

THE FLOW

Official Monthly Newsletter of the Sorsogon City Water District



Add'l 600 cmd flowing soon as PrimeWater completes San Lorenzo Well No. 1 pipelines

By: Alpha Mae C. Ditan

Approximately 600 cubic meters per day (cmd) of additional water supply will soon flow with the interconnection and substantial completion of transmission lines and well assembly from the new San Lorenzo Well No. 1 at Sitio San Lorenzo, Brgy. Bibincahan as of July 31.

The project included sub-grade and concrete excavation from the new well at Sitio San Lorenzo to the injection point near Gabao Bridge, Bacon Road as well as interconnection of the new pipeline to the existing SCWD distribution system last July 30.

Remaining projects components such as pressure and leakage test; disinfection; installation of 3" diameter PPR riser pipes; installation 7.5 Hp submersible pump and motor; and provision of temporary power supply will be completed next month.

Two hundred twenty-five (225) linear meters of 4" diameter PVC pipes and header assembly was done by PrimeWater-Sorsogon City's project contractor BOI Industrial Sales and Services Corporation led by project in-charge Engr. Maynard Marco Albis, through the supervision of PrimeWater-Sorsogon City Operations and Maintenance Engr. Jerome J. Buen.

SCWD's Engineering and Operations personnel, through the direction of SCWD IGM Engr. Eduardo P. Tejada, conducted daily reporting and monitoring of accomplishments from July 22 to July 31 where all site activities were documented and recorded using ISO-aligned procedures and forms pursuant to the SCWD Quality Management System Procedures and Work Instruction Manual on project implementation.

PrimeWater-Sorsogon City Branch Manager Engr. Ronel Roger S. Pereyra, in a presentation to SCWD, estimated the full operation of the new water source by August 12 and is projected to deliver at least 600 cmd to around 480 water consumers of Sitio San Lorenzo, City Village, Our Lady's Village, Sto. Niño Compound, Cattleya Homes Subdivision, St. Vincent Compound, Suarez Compound and other adjacent areas of Brgy. Bibincahan.

Brand new water tanker supplies communities, concessionaires

By: Elaine Leith S. Olea

PrimeWater-Sorsogon City's brand new 10-cubic meter water tanker has been supplying water to various communities and concessionaires since its arrival on July 2.

The acquisition of the water tanker, which was one of the conditions for the grant of tariff increase as stated in SCWD Board Resolution No. 13-2021, was timely and necessary for SCWD and PrimeWater's physical water rationing, disaster and relief operations and corporate social responsibility activities.

During the troubleshooting of the Baribag deepwell on July 24-27, PrimeWater-Sorsogon



The SCWD Board of Directors and Management and PrimeWater-Sorsogon City Management during the water truck blessing last July 4.

City conducted rationing using the water tanker at Gates II and III SPPVS, Roseville Subdivision and OLV Bibincahan which significantly lessened the impact of the breakdown of the said source.

Water rationing to affected households was also conducted during the Oplan Linis Tubo at

Phase III Seabreeze Homes, Brgy. Cabid-an on July 12-13 as well as households of Pinaculan Island, Brgy. Bitan-o/ Dalipay on July 25-26.

Commercial establishments such as Citimall, Gaisano Capital and Purgeold were also regularly supplied by the water tanker.

Blessing of the water tanker was held at the Our Lady of Peñafrancia Seminary, Brgy. Bibincahan last July 4 and was graced by the SCWD Board of Directors led by Chairman Charles P. Clemente III, Vice Chairperson Rachel Bella G. Jao, Board Secretary Nancy L. Lopez, Dir. Engr. Jonathan G. Fortades and Dir. Rev. Fr. Philippe Andrew B. Gallanosa, who also served as the officiating priest, together with SCWD IGM Engr. Eduardo P. Tejada and PrimeWater-Sorsogon City Branch Manager Engr. Ronel Rogel S. Pereyra and staff.

NQA recommends SCWD QMS for certification

by: Annabelle V. Ancheta

Certifying body NQA Philippines, Inc. recommended for certification SCWD's Quality Management System (QMS) ISO 9001:2015 after it completed and passed the certification audit last July 5-6.

on-process and compliance to the Philippine National Standards for Drinking Water for chlorine residual. Action plan for the two areas of concern were submitted to NQA on July 15.

applicable statutory, regulatory and contractual requirements; and to evaluate its effectiveness to ensure it continually met its specified objectives and identify areas for potential improvement.

