaire proceeds to Cashier and present both forms and pay.
- e. After approval of Stop Service Request form, the District process request and implement disconnection.
- f. Upon completion of request and checked by Field Inspector, the Concessionaire may write their comment/ suggestion on “Post-Inspection” box of the AR then sign the AR form to end the transaction.



#### **V. Start Service Request**

- a. The concessionaire proceeds to PACD and request for start service.
- b. The Officer of the day prepares Statement of Accounts (SOA) and AR form.
- c. They sign AR and proceed to Cashier.
- d. Present SOA and pay.
- e. Issuance of Materials, if there is any.
- f. After approval of AR, the District process request and implement reconnection.
- g. Upon completion of request and checked by Field Inspector, the Concessionaire may write their comment/ suggestion on “Post-Inspection” box of the AR then sign the AR form to end the transaction.

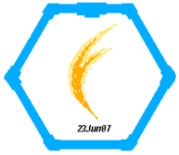
#### **VI. Concessionaire’s Request or Complaints**

- a. The Concessionaires or his/her representatives may proceeds to PACD and provide details of request/complaints.
- b. The Officer of the day accept the request/complaints and prepares AR
- c. The Concessionaires or his/her representatives signs AR.
- d. After approval of AR, the District process request/ complaints.
- e. Upon completion of request/complaints and checked by Field Inspector, the concessionaire may write their comment/ suggestion on “Post-Inspection” box of the AR then sign the AR form to end the transaction

### **ADMINISTRATIVE AND FINANCE DEPARTMENT**

#### **I. Procurement Procedures of Goods and Services**

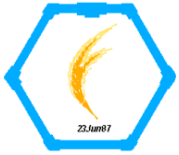
All procurement is within the approved budget of the Talavera Water District and meticulously and judiciously planned. No procurement is undertaken unless it is in accordance with the approved Annual Procurement Plan (APP) of the Talavera Water District.



The APP submits to Department of Budget and Management and consistent with the duly approved yearly budget. The basic requirements applicable to all types of disbursements made by Talavera Water District are as follows:

- a. Requisitioning employee properly accomplishes Purchase Request (PR) Form and submits to the Budget Officer.
- b. Existence of a lawful and sufficient allotment certified as available by the Budget Officer through Budget Utilization Slip (BUS).
- c. The prepared PR and attached BUS is forwarded to the General Manager (GM) for approval.
- d. The Office of the General Manager (OGM) forwards the approved PR and BUS to Bids and Awards Committee (BAC) for the recommendation of procurement method to be used (Philgeps, Bids, and Other Alternative).
- e. For goods and services amounting to P50,000.00 to P499,999.00, for this purpose the Electronic Procurement System (EPS) established in accordance with Executive Order No. 322, series of 2000, and Executive Order No. 40, series of 2001 (E.O. 40), shall continue to be managed by the PS-DBM under the supervision of the Government Procurement Policy Board (GPPB). Comply with the provisions of the R.A. 8792, otherwise known as the "Electronic Commerce Act;"
- f. The Bidding Procedures for goods and services with the total of P500, 000.00 and above in accordance with revised IRR of R.A. No. 9184 is also strictly implemented.
- g. For alternative modes of procurement of goods and services below P50, 000, the BAC prepares Request for Quotation (RFQ) and pass on to Procurement Officer.
- h. The Procurement Officer canvasses items and prepares Evaluation of Price Quotation (EPQ).
- i. The Procurement Officer endorses EPQ for BAC approval and preparation of Purchase Order (PO) and promotes to GM for final approval.
- j. The Procurement Officer receives approved PO and serves the duplicate copy to the winning supplier.

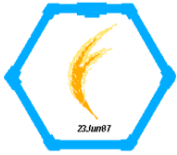




- k. The original copy of the PO and other attached documents proceeds to Finance Division for preparation of Check Disbursement Voucher (CDV).
- l. The Finance Head reviews and signs the CDV Head for the completeness of supporting documents and availability of funds.
- m. The signed CDV and documents forwards to GM for approval of payment.
- n. The OGM sends the approved CDV to Cashier for check preparation.
- o. The Cashier prepares and signs check and transmits to GM. The GM countersigns the check and returned to Cashier.
- p. The Procurement Officer inspects and accepts the delivered goods or services into completeness of quantity, specifications and quality. The Procurement Officer also secures other documents like Delivery Receipt and Sales Invoice.
- q. The Cashier issues check to the Payee after receiving the approved Inspection and Acceptance Report (IAR) from Procurement Officer.

## ***II. Issuance of Supplies and Materials***

- a. The requisitioner prepares properly and orderly the Requisition and Issuance Slip (RIS) as to item description, quantity and purpose. The pre-inspected Action Report (AR) is attached and serves as its basis.
- b. The RIS and AR are forwarded to the General Manager for approval.
- c. The approved RIS must be sent to Storekeeper for verification of existence of item requested.
- d. The Storekeeper upon confirmation, release supplies and issue to the recipient of all items. The recipient signs the RIS for acknowledgement of received items. The AR is endorsed to the Engineering Division for schedule of the service order.
- e. The Storekeeper records issuance on Stock Card for record management and update of stocks availability.



