

THE FLOW

Vol. XXI No. 12 December 2022

YEAR-END PERFORMANCE APPRAISAL

SCWD 2022

A Year in Review

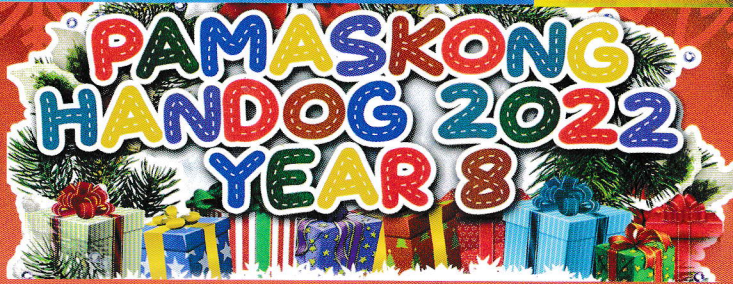
DECEMBER 9, 2022

DOMINGA RESTAURANT, SORSOGON CITY

Official Monthly Newsletter of the Sorsogon City Water District



AWC Sorsogon Plant Manager Biff D. Bulanon (Left)



Serving with Care is what We Do

200 families, frontliners receive Christmas goodies from Mayor Hamor, SCWD, AWC

By: Renee Rose T. Anagon

Serving with Care is what We Do" was the theme of the 2022 SCWD Pamaskong Handog Year 8 Christmas outreach activity for 200 beneficiaries held at the multipurpose hall of Brgy. Bibinchan last December 19.

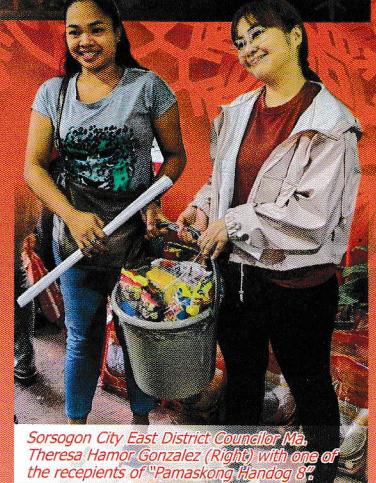
The recipients included the 103 indigent families from Sitio San Lorenzo, Brgy. Bibinchan and 97 barangay frontliners (watchmen, health workers, day care workers, nutrition scholars, electrician, summons officer, driver and utility worker).

Brgy. Bibinchan was this year's partner-barangay beneficiary of the joint SCWD and Abejo Waters Corp. Corporate Social Responsibility activity in recognition of their support to SCWD programs, projects and activities and with the barangay being the site of four SCWD pumping stations, namely: Baribag (PS No. 1); Bibinchan (PS No. 2); Sitio Madan-an (PS No. 15) and the recently-operational San Lorenzo Well No. 1.

Present during the activity were Sorsogon City East District City Councilor Ma. Theresa H. Gonzalez;

the Sangguniang Barangay of Bibinchan led by Punong Barangay Grace P. Hainto; the SCWD Board of Directors represented by Vice Chairperson Rachel Bella G. Jao and Director Engr. Jonathan G. Fortades; the SCWD Management and Staff headed by IGM Engr. Eduardo P. Tejada; and AWC-Sorsogon Bulk Water Supply Plant Manager Biff D. Bulanon and staff.

The activity was comprised of a program with messages from key officials; parlor games and intermission number from SCWD the Management and Staff and



