



CARCAR WATER DISTRICT



ANNUAL REPORT 2021



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CORE VALUES

- Service
- Professionalism
- Integrity
- Resilience
- Innovativeness
- Teamwork

QUALITY POLICY

Fully committed to fulfill the task of providing the highest quality of potable WATER and best value of SERVICES to Carcar City, CARCAR WATER DISTRICT commits to relentlessly improve our Quality Management System and comply with all regulatory and statutory requirements through:

- S-killed and professional employees
- E-efficient and safe water production
- R-eliable transmission and distribution lines
- V-iable financial resources
- I-ntegrity in performance of duties

- C-lean work facilities
- E-nvironment conscientiousness
- S-ervice with a SMILE

OUR VISION

CWD: The most outstanding government water and sanitation service provider in the Philippines by 2030

OUR MISSION

CWD commits to provide excellent water and sanitation service through compliance with mandated standards and responsible administration of corporate and natural resources, by competent and value-oriented employees.

SERVICE COVERAGE

Poblacion I	Bolinawan	Can-asujan
Poblacion II	Ocaña	Napo
Poblacion III	Tuyom	Guadalupe
Liburon	Calidngan	Buenavista
Perrelos	Valladolid	Valencia

Chairperson's Message



**Merlea
Cabalquinto**

Carcar Water District is an important government entity which takes into itself the care, distribution, and protection of water in the city. It is common knowledge that water is life-giving-our most precious resource for survival. However, only 1% of the world's water is fresh and usable, hence, precious and priceless.

Responsible water management therefore is incumbent not only on the CWD personnel but also in the populace, since water is irreplaceable. Stewardship of this resource cannot be overemphasized. For this important mandate, CWD has five divisions into the operation, maintenance and evaluation of tasks responsibility and targets.

Each division of the district functions appropriately covering its assigned areas of concern as reported herein.

It is commendable to say that all the divisions of the District are dedicatedly working hand in hand to achieve its Vision-Mission through the different offered services exhibiting the corporate values it has espoused.

This annual report will speak for itself the very best that CWD has offered to the constituents.

Message

General Manager



**Engr. Edward
Remo**

True enough, if one knows the why, he can sustain in what he is doing. Probably it was the full understanding of the organization's mandate that enable the members of Carcar Water District to continue doing its task even in difficult situations.

The year 2021 has been a very challenging if not the most challenging year for Carcar Water District. The restrictions of movement and the forced absences of employees who were under quarantine have stretched the performance capacity of the organization. Employees have stepped up to assume the functions of affected staff and even extended working time in order to ensure continuity of service.

The challenges in delivering the services were not only encountered in the commercial and technical operations. It was also hardly felt in the other vital processes, such as in the financial management, human resource management and in the organizational strategy.

Realizing that the mission essential functions must never stop, strategies were adopted in order to continuously deliver water during those difficult times – pandemic and typhoon. The timely observance of covid 19 protocol coupled with the provision of necessary health protection supplies have allowed the employees to perform the tasks. Prudence in the utilization of the limited resources had contributed in surviving the challenges.

Even if we do not know when the pandemic ends, the experience has exposed us to learn that the struggle with difficulties could not derail us from our goal. At most the challenges could only make detours, but will keep us moving if our compass is fixed on a destination. With a much stronger commitment from the organization and the continued support from our stakeholders, the goal of ensuring a sustainable service will surely be the destination.

ABOUT THE REPORT

This report provides information on financial, operational, governance, and social performance that are material to Carcar Water District's (CWD) stakeholders.

This report contains a full year's data from January 1 to December 31, 2021- and focuses on the Utility of the Future Success Pyramid spearheaded by the World Bank Group. The Utility of the Future Success Pyramid consists of six areas namely, service to customers which emphasizes on five elements (reliable, safe, inclusive, transparent, responsive); commercial operations; technical operations; financial management; human resource management; and organization and strategy.

Monetary values in this report are presented in Philippine Pesos (Php) which is CWD's functional currency. All information is disclosed to uphold the principles of transparency and to communicate vital information to CWD stakeholders.

To access our report online, you may click the web address link below to visit our annual report download page.

<http://www.carcarwaterdistrict.gov.ph>

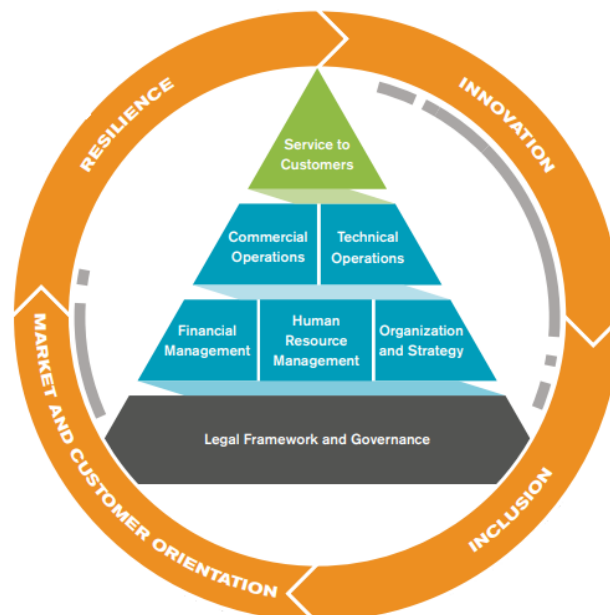
Reporting Scope

Using a standardized data collection and monitoring process, we worked with the following divisions which are covered within this report:

- Operations and Maintenance Division
- Commercial Division
- Finance Division
- Human Resource Division
- Admin Division
- Office of the General Manager

Improvements

We gathered data for this report using the tools currently in place among the participating divisions. We remain focused on the continuous improvement of our data collection and analysis.



OUR SERVICES

Application of New Service Connection

This frontline service covers application inspection and installation of a new service connection. Service connection refers to the water service which will be installed after submission of all requirements and payment of applicable fees.

Payment of Water bills

CWD concessionaires are obliged to pay their bills monthly. Due dates vary every month depending on the date the water meter is read. The bill becomes due on the 15th day following the billing date. A rebate amounting to 5% of the current bill shall be granted to accounts settled before due date. A penalty of 10% is incurred if the bill is not settled on the due date. Disconnection of service line shall be made, without need of additional notice as contained in the service contract and reflected on the statement of account, if the bill is unpaid after the five (5) day grace period from due date.

Request for Transfer of Meter

Any concessionaire of CWD or his authorized representative may request to transfer his service connection from one location to another within the service area of CWD.

Request for Replacement of Defective Tapstand Fittings

Any concessionaire of CWD or his authorized representative may request for the replacement of fittings/defective ball valve within the tapstand.

Request for Change of Account Name

Any concessionaire of Carcar Water District or his authorized representative may request to change the existing registered name of an account.



Request for Temporary/ Permanent Disconnection

A concessionaire may request for the temporary /permanent disconnection of his service line if he has no intention to use the same permanently or for a certain period of time. Temporary disconnections should not exceed six (6) months.

Request for Inspection Due to Abnormal Consumption

Any concessionaire of Carcar Water District or his authorized representative may request for the inspection of his service connection arising as a result of abnormal consumption



Request for Calibration of Water Meter

Any concessionaire of Carcar Water District or his authorized representative may request for the calibration of the water meter when in doubt of its accuracy.



Availment of Senior Citizen Discount Privilege

Concessionaires classified as senior citizens can avail of a 5% discount on their water bills, provided that the accounts are registered in their name and the household consumption does not exceed 30 cubic meters of water in a month.



Reopening of Disconnected Accounts

A concessionaire of a disconnected service account may request for reopening of the disconnected service after payment of reconnection fees and inspection.



Sale of Plumbing Materials and Fittings

The general public may purchase plumbing materials and fittings from Carcar Water District.

SERVICE

RELIABILITY

Carcar Water District has a total of 22, 250 active connections in Carcar City as of

December 2021 distributed on the following barangays:

BARANGAY	SERVICE CONNECTIONS
Bolinawan	1,795
Can-asujan	1,845
Guadalupe	1,685
Liburon	1,662
Napo	296
Ocaña	1,966
Perrelos	3,408
Pob I	2,346
Pob II	558
Pob III	1,469
Tuyom	1,238
Valladolid	2,328
Valencia	1,169
Buнавista	310
Calidngan	175
TOTAL	22,250

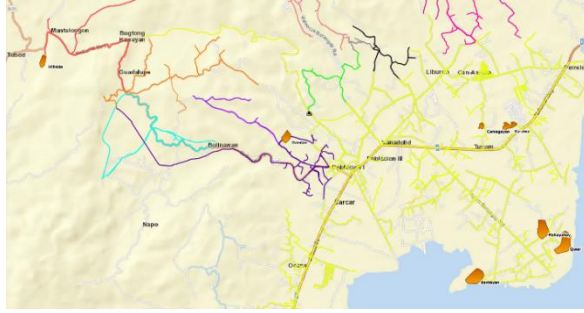
Carcar Water District also has active connections outside of Carcar City as follows:

BARANGAY	SERVICE CONNECTION
Abugon, Sibonga	215
Candaguit, Sibonga	41
Zaragosa, Aloguinsan	23
TOTAL	279

Carcar Water District serves a total of 22, 529 active connections.

The population served is under the assumption that in every connection there is a minimum of five people being served by the water district.

With the total of 22, 529 active connections, Carcar Water District is exerting its utmost effort to provide to its concessionaires' water supply at 24/7. Currently the water district is focusing on the following areas experiencing water interruptions:



In orange highlight are areas with water interruption

With interventions and improvement plans, Carcar Water District targets that the abovementioned areas will have 24/7 water supply by 2022.

AREA	Barangay	Average No. of Hrs. with Water Interruption
Hillside	Guadalupe	8
Dandan	Pob. I	4
Camagayan	Perrelos	8
Ka-awa	Perrelos	18
Mahayahay	Tuyom	4
Bantayan	Tuyom	2
Quasi	Tuyom	3

over the average consumption in liters per capita per day. This means that the water supply can still cater more connections allowing more Carcaranons to be connected in the water supply.

The increasing number of active connections has brought the question of water supply availability. While striving that every household be given water supply, Carcar Water District also monitors availability of water:

AS OF DECEMBER 2021		
No. of Connections	Average Monthly Demand	Rated Production Capacity
22, 529	130.74 liters per capita per day	207.84 liters per capita per day
	456,548 cubic meters per month	734,474 cubic meters per month

The table shows that despite the increasing no. of active connections per month, the average rated production capacity in liters per capita per day is still

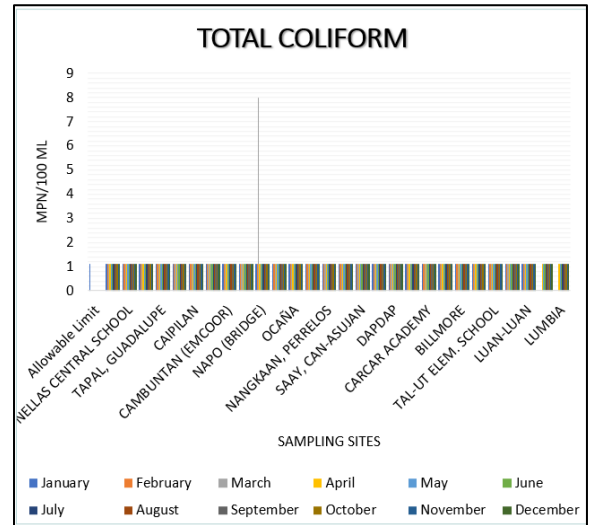
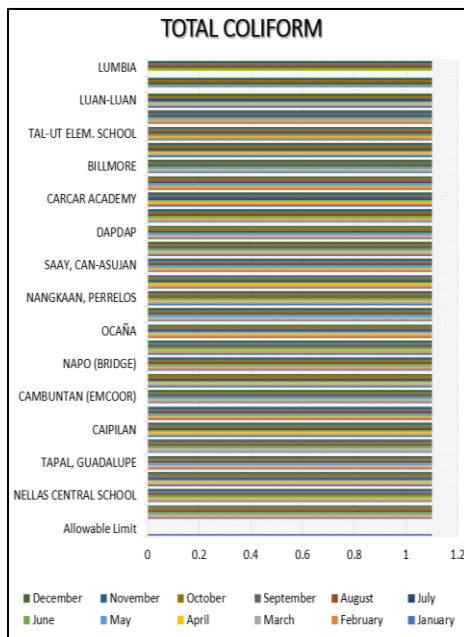


SAFETY

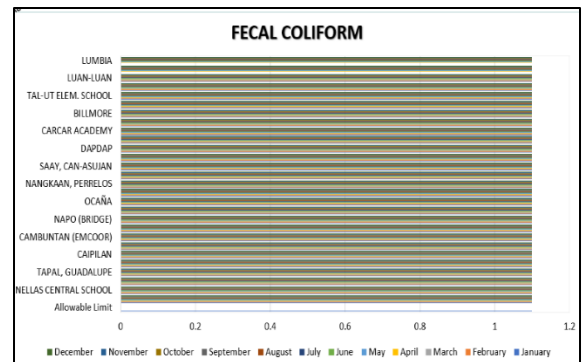
Carcar Water District strives not only to provide water for the daily activities of the people in Carcar City but also aims to give access to safe drinking water. This is in line with the Philippine National Standards for Drinking Water that promotes and protects public health wherein access to safe drinking water is a basic human right.

As recommended by the Philippine National Standards for Drinking Water, the following priority parameters shall be tested:

1. Microbiological
2. Arsenic
3. Cadmium
4. Lead
5. Nitrate
6. Benzene
7. Color
8. Turbidity
9. Iron
10. pH
11. Manganese
12. Chloride
13. Sulfate
14. Total Dissolved Fluids

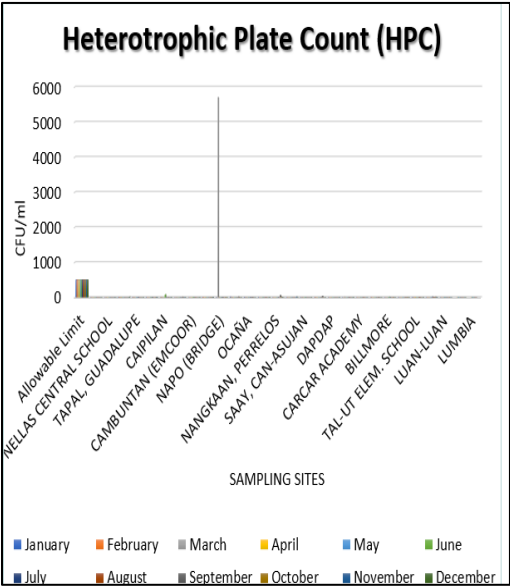
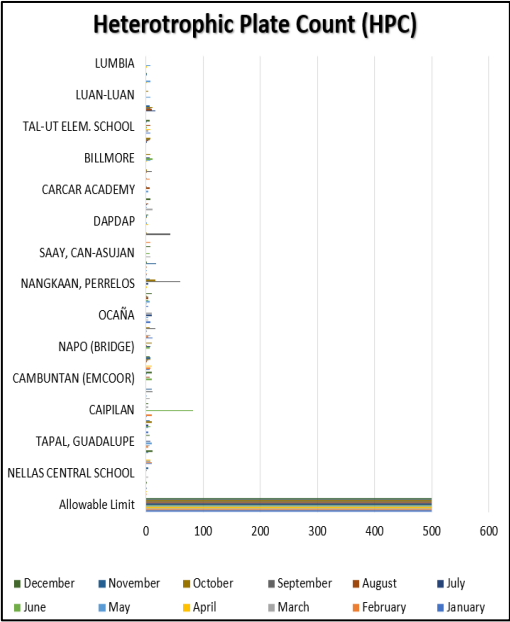


Total coliform bacteria are common in the environment (soil or vegetation) and are generally harmless. If a lab detects only total coliform bacteria in drinking water, the source is probably environmental and fecal contamination is unlikely. With the use of Multiple Tube Fermentation Technique (MTFT) under the recommendation of Philippines National Standards for Drinking Water, value must be < 1.1 with unit of measure of MPN/100ml.



Fecal coliform bacteria are a subgroup of total coliform bacteria. They exist in the intestines and feces of people and animals. With the use of Multiple Tube Fermentation Technique (MTFT) under the recommendation of Philippines National Standards for Drinking Water,

value must be < 1.1 with unit of measure of MPN/100ml.

