

TABLE OF CONTENTS

EXECUTIVE SUMMARY.....	1
Draft Mentoring Module for	2
On Site Skills and Knowledge Sharing	2
1 Introduction	2
2 Rationale	2
3 Objectives.....	3
4 METHODOLOGIES AND APPROACHES	4
5 PARTICIPANTS AND ROLES	6
a. The Mentee shall:.....	6
b. The Mentor shall:.....	6
c. The Facilitator shall:.....	6
d. The LWUA Technical Expert Resource shall:.....	6
e. The OPDS WSSU/Consultant shall:.....	6
6 FRAMEWORK OF MENTORING MODULE	7
a. Requirements and Activities	8
The technical resource is responsible for providing additional assistance, backup support, supervision and monitoring of the learning / mentoring process, including preparation of materials, process testing, refinement, finalization of the mentoring module and, monitoring and evaluation of the learning/ mentoring.....	9
• Training Requirements.....	9
b. Selection of Mentors and Mentees	9
c. Structure of Godfather Mentoring Module for Financial Management	11
7. FINANCIAL MANAGEMENT CURRICULUM.....	12
8. GUIDELINES IN CONDUCTING GODFATHER MENTORING SCHEME ...	13
a. Preparing to conduct Godfather Mentoring Module on Financial Management Phase	15
d. Actual Process Testing of Mentoring Activities	16
e. Post Mentoring Phase Activities.....	19
9. LESSONS LEARNED	20
10. SCHEDULE OF ACTIVITIES OF MENTORING	20

**TABLE OF CONTENTS – DETAILED
DRAFT MENTORING MODULE FOR ON SITE SKILLS AND KNOWLEDGE
SHARING
FINANCIAL MANAGEMENT OF SIBAGAT WATER DISTRICT**

1. INTRODUCTION

- **MDGF 1919 – PARTICIPATION THROUGH CAPACITY DEVELOPMENT**

2. RATIONALE

- **VISION AND PROFILE OF SIBAGAT WATER DISTRICT**
- **O&M AND FINANCIAL EXISTING SITUATION**
- **BAYUGAN WATER DISTRICT PROFILE**
- **O&M AND FINANCIAL CONDITION**
- **NEED OF SWD FOR THE GODFATHER MENTORING MODULE**
- **APPROPRIATENESS OF BAYUGAN WD TO MENTOR SWD ON FINANCIAL MANAGEMENT**

3. OBJECTIVES

4. METHODOLOGIES AND APPROACHES

- A. PARTICIPATION THROUGH GODFATHER SCHEME**
- B. PRINCIPLES OF GODFATHER MENTORING**

5. PARTICIPANTS AND ROLES

6. FRAMEWORK OF DRAFT MENTORING MODULE

- A. INSTITUTIONAL ARRANGEMENT**
- B. SELECTION OF MENTORS AND MENTEES**
- C. STRUCTURE OF GODFATHER MENTORING MODULE FOR FINANCIAL MANAGEMENT**

7. FINANCIAL MANAGEMENT MENTORING CURRICULUM

- A. INTRODUCTION**
- B. OBJECTIVES OF FINANCIAL MANAGEMENT**

- C. FINANCIAL POLICIES OF SIBAGAT WD**
- D. FINANCIAL PLAN**
- E. FINANCIAL RECORDING**
- F. FINANCIAL CONTROL**
- 8. GUIDELINES OF GODFATHER MENTORING MODULE**
 - A. PREPARATORY PHASE**
 - B. SELECTION OF MENTEES AND MENTORS**
 - C. ACTUAL MENTORING PHASE**
 - D. POST MENTORING PHASE**
- 9. LESSONS LEARNED**
- 10. MENTORING PLAN**

