



DAVAO CITY WATER DISTRICT

2016 PERFORMANCE REPORT

In 2016, Davao City Water District (DCWD) continued to contend with a wide range of challenges, foremost of which is the ever-increasing demand for water brought about by continuing urbanization and rapid economic growth that reached as much as 9.4% in 2015, the effects of which continued to be felt in the following year.

Rising consumer demand that accompanied such unprecedented growth prompted the utility to respond with a flexible but firm strategic approach that capitalizes largely on service expansion and improvement, management of water losses, continuous improvement of customer service, management of scarce resources, vigorous protection of the environment, and strengthening of existing efforts towards fulfillment of its corporate social responsibility.

Service Expansion and Improvement

Much of the district's efforts in 2016 were directed towards the implementation of various projects under the Davao City Bulk Water Supply Project (DCBWSP), which is expected to be operational by 2019. This bulk water supply project, which is being undertaken together with Apo Agua Infraestructura Inc. (AAIL), is expected to greatly augment the volume of water needed to meet the city's projected demand.

In 2016, the continued improvement of the utility's existing water supply systems (WSS) was vigorously pursued. A total of 38.96 km were added to the district's distribution network through various pipelaying projects that were completed as well as those turned over pipelines from developed subdivisions.

Last October, Dumoy Production Well No. 38 was commissioned, providing an increase of 584,726 cubic meters (cu.m.). This brought the total volume of water produced to 106.7 million cu.m. by the end of the year.

Water Loss Reduction/Management

Managing water loss remained one of DCWD's top priorities in 2016. Throughout the year, the utility continued the implementation of various tried-and-tested strategies aimed at managing its non-revenue water (NRW). These strategies included the following:

- District Metered Areas (DMAs). The installation of four (4) new DMAs in Solariega Village, Ladislawa Village, Hillside Subdivision and Spring Village was completed in 2016. Through these DMAs, the district was able to monitor the water flows of about 2,800 service connections and respond to unusual and significant changes in water pressure, thus, improving the district's ability to manage water losses in the said areas.
- Mainline Replacement Program. Around one (1) km of pipes was replaced in the following areas: 1) Phase 1 Saint Michael Village, Maa; 2) Keith Williams National Highway, Catalunan Pequeño; and 3) Sampaguita St. Villa Josefina Village, Matina. The replacement of these old and dilapidated pipes in the abovementioned areas is expected to reduce the occurrence of leaks.
- Pressure Management Program. Three (3) pressure regulating valves (PRVs) were installed in the following areas: 1) Batalla DMA; 2) Greenhills Subdivision (along National Highway); and 3) Toril. The installation of PRVs has enabled the district to regulate and manage water pressure as well as reduce the frequency of pipe bursts in these areas.
- Change Meter Program. Around 20,700 meters with a diameter of 13mm and 157 water meters with diameters sized 20mm and above were changed in 2016.

Through this program, five-year old and more water meters were replaced to ensure accuracy of readings.

Customer Service Improvement

Serving the customers and ensuring high customer satisfaction have always been on top of DCWD's priorities. In 2016, several programs, projects and activities were implemented towards these ends, viz.:

- Officially opened two (2) additional collection centers in Felcris Centrale and Toril Felcris Supermarket on February 11 and May 31, respectively;
- Updated and revised the Citizen's Charter (CitCha), which was launched last September 6, 2016. The CitCha contained the following customer service improvements, among others:
 - Promoted the use of downloadable and editable application forms for New Service Connection Application;
 - Made available electronic payments at Land Bank of the Philippines (LBP) through <https://lbpiaccess.com>; and
 - Integrated the registration of Senior Citizen Discount Privilege (SCDP) in the applications for New Service Connection and Change Name.
- Continued the 24/7 operation of its Central Information Unit (CIU) where DCWD's customers can lodge their reports, inquiries, requests and other water service related concerns;
- Participated in the City-wide Social Survey (CWSS) conducted by the Ateneo de Davao University – Social Research and Training Development Office (ADDU-SRTDO), through a rider survey, to get the pulse or opinion of customers about the current issues and concerns that DCWD wants to address as well as to determine the customers' satisfaction level as regards the district's services. Results of the survey are as follows:

- 94.2% overall satisfaction rating;
- 95.3% are satisfied with the water quality;
- 95.3% believe that DCWD collections centers and payment centers are adequate;
- 94.5% are satisfied with the delivery of their water bills;
- 90.8% satisfied with the quantity of water provided, including pressure and availability of water;
- 88.4% believe that the current water rates are affordable; and
- 20.4 hours average water availability, on a normal day, for the past six (6) months.