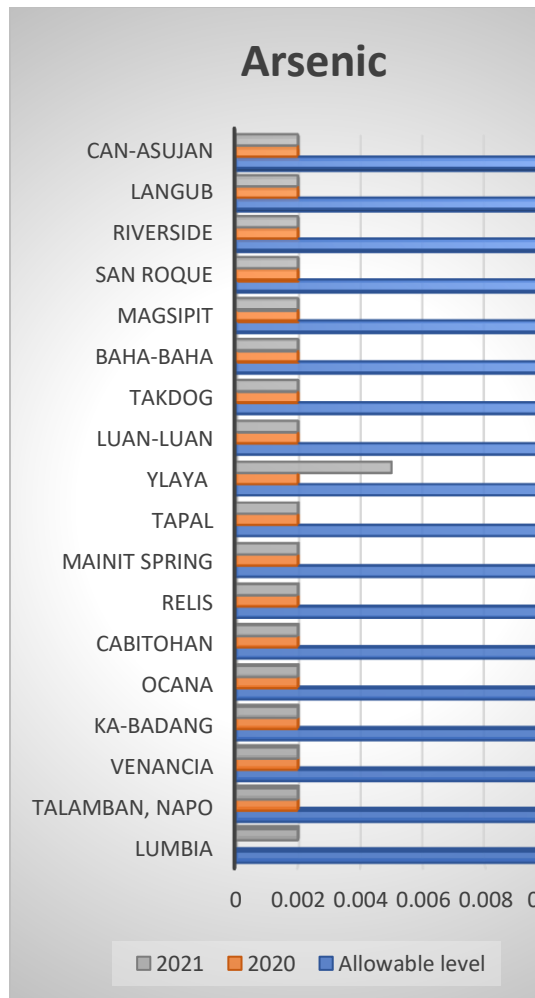


Heterotrophs are a group of microorganisms (yeast, moulds & bacteria) that use organic carbon as food (as opposed to autotrophs like algae that use sunlight) and are found in every type of water. Detecting heterotrophs in water is done by using a method called Heterotrophic Plate Count (HPC).

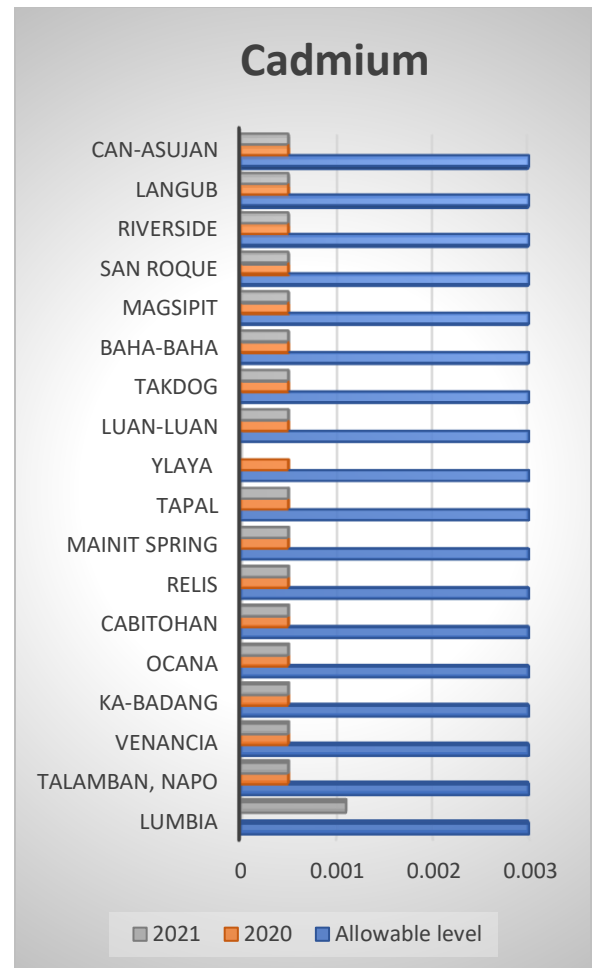
Heterotrophic bacteria present in water poses no health risks to humans but a high HPC count is an indicator for ideal conditions for the growth of bacteria.

As recommended by Philippines National Standards for Drinking Water, value should be <500.

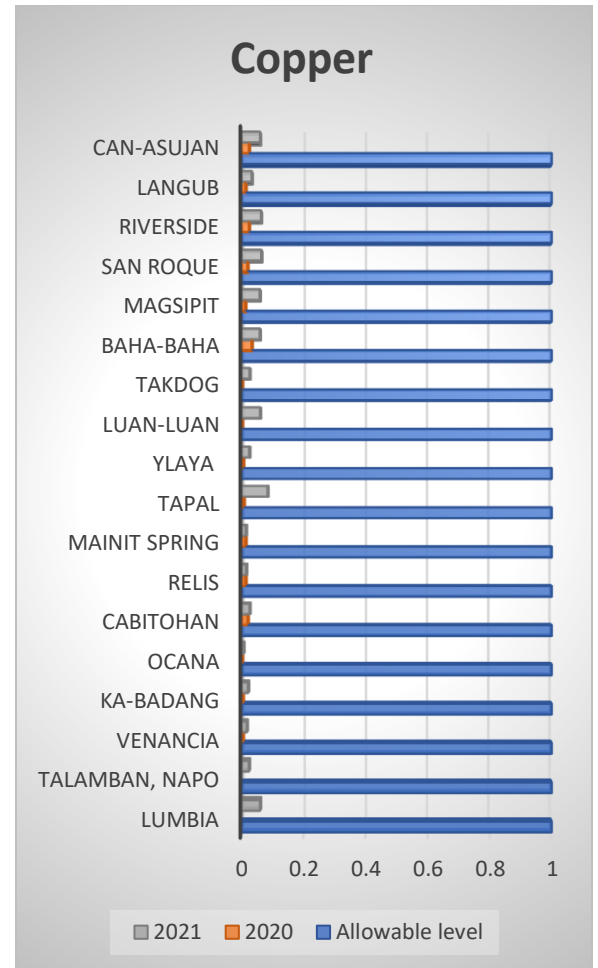
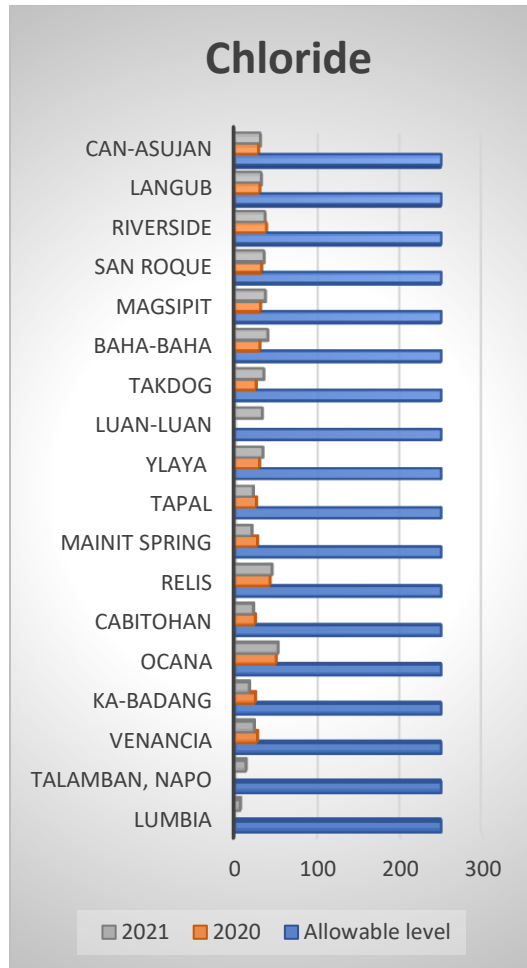
In the case of Carcar Water District which is classified as level 3 in the source and mode of supply (level 3 serves a population of 5,000- 100,000) the minimum frequency of sampling for drinking water supply systems for microbiological examination should be one sample per 5,000 population monthly.



Arsenic is a natural component of the earth's crust and is widely distributed throughout the environment in the air, water, land. It is highly toxic in its inorganic form. Long term exposure to inorganic arsenic mainly through drinking water and food can lead to chronic arsenic poisoning wherein skin lesions and skin cancer are the most characteristic effects. The maximum level of arsenic in water as recommended by the Philippines National Standards for Drinking Water is .01 mg/L.



Cadmium is used in the manufacture of steel, plastics, and battery and released to the environment through wastewater or fumes. According to the Water Quality Association, cadmium has the chronic potential to cause kidney, liver, bone, and blood damage from long term exposure. The maximum allowable level for cadmium as recommended by the Philippines National Standards for Drinking Water is .003 mg/L.

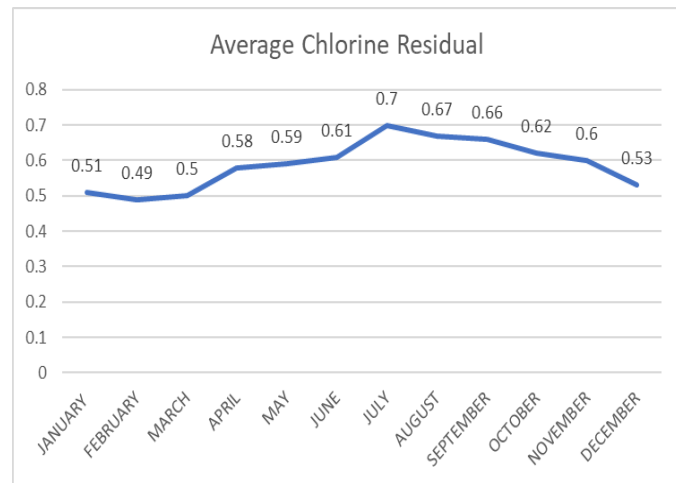
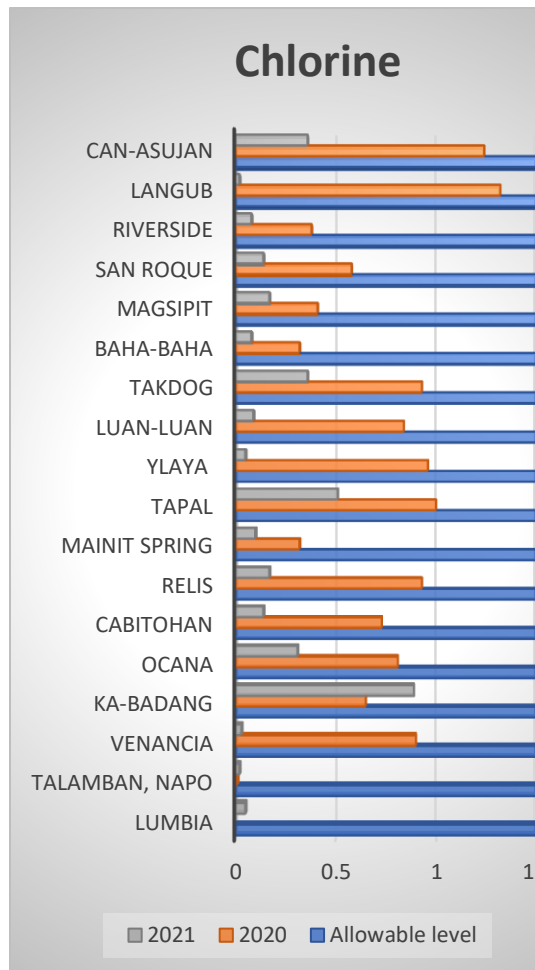


Chlorides are salts resulting from the combination of the gas chlorine with a metal. Small amounts of chloride are required for normal cell functions in plant and animal life. Chloride in drinking water originates from natural sources, sewage, and industrial effluents, urban runoff and seawater intrusion. The maximum allowable level for chloride as recommended by the Philippines National Standards for Drinking Water is 250 mg/L.

Copper is a metal that occurs naturally and is used to make many products including parts for plumbing systems. Copper in drinking water occurs primarily as corrosion of interior of copper plumbing especially with acid pH or high carbonate waters with alkaline pH. Eating or drinking too much copper can cause vomiting, diarrhea, stomach cramps, nausea, liver damage, and kidney disease. The maximum allowable level for copper as recommended by the Philippines National Standards for Drinking Water is 1 mg/L.



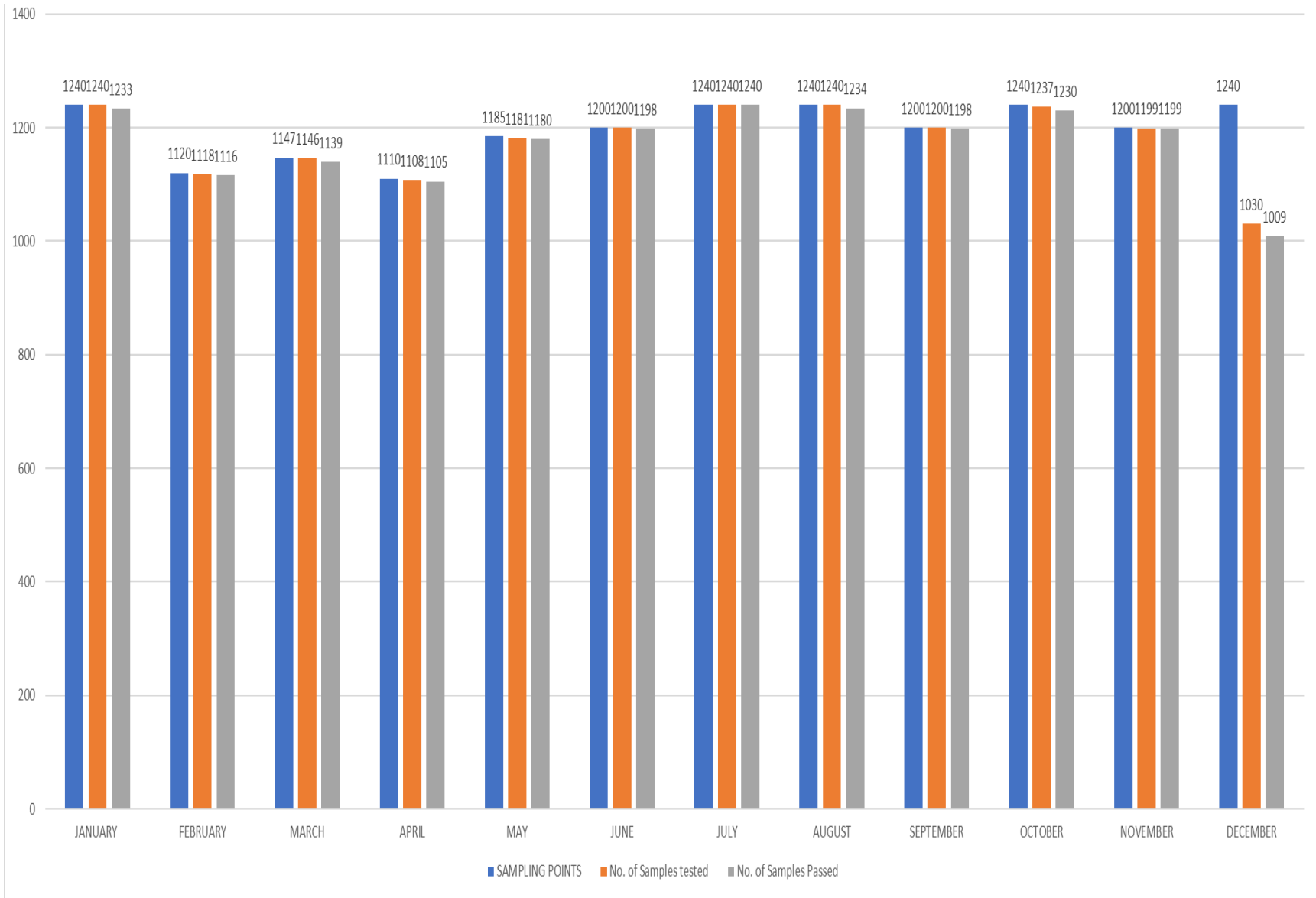
Water Treatment Plant in Takdog



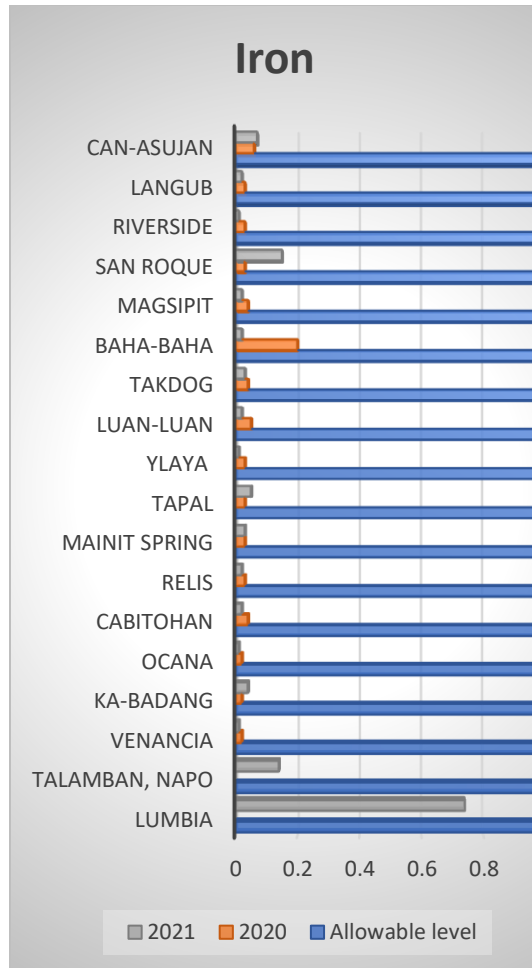
Chlorine is a chemical element that has a variety of uses. It is used to disinfect water and is part of the sanitation process for sewage and industrial waste. It is also used as bleaching agent and used in cleaning products. Although chlorine is a natural element, in many man-made reservoirs, chlorine is added to protect the water. Chlorine residual as recommended by the Philippine National Standards for Drinking Water should have a minimum of .3 mg/L at the farthest point of the distribution system and a maximum of 1.5 mg/L detected at any point in the distribution system.