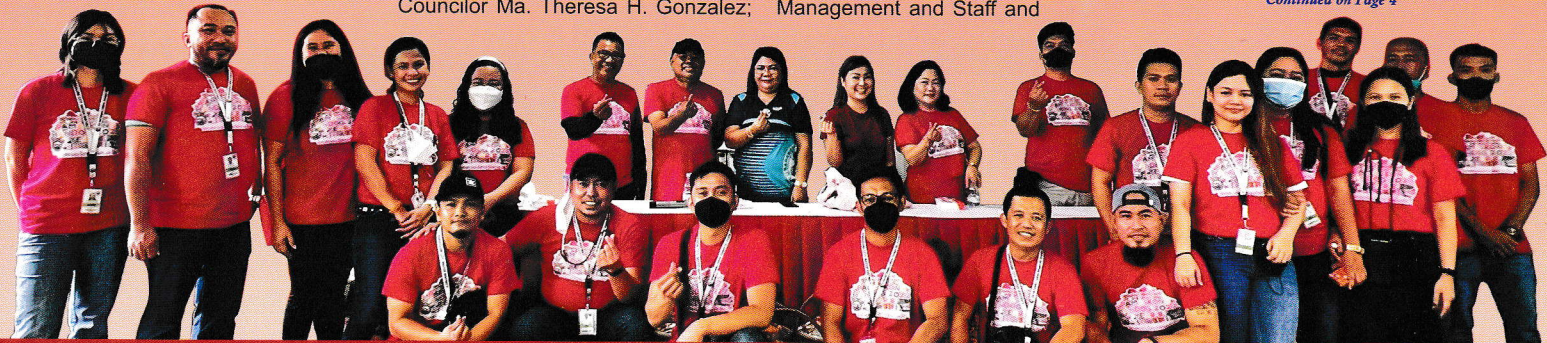
Sorsogon City East District Councilor Ma. Theresa Hamor Gonzalez (Right) with one of the recipients of "Pamaskong Handog 8."

followed by the distribution of noche buena packs with 25-kg rice pack and the 2023 corporate calendar from SCWD and additional food packs from Sorsogon City Mayor Ma. Ester E. Hamor.

Coun. Gonzalez, in her message, extended appreciation to SCWD as well as the residents of Brgy. Bibinchan.

"Gusto ko pong sabihin sainyo na si Mayor Ester Hamor, talagang padaba niya ang grupo na ito. Alam po namin na nasa puso nila ang

Continued on Page 4



SCWD completes 2022 Customer Satisfaction Survey

By: Annabelle V. Ancheta

SCWD conducted its 2022 Customer Satisfaction Survey last December 12-16 in the 34 barangays of Sorsogon City presently served by Primewater Sorsogon City by virtue of the SCWD-PrimeWater Infrastructure Corp. Joint Venture Agreement.

A total of 510 respondents were interviewed or 15 respondents per barangay of the SCWD three-person survey team namely: Pablo L. Gutierrez, Armando J. Basilio and Anthony E. Azore together with Primewater-Sorsogon City's Customer Care Assistant Rodel Lezada.

The three-person survey team was able to complete the five day survey at barangays Cabid-an, Bibinchan, Salog, Surabod, San Juan, Macabog and Sulucan last December 12; Barayong, Basud, Gimaloto, Guinlajon, Pamurayan, Pangpang, Tugos, Peñafrancia and Cambulaga last December 13; Almendras-

Cogon, Polvorista, Sampaloc, Sirangan, Talisay, Bitan-o/Dalipay, Piot and Abuyog last December 14; San Roque, Balete, Bogña, Poblacion, Caricaran and San Pascual last December 15; and Balogo, Buhatan, San Isidro and San Vicente last December 16.

Using the ISO 9001:2015 certified survey form, the respondents answered the following questions using a rating scale of 1 (lowest) to 5 (highest): (1) Ang kalidad ng tubig ay malinis; (2) Ang serbisyo sa tubig sa aming lugar ay malakas; (3) Ang



SCWD's Armando J. Basilio interviewing one of the survey respondents at Brgy. Barayong last December 13.

metro ay maayos at dumaan sa tamang kalibrasyon; (4) Ang halaga ng tubig ay nasa tamang halaga lamang; (5) Ang aming reklamo at hinaing o kahilingan ay mabilis na natutugunan at ipinapaliwanag nang maayos; (6) Responsable at mapagkakatiwalaan ang mga taga-basa ng metro at tubero sa aming lugar; and (7) Magagalang at laging nakaagapay sa aming pangangailangan ang mga kawani ng SCWD.

Prior to the survey, SCWD IGM Engr. Eduardo P. Tejada, in a letter dated December 1, informed Sorsogon City Vice Mayor Mark Eric C. Dioneda

and the Sangguniang Panlungsod of the scheduled survey to determine customer satisfaction and to identify projects that would address the water supply requirements of the city.

