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WATER UTILITY QUESTIONNAIRE

0 Data

WATER UTILITY QUESTIONNAIRE

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Water Utility Questionnaire

General Instructions.

1. Please fill in the data in this Water Utility Questionnaire for the financial year requested in the covering letter.
 2. The questionnaire is protected to prevent changes in the structure or formulas. This questionnaire will be consolidated with data from other utilities and from other years. It is therefore critical that the structure and formulas remain intact.
 3. Answers to questions can be made in these forms:
 - a. Writing the answer inside the yellow box; or
 - b. Ticking one or more square boxes, or
 - c. Ticking only one of the round buttons.
 4. If no data is available, write "nd" and answer "Yes" to the warning message prompt.
 5. If you are filling up this questionnaire in Excel (preferred method), validation questions will pop up if your answer will result to an error, like the population served exceeds the population in the service area, or the Balance Sheet does not balance.
 6. After all the questions have been answered, you may check the results in these output sheets which are produced out of data entered in the other sheets:
 - a. Indicators – This sheet summarizes the performance indicators of the utility and shows the relevant data used to calculate them.
 - b. Utility Profile –This sheet shows general information about the utility, such as its name, contact details, mission statement, number of connections, number of staff, tariff structure, and priority needs of the utility. Based on the Indicators sheet, fill up the "Performance Highlights" sections of the Water Utility Profile.
 - c. Area Profile – This sheet summarizes information about the water utility's production and distribution, service connections, service indicators, and efficiency indicators. It also contains pie charts on the utility's water usage, water billings and O&M expenses.
- It may be possible that there are some indicators that seem questionable. In such cases, review and correct as required the inputs entered in the other sheets.

Water Utility Questionnaire

Specific Instructions

These are clarifications to some questions. Should you have questions on the other items, contact your Benchmarking Coordinator.

Utility Profile2

2.12 to 2.13	Briefly write the priority needs of the water utility. This will be reflected in the Utility Profile.
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Coverage Area

3.07 to 3.08	The franchise or mandated area (area of responsibility) might be different from the present area served by the utility especially in the case of water districts.
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Production

4.01	Surface water usually comes from rivers and springs; groundwater from wells and infiltration wells/galleries. Identify other sources of water (rain collection, sea/desalination, recycled water, etc.) Indicate the annual production volume for each source.
4.03	Production meters measure flow from treatment plants or from production wells that goes to the distribution system. In cases where there are no production meters or partial metering indicate how the unmetered production volume is estimated.
4.06	This refers to total storage capacity of water that goes to the distribution network.
4.07	This information refers to materials used and age of the distribution system which are relevant to the frequency of leaks and extent of leakage.

Service Connections

5.01	Total number of connections refers to the total active connections at the end of the year.
5.02	Indicate the average number of persons served by a house connection and a public tap or standpipe, if applicable. The sum of the metered and unmetered consumption may not all be billable, such as water used for firefighting and watering of parks. These are used in calculating unaccounted-for water.
5.03 to 5.06	Water consumption in cubic meters per year. Water consumption that goes into water bills and is therefore billed is used in calculating non-revenue water.
5.01 to 5.08	Institutional use – include government accounts under “institutional”.
5.09	Unaccounted-for water is calculated based on annual production volume and total water consumption.
5.10	Non-revenue water is calculated based on annual production volume and total water billed.
5.17	“Number of new connections installed for the year “
5.19	New connection fee refers to the amount collected from new customers.

Customer Service

6.08	Proportion of meters that are working - While there are a number of metered connections on record, it is important to know how many of those meters are working.
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Water Utility Questionnaire

Balance Sheet

General	Use the audited Balance Sheet figures. Balance Sheet accounts should be reclassified to fit the suggested accounts. This is to allow for comparability of balance sheets among water utilities, and to have a consistent basis for calculating performance indicators. The Balance Sheet should be balanced.
10.03	Accounts Receivable – Water. This account is segregated from other accounts receivable because it is used in calculating the collection period.
10.16	Loans Payable – current portion. This account is that portion of the loan that is due for payment within one year.
10.22	Long-term Loans Payable. This is the portion of the loan that is not yet due for payment within one year.

