



Hirawan

OFFICIAL NEWSLETTER OF PILI WATER DISTRICT

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HIMAAO INFILTRATION GALLERY

Sitio Boncao, Brgy. Curry, Pili, Camarines Sur

Photo By: Mon R. Bacares

Hirawan (*Hi-rá-wan*) is a bikolnon term which means 'Kuanan nin Tubig' or source of water. **Hirawan** was derived from the name of the stream (**Hirawan na Sadit**) beside the Tinangis Springs, one of the water sources of the District. As the official newsletter of Pili Water District, **Hirawan** will serve as a platform to resound the mission and vision of the District, to raise awareness and to inspire community participation on environmental protection and resource preservation.

PIWAD achieves Level II Maturity for PRIME-HRM

By: Jehan DLT. Rebanco



PRIMED! Engr. Paulino S. Cunanan together with Ms. Edna S. Barde and the Administrative and Human Resource Division staff Headed by Ms. Aileen R. Marcalda accepts the certificate of recognition from the Civil Service Commission (CSC)-Camarines Sur represented by CSC Provincial Head, Ma'am Madol D. Salud last December 2, 2020 at the Camarines Sur Provincial Capitol Complex.

PIWAD Receives ISO 9001:2015 recertification for QMS from TÜV Rheinland

By: Fatima Rozen M. Mirabueno



UPHOLDING THE HIGHEST STANDARD IN SERVICE. The management and staff of Pili Water District attends the closing ceremony of the 2020 ISO Recertification audit held last December 23, 2020 at the PIWAD Board Room. Due to the threat posed by the pandemic, this year's recertification was held online through a zoom meeting. Photo by: Von Harvey B. Salamat

Pili Water District (PIWAD) has once again received the ISO 9001:2015 Certification for Quality Management System during its Recertification Audit conducted by TÜV Rheinland last December 23, 2020.

The audit ensures that all of the management processes of the District met the quality requirements of ISO.

The positive findings recognized by the certifying body were: 1) The attainment of customer satisfaction through the completed rehabilitation projects of Distribution Lines in the different parts of the service area; 2) The recognition awarded by the Civil Service Commission for obtaining the Maturity Level 2 for PRIME-HRM; 3) First Water District to perform swabbing activity on its distribution pipelines; 4) And the improvement in the water system through the completion of the New Sedimentation Tank at Sitio Boncao, Curry, Pili.

This recertification is awarded to the District after it has maintained the quality standards and passed the two surveillance audits. Conformity to the standards of ISO guarantee to uphold the commitment of the District in providing an unparalleled customer service among its concessionaires and to deliver safe and potable drinking water.



TÜV Rheinland is an international certification body which provides third party audit based on various international standards. The 9001:2015 as described specifies requirements for a quality management system which aims to deliver services that will meet highest customer satisfaction.

The Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) is an accreditation program of the Civil Service Commission (CSC) which aims to serve as a venue to commend agencies' best practices in the area of human resource management and to empower agencies in the performance of HRM functions.

The CSC-Camarines Sur Field Office guided the District in the preparation and submission of documentary evidence required in the audit. After which, an assessment was conducted online which focused on the four core areas: Recruitment, Selection and Placement, Learning and Development, Performance Management and Rewards and Recognition.

Spearheaded by the Administrative and Human Resource Division with the help of the Technical Working Group and support of the Management and Staff, the audit result indicated that Pili Water District has achieved Maturity Level II in all four core areas qualifying PIWAD for the Bronze award which will be given on a later date.

This initiative will certify that the District is endowed in the performance of its Human Resource Management functions and to promote and reward excellent human resource management practices.

PIWAD scores VERY GOOD rating on 2020 Customer Satisfaction Survey

By: Fatima Rozen M. Mirabueno

Pili Water District (PIWAD) maintains delivery of quality services, garnering an over-all rating of 4.5 or "Very Good" on customer satisfaction.

The Customer Satisfaction Survey was conducted last August 2020 to measure the level of customer satisfaction of the services provided by the District.

