	Metropolitan Cebu Water District Quality Management System Procedures Manual		Index No.	OP-MMN-005
			Page No.	1 of 3
	Section		Issue No.	1
	Subject	Meter Accuracy Evaluation (Batch)	Revision No.	0
			Effective Date	Jan. 01,01

1.0 OBJECTIVE:

A procedure to determine replaceability of water meter for preventive maintenance.

2.0 SCOPE:

From meter identification to testing and decision to replace or not.

3.0 DEFINITION OF TERMS:

- JO** - Job Order for meter replacement
- Meter List** - Is a list of water meters, installed in the filed, that are identified for preventive maintenance.
- MMD** - Meter Maintenance Division Manager
- MSSD** - Maintenance Support Services Department
- PIT** - Precision Instrument Technician
- PM Program** - Preventive Maintenance Program
- WMMB** - Water Maintenance Man - B



Prepared: Juan Antonio J. Martinez
Date: 7/17/01

Reviewed: Jerome A. Peralta
Date: 7/18/01

Approved: Adoracion B. Rodil
Date: 7/20/01



Metropolitan Cebu Water District
**Quality Management System
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Revision No. 0

Effective Date Jan. 01,01

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Subject

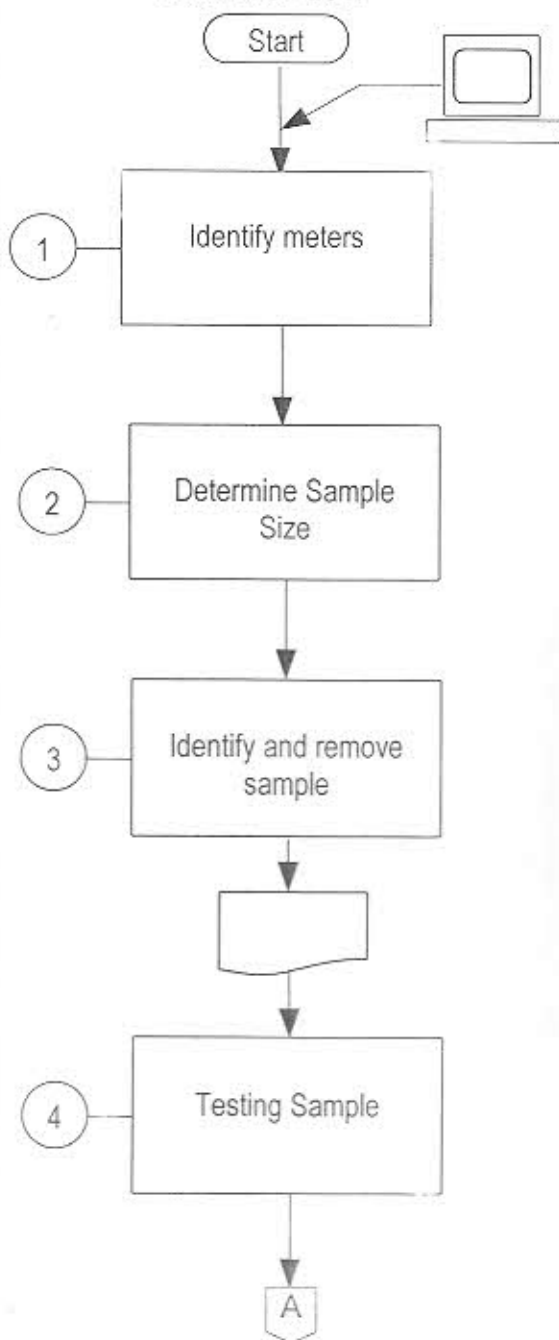
Meter Accuracy Evaluation (Batch)

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS / REFERENCES



1. In computer database, identify and pick-out the water meters that has been used for at least seven (7) years.

Sample size is calculated to be one(1) percent of the total number of meters that were identified. The number sample is spread proportionately to the number per zone.

3. Sample (Meters) will be identified and such shall be field tested for accuracy. Concessionaire to be informed of the test.



4. Sample (Meter) shall be tested for accuracy at the field. The following accuracy range are used as basis;
 Max Flow = $\pm 4\%$
 Intermediate Flow = $\pm 4\%$
 Minimum Flow = $\pm 20\%$
 Refer to field testing procedure.
 Each meters accuracy reading in 3 flows, shall be recorded.

Prepared: Juan Antonio J. Martinez
 Date: 7/17/01

Reviewed: Jerome A. Peralta
 Date: 7/18/01

Approved: Adoration B. Rodil
 Date: 7/20/01



Metropolitan Cebu Water District
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Revision No. 0

Effective Date Jan. 01, 01

Section

Subject

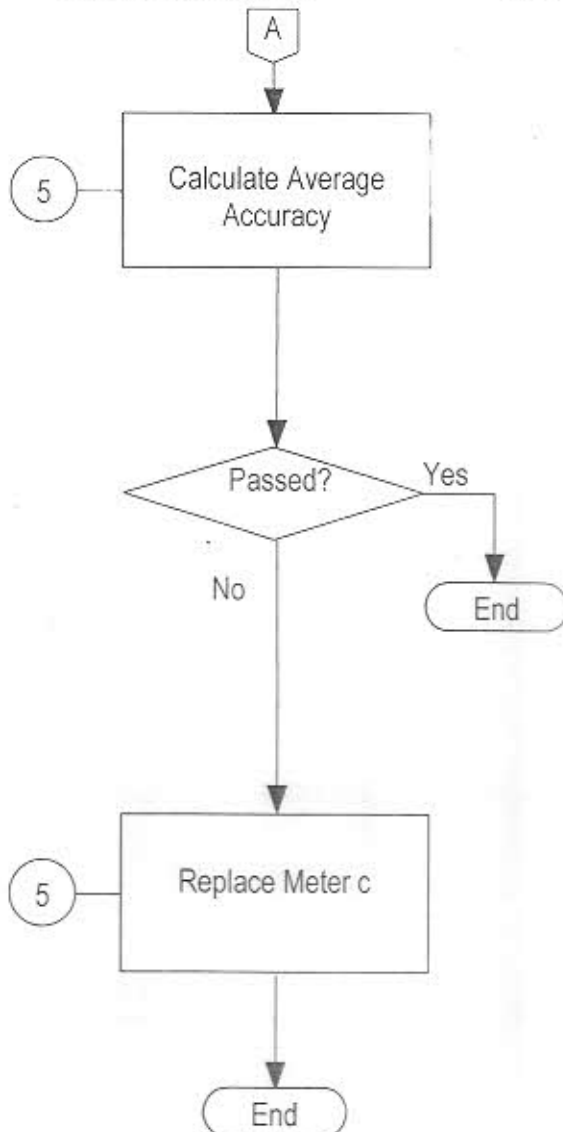
Meter Accuracy Evaluation (Batch)

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS/REFERENCES



Maximum flow and intermediate flow shall be averaged.

If YES, All meters identified at process 1 will be allowed one (1) year of use.

If NO, All meters identified at process 1 will be subject for replacement.


Subject meters to be replaced.



Prepared: Juan Antonio J. Martinez
 Date: 7/17/01

Reviewed: Jerome A. Peraza
 Date: 7/18/01

Approved: Adoracion B. Rodil
 Date: 7/21/01

	Metropolitan Cebu Water District Quality Management System Procedures Manual	Index No.	OP-MMN-006
		Page No.	1 Of 5
	Section	Issue No.	1
	Subject	Revision No.	0
		Effective Date	Jan. 01,01

1.0 OBJECTIVE:

A procedure for the replacement of water meters under corrective maintenance.

2.0 SCOPE:

Job orders from MAC up to the actual replacement of water meters (1/2" to 8") to submission of accomplished Job order to MAC.

3.0 DEFINITION OF TERMS:

MAC – MCWD Action Center.

MMDC – Meter Maintenance Division plumber assigned as Clerk..

MMDM – Meter Maintenance Division Manager.

MMD – Meter Maintenance Division.

JO – Meter Replacement Job Orders.

PITC – Precision Instrument Technician Chief.



Prepared

Date: 7/17/01

Reviewed:

Date: 7/18/01

Approved:

Date: 7/20/01



Metropolitan Cebu Water District
**Quality Management System
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Effective Date Jan. 01,01

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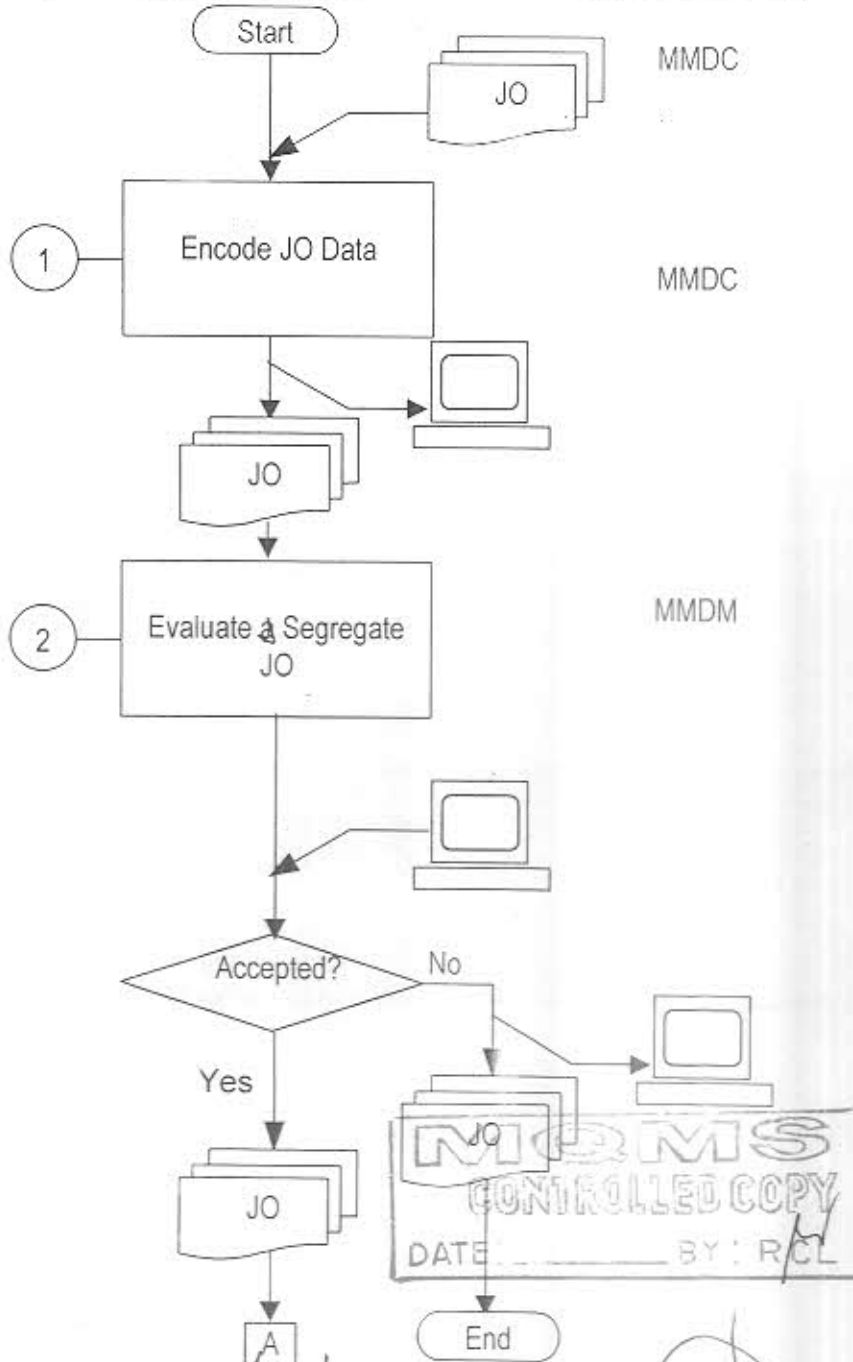
Meter Replacement From MAC (C.M.)

