 <p>Republic of the Philippines  <b>City of Koronadal Water District</b>          Block I, Casa Subd., Zone III,          City of Koronadal, South Cotabato</p>	DOC ID No.: CKWD-QP-CMD-003	Date of Issuance: <b>02-03-2017</b>
	Division/Section: <b>Const. &amp; Maint. Div.</b>	Revision No.: <b>0</b>
TITLE:	<b>Water Distribution Restoration Procedure</b>	Date of Revision: -

**I. OBJECTIVE**

This procedure describes the process in the water distribution restoration wherein conduits break and disrupt the water distribution system.

**II. SCOPE**

This procedure is applicable to the water distribution restoration of conduits (mainline and service line) of the water distribution system.

**III. DEFINITION OF TERMS**

- a. CMD – refers to Construction and Maintenance Division.
- b. CMD Mngr. B – refers to the employee who supervises the division.
- c. CKWD Frontline – refers to the assign employee in the front desk to cater consumer’s complaint.
- d. Water Maintenance Man – refers to the employee who conducts maintenance to water conduits.
- e. Maintenance Man Foremen – refers to the employee who will determine the water interruption coverage and prepare advisory report.
- f. Conduit – a pipe or tube through which water passes.
- g. Mainline – refers to the distribution pipeline either steel or uPVC ranging from 50 mm. to 500 mm. dia.)
- h. Service line – refers to the PE (polyethylene pipe) tubing ranging from 25mm. to 32 mm. dia.
- i. Leakage – an occurrence in which water passes out of the water conduit due to breakage.
- j. Maintenance Order – an order form that is filled up with information about the occurrence of a complaint or leakage and to be conform by consumer after conduct of repair.
- k. Leakage Report Form – Report form that details the leak location, cause, time of occurrence and duration of repair work, workers involve and materials use.
- l. Water Interruption – an event wherein water supply is interrupted.
- m. Water Advisory – Radio Handset / Air Radio message advisory shall be sent to top management, frontlines and consumers concern of a water interruption.


**IV. REFERENCE DOCUMENTS**

- a. **LWUA Operation and Maintenance Seminar Handouts**
- b. **Stock Withdrawal Procedure**

**V. RESPONSIBILITY AND AUTHORITY**

- a. **Construction and Maintenance Division Manager shall be responsible for**
  - i. Approval of dispatching the Maintenance Orders.
  - ii. Approval of the Water Advisory.
  - iii. Submission of maintenance monthly report to the Department Manager.
  - iv. Preparation of SRS and Equipment borrow slip.
- b. **Water Maintenance frontline shall be responsible for**
  - i. Receiving of reports from telephone calls or from walk-in consumers.
  - ii. Prepare maintenance order/service request.
  - iii. Dispatching of Maintenance Order to Water Maintenance Man.

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**c. Water Maintenance Man shall be responsible for**

- i. Conduct of maintenance to conduits.
- ii. Request for needed materials and equipment for the conduct of maintenance work.
- iii. Fill up of leakage report form or maintenance order with required data after conduct of work.
- iv. Having the maintenance order conform by the consumers.

**d. Water Maintenance Foreman shall be responsible for**


- i. Determination of the area coverage of the water interruption.
- ii. Isolation of the pipeline with leakage.