ACRONYMS

LGU	Local Government Unit
MDGF	Millennium Development Goal Fund
UNDP	United Nation Development Programme
WSP	Water Service Provider
WUA	Water Users' Association
WATSAN Council / WC	Water and Sanitation Council
O&M	Operation and Management
BOD	Board of Directors
WOP	Water Operators Partnership
LWUA	Local Water Utilities Administration
BWASA / BAWASA	Barangay Water and Sanitation Association
RWASA	Rural Water and Sanitation Association
OPDS	Office of Project Development Services
WSSU	Water Supply and Sanitation Unit
WATSAN Council	Water and Sanitation Council
SWD	Sibagat Water District
NIA	National Irrigation Administration
DPWH	Department of Public Works and Highways
NWRB	National Water Resources Board
HH	Household
TMPC	Tagoyango Multi-Purpose Cooperative
TWG	Technical Water Group
TESDA	Technology and Skills Development Authority



MDGF - 1919: ENHANCING ACCESS TO AND PROVISION OF WATER SERVICES WITH THE ACTIVE PARTICIPATION OF THE POOR

EXECUTIVE SUMMARY

The Joint Programme MDGF 1919 Enhancing Access to and Provision of Water Services with the Active Participation of the Poor integrates the institutional and technical components of water and sanitation with more opportunities for water users to increase their resources. The integration of these two critical components is crucial to enable water users to demand access to water, thereby attain the development goal of at least halving the waterless population with no access to water.

Joint Programme MDGF 1919 through Outcome 2.1.1 implemented by NEDA and DILG involved the Assessment of Effective Mentoring Practices and Practitioners among other studies to establish a more suitable approach and methodology to enhance WSP's capabilities.

The Godfather Mentoring Module for On Site Skills and Knowledge Sharing has proven to be effective in improving the O&M capability of Water Service Providers to perform the expected tasks. The godfather mentoring mechanism is an informal scheme which involved Sibagat Water District a young, less experienced water district/ service providers as mentee and, mentored on finance by Bayugan Water District, more competent Water District.

This Mentoring Module for On Site Skills and Knowledge Sharing is composed of the Draft Godfather Mentoring Module containing the Training Plan; Curriculum; and, Guidelines for the adoption of Godfather Mentoring Scheme. It serves as a guide for: 1) selection of mentors and mentees; 2) the godfather mentoring module outlining the key activities; 3) process testing activities the Training Plan of the godfather mentoring scheme; and, 4) detailed guide for implementation.

This Draft Mentoring Module for On Site Skills and Knowledge Sharing shall be finalized and then the final version shall be part of the ready materials for capacity development in water and sanitation.

Draft Mentoring Module for On Site Skills and Knowledge Sharing

1 Introduction

This Mentoring Module for On Site Skills and Knowledge Sharing is a result of the integration of institutional and technical components as a response of the Joint Programme MDGF 1919, to address the poor technical capability of the WSP, weak leadership and management, low tariff collection, inadequate financing scheme, dwindling water sources and deteriorating system facilities, as the major hindering factors to better water service provision.

This intervention is crucial to enable water service providers to improve O&M by improving its financial management and thereby attain the 2025 development goal of providing access to safe, adequate, quality water supply to all.



2 Rationale

Outcome 2.1.1 Assessment of Effective Mentoring Mechanism implemented by NEDA, in its final report recognized the Godfather Mentoring Mechanism as the most effective capacity building scheme to improve technical, financial and administrative performance of water service providers/ water districts and recommended its replication.

Following NEDA's recommendation, field validation / needs assessments were conducted with Sibagat Water District, San Vicente Water Supply Association and Tagoyango Multi Purpose Cooperative. These confirmed the goal of MDGF 1919 for enhancing access to and provision of water services with the active participation of the

poor. The Assessment Report¹ identified the training needs of WSPs which essentially appear as: weakness of O&M performance (WSPs); inadequacy of funds for maintenance and tariff collection; and, weakness of institutional structures to provide safe, affordable, continuous drinking water.

The Sibagat Water District envisioned to be the source of safe, and potable drinking water through expansion of service coverage and development of new water source. It aims at increasing metered connections from the present 12% or 222 households to 1,800 households. The personnel recognized the 47% tariff collection efficiency as inadequate to finance its current O&M cost, much more, build capital to invest in its future plans for expansion works.