Carcar Water District observes strict compliance of water treatment procedures based on the Philippine National Standards for Drinking Water. The water treatment aims to achieve safe levels of chlorine in drinking water. It starts with mixing the chlorine with water based on a computation. The Chlorinator and chlorine dosage is then checked and after flushing the pipelines, an internal testing is done using a testing kit. If the result is below or above the standard, the process shall go back to checking the chlorinator. If the result is within the standard, then the process will end.

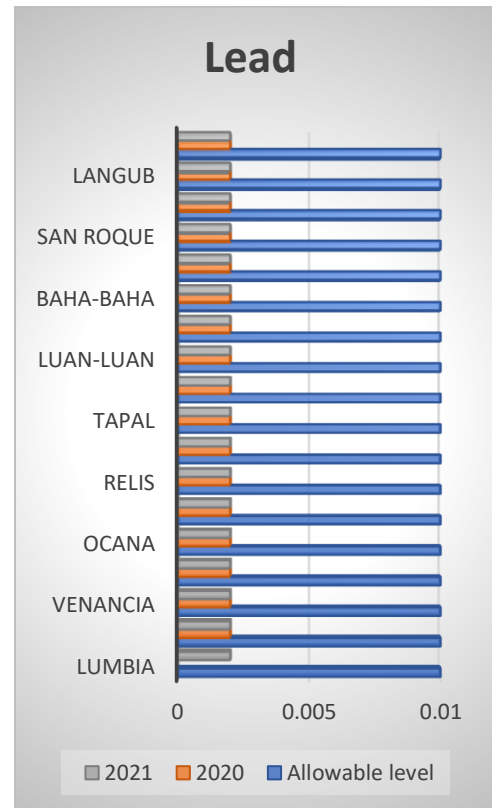




CARCAR WATER DISTRICT CHLORINE RESIDUAL MONITORING 2021



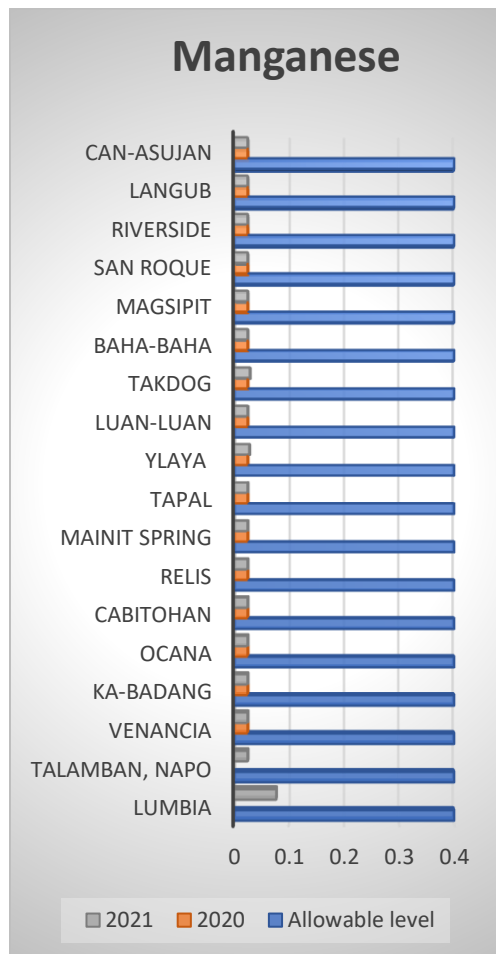
National Standards for Drinking Water is 1 mg/L.



Iron is the second most abundant metal in the earth's crust next to aluminum and is also found in natural fresh waters. Applicable for existing and new water supply systems, it may be present in drinking water as a result of the use of iron coagulants or the corrosion of steel and cast-iron pipes during water distribution. Iron in water does not usually present a health risk but may present some concern if harmful bacteria is in the water. Some harmful organisms require Iron to grow and if there is iron in water, it may be harder to get rid of harmful bacteria. The maximum allowable level for iron as recommended by the Philippines

Lead is a soft, silvery white or grayish metal found in all parts of our environment. It is highly durable and resistant to corrosion as is indicated by the continuing use of lead water pipes. Lead is particularly dangerous to children because their growing bodies absorb more lead than adults do and their nervous systems are more sensitive to the damaging effects of lead. Lead may be present in water primarily from plumbing systems containing lead pipes, solder or fittings. Although it may be found naturally occurring in certain areas, rarely it is present in water supply as a result of its dissolution from natural sources. The maximum allowable level for lead as recommended by the

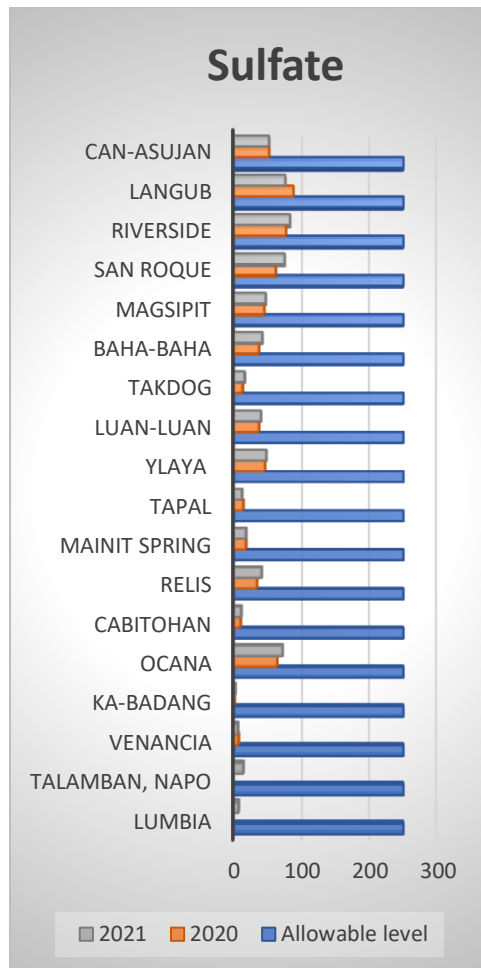
Philippines National Standards for Drinking Water is .01 mg/L.



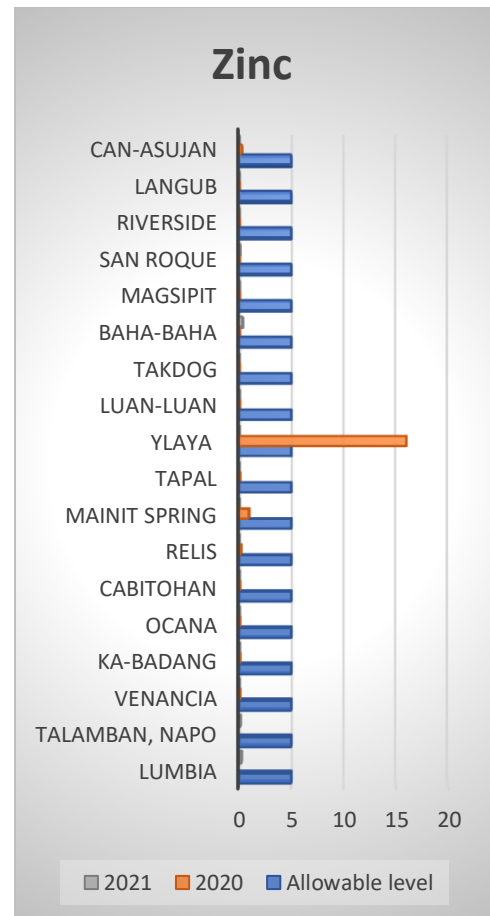
Manganese is a mineral that naturally occurs in rocks and soil and may also be present due to underground pollution sources. Manganese is naturally occurring in many surface and groundwater sources particularly in anaerobic or low oxidation conditions. High exposure to manganese has been associated with toxicity to the nervous system. The maximum allowable level for manganese as recommended by the Philippines National Standards for Drinking Water is .4 mg/L.



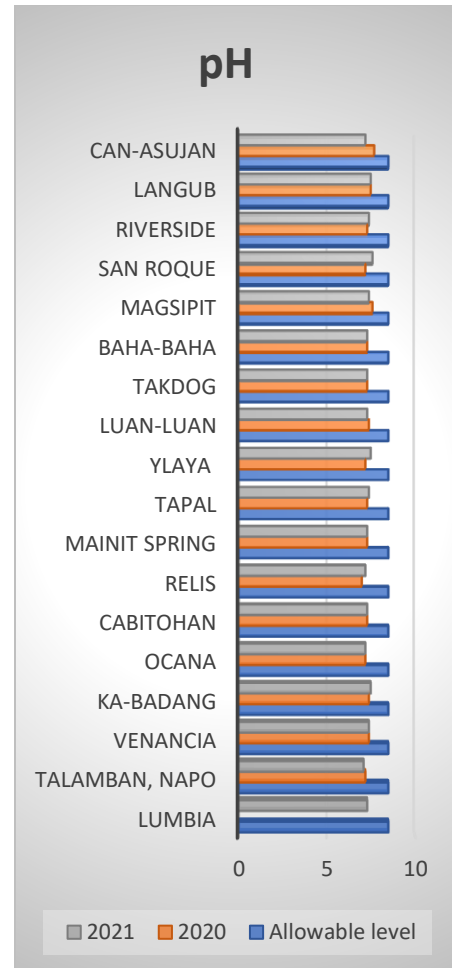
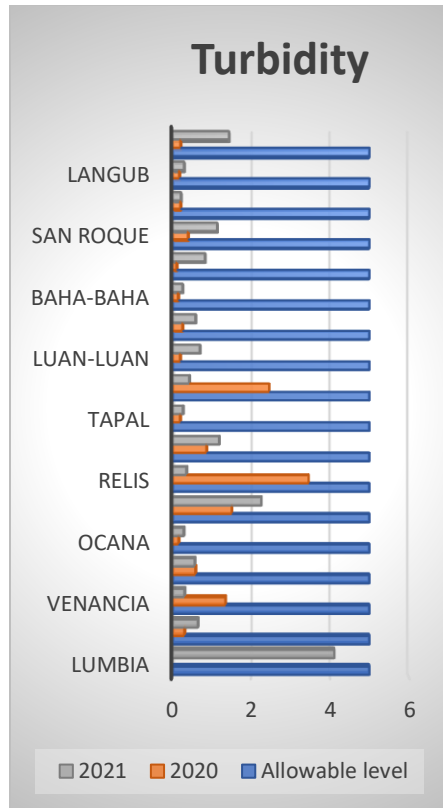
Nitrate concentration in groundwater and surface water can reach high levels as a result of leaching or run-off from agricultural land and contamination from human or animal wastes. Anaerobic conditions may result in the formation and persistence of nitrite. Nitrates are relatively inert which means they are stable and unlikely to change and cause harm however, bacteria in the mouth or enzymes in the body can convert them into nitrites which may be harmful. The maximum allowable level for nitrate as recommended by the Philippines National Standards for Drinking Water is 50 mg/L.



Sulfate is a salt that forms when sulfuric acid reacts with another chemical. Sulfates are used in the production of fertilizers, chemicals, dyes, glass, paper, soaps, textiles, fungicides, insecticides. High levels of sulfate occur naturally in groundwater. At high levels sulfate can give water a bitter or medicinal taste and can have laxative effects. The maximum allowable level for sulfate as recommended by the Philippines National Standards for Drinking Water is 250 mg/L.



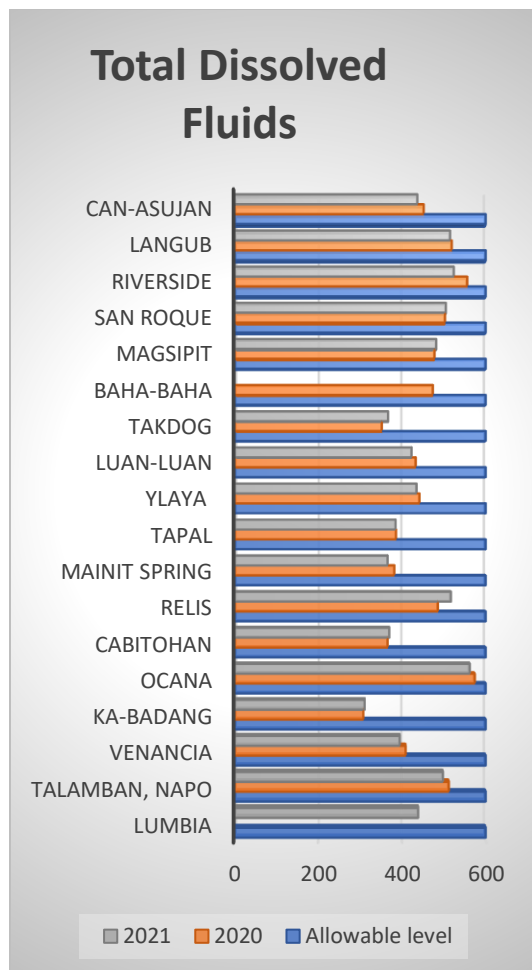
Zinc is an essential trace element commonly found in red meat, poultry and fish. Zinc is considered an essential nutrient and is required for numerous processes in the human body. Zinc may occur naturally in groundwater. Concentration in tap water can be much higher as a result of dissolution of zinc from pipes. According to a study of the World Health Organization zinc imparts an undesirable astringent taste to water. Zinc is considered to be relatively nontoxic however manifestations of overt toxicity symptoms like nausea, vomiting and fatigue will occur with extremely high zinc intakes. The maximum allowable level for zinc as recommended by the Philippines National Standards for Drinking Water is 5 mg/L.



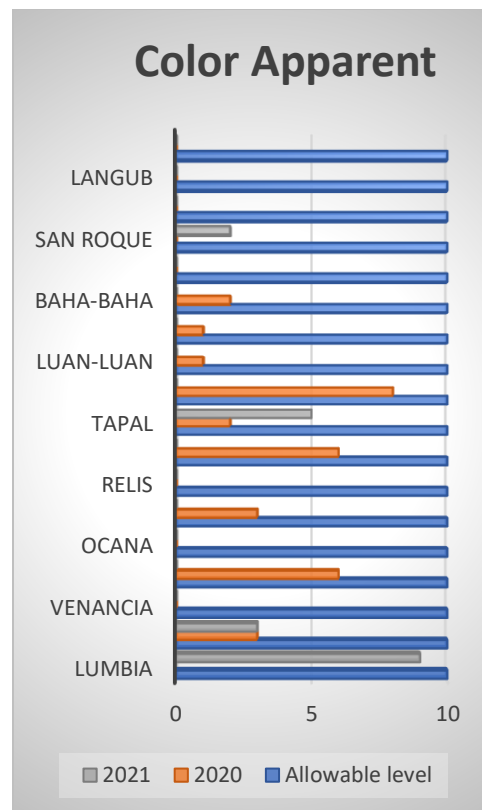
Turbidity is the amount of cloudiness in the water and may be caused by silt, sand, mud, bacteria and other germs, and chemical precipitates. Turbidity increases with the quantity of suspended matters in water. It is a critical parameter in drinking water because bacteria, viruses, and parasites can attach themselves to the suspended matter. In addition, particles in turbid water can interfere with disinfection by shielding contaminants from the disinfectant. The maximum allowable level for turbidity as recommended by the Philippines National Standards for Drinking Water is 5 NTU.



pH is a measure of how acidic or basic water is and is important as an operational water quality parameter. Water with a very low or high pH can be a sign of chemical or heavy metal pollution. Very Alkaline water can have unpleasant smell or taste and can damage pipes and water carrying appliances. Acidic water with pH less than 6.5 is more likely to be contaminated with pollutants making it unsafe to drink. It can also corrode pipes. pH level as recommended by the Philippines National Standards for Drinking Water should not be lower than 6.5 and not higher than 8.5.



Total dissolved solids (TDS) is the term used to describe the inorganic salts and small amounts of organic matter present in solution in water. These can come from both natural and human activities. A high concentration of dissolved solids is usually not a health hazard but can produce hard water which leaves deposits and films on fixtures, corrode pipes and may cause metallic taste in water. High concentration of TDS is also an indicator that harmful contaminants can also be present in the water which is a product of human pollution. The level for total dissolved solids as recommended by the Philippines National Standards for Drinking Water is 500 mg/L.



Apparent color is the color of the whole water sample and consists of color due to both dissolved and suspended components. Decomposition of organic materials such as leaves or woods usually yield coloring substances to water. The level for color apparent as recommended by the Philippines National Standards for Drinking Water is 10 Pt-co.

As presented on the comparative analysis, Carcar Water District for the year 2021 has complied to the recommended levels by the Philippines National Standards for Drinking Water delivering safe drinking water to its concessionaires in Carcar City.

TRANSPARENCY

Carcar Water District is compliant to the mandate of the Philippine Statistics Authority that advocates freedom of information inspiring Filipinos in the civil service to be more open to citizen engagement and to invite the Filipino citizenry to exercise their right to participate in governance.

Transparency Seal

CWD Transparency Seal Compliance to Good Governance Condition

- Transparency Seal Compliance
- Mandates and Functions, Names of Officials
- Annual Financial Reports
- Annual Procurement Plan
- Approved Budgets and Targets
- PhilGEPS Posting
- Cash Advance Report
- System of Ranking in the Grant of Performance-Based Bonus
- CWD Operations Manual
- Quality Management System
- SALN Compliance
- Freedom of Information
- Operations Manual



Carcar Water District’s website, in compliance with the freedom of information presents the reports needed for its stakeholders. You can visit the website by clicking this link:

<http://carcarwaterdistrict.gov.ph/transparency-seal/>

RESPONSIVENESS

Carcar Water District’s dedication in providing the highest quality of potable water and best value of services has become its commitment principle. A commitment to ensure that what was planned and promised is actually being delivered. As the demand and technology change dynamically, there is a need to identify the gap between customers needs and expectations with the services delivered so as to achieve higher level of performance.