## **ENGINEERING DEPARTMENT**

### ***I. Pre-inspection of WATER ACCOUNT OPENING REQUEST (WAOR)***

a. The Water Maintenance Man ( Inspector ) receive the WAOR and perform the pre-inspection procedure:

1. Proceed to location
2. Interview Applicant
3. Prepares bill of materials
4. Sketch location

b. The Water Maintenance Man ( inspector ) submit WAOR to Commercial Division

### ***II. Pre- inspection of Service Request***

a. The Water Maintenance Man ( Inspector ) receive the action report and perform the pre-inspection procedure:

1. Proceed to location
2. Interview Concessionaire
3. Indicate remarks on finding and recommendation
4. Prepares Bill of Materials
5. Sketch location

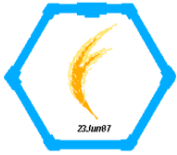
b. The Water Maintenance Man ( inspector ) submit AR to SWUDO

### ***III. Service Connection (Tapping)***

a. Approval of AR.

b. The Water Maintenance Men proceed to location and perform service connection procedure:

1. Inform Applicant
2. Inventory of tapping materials and Accessories
3. Prepare the site by excavation
4. Install water meter, tapping materials and accessories

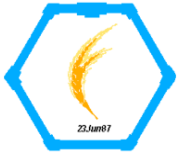


5. Hydro testing and leak observation
6. Backfill, Compaction and Restoration
- c. The Concessionaire shall sign AR as confirmation of the work accomplished.
- d. The Water Maintenance man gives the blue copy of WAOR and SACP to Concessionaire and submits the AR to SWUDO.
- e. The SWUDO perform post inspection:
  1. Proceed to Location
  2. Verify the water meter serial number
  3. Indicate remarks
  4. Interview Concessionaire for their Comments/Suggestion

\*Concessionaire must sign AR to signify Satisfaction/Dissatisfaction and confirmation of accomplishment made by TWD Crew.

#### ***IV. Service Connection (Boring)***

- a. Approval of AR.
- b. The Water Maintenance Men proceed to location and perform the service connection procedure:
  1. Inform Applicant
  2. Inventory of tapping materials and accessories
  3. Prepare the site by excavation
  4. Boring (road crossing)
  6. Install water meter, tapping materials and accessories
  7. Interconnect to in-house installation
  8. Hydro testing and leak observation
  9. Backfill, Compaction and Restoration
- c. The Concessionaire shall sign AR as confirmation of the work accomplished.
- d. The Water Maintenance Man give the blue copy of WAOR and SACP to Concessionaire and submit the AR to SWUDO.



e. The SWUDO perform post inspection:

1. Proceed to Location
2. Verify the water meter serial number
3. Indicate remarks
4. Interview Concessionaire for their Comments/Suggestion

\*Concessionaire must sign AR to signify Satisfaction/Dissatisfaction and confirmation of accomplishment made by TWD Crew.

#### **V. Start Service**

a. Approval of AR.

b. The Water Maintenance Men proceed to location and perform the start service connection procedure:

1. Inform Applicant
2. Inventory of tapping materials and accessories
3. Prepare the site by excavation
4. Install water meter, tapping materials and accessories
5. Interconnect to in-house installation
6. Hydro testing and leak observation
7. Backfill, Compaction and Restoration

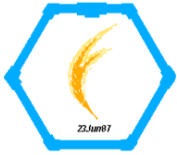
c. The Concessionaire shall sign AR as confirmation of the work accomplished.

d. The Water Maintenance Man submit the AR to SWUDO

e. The SWUDO perform Post Inspection:

1. Proceed to Location
2. Verify the water meter serial number
3. Indicate remarks
4. Interview Concessionaire for their Comments/Suggestion

\*Concessionaire must sign AR to signify Satisfaction/Dissatisfaction and confirmation of accomplishment made by TWD Crew.

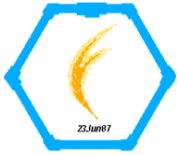


## **VI. Stop Service**

- a. Approval of AR.
  - b. The Water Maintenance Men proceed to location and perform the stop service connection procedure:
    1. Inform Applicant
    2. Prepare the site by excavation
    3. Close corpo cock or plug saddle clamp
    4. Remove service pipe and accessories
    5. Backfill, Compaction and Restoration
  - c. The Concessionaire shall sign AR as confirmation of the work accomplished.
  - d. The Water Maintenance Man prepares the following:
    1. Return Materials Slip
    2. Surrender of recovered materials
    3. Submit of AR to SWUDO
  - e. The SWUDO perform Post Inspection:
    1. Proceed to Location
    2. Verify the water meter serial number
    3. Indicate remarks
    4. Interview Concessionaire for their Comments/Suggestion
- \*Concessionaire must sign AR to signify Satisfaction/Dissatisfaction and confirmation of accomplishment made by TWD Crew