Income Statement

General	Use the audited Income Statement figures. Income Statement accounts should be reclassified to fit the suggested accounts, to allow for comparability among utilities, and to have a common basis for calculating performance indicators.
11.01	Water Sales. This account refers to revenues from billed water. This account is used in calculating the collection period and collection efficiency.
11.03	New Connection Fees. This account refers to amounts collected from new customers. This account should not combined with Water Sales.
11.04	Other Water Revenues. This account refers to other income collected in the water bill, such as the meter maintenance fee.
11.05	Personnel Cost. This account includes salaries, allowances, honorarium, SSS and other expenses related to remuneration of staff.
11.10	Repairs and Maintenance. This refers to regular repairs and maintenance activities including cost of replacement of parts. It should be differentiated from new construction and expansion which belongs to capital development expenditures in Item 10.10.
11.19	Interest expense. This refers to interest on loans, whether it was paid or not.

Tariff Structure

General	This table is for the utility's tariff structure. Whatever is entered in this table will appear in the Water Utility Profile. The tariff structure may therefore be simplified to fit the page of the Water Utility Profile.
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Notes

General	Use this to enter additional notes/comments to data inputted in the data sheets.
16.01	Data Sheets. This refers to the name of the data sheet.
16.02	Item Number. This refers to the item number in the data sheet (blue font).
16.03	Additional Notes. This refers to the additional comments to the data.

WATER UTILITY QUESTIONNAIRE
Utility Profile 1

1.01 Water Utility Short Name

1.02 Name of Water Utility

Data Year

1.29

1.03 Address Line 1
Line 2
Line 3
Line 4

Pls. enter the data year

1.04 Region NCR Region III Region VII Region XI
 CAR Region IV Region VIII Region XII
 Region I Region V Region IX Region XIII
 Region II Region VI Region X ARMM

1.05 Province

1.06 City

1.07 Telephone Number(s)

1.08 Fax Number(s)

1.09 Email Address

Head of the Water Utility
1.10 First Name
1.11 Middle Name
1.12 Last Name
1.13 Job Title

1.14 Year Utility was Formed Year Utility Started Operations

1.15

1.16 Current CPC No. Current CPC Expiry Date
mm/dd/yyyy

1.17

1.18 CCC No.

1.19 General Information Line 1
Line 2
1.20 Line 3
1.21 Line 4
1.22 Line 5
1.23 Line 6
1.24 Line 7
1.25 Line 8
1.26 Line 9
1.27

1.28 Mission Statement

WATER UTILITY QUESTIONNAIRE
Utility Profile 2

2.01 Type of Water Utility Cooperative Private - Industrial Parks/Ecozone RWSA
 LGU Private - Others Water District
 Private - Home Owners Private - Subd Developers

2.02 Utility is responsible for Production Distribution

2.03 Does the utility provide sewerage and sanitation services? Yes No

2.04 Is there private sector involvement in the Water Utility operation? Yes No

2.05 If Yes, in what aspect(s)?
 Source Development Production
 Distribution Management
 Billing & Collection Leak Repair
 Others, specify

2.06 Who regulates tariffs?

2.07 Who regulates service provision?

2.08 Is there a Master Development Plan? Yes No

2.09 If Yes, what is the period covered? (YYYY - YYYY)

2.10 What best describes the utility's planning process?
 A - Setting budgets for the next year
 B - A multi-year plan that identifies targets and resources for change and improvement
 C - Others, please describe in 2.11 below

2.11 If C (others), please describe other planning process

List the top 2 priority needs of the Water Utility.

2.12 Priority Needs 1

2.13 Priority Needs 2

WATER UTILITY QUESTIONNAIRE
Coverage Area

3.01 Water Utility Responsibility The entire city or town
 Part of the city or town only

3.02 What are these areas? Urban
 Rural
 Urban and Rural

3.03 Number of Barangays in Utility's Area of Responsibility barangays

3.04 Number of Barangays in Present Service Area barangays

3.05 Size of Utility's Area of Responsibility sq km

3.06 Size of Utility's Present Service Area sq km

3.07 Population of Utility's Area of Responsibility persons

3.08 Population of Utility's Present Service Area persons

3.09 Population Served from Other Sources

Other piped service providers %

Tube Wells %

Dug Wells %

Ponds %

Rain Collectors %

Others %

If Others, please define 0.00

3.10 Does the water utility have a policy for providing water supply to the urban poor? Yes No

3.11 If Yes, briefly state the policy.

**WATER UTILITY QUESTIONNAIRE
Production**

Production

4.01 Sources of Water

	Annual production volume (in cu m per year)			Total %
	Metered	Not Metered	Total	
Groundwater			0	0.00%
Surface water			0	0.00%
Bulk purchase - raw water			0	0.00%
Bulk purchase - treated water			0	0.00%
Other sources			0	0.00%
Total	0	0	0	0.00%