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS / REFERENCES



JO from MAC to be picked up from MAC office, picked up time is before 8:00 A.M.

1. Encode to MMD computer this following data:

- Code number of concessionaire
- Reason for request of replacement Ex. Broken Glass, Stolen, etc.
- Job order number

2. Evaluation

- Acceptability & completeness of sketches
- Completeness of trace-up reports attached at JO for JOs from Meter Readers.
- Double JOs.
- Incomplete/confusing data's.

2.1 Segregate JO between the meter replacement teams.


If No:

- Annotate reason for rejection in JO by MMDM.
- MMDC to encode reason a date of rejection to MMD Computer by MMDC.
- MMDC to make list of rejected JOs in band paper for MAC signature of acceptance for returned JOs.
- List will filed by MMDC.

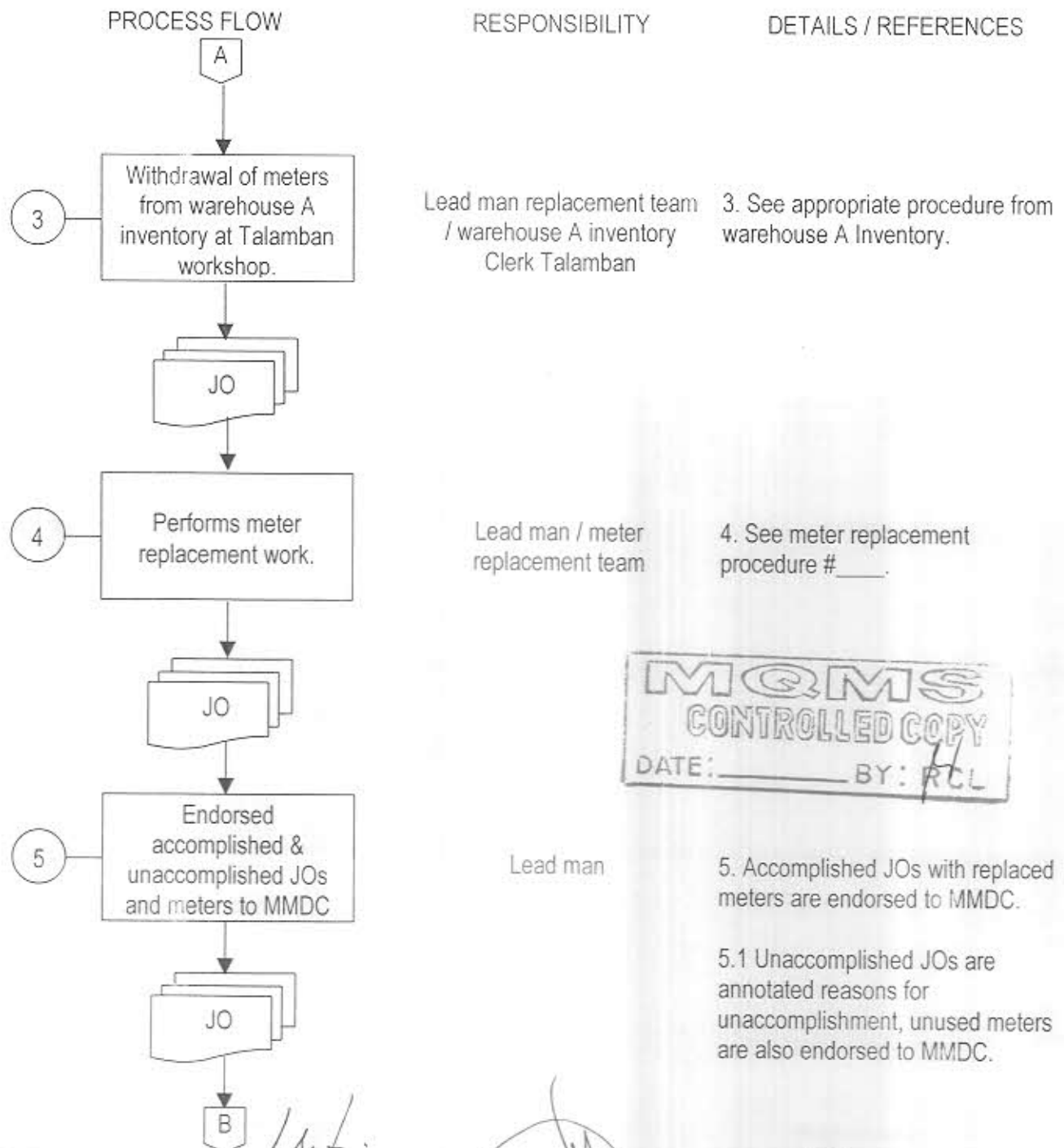
Prepared: *Juan Antonio Martinez*
 Date: 7/17/01

Reviewed: *[Signature]*
 Date: 7/18/01

Approved: *[Signature]*
 Date: 7/20/01

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		Effective Date	Jan. 01,01
		Meter Replacement From MAC (C.M.)	

4.0 PROCEDURE



Prepared: <i>Juan Antonio Manrique</i>	Reviewed: <i>[Signature]</i>	Approved: <i>[Signature]</i>
Date: 7/17/01	Date: 7/18/01	Date: 7/20/01



Metropolitan Cebu Water District
**Quality Management System
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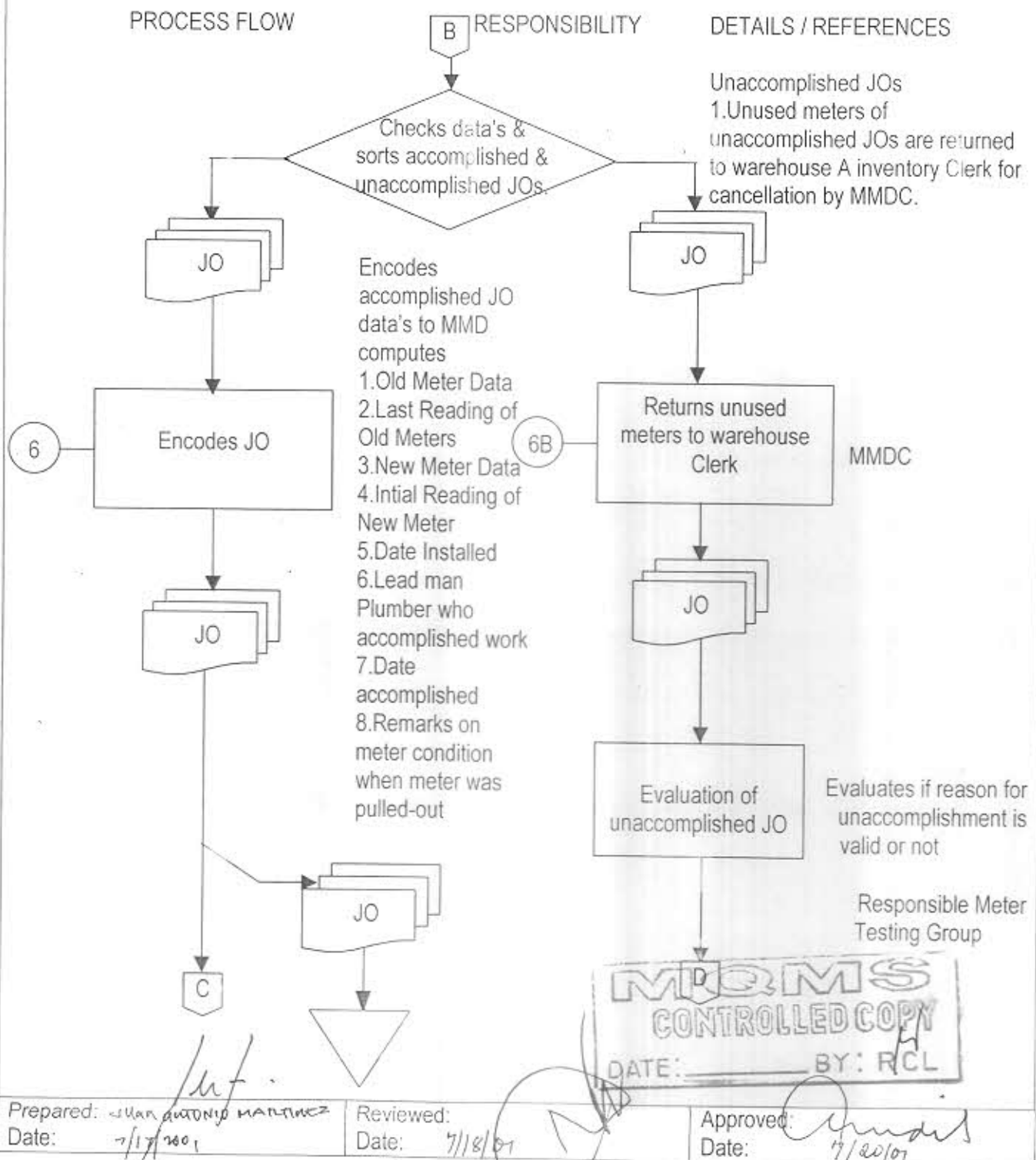
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Effective Date