Carcar water District conducted a survey on September 2021 to determine the level of satisfaction of its concessionaires. The sample size was based on the slovin’s formula resulting to 398 respondents out of 20,751 active concessionaires. Given the margin of error of 5% (tolerance of error), there is a 95% certainty and accuracy of the result.

The responses were scaled using a five-point scale or the Likert scale system and given weight using the interpretation below:

Range	Interpretation
4.20-5.00	Very Satisfied (VS)
3.40-4.19	Somewhat Satisfied (SS)
2.60-3.39	Undecided (U)
1.80-2.59	Somewhat Dissatisfied (SD)
1.00-1.79	Very Dissatisfied (VD)

Respondents were profiled according to their Relationship with the Account Owner, Gender and the Type of Home Ownership.

IATF Memorandum circular no. 2021-1 states that the survey must capture the total citizen/client experience, expectations, and satisfaction in the delivered public service with the following service quality dimensions: Responsiveness, Reliability, Access and Facilities, Communication, Cost, Integrity Assurance and Outcome. The questions formulated for the survey were based on these dimensions. For this survey, three frontline services were covered which includes Billing, Bills Payment and Water Distribution & Customer Service.

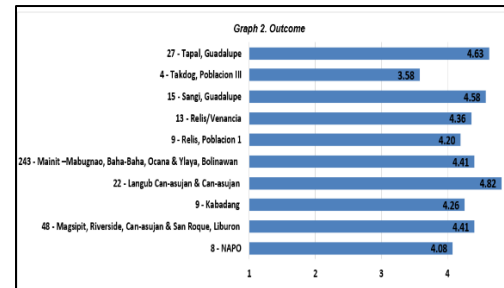
Service Quality Dimension	Water Distribution & Customer Service	Billing	Bills Payment	Scores In All Services	Interpretation
1. Outcome	4.37	-		4.37	VS
2. Reliability	4.22	-	4.78	4.50	VS
3. Access and Facilities		-	4.72	4.72	VS
4. Communication	4.04			4.04	SS
5. Cost		4.44		4.44	VS
6. Integrity		4.76		4.76	VS
7. Assurance	4.73			4.73	VS
8. Responsiveness	4.44			4.44	VS
Total	4.39	4.60	4.73	4.50	VS

As shown in the table, Carcar Water District got a Very Satisfactory interpretation from the seven dimensions. The highest rated service was Bills Payment with a rating of 4.73. Availability of payment centers and online payments thru Gcash and PayMaya could be a factor for this level of their satisfaction.

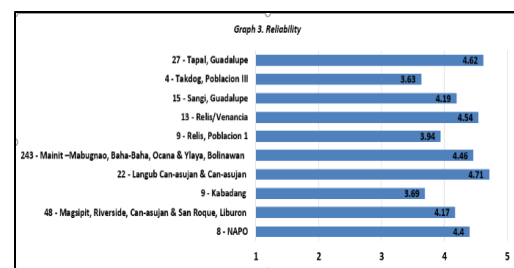


Graph 1 shows the comparative results of the survey for the year 2021 vs 2020 for all the services offered by the water district in line with the Service Quality Dimensions. Among the eight dimensions, the lowest ratings in 2020 were Communication and Responsiveness both with a score of 4.36 with an interpretation of Very Satisfactory. For 2021, the lowest rating is Communication with a score of 4.04 with an interpretation of Somewhat Satisfied. The highest rating for 2020 is 4.74 under Integrity, same as for 2021 wherein the overall score is 4.76, both having a Very Satisfactory

interpretation. As the data shows, there is consistency on the part of the water district in making sure that concessionaires will feel secure and safe for all the services offered to them. The overall rating for 2021 is 4.50 while 4.62 for 2020. There may be a decrease from 2020-2021 but the rating remains to be within the Very Satisfactory Level.

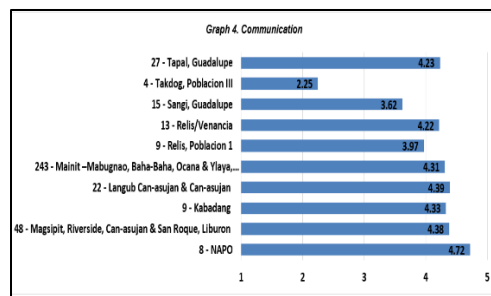


Graph 2 shows the results of the survey under the dimension- Outcome. This dimension covers the quality of water provided to the concessionaires. The data below shows that Takdog, Poblacion III got a 3.58 rating and Napo with a rating of 4.08 both having an interpretation of Somewhat Satisfied. The highest rating came from Langub, Can-asujan System with a rating of 4.82 and an interpretation of Very Satisfactory.

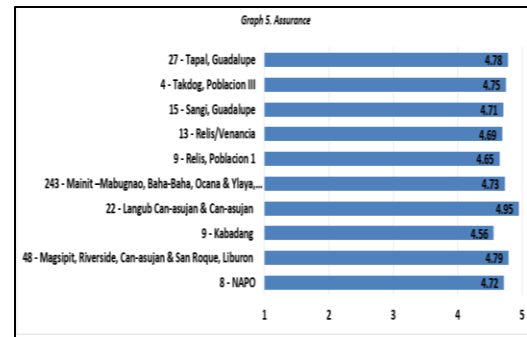


Graph 3 shows the results of the survey under the dimension- Reliability. This dimension covers the supply of water distributed to the concessionaires. The data below shows that 5 out of 10 Water

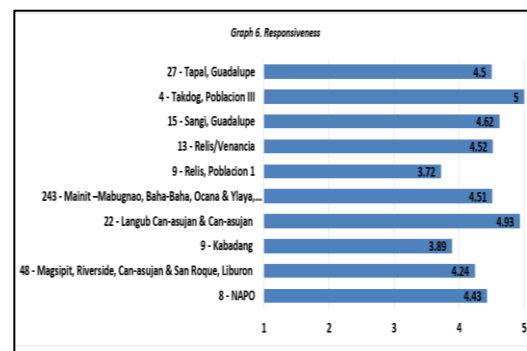
Systems got an overall interpretation of Somewhat Satisfied namely Takdog, Poblacion III- 3.63; Kabadang- 3.69; Relis-Poblacion -3.94; Magsipit, Riverside – 4.17 and Sangi, Guadalupe-4.19. Almost all of these Systems are distributing to highly elevated areas which could be one of the reasons why the supply is not 24/7. However, 5 Systems still got a Very Satisfactory interpretation and the overall rating on this dimension in terms of Water Distribution is 4.22 (Very Satisfactory).



Graph 4 shows the results of the survey under the dimension- Communication which pertains to the announcements and advisories and ways on how to let the concessionaires know about the district’s activities. The data below shows that the highest rating came from Napo with a score of 4.72. The lowest score which is 2.25 still came from Takdog, Poblacion III with an interpretation of Somewhat Dissatisfied. Relis,Poblacion I and Sangi, Guadalupe both had an overall interpretation of Somewhat Satisfied with ratings of 3.97 & 3.62 accordingly.The overall rating on this dimension is 4.04 with a Somewhat Satisfied interpretation. There may be a need to look closely on this matter and find other options and how to effectively communicate with the concessionaires.



Graph 5 shows the dimension that focuses on the knowledge, skills, expertise and the professionalism of the employees of the water district. The data in Table 8 shows that the concessionaires have full trust in the ability and knowledge of the employees of CWD, it can be seen from the graph that in every water system, the interpretation is Very Satisfactory with an overall rating of 4.73.



Graph 6 will show the results of the survey on how quick and fast the water district respond to complaints and concerns of concessionaires. The lowest rating came from the zones supplied by Kabadang with a rating of 3.89 and Relis, Poblacion I with a rating of 3.72 having an interpretation of Somewhat Satisfied. Despite having low ratings on areas mentioned earlier, the district still got an overall rating of 4.44 with an interpretation of Very Satisfactory.

The result of the 2021 Customer Satisfaction Survey was a manifestation of Carcar Water District’s commitment to service. Carcar Water District will not stop and will continue to do better and

strive harder for the continuous improvement of its operations and services. Based on the survey analysis, the water district will provide immediate action particularly on Communication.

Carcar Water District is always willing to hear from its concessionaires for comments and suggestions. At present, the water district has its website and FB page as one of its communication vehicles wherein announcements and promos are being posted.

INNOVATIVENESS

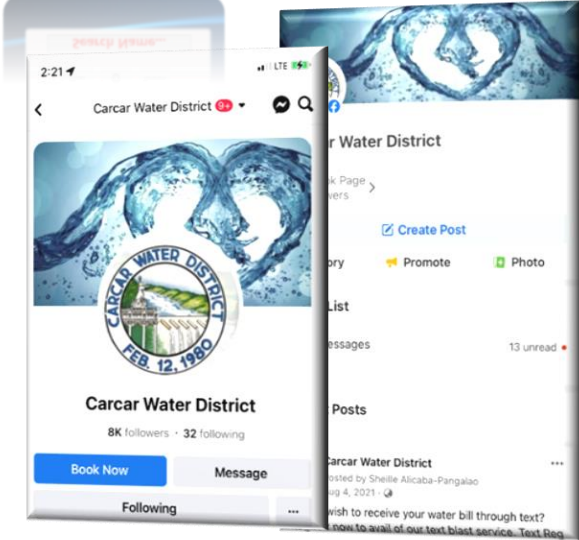
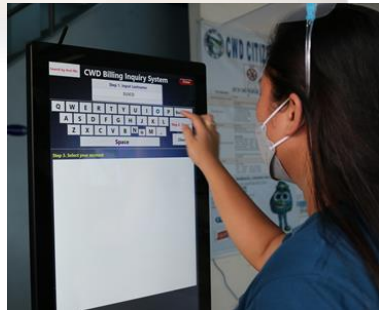
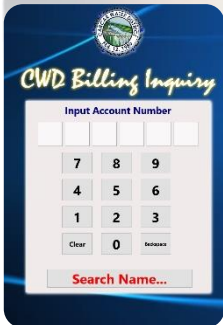
COMMERCIAL AND TECHNICAL OPERATIONS

Self- Service Kiosk

Instances when concessionaires forget to bring their bill or even lose it could cause inconvenience, stress and delays to both the concessionaires and CWD personnel. For better overall experience, the CWD self-service kiosk was installed to allow concessionaires to independently view and print their bill. With this innovation several advantages are now being enjoyed, such as:

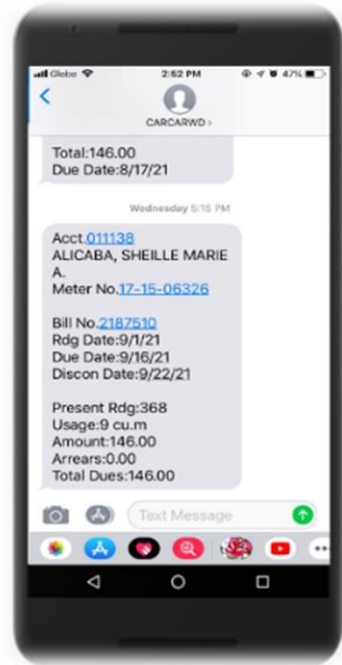
- Minimal queuing time in payment of water bills
- For concessionaires who like to do things for themselves, the automated self-service kiosk could be the key to improving their experience
- Consistent transactions and a higher level of accuracy as the concessionaire can review his/her bill even without the distributed copy

- Reduces physical social interaction which is desirable in this time of pandemic.

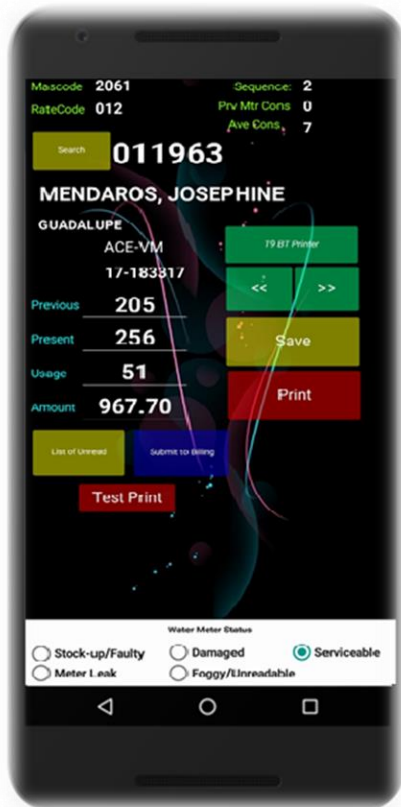


Text Blast

In the aim for better customer service, and in partnership with Smart Communications, CWD launched its text blast initiative. A text blast is an SMS text message sent from a single source to a large group of people simultaneously. The customer service group continually updates the database of all concessionaires' contact numbers and uses the aforementioned to text their monthly bills and other CWD important announcements.



New and Improved Meter Reading



In the pursuit of innovation, CWD has implemented for use its new and improved meter reading device. This allows meter readers to print the bill instantly after the meter reading, thus eliminating the need for meter readers to go back and forth to the office to print the bills; improving time efficiency.



Financial Summary



CARCAR WATER DISTRICT

San Vicente St., Pob. I, Carcar City, Cebu, Philippines
Tel. No. 487-9141/487-8500
www.carcarwaterdistrict.gov.ph



Management System
ISO 9001:2015



www.tuv.com
ID: 9108633687

STATEMENT OF MANAGEMENT RESPONSIBILITY FOR FINANCIAL STATEMENTS

The Management of Carcar Water District is responsible for the preparation of the financial statements as at December 31, 2021, including the additional components attached thereto in accordance with the prescribed financial reporting framework indicated therein. The responsibility includes designing and implementing internal controls relevant to the preparation and fair presentation of financial statements that are free from material statement whether due to fraud or error, selecting and applying appropriate accounting policies and making accounting estimates that are reasonable in the circumstances.

The Board of Directors reviews and approves the financial statements before such statements are issued to the regulators, creditors and other users.

The Commission on Audit has audited the financial statements of Carcar Water District in accordance with the Philippine Financial Reporting Standards on Auditing and has expressed its opinion on the fairness of presentation upon completion of such audit, in its report to the Board of Directors.

ENGR. EDWARD L. REMO
General Manager

DR. MERLEA A. CABALQUINTO
Chairman, Board of Directors

JOSEFA SALVACION N. MANUGAS
Department Manager

**CARCAR WATER DISTRICT
DETAILED STATEMENT OF FINANCIAL POSITION
AS AT DECEMBER 31, 2021 & 2020**

	<i>Note</i>	2021	2020
ASSETS			
Current Assets			
Cash and Cash Equivalents	<i>3.3, 5</i>	₱ 6,456,769.36	₱ 16,902,219.13
Cash on Hand		1,735,156.16	544,802.77
Cash - Collecting Offices		1,735,156.16	544,802.77
Petty Cash			
Cash in Bank - Local Currency		1,939,782.35	12,093,625.26
Cash in Bank - Local Currency, Current Account - LBP		1,111,178.79	5,581,616.62
Cash in Bank - Local Currency, Current Account - DBP		828,603.56	6,512,008.64
Cash Equivalents		2,781,830.85	4,263,791.10
Time Deposits - Local Currency		2,781,830.85	4,263,791.10
Receivables	<i>3.2a, 6</i>	11,355,492.75	8,493,125.31
Loans and Receivable Accounts		8,690,743.90	5,525,727.39
Accounts Receivable		11,163,753.83	7,977,549.89
Allowance for Impairment - Accounts Receivable		(2,473,009.93)	(2,451,822.50)
Net Value - Accounts Receivable		8,690,743.90	5,525,727.39
Inter-Agency Receivables		150,000.00	150,000.00
Due from Local Government Units		150,000.00	150,000.00
Other Receivables		2,514,748.85	2,817,397.92
Receivables - Disallowances/Charges		23,219.15	23,219.15
Due from Officers and Employees		64,980.43	64,281.59
Other Receivables		2,426,549.27	2,729,897.18
Allowance for Impairment - Other Receivables			
Net Value - Other Receivables		2,426,549.27	2,729,897.18
Inventories	<i>7</i>	6,801,928.67	9,177,229.85
Inventory Held for Consumption		6,730,554.47	9,152,941.85
Office Supplies Inventory		234,738.02	456,841.82
Allowance for Impairment - Office Supplies Inventory			
Net Value-Office Supplies Inventory		234,738.02	456,841.82
Chemical and Filtering Supplies Inventory		172,475.42	-
Allowance for Impairment-Chemical and Filtering Supplies Inventory			
Net Value-Chemical and Filtering Supplies Inventory		172,475.42	-
Construction Materials Inventory		224,936.41	33,063.18
Allowance for Impairment-Construction Materials Inventory			
Net Value-Construction Materials Inventory		224,936.41	33,063.18
Other Supplies and Materials Inventory		6,015,228.13	8,663,036.85
Allowance for Impairment-Other Supplies and Materials Inventory			
Net Value-Other Supplies and Materials Inventory		6,015,228.13	8,663,036.85
Accountable Forms, Plates and Stickers Inventory		83,176.49	-
Allowance for Impairment-Accountable Forms, Plates and Stickers Inventory			
Net Value-Accountable Forms, Plates and Stickers Inventory		83,176.49	-
Semi-Expendable Machinery and Equipment		71,374.20	24,288.00
Semi-Expendable Office Equipment		6,357.00	5,500.00
Semi-Expendable Furniture and Fixtures		47,182.20	18,788.00
Semi-Expendable Other Machinery and Equipment		4,035.00	-
Semi-Expendable Disaster Response and Rescue Equipment		13,800.00	-
Other Current Assets		1,280,361.24	821,128.66
Advances		-	-
Advances to Officers and Employees			
Prepayments		491,799.84	200,567.26
Advances to Contractors		14,700.00	14,700.00
Prepaid Insurance		477,099.84	185,867.26
Deposits		788,561.40	620,561.40
Other Deposits		788,561.40	620,561.40