NQA commended SCWD for "implementing its QMS and the good results of customer satisfaction survey while finding noteworthy the commitment, dedication and active participation of all staff and auditees; complete and sufficient documentation of the QMS; and good monitoring of water services despite limitations of the activity."

As of this writing, SCWD is just awaiting for the issuance of its official ISO certification.

Day 1 (July 5) audit covered the top management, human resource processes and customer relations while Day 2 (July 6) focused on the audit on general services and operation and maintenance of the system, through visit of Cabid-an Pumping Station and the Abejo Waters Corp. Ultra-Filtration and Treatment Plant and monitoring of chlorine residual at random areas.

NQA did not find any major and minor nonconformity although it cited seven opportunities for improvement.

The external audit was conducted

"SCWD's quest for ISO 9001:2015 certification is not just a means to an end. This in fact just the beginning of our commitment to provide the best quality of water service delivery to our concessionaires. A statement that we are serious, that we bind ourselves to adhering to international standards of customer service. Achieving the ISO certification is just our step one. Our next step is maintaining a customer-focused management system and our step three is continual improvement," said IGM Eduardo P. Tejada during the closing meeting last July 6.

These were on: management review documentation; internal audit processes; customer satisfaction to include over-all rating and summary of positive feedbacks and for improvement with action plan; risk management process; resources documentation; control of production and service provision; and service vehicle maintenance.

by Ranilo L. Bernardino, CEO/General Manager of NQA Philippines, Inc., a United Kingdom Accreditation Service (UKAS)-certified third-party certifying body for SCWD's initial registration and certification.

It was done to confirm that SCWD's QMS was established, implemented and maintained in accordance with the requirements of the audit standard; to evaluate its ability to ensure that SCWD met

Two areas of concerns were also noted by the auditor on the provision of water permits for five pumping stations which were still



NQA lead auditor Ranilo Bernardino checking the production meter of Cabid-an Pumping Station with SCWD Division Manager Engr. Alejandro L. Alama as part of random audit of facilities last July 6.



EDITORIAL

ISO JOURNEY CONTINUES

by: ENGR. EDUARDO P. TEJADA
Interim General Manager

The ISO Journey of Sorsogon City Water District started on February 5, 2021 at Casiguran, Sorsogon. It was a simple ISO Orientation hosted by Casiguran Water District. It was considered the beginning of it all.

On May 18, 2021, the SCWD Board of Directors, as headed by Chairman Charles Clemente III, passed Resolution No. 09-2021, approving the development of a Quality Management System (QMS) Certifiable to ISO 9001:2015.

On June 14, 2021, SCWD acquired the services of Full Force Consultancy Services to provide guidance as SCWD, spearheaded by its ISO Core Team, embarked on a journey that may very well spell the future of water supply services in the City of Sorsogon.

It was on July 5-6, 2022 when SCWD PASSED the Certification Audit by NQA Philippines Inc., a Third Party Certifying Body. The document defines, among others, the structure, responsibilities, processes and procedures of SCWD as it embraces its role as Contract Monitoring Unit (CMU) and regulator of the five-year-old Joint Venture Agreement (JVA) by and between SCWD and PrimeWater Infrastructure Corp. (PWIC).

QMS aims to increase an organization's awareness of its duties and commitment in fulfilling the needs and expectations of its customers and interested parties, and in achieving satisfaction with its products and services.

Important principles of QMS include – Customer Focus, Leadership, Engagement of People, Process Approach, Evidence-based Decision Making, and Relationship Management. The system practices the so-called Risk Based Thinking – ensures that risk is considered in full cycle of the process approach; it brings preventive action as an inherent part of the strategic and operational planning.

QMS of SCWD is not made in heaven. It is not a rigid document. It is expected to evolve, improve and adopt to the needs of time. The newly developed QMS is another manifestation of SCWD's true resolve to improve the delivery of public services to the water consumers of Sorsogon City at par with the best in the water industry.

ISO-QMS journey continues . . .

