



2017 PERFORMANCE REPORT

More than a basic service provider, Davao City Water District is a government-owned and controlled corporation (GOCC) that is committed to improve the living conditions of the people and communities it is serving, nurture its workforce's talents, deliver expected results and engender progress in one of the world's largest cities. All that the utility is doing is a manifestation of its desire to attain its vision and fulfill its mission as well as its commitment to service with dignity and honor.

The challenges that DCWD continued to face in 2017 have been herculean. Despite this, the utility managed to stay resilient and focused towards executing its mandate, that is, to continue producing and delivering safe, adequate and affordable water to meet the growing demands of its customers. The year-end results of its operations are a testament to such commitment and effort.

SERVICE EXPANSION AND IMPROVEMENT

Providing water to over one million people is truly a huge challenge but DCWD has remained steadfast with its commitment, displaying resiliency as it adapted to various changes in the demands of its customers today and in the future. Keeping an eye on the long-term commitment to meet the water demand of the city, it has laid out the blueprint for safe, reliable and affordable water for the city through various investments in infrastructure development. One of these is the Davao City Bulk Water Supply Project (DCBWSP), which a joint venture with its partner, Apo Agua Infraestructura Inc. (AAIL). For this year, the utility completed eight (8)

projects in preparation for the operation of the said huge undertaking that is expected to be operational by 2021.

Alongside this, DCWD continued to improve its existing water supply systems (WSS) to address intermittent water supply in various parts of the distribution network. In 2017, a total of 69.42 km were added to the district's distribution network through the completion of various pipelaying projects. Three (3) additional production wells were commissioned which helped improve the water supply situation in different areas served by Cabantian Water Supply System. Also, one (1) production well (PW No. 2 in Panacan WSS) was rehabilitated which contributed to more hours of water availability, particularly in the northern parts of the city.

WATER LOSS REDUCTION/MANAGEMENT

Efforts to curb the high and increasing non-revenue water (NRW) also remained one of DCWD's top priorities in 2017. Throughout the year, the utility continued the implementation of several tried-and-tested strategies aimed at managing NRW, such as:

- *District Metered Areas (DMAs)*. The completion of two (2) new DMAs in Susana Homes, Baliok and Mintal Proper in 2017, brought the total number of DMAs to 35. Through these DMAs, the district was able to monitor the water flows of more than 53,800 service connections and respond to unusual and significant changes in water pressure, thus, improving its ability to manage water losses in the said areas.
- *Mainline Replacement Program*. About 1.5 km of pipes were replaced in St. Anthony Village, Mamay. The replacement of these old and dilapidated pipes is expected to reduce the occurrence of leaks and improve water pressure, covering about 240 service connections.
- *Pressure Management Program*. Five (5) pressure regulating valves (PRVs) were installed at South Villa Subdivision (1 unit), Woodridge Subdivision (2 units) and Catalunan Pequeño (2 units). The installation of PRVs has enabled the utility to regulate and

manage water pressure as well as reduce the frequency of pipe bursts in these areas. Twenty (20) pressure monitoring stations (PMS) were also fully installed in the distribution network this year, bringing the total to 105 PMS. This will help DCWD in achieving optimized system operating pressures, efficient water distribution (adequate water pressure) and reduced frequency of leak occurrence due to excessive water pressures.

- *Meter Management.* More than 25,100 meters with a diameter of 13mmØ and 315 meters with diameter sizes 20mmØ and above were changed in 2017 which is way above the target of 25,000 and 240, respectively. Through this program, five-year old and above water meters were replaced to ensure accuracy of consumption readings.

Through the abovementioned strategies, DCWD was able to reduce its NRW from 30.57% to 29.89%.

WATER QUALITY MONITORING

Ensuring clean, safe and potable water involves an intricate set of processes that DCWD consistently pursues in keeping with the Philippine National Standards for Drinking Water (PNSDW). Water quality, however, can be affected by various factors, most especially when the water leaves the pipelines and enters the taps of domestic/commercial establishments. In line with this, the utility takes precautionary measures to ensure that the water flowing out of the individual taps conforms with the PNSDW.

In 2017, DCWD continued taking water samples from identified sampling points to determine the safety of its supply. So far, 99.39% of these samples were found to be bacteria-free, way better than the PNSDW standard of 95% bacteria-free samples. Further, all sources whose samples taken yielded positive results were immediately flushed and re-tested until the samples had negative results.

CUSTOMER SERVICE IMPROVEMENT

Serving the customers and ensuring high customer satisfaction have always been primordial to the utility. In 2017, several programs, projects and activities were implemented to ensure that the needs of its customers are addressed, viz.:

- Activated the Freedom of Information (FOI) Portal on October 5, 2017 in compliance with Executive Order No. 2, series of 2016;
- Opened the newly renovated Toril and Calinan sub-collection offices on March 3, 2017 and November 17, 2017, respectively;
- Designed and developed a New Offline Collection System that enables faster acceptance of payments in the event of network unavailability. As a result, the district can now operate more effectively at the extension offices even during outages; and
- 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;

To feel the public pulse on its services, the district commissioned a rider survey this year in partnership with the University of Mindanao (UM) Research and Publication Center. The survey revealed that DCWD has an overall customer satisfaction rating of 91%, which manifests that majority of the customers are fully satisfied with its services. This, however, means that the utility needs to exert more efforts to improve its services thus, win over the remaining 9%.