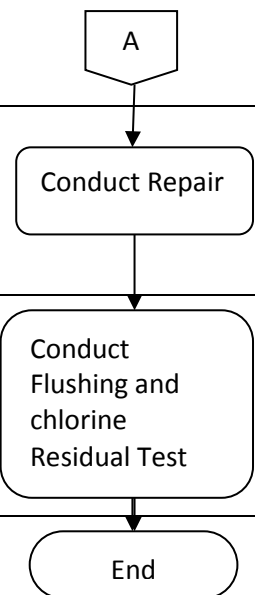
**VI. PROCEDURE DETAILS**

**a. Restoration of Service Line**

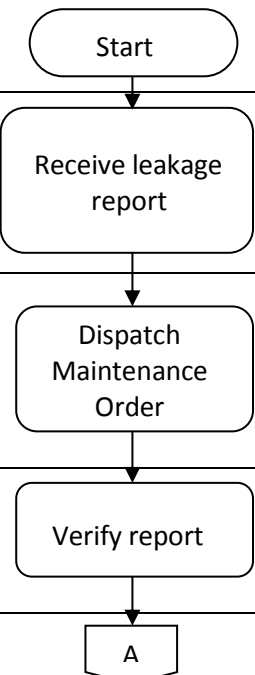
Process Flow	In-charge	Process Description	Records
Start			
Receive Leakage report	CKWD Frontline	Shall receive report from telephone, walk-in customers, or from other divisions.	Summary of Maintenance Request
Dispatch Maintenance Order	CKWD Frontline	Shall dispatch/assign the maintenance work to the Water Maintenance Man of the specified area.	Maintenance Order
Verify report	Water Maintenance Man	Shall proceed to area to verify and determine leak status and prepare area.	
Request materials and equipment needed	Water Maintenance Man	Shall request for needed materials and equipment.	Requisition Issue Slip, Equipment Borrow Slip
A			

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Process Flow	In-charge	Process Description	Records
			
Conduct Repair	Water Maintenance Man	Shall inform consumer concern, conduct the required maintenance repair work and then fill up the Maintenance Order form.	Maintenance Order
Conduct Flushing and chlorine Residual Test	Water Maintenance Man	Shall conduct required flushing and chlorine residual test at nearest affected area, chlorine residual is at least 0.30 ppm	Flushing Report and Chlorine Residual Test Report
End			

**b. Restoration of Mainline**

Process Flow	In-charge	Process Description	Records
			
Receive leakage report	CKWD Frontline	Shall receive report from telephone, walk-in customers or from other divisions.	Summary of Maintenance Request
Dispatch Maintenance Order	CKWD Frontline	Shall dispatch/assign the maintenance work to the Water Maintenance Man of the specified area.	Maintenance Order
Verify report	Water Maintenance Man	Shall proceed to area to verify and determine leak status and prepare area for repair.	
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<div style="border: 1px solid black; border-radius: 15px; padding: 5px; width: fit-content; margin: auto;">             Prepare Water Advisory and Isolate pipeline with leakage.           </div>	Water Maintenance Foreman	Shall prepare the water advisory for consumers affected in the water interruption. Shall isolate the area coverage of the water interruption.	Water Advisory
↓			
<div style="border: 1px solid black; border-radius: 15px; padding: 5px; width: fit-content; margin: auto;">             Request materials and equipment needed.           </div>	Water Maintenance Man	Shall request for needed materials and equipment.	Requisition Issue Slip
↓			
<div style="border: 1px solid black; border-radius: 15px; padding: 5px; width: fit-content; margin: auto;">             Conduct Repair           </div>	Water Maintenance Man	Shall conduct the required maintenance repair work and then fill up the Leakage Control Report.	Leakage Control Report
↓			
<div style="border: 1px solid black; border-radius: 15px; padding: 5px; width: fit-content; margin: auto;">             End           </div>			

**c. Reports**

Reports	Frequency	Responsible
Daily Summary of Maintenance Report	Daily	Water Maintenance Man
Maintenance Order	Daily	CKWD Frontline and CMD Mngr. B
Daily Accomplishment Report	Daily	Water Maintenance Man
Leakage Control Report	During Occurrence	Water Maintenance Man
Water Advisory	During Occurrence	Water Maintenance Foreman
Monthly Maintenance Report	Monthly	CMD Mngr. B

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**VII. PERFORMANCE INDICATORS**

- a. For the maintenance of service line after the conduct of repair the concern consumers is required to conform the repair works.
- b. For mainline maintenance, the restoration to the original distribution system condition indicates that the work is done accordingly.

**VIII. ATTACHMENTS AND FORMS**

- a. Daily Summary of Maintenance Report
- b. Maintenance Order
- c. Daily Accomplishment Report
- d. Water Advisory
- e. Leakage Control Report
- f. Monthly Maintenance Report

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