"Through this customer satisfaction survey, we expect to determine the level of effectiveness of the SCWD-PWIC projects and engineering interventions we have implemented as experienced by our water consumers, our invaluable partner in ensuring continual improvement of our water services. Through this feedback mechanism we will be able to design projects that would serve them best together with our private partner, Primewater Infrastructure Corp.," said IGM Tejada.

Simultaneously, letters to the 34 barangay chairpersons were transmitted together with the invitation for a barangay representative during the conduct of the survey.

Internal, external clients receive gifts from SCWD in 'Pamaskong Handog 8'

By: Elaine Leith S. Olea

A total of 78 gift certificates, noche buena packs and 2023 SCWD corporate calendars were given to SCWD's internal and external clients last December 20-23, as part of the Pamaskong Handog 8, one of the SCWD and Abejo Waters Corp.'s Corporate Social Responsibility initiatives for the year 2022.

Recipients of the gift-giving activity included all 22 SCWD officers and employees (internal clients) and 56 external clients from SCWD's private partners Abejo Waters Corp. and PrimeWater Infrastructure Corp. and their respective Sorsogon City branches; government partners; media partners from Spirit FM-Sorsogon, WOW Smile Radio, Radyo Natin Sorsogon City, Padaba Radio, OK FM Sorsogon, Brigada News FM, Pasalinggaya Radio and DWDR-DPR (Disaster Preparedness and Response) Radio; PrimeWater-Sorsogon

City's agency security guards; and other SCWD stakeholders.

In his message, SCWD IGM Engr. Eduardo P. Tejada said that these tokens from the SCWD Board of Directors headed by BOD Chairman Charles Clemente III and the SCWD Management and Staff is an expression of gratitude to all internal and external partners for making 2022 a fruitful one and to remind everyone that "Serving with Care is what We Do."

The annual gift-giving activity is part of the SCWD-AWC Corporate Social Responsibility as provided for in Article XII of the SCWD-AWC Joint Venture Agreement for Bulk Water Supply Project.

SCWD IGM Engr. Eduardo P. Tejada leading the distribution of Christmas goodies for employees of Abejo Waters Corp., Sorsogon Bulk Water Supply, Sorsogon City Water District, PrimeWater- Sorsogon City and Security Guards from JEPHTHAH Security Agency.



Message from Chairman Charles P. Clemente III (Delivered during the 2022 SCWD Year end Performance Appraisal, December 9.)

My fellow SCWD Board of Directors, Director Rachel Bella Jao, Dir. Nancy Valdez, Dir. Jonathan Fortades, and Dir. Rev. Fr. Philippe Andrew Gallanosa.

To the SCWD Management headed by Interim General Manager Engr. Eduardo P. Tejada and the rest of the Contract Monitoring Unit, Primewater Sorsogon City headed by Branch Manager Engr. Ronel Roger S. Pereyra together with their employees and the Abejo Waters Corp. Staff. Other guests welcome and thank you for being here with us today.

The happiest season we have been waiting for is now again here. The Sorsogon City Water District Year-End Performance Appraisal for the year 2022.

As we start this Year, the Board of Directors, as Policy-Makers, granted SCWD's Joint Venture

Partner, PrimeWater Sorsogon City, a one year catch up period to comply with all their service obligations for the First Five Year of the JV Agreement. Their catch-up plan shall end by February 2023.

Your Policy-Makers continuously commends the SCWD Management, headed by Engr. Eduardo P. Tejada for closely coordinating with our partners, monitoring non-stop the operations of both PrimeWater and Abejo Waters Corp. Sorsogon Bulk Water Supply. This proves that we never leave our partners, behind.

Comes the 2nd Quarter, when we approved the establishment of the OPLAN LINIS TUBO upon the initiative and insistence of SCWD Management, again GM TED, in ensuring the PNSDW-compliant water supply delivered to the concessionaires.

By the 3rd Quarter, the BOD

applauded the SCWD for passing the ISO 9001:2015 certification stages, and is now an ISO-certified Agency. Both PrimeWater and AWC have also improved in terms of water quality and quantity with the New San Lorenzo Well No. 1 and Clarifier System, respectively.

We have also directed the Management to intensify SCWD's information dissemination to the concessionaires and the general public. Therefore, SCWD is now back on air.