In view of the dismal O&M performance level of the Sibagat WD, and similarity of data with San Vicente-Ilihan WSA and Tagoyango Multi Purpose Cooperative this Draft Mentoring Module was expected to be applicable to Sibagat Water District as mentees with LGU-managed WSPs and WUAs as participant-observers.

This Draft Mentoring Module for On Site Skills and Knowledge Sharing focused on Financial Management as a response to develop a capacity development mechanism, and to simultaneously improve the O&M performance of the WSPs (WD, LGU managed, BWASA/ Cooperative).

Hence, as a pilot area, the Sibagat WD was a logical choice being at a short 20-30 minutes travel distance from Bayugan Water District, its mentor on financial management.

3 Objectives

At the end of the conduct of the Godfather Mentoring Module on Financial Management, the water service provider shall have 1) improved their capability on financial management system, and, 2) increased financial performance in terms of tariff collection efficiency and net worth. Specifically:

- a. Set up financial management system;
 - Vision, Mission of Sibagat Water District
 - Financial goals

¹ Assessment Report for Effective Mentoring Practices and Practitioners

- Operative values and principles
- b. Prepared financial policies and financial plan;
- Generally accepted accounting and auditing procedures
 - Instituted the financial policy;
 - Prepared the WSP financial plan
 - Set Up Collection Targets
 - Implemented strategies for collection
- c. Installed the financial recording system; and,
- Enhanced tariff collection procedures
 - Improved financial recording system
 - Improved financial reporting
- d. Installed financial control
- Scheduled and unscheduled auditing procedures
 - Installed financial control

Financial Policy:
Equitable sharing of benefits, burdens, efforts and resources

The above is the primary financial policy which is envisioned to be agreed on by the officers and personnel, and, water users/ customers ; enshrined in their documents and honoured as part of their corporate life as a Water Service Provider.

4 METHODOLOGIES AND APPROACHES

A. PARTICIPATION THROUGH GODFATHER SCHEME

Capacity building through participation of water service provider as mentee and WATSAN Council or other WSP as mentor shall be the main strategy of this mentoring module.

Participation strategy, essentially puts the people – inexperienced/incompetent Water Service Provider's O&M personnel as mentees at the forefront of their own capacity development; where the better performing WSP or WATSAN Council as able support to them, act as mentors.

The godfather mentoring mechanism as the process by which stakeholders (mentees and mentors) influence and control their own development initiatives, their own resources and their own decisions.

This Godfather Mentoring focuses on the development of peoples as the primary goal of MDGF 1919.

Mentoring and coaching are strategies that can help the Sibagat WD to develop their competencies, where both mentor/coach and mentee/coachee can benefit during the process of reflective thinking during discussions and/or resolution of issues or development needs from the perspective of mentee and a more experienced mentor/coach.

In conducting the godfather mentoring module for financial management of the Sibagat Water District, a combination of methodologies like Orientation Meetings, Demonstration, Godfather Mentoring/ Coaching will be adopted in partnership with the WSSU and Programme counterparts:

B. PRINCIPLES OF GODFATHER MENTORING

- Participatory - the mentee influences and controls her/his own pace and areas for development;
- Self directed – the mentee is directly responsible for his/her own learning;
- Non-threatening – situates the mentoring/ coaching process at actual facilities of WSP facilities and information most familiar to mentee;
- Non Discrimination – equal opportunity for development of pre-identified among mentees;
- Transparent – opens actual data and/ or water facilities of mentee on site;
- Empowerment- which the mentor and mentee mutually benefit from the open informal discussions and reflective thinking;
- Responds to the right of every Filipino to informed opinion coming from experts, experienced and trained, more competent mentors;
- Mentoring inputs are based on technical standard of WSP O&M;

5 PARTICIPANTS AND ROLES

a. The Mentee shall:

1. Inform/ Invite identified mentors re: their need for mentoring
2. Verbalize their training needs and choice of curriculum
3. Prepare their O&M data and tools
4. Identify the position/s and name/s of mentee/s
5. Set internal policy to commence mentoring
6. Complete the Mentoring Module for On Site Skills and Knowledge Sharing

b. The Mentor shall:

1. Accept the invitation to mentor
2. Identify the suitable mentor/s and availability
3. Conduct mentoring based on standard O&M/ Customer Service Code/ Generally Accepted Accounting Auditing Procedures
4. Complete the mentoring module.

c. The Facilitator shall:

1. Coordinate with parties involved to help match the needs, dates of conduct and resources required
2. Match the training needs of other WSPs / mentees
3. Prepare logistics for other mentee-observers, if any

d. The LWUA Technical Expert Resource shall:

1. Provide advice to DILG re: matching of mentor with mentee
2. Coordinate with WDs/mentors
3. Provide reference materials, technical advice
4. Act as mentor when needed.

e. The OPDS WSSU/Consultant shall:

1. Prepare the Mentoring Module and Training Plan
2. Initiate and complete conduct of the Mentoring Module
3. Present the refined Mentoring Module based on refined mentoring module
4. Finalize the Mentoring Module

The Mentoring Module to retain the informal arrangement at the field level, the better performing WSP as the mentor and, Sibagat Water District as the mentee shall have a

verbal agreement taken as part of minutes of meeting between the mentee (Sibagat) Water District to improve their O&M performance through godfather mentoring with the (Bayugan) Water District as the mentor.

As mentee, the Sibagat WD shall bear the cost for transportation and meals of the mentor-WDs; make themselves available for mentoring; prepare data needed for discussions, and prepare the tools if necessary. As much as possible, identify mentor and mentees at within a twenty (20) kilometer distance to avoid high cost on transportation or accommodation. Sibagat WD is within 15-30 minute travel by bus distance from Bayugan.

The WD-mentors have been oriented by LWUA to their corporate social responsibility to assist other WDs which would ask their assistance.

List of Participants

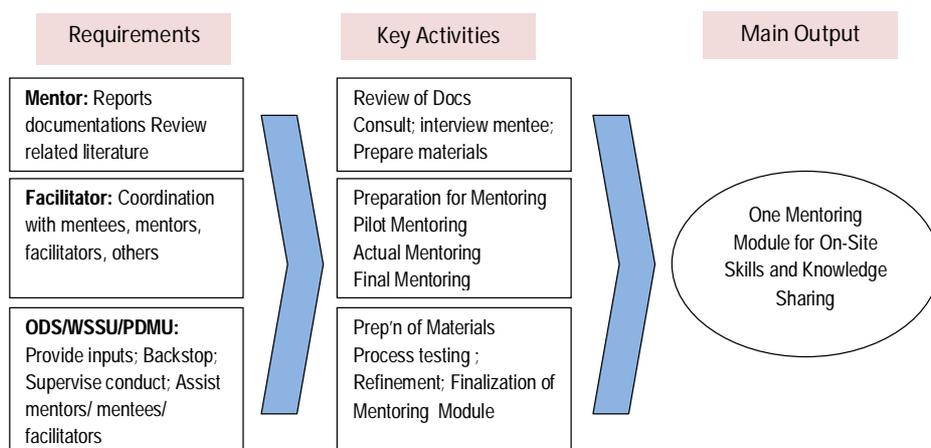
Sibagat WD Personnel Mentee	Butuan / Bayugan WDs	WATSAN Council	OPDS/WSSU/ LWUA/Consultant
General Manager	General Manager	MLGOO	Fe Banluta – Outcome Officer/ Counterpart staff
Bookkeeper/ Clerk	Bookkeeper	MPDC	Charito Araza – Regional Coordinator Region 13
Operator	Operator	ME	Jenny Gascon – Training Officer
Plumber	Plumber		Engr. Rafael Francisco – Advisor for Caraga Ed Demayo – Technical Expert Resource

6 FRAMEWORK OF MENTORING MODULE

The Assessment Report on Effective Mentoring Mechanism recommended the Godfather mentoring mechanism initiated by LWUA as the most effective scheme for mentoring WSPs to be replicated to build technical O&M capability of WSPs.