4.02 Pls. specify other sources, if any

4.03 How is unmetered volume estimated?

4.04 Treatment Plants

	Capacity (cu m per day)	Volume produced (cu m per year)
<input type="checkbox"/> Conventional		
<input type="checkbox"/> Rapid Sand Filter		
<input type="checkbox"/> Desalination		
<input type="checkbox"/> Chlorination		
<input type="checkbox"/> Others, pls specify below		
Total	0	0

4.05 Type of Disinfection

Chlorination by Gas	%
Chlorination by Powder	%
Others	%
Total	0 %

4.06 Water Storage Capacity

 cu.m.

4.07 Distribution Network

Material	Size Range (mm. dia.)	Age Range (in years)
PVC		
HDPE		
PB		
G.I.		
Ductile Iron		
Steel		
Asbestos Cement		
Fiberglass		
Cast Iron		
Others		

4.08 Total length of distribution pipes

 km.

WATER UTILITY QUESTIONNAIRE
Service Connections

Service Connections (Active only)

	Total no of connections 5.01	Persons Per Connections 5.02	Water Consumption (in cu.m. per year)			Annual Billing (in Pesos) 5.07	Annual Collection (in Pesos) 5.08	
			Metered 5.03	Not Metered (Estimated) 5.04	Total 5.05			Billed 5.06
House connections					0.00			
Public Tap or Stand Pipes					0.00			
Single connections for multi-HH					0.00			
Commercial use					0.00			
Industrial use					0.00			
Institutional use					0.00			
Bulk Water Supply					0.00			
Others					0.00			
Grand Total	0		0.00	0.00	0.00	0.00		

5.09 Unaccounted-for Water %
 5.10 Non-Revenue Water %
 5.11 Percentage of Population Served by the Utility %

5.12 Basis for Water Billing

Metered use Flat Rate

5.13 Frequency of Billing

Monthly Every 2 months Others

5.14 If others, specify

5.17 No. of new connections installed for the year
 5.18 No. of outstanding applications at end of year
 5.19 New connection fee (Pesos)

5.15 Methods of Payment

Bill Collector Water Utility Office
 Bank ATM
 Post Office Others, pls. specify

5.20 Method of payment for new connection Up-front Within 12 months Over 12 months

5.21 Average waiting time for a new connection days

5.22 No. of connections disconnected for the year

WATER UTILITY QUESTIONNAIRE
Customer Service

- 6.01 Proportion of consumers with 24 hours supply %
- 6.02 Number of connections with intermittent supply
- 6.03 Average number of hours per day water is available to most people hours
- 6.04 Number of leaks reported for the year
- 6.05 Number of leaks repaired for the year
- 6.06 Number of consumer complaints received for the year
- 6.07 Means of making complaints

<input type="checkbox"/> Letter	<input type="checkbox"/> Telephone
<input type="checkbox"/> Email	<input type="checkbox"/> SMS (text msg)
<input type="checkbox"/> In Person	<input type="checkbox"/> Others

For others, pls. specify
- 6.08 Proportion of meters that are working %
- 6.09 Number of meters replaced/repaired for the year
- 6.10 Number of bacteriological tests taken during the year
- 6.11 Number of bacteriological tests failed during the year

WATER UTILITY QUESTIONNAIRE Automation

7.01

Management Information System

Fully developed

Partly developed

Non-existent

7.02

What aspects of the water utility's operation are computerized or automated?