These were only few of the achievements we gained for the year 2022, despite the challenges brought by the COVID 19 pandemic. We have faced many challenges but there are much more reasons to be praised of. Further, we have numbers of reasons to provide the service our concessionaires, deserve.

Again, I am officially opening this SCWD 2022 Year-End Appraisal, extending greetings of Advance Merry Christmas, and may each one enjoys the rest of the day.



SCWD holds 2022 Year-End Performance Appraisal CITY MAYOR HAMOR DELIVERS CONGRATULATORY MESSAGE

By: Ma. Katherine V. Deblois

SCWD conducted its 2022 Year-End Performance Appraisal to evaluate the over-all performance of SCWD and its JV partners Abejo Waters Corp. and Primewater Infrastructure Corp. for 2022 last December 9.

participation in the appraisal activity.

Afterwards, SCWD IGM Engr. Eduardo P. Tejada presented the SCWD 2022 Accomplishments and Monitoring Highlights.

Performance assessment was also presented by PrimeWater-Sorsogon City Branch Manager, Engr. Ronel Roger S. Pereyra for Primewater Sorsogon.

Presentations from SCWD Engineering and Operations Department, Finance Services and Administrative Services Department and Office of the General Manager were likewise included during the year-end appraisal.

To close the year-end appraisal, Engr. Jonathan F. Fortades, Member of the SCWD BOD, thanked the attendees and enjoined everyone to look forward to the coming year with the same, if not more, commitment to excellence in water service delivery for the member consumers of the City of Sorsogon.

Thereafter, the attendees enjoyed dinner and socials to celebrate the Christmas season.

Sorsogon City Mayor Ma. Ester E. Hamor then graced the activity as guest of honor. She congratulated the SCWD Board and Management and the SCWD employees and SCWD's JV partners for their perseverance and hard work in improving the water service delivery in the City of Sorsogon.

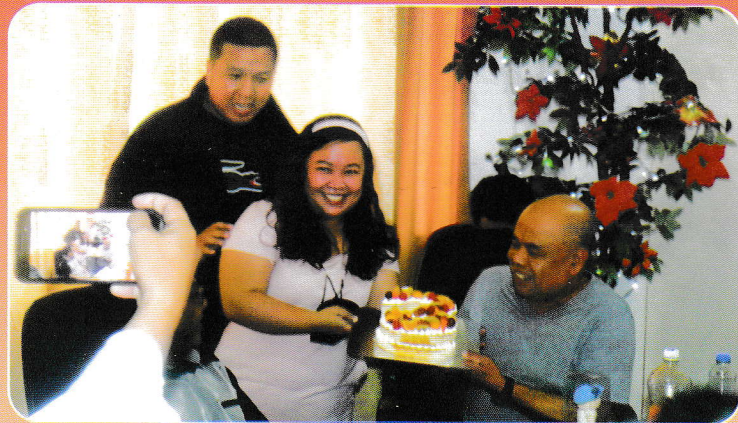
City Mayor Hamor gave a big boost of morale to the attendees with her "pat-in-the-back" message for a job well done in 2022.

The appraisal doubled as a discussion on the best practices of SCWD, AWC and PrimeWater as well as the setting of targets for the coming year.

SCWD Board of Directors Chairperson Charles P. Clemente III opened the activity and expressed his gratitude to the attendees for their ready and committed partici-



Sorsogon City Mayor Ma. Ester E. Hamor delivering her message during the 2022 SCWD Year-end Performance Appraisal at Casa Domingo Restaurant last December 9.



IGM Tejada marks third year at SCWD

By: Riza A. de Jesus

Engr. Eduardo P. Tejada celebrated his third anniversary as Interim General Manager (IGM) of Sorsogon City Water District on December 9.

the water quality monitoring activities on a daily, monthly and semi-annual basis and pressure monitoring; ensured the immediate troubleshooting of water facilities and resolution of customer complaints; intensified the information dissemination activities thru advisories, text blasts, weekly radio program "SCWD Tubig Express" and monthly newsletter "The Flow."

The SCWD Board of Directors led by Chairman Charles P. Clemente III and employees surprised IGM Tejada with a personalized cake and token during the Board meeting in recognition of his achievements.