The godfather mentoring is being done by a mentor from a more competent Water District/ Water Service Provider or WATSAN Council, to support the orientation and professional development as well as develop the capabilities of mentee or protégé from a young and inexperienced WD/ WSP. As a technology transfer scheme, mentoring is supported by coaching which is generally suitable for technical skills-related learning and growth - provided by a coach or another person who uses

observation, data collection and descriptive non-judgmental reporting on specific requested behaviours and techniques to a coachee.



The output – Draft Mentoring Module shall contain the context for the conduct of this Mentoring Module for On Site Skills and Knowledge Sharing; objectives; mechanics or implementation; participants and roles; framework; curriculum; guidelines; lessons learned and mentoring plan.

For this Draft Mentoring Module, the financial management shall be the main component for capacity building.

a. Requirements and Activities

The godfather mentor is responsible for full preparation in the conduct of mentoring activities by reviewing documents/ data of the mentee WSP. This is meant to ensure the appropriateness of intervention to the need. Consulting and interviewing the mentee to clarify are important methods to prepare for the actual mentoring. Immediately before mentoring, materials should have been ready. During actual mentoring, the mentor meets with the mentee, always fully prepared, properly attired, coming on time, never late.

The facilitator is responsible for coordination requirements of the mentoring activity; with mentors, mentees, facilitators. The objective is to ensure that the planned mentoring is conducted without any hitches, or accidents. Facilitators assist the mentee and mentors prepare for all events related to the mentoring process from the pilot activity, actual mentoring on to final or post mentoring.

The technical resource is responsible for providing additional assistance, backup support, supervision and monitoring of the learning / mentoring process, including preparation of materials, process testing, refinement, finalization of the mentoring module and, monitoring and evaluation of the learning/ mentoring.

- **Training Requirements**

The mentee shall procure the Manuals, tools, training supplies and materials to be used during the Mentoring Module.

- a. O&M Tools and Supplies Financial Component Supplies
 - OR, voucher, bill, other forms used
 - Financial Plan, Financial policies
 - Books of account, financial statements
 - Training Supplies & Materials Meta cards, marking pens, masking tape, manila paper
- b. Financial Procedure Manual
 - Training Plan: Godfather Mentoring Module for On Site Skills and Knowledge Sharing
 - Godfather Mentoring Module Curriculum
- c. Venue
Venue for the orientation, planning and assessment activities as well as finance and administrative modules shall be held at the Office of the Sibagat Water District, Sibagat, Agusan del Sur.
- d. Time
Time for the conduct of the specific sessions of this Mentoring Module Curriculum shall be during regular office hours.
- e. Facilitators
 - The WSSU-RC to assist in facilitating activities at the Region XIII;
 - The LWUA to assist in facilitating approval of mentoring activities between and among the Water Districts; and,
 - The Sibagat WATSAN Council to assist in facilitating conduct of pilot testing of mentoring module on site with the mentors: Bayugan Water District and mentee- Sibagat Water District.

b. Selection of Mentors and Mentees

The field validation / needs assessment were conducted at Sibagat Water District, San Vicente Water Supply Association and Tagoyango Multi Purpose Cooperative confirmed

the Assessment Report² of weak operation and management performance of the Water Service Providers. These WSPs strongly requested for capacity building and it was agreed that the SIWASA and TMPC personnel shall be invited to participate as observers of the training and godfather mentoring process .based their training needs and the Sibagat Water District as mentees on O&M through this Godfather Mentoring Module for On Site Skills and Knowledge Sharing. The selection of the Sibagat Water District as mentee was based on the following criteria:

- Sibagat is one of the 36 waterless municipalities
- Weak O&M performance
- Strong support of LGU WATSAN Council
- Willingness of the Sibagat Water District to participate
- Personnel demand for mentoring as mentees
- Available tools and equipment
- Accessible to other small WSP (like SIWASA and TMPC)
- Available existing water source