**CARCAR WATER DISTRICT
DETAILED STATEMENT OF FINANCIAL POSITION
AS AT DECEMBER 31, 2021 & 2020**

	<i>Note</i>	2021	2020
Other Assets		-	-
Deferred Charges/Losses			
Other Assets			
Accumulated Impairment Losses-Other Assets			
Net Value-Other Assets			
Total Current Assets		25,894,552.02	35,393,702.95
Non-Current Assets			
Property, Plant and Equipment	3, 5, 8	187,403,909.09	174,907,371.71
Land		3,511,605.84	3,511,605.84
Land		3,511,605.84	3,511,605.84
Net Value-Land		3,511,605.84	3,511,605.84
Infrastructure Assets		96,831,564.63	90,472,753.31
Plant - Utility Plant in Service (UPIS)		163,043,410.58	152,467,199.59
Accumulated Depreciation - Plant (UPIS)		(66,095,141.02)	(61,886,554.81)
Accumulated Impairment Losses - Plant (UPIS)		(116,704.93)	(107,891.47)
Net Value-Plant-Utility Plant in Service (UPIS)		96,831,564.63	90,472,753.31
Buildings and Other Structures		43,646,733.03	40,093,306.39
Buildings		18,101,061.24	11,980,854.67
Accumulated Depreciation - Buildings		(5,218,533.00)	(4,519,095.76)
Accumulated Impairment Losses - Buildings			-
Net Value-Buildings		12,882,528.24	7,461,758.91
Other Structures		39,247,068.55	37,559,839.83
Accumulated Depreciation - Other Structures		(8,482,863.76)	(4,928,292.35)
Accumulated Impairment Losses - Other Structures			-
Net Value-Other Structures		30,764,204.79	32,631,547.48
Machinery and Equipment		17,674,904.26	15,252,016.48
Office Equipment		1,108,985.70	1,014,177.90
Accumulated Depreciation - Office Equipment		(748,073.83)	(689,499.03)
Accumulated Impairment Losses - Office Equipment		(88,747.24)	(114,399.20)
Net Value-Office Equipment		272,164.63	210,279.67
Information and Communication Technology Equipment		2,576,303.40	2,065,730.40
Accumulated Depreciation - Information and Communication Technology Equipment		(1,542,419.49)	(1,159,625.65)
Accumulated Impairment Losses - Information and Communication Technology Equipment			
Net Value-Information and Communication Technology Equipment		1,033,883.91	906,104.75
Other Machinery and Equipment		27,787,920.29	22,836,745.47
Accumulated Depreciation - Other Machinery and Equipment		(11,325,920.95)	(8,544,756.03)
Accumulated Impairment Losses - Other Machinery & Equipment		(93,145.62)	(156,357.38)
Net Value-Other Machinery & Equipment		16,368,853.72	14,135,632.06
Transportation Equipment		3,649,721.38	4,174,019.95
Motor Vehicles		7,746,346.79	7,746,346.79
Accumulated Depreciation - Motor Vehicles		(4,085,596.56)	(3,508,398.20)
Accumulated Impairment Losses - Motor Vehicles		(11,028.85)	(63,928.64)
Net Value-Motor Vehicles		3,649,721.38	4,174,019.95
Furniture, Fixtures and Books		1,571,755.16	945,659.08
Furniture and Fixtures		3,074,332.33	2,149,639.50
Accumulated Depreciation - Furniture and Fixtures		(1,494,457.86)	(1,191,156.31)
Accumulated Impairment Losses - Furniture and Fixtures		(8,119.31)	(12,824.11)
Net Value-Furniture and Fixtures		1,571,755.16	945,659.08
Construction in Progress		20,517,624.79	20,458,010.66
Construction in Progress - Infrastructure Assets		20,517,624.79	17,198,390.77
Construction in Progress - Buildings and Other Structures		-	3,259,619.89
Intangible Assets		25,000.00	71,550.08
Intangible Assets	9	25,000.00	71,550.08
Computer Software		825,524.00	825,524.00
Accumulated Amortization - Computer Software		(800,524.00)	(753,973.92)
Net Value-Computer Software		25,000.00	71,550.08

CARCAR WATER DISTRICT
 DETAILED STATEMENT OF FINANCIAL POSITION
 AS AT DECEMBER 31, 2021 & 2020

	<i>Note</i>	2021	2020
Other Non-Current Assets	<i>10</i>	6,501,746.81	4,559,071.60
Restricted Fund		3,396,078.31	3,394,323.14
Restricted Fund		3,394,323.14	3,394,323.14
Other Assets		3,105,668.50	1,164,748.46
Other Assets		3,105,668.50	1,164,748.46
Net Value-Other Assets		3,105,668.50	1,164,748.46
Total Non - Current Assets		193,930,655.90	179,537,993.39
Total Assets		219,825,207.92	214,931,696.34
LIABILITIES			
Current Liabilities			
Financial Liabilities	<i>3, 2b, 11.1</i>	19,569,045.69	12,706,948.85
Payables		12,158,882.15	5,626,664.33
Accounts Payable		10,977,786.70	5,283,011.33
Due to Officers and Employees		1,181,095.45	343,653.00
Bills/Bonds/Loans Payable	<i>3, 12, 11.2</i>	7,410,163.54	7,080,284.52
Loans Payable-Domestic		7,410,163.54	7,080,284.52
Inter-Agency Payables	<i>3.2b, 12</i>	2,012,683.41	1,722,943.74
Inter-Agency Payables		2,012,683.41	1,722,943.74
Due to BIR		887,836.37	789,587.16
Due to GSIS		880,127.99	702,329.24
Due to Pag-Ibig		94,935.45	103,061.58
Due to Phil Health		74,286.45	52,468.61
Due to Government Corporations		75,497.15	75,497.15
Trust Liabilities	<i>13</i>	3,940,692.43	3,580,245.53
Trust Liabilities		3,940,692.43	3,580,245.53
Guaranty/Security Deposits Payable		3,401,531.58	2,827,108.68
Customers' Deposits Payable		539,160.85	753,136.85
Other Payables	<i>14</i>	2,050,641.01	515,196.09
Other Payables		2,050,641.01	515,196.09
Total Current Liabilities		27,573,062.54	18,525,334.21
Non-Current Liabilities			
Financial Liabilities		40,376,480.31	47,786,643.85
Bills/Bonds/Loans Payable	<i>3, 12, 11.2</i>	40,376,480.31	47,786,643.85
Loans Payable - Domestic		40,376,480.31	47,786,643.85
Deferred Credits/Unearned Income		538,480.05	3,476,896.86
Unearned Revenue/Income	<i>16</i>	538,480.05	3,476,896.86
Other Unearned Revenue/Income		538,480.05	3,476,896.86
Provisions	<i>3.13, 15</i>	8,441,232.77	6,964,439.19
Leave Benefits Payable		8,441,232.77	6,964,439.19
Total Non-Current Liabilities		49,356,193.13	58,227,979.90
Total Liabilities		76,929,255.67	76,753,314.11

CARCAR WATER DISTRICT
 DETAILED STATEMENT OF FINANCIAL POSITION
 AS AT DECEMBER 31, 2021 & 2020

	<i>Note</i>	2021	2020
EQUITY			
Government Equity		3,579,817.53	3,579,817.53
Government Equity		3,579,817.53	3,579,817.53
Government Equity		3,579,817.53	3,579,817.53
Retained Earnings/(Deficit)		139,316,134.72	134,598,564.70
Retained Earnings/(Deficit)		139,316,134.72	134,598,564.70
Retained Earnings/(Deficit)		139,316,134.72	134,598,564.70
Total Equity		142,895,952.25	138,178,382.23
Total Liabilities and Equity		₱ 219,825,207.92	₱ 214,931,696.34

Prepared by:



SERGSZE A. ALISER
 Sr. Corporate Accountant C

Certified correct:



JOSEFA S. MANUGAS
 Department Manager B

Approved by:



ENGR. EDWARD L. REMO
 General Manager

CARCAR WATER DISTRICT
DETAILED STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEARS ENDED DECEMBER 31, 2021 & 2020

	<i>Note</i>	<i>2021</i>	<i>2020</i>
Income			
Service and Business Income			
Business Income			
Waterworks System Fees	<i>3.9,17</i>	P 103,315,463.39	P 100,707,407.84
Interest Income		24,506.56	52,947.80
Fines and Penalties-Business Income		3,305,096.41	2,832,896.13
Other Business Income		4,296,057.89	2,785,808.99
Total Business Income		110,941,124.25	106,379,060.76
Total Service and Business Income		110,941,124.25	106,379,060.76
Shares, Grants and Donations			
Grants and Donations			
Income from Grants and Donations in Cash		4,943,268.22	-
Income from Grants and Donations in Kind		581,168.00	5,062,914.02
Total Grants and Donations		5,524,436.22	5,062,914.02
Total Shares, Grants and Donations		5,524,436.22	5,062,914.02
Gains			
Gain on Sale of Property, Plant and Equipment			-
Total Gains			-
Other Non-Operating Income			
Reversal of Impairment Loss		146,468.31	81,661.12
Total Non-Operating Income		146,468.31	81,661.12
Total Income		116,612,028.78	111,523,635.90
Expenses			
Personnel Services			
Salaries and Wages			
Salaries and Wages- Regular	<i>3.9,18</i>	28,648,783.25	23,921,840.05
Salaries and Wages - Casual/Contractual			
Total Salaries and Wages		28,648,783.25	23,921,840.05
Other Compensation			
Personnel Economic Relief Allowance (PERA)		2,524,727.26	2,125,000.00
Representation Allowance (RA)		535,750.00	507,000.00
Transportation Allowance (TA)		535,750.00	507,000.00
Clothing/Uniform Allowance		534,000.00	528,000.00
Midyear Bonus		2,063,316.00	1,878,329.00
Year End Bonus		2,261,224.00	1,932,956.00
Cash Gift		524,500.00	445,000.00
Other Bonuses and Allowances		4,375,660.03	4,523,854.81
Total Other Compensation		13,354,927.29	12,447,139.81
Personnel Benefit Contributions			
Retirement and Life Insurance Premiums		3,101,563.44	3,018,284.00
Pag-IBIG Contributions		126,100.00	106,600.00
PhilHealth Contributions		398,985.87	309,643.28
Employees Compensation Insurance Premiums		116,700.00	106,600.00
Provident/Welfare Fund Contributions		1,563,084.72	1,535,419.13
Total Personnel Benefit Contributions		5,306,434.03	5,076,546.41

**CARCAR WATER DISTRICT
 DETAILED STATEMENT OF COMPREHENSIVE INCOME
 FOR THE YEARS ENDED DECEMBER 31, 2021 & 2020**

	<i>Note</i>	<i>2021</i>	<i>2020</i>
Other Personnel Benefits			
Terminal Leave Benefits		2,339,608.81	2,136,535.18
Other Personnel Benefits		1,446,728.00	1,414,406.00
Total Other Personnel Benefits		3,786,336.81	3,550,941.18
Total Personnel Services		51,096,481.38	44,996,467.45
Maintenance and Other Operating Expenses			
	<i>19</i>		
Traveling Expenses			
Traveling Expenses - Local		75,185.00	220,391.81
Traveling Expenses - Foreign			
Total Traveling Expenses		75,185.00	220,391.81
Training and Scholarship Expenses			
Training Expenses		119,876.64	214,932.18
Scholarship Grants/Expenses			
Total Training and Scholarship Expenses		119,876.64	214,932.18
Supplies and Materials Expenses			
Office Supplies Expenses		767,975.77	373,866.36
Fuel, Oil and Lubricants Expenses		1,593,335.58	1,449,952.16
Total Supplies and Materials Expenses		2,361,311.35	1,823,818.52
Utility Expenses			
Electricity Expenses		902,086.41	804,088.18
Other Utility Expenses			
Total Utility Expenses		902,086.41	804,088.18
Communication Expenses			
Postage and Courier Services		15,133.00	17,272.00
Telephone Expenses		353,803.35	325,340.09
Internet Subscription Expenses		8,698.49	7,375.08
Cable, Satellite, Telegraph and Radio Expenses			
Total Communication Expenses		377,634.84	349,987.17
Awards/Rewards, Prizes and Indemnities			
Awards/Rewards Expenses		310,195.00	488,096.54
Indemnities		4,511.00	2,112.40
Total Awards/Rewards, Prizes and Indemnities		314,706.00	490,208.94
Generation, Transmission and Distribution Expenses			
Generation, Transmission and Distribution Expenses		19,353,953.05	19,954,863.65
Confidential, Intelligence and Extraordinary Expenses			
Extraordinary and Miscellaneous Expenses		107,843.87	116,642.27
Total Confidential, Intelligence and Extraordinary Expenses		107,843.87	116,642.27
Professional Services			
Legal Services		10,000.00	7,000.00
Auditing Services		200,000.00	120,000.00
Consultancy Services			
Other Professional Services		56,000.00	56,000.00
Total Professional Services		266,000.00	183,000.00

**CARCAR WATER DISTRICT
DETAILED STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEARS ENDED DECEMBER 31, 2021 & 2020**

	<i>Note</i>	<i>2021</i>	<i>2020</i>
General Services			
Janitorial Services			
Security Services		1,182,393.76	1,188,659.32
Other General Services			
Total General Services		1,182,393.76	1,188,659.32
Repairs and Maintenance			
Repairs and Maintenance-Infrastructure Assets		8,763,693.16	7,341,943.63
Repairs and Maintenance-Buildings and Other Structures		178,535.36	18,807.80
Repairs and Maintenance-Machinery and Equipment		715,633.55	450,672.91
Repairs and Maintenance-Transportation Equipment		464,684.94	646,629.61
Repairs and Maintenance-Furniture and Fixtures		129,794.61	71,735.90
Total Repairs and Maintenance		10,252,341.62	8,529,789.85
Taxes, Insurance Premiums and Other Fees			
Taxes, Duties and Licenses		2,570,298.09	2,197,465.85
Insurance Expenses		459,606.42	171,118.42
Total Taxes, Insurance Premiums and Other Fees		3,029,904.51	2,368,584.27
Other Maintenance and Operating Expenses			
Advertising, Promotional and Marketing Expenses		377,511.50	347,535.78
Representation Expenses		608,144.55	558,114.41
Membership Dues and Contributions to Organizations			
Donations			
Directors and Committee Members' Fees		707,616.00	663,390.00
Rent Expenses		318,166.46	171,434.80
Other Maintenance and Operating Expenses		1,089,401.62	580,980.45
Total Other Maintenance and Operating Expenses		3,100,840.13	2,321,455.44
Total Maintenance and Other Operating Expenses		41,444,077.18	38,566,421.60
Financial Expenses	<i>20</i>		
Financial Expenses			
Interest Expenses		2,356,213.20	2,648,607.16
Bank Charges		23,615.15	27,798.59
Other Financial Charges		250.00	100.00
Total Financial Expenses		2,380,078.35	2,676,505.75
Non-Cash Expenses			
Depreciation	<i>3.5d, 8</i>		
Depreciation-Infrastructure Assets		4,106,335.58	3,858,189.92
Depreciation-Buildings and Other Structures		4,254,008.65	3,088,257.55
Depreciation-Machinery and Equipment		3,108,851.56	2,344,616.74
Depreciation-Transportation Equipment		568,520.28	653,005.59
Depreciation-Furniture, Fixtures and Books		296,221.85	240,999.48
Depreciation-Other Property, Plant and Equipment			
Total Depreciation		12,333,937.92	10,185,069.28
Amortization			
Amortization-Service Concession-Intangible Assets			
Amortization-Intangible Assets		46,550.08	36,099.96
Total Amortization		46,550.08	36,099.96
Impairment Loss	<i>3.2a</i>		
Impairment Loss-Loans and Receivables		21,187.43	228,623.70