Jan. 01,01

4.0 PROCEDURE





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Effective Date

Jan. 01, 01

Section

Subject

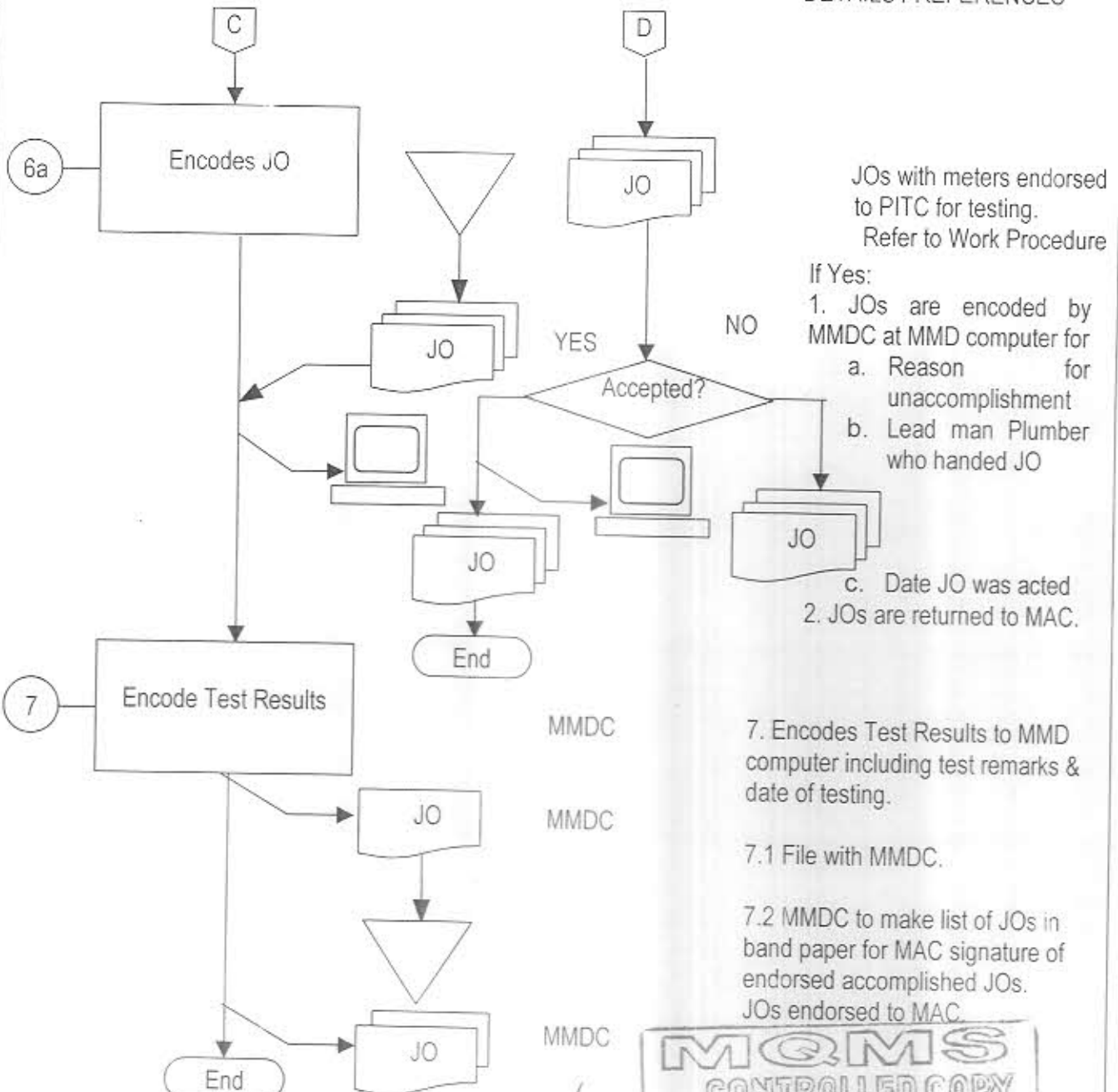
Meter Replacement From MAC (C.M.)

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS / REFERENCES




MMDCS
CONTROLLED COPY
 DATE: _____ BY: RCL

Prepared: Juan Antonio Martinez
 Date: 7/17/01

Reviewed:
 Date: 7/18/01

Approved: [Signature]
 Date: 7/20/01

Request for Trace-up

	Metropolitan Cebu Water District Quality Management System Procedures Manual		Index No.	OP – MMN - 007
			Page No.	1 of 4
	Section		Issue No.	1
	Subject	Request for Trace-up	Revision No.	0
		Effective Date	Jan. 01,01	

1.0 OBJECTIVE:

To established a procedure to carry-out request for trace-up coming from MAC.

2.0 SCOPE:

From J.O. coming from MAC to actual trace-up to returning accomplishment J.O. to MAC.

3.0 DEFINITION OF TERMS:

- JO – Job Order requesting for trace-up of high consumption
- MAC – MCWD Action Center
- MMD – Meter Maintenance Division
- WMMB – Water Maintenance Man B
- MNDC – Meter Maintenance Division Plumbers assigned as clerk.



Prepared: Juan Antonio J. Martinez
Date: 7/17/2001

Reviewed: Jerome A. Peralta
Date: 7/20/01

Approved: Adoracion B. Rodil
Date: 7/20/01

Request for Trace-up



Metropolitan Cebu Water District
**Quality Management System
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Page No.

2 of 4

Issue No.

1

Revision No.

0

Section

Subject

Request for Trace-up

Effective Date

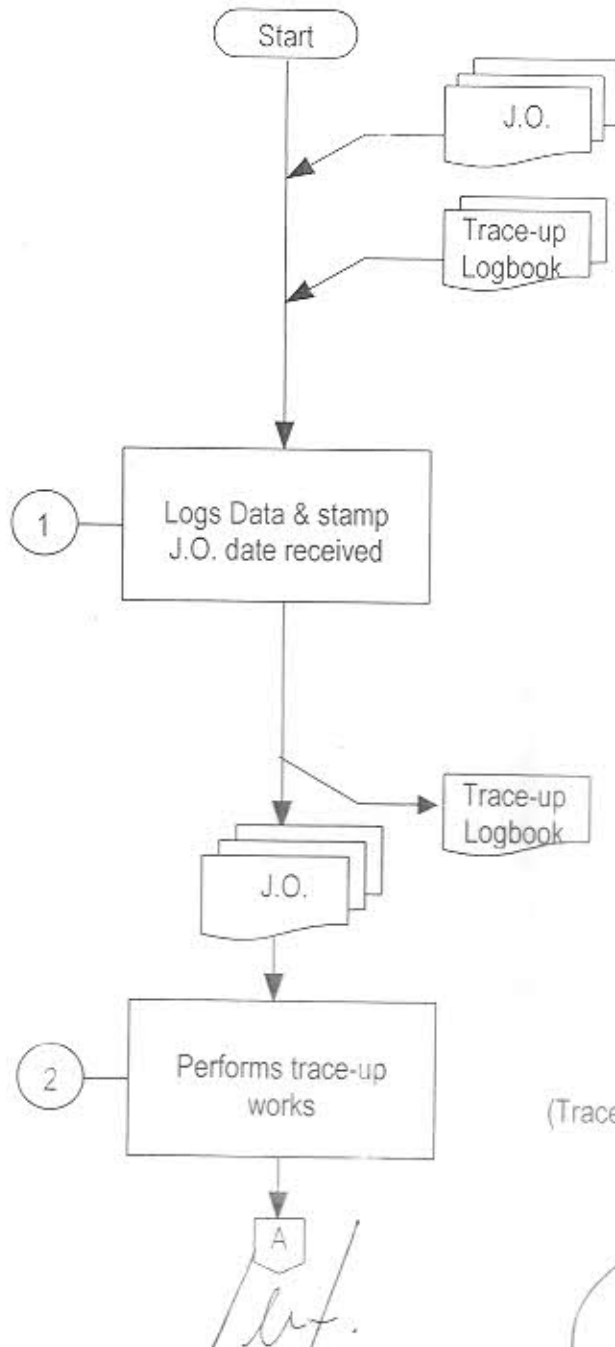
Jan. 01,01

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS / REFERENCES



JO coming from MAC in (4) four copies.
 FRM – MMN - 015

Trace-up logbook form MMDC.
 FRM – MMN - 021

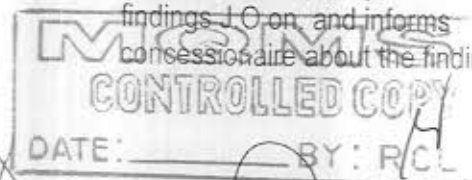
WWM-B
 (Clerk)

Logs concessionaire data on
 MMD's trace-up logbook;
 a.) Job Order Number
 b.) Code #
 c.) Concessionaire
 Stamps "Date received" and writes
 actual date the J.O. is received.

Trace -up logbook with MMDC
 FRM – MMN - 021

WMI/B
 (Trace-up plumbers)

Perform actual trace-up on
 concessionaire piping. Writes
 findings J.O. on, and informs
 concessionaire about the findings.



Prepared: Juan Antonio J. Martinez
 Date: 7/17/01

Reviewed: Jerome A. Peralta
 Date: 7/18/01

Approved: Adoracion B. Rodil
 Date: 7/20/01



Metropolitan Cebu Water District
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Effective Date