The neighboring Butuan City and Bayugan Water Districts shall be invited to mentor the Sibagat Water District personnel on site by virtue of:

- Strong Operation and Management performance
- Proximity to Sibagat, Agusan del Sur
- Willingness to participate as mentor
- Available personnel who can assist as mentors
- Had previous experience in assisting Sibagat Water District

Hence, it is crucial for the Sibagat Water District to be the pilot area for this Godfather Mentoring for On Site Skills and Knowledge Sharing in terms of urgency of the need of the personnel for capacity building, the quick response of the mentor WDs, lesser cost to be incurred and, Sibagat WD being a former LGU-managed water system, the experience from this pilot mentoring activities is expected to be easily replicated even in LGU-managed systems.

² Assessment Report for Effective Mentoring Practices and Practitioners

c. Structure of Godfather Mentoring Module for Financial Management

The Mentoring Module is divided into three (3) parts. Preparatory Phase involves preparation of design, curriculum, training support materials, coordination with mentors and mentees, venue, logistics and other requirements of the Mentoring Module while laying down the modalities how the module will take place according to the needs of the mentees. The modalities will be a set of menu which will be designed to work through the content part while at the same time make the mentoring activities easy and pleasant.

Phase of Development	Mentoring Program
1. Preparatory Phase – a. Prepare a Mentoring Module for On Site Skills and Knowledge Sharing through Godfather Scheme b. Consolidate and build the Mentoring Team	a. Review of literatures
	b. Field Validation / Needs Assessment with stakeholders
	c. Preparation of Design of Mentoring Module
	d. Formulate Draft Mentoring Module for On Site Skills and Knowledge Sharing for Process Testing
	e. Orientation to Operation and Management of Water System through Godfather Mentoring Arrangement
	f. Team Building/ Training of Facilitators/Mentors
	g. Translation of Reference Materials
2. Process Testing of Mentoring Activities a. Orient the WSP mentees to O&M Financial Component through Godfather Mentoring Arrangement b. Demonstrate the chosen menu of mentoring modalities c. Prepare the Financial Plan of WSP d. Prepare the Schedule of Implementation of Godfather Mentoring Scheme. e. Enhance the capacity of WSP mentees to improve tariff collection efficiency. f. Prepare a Refined Godfather Mentoring Plan for Replication.	A - Orientation to Operation and Management of Water System through Godfather Mentoring Arrangement
	Context <ul style="list-style-type: none"> • Mentoring Module for On Site Skills and Knowledge Sharing (Orientation to Financial Component through Godfather Scheme) • Review of Existing Situation of WSP • Planning for Financial Management and Godfather Mentoring Scheme.
	Modalities <ul style="list-style-type: none"> • Orientation • Demonstration • Mentoring/Coaching • Cross Visits • Assessment and Planning of O&M Plan
	B – O&M Financial Component through Godfather Mentoring Module

Comment [b1]:

	C - Assessment and Planning of Godfather Mentoring Module for On Site Skills and Knowledge Sharing
3. Post Mentoring Phase a. Prepare the final Mentoring Module for On Site Skills and Knowledge Sharing.	D – Final Godfather Mentoring Module for On Site Skills and Knowledge Sharing

The actual mentoring module included a) orientation of WSP mentees to Financial component through godfather mentoring arrangement; b) demonstration of the chosen menu of modalities; c) preparation of the WSP Financial Plan; d) preparation of the schedule of Implementation of godfather mentoring scheme; e) enhancement of the capacity of WSP mentees to increase tariff collection efficiency; f) preparation of a refined godfather mentoring plan for replication.

At post mentoring phase, the final financial management system shall have been prepared refined and ready for implementation.

7. FINANCIAL MANAGEMENT CURRICULUM

Consistent with the training needs of the mentees the Mentoring Module for On Site Skills and Knowledge Sharing, the process field testing will follow the capacity building program of the LWUA-DILG which is aimed at improving capacity of WSP personnel towards increased financial performance. It will focus on the context, orientation to specific on-site godfather mentoring scheme of the financial component of WSP Operation and Management.