**CARCAR WATER DISTRICT
 DETAILED STATEMENT OF COMPREHENSIVE INCOME
 FOR THE YEARS ENDED DECEMBER 31, 2021 & 2020**

	<i>Note</i>	<i>2021</i>	<i>2020</i>
Impairment Loss-Property, Plant and Equipment		8,813.46	1,500.00
Impairment Loss-Inventories		218,346.47	
Total Impairment Loss		248,347.36	230,123.70
Losses			
Loss on Sale of Assets			
Loss of Assets			
Other Losses			
Total Losses			-
Discount and Rebates	<i>17</i>		
Other Discounts		60,101.66	86,287.93
Rebates		2,681,629.94	2,369,940.71
Total Discounts and Rebates		2,741,731.60	2,456,228.64
Total Non-Cash Expenses		15,370,566.96	12,907,521.58
Total Expenses		110,291,203.87	99,146,916.38
Profit/(Loss) Before Tax		6,320,824.91	12,376,719.52
Income Tax Expense/(Benefit)			
Profit/(Loss) After Tax		6,320,824.91	12,376,719.52
Assistance and Subsidy			
Assistance and Subsidy			-
Financial Assistance/Subsidy/Contribution		-	-
Net Assistance/Subsidy/(Financial Assistance/Subsidy/Contribution)			
Net Income/(Loss)		6,320,824.91	12,376,719.52
Other Comprehensive Income/(Loss) for the Period			
Changes in Fair Value of Investments			
Translation Adjustment		-	-
Total Other Comprehensive Income/(Loss) for the Period			
Comprehensive Income/(Loss)		P 6,320,824.91	P 12,376,719.52

Prepared by:


 SERGSZEL A. ALISER
 Sr. Corporate Accountant C

Certified correct:


 JOSEFA S. MANUGAS
 Department Manager B

Approved by:


 ENGR. EDWARD L. REMO
 General Manager

**CARCAR WATER DISTRICT
CONDENSED STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEARS ENDED DECEMBER 31, 2021 & 2020**

	<i>Note</i>	<i>2021</i>	<i>2020</i>
Income			
Service and Business Income	<i>3.9,17</i>	P 110,941,124.25	P 106,379,060.76
Shares, Grants and Donations		5,524,436.22	5,062,914.02
Other Non-Operating Income		146,468.31	81,661.12
Total Income		<u>116,612,028.78</u>	<u>111,523,635.90</u>
Expenses			
Personnel Services	<i>3.9,18</i>	51,096,481.38	44,996,467.45
Maintenance and Other Operating Expenses	<i>19</i>	41,444,077.18	38,566,421.60
Financial Expenses	<i>21</i>	2,380,078.35	2,676,505.75
Non-Cash Expenses	<i>3.5d,8, 3.2a,17</i>	15,370,566.96	12,907,521.58
Total Expenses		<u>110,291,203.87</u>	<u>99,146,916.38</u>
Profit(Loss) Before Tax	-	<u>6,320,824.91</u>	<u>12,376,719.52</u>
Income Tax Expense/(Benefit)			
Profit(Loss) After Tax		<u>6,320,824.91</u>	<u>12,376,719.52</u>
Net Assistance/Subsidy/(Financial Assistance/Subsidy/Contribution)			
Net Income/(Loss)		<u>6,320,824.91</u>	<u>12,376,719.52</u>
Other Comprehensive Income/(Loss) for the Period			
Comprehensive Income/(Loss)		<u><u>P 6,320,824.91</u></u>	<u><u>P 12,376,719.52</u></u>

Prepared by:


SERGSZIEL A. ALISER
Sr. Corporate Accountant C

Certified correct:


JOSEFA S.N. MANUGAS
Department Manager B

Approved by:


ENGR. EDWARD L. REMO
General Manager

**CARCAR WATER DISTRICT
DETAILED STATEMENT OF CASH FLOWS
FOR THE YEARS ENDED DECEMBER 31, 2021 & 2020**

	<u>2021</u>	<u>2020</u>
CASH FLOWS FROM OPERATING ACTIVITIES		
Cash Inflows		
Collection of Income/Revenue	P 107,356,998.95	P 108,121,892.90
Collection of service and business income	103,958,377.63	105,243,133.30
Receipt of shares, grants and donations		
Collection of other non-operating income		
Receipt of prior years' income	3,398,621.32	2,878,759.60
Collection of Receivables	5,932,110.84	
Collection of loans and receivables		
Collection of other receivables	5,932,110.84	
Trust Receipts	69,400.00	-
Receipt of guaranty/security deposits	69,400.00	
Receipt of customers' deposits		
Other Receipts	256,429.50	64,998.28
Receipt of unearned income/revenue		
Receipt of deposits on letters of credit		
Refund of guaranty deposits		
Receipt of payment for liquidated damages		
Receipt of unused petty cash fund	1,700.00	118.84
Receipt of other deferred credits		
Receipt of refund of overpayment of personnel services		
Receipt of refund of overpayment of MOOE	12,270.45	
Receipt of refund of cash advances	162,159.05	54,879.44
Other miscellaneous receipts	80,300.00	10,000.00
Total Cash Inflows	113,614,939.29	108,186,891.18
Adjustments	674,264.54	1,403,144.12
Restoration of cash for cancelled/lost/stale checks/ADA	99,953.51	
Restoration of cash for unreleased check	565,261.25	1,392,420.12
Other adjustments-Inflow(Interest earned on deposits)	9,049.78	10,724.00
Adjusted Cash Inflows	114,289,203.83	109,590,035.30
Cash Outflows		
Payment of Expenses	59,532,240.00	62,008,626.58
Payment of personnel services	30,046,229.92	28,908,950.91
Payment of maintenance and other operating expenses	29,486,010.08	33,099,675.67
Purchase of Inventories	8,219,565.47	20,238,801.39
Purchase of inventory held for consumption	8,219,565.47	20,238,801.39
Grant of Cash Advances	-	-
Payments of Accounts Payable	1,447,308.29	850,618.39
Remittance of Personnel Benefit Contributions and Mandatory Deductions	22,244,610.71	18,189,194.85
Remittance of taxes withheld	5,972,768.27	5,526,745.97
Remittance to GSIS/Pag-IBIG/PhilHealth/SSS	10,421,496.97	6,503,663.58
Remittance to other institutions	5,850,345.47	6,158,785.30
Other Disbursements	669,652.00	307,509.67
Refund of guaranty/security deposits	569,652.00	55,510.00

**CARCAR WATER DISTRICT
 DETAILED STATEMENT OF CASH FLOWS
 FOR THE YEARS ENDED DECEMBER 31, 2021 & 2020**

	2021	2020
Other disbursements	100,000.00	251,999.67
Total Cash Outflows	92,113,376.47	101,594,750.88
Adjustments	1,175,490.17	850,618.39
Adjustment for dishonored checks		
Reversing entry for unreleased checks in previous year	1,175,490.17	850,618.39
Other adjustments- Outflow (Please specify)		
Adjusted Cash Outflows	93,288,866.64	102,445,369.27
Net Cash Provided by/(Used in) Operating Activities	21,000,337.19	7,144,666.03
CASH FLOWS FROM INVESTING ACTIVITIES		
Cash Inflows		
Proceeds from Sale/Disposal of Property, Plant and Equipment		
Total Cash Inflows	-	-
Adjustments (Please specify)		
Adjusted Cash Inflows	-	-
Cash Outflows		
Purchase/Construction of Property, Plant and Equipment	21,987,830.95	5,416,981.09
Purchase of land		
Purchase of Building	1,221,816.99	
Purchase of transportation equipment		608,847.86
Construction in progress	15,877,147.03	3,704,707.27
Office Equipment and Furniture and Fixtures	1,578,526.35	255,228.16
Purchase of Intangible Assets		
Purchase of computer software		
Purchase of other intangible assets		
Purchase of intangible assets obligated in prior year		
Other Property, Plant and Equipment	3,310,340.58	848,197.80
Total Cash Outflows	21,987,830.95	5,416,981.09
Adjustments (Please specify)	-	-
Adjusted Cash Outflows	21,987,830.95	5,416,981.09
Net Cash Provided By/(Used In) Investing Activities	(21,987,830.95)	(5,416,981.09)
CASH FLOWS FROM FINANCING ACTIVITIES		
Cash Inflows		
Proceeds from Domestic and Foreign Loans		
Proceeds from issuance of notes payable		
Proceeds from domestic loans		
Proceeds from foreign loans		
Total Cash Inflows	-	-
Adjustments (Please specify)	-	-
Adjusted Cash Inflows	-	-

**CARCAR WATER DISTRICT
 DETAILED STATEMENT OF CASH FLOWS
 FOR THE YEARS ENDED DECEMBER 31, 2021 & 2020**

	2021	2020
Cash Outflows		
Payment of Long-Term Liabilities	7,080,284.52	5,562,601.99
Payment of notes payable	7,080,284.52	5,562,601.99
Payment of domestic loans		
Payment of Interest on Loans and Other Financial Charges	2,377,671.49	2,676,405.75
Total Cash Outflows	9,457,956.01	8,239,007.74
Adjustments (Please specify)	-	-
Adjusted Cash Outflows	9,457,956.01	8,239,007.74
Net Cash Provided By/(Used In) Financing Activities	(9,457,956.01)	(8,239,007.74)
INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS	(10,445,449.77)	(6,511,322.80)
CASH AND CASH EQUIVALENTS, JANUARY 1	16,902,219.13	23,413,541.93
CASH AND CASH EQUIVALENTS, DECEMBER 31	₱ 6,456,769.36	₱ 16,902,219.13


Prepared by:


 SERGSZEL A. ALISER
 Sr. Corporate Accountant C

Certified correct:


 JOSEF A. SN. MANUGAS
 Department Manager B

Approved by:


 ENGR. EDWARD L. REMON
 General Manager

**CARCAR WATER DISTRICT
CONDENSED STATEMENT OF CASH FLOWS
FOR THE YEARS ENDED DECEMBER 31, 2021 & 2020**

	<u>2021</u>	<u>2020</u>
CASH FLOWS FROM OPERATING ACTIVITIES		
Cash Inflows		
Collection of Income/Revenue	P 107,356,998.95	P 108,121,892.90
Collection of Receivables	5,932,110.84	-
Trust Receipts	69,400.00	-
Other Receipts	256,429.50	64,998.28
Total Cash Inflows	113,614,939.29	108,186,891.18
Adjustments	674,264.54	1,403,144.12
Adjusted Cash Inflows	114,289,203.83	109,590,035.30
Cash Outflows		
Payment of Expenses	59,532,240.00	62,008,626.58
Purchase of Inventories	8,219,565.47	20,238,801.39
Grant of Cash Advances	-	-
Payments of Accounts Payable	1,447,308.29	850,618.39
Remittance of Personnel Benefit Contributions and Mandatory Deductions	22,244,610.71	18,189,194.85
Other Disbursements	669,652.00	307,509.67
Total Cash Outflows	92,113,376.47	101,594,750.88
Adjustments	1,175,490.17	850,618.39
Adjusted Cash Outflows	93,288,866.64	102,445,369.27
Net Cash Provided by/(Used in) Operating Activities	21,000,337.19	7,144,666.03
CASH FLOWS FROM INVESTING ACTIVITIES		
Cash Inflows		
Proceeds from Sale/Disposal of Property, Plant and Equipment	-	-
Total Cash Inflows	-	-
Adjustments (Please specify)	-	-
Adjusted Cash Inflows	-	-
Cash Outflows		
Purchase/Construction of Property, Plant and Equipment	21,987,830.95	5,416,981.09
Total Cash Outflows	21,987,830.95	5,416,981.09
Adjustments (Please specify)	-	-
Adjusted Cash Outflows	21,987,830.95	5,416,981.09
Net Cash Provided By/(Used In) Investing Activities	(21,987,830.95)	(5,416,981.09)
CASH FLOWS FROM FINANCING ACTIVITIES		
Cash Inflows		
Proceeds from Domestic and Foreign Loans	-	-
Total Cash Inflows	-	-
Adjustments (Please specify)	-	-
Adjusted Cash Inflows	-	-
Cash Outflows		
Payment of Long-Term Liabilities	7,080,284.52	5,562,601.99
Payment of Interest on Loans and Other Financial Charges	2,377,671.49	2,676,405.75
Total Cash Outflows	9,457,956.01	8,239,007.74
Adjustments (Please specify)	-	-
Adjusted Cash Outflows	9,457,956.01	8,239,007.74
Net Cash Provided By/(Used In) Financing Activities	(9,457,956.01)	(8,239,007.74)
INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS	(10,445,449.77)	(6,511,322.80)

**CARCAR WATER DISTRICT
CONDENSED STATEMENT OF CASH FLOWS
FOR THE YEARS ENDED DECEMBER 31, 2021 & 2020**

	<u>2021</u>	<u>2020</u>
CASH AND CASH EQUIVALENTS, JANUARY 1	16,902,219.13	23,413,541.93
CASH AND CASH EQUIVALENTS, DECEMBER 31	P 6,456,769.36	P 16,902,219.13

Prepared by:


SERGSZEL A. ALISER
Sr. Corporate Accountant C

Certified correct:


JOSEFA S.N. MANUGAS
Department Manager B

Approved by:


ENGR. EDWARD L. REMO
General Manager

**CARCAR WATER DISTRICT
STATEMENT OF CHANGES IN EQUITY
FOR THE YEARS ENDED DECEMBER 31, 2021 & 2020**

	Retained Earnings/ Deficit	Government Equity	TOTAL
BALANCE AT JANUARY 1, 2020	P 127,183,428.13	P 3,549,905.53	P 130,733,333.66
CHANGES IN EQUITY FOR 2020			
Add(Deduct):			
Comprehensive Income for the year	12,376,719.52	-	12,376,719.52
Prior Year Adjustments	(4,931,670.95)		(4,931,670.95)
Reclassification	(29,912.00)	29,912.00	-
BALANCE AT DECEMBER 31, 2020	P 134,598,564.70	P 3,579,817.53	P 138,178,382.23
BALANCE AT JANUARY 1, 2021	P 134,598,564.70	P 3,579,817.53	P 138,178,382.23
CHANGES IN EQUITY FOR 2021			
Add(Deduct):			
Comprehensive Income for the year	6,320,824.91	-	6,320,824.91
Prior Year Adjustments	(1,603,254.89)		(1,603,254.89)
Reclassification			-
BALANCE AT DECEMBER 31, 2021	P 139,316,134.72	P 3,579,817.53	P 142,895,952.25

Prepared by:


SERGSZEL A. ALISER
Sr. Corporate Accountant C

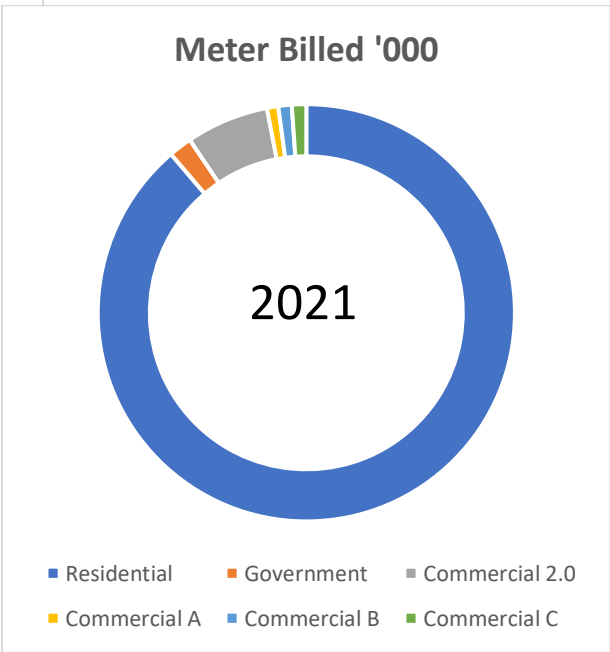
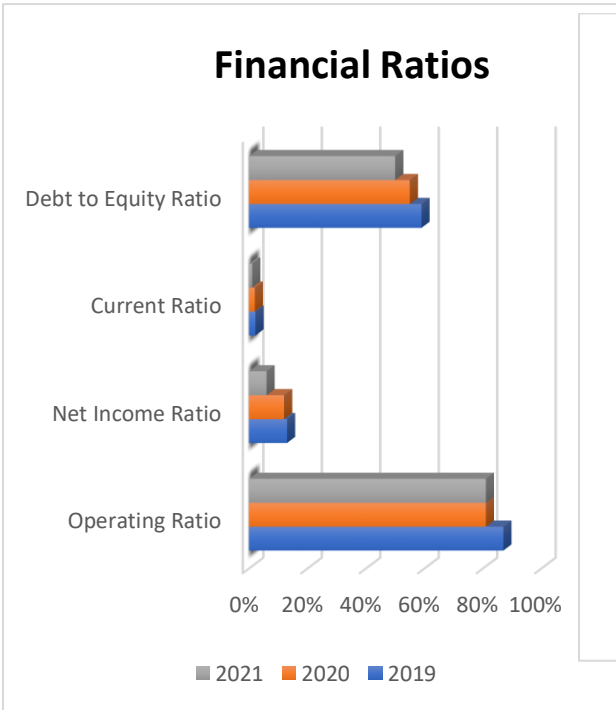
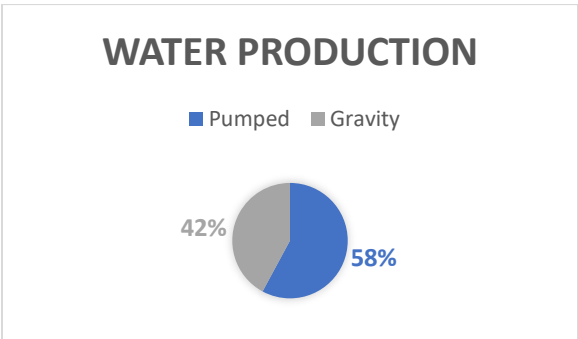
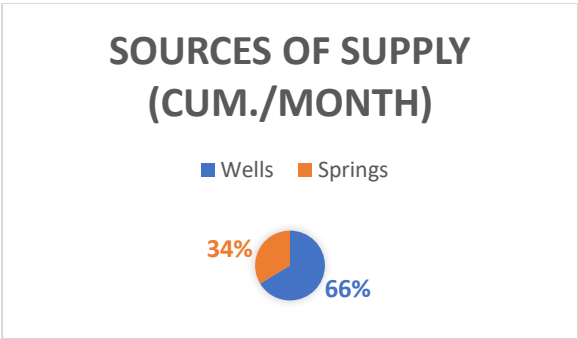
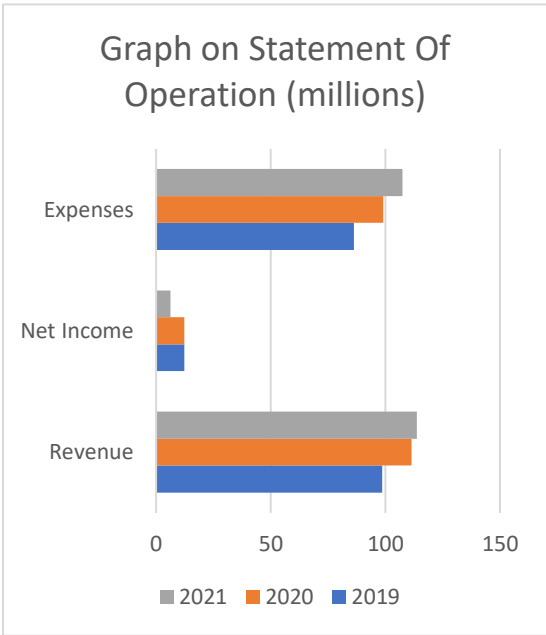
Certified correct:


JOSEFA S.N. MANUGAS
Department Manager B

Approved by:


ENGR. EDWARD L. REMO
General Manager

Financial Highlights



HUMAN RESOURCE MANAGEMENT

STAFF PRODUCTIVITY INDEX

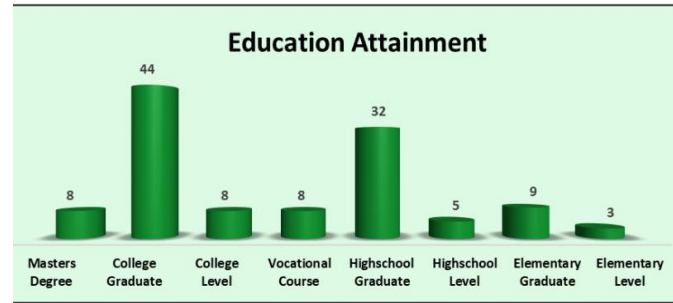
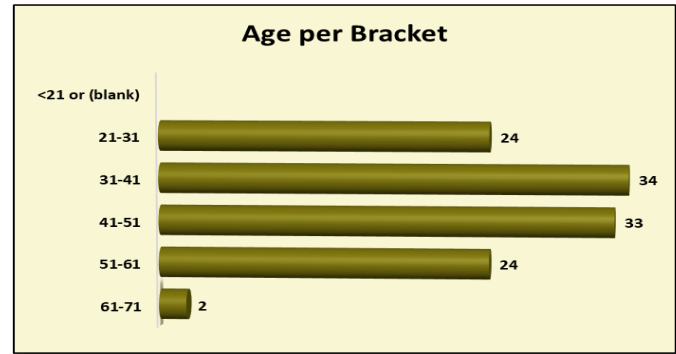
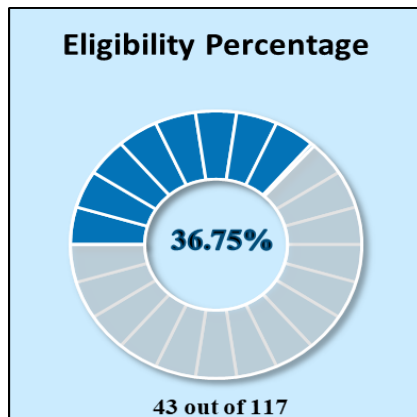
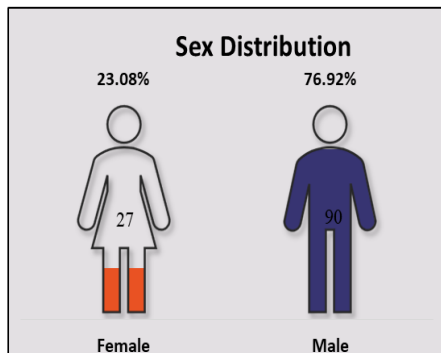


Total No. of Active Concessionaires

Total No. of Employees

As of December 31, 2021, Carcar Water District has staff productivity ratio of 192:1 which means that one employee serves one hundred ninety-two concessionaires.

DEMOGRAPHICS



The Employees of Carcar Water District average years in service is 6.65.

MONTHLY ACTIVITIES

Granted as level two in PRIME HRM, Carcar Water District's Human Resource Management is guided by four processes under the mandate of Civil Service Commission namely:

- Recruitment and Selection Process
- Performance Management System
- Learning and Development
- Rewards and Recognition

These processes serve as pillars in CWD's Human Resource Division and the steering wheel for employee development and organizational growth.

The following are the summary of HR activities for 2021.

JANUARY

● Evaluation of Individual Performance and Calibration of Targets – Jan. 27, 2021



FEBRUARY

● Oathtaking of Promoted Employees- February 22, 2021



March

● Oathtaking of New Personnel- March 1&8, 2021



● Onboarding of New and Promoted Personnel- March 8, 2021



May

● Conducted Activities for Carcar Water District Anniversary

1. Virtual Quiz Bowl- May 26, 2021



2. Inauguration and Blessing of New Facilities- May 28, 2021



● PRAISE Awards

Carcar Water District recognizes top performing employees.



June

● Facilitate Turn-around time of Hiring of Employees

- June 5, 2021- Preliminary Evaluation
- June 7-8, 2021- Functional Skills Test
- June 14, 2021- Behavioral Event Interview
- June 17, 2021- Deliberation by HRMPSB



● Target Setting for July- December 2021 - June 24 & 29, 2021



July

● Oathtaking of Promoted and Newly Hired Employees- July 19, 2021



● Annual Physical Exam- July 16, 2021



September

● Human Resource Planning- September 13, 2021



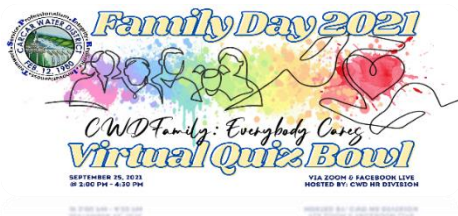
● Participated in the 121st Civil Service Month Anniversary and its Activities



● Institutional Registration by Philippine Statistics Authority (PSA)- September 9, 2021



● Carcar Water District Virtual Family Day – September 25, 2021



October

● Facilitate Flu Vaccine- Oct. 8, 2021



● Performance Management Orientation of Forms & Simulation- Oct. 1, 6, & 8, 2021



December

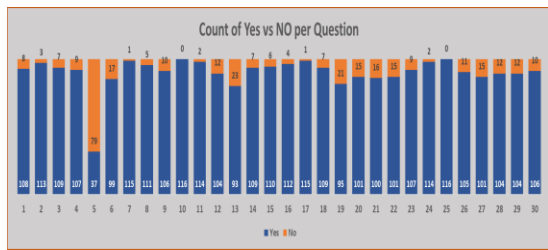
● Employee Satisfaction Survey

HR Division conducted the first Employee Satisfaction Survey which aims to check the level of satisfaction of Carcar Water District's Employees. The survey utilizes the descriptive and scoring system:

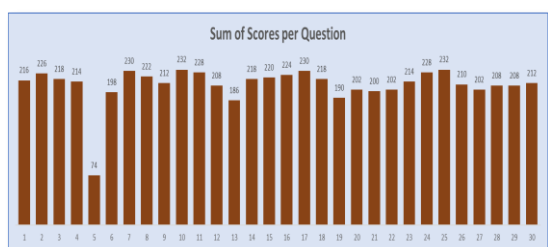
Score	Interpretation
50-60	Great Job
30-39	Ok Job
20-29	Bad Job
1-19	Depressing Job

The survey respondents will be the total number of permanent employees. The

survey gave 30 questions to be answered by each employee.



The table above shows the total number of yes and no answers per question.



The table above shows the summation of all scores per question.

Based on the survey, it was concluded that Carcar Water District has done a great job towards its employees especially on managers treating their subordinates as a person making work as a real plus in their lives.

● Year-end Assessment- December 24, 2021

Carcar Water District conducted a year-end assessment and recognized the early responders after the typhoon "Odette" which greatly devastated the entire province. It was also during this day that the water district's employees crafted the CWD Slogan:

"Bangon! Padayon! Carcar Water District!"

The slogan was in response to the aftermath of the typhoon to continue its

service of delivering water supply even during the calamity.



Other Activities

● Trainings and Seminars

All throughout the year trainings and seminars are given to all employees as part of the learning and development process.

Trainings and seminars were conducted via zoom or via open space meetings. Employees who attended these meetings are then asked to re-echo their learnings to their co employees. Here is a list of trainings conducted for the year 2021:

- Effective Communication Skills- April 6
- Cash Management & Its Internal Control System- April 6-8
- RA 9184 & Its Control System- April 6-8
- Effective Presentation Skills – April 8
- Time, Production & Stress Management- April 8
- The Philippine Government Accounting Standards- April 14-16



- Preparation of the Project Procurement Mgt. Plan (PPMP) and the Annual Procurement Plan (APP)- April 14-16
- Online Course on PRIME-HRM: Performance Mgt. for PRIME-HRM Level 2- April 12,14,19,23,26,26
- The Philippine Budgeting System- April 20-23
- Basics of Housekeeping and Table Setting- April 13
- Worker’s Occupational Safety & Health- April 21, May 12, June 18, July 23, Nov. 17, Nov. 26
- Customer Service Excellence- May 12
- How to reduce NRW brought by Commercial Losses-May 21
- Improving The Organization and Control of Files for effective Recordkeeping- June 16-18
- Trainer’s Training- June 22, July 9



- Customer Service Excellence- June 28
- Multiplier’s Training- August 18
- Internal Quality Audit
- Middle Management Training and Development -September 6
- 2021 Public Sector HR Symposium- September 15-17
- Government Property & Supply Management- September 21, 2021
- Assertive Oral & Written Communication Skills September 22-24
- Contract Implementation- Oct.7-8
- Root Cause Analysis- Oct. 22
- Crafting of CWD GAD Agenda- Nov. 9-10
- Training program Development- Nov. 16
- Enhancing effective Communication Skills Training Nov. 19
- CWD Gender & Development (GAD) Orientation- Nov. 25
- Commercial Practices System- Dec. 7,9,10

● Birthday Celebrations

For the whole year of 2021, Carcar Water District celebrates the birthday of

its employees every first Monday of the month.



ORGANIZATION AND STRATEGY

STRATEGIC BUSINESS PLAN

Carcar Water District is presently confronted with impending challenges in the services provision that require strategic focus to increase water supply, service coverage, enhanced service reliability and financial sustainability.

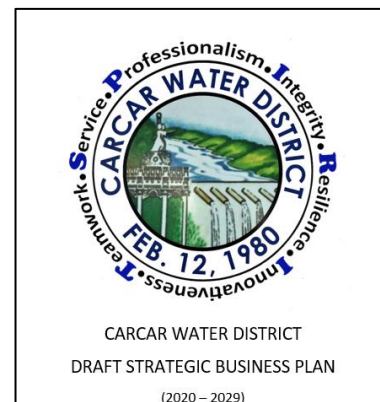
On March 24, 2021 Board Resolution No. 7 series of 2021 was passed by the Board approving the Strategic Business Plan of Carcar Water District for CY 2020-2029.

This Strategic Business Plan (SBP) of CWD for the 10-year period 2020 – 2029 is vital in providing an effective framework for the strategic focus. Thanks to the Water Operator Partnership funded by the WaterWorX project “Performance Enhancement Water Utilities in the Philippines

(PEWUP)”, the cooperation and support of Vitens Evides International (VEI) in the preparation of the Strategic Business Plan is most sincerely appreciated and has provided a very strong foundation for Carcar Water District in fulfilling its mandate and meeting the expectations of CWD’s customers and stakeholders.

CWD’s focus areas for the next 10 years will include the following:

- Increase Water Supply
- Increase Service Coverage
- Reduce Non-revenue Water
- Improve Water Service Reliability and Quality
- Pursue Effective and Efficient Service Delivery and Customer Relations
- Strengthen Capacity Building of Staff
- Strengthen Databases and IT Systems to facilitate effective and proactive decision-making in service delivery, asset management and development as well as in resources optimization.



The strategies and actions that have been developed in line with the above focus areas are well outlined in this SBP and will steadily lead Carcar Water District towards its vision of being recognized as the most outstanding government water and sanitation service provider in the Philippines by the year 2030.

The Board and Management of Carcar Water District are committed to the successful, timely and cost-effective implementation of the strategies and actions enshrined in this Strategic Business Plan.

PUBLIC HEARING

Carcar Water District conducted a public hearing on the water rate adjustment on April 28, 2021, at Esperanza Osmeña Gym, Población III, Carcar City Cebu. This was attended by the Carcar Water District Board of Directors, Carcar City LGU Officials, LWUA Representative, Project Manager, Carl Kamstra of Vitens Evides International, Carcar Water District Management and Staff, Carcar Water District Concessionaires, and representatives from other water districts.

On the rationale explained by General Manager Engr. Edward Remo, the last public hearing was on September 2012 and due to the changing times and increasing demand there is a need to adjust the water rates.



Ms. Josefa Salavacion Manugas, Department Manager for Finance, HR, and Admin, reported on the results of financial and technical operations and further explained how the CWD managed to sustain its operations for the past 9 years without increasing rates despite rising operating costs. Historical cashflow was also shown and negative net cash flow balances were reflected for the years 2019-2020 thus the indispensable adjustments of rates. Ms. Manugas also presented the CWD Projected Performance from 2021-2029 which is in accordance with CWD's Strategic Business Plan and pointed out that the net income will be given back to concessionaires through capital outlays which was enumerated in detail during the presentation.

An open forum was held after all the presentations wherein the public were given a chance to ask for questions and clarifications. All the issues, questions, concerns were thoroughly discussed and answered by the General Manager Engr. Edward Remo and the Carcar Water District Management.

QUARTERLY ASSESSMENTS

Carcar Water District conducts a quarterly assessment every last Friday after each quarter.

During these assessments, each division reports its accomplishments for the past quarter and presents the targets for the next quarter.



Participating divisions namely the Finance, Operations and Maintenance, Human Resource, Commercial, Administrative together with the Management and the Office of the General Manager report in detail all the activities done for the quarter and assess performance and services of Carcar Water District. This activity is also an avenue for employees to ask the management and the divisions on the direction of the district. The quarterly assessments promote internal transparency and synergy within the different divisions of the water district.



INTERNAL QUALITY AUDIT

Carcar Water District was certified for ISO 9001:2015 Quality Management System last January 2016 and recertified last December 2019. In its continual efforts to improve its Quality Management System, an Internal Quality Audit is done twice a year.

The management determined employees from each division to be part of the Internal Quality Audit team. Before becoming part of the team, these employees were trained for internal audit by TUV Rheinland, an ISO Certification company and global leader in independent inspections services headquartered in Germany.



The findings of the Internal Quality Audit Team are formally communicated during closing audit meetings.

MANAGEMENT REVIEWS

Management Reviews are done to make sure ISO standards are being followed and also in response to the Audit Findings presented during the closing meetings of Internal Quality Audit. Divisions that have audit findings will present their action plan in correcting or improving their processes seen during audit as well as the timeline in the implementation of changes or corrections.

