

PERFORMANCE IMPROVEMENT PLANNING – Example #1

Name of Utility: Silay City Water District
Area for Improvement: Non-Revenue Water and Collection Efficiency

PROCESS	PRACTICES/ACTIVITIES	ACTION	TIME	BUDGET
Reduction of NRW	Identifying of the areas were the old pipelines were laid Detection of leakages (mainline and service lines) Reduce flushing activity	Replacement of old pipelines (estimated length: 30 Kms) Intensify leakage detection program	1 year	P45M
	Monitor the water withdrawal from hydrants Investigations of suspected illegal connection Identifying defective water meters Monitoring of the meter readers	Installation of Iron and Manganese Removal and disinfections facilities on five (5) pumping stations Create monitoring team to oversee the withdrawal (fire truck, donations to city government) Implement a thorough investigation measures Replacement of defective water meters Monitoring reshuffling of meter readers	1 week	0.65M
Increase the collection efficiency	Improve billing and collection system	Full computerization of the billing and collection system	1 year	
Increase (Water Sales) Billings	Encourage new applicants for service connection Remind concessionaire for their due accounts	Establish a good marketing program Establish a god payment scheme Notify concessionaires prior to disconnection. Strict implementation of water district's policy on disconnection Create and incentive and bonus program for customers		
Data analysis	Monitoring and graphing of billing and collection data	Determine the area with the lowest value and investigate water consumption and situation.		

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