The structure of this Curriculum will entail a menu of sessions, topics and methodologies based on the Godfather Mentoring Module; a description of the phase of development; the list of activities, and, the reference materials needed to develop and match the designed module with the needs of the personnel.

- a. Introduction
- b. Objectives of Financial Management
- c. Financial Policies of Sibagat Water District
- d. Financial Plan
- e. Financial Recording
- f. Financial Control
 1. Set up financial management system;

- Vision, Mission of Sibagat Water District
 - Financial goals
 - Operative values and principles
2. Prepared financial policies and financial plan;
 - Generally accepted accounting and auditing procedures
 - Instituted the financial policy;

Financial Policy: <i>Equitable sharing of benefits, burdens, efforts and resources</i>
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- Prepared the WSP financial plan
 - Set Up Collection Targets
 - Implemented strategies for collection
3. Installed the financial recording system; and,
 - Enhanced tariff collection procedures
 - Improved financial recording system
 - Improved financial reporting
 4. Installed financial control
 - Scheduled and unscheduled auditing procedures
 - Installed financial control

8. GUIDELINES IN CONDUCTING GODFATHER MENTORING SCHEME

Activities were conducted to prepare the Draft Mentoring Module in coordination with the different stakeholders at the national and local levels.

Groups consulted were national agencies' representatives within the water sector; the personnel of Sibagat Water District, San Vicente Water Supply Association and the

Multi Purpose Cooperative and the Local Government Unit of Sibagat, Agusan del Sur, Davao City Water District represented by their Assistant Manager, and senior officers of the Local Water Utilities Administration.

In those meetings, the issues, training requirements and matching of the expressed needs and available resources to respond to those.

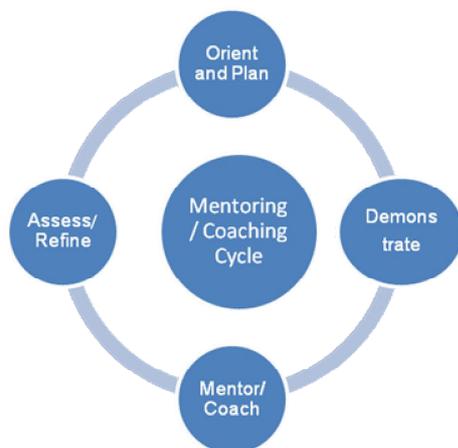
From those meetings, it was agreed that the “godfather” mentoring scheme shall be employed in process testing the Mentoring Module for On Site Skills and Knowledge Sharing on Operation and Maintenance in view of its (godfather) more detailed manner of conduct and the non threatening climate of mentoring which uses actual data of the mentee.

The need to tie up the godfather mentoring process with other technology transfer schemes like formal orientation, cross visit and/ or a video documentation were initially agreed to truly replicate the technology and speed up capacity building of standard O&M procedures.

This Mentoring Module for On Site Skills and Knowledge Sharing provides the guidelines and procedures for the adoption of Godfather Scheme. It serves as a guide for: 1) selection of mentors and mentees; 2) preparing the Training Plan and Training Curricula of the Godfather Mentoring Module describing the formal and informal training (mentoring) scheme to implement the key activities; and, 3) setting the guidelines for Godfather Mentoring Scheme.

This scheme pre-tested in Sibagat Water District (Agusan del Sur) within the last quarter of 2010. Lessons learned in the pre-test are considered in the finalization and as part of the ready materials for capacity development in water and sanitation.

Prepare the attached draft Training Plan Godfather Mentoring Module for On-Site Skills



and Knowledge Sharing, based on field consultations/ validation and recommendations by the NEDA Assessment Report on Effective Mentoring Practices and Practitioners) and to facilitate its peer review – actual preparation of draft Mentoring Module; and, the Godfather Mentoring Module Curriculum.