## **VII. Meter Transfer**

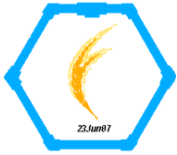
- a. Approval of AR.
- b. The Water Maintenance Men proceed to old location and perform the stop service connection procedure:
  1. Verify the water meter serial number
  2. Inform Applicant



3. Prepare the site by excavation
  4. Remove service pipe and accessories
  5. Plug to saddle clamp
  6. Backfill, Compaction and Restoration
  7. Sketch of location
  8. Proceed to new Location
  9. Inform Concessionaire
  10. Inventory of recovered and new tapping materials
  11. Prepare the site by excavation
  12. Install water meter, tapping materials and accessories
  13. Interconnect to in-house installation
  14. Hydro testing and leak observation
  15. Backfill, Compaction and Restoration
- c. The Concessionaire shall sign AR as confirmation of the work accomplished.
- d. The Water Maintenance Man submit the AR to SWUDO
- e. The SWUDO perform Post Inspection:
1. Proceed to Location
  2. Verify the water meter serial number
  3. Indicate remarks
  4. Interview Concessionaire for their Comments/Suggestion
- \*Concessionaire must sign AR to signify Satisfaction/Dissatisfaction and confirmation of accomplishment made by TWD Crew

### **VIII. Meter Calibration**

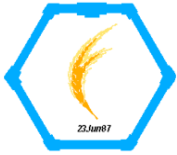
- a. Approval of AR.
- b. The Water Maintenance Men (Inspector and Crew) proceed to location and perform the standard calibration procedure:
  1. Verify the water meter serial number



2. Inform Concessionaire
  3. Perform calibration
  4. Record data and computation
  5. Leak observation
- c. The Concessionaire shall sign AR as confirmation of the work accomplished.
- d. The Water Maintenance Men (Inspector and Crew) explain the calibration result to the concessionaire and submit the AR to SWUDO.
- e. The SWUDO perform post Inspection procedure:
1. Proceed to Location
  2. Verify the water meter serial number
  3. Indicate remarks
  4. Interview Concessionaire for their Comments/Suggestion
- \*Concessionaire must sign AR to signify Satisfaction/Dissatisfaction and confirmation of accomplishment made by TWD Crew.

### ***IX. Change Meter***

- a. Approval of AR.
- b. The Water Maintenance Men proceed to location and perform the standard meter installation procedure:
  1. Verify the water meter serial number
  2. Inform Concessionaire
  3. Install new water meter
  4. Record old meter information
  5. Leak observation
  6. Check correct meter flow direction
- c. The Concessionaire shall sign AR as confirmation of the work accomplished.
- d. The Water Maintenance Man performs:
  1. Prepare Returned Materials Slip



2. Surrender of recovered materials

3. Submission of AR

e. The SWUDO perform Post Inspection procedure:

1. Proceed to Location

2. Verify the water meter serial number

3. Indicate remarks

4. Interview Concessionaire for their Comments/Suggestion

\*Concessionaire must sign AR to signify Satisfaction/Dissatisfaction and confirmation of accomplishment made by TWD Crew.

#### ***X. Leak Repair of Main Pipe***

a. Approval of AR.

b. The Water Maintenance Men proceed to location and perform the standard leak repair procedure:

1. Close valves

2. Prepare the site by excavation

3. Repair of leakage

4. Hydro testing and leak observation

5. Backfill, Compaction and Restoration

6. Open valve

7. Flushing

c. The SWUDO perform post Inspection procedure:

1. Proceed to Location

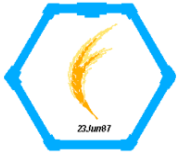
2. Verify the water meter serial number

3. Indicate remarks

4. Interview Concessionaire for their Comments/Suggestion

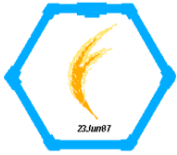
\*Concessionaire must sign AR to signify Satisfaction/Dissatisfaction and confirmation of accomplishment made by TWD Crew.





### ***XI. Interconnection, Valving and BOV installation***

- a. Approval of AR.
  - b. The Water Maintenance Man (Inspector) receives the action report and perform the pre-inspection procedure:
  - c. The Water Maintenance Men perform the interconnection, valving and BOV installation procedure:
    1. Requisition of materials
    2. Proceed to location
    3. Prepare the site by excavation
    4. Close valve
    5. Install fittings, blow-off valve and gate valve
    6. Backfill
    7. Install valve box cover and housing
    8. Open valve
    9. Flushing
    10. Disinfection
    11. Hydro testing and leak observation
    12. Compaction and Restoration
  - d. The SWUDO perform post Inspection procedure:
    1. Proceed to Location
    2. Verify the water meter serial number
    3. Indicate remarks
    4. Interview Concessionaire for their Comments/Suggestion
- \*Concessionaire must sign AR to signify Satisfaction/Dissatisfaction and confirmation of accomplishment made by TWD Crew.



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## ***XII. Flushing of Hydrants / Blow-Off Valve***

- a. Approval of AR.
- b. The Water Maintenance Men perform the flushing procedure:
  1. Proceed to location
  2. Start flushing
  3. Observation
  4. Make remarks
  5. End of flushing
  6. Time Logging/duration of flushing