

RISK REGISTER

No.	Internal/External Source	Risk/Potential Failure	Cause	Effect	Severity	Likelihood	Control Measures	Internal/External Issues	Affected Interested Parties	Action
MIS										
	I	data loss	1. software error 2. power shortage 3. Hardware error	inacurate reports	5	2	have a hardware/ backup of data	Technological	customers/emplo yees	restore backup/refer to printed document
	I	hardware breakdown	1. Old/Worn out hardware 2. dirty hardware	data loss delay of work	2	3	monitor ageing of hardware	Technological/ Environmental	customer employees	regular maintenance of hardware replace hardware
	I	data errors	software error	inacurate reports erroneous calculation	2	3	data and reports test outputs	technological	customers/emplo yees	modify software program
CSD										
	I	meter reading device breakdown	improper handling	delay in meter reading and billing services	3	2	implement periodic preventive maintenance schedule	inability to meet target (on-time meter reading and bill serving)	customers	establish an efficient PM schedule (regular maintenance check of mtr rdg devices); re- orientation of mtr readers re" proper usage of mtr rdg devices
	I	insufficient disconnection supplies/materials	long procurement process	hamper disconnection procedures	3	2	monthly monitoring of supplies	unattained target in collection efficiency	n/a	established an efficient strategic planning
	E	weather disturbances (typhoons, heavy rains)	uncontrolled	hamper operations & billing distribution	4	2	contingency plans during calamities	inability to meet tart (on-time meter reading and bill serving)	n/a	established an efficient contingency plans during calamities
	I	erroneous posting (posted payment to wrong account)	human error	customer complaint	3	4	being systematic	increase in customer complaints	customers	periodic coaching/mentoring

	I	computer breakdown	improper handling/ no preventive maintenance	delay of operation	3	2	repair and maintenance activities/periodic preventive maintenance schedule	inability to meet target deadlines	customers	established an efficient PM schedule (regular maintenance check of workstations).
	E	erroneous reading	human error	customer complaint	3	4	being systematic	increase in customer complaints	customers	periodic coaching/mentoring
	I	employees' negative working attitude	employees' attitude	customer complaints/confli ct between employees which may effect working environment	3	2	frequent counselling	increase in customer complaints/harmon y in work environment may be compromised resulting in conflicts between employees	customers and co- workers	periodic counseling and engagement in work-life harmony activities
	I	aircon breakdown	lack of preventive maintenance	customer complaint	2	2	lack of preventive maintenance	increase in customer complaints	customers	established an efficient PM schedule (regular maintenance check of air conditioning units.
PLC&NRWMD										
	E	leakages from existing water pipelines.	<ul style="list-style-type: none"> •burst pipeline •Unbalance pressure in water system 	<ul style="list-style-type: none"> •large volume of water loss •high pressure in water system •water interruption 	3		<ul style="list-style-type: none"> •repair and replacement of damaged pipeline. •pressure management •free delivery of water thru water lorry 	Technological	PLC&NRWMD	<ul style="list-style-type: none"> •Composite teams of plumber for immediate response of leakages. •intensive monthly pressure survey. •consistent public service

	E	damaged Pipelines	<ul style="list-style-type: none"> pipelines accidentally damaged by contractors 	<ul style="list-style-type: none"> leakage 	2		<ul style="list-style-type: none"> close monitoring and immediate repair and replacement of damaged pipelines 	Technological	PLC&NRWMD	<ul style="list-style-type: none"> Composite teams of plumber for emmediate response
	E	illegal connections	<ul style="list-style-type: none"> economic status of the customer 	<ul style="list-style-type: none"> increase water loss 	2		<ul style="list-style-type: none"> impose high penalties on violators 	legal/social	PLC&NRWMD/CS D	<ul style="list-style-type: none"> intensive campaign against illegal connection.
	E	failure of equipment	<ul style="list-style-type: none"> ageing equipment over used equipment 	<ul style="list-style-type: none"> delay of work and operations 	3		<ul style="list-style-type: none"> repair, cleaning and replacement of equipment conduct preventive maintenance regularly 	Technological	PLC&NRWMD/AD MIN	<ul style="list-style-type: none"> purchased necessary equipments, tools & materials for leak repairs.
	E	ageing water meter	<ul style="list-style-type: none"> long used of water meter inaccuracy of reading 	<ul style="list-style-type: none"> data handling and accounting errors meter reading errors 	3		<ul style="list-style-type: none"> replacement of ageing water meter 	Technological/social	PLC&NRWMD/CS D	<ul style="list-style-type: none"> replacement of ageing water meter
	E	old and deteriorated pipelines	<ul style="list-style-type: none"> long used of pipelines 	<ul style="list-style-type: none"> increase in probability of incidences of pipeline leaks 	4		<ul style="list-style-type: none"> replacement of pipelines 	technological	PLC&NRWMD	<ul style="list-style-type: none"> replacement of pipelines
	E	delayed new water service connection installation	<ul style="list-style-type: none"> overloaded delayed issuance of permits 	<ul style="list-style-type: none"> unsatisfied customer 	2		<ul style="list-style-type: none"> conduct over time if necessary to supply the need of activity. 	social	WDRD/ CONCESSIONAIRE S	<ul style="list-style-type: none"> additional manpower for C&B activity purchase additional equipment
	E	spaghetti connections	<ul style="list-style-type: none"> no distribution line 	<ul style="list-style-type: none"> illegal connections water loss 	2		<ul style="list-style-type: none"> clustering of water meters 	social	WDRD/ CONCESSIONAIRE S	<ul style="list-style-type: none"> campaign against illegal connection additional distribution lines
	E	right of way	<ul style="list-style-type: none"> unable to conduct repair works & other maintenance activities 	<ul style="list-style-type: none"> high NRW 	4		<ul style="list-style-type: none"> negotiation with lot owners 	legal	PLC&NRWMD	<ul style="list-style-type: none"> on going management deliveries.