SCWD, under his watch, also extended support and assistance to schools and other government agencies; conducted survey to determine customer satisfaction; and monitored of on-going work activities of PrimeWater and AWC, including its water source development and water quality improvement projects.

For the past year, IGM Tejada assisted both PrimeWater-Sorsogon City and Abejo Waters Corp.-Sorsogon Bulk Water Supply on various operational concerns on water supply and quality.

This included the institutionalization of "OPLAN LINIS TUBO;" sustained

TEDITORIAL

EFFICIENCY

(Part 2 of 2)

by: ENGR. EDUARDO P. TEJADA
Interim General Manager

Water supply coming from spring sources and groundwater sources is treated with chlorine solution either by drip-type method or a hypochlorinator to ensure that the water supply is sufficiently disinfected before it is pumped into a reservoir or is pumped directly into the distribution lines for the consuming public in 35 out of 64 barangays of the City of Sorsogon.

SCWD's system of transmission and distribution lines as of December 31, 2022 is composed of approximately 300 kilometers of pipelines, ranging in diameter from 32 mm (1-1/2") to 300 mm (12") and strategically placed gate valves/ isolation valves numbering approximately 200 for proper water supply management. Pipe materials are primarily polyvinyl chloride and high-density polyethylene, with older portions consisting of galvanized iron, cast iron and steel pipes.

Air release valves are installed along transmission and distributions line to expel air and facilitate water flow while blow-off points and fire hydrants are installed in strategic locations for flushing works and fire suppression activities, respectively.

SCWD has 113 pressure monitoring points in the 34 barangays where regular pressure monitoring is performed. As of December 31, 2022, the SCWD service area has water supply at an average of 17 hours per day at an average pressure of 13.03 PSI.

Monthly average pressure monitored by SCWD at these points are as shown at the table below.

Service connections are either individually tapped or grouped into water meter clusters for meter reading and maintenance works.

It is not enough that potable water is available for distribution. The water distribution system must also be in tiptop condition to ensure efficient water service delivery to our beloved water consumers.

No.	Month	Average Pressure (PSI)
1	JANUARY 2022	11.65
2	FEBRUARY 2022	15.05
3	MARCH 2022	12.60
4	APRIL 2022	10.65
5	MAY 2022	9.79
6	JUNE 2022	11.87
7	JULY 2022	9.45
8	AUGUST 2022	11.73
9	SEPTEMBER 2022	12.80
10	OCTOBER 2022	10.66
11	NOVEMBER 2022	13.53
12	DECEMBER 2022	13.03

Air-scouring works completed at Cambulaga, Villa Alegre

By: Alpha Mae C. Ditan

Emergency air scouring activities covering approximately 2.4 kilometers of pipelines were completed at Brgy. San Juan and Brgy. Cambulaga this December.

With the assistance of SCWD headed by IGM Engr. Eduardo P. Tejada, Primewater Operations and Maintenance Engineer Jerome J. Buen led the pipe cleaning activities at Villa Alegre Subdivision last December 7, from 1 to 5 pm and at Purok 1, 2, 3, 4, 5, and 6, Brgy. Cambulaga last December 14, from 1 to 6 pm.

The emergency air scouring activity at Villa Alegre was in preparation for the activation of the iron removal filter (IRF) system tank at Villa Alegre Pumping Station as well as to maintain the water quality within the subdivision.

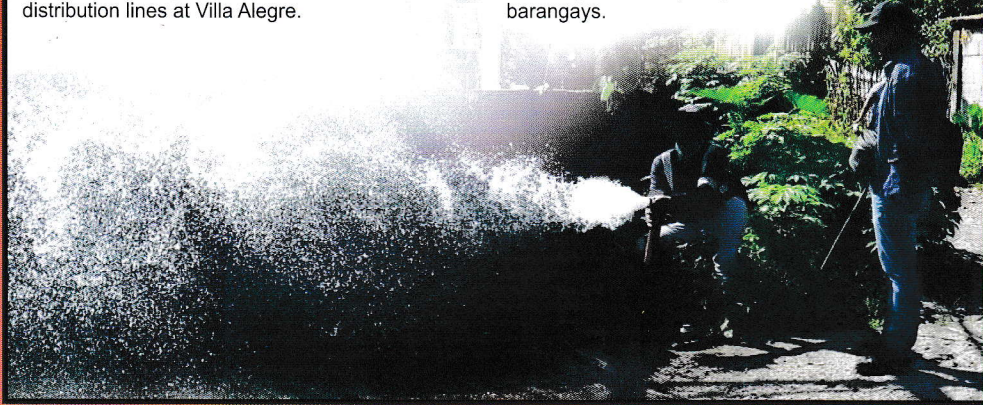
Air scouring activities using air compressor helped remove deposits and minerals along pipe linings of approximately 600 linear meters of water distribution lines at Villa Alegre.