Jan. 01,01

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Subject

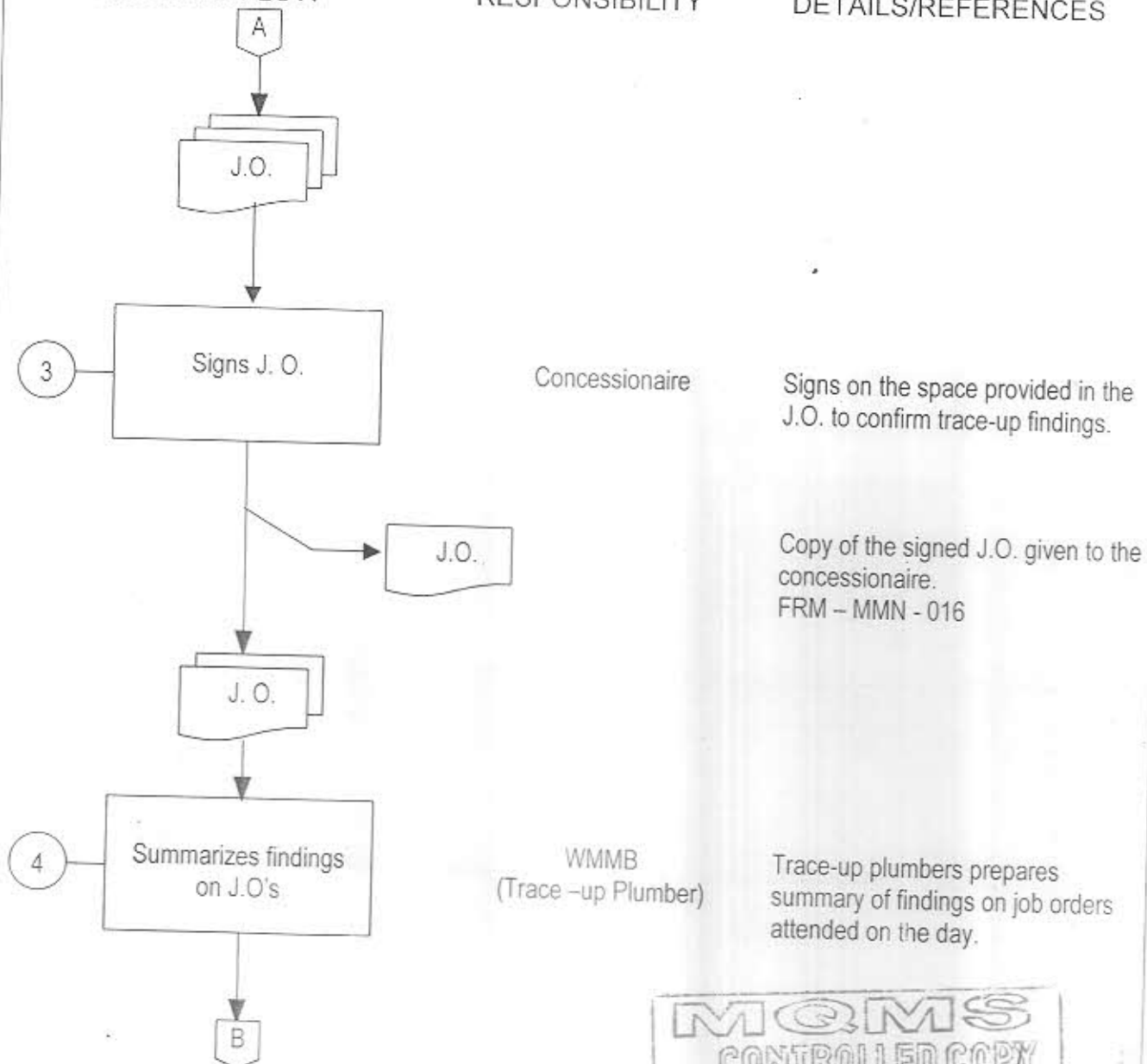
Request for Trace-up

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS/REFERENCES



Prepared: Juan Antonio J. Martinez
 Date: 7/17/01

Reviewed: Jerome A. Peralta
 Date: 7/18/01

Approved: Adoracion B. Rodri
 Date: 7/20/01



Metropolitan Cebu Water District
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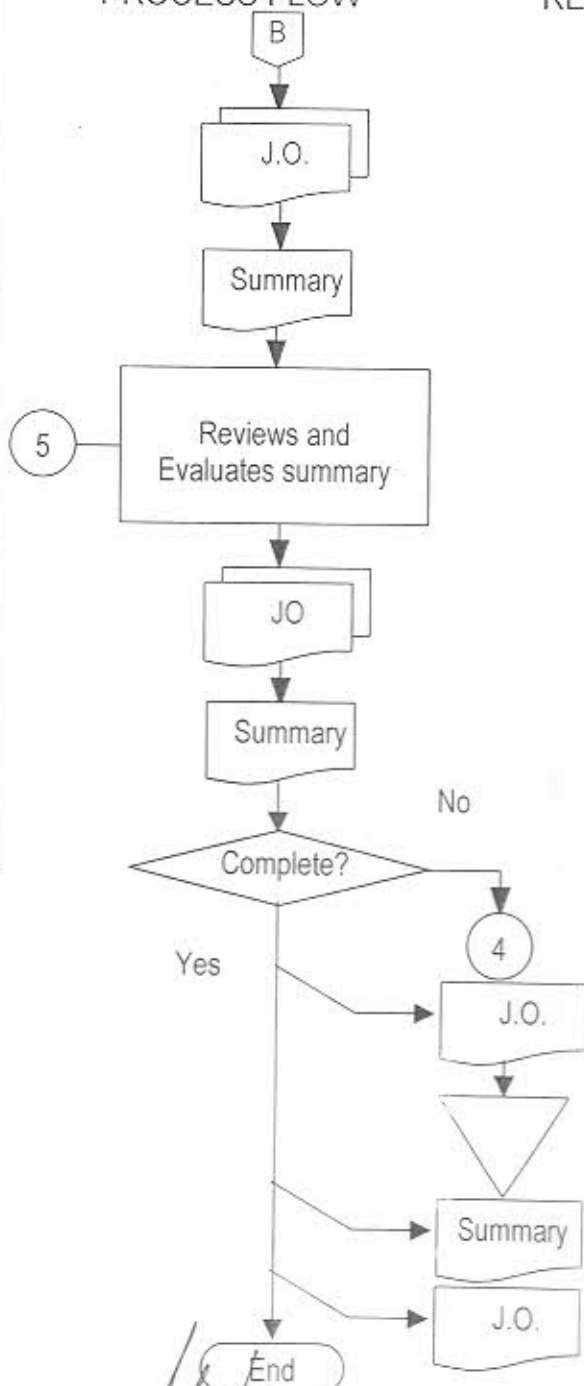
Request for Trace-up

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS/REFERENCES



FRM – MMN - 011

MMD Manager

Reviews completeness of data and evaluates summary of findings with reference to the data in the J.O.

If YES, files summary

If NO, returns/verifies entries in the summary with Trace-up Plumbers.

MNDC

With MNDC.



JO Back to MAC.

Prepared: Juan Antonio J. Martinez
 Date: 7/17/2001

Reviewed: Jerome A. Peralta
 Date: 7/18/01

Approved: Adoracion B. Rodil
 Date: 7/20/01



Metropolitan Cebu Water District
**Quality Management System
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Issue No.	1
Revision No.	0
Effective Date	Jan. 01,01

Section	Meter Maintenance
Subject	Water Levy Meter Installation (New)

1.0 OBJECTIVE:

A procedure in installing water meters in private wells for water levy.

2.0 SCOPE:

From receipt of Job Orders from EWRD to actual meter installation to submission of JO back to EWRD.

3.0 DEFINITION OF TERMS:

EWRD – Environment and Water Resources Department.

MMDC – Meter Maintenance Plumber assigned as clerk.

JO – Job Order.

LMTL – Large Meter Team Leader.

MMDM – Meter Maintenance Division Manager.



Prepared: Juan Antonio J. Martinez
 Date: 7/17/01

Reviewed: Jerome A. Peralta
 Date: 7/18/01

Approved: Adoracion B. Rodil
 Date: 7/20/01



Metropolitan Cebu Water District
Quality Management System
Procedures Manual

Section **Meter Maintenance**
 Subject **Water Levy Meter Installation (New)**

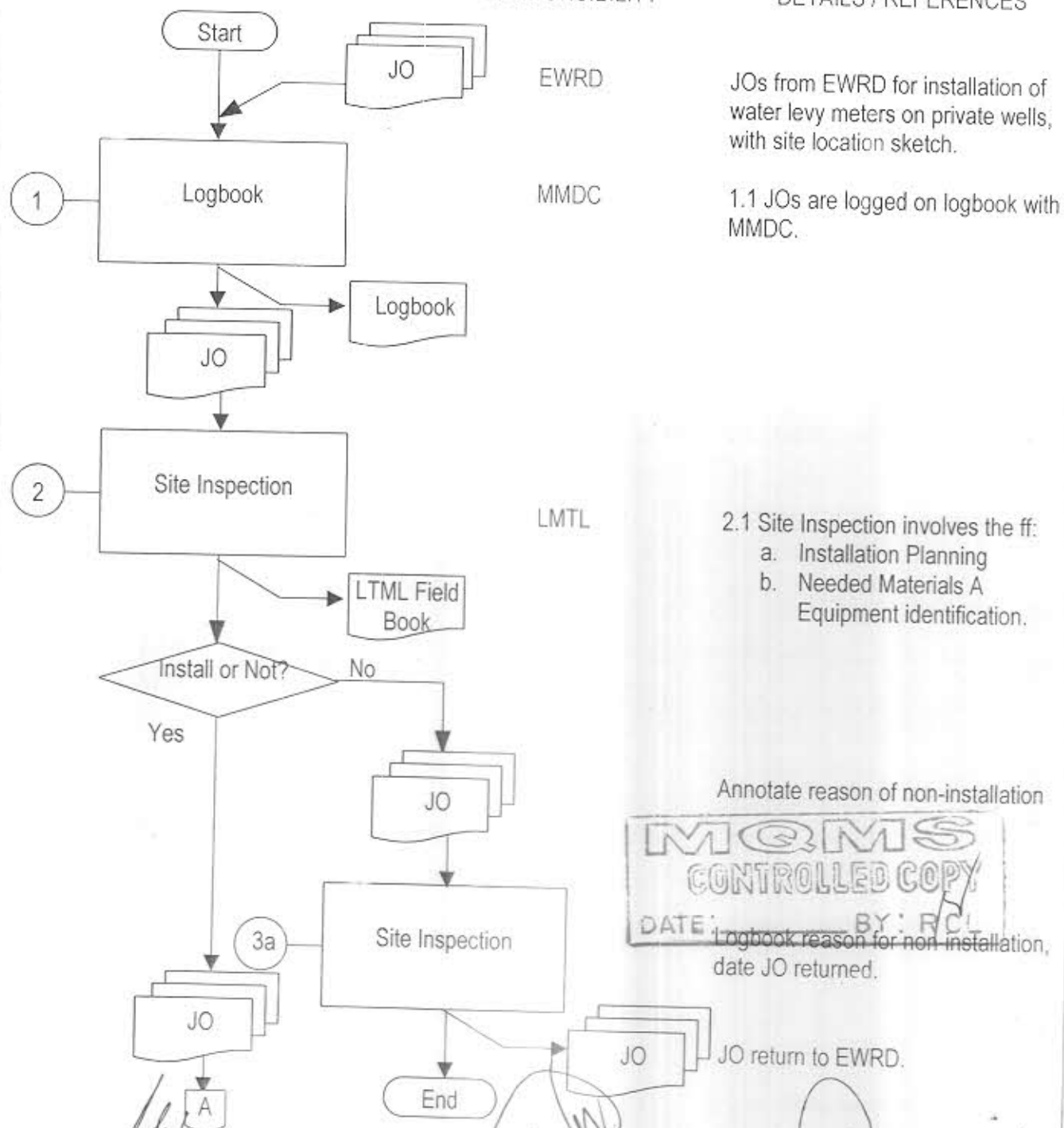
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Effective Date	Jan. 01,01