Baribag PS production jumps by 50%

By: Carl Bruce M. Guantero

The production of Baribag Pumping Station at Brgy. Bibinchan increased by 50% after repair and maintenance works on its submersible pump and motor were completed by Primewater-Sorsogon City last July 27.



SCWD IGM Engr. Eduardo P. Tejada monitoring the pull-out of the defective pump and motor of Baribag Pumping Station last July 26.

Based on actual reading and monitoring using clamp-on ultrasonic flowmeter by PrimeWater Infrastructure Corp. head office staff and witnessed by SCWD Engineering and Operations personnel and PrimeWater-Sorsogon City Water Resource Engr. Florenz Marc G. Bermundo last July 28, the production of Baribag well was measured at 18 liters per second (lps), or 50% higher than its previous recorded production of 12 lps.

Prior the increase in production, pump operations of the Baribag Pumping Station temporarily shut down on July 24 due to abnormal behavior of its electro-mechanical components, which affected concessionaires of barangays Bibinchan, Almendras-Cogon, Sampaloc, Sirangan, Sulucan, Balogo and Salog.

Primewater-Sorsogon City conducted physical water rationing using its new water tanker at Gates II and III SPPVS, Rosville Subdivision, OLV Bibinchan and other areas of Brgy. Bibinchan to mitigate the effect of the breakdown of Baribag well while assessment and troubleshooting works led by PrimeWater Operations and Maintenance Engr. Jerome J. Buen were on-going.

On July 26-27, Primewater-Sorsogon City's maintenance team replaced its defective 15 Hp submersible pump and motor with a new 20 Hp submersible pump and motor, an activity personally monitored by SCWD IGM Engr. Eduardo P. Tejada.

It would be remembered that last April 25, Baribag Pumping station also underwent repair and maintenance works due to breakdown of its 15 Hp submersible pump and motor.

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SCWD joins first ever reg'l hybrid convention for HRMPs

by: Riza A. de Jesus

SCWD employees participated in the 2022 Human Resource Management Practitioners First Regional Hybrid Convention conducted by the Civil Service Commission Regional Office V at The Marison Pavilion, Legazpi City last July 21 with CSC Commissioner Atty. Aileen Lourdes A. Lizada as keynote speaker.

Engr. Alejandro L. Alama, Annabelle V. Ancheta, Elaine Leith S. Olea and Riza A. De Jesus joined the convention with a total of 705 in-person and online participants from different agencies all over Bicol led by Regional Director Atty. Daisy Punzalan-Bragais, Assistant Regional Director Rosalinni V. Moneda, field directors and staff.

This year's theme "The Future is NOW! (N-Navigating O-Our W-Work,

Workplace, Workforce)" discussed the role of HR practitioners in response and in preparation to changes affecting work, workforce and workplace, through CSC's subject matter experts.

Vanessa Trower, director and principal consultant of Nexperk Learning, Sydney, Australia discussed, via zoom, about the hybrid workplace while Penny Concepcion, human resources director for global business services of Goodyear Tire and Rubber Company discussed, also via zoom, the topic "Boost: PH Talent Development for 2022 and Beyond (Navigating the Future Talent Development Landscape)."

CSC Human Resource Policies and Standards Office Director IV Atty. Jennifer L.

Timbol discussed CSC Memorandum Circular No. 06, s. 2022 or Policies on Flexible Work Arrangements in the Government via face-to-face session with on-site convention participants.

The hybrid convention was equivalent to eight training hours credit on Leadership and Management.

As part of the convention, CSC recognized and awarded six agencies in the region who have successfully implemented their respective Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM). They were: City

Government of Naga; Dr. Emilio B. Espinosa Sr. Memorial

State College of Agriculture and Technology; Municipal Government of Bagamanoc; Bureau of Internal Revenue, Revenue Region No. 10; Pili Water District; and Department of Public Works and Highways Regional Office V.



SCWD employees (back row) take a groupie with CSC Commissioner Atty. Aileen Lourdes A. Lizada (center) during the opening program of the 12th RCHRM last July 21.

Oplan Linis Tubo at Phase III Seabreeze completed

by: Engr. Alejandro L. Alama

Oplan Linis Tubo activities at Phase III, Seabreeze Homes Subdivision, Brgy. Cabid-an were completed on July 12-13.