Meanwhile, PrimeWaterSorsogon City also conducted a similar emergency air scouring activity covering 1,800 linear meters of distribution lines at Brgy. Cambulaga, after a coordination with Cambulaga Punong Barangay Erlinda L. Lacaste by SCWD's Engineering and Operations Department personnel.

The two activities were results of the regular coordination between SCWD led by IGM Tejada and PrimeWater-Sorsogon City led by Branch Manager Engr. Ronel Roger S. Pereyra.

The continuous air scouring activities aimed to help improve the water quality within the area and as part of the monthly "Oplan Linis Tubo" as directed by the SCWD Board of Directors.

The effectiveness of the air scouting works was monitored and validated by SCWD through its daily water quality monitoring in the two barangays.



Iron removal filter system installed at Villa Alegre PS

By: Carl Bruce M. Guantero

Primewater-Sorsogon City through project contractor Cavtech Multi-Resources Technology, Inc. commenced with the installation of Iron Removal Filter (IRF) system for the Villa Alegre Pumping Station (PS No. 5) located inside Villa Alegre Subdivision, Brgy. San Juan (East District) last December 21.

The objective of this new water treatment facility was to improve water quality due to noticeable presence of iron in raw water and was one of priority projects included on the approved one-year Primewater-

Sorsogon City catch-up plan pursuant to SCWD Board of Directors Resolution No. 07-2022 dated April 18, 2022.

IRF is a filtration system which removes excessive iron content in raw water in compliance to the minimum allowable limit set by the 2017 Philippine National Standards for Drinking Water.

On November 23, PrimeWater-Sorsogon City constructed the concrete platform that will serve as podium of IRF system, followed by the setting up of media tank, laying out of piping system and filling up of media for the iron removal filter.

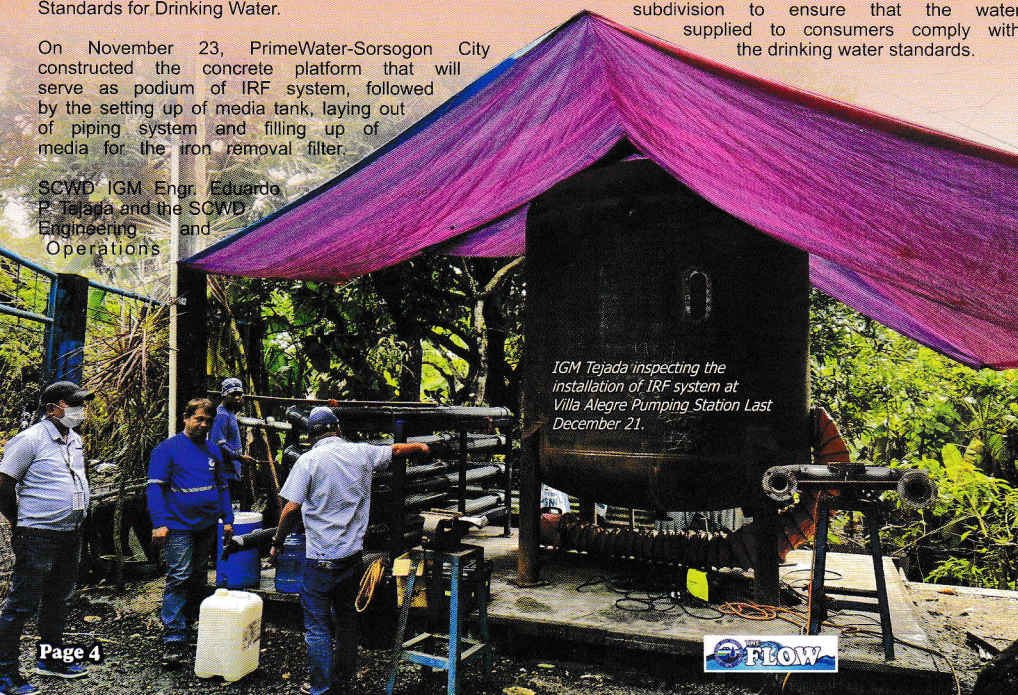
SCWD IGM Engr. Eduardo P. Tejada and the SCWD Engineering and Operations