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS / REFERENCES



Prepared: Juan Antonio J. Martinez
 Date: 7/17/01

Reviewed: Jerome A. Peralta
 Date: 7/18/01

Approved: Adoracion B. Rodil
 Date: 7/20/01



Metropolitan Cebu Water District
Quality Management System
Procedures Manual

Section Meter Maintenance
 Subject Water Levy Meter Installation (New)

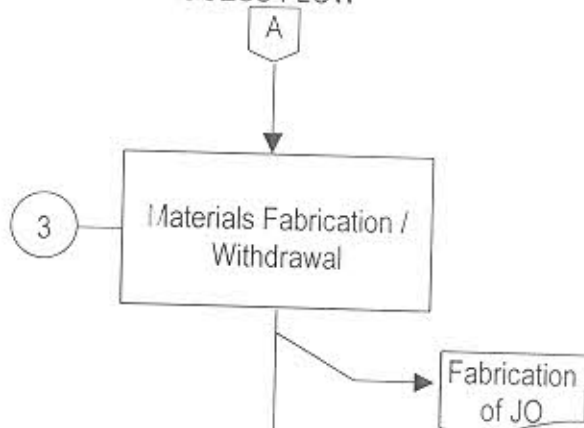
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4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS / REFERENCES



LMTL

LMTL/Team

MMDC

3.1 Needed materials are withdrawn from warehouse clerk including water meters.

3.2 Where fabrication of fittings are needed, verbal instruction giving to fabrication.

4.1 The meter is installed on site with the ff information noted on JO

- Meter size, serial # & initial reading of meter installed.
- All fittings & materials used in installation.
- Date of installation
- Name and signature of wall owner/representative.

File with MMDC.



JO back to EWRD

Prepared: Juan Antonio J. Martinez
 Date: 7/17/2001

Reviewed: Jerome A. Peralta
 Date: 7/18/01

Approved: Adoracion B. Rodil
 Date: 7/20/01



Metropolitan Cebu Water District
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Section

Service Connection Rehab. Div.,
PMD-North

Subject

SC Leak Detection Works - North

Effective Date

August 27, 2003

1.0 OBJECTIVE:

A procedure to carry out periodic leaks detection of MCWD service area.

2.0 SCOPE:

From Leak Detection target setting, to implementation, up to evaluation of results.

3.0 DEFINITION OF TERMS:

SC	Service Connection
LD Target	Leak Detection Target
PMD-N	Pipelines Maintenance Department-North Area
SCRD-N	Service Connection Rehabilitation Division-North Area
Service Area	Franchise Area of MCWD
PRD	Pipelines Repair Division

Prepared: Sigmund Batucan
 Date:

Reviewed: Sigmund Batucan
 Date:

Approved: Bassanio T. Canete
 Date:



Metropolitan Cebu Water District
**Quality Management System
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1

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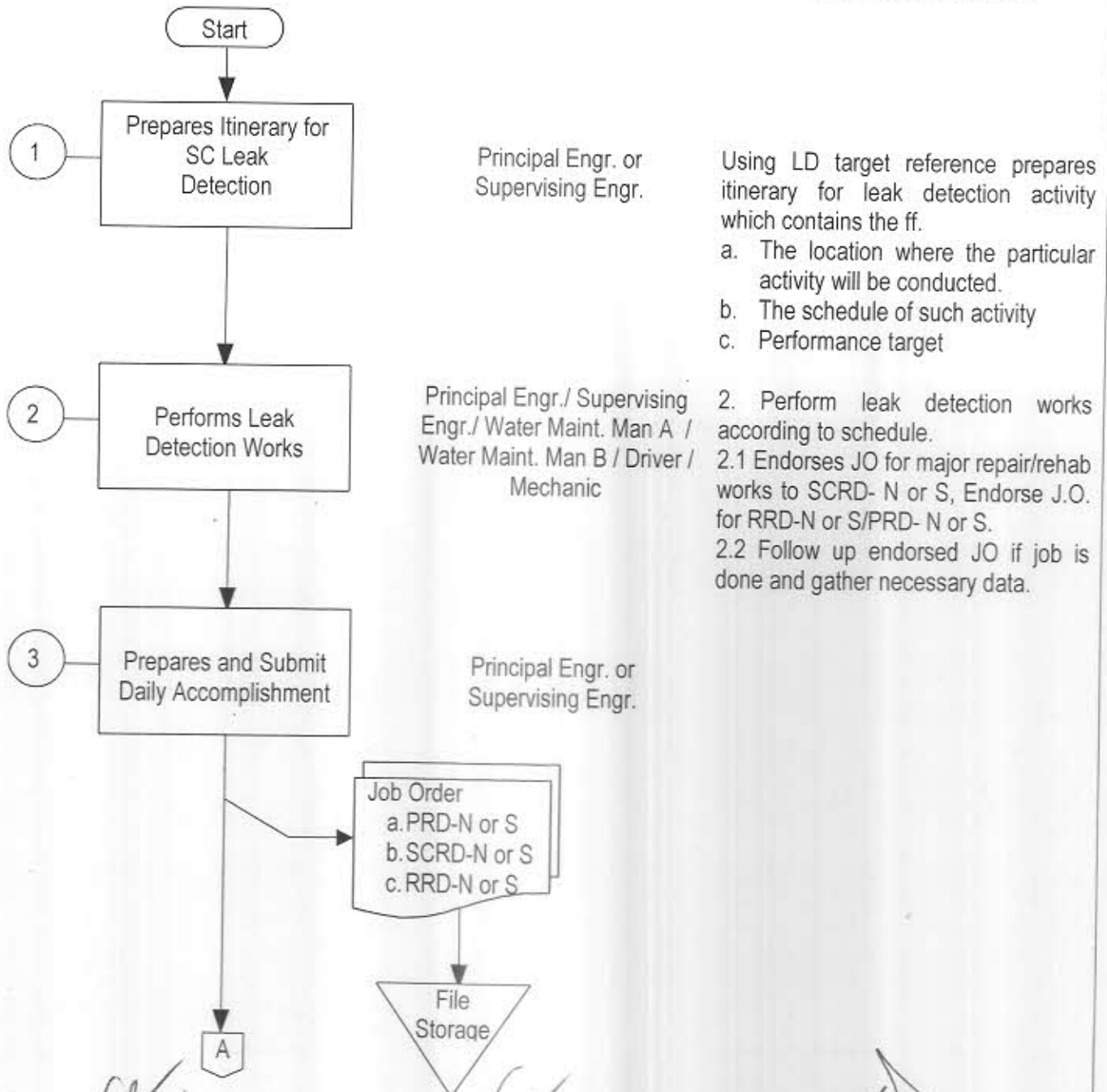
**Service Connection Rehab. Div., PMD-
North**

Subject

SC Leak Detection Works - North

Effective Date

August 27, 2003

4.0 PROCEDURE**PROCESS FLOW****RESPONSIBILITY****DETAILS / REFERENCES**

Prepared: Sigmund Batucan
 Date:

Reviewed: Sigmund Batucan
 Date:

Approved: Bassanio T. Canete
 Date:



Metropolitan Cebu Water District
**Quality Management System
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Service Connection Rehab. Div., PMD-
North

Subject

SC Leak Detection Works - North

Effective Date

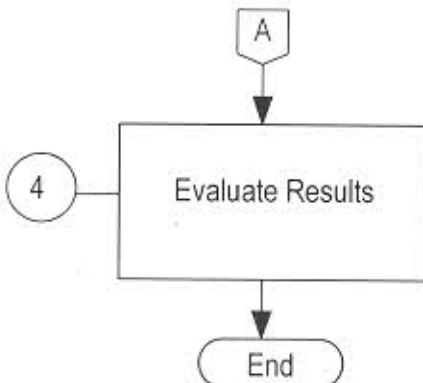
August 27, 2003

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS/REFERENCES




AGM for Pipelines / Dept.
 Mgr. / Div. Mgr. / Principal
 Engr. / Supervising Engr.

Evaluate results of Leak Detection
 Program and make recommendations.

Prepared: Sigmund Batucan
 Date:

Reviewed: Sigmund Batucan
 Date:

Approved: Bassanio T. Cañete
 Date:

	Metropolitan Cebu Water District Quality Management System Procedures Manual		Index No.	OP-PMI-002
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	Section		Issue No.	1
	Subject	Water Service Monitoring & Inspection/Water Pilferage Prosecution	Revision No.	0
		Effective Date	Jan. 01, 01	

1.0 OBJECTIVE:

To minimize water pilferage of MCWD lines by preventive monitoring & inspection and prosecuting violators.

2.0 SCOPE:

Within the territorial jurisdiction of MCWD (Metro Cebu area).

3.0 DEFINITION OF TERMS:

Water Pilferage means to:

- (a) Destroy, damage or interfere with any canal, raceway, ditch, lock, pier, inlet, crib, bulkhead, dam, gate, service, reservoir, aqueduct, water mains, water distribution pipes, conduit, pipes, wire, benchmark, monument, or other works, appliance, machinery, buildings or property of any water entity, whether public or private;
- (b) Do any malicious act which shall injuriously affect the quantity or quality of the water or sewerage flow of any water works and/or sewerage system, or the supply conveyance, measurement, or regulation thereof, including the prevention, or interference with any authorized person engaged in the discharged of duties connected therewith;
- (c) Prevent, obstruct, and interfere with the survey, works, and construction of access road and water mains and distribution network and any related works of the utility entity;
- (d) Tap, make or cause to be made any connection with water lines without prior authority or consent from the water utility concerned;
- (e) Tamper, install or use tampered water meters, sticks, magnets, reserving water meters, shortening of vane wheels and other devises to steal water or interfere with accurate registry or metering or water usage, or otherwise result in its diversion in a manner whereby water is stolen or wasted;
- (f) Use or receive the direct benefit of water service with knowledge that diversion, tampering, or illegal connection existed at the time of that use, or that the use or receipt was otherwise without the authorization of the water utility;
- (g) Steal or pilfer water meters, main lines, pipes and related or ancillary facilities;
- (h) Steal water for profit or resale;
- (i) Knowingly possess stolen or tampered water meters; and
- (j) Knowingly, or willfully allow, the occurrence of any of the above. (Sec. 8 of R.A. No. 8041 otherwise known as the "National Water Crisis Act of 1995")



Prepared
Date:

Reviewed:
Date:

Approved:
Date:



Metropolitan Cebu Water District
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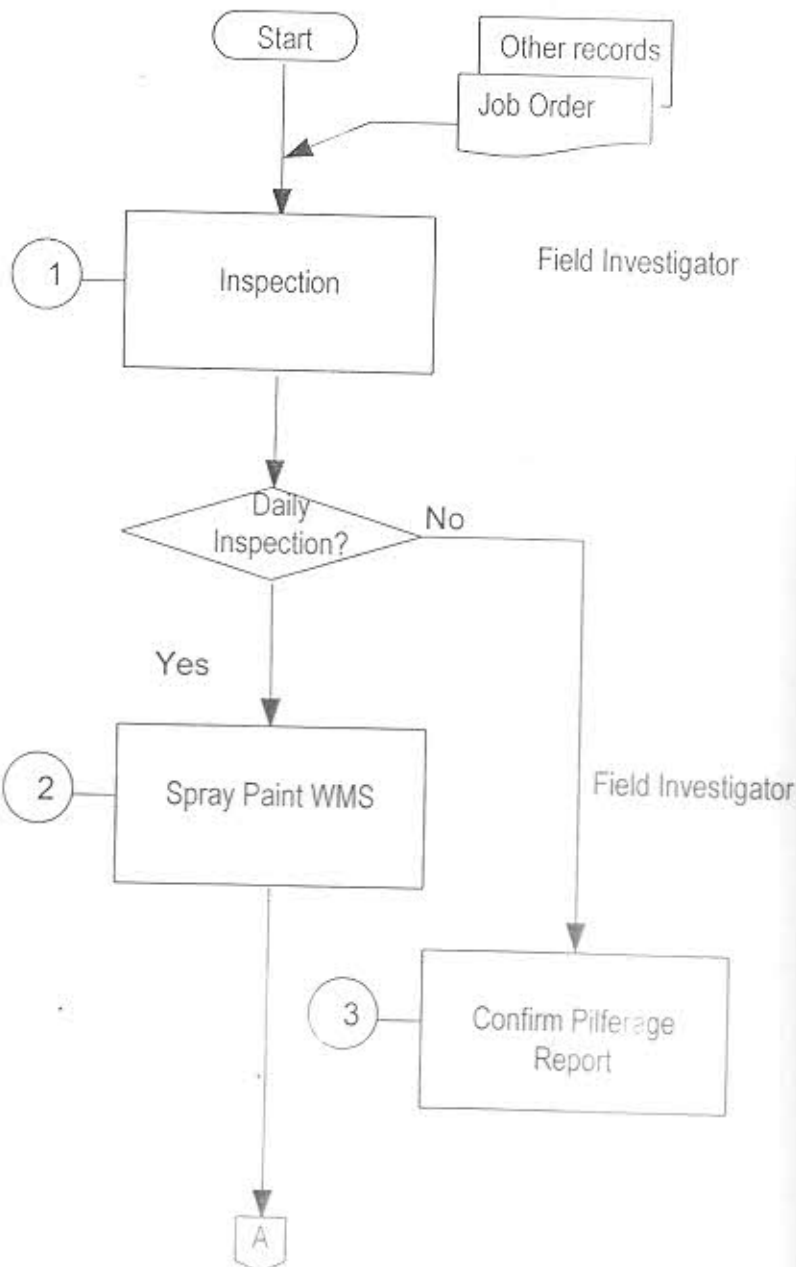
Water Service Monitoring &
Inspection/Water Pilferage Prosecution

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS / REFERENCES



FRM-LSD-001

Types of Inspection Job Order

1.1 Daily inspection of water service connection.

- Each WS inspection is spray-painted on its WMS.
- For routinary inspection, each Job Order is good for a group of adjacent connections in given area.

1.2 Individual Job Order from MCWD employees on Water Pilferage report.

1.3 Individual Job Order from Legal Department resulting from phoned/walk-in from outsiders.

1.4 Individual Job Order through nightshift surveillance (suspected pilferers.)



Prepared:
Date:

Reviewed:
Date:

Approved:
Date:



Metropolitan Cebu Water District
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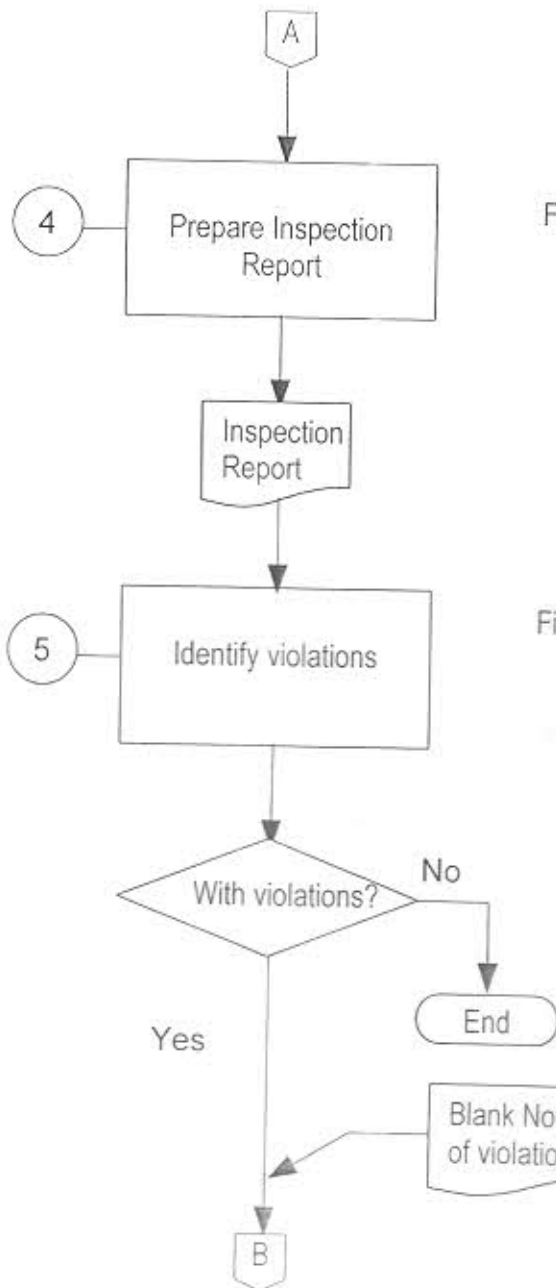
Water Service Monitoring &
Inspection/Water Pilferage Prosecution

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS / REFERENCES



Field Investigator

4.1 Inspection reports are prepared daily. These are collated for weekly & monthly reporting. The monthly report is given to Corporate Planning Department.

Field Investigator

5.1 Violation means those which are provided for in P.D. 198 as amended by R.A. 8041

FRM-LSD-002



Prepared:
Date:

Reviewed:
Date:

Approved:
Date:



Metropolitan Cebu Water District
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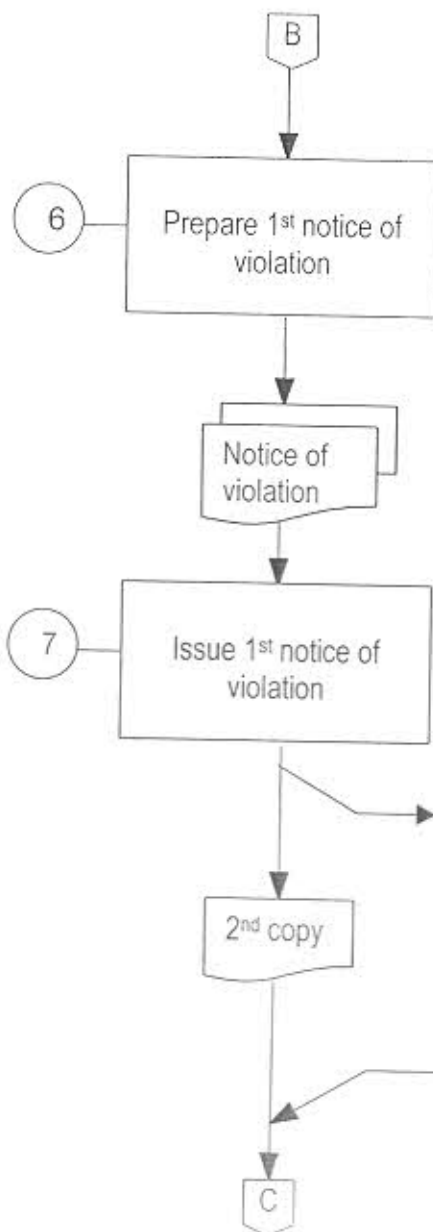
Water Service Monitoring &
Inspection/Water Pilferage Prosecution

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS / REFERENCES



Field Investigator

6.1 The first notice of violation contains the result of the investigation with a notice of the conduct of further investigation

Field Investigator

Violators are explained of the nature of their violation. They must sign the notice and receive such.

Consumer/
Violator

The field investigator then submits the copies of notice of violation together with the proof of service to the office investigator for further processing.



Prepared:
Date:

Reviewed:
Date:

Approved:
Date:



Metropolitan Cebu Water District
Quality Management System
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Jan. 01, 01

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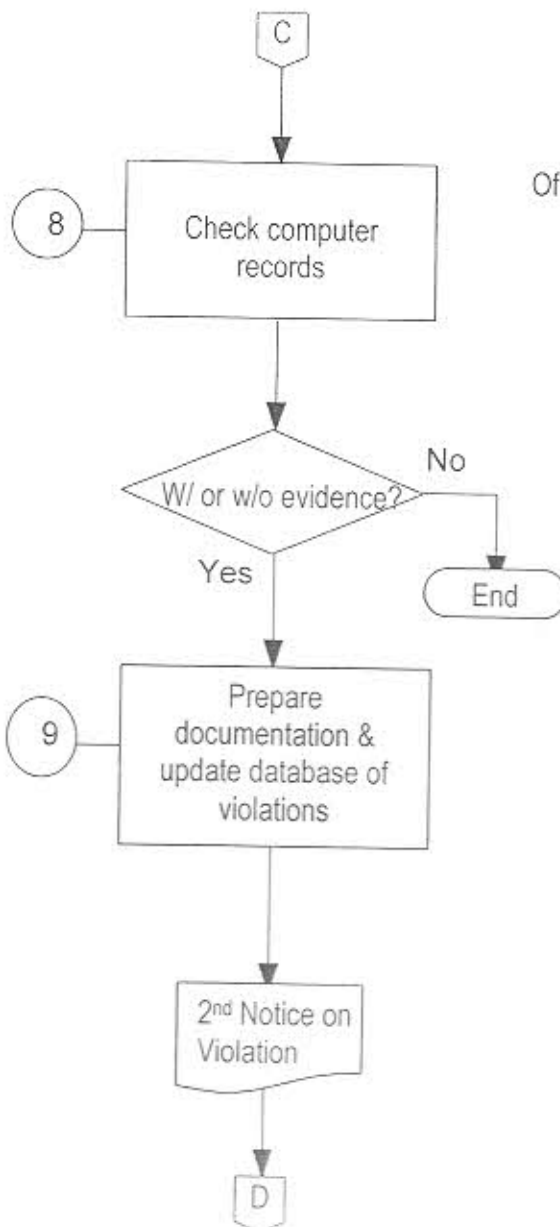
Water Service Monitoring &
 Inspection/Water Pilferage Prosecution

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS / REFERENCES



Office Investigator

Check the accounts ledger and the billing ledger as aid in ascertaining or confirming the violation

9.1 The second notice of violation contains the citation of specific provisions of law violated. Furthermore, the violator is enjoined to respond, in writing the Investigation Report attached, w/in 5 days from receipt. The violator is further warned of the consequences upon failure to respond. Attached also are the billing ledger and the account ledger.