Concessionaires answered a survey form which measures the following: 1.) Water Quality; 2.) Sufficiency of Water Supply; 3.) Accuracy of Water Meter; 4.) Affordability of Water Rates; 5.) Prompt Action on Requests; 6.) Responsible Meter Reader; and 7.) Efficient Personnel

A total of 432 respondents coming from the 25 barangays of Pili and four barangays of the nearby municipalities of Milaor, Ocampo and Bula served by the District participated in the survey. Ten out of the total participating barangays or 34% reported "Excellent" customer service while 66% or 19 barangays rated PIWAD "Very Good". (continued on page 3)





Excellence in Service amidst the Challenges

By: Jehan DLT. Rebanco

The Annual Performance Review, Planning and Awarding is done annually to generate feedback, recognize meritorious performance and set next year's initiative to ensure that personnel will continue to uphold and stay committed to PIWAD'S Mission, Vision and Goals. It is also an opportunity to establish milestones through periodic monitoring of performance goals and progress of each Department.

Every day, each employee report to the office to perform their best on each duties and responsibilities and never ask or seek any recognition in return. General Manager Paulino S. Cunanan acknowledged the importance of recognition even in these trying times.

"This is one of the great things I get to do as the head of Agency: Recognize the achievements and hard work of our employees," GM Cunanan said.

Awards and incentives are given during the activity to employees who showed excellence in their field of duty. Four employees who has served continuously and very satisfactorily to the agency for at least 10 years were granted the Loyalty Incentive Award; three permanent/casual personnel and three contract of service personnel were given the Best Employee Award for outstanding performance and dedicated service to the District; and 75 employees who have performed above and beyond the call of duty, responding in extraordinary ways to the challenges brought about by the pandemic were conferred with Gantimpala Agad Award.

Due to physical distancing measures, people have been feeling pretty isolated nowadays and having an opportunity to connect with others – even from a distance – and being told "Thank you for your service, you are an important part of the agency" was a real morale booster for everyone.

2020 Loyalty Awardees : 25 - 30 Years of Service

Ireneo F. Junsay, Jr.



Annafa Collao-Pato



Arlo Andres O. Manrique Severino N. Boquiron, Jr.



2020 Best Employee Awardees

Jorex B. Olivares



Czarina C. Decena Erna A. Cayonte
John Francis C. Pato Czermy Joshua F. Liagas



Minel V. Montealegre

(cont. from P.2)

Of all the parameters which determines the overall customer satisfaction, the perceived Accuracy of Water Meter garnered the highest rating at 4.7 or Excellent. While, both parameters on the Responsible meter readers and Affordability of water rates were rated 4.5 or Very Good. The Readiness to assist of personnel was rated 4.6 or Excellent. On the other hand, Water Quality and Sufficiency of Water supply both garnered a rating of 4.4 or Very Good. Prompt action on request scored a rating of 4.3 or Very Good.

PIWAD ensures that it adheres to the Ease of Doing Business Act of 2018 which establishes efficient delivery of services among our concessionaires, prevents graft and corruption and expedites government transactions through the District's Comprehensive Citizen's Charter.

"Continual process improvement on our customer system is in place to improve customer experience."

Engr. Paulino S. Cunanan said on an interview. Systems and process improvement which aims to improve the delivery of service to our concessionaires is included in the 2021 Plans and Programs of the District's Commercial Services Division.

PIWAD launches Text Billing and Inquiry System

By: Fatima Rozen M. Mirabueno

This innovation enables PIWAD concessionaires to receive monthly water consumption and billing thru Short Message Service (SMS) copy of Statement of Accounts (SOA).

The Pili Water District Text Billing and Inquiry System was launched last August 2020 as part of its continual customer service improvement. In 2020, the District focused not only on the improvement of its water pipeline network but also in the development of its technological infrastructures to meet the needs of the concessionaires most especially during the pandemic.

Concessionaires who wish to check their current water bill may also do so by sending the keyword, their account code and number to the PIWAD's official contact number. SMS Bill may be presented upon payment as substitute to the usual printed water bill.

This initiative aims to protect our concessionaires against payment fraud that comes from the convenience of paying online and settling bills through payment centers.

