



REPUBLIC OF THE PHILIPPINES
METROPOLITAN NAGA WATER DISTRICT
40 J. MIRANDA AVENUE, NAGA CITY

PIPELINE, LEAKAGE CONTROL & NON- REVENUE WATER MANAGEMENT

PROCEDURES AND WORK INSTRUCTIONS MANUAL (PAWIM)

(PAMDOW02) LEAKAGE CONTROL

	METROPOLITAN NAGA WATER DISTRICT	Document Code: PAMDPW02	
	PROCEDURE	Revision No.:	0
	LEAK REPAIR	Effectivity Date:	March 2017
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1. PURPOSE

This procedure describes the Leakage Control process.

2. SCOPE

2.1. This procedure will apply to the Leakage Control process of waterlines to be conducted by the PLC Section Plumbers under Pipeline, Leakage Control and Non-Revenue Water Management Division.

3. DEFINITION OF TERMS AND ACRONYMS

Refer to "[Annex A](#)" for the GLOSSARY OF TERMS and "[Annex B](#)" for ACRONYMS.

4. RESPONSIBILITIES

4.1. Ensure the repair of leakages along transmission lines (12" Ø - 18" Ø), main lines (5" Ø - 10" Ø), distribution lines (3" Ø - 4" Ø), lateral lines (1" Ø - 2" Ø), service connections (½" Ø - ¾" Ø) and other fittings installed in the system.

5. PROCEDURES

This section describes the procedures involved in one of the Core Processes of the District which is the Leakage Control.

•PROCEDURE DETAILS:

5.1. LEAK REPAIR ([Figure 1](#))

- 5.1.1.** The procedure shall start from the frontline officers that receives filled-out complaint report form.
- 5.1.2.** The PLC Section Encoder shall:
- 5.1.3.** Issues AIO's from filled out complaint report form from:
 - a. Concessionaire
 - b. MNWD Personnel
- 5.1.4.** Receives AIO's from CSD.
- 5.1.5.** The PLCS Encoder shall print, record and forwards AIO's to WMH.
- 5.1.6.** The WMH shall receive, evaluate and forward AIO's to respective WMF according to designated area of Barangay or Municipality (see tables below).

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AREA I	AREA II
ABELLA	BALATAS
BAGUMBAYAN NORTE	CARARAYAN
BAGUMBAYAN SUR	CONCEPCION GRANDE
CALAUAG	CONCEPCION PEQUEÑA
CAMALIGAN(Municipality)	DAYANGDANG
CANAMAN(Municipality)	DEL ROSARIO
CAROLINA	GAINZA(Municipality)
DINAGA	LERMA
IGUALDAD	MABOLO
LIBOTON	PILI(Municipality)
MAGARAO (Municipality)	SAN FRANCISCO, CAMALIGAN
PACOL	SAN ISIDRO
PANICUASON	TABUCO
PEÑAFRANCIA	TINAGO
SABANG	TRIANGULO
SAN FELIPE	MILAOR(Municipality)
SAN FRANCISCO, NAGA CITY	
STA. CRUZ	

- 5.1.7. The WMF shall assist implement received AIO's and distribute to assigned team.
- 5.1.8. Plumbers shall proceed to the site to conduct inspection and repair.
- 5.1.9. If the repair is in need for excavation or concrete cutting and/or breaking, the C&B Team conducts the said activity.
- 5.1.10. If the repair requires materials, the plumber shall request the concessionaire the necessary materials needed for the repair. If in case, the concessionaire cannot provide the materials for repair, the plumber shall request materials at Property Office under Administrative Division (AD), whereas, the plumber shall inform the concessionaire that the materials shall be charge to their account.
- 5.1.11. The plumber shall prepare and submit 3 copies of Requisition and Issue Slip (RIS) to property Office.
- 5.1.12. Upon the issuance of the said materials, the plumber shall conduct the repair.
- 5.1.13. After the repair, the plumber shall prepare and submit Daily Accomplishment Report (DAR), Accomplished AIO's and Billing for Materials/Fees Form, if any, to their designated WMF.
- 5.1.14. The WMF shall check the Physical and Operational Water loss of the said repair, then, signs and submit the DAR, AIO's and Billing for Materials/Fees Form, if any to WMH.
- 5.1.15. The WMH shall receive, check and submit Accomplished DAR, AIO's and Billing for Materials/Fees Form, if any to DM-A.

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5.1.16. The D-MA shall review, sign and forward the DAR, AIO's and Billing for Materials/Fees Form, if any to PLCS Encoder for encoding (Customer Service Database Program (Grey Program)) and filing.

5.1.17. If in case there is an attached filled-out Billing for Materials/Fees Form, The PLCS Encoder submits it to OGM Encoder.

6. FORMS AND TEMPLATE

6.1. Complaint Report Form – "[PAMDF01](#)"

6.2. Billing for Materials/Fees Form – "[PAMDF13](#)"

6.3. Daily Accomplishment Report – "[PAMDF04](#)"

6.4. Accomplished Assignment/Implementation Order – "[PAMDF02](#)"

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	ANNEX A		Revision No.:	0
	GLOSSARY OF TERMS		Effectivity Date:	March 2017
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TERMS	DEFINITION
LATERAL LINE	A PIPELINE WITH SIZE RANGING FROM 1 TO 2 INCHES DIAMETER.
DISTRIBUTION LINE	A PIPELINE WITH SIZE RANGING FROM 3 TO 4 INCHES.
MAIN LINE	A PIPELINE WITH SIZE RANGING 5 TO 10 INCHES.
TRANSMISSION LINE	A PIPELINE WITH SIZE RANGING FROM 12 TO 18 INCHES.
SERVICE CONNECTION	IT IS PRIMARILY A DISTRIBUTION SYSTEM FROM THE DISTRIBUTOR TO THE CONSUMER.
CONCRETE CUTTING & BREAKING	BREAK A SECTION OF CONCRETE TO REACH AN UNDERGROUND UTILITY IN NEED OF REPAIR, OR PERHAPS TO TURN A PAVED AREA INTO A GREEN SPACE.

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	ANNEX B		Revision No.: 0
	ACRONYMS		Effectivity Date: March 2017
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ACRONYM	DEFINITION
MNWD	METROPOLITAN NAGA WATER DISTRICT
PLC&NRWMD	PIPELINE, LEAKAGE CONTROL & NON-REVENUE WATER MANAGEMENT DIVISION
PLCS	PIPELINE AND LEAKAGE CONTROL SECTION
NRWMS	NON-REVENUE WATER MANAGEMENT SECTION
AIO	ASSIGNMENT/IMPLEMENTATION ORDER
RIS	REQUISITION AND ISSUE SLIP
DAR	DAILY ACCOMPLISHMENT REPORT
WMH	WATER MAINTENANCE HEAD
WMF	WATER MAINTENANCE FOREMAN
D-MA	DIVISION MANAGER A
AD	ADMINISTRATIVE DIVISION
CSD	COMMERCIAL SECTION DIVISION
C&B	CUTTING AND BREAKING

	METROPOLITAN NAGA WATER DISTRICT		Document Code:
	FLOWCHART		Revision No.: 0
	LEAK REPAIR (FIGURE 1)		Effectivity Date: March 2017
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