Prepared:
 Date:

Reviewed:
 Date:

Approved:
 Date:



Metropolitan Cebu Water District
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Subject	Water Service Monitoring & Inspection/Water Pilferage Prosecution

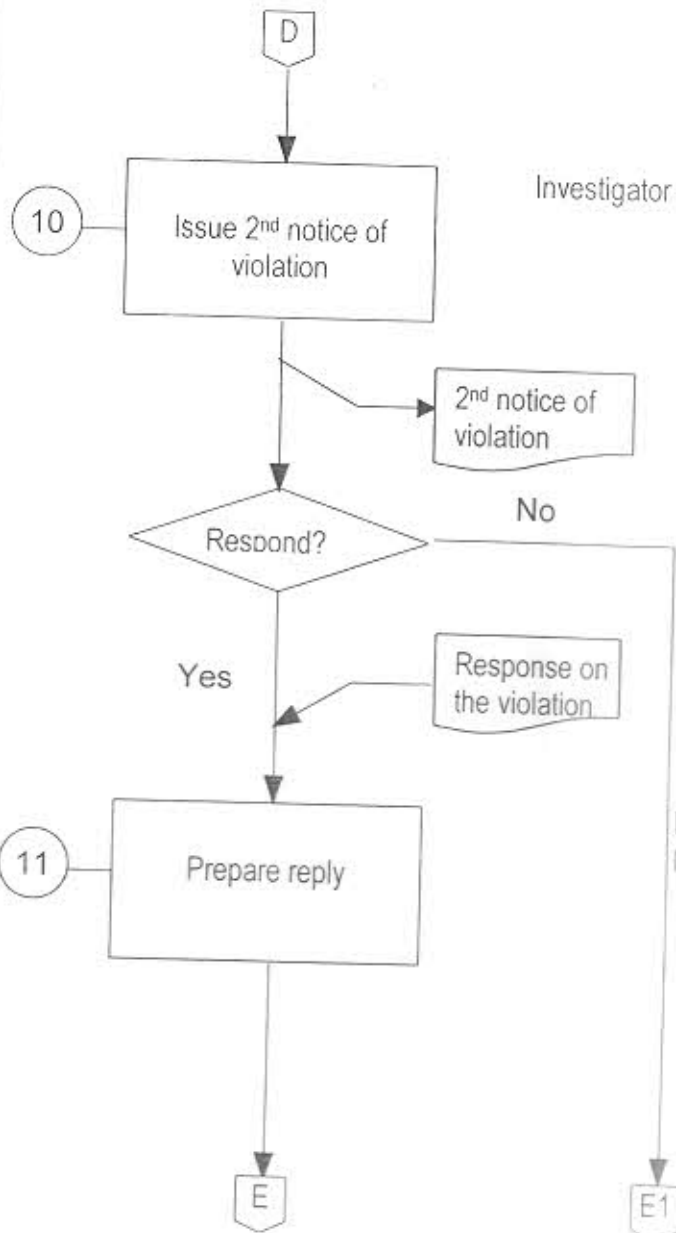
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4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS / REFERENCES



The second notice should be answered within 5 days or else disconnection & filing of case follow.

The violator is given the explanation/confirmation on the violation and is asked to go to the office if he's willing to settle & pay the fines & other fees.



Prepared: Date:	Reviewed: Date:	Approved: Date:
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Metropolitan Cebu Water District
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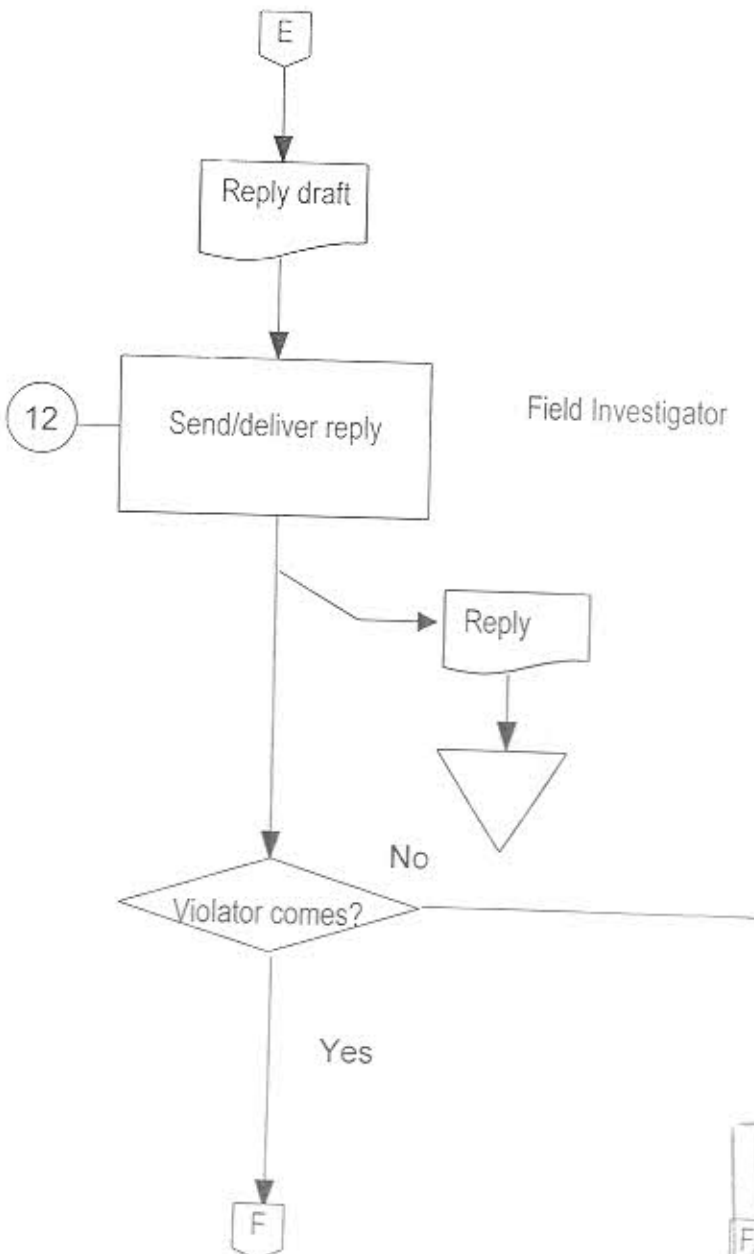
Section	
Subject	Water Service Monitoring & Inspection/Water Pilferage Prosecution

4.0 PROCEDURE

PROCESS FLOW

RESPONSIBILITY

DETAILS / REFERENCES



Prepared:
Date:

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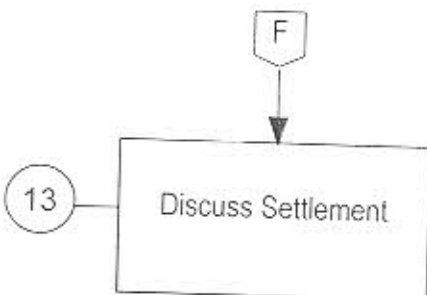
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Office Investigator

13.1 Compute & present to the violator how much to settle the case under the ff. Guidelines:

- 1.) 1st violation (not use of magnet or illegal bypass) P2000 + water & other fees.
- 2.) 2nd violation but same as in no. 1-P4,000 + water & other fees
- 3.) 3rd violation, still same as in no.1-P6,000 + water & other fees
- 4.) 4th & so on, same as in no. 1-no compromise but prosecution.
- 5.) 1st violation (use of magnet or illegal bypass) P10,000 + water & other fees.
- 6.) 2nd violation - same as in no. 5 - P20,000 + water & other fees
- 7.) 3rd violation - same as in no. 5 - no compromise but prosecution.
- 8.) Technical Violation - paying of overdue fees w/in 1 week from date of disconnection but w/o paying the reopening fee or accidental bumping/damage to the water meter resulting to its inadvertent inversion/impairment - P 300.