RESOURCE/ASSET MANAGEMENT

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

Staff and Skills Development

Know full well that a productive human resource is key to its success, DCWD continued building up its 1,127-strong workforce by providing a wide array of opportunities for career and personal development. This is part of the long-term goals of staff development, that is, to equip and improve the skills of employees and to motivate them to work effectively. In 2017, each employee logged an average of 47 training hours, exceeding the target of 16 average training hours per employee. Some employees, however, received more than one or two trainings, hence, the huge number of average training hours per employee.

The district also continued to improve its evaluation and assessment of applicants in accordance with the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM). As part of the improvements done, it started administering appropriate written examinations and various competency-based assessment tools such as simulation, psychological assessment, Behavioral Event Interview (BEI) and Background Interview (BI). Also, a web-based PRIME-HRM system, which links recruitment, selection and placement (RSP) to other Human Resource systems, was developed and is currently being implemented. The establishment of core competencies for all supervisory and managerial positions which are already included in the Revised Criteria for Selection and Evaluation was completed. This was submitted to the Civil Service Commission (CSC) and is currently being used in RSP.

Lastly, 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 Certification

DCWD trains its sights towards securing the standardization of various facets of its operations to make it more attuned to global standards. Conformity to international

standards helps reassure consumers that the services offered by the district are efficient, of good quality and at par with the world's best.

In 2017, the utility has obtained the ISO 17025:2005 accreditation, making it the first ever local water district in the country to have an accredited water meter calibration laboratory. The accreditation was granted on October 26, 2017 by the Department of Trade and Industry-Philippine Accreditation Bureau (DTI-PAB) with Laboratory Accreditation Number LA-2017-310A.

DCWD's 17025:2005 accreditation validates the accuracy and reliability of the water consumption data registered in every customer's water meter that serves as basis for the computation of monthly water bills.

Furthermore, the utility also started complying with the ISO 9001:2015 requirements. This is in keeping with Executive Order No. 605 series of 2007, an earlier directive for all departments and agencies of the Executive branch, including all government-owned and/or controlled corporations (GOCCs) and government financial institutions (GFIs), to adopt to the Quality Management System (QMS) standards set forth in ISO 9001 as part of the implementation of a government-wide quality management program.

So far, the district was able to implement the ISO 9001-aligned QMS for (1) core process, which is New Service Connection Application and Installation. Quality Manual (QM) and Procedures and Work Instruction Manual (PAWIM) have been crafted and the Internal Quality Audit (IQA) and Management Review were conducted. These accomplishments serve as initial steps towards securing the ISO 9001:2015 QMS certification.

ENVIRONMENTAL PROTECTION

Protecting the natural environment is crucial towards ensuring the sustainability of water. Because of this, the utility continued waging various efforts to ensure the protection of Davao's

three (3) major watersheds, namely, Mt. Talomo-Lipadas, Malagos and Mt. Tipolog-Tamugan. These are as follows:

- *Mt. Talomo-Lipadas Watershed.* More than 150 hectares of forestland with about 111,700 of trees were maintained by the district throughout the year under its Adopt-A-Site Project. DCWD also implemented Watershed Rehabilitation Project-Phase 2 in support to the National Greening Program (NGP) in which 96 hectares of forestlands with more than 58,800 trees are being maintained.
- *Malagos Watershed.* The district gained the support of two (2) additional adopters to its Adopt-a-Site Project, achieving the year's target and bringing the total number of adopters to 56. As a result, over 80 hectares were planted with 4,400 trees through 14 tree planting activities in the said area. DCWD also conducted five (5) non-adopters' tree planting activities in which nearly 1,800 narra seedlings were planted and another two (2) tree planting activities which were participated by a total of 70 DCWD employees who planted 4,700 ornamental plants.
- *Mt. Tipolog-Tamugan Watershed.* Out of 316 hectares assigned under DCWD's care, the district has already rehabilitated 123 hectares and about 33,000 trees are being continuously maintained. Also, DCWD continued to ensure stabilization of the Tamugan River by planting 1,500 Malobago seedlings alongside its riverbank.

On top of these accomplishments, sixteen (16) sessions of Indigenous People (IP) Forest Guardians Trainings were also conducted to encourage and equip the IPs with basic know-how on how to protect and preserve the watersheds.

CORPORATE SOCIAL RESPONSIBILITY

DCWD believes that the continued sustainability of its operations is dependent on the communities that it serves and the environment that supports its resources. That is why the utility continuously pursues its Corporate Social Responsibility (CSR) for the people and

communities living around and/or within the sources of the water it delivers to the city. In 2017, 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 College Scholarship Program in which fifteen (15) scholars were sent to the University of Southeastern Philippines (USEP). Also, more than 1,600 elementary pupils were given school supplies and materials, monetary incentives and tokens through its Tulong Aral Program. As part of the Training of Trainers on Plumbing Program, 39 teachers underwent Basic Plumbing Skills Training wherein 35 of them 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 eight (8) water tanks which benefited five (5) barangays and under the "*Patubig sa Escuela*" Project, eighteen (18) water tanks and one (1) electric water pump were donated to nineteen (19) elementary schools during the year. Also, free medical and dental services were conducted, serving about 7,600 beneficiaries in four (4) barangays.

Further, DCWD has been embracing gender mainstreaming as a strategy towards realizing gender equality. Through Memorandum Circular 2011-01, in support of RA 9710 or the "Magna Carta of Women (MCW)", the district was guided to have a new and more organized Gender and Development (GAD) Organization Structure, Policy Statement and Framework. Throughout the year, DCWD conducted Gender Sensitivity Trainings and Programs to its employees and participated in GAD advocacy programs by government/civil societies.

To sum it up, these are the major activities that the district accomplished in 2017. Even with these achievements, DCWD, in no way, will cease from expanding, improving and discovering new undertakings to bring and deliver excellent water services to the people of Davao City.