PIPELINE EXPANSIONS

In its goal of inclusivity of water, Carcar Water District has done several pipeline expansions in the following areas:

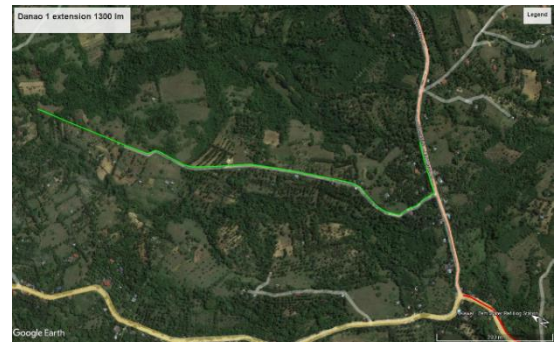
- Lupa and Tubod Valencia



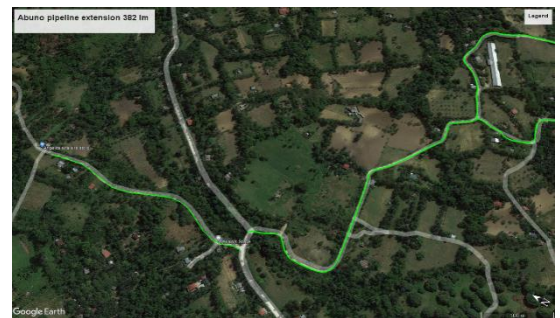
- Divine Mercy Buenavista



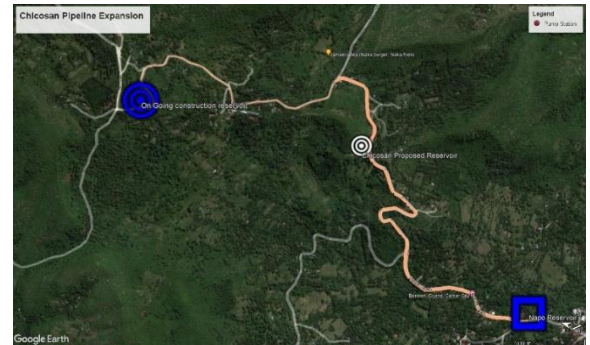
- Danao 1, Buenavista



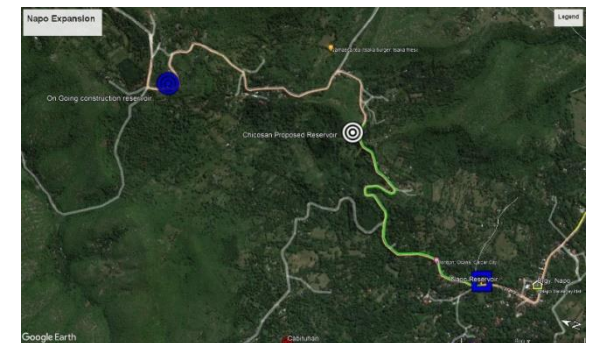
- Abuno Valencia



- Chicosan Napo



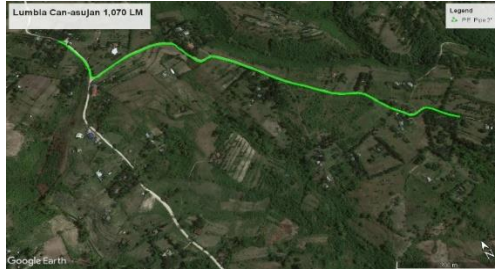
- Napo to Cayam



IMPROVEMENTS

Improvements were made on the following areas:

- Pipeline Improvement in Lumbia Canasujan:



- Replacement of Submersible pump in Magsipit



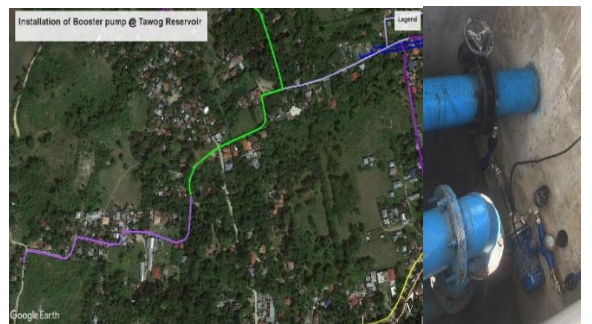
- Installation of Supply Transfer Switch



- Pipeline Improvement in Bugtong Lubi Bolinawan



- Installation of Booster Pump in Tawog Reservoir



- Pipeline Improvement in Lumbia Can-asujan

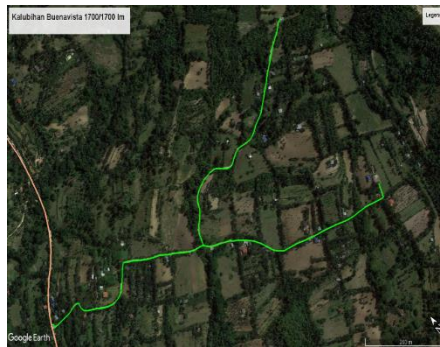


- Construction of Annex Building and Warehouse

Blessing of Annex and Warehouse building was done on May 28, 2021 together with the celebration of Carcar Water District Anniversary. The Annex building is currently occupied by the HR and Operations and Maintenance employees.



➤ Pipeline Improvement in Kalubihan Buenavista



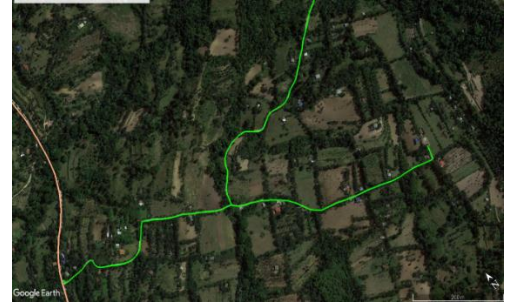
➤ Flow Meter Calibration



➤ Maximina Pump Installation



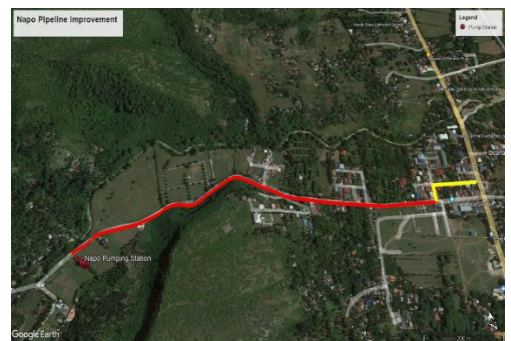
➤ Pipeline Improvement in Calidngan



➤ Construction of Cayam Napo Reservoir



- Flushing & Hydro testing of New pipeline in Ocaña
- Interconnection of pipeline in Corner Chicosan Napo
- Pipeline Improvement in Napo to Ocaña



- Installation of Stainless Tank in Tagutang Napo



- Installation of Steel Tank & Booster pump house in Siervas



WELL DRILLING COMPLETED IN 2021

In the aim to provide 24/7 supply to the people of Carcar City, the Carcar water District has undergone a series of exploratory drillings in the year 2020 in the hope to find additional water supply. The following areas were successful in the water drilling and was completed in 2021:

- Can-Asujan Proper
- Lumbia Can-asujan
- Napo



The successful well drilling led to the construction of the following pumping stations:

- Lumbia Pumping Station



- Can-asujan Pumping Station



EXPANSIONS IN SUBDIVISIONS

As a developing city in the South, Carcar City has picked the interests of real estate investors. The following subdivisions has partnered with Carcar Water District for the supply of water to their homeowners:

- La Cresta Homes & Hills with a total of 670 homes



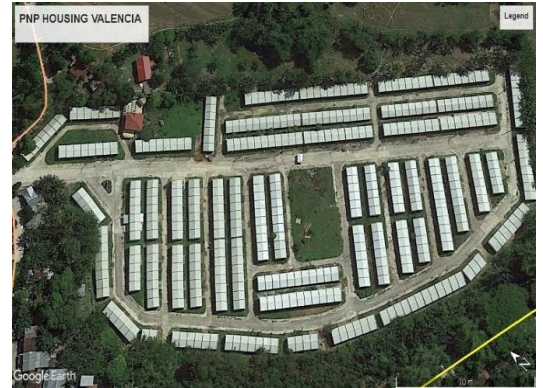
- Tiera Nava with a total of 653 homes



- Esperanza with a total of 642 homes



- PNP Housing Valencia with total of 400 homes



PARTNERSHIP WITH VITENS EVIDES INTERNATIONAL (VEI)

In 2018, CWD together with three other water districts, entered into a Water Operator Partnership (WOP) with VEI, funded by the WaterWorX project.

This WOP is implemented as part of a wider global program, WaterWorX (WWX), which seeks to contribute to ensuring sustainable access to safe drinking water and sanitation to 10 million people by 2030. WWX is co-funded by the Dutch Ministry of Foreign affairs (MFA) and the 10 Dutch water companies.



In the Philippines, the WOP program is referred to as the Performance Enhancement Water Utilities Philippines or PEWUP. The program is a partnership between VEI and four water utilities, locally known as “water districts” (WDs). After nearly two years of implementation, PEWUP is rolling most activities according to plan. Some activities include the development of a pro-poor strategy, capacity development program and the water distribution program.

In 2021, the Water for Life Project, a project for the pro-poor strategy has reached its completion. On-site application activities pioneered by the Commercial Division were done to reach out to families qualified to avail as beneficiary.

The following areas were visited by Carcar Water District’s Commercial Division for the Onsite Application and Water for Life Assessment:

- Divine Mercy, Buenavista- July 22, 2021



- Kalubihan, Buenavista- August 25, 2021



- Pinanuyakan, Calidngan- September 2, 2021



- Danao 1, Valencia- September 23, 2021



As of December 31, 2021, the Water for Life Project has already reached its target of 1,578 beneficiaries.

Another program offered by the partnership is the capacity development program. Since 2018, Carcar Water District employees has been attending trainings and seminars conducted by foreign experts. In 2021, the following trainings were conducted by VEI attended by Carcar Water District employees:

- Hydraulic modelling and Epanet by Evelien Martens
- QGIS basic (E-Learning) for the GIS administrators by Rob Martens
- Train the trainer leadership by Herman Wittockx

On December 16, 2021, super typhoon Odette, with international name Typhoon Rai, struck the southern part of the country, including the island of Cebu, leaving devastating effects and significant amount of damage on properties of the water district, its employees and the concessionaires, while rendering almost the entire province without electricity for weeks.

The immediate show of moral support from Vitens Evides International (VEI) through its project manager, Carl Kamstra, and the financial assistance extended to the water district, including the provision of gensets in the aftermath of the typhoon, had been very instrumental in the fast recovery of the district, attaining at least 90% operational recovery in two weeks' time.

THE REGULATORY BODIES

- Local Water Utilities Administration (LWUA)



- National Water Resource Board (NWRB)



NATIONAL WATER RESOURCES BOARD

- Department of Budget and Management



- Civil Service Commission (CSC)



- Commission on Audit



- Bureau of Internal Revenue (BIR)



RESILIENCY

“Empty your mind, be formless. Shapeless, like water. If you put water into a cup, it becomes the cup. You put water into a bottle and it becomes the bottle. You put it in a teapot, it becomes the teapot. Now, water can flow or it can crash. Be water, my friend—Bruce Lee”

Amidst the Pandemic

2021 has been a year of great challenge and adversity, not only for the Carcar Water District (CWD), but for all Carcaranons. Numerous changes were put in place to mitigate the operational and financial effects of COVID19. It was a year of viewing things on a different perspective and finding solutions from different angles to arrive at where we are at today.

Resiliency as one of the core values of CWD, became the pillar that enabled the uninterrupted performance of the water district’s quality services. No amount of preparation could have prepared us for what was coming—for the uncertainty and difficulties that lie ahead. Yet, when left with no option, we clenched our fists, rolled up our sleeves and decided to remain resilient in the face of overwhelming odds.

In order to curb the transmission of COVID19, the following measures were implemented by the water district. Firstly, it required the wearing of masks in office premises from all of its employees and concessionaires—so that

those who wish to pay their bills or voice out their requests and concerns may do so safely. In light of the foregoing, the water district also partnered with payment centers and online payment platforms to doubly ensure the safety of its concessionaires and provide accessibility to all, especially to those living in remote areas where transportation is almost non-existent due to pandemic restrictions.



Other measures taken include the implementation of physical distancing and the practice of good hand hygiene. A hand washing facility is currently being stationed at the office entrance, as well as a temperature monitoring device. Office building disinfection is done three times a day. All of these measures are being strictly observed to ensure that Carcar Water District can provide quality service without compromising the health of its employees and its concessionaires.



On October 4, 2021, in support to the Department of Health’s drive for COVID19 vaccine awareness, CWD invited the Department of Health to conduct a seminar for its employees, where they shared information and updates on the vaccination drive and shed light on common questions regarding the coronavirus.



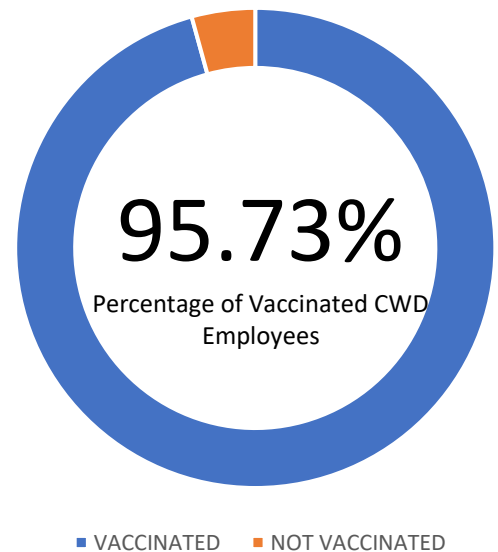
On October 8, 2021, in partnership with Carcar Water District’s health insurance provider, Maxicare, flu vaccine inoculation was offered for its employees. This initiative was done as an additional measure against flu related illnesses.



On November 11, 2021, Inter-Agency Task Force for the Management of Emerging Infectious Diseases issued Resolution No. 148-B series of 2021 stating that all government agencies are hereby enjoined to implement measures prioritizing fully vaccinated individuals availing of government programs and services which would take effect on December 1, 2021. In support of this

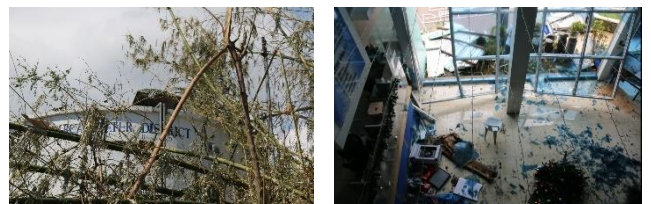
issuance, the Carcar Water District has been strict in its monitoring and implementation of barring entry to unvaccinated employees to office premises. The said employees being only allowed entry if they can present a negative RT-PCR test result—or a negative antigen test result in the absence of the aforementioned.

CWD EMPLOYEES
As of December 2021



Amidst Typhoon Odette

On December 16, 2021, Super Typhoon Odette, with international name Typhoon Rai, struck the southern part of Cebu, leaving significant damage on the properties of the water district, its employees and its concessionaires.





With the absence of electricity in some of the district’s water facilities following the typhoon’s onslaught, Carcar Water District has been using generators to ensure continued water production. In spite of the difficulty securing fuel for the generators, coupled with blockades in getting access to the water sources, the water supply production and distribution were immediately restored to 88 percent two days after the typhoon. Such swift recovery is in part made possible due to the preparation of the different divisions prior to the typhoon’s arrival and the prompt response of CWD employees—some of whom had just recently lost their homes or at the very least suffered substantial damages.



Immediately after, the show of support from Carcar Water District’s partner, Vitens Evides International (VEI) through the actions taken by its project manager, Carl Kamstra, and the financial assistance it extended to the water

district, including the provision of Gensets in the aftermath of the typhoon, have been instrumental in the district’s fast recovery, allowing it to attain 90% operational recovery in two weeks’ time.



The support from the Philippine Association of Water Districts (PAWD) through its financial assistance of P50,000.00 has helped lighten the burden of CWD employees whose houses were badly damaged by the typhoon.

Carcar Water District has certainly felt the outpouring of support from everyone—especially from management, partners and employees. And in these gestures of camaraderie and charity, it hopes that in everyone’s resilient hearts shall forever kindle the bonds of unity and friendship.

The Board of Directors, management, and employees of Carcar Water District expresses its sincerest gratitude for its partners and to all those that helped in its time of need.

As of December 29, 2021, Carcar Water District operations is at 97% and is hopeful to fully restore to normal operations within January 2022.

Bangon! Padayon Carwar Water District! Hope springs eternal!

THE BOARD OF DIRECTORS

The Board of Directors exercise and perform all the powers, privileges and duties of the Water District through the establishment of policies.

Carcar Water District BOD has passed a total of 50 Board Resolutions for the year 2021.

The following are the Board of Directors of Carcar Water District:



Director Merlea A. Cabalquinto acts as the Chairperson of the BOD. She represents the professional sector.



Director Mercucio R. Tangkay acts as the Vice-Chairperson of the BOD. He represents the business sector.



Director Alexis Y. Trinidad represents the women sector.



Director Consolacion B. Fernandez represents the civic sector.



Director Justo Valeriano B. Galera represents the education sector.

THE MANAGEMENT

The General Manager (GM) of the Water District has the full supervision and control of the operation and maintenance of the water district facilities and has the power to appoint all personnel of the water district.



The General Manager of Carcar Water District is Engr. Edward L. Remo. Appointed on January 2002, he has been serving the water district for 20 years.



The Department Manager for Administrative, Finance and Human Resource is Ms. Josefa Salvacion N. Manugas. Appointed on March 2007, she has been serving the water district for 15 years.



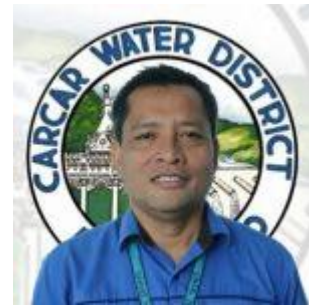
The OIC Department Manager for Operations & Maintenance and Commercial Services is Atty. Ra Solomon A. Enriquez. Appointed on July 2013, he has been serving the water district for 8 years.



The Division Manager for Human Resource is Ms. Eddies C. Inot. Appointed on December 2006, she has been serving the water district for 15 years.



The Division Manager for Commercial Division is Ms. Sheille Marie A. Pangalao. Appointed on January 2007, she has been serving the water district for 15 years.



The OIC Division Manager for Operations & Maintenance Division is Mr. Wenceslao C. Abalo. Appointed on July 2000, she has been serving the water district for 21 years.



The Division Manager for Administrative Division is Ms. Ruby Angelica C. Galicano. Appointed on October 2002, she has been serving the water district for 19 years.

CARCAR WATER DISTRICT CORPORATE STRUCTURE

