

Water Utility: San Francisco Water District (San Francisco WD)

San Francisco, Agusan del Sur, Philippines

Contact Details: General Manager: Elmer , , T. Luzon
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Services Provided: Piped water, , , ,
Utility Type: , Government with separate reporting for WS&S, , , , ,
Private Sector Involvement: , , Management Contract, , , ,
Source of Raw Water: , , , Groundwater,
Treatment Method: , Disinfection, , , ,

Water Supply System description:

Production capacity = N/A		Distribution network = 50 km		Storage capacity = 1,100 m3
Area of Responsibility		Present Service Area		
Area (sq km)	39	16		
Population	61,676	40,325		
No. of Towns = 13		Population served = 16,221		
<u>No. of connections:</u>	Domestic (Households) = 2,318	Non Domestic = 560	Total Connections = 2,878	
Typical service connection length = m		Connections with operating meter = 2,878		
System input volumes:	Produced by W.U. = 0.9 million m3/year	Bulk water imported = zero		
Water consumption:	Metered cons. = 0.8 million m3/year	% Unmetered cons. = N/A		Ave. meter inaccuracy = N/A
Water Sales:	Domestic = 0.6 million m3/year	Non Domestic = 0.2 million m3/year		Bulk Water sales = zero
<u>System Performance:</u>	No. of connections with intermittent supply = 374		Typical duration of supply = 24.0 hours / day	
	No. of pipe breaks in distribution system = N/A		Typical water pressure in mains = N/A	
Chlorine Residuals:	Tests required = N/A	Tests carried out = N/A	Tests passed = N/A	

Human Resources (Staff)

<u>Type of employment:</u>	Permanent staff: salaried Government employees, , , , ,			
<u>No. of staff (FTE):</u>	Corporate Services = 10	Water Supply = 11	Other = zero	Total = 21
<u>Staff Training:</u>	No. Trained = N/A	Training days = N/A	Training costs = N/A	

Customer information

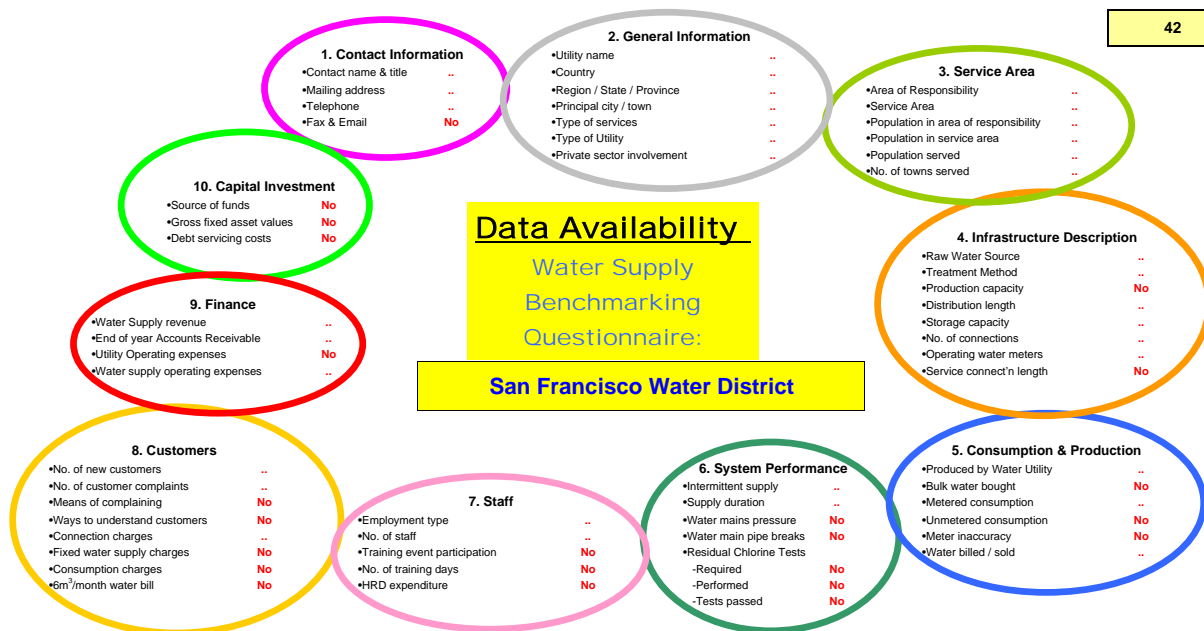
Customer interaction:	New connections = 281 / year	Customer complaints = 1,736 / year
Complaint method: , , , ,		
Understanding customers by: , , , ,		