To use this feature, concessionaires need to enroll their official contact number and update

their contact details with the District's database. Enrollment may be through filling-out the contact information form available online or through submission of the accomplished form to our Customer Service Personnel.

ENROLL YOUR CONTACT NUMBER TO PIWAD TEXT BILL

REGISTER ONLINE
Sign-up at our Customer Contact Information Form thru this link:
<https://bit.ly/PIWADContactEnrollmentForm>

WALK-IN REGISTRATION
You may also register by filling-out the Customer Contact Information Form available at our Customer Service counters.

HOW TO INQUIRE FOR YOUR WATER BILL VIA TEXT?

JUST TEXT THE FOLLOWING DETAILS:

PIWADBILL <SPACE> ACCOUNT CODE <SPACE> ACCOUNT NUMBER

AND SEND TO 0919-066-4615

EXAMPLE: PIWADBILL 123456 111-23-4567



PILI WATER DISTRICT

PAGSALINGOY: A LOOK INTO 31 YEARS OF SERVICE

Through the years, Pili Water District continuously give our concessionaires the highest standard of service in delivering quality water since the turn-over of the system and potable water to its concessionaires. The installation of distribution and transmission lines aims to extend its water distribution system to communities of even more. In our 31 years of service this **April 16, 2021**, PIWAD envisions to maintain excellence in service and to sustain life by providing safe and potable water for all.



1990

After receiving the grant from the European Economic Community for the development and rehabilitation of its water system, the Bicol River Basin Development Program Office and the Project Management Office of the Department of Public Works and Highways designed and constructed the water works system. The system was turned over as a grant to the newly formed Pili Water District. From then on, the management and operation of the water system has been undertaken by the Pili Water District.



1997

As the District marks its seventh year in operation, the District focused on source development and established two new pumping stations in barangays of San Jose and San Vicente to cater the growing population of the municipality.



1998

Construction of the 9.8 km Tinangis-Caroyroyan transmission project. The transmission line provides water to the concessionaires located in the north pressure zone area of the municipality.



AWARDS AND RECOGNITIONS

2002

Outstanding Water District Award in the field of Personnel Management and Administration (Provincial Level)
Civil Service Commission (CSC)

2006

Outstanding Water District Medium Category (Bicol-Visayas)

Special Awards for the 100% Service Coverage

Special Award for Integrated Watershed Management and Development Program

2007

Outstanding Water District Medium Category -

Special Awards for 100% Service Coverage

SERVICE

water system to the present administrating body. PIWAD continues to develop and improve its water sources and its water network to provide 24/7 supply of safe water to the barangay of Pili and nearby municipalities. PIWAD upholds its commitment and maintains Quality Management System in all of its processes. As we celebrate

2002

To meet the demand and availability of safe and reliable water to growing communities in the Municipality, the District has constructed a 230 cubic meters Elevated Steel Tank located at St. I Subdivision, Palestina.

2004

Construction of the 60 liters per second capacity Himaao Infiltration Gallery as part of the Small Town Water Supply Sector Project of LWUA to extract water from the Himaao River

2011

Water District was able to realize its long-time dream of having its own office building. The construction of a two-storey – 1,500-square meter floor area office building was funded entirely out of PIWAD's savings. An achievement that would never be possible without the support of its service concessionaires that trusted PIWAD for their water service needs.



2017

By this year, PIWAD received the ISO 9001:2015 certification for Quality Management System (QMS) on the provision of water services to the concessionaires of the Municipality of Pili. Given by TÜV Rhineland, this certification assures that our concessionaires receive the highest standard of service from the District through continual process improvement.



2018

To meet the water demand of continuous progress and development of the municipality in the coming years, the District constructed a 500 cubic meters ground water steel tank located at the Barangay of La Purisima. The tank stores water from a deep well source during off-peak condition and draw water during peak hour conditions.



2020

The water sedimentation facility is part of the improvement plan of the District to ensure that only the highest quality of water is delivered to the concessionaires most especially during the monsoon season where surface run-off from the water source greatly affects the turbidity level.