1. **Orientation** – to discuss the general concepts, context, importance, purposes, standard operating procedures, safety features, formats to use, persons responsible, requirements of the tasks, outputs desired and schedule of O&M activities, prior to conduct of such activities. From the curriculum of godfather mentoring module, the mentee and mentor chooses the appropriate mix of subjects for mentoring.
2. Coaching will involve the support for technical O&M skills-related learning and growth provided by a coach who uses observation, data collection and descriptive non-judgmental reporting on specific requested behaviours and techniques to a coachee.
3. Mentoring will involve all O&M activities being performed by the mentor to support the orientation and professional development as well as develop the capabilities of mentee or protégée who is the actual WSP Personnel.

The WSSU-PDMU shall complete the mentoring module selected after the pilot run facilitated by the ODS.

At the completion of the Mentoring Module, the Team will meet to discuss their overall insights on the content, context, procedures and refinements to the Mentoring Module in a formal setting.

The ODS to refine and finalize the Mentoring Module for On Site Skills and Knowledge Sharing through the godfather scheme.

It is important to tie up the godfather mentoring process with other technology transfer schemes like cross visit and/ or a video documentation to truly replicate the technology and speed up capacity building of standard O&M procedures.

a. Preparing to conduct Godfather Mentoring Module on Financial Management Phase

Activities:

- 1) Review of Data/ documents/ Reference Materials:
 - Financial data of WSP
 - Assessment Report of Effective Mentoring Practices and Practitioners
 - Participation methods
- 2) Field Validation with stakeholders
 - Financial data of mentor and mentee WSPs
 - Barangay/ Municipal LGU data pertaining to WATSAN

- 3) Review of Design of Mentoring Module for Process Testing
 - Review of financial data
 - Matching of training needs and mentor
 - 4) Formulate Draft Mentoring Module for On Site Skills and Knowledge Sharing for Process Testing
 - Capacity Assessment Report
 - Existing O&M/financial Training Design
 - 5) Orientation to Financial Management through Godfather Mentoring Arrangement
 - Existing Situation of WSPs
 - Godfather Mentoring Module for On Site Skills and Knowledge Sharing
 - Godfather Mentoring Module Curriculum
- a. Consolidation and building the Mentoring Team
- Presentation of MM to Stakeholders - Central Level
 - Role delineation among stakeholders - Field Level

d. Actual Process Testing of Mentoring Activities

a. Orient the WSP Mentees to Financial Management through Godfather Mentoring Arrangement

Module 1 - Orientation to Financial Management through Godfather Mentoring Scheme

- Methodologies – Lecturette/ Workshop

Session 1 – Preparatory Activities and Introduction of Pax

Session 2 – Overview of the Mentoring Module (Godfather MM Training Plan)

Session 3 – Profile of the Sibagat Water District

Session 4 – Analysis of SWD's Financial Profile (Vision, Mission Goals of SWD against Existing Profile, Gap Analysis)

Session 5 – Refine Curriculum

Module 2 – Review/ Prepare Financial Targets

- Lecturette-discussion, workshop

Session 1 – Tariff Structure and Target Monthly Collectible

Session 2 - O&M Cost

Session 3 – Analysis of WSP Financial Plan:

- Technical
- Financial
- Institutional Data

Session 4 – Financial Policy Directions (Equitable Sharing of benefits, burdens, efforts and resources.

Reference Materials

- a. Project Document
- b. Draft Godfather Mentoring Module for On Site Skills and Knowledge Sharing
- c. Godfather Mentoring Module Curriculum
- d. Sibagat Water District's Existing Situation
- e. Requirements: Water permit from NWRB
- f. Local Customer Service Code, if any
- g. Water quality standards
- h. Budget for materials/ equipments needed for O&M
- i. Policy for the mentoring activity passed and adopted by the WSP and stakeholders.

b. Demonstrate the chosen menu of mentoring modalities

Module 3 – Mentoring Module

- Methodologies: Orientation; Demonstration; Mentoring/Coaching

Session 1 – Concepts and