- None
- Billing and Collection
- Accounting
- Pumping
- Treatment
- Others

If others, pls. specify

**WATER UTILITY QUESTIONNAIRE
Staff**

		Regular employees	Contractual employees
8.01	Number of employees in Technical Dept	<input type="text"/>	<input type="text"/>
8.02	Number of employees in Admin/Finance Dept	<input type="text"/>	<input type="text"/>
	Total employees	0	0
8.03	Does the utility have a skills development and training program for staff?	<input type="radio"/> Yes <input type="radio"/> No	
8.04	How many staff members attended training courses for the year?	<input type="text"/>	
8.05	Average annual salary of three highest paid full-time management personnel	<input type="text"/>	in Pesos
8.06	Average annual salary of regular employees	<input type="text"/>	in Pesos

WATER UTILITY QUESTIONNAIRE
Financial Information

9.01 Latest Annual Report Available: (Indicate year if available) YYYY

9.02 Are financial statements audited? Yes No

9.03 Is annual report available to the general public? Yes No

9.04 What month does the utility's fiscal year start?

Capital Expenditure

9.05 Total Capital Expenditures in the last 5 years

9.06 Funded by internally generated reserves %

government grant %

government loan %

commercial loan %

others %

Total funding percentages 0.00 %

9.07 Total Capital Expenditures for this year

Debt Service Payments

9.08 Principal Repayment

9.09 Interest

Total 0.00

9.10 Performance Highlights

WATER UTILITY QUESTIONNAIRE
Balance Sheet

Assets		
Current Asset		
10.01	Cash on hand and in bank	
10.02	Special Time Deposits	
10.03	Accounts Receivable - Water	
10.04	Accounts Receivable - Others	
10.05	Material and Supply Inventory	
10.06	Accruals and Prepayments	
10.07	Other Current Assets	
	Total Current Asset	0.00
10.08	Investments	
Properties and Equipment in Service (PPIS)		
10.09	Property and Equipment in Service	
10.10	Less: Accumulated Depreciation	
	Net Book Value	0.00
10.11	Properties and Equipment Not in Service, Net Book Value	
10.12	Construction Work in Progress	
10.13	Depreciation Reserve Fund	
10.14	Other Assets	
10.15	Total Assets	0.00
Liabilities and Stockholder's Equity		
Liabilities		
Current Liabilities		
10.16	Loans Payable - current portion	
10.17	Notes Payable	
10.18	Payables to Affiliated Companies	
10.19	Interest Payable	
10.20	Taxes Payable	
10.21	Other Current Liabilities	
	Total Current Liabilities	0.00
Long Term Liabilities		
10.22	Loans Payable	
10.23	Advances from Affiliated Companies	
10.24	Other Long Term Liabilities	
	Total Long Term Liabilities	0.00
Other Liabilities		
10.25	Customer Deposits	
10.26	Other Liabilities and Deferred Credits	
	Total Other Liabilities	0.00
10.27	Total Liabilities	0.00
Stockholder's Equity		
Capital		
10.28	Capital stock (Paid in)	
10.29	Donated capital	
10.30	Proprietor's account (for partnership and single proprietorship)	
	Total Capital	0.00
Retained Earnings		
10.31	Appropriated	
10.32	Unappropriated	
	Total Retained Earnings	0.00
10.33	Total Stockholder's Equity	0.00
10.34	Total Liabilities and Stockholder's Equity	0.00

WATER UTILITY QUESTIONNAIRE

Income Statement

Operating Revenues		
11.01	Water Sales	
11.02	Penalty Charges	
11.03	New Connection Fees	
11.04	Other Water Revenues	
Total Operating Revenues		0.00
Operating Expenses		
11.05	Personnel Cost	
11.06	Management Fees	
11.07	Collectors' Fee	
11.08	Power	
11.09	Chemicals	
11.10	Repairs and Maintenance	
11.11	Bulk Water Purchase	
11.12	Bad Debts	
11.13	Annual Water Charge	
11.14	Supervision and Regulation Fee	
11.15	Franchise Tax	
11.16	Other O & M Costs	
Total Operating Expenses before Depr and Interest		0.00
11.17	Depreciation - Water system & equipment in service	
11.18	Depreciation - Office property & equipment in service	
Total Operating Expenses before Interest		0.00
11.19	Interest Expense	
Total Operating Expenses		0.00
11.20	Net Income	0.00
11.21	Add: Net Non-Operating Revenues/(Expenses)	
11.22	Net Income(Loss) Before Income Tax	0.00

**WATER UTILITY QUESTIONNAIRE
Tariff Structure**

12.01 Effectivity Date (mm/dd/yyyy)

	Row	Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H
12.02	1								
12.03	2								
12.04	3								
12.05	4								
12.06	5								
12.07	6								
12.08	7								
12.09	8								
12.10	9								
12.11	10								
12.12	11								
12.13	12								
12.14	13								
12.15	14								
12.16	15								

12.17 Footnotes

12.18 Who has general oversight of the utility's services and prices?

- A1 - Local government
- A2 - LWUA
- A3 - NWRB
- B - Independent board of stakeholders
- C - Independent service & price regulator
- D - Others

If D (others), please enter description

12.19 Utility Profile Tariff Notes 4: State if there is a sewerage charge on the water bill.

Note: Use this table for your tariff structure. What you type here will be what will appear in the Utility Profile. Column headings and labels should not be more than 25 characters.