2008

Outstanding Water District Award, Bicol Visayas
100% Service

Nominee, Top Water District Performer Award (Medium Category)

2018

Outstanding Water District Award, Category B -Bicol Visayas

Outstanding Water District Award, Category B – National

Recognition for establishing QMS to ISO 900:2015 – Government Quality Management Committee

2020

Level II Maturity for the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM)

#Valuing Water: Do you value your water service?

By: Marijean C. Molina

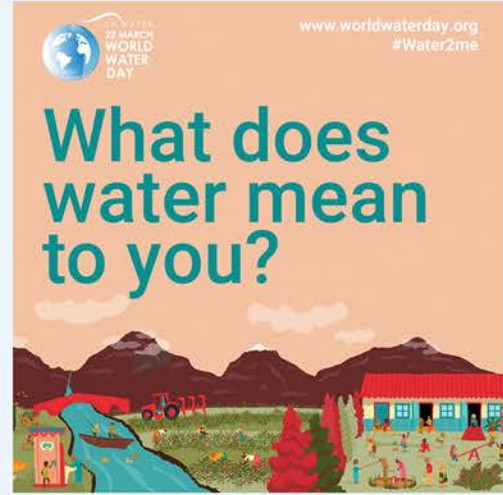


Valuing water. We are rarely reminded of this every time we open the tap and enjoy the seemingly bottomless supply of water. Sometimes what comes freely, we take for granted. Have you pondered how long this finite resource will last? Have you considered how is this water brought to the comforts of your home? Have you thought about the works and the challenges that confront your local water service system?

PIWAD provides safe, reliable, and affordable water to the twenty-five barangays of Pili and four barangays of neighboring municipalities of Milaor, Bula, and Ocampo. It maintains pump stations, developed water source and ensured the integrity of the 198.197 kilometers of pipelines. Back-up generators are positioned to ensure uninterrupted water service. Efficient and committed employees work together to operate and manage the system to guarantee 24/7 provision of safe drinking water. Repair and maintenance teams conduct rehabilitation and repair of distribution lines, seal leaks, lay out new connections while drench in water under the scorching heat of the sun. Safe, reliable and affordable water is warranted in the hashtag #AlagangPIWAD.

The District also works to ensure reliable water from the source for both the present and future generations. In partnership with Department of Environment and Natural Resources and engaging the support of the Local Government Unit, other government agencies, and private businesses and organizations, it adopted the 282 hectares of Himaaog Watershed and implemented the Himaaog Integrated Watershed Management Project and ensures to safeguard both the watershed and the community it covers.

With the inevitability of water scarcity, the local water system is each and everyone's concern. One must not take water infrastructure for granted. Every time we open the tap to get water, think of our loved ones and the generations to come, and act on valuing water and the institutions that distributes it and safeguards its sources. Never take water for granted; value, conserve and take action instead.



Adapting to Climate Change

"Water is life and a blessing. Without water, a person will die in three days. We need water for our day-to-day existence not just for drinking but to cook our food, clean ourselves and grow our food. But Water can be a curse, uncontrolled water brings death and destructions like flashfloods caused by typhoons.

Hence, the water district has implemented measures to adapt to climate change. Pump Houses are constructed with concrete roofs to be typhoon resistant removing the threat of being blown away and damaging the equipment inside. All pump stations of the water district have its own power generators. This assures the community of water supply even if there is a power outage. Likewise, solar power is provided in remote spring sources to run the chlorine dosing pumps for a continuous disinfection of water.

Looking forward, the water district will be constructing water treatment plants to prevent turbid and contaminated water from entering the system during typhoons and flash floods. Staying true to its commitment to ensure stakeholders satisfaction, PIWAD have started to invest in new technologies and training of personnel to face these challenges."

ENGR. PAULINO S. CUNANAN
General Manager, Pili Water District



Change starts in You

By: Fatima Rozen M. Mirabueno

Water, as one of the fundamental element of life plays a vital role in maintaining the health and sanitation of the community. It is not long ago that Metro Manila suffers from water shortage as the reservoir that supplies the greater Manila area hit its critical low level which caused service interruptions. This is mainly the effects of El Niño that hits the country in the same year. These situations are now reality and may continue to happen in the future because our water resources are vulnerable to the effects of Climate Change which threatens our water supply in the future.