In his visit to Phase III on July 13, SCWD IGM Engr. Eduardo P. Tejada (background photo) assisted in the water rationing activities using PrimeWater's new water tanker to households affected by the activity.

Originally scheduled last June, the shock chlorination, air jetting and flushing of water mains finally pushed through after PrimeWater-Sorsogon City installed additional valves and fire hydrants and interconnected the two mainlines supplying Phase III, which has 278 active connections as of July 31.

During the 24-hour period, PrimeWater-Sorsogon City injected chlorine at the mainlines at Seabreeze Homes entrance and flushed out the highly-chlorinated water at two endpoints of Phase III to expel pipe deposits which have accumulated over the years.

Despite the extensive preparation, however, some households of Phase II whose mainlines were connected from Phase III, were also affected by the activity.

PrimeWater-Sorsogon City scheduled the next Oplan Linis Tubo activities at Phase I and Phase II of Seabreeze Homes Subdivision in the third week of August.



PAUNAWA

FIELD COLLECTION REMOVAL

Bilang bahagi ng oring habang para sa mas ligtas at madaling panahon ng pagbabayad ng inyong bill, natin nanging ipagdiin sa ating PrimeWater Sorsogon City ay hindi na magkakaroon ng on-site collection simulang ngayong Hulyo. Masaring magbayad sa ating main office at sa pamamagitan ng oring accredited payment partners at online channels.

Over-the-counter Payment

Online Payment

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PrimeWater removes field collection in favor of on-line payments

by: Ma. Katherine V. Deblois

One way to ensure the safety of everyone amidst the pandemic, the on-site collection of Primewater Infrastructure Corp., Joint Venture Partner of SCWD, was temporarily terminated effective this July 2022.

To strengthen the collection efforts despite this, concessionaires were encouraged to pay their water bills at the PrimeWater Office Collection Section located at Unit 5&6 EMC Dellosa Bldg., Maharlika Highway, Brgy. Cabid-an, Sorsogon City.

It also provided other accredited payment partners and online channels to facilitate payments of their valued concessionaires. These accredited over-the-counter payment partners were: 7-Eleven, Cebuana Pawnshop, True Money, Villarica Pawnshop, Tambunting Pawnshop, Sinag, GR Bank, RD Pawnshop, 2GO, Expresspay, SM Supermarket, Metro Gaisano, SM Bills and Pay, Robinsons Mall, Western Union, USSC and EC Pay.

PrimeWater-Sorsogon City also provided online channels such as: Gcash, Maya, Coins.ph, Bancnet, Lazada, All Easy, and Shopee. Concessionaires can also pay directly thru banks namely: PNB, Chinabank, UCPB, Unionbank, BDO, Metrobank and Robinsons Bank.

Also, to make the collection channel readily accessible to its concessionaires, PrimeWater established local payment partners (LPP) at various barangays where they can pay their water bills beginning next month.



Pipeline repair, maintenance works in full swing

by: Engr. Alejandro L. Alama

Repair and maintenance of pipelines within the SCWD distribution system were at the highest level this July as PrimeWater-Sorsogon City aim to improve water pressure and distribution and manage non-revenue water.



In the West District, PrimeWater-Sorsogon City repaired the leakage on the 8" diameter distribution line in front of the Social Security System office along Maharlika Highway, Brgy. Guinlajon on July 6 (top photo).

Meanwhile, the new 6" diameter distribution lines on the left and right sides of Rizal Street, Brgy. Piot (near China Bank Savings) were interconnected to the existing distribution lines on July 5 and July 22 (middle photo), respectively.

These two pipelines were part of the 5.2 km pipeline replacement project completed as of September 2021.

In the East District, PrimeWater-Sorsogon City repaired leakages on the 4" diameter distribution line along Maharlika Highway, in front of their office and in front of the sub-station of the National Grid Corporation of the Philippines (NGCP), Brgy. Cabid-an on July 20 and 22, respectively.

In the Bacon District, PrimeWater-Sorsogon City repaired various pipeline leakages resulting from the horizontal directional drilling of new telecommunication lines along Maharlika Highway, from barangays San Roque to Poblacion, for the entire month of July.