Resource/Asset Management

The efficient management of the utility's various assets and resources is a prerequisite for a swift, seamless and systematic operations. To ensure that resources/assets are utilized to their fullest potentials, various programs were implemented throughout the year:

Employee Development

A productive workforce is key to the district's success. DCWD continued building up its personnel by providing various opportunities for development such as capability-building seminars, workshops and trainings. In 2016, each employee logged an average of 28 training hours, exceeding the target of 16 average training hours per employee.

Also, the district pursued the intensification of gender and development (GAD) within the various aspects of its operation. Different activities were implemented/conducted to achieve this, including the conduct of participatory gender audit and the disaggregation of males and females in the generation of statistics and reports, whenever possible.

ISO Accreditation

To confirm its competency and credibility in the field of meter calibration, DCWD pursued the accreditation from the International Organization for Standardization and the International Electromechanical Commission or ISO/IEC 17025 Accreditation of its Water Meter Calibration Laboratory. Systems review, documentation, and the drafting of a Quality Management System (QMS) were done and completed within the year.

The district was also aiming to pursue ISO/IEC 17025 accreditation for its Physical-Chemical and Microbiological Laboratory. So far, the conduct of initial assessment was completed during the year. The drafting of the Quality Management System (QMS) and Quality Manual/Standard Operating Procedures (QM/SOP) will be completed in 2017.

Environmental Protection

Well-managed and protected watersheds are critical to the provision of a reliable and safe water supply to DCWD's customers. In 2016, the utility continued embarking on several activities to preserve Davao's three (3) major watersheds, namely, Mt. Talomo-Lipadas, Malagos and Mt. Tipolog-Tamugan. These are as follows:

- Mt. Talomo-Lipadas Watershed. The district gained the support of four (4) additional adopters to its Adopt-a-Site Project, doubling the year's target of two (2) adopters. As a result, the total number of adopters reached 100, with 183 hectares planted with over 1,000 trees.
- Malagos Watershed. Three (3) additional adopters also supported the district's efforts, bringing the total adopters to 55. In sum, about 3,976 trees were planted through 12 tree planting activities in the said area. River tracking was also conducted to determine the extent of the effects of El Niño and also map out the various creeks and tributaries in the watershed for future reference.

- Mt. Tipolog-Tamugan Watershed. About 10,000 trees were planted during the 17 tree planting activities undertaken in 2016. Also, DCWD continued to ensure stabilization of the Tamugan River by planting 500 Malobago seedlings alongside its riverbank.

Corporate Social Responsibility

DCWD continued to wage efforts towards strengthening, deepening and enhancing the coverage of its various Corporate Social Responsibility (CSR) programs. In 2016, the utility made several innovations to make these CSR programs more efficient, responsive and attuned to the needs of the different segments of society that it has vowed to support.

To promote youth education and welfare, the utility continued the implementation of its Youth Education and Skills Training (YEAST) Program. Under this, 19 scholars were sent to the University of Southeastern Philippines (USEP), of which three (3) scholars graduated last April 2016. Also, about 260 elementary pupils were given school supplies and materials, monetary incentives and tokens through its “*Tulong Aral ng DCWD*”. As part of the “*May Bukas Ka, Bata!*” program, 39 teachers underwent Basic Plumbing Skills Training. Of the 39 graduates, 35 have been issued with National Certificate (NC) II and are now certified by the Technical Education and Skills Development Authority (TESDA) to teach plumbing courses for senior high school.

To support the health needs of the district’s stakeholders residing in the communities within the three (3) watersheds, DCWD continued providing opportunities for clean water and health check-ups. Under the “*Patubig sa Barangay*” Project, the district provided a total of 37 jetmatic pumps to eight (8) barangays and six (6) water tanks to five (5) elementary schools during the year. Also, free medical and dental clinics were conducted, serving about 1,300 beneficiaries in about five (5) barangays.

All told, DCWD, in 2016, moved closer towards achieving its vision of being the “best water and wastewater service provider with utmost care for the people and the environment.”