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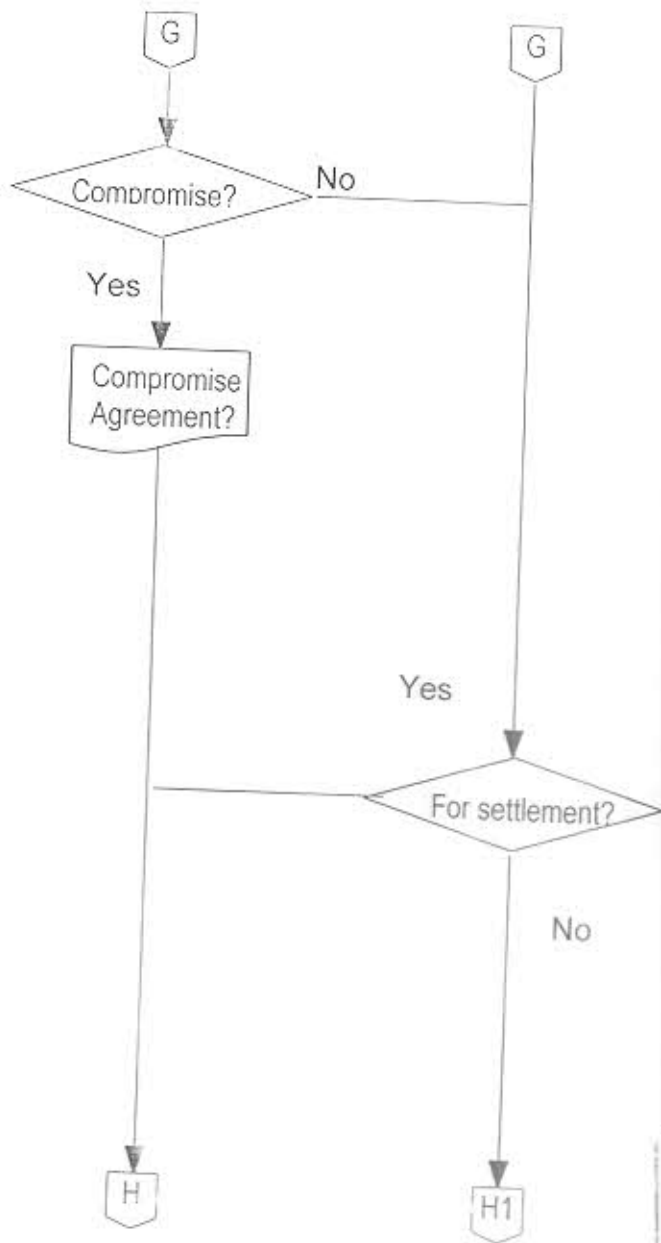
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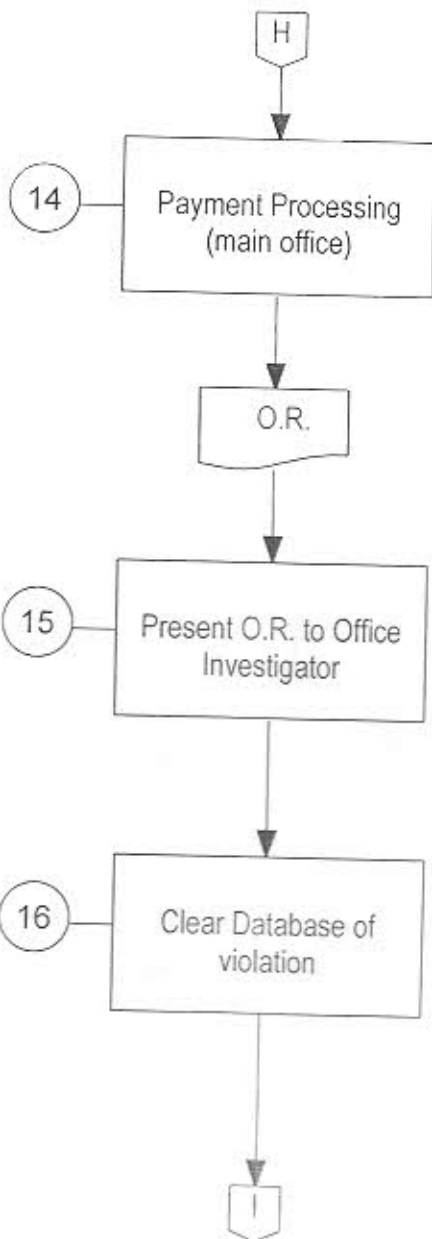
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14.0 Refer to procedure on payments processing (main office).

18.0 Clear database of violation/prepare compromise agreement and give one copy to the violator. If the settlement is in installment, the Billing Department is also given a copy.



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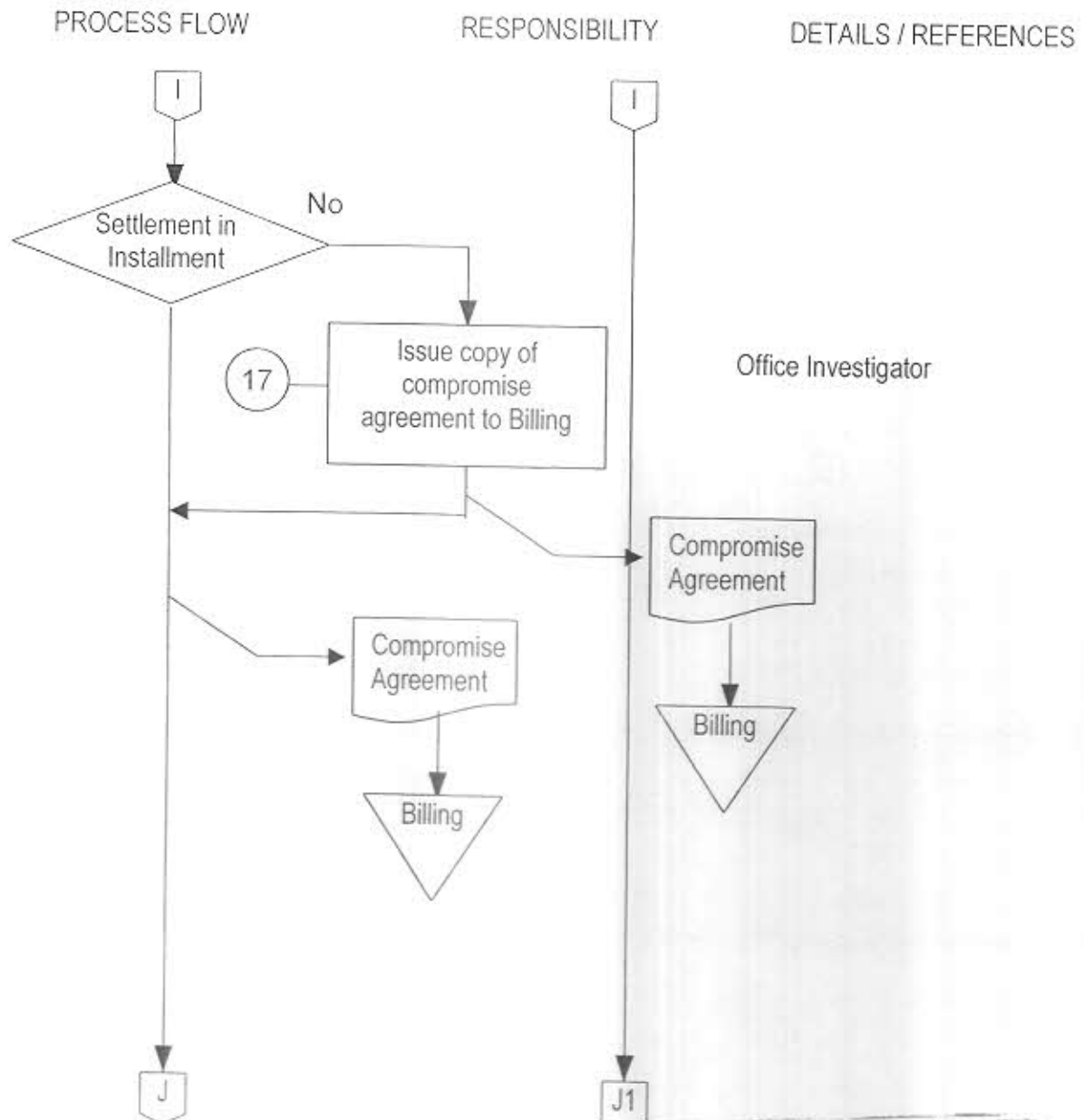


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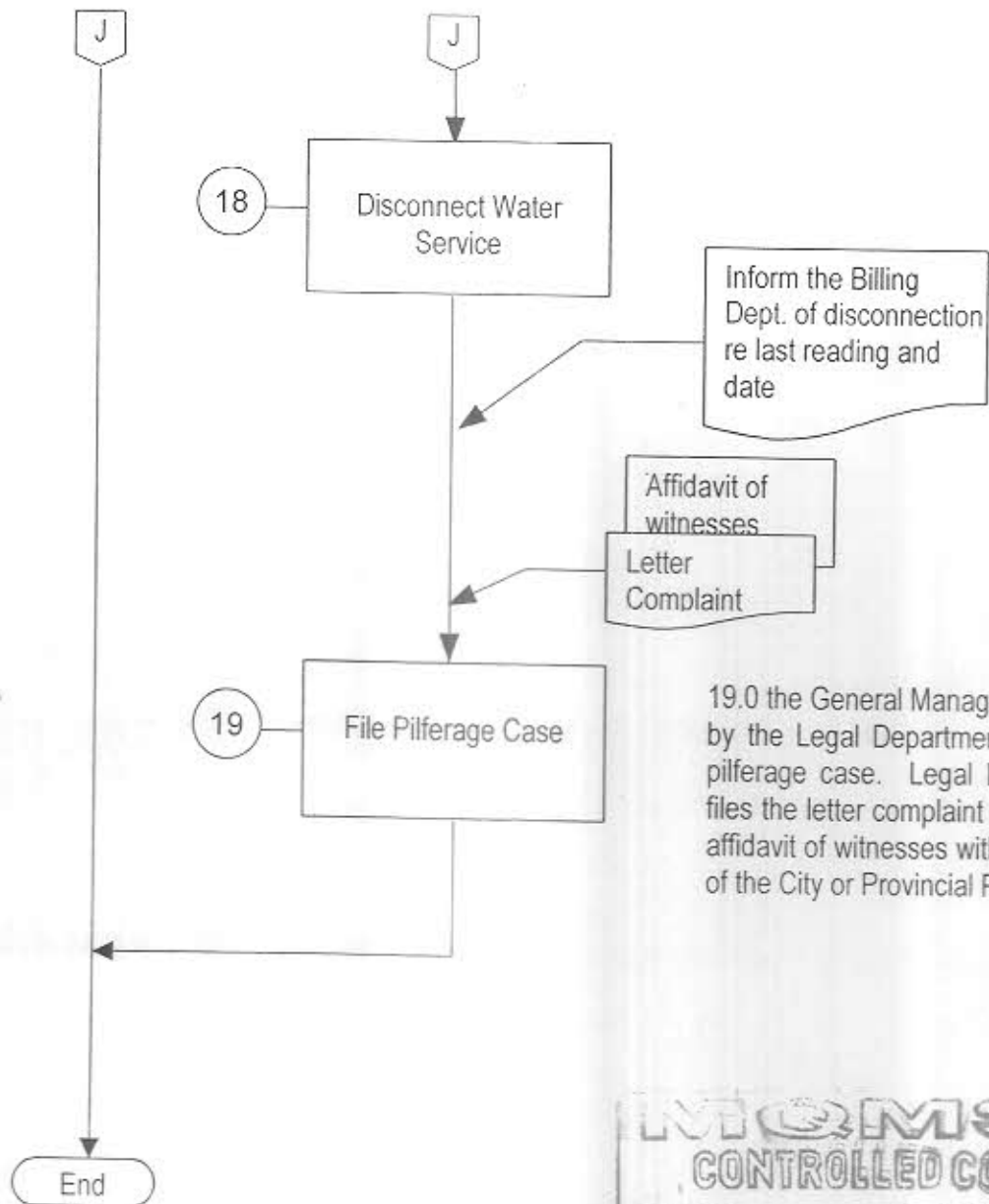
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