IGM Tejada, BM Pereyra enlighten City Council on catch-up plan

by: Renee Rose T. Anagon



SCWD IGM Engr. Eduardo P. Tejada and PrimeWater-Sorsogon City Branch Manager Engr. Ronel Roger S. Pereyra during the regular Sangguniang Panlungsod session last July 19.

SCWD IGM Engr. Eduardo P. Tejada and PrimeWater-Sorsogon City Branch Manager Engr. Ronel Roger S. Pereyra appeared before the regular session of the 8th City Council and the committee hearing of the Committee on Transportation, Energy, and Utilities of the Sangguniang Panlalawigan on July 19 and July 21, respectively.

Both the city and provincial councils were concerned about the current water supply scarcity and water quality in the City of Sorsogon, issues which Engr. Tejada and Engr. Pereyra addressed during their presence on the regular session and committee hearing.

With the partnership reaching its fifth year in October 2021 and after the conduct of the five-year detailed performance review in accordance with the Joint Venture Agreement, IGM Tejada said that SCWD provided PrimeWater Sorsogon City a 60-day curative period and directed them to submit a one-year catch-up plan to rectify the situation when the curative period expired.

IGM Tejada assured the city councilors and

provincial board members that the SCWD Board of Directors and Management adhere to the letters of the JV Agreement between SCWD and PrimeWater.

He divulged the measures conducted by SCWD to address the undelivered, non-compliant service obligations of its JV Partner, emphasizing that the provisions of the JV Agreement in relation to these service obligations were followed.

Proposed projects addressing major concerns on water quality, water supply, non revenue water and septage management were provided by PrimeWater Sorsogon City to SCWD as part of its catch-up plan.

In case these projects are not delivered and complied with by February 2023, SCWD will commence with arbitration proceedings, also as provided in the JVA.

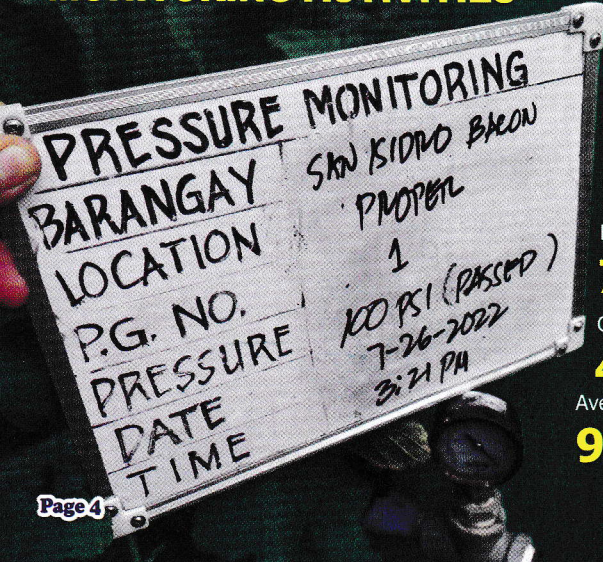
BM Pereyra, however, committed that PrimeWater-Sorsogon City will do "everything within its power and authority to deliver what they are required of and to provide the best service the concessionaires deserve."

SCWD and PrimeWater's appearance was in line with Sanggunian Panlungsod Resolution No. 005, S. 2022 authored by City Councilor Jo Abigail C. Dioneda, or a resolution "requesting SCWD and PrimeWater to allow the City Engineering Office to conduct series of inspection along with its team and provide a consolidated report corresponding to their findings and recommendations in relation thereto."

Coun. Dioneda, representing Bacon District, cited that they were constrained to conduct their own inspection and submit findings, conclusions, and recommendations for the benefit of the general public.

The Sangguniang Panlalawigan, on the other hand, articulated in its resolution the conduct of an inquiry on the continued intermittent and insufficient water supply in the city.

MONITORING ACTIVITIES



Compliance to Chlorine Residual (between 0.3 and 1.5 ppm)

35%

Compliance to Turbidity (at most 5 NTU)

84%

Compliance to Microbiological Quality (Total coliform, Thermotolerant coliform, Heterotrophic plate count)

77%

Compliance to Pressure (at least 7.0 psi)

44%

Average systems pressure

9.45 PSI