Charges & Fees

<u>Typical connection charge:</u>	Domestic = 1,630PHP / conn. (29 US\$ / conn.)		Non Domestic = N/A	
<u>Fixed water charge:</u>	Domestic = N/A	Non Domestic = N/A		Bulk water sales = N/A
	N/A	N/A		N/A
<u>Water consumption tariff</u> (typical of all towns and in each category):	Tariff Block 1	Tariff Block 2	Tariff Block 3	Tariff Block 4
Domestic	From - To (m ³)			
	Price (PHP / m3)			
	(US\$ / m ³) .			
Non Domestic	From - To (m ³)			
	Price (PHP / m3)			
	(US\$ / m ³) .			
Bulk Water	From - To (m ³)			
	Price (PHP / m3)			
	(US\$ / m ³) .			
Water bill for household consuming 6 m ³ /month =				N/A

Finances

<u>Revenue:</u>	Water Sales	Other water related	Subsidies & grants	Total	Year end Accounts Receivable	
	PHP / year	12,255,992	zero	zero	12,255,992	
	US\$ / year	\$219,563	zero	zero	\$219,563	\$19,873
<u>Operating Expenses:</u>	Water supply	Other services	Company Overhead	Total		
	PHP / year	zero	zero	zero	9,313,480	
	US\$ / year	zero	zero	zero	\$166,848	
<u>Water Supply Operating breakup:</u>	Labor	Electricity	Chemicals & materials	Contracted out	Other expenses	
	PHP / year	2,452,932	152,532	2,408,639	zero	4,299,375
	US\$ / year	\$43,944	\$2,733	\$43,150	zero	\$77,022
<u>Investment funds source:</u> , , , , ,						
<u>Fixed Assets value:</u>	Water supply	Other services	Company Overhead	Total	Debt Servicing Costs	
	PHP	zero	zero	zero	81,432,938	zero
	US\$	zero	zero	zero	\$1,458,849	zero



Calculation of Overall Performance Indicator (OPI)

Customer Indicators	Value	Rank
Service Coverage in existing service area (%)	40.2%	(40 / 45)
Meter coverage (% with operating water meter)	100.0%	(1 / 46)
Customer complaints / 1000 connections	603.2	(3 / 41)

Water Supply Systems O&M	Value	Rank
Supply Continuity (% of time water available)	100.0%	(1 / 47)
Residual Chlorine tests passed (%)	#N/A	
Total Unmetered Consumption (% of metered cons.)		
Infrastructure Leakage Index [ILI]	#N/A	

San Francisco
Philippines
Water Supply

 San Francisco Water District
(San Francisco WD)

Overall Performance Indicator (OPI) = - 0.14
 Number of Standardized Indicators available = 8
 Overall Ranking = (31 / 47)

Human Resource Indicators	Value	Rank
Total water related staff / 1000 connections	7.3	(22 / 38)
Investment in staff training (days / staff)	#N/A	
Ave. cost of employment / staff (% of per capita GNI)	194%	(24 / 37)

Financial Indicators	Value	Rank
Operating Cost Coverage (water sales only)	1.32	(14 / 43)
Unit water cost (US\$ / m ³ of system input)	\$0.18	(35 / 43)
Water system asset value / Prod'n capacity (US\$ / m ³ /day)	#N/A	
Debt servicing ratio (% of total operating revenue)		

Water Sales & Production Information

San Francisco Water District

42

Water Production
918,722 m3/year
100% of Water Input

Bulk Water Import
0 m3/year
0% of Water Input

Total Water Input
918,722 m3/year
76,560 m3/mth

Unaccounted for Water (UFW)
15% of Water Input

Adjusted UFW for 24/7 supply
#N/A

Metered Water Consumption
65,329 m3/mth

Domestic
48,536 m3/mth

Non Domestic
16,793 m3/mth

Bulk Water Sales
0 m3/mth

Water Connections = 2,318
X
20.9 m3/mth/conn

Water Connections = 560
X
30.0 m3/mth/conn

Unmetered Consumption
#N/A
#N/A

Unbilled Authorised & Unauthorized Consumption
#N/A

Meter inaccuracy
#N/A

Total Unmetered =
#N/A

Distribution System water losses (Current Annual Real Losses (CARL))
#N/A
#N/A
#N/A

Hours / month offline
0.0 hours/month
(Adjusted by)

CARL for 24/7 (continuous) supply
#N/A

Unavoidable Annual Real Losses (UARL)
#N/A
X

Infrastructure Leakage Index (ILI)
#N/A

Length of distribution mains
50 km

Water Connections
#N/A
#N/A

Average Pressure
#N/A