Environmental degradation continues to threaten water security in the future. The streams/ rivers and the forest reserve play a vital role in the catchment and storage of water are now vulnerable to environmental exploitation which could greatly affect the capability of water sources to supply water. Water Districts are responsible for the maintenance of this water systems to ensure that every Filipino will have an access to clean and potable drinking water. However, the protection and conservation efforts does not greatly rests on the hand of Water Districts. It is a shared responsibility and a collective effort from the members of the community. Legislation through enforcement, participation of the locals and the awareness of the community to these threats will help



Balang Falls, Mount Isarog National Park

us mitigate the effects of climate change and sustain life.

To realize this, active participation and mindfulness of every member of the society is deemed significant. Transformational change starts at home, the simple act of closing the tap, reporting leaks and sharing of factual information to everyone around have huge impact which resounds to the society as a whole. Youth involvement are also crucial, as the future generations, let us teach them to embody the importance of these resources. On another note, let us elect public officials who have concrete plans and programs for the environment, be a vigilant members of the community and remember that no matter how big or small, our efforts are valuable to create a positive impact and to reinforce change.



Swabbing Water Mains: The process and Advantages

By: Ma. Karina F. Tutanes

Over time, minerals from our deep well water can accumulate inside water pipes. Changes in flow can sometimes result in cloudy, discolored water. In order to maintain water quality, these materials need to be removed regularly.

Water distribution lines are cleaned by opening fire hydrants and blow-off valves to flow large amounts of water in a planned route. In every flushing activity, the strong water pressure removes the build-up of minerals from inside the pipes.

Aside from flushing activity, the District also conducts water main swabbing. This is a process of cleaning a water main by inserting a soft material shaped like a bullet called a foam pig/plug into the water main through a fire hydrant or through a launcher. The diameter is slightly larger than the water main and the bullet or foam plug is pushed along the water main by water pressure. As it passes through the water main, the swab executes a scouring action on the sediment inside the water main.

Water main swabbing helps maintain water quality by removing mineral sediments from the water main lines that can affect water taste, clarity and/or color. It also helps identify malfunctions of the hydrants and related valves and helps determine weaknesses in the water distribution system.

Discoloration after swabbing and flushing activity is normal and will last only a short time. The discoloration is due to the suspended particles mixed with water that have not had time to settle. There is no health hazard associated with the discolored water.

The process is part of a routine maintenance program necessary to maintain the integrity of the water system allowing us to continue to deliver the highest quality water possible to our customers. It is necessary to periodically flush water through the main lines in order to protect the quality of your drinking water. Swabbing of transmission and distribution line in the North Service Area which commenced last February 2020 in San Antonio, Milaor was completed on December 2020.

ANO ANG WATER MAIN SWABBING?

○ Ito ay isang proseso ng paglinis sa water distribution system sa pamamagitan ng paglagay ng foam sa loob ng tubo upang alisin ang mga namuong mineral sediment.



PAANO MALALAMAN KUNG MAYROONG GAGAWIN NA SWABBING ACTIVITY?



Magbibigay anunsyo ang pamanuan ng Pili Water District sa tuwing may gagawin na swabbing activity sa pamamagitan ng Text message, Facebook posts at posters.

ANO ANG DAPAT GAWIN NG CONSUMERS TUWING MAY SWABBING ACTIVITY? BAGO ANG SWABBING



1. Mag imbak ng tubig para may magamit habang ginagawa ang swabbing.
2. Isara ang gate valve sa inyong water meter.

HABANG GINAGAWA ANG SWABBING

1. Panatiliing nakasara ang mga gripo.
2. Iwasan ang paggamit ng tubig para sa paglalaba o paghuhugas ng pinggan.

PAGKATAPOS NG SWABBING

1. Buksan ang gate valve.
2. Siguraduhing malinis ang tubig na dumadaloy sa gripo bago ito gamitin. Kung may pagbabago sa kulay ng tubig mula sa inyong gripo, hayaan itong nakabukas hanggang bumalik ang normal na kulay ng tubig. Kung nananatiling kakaiba ang kulay ng tubig, maari magtext sa 0919 066 4615, magchat sa m.me/PiliWater o tumawag sa 0919 0664617 para sa karapatang aksyon.

MAARI BANG INUMIN ANG TUBIG?

Kapag malinaw na ang tubig, maari nang ipagpatuloy ang normal na gamit nito katulad ng pag-inom, pagluluto o paglalaba.



Message from the Board of Directors

Dear Valued Concessionaires,

Greetings!

We are pleased to present you the maiden issue of our newsletter. This newsletter is a way for us to communicate to you and update you on the programs and activities of Pili Water District.

The warm and dry season is near and as the temperature gets warmer, demand for water increases, more so, in this time of pandemic. The volume of freshwater will decline but demand will increase resulting to a critical situation to the access of potable water. PIWAD assures the community that despite these extreme weather conditions, measures to adapt are being implemented to ensure uninterrupted water supply.

During this time of pandemic, PIWAD will be a partner of the government in ensuring the health and safety of the community by providing potable and sustainable water.

We appreciate your patience and understanding during this challenging time. Let us continue to seek ways to adapt to this challenge for the good and betterment of all.

-Board of Directors

A RESPONSIVE AND RELIABLE WATER SERVICE IN TIME OF PANDEMIC

INSTALLATION OF HANDWASH AREAS

As a water utility provider, Pili Water District acknowledges its vital role in combating the virus. Thus, the District installed hand wash areas in strategic places in the municipality.

INSTALLATION OF FAUCET ON CHECKPOINTS WITHIN THE MUNICIPALITY

Water stations are installed at the checkpoint areas of the municipality. This was utilized as handwash facility and source of drinking water of the personnel manning the checkpoint to ensure that quarantine measures are enforced.

PUBLIC AWARENESS CAMPAIGN REGARDING COVID-19

The misinformation due to fake news has been a challenge to the government in curbing the virus. As a government agency, PIWAD actively campaigns against misinformation. Precautionary measures and COVID-19 updates are posted on PIWAD's Official Facebook page.

SANITATION AND HYGIENE ACTIVITIES

The District has provided measures and activities that will safeguard the health and safety of its employees and concessionaires. Disinfection mats, alcohol and handwash areas are available to ensure that everyone who enters the vicinity of the District undergoes proper disinfection.



Behind the Scene

By: Fatima Rozen M. Mirabueno

Behind the success of the day-to-day operation of the District are the hardworking and dedicated individuals who work collectively to provide the District's concessionaires with 24/7 supply of safe and potable drinking water.

One of these dedicated personnel is Mr. Ireneo Junsay. 'Pay Jun', as many of us call of him, has been with the District since June 14, 1990. He has served various positions during 30 years with the District, including as a meter reader, bill distributor, customer service assistant, pump operator and now, property custodian under the Administrative and General Services Department. As custodian, he safe keeps the supply and property materials of the District and ensures the proper maintenance of these materials.

Through the years and despite his age, 'Pay Jun' still radiates positive energy. His positive

outlook in life and his jolliness is what other employees applaud about him. He believes that as the head of the family and source of strength of his wife and children, he must maintain a positive outlook in life in whatever circumstances because his children look up to him.

On his 30 years as a public servant, Pay Jun believes that his aim is to contribute to the growth and development of the community. "Public Service is an honest to goodness service to the people" he said.

After the years of service in the District, Pay Jun is an epitome that age is just a number, as we age, our responsibilities in life sometimes outweighs our passion and purpose. To Pay Junsay, the purpose of life is to give your best to serve, and to be an inspiration to everyone around you. Pay Junsay is one of the many behind the reliable and unparalleled service of PIWAD.



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Report broken pipelines and illegal water connections.

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TEXT HOTLINE:
0919-066-4615

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0919-066-4617