Performance Indicators

Data as of

General	Performance Indicators	Formulas
	Population	
Total Connections (#)	0	population in present service area
Total Staff Regular EE (#)	nd	(ave person hc * total hc connection) + (ave person pt ps * total pt ps connection) + (ave person mhc * total mh connection)
Average Annual Salary Regular EE(PhP)		population of service area / present service area in km
Average Annual Salary Top 3 (PhP)		
Annual Operations Cost (Php)		
Annual Collections (Php)		
Annual Billings/Sales (Php)		
Total Debt Service (Php)		
Gross Fixed Asset Value (Php)		
Total Capital Expenditures last 5 years (PhP)		annual prodn metered / total annual prodn * 100
Total Capital Expenditures for the year (PhP)		ave daily prodn / population served
	Production/Distribution	
	Average Daily Production	nd m ³ /d
	Ground Water	0 %
	Surface Water	0 %
	Other Sources	0 %
	Metered (%)	nd
	Annual Production Volume (m ³)	nd
	Production m ³ /Capita/Day	nd
	Treatment Type	
	Storage Capacity	0 m ³
	Service Area	0.0 km ²
	Distribution Pipes Length	0.0 km
	Service Connections	
	House (persons /HC)	0.00
	Public Tap (persons /PT)	0.00
	Multi HC (persons /MHC)	0.00
	Commercial	0
	Industrial	0
	Institutional	0
	Bulk Water Supply	0
	Other	0
	Total	0
	Connections Metered & Working (%)	0
	Annual Water Use (%)	
	Domestic	0 %
	Industrial/Commercial	0 %
	Other	0 %
	UFW	0 %
	Total	0 %
	Service Indicators	
	Service Coverage	nd %
	Water Availability	0 hrs/day
	Per Capita Consumption	nd l/c/d
	Average Monthly HC Consumption	nd m ³
	Average Tariff	nd Php/m ³
	Average Monthly Water Bill HC	nd Php
	Efficiency Indicators	
	Unaccounted Water	nd %
	Non-Revenue Water	nd %
	Unit Production Cost	nd Php/m ³
	Operating Ratio excl depr & interest expense	nd
	Operating Ratio incl depr & interest expense	nd
	Collection Period	nd month(s)
	Collection Efficiency	nd %
	Debt Coverage Ratio	nd times
	Staff/1,000 Connections	nd
	Water Service	
	Customers with 24-hour Supply (%)	0.00
	Leaks Reported (#)	0
	Leaks Repaired (#)	0
	Complaints (#)	0
	Meters Repaired/Replaced (#)	0
	Bacteriological Tests Taken (#)	0
	Bacteriological Tests Failed (#)	0
	Annual Water Billing (%)	
	Domestic	0 %
	Industrial/Commercial	0 %
	Other	0 %
	Total	0 %
	Annual O&M Costs	
	Personnel	0 %
	Power/fuel	0 %
	Chemicals	0 %
	Repairs & Maintenance	0 %
	Depr & Interest	0 %
	Other	0 %
	Total	0 %
	Depreciation	0
	Interest Expense	0
	Average Capital Expenditure/Connection/Yr	nd PhP
	Monthly Salary of Regular Employees	0 PhP
	Monthly Salary of Top 3 Employees	0 PhP
		total capital expenditures last 5 years / 5 / total connections
		ave annual salary regular employees / 12
		ave annual salary top 3 / 12

Area Profile

Population ¹	0
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Production/Distribution

Average Daily Production	nd
Groundwater	Nil
Surface Water	Nil
Others	Nil
Treatment Type ²	
Storage	Nil
Service Area ³	Nil
Distribution pipes	Nil

Service Connections

House	Nil
Public Tap	Nil
Multi HC	Nil
Commercial	Nil
Industrial	Nil
Institutional	Nil
Bulk Water Supply	Nil
Other	Nil
Total	0