Department staff regularly monitored the on-going installation of IRF for the update of project progress.

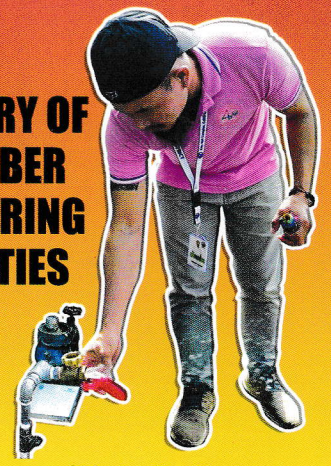
The Villa Alegre IRF system is one of the three proposed IRF systems for SCWD with an estimated capital expenditure (CAPEX) of PHP 17,500,000.00 as part of the PrimeWater-Sorsogon City catch-up plan due on February 2023.

The other two IRF will be installed at the Bibinchan Pumping Station (PS No. 2) and Cabid-an Pumping Station (PS No. 8).

Prior the interconnection of the IRF system to the Villa Alegre Subdivision water distribution system, Primewater-Sorsogon City conducted air-scouring of distribution lines within the subdivision to ensure that the water supplied to consumers comply with the drinking water standards.



SUMMARY OF DECEMBER MONITORING ACTIVITIES



29% – Compliance to Chlorine Residual
86% – Compliance to Turbidity
91% – Compliance to Microbiological Quality
13.03 PSI – Average Systems Pressure
57% – Compliance to Pressure (at least 7.0 PSI)

200 families, frontliners receive Christmas goodies from Mayor Hamor, SCWD, AWC

Continuation from Page 1

pagsisilbi, ang kabutihan at kapakanan ng ating mga kapwa ciudadano. Maraming salamat po sa sainyong serbisyo. Nandito kami palagi para magsilbi sainyo, and today is a very good day, a day of giving."

In her message, Punong Barangay Hainto expressed: "Gusto ko pong magpasalamat sa Sorsogon City Water District, kay dakulaon po ini na Pamaskong Handog saamonn. Laen ko ma-express an bulahos ko na pasalamat, kay laen ko inexpect na arog sadi an magiging gift para saamonn. Sa bilog na pamilya kan SCWD, very well appreciated po an inhatag nindo saamonn. Sana more blessings pa po sa SCWD, para laen lang an Brgy. Bibinchan an mahatagan nindo, asin makinabang din po an ibang barangay."

IGM Tejada shared that the SCWD Pamaskong Handog already helped other barangays, such Brgy. Caricaran in 2021 and Brgy. Macabog in 2020.

He added that he is glad that with the easing of COVID-19 restrictions, SCWD was able to personally hand out the food packs to all beneficiaries this year.

"Sa likod kan samuyang paghandog, iyo man an bulahos ming pasalamat saindo. Kan kami naghahanap nin additional site para sa well drilling, an Brgy. Bibinchan an nakatao samuya nin lugar para maisa-katuparan an dagdag na tubig sa water system, asin ini po sa San Lorenzo. Natapos na an San Lorenzo Well No. 1, asin igwa naman babatugan na San Lorenzo Well No. 2, para an satuyang mga tugang sa San Lorenzo, dagos nang magkaigwa nin tubig."

SCWD BOD Vice Chairperson Jao and AWC Plant-In-Charge Bulanon also extended their Christmas messages to the beneficiaries.

The SCWD-AWC CSR Program is mandated under Article XII of the joint venture agreement for bulk water supply and is jointly administered and funded by SCWD and AWC since 2016.



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