Service Indicators

Service Coverage ⁴	nd
Water Availability ⁵	Nil
Per Capita Consumption	nd
Average Tariff	nd

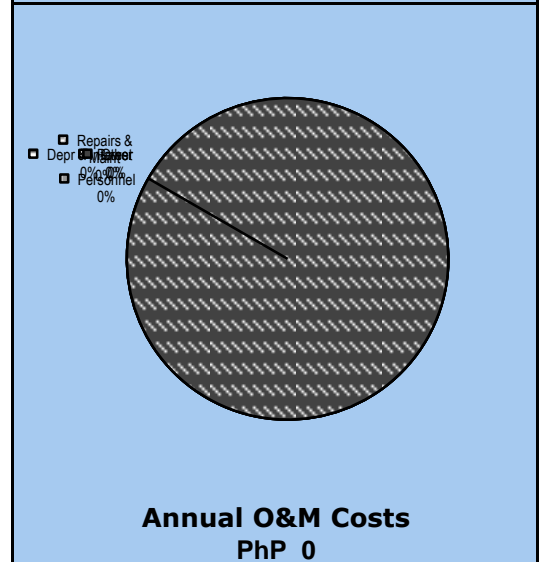
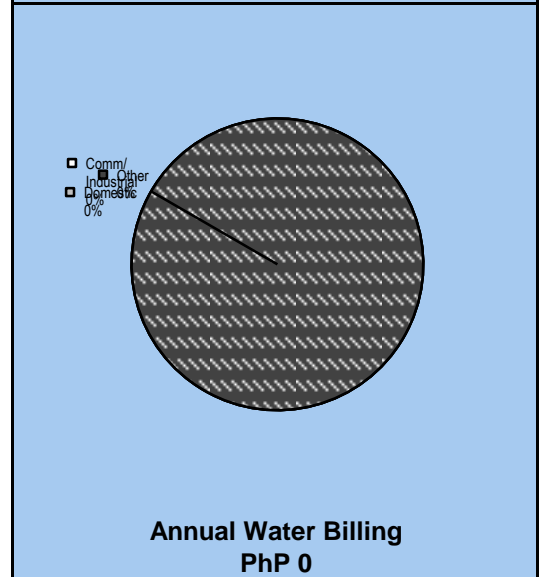
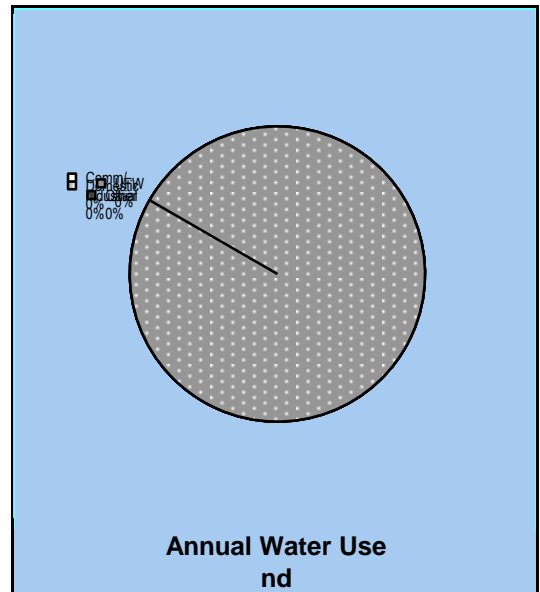
Efficiency Indicators

Unaccounted for Water ⁶	nd
Non-Revenue Water	nd
Unit Production Cost	nd
Operating Ratio ⁷	nd
Collection Period	nd
Staff/1,000 Connections	nd

Notes:

- ¹ The population is for the present area served by the utility.
- ² 0 water samples out of 0 taken passed bacteriological tests.
- ³ Total area of responsibility is 0 sq. km.
- ⁴ There is no other water service provider reported in the area.
- ⁵ No consumer complaints were registered.
- ⁶ No leaks were reported.
- ⁷ Operating ratio includes depreciation and interest expense.

Data as of



**WATER UTILITY QUESTIONNAIRE
Notes**

	Data Sheet	Item Number	Additional Notes
1	16.01	16.02	16.03
2			
3			
4			
5			
6			
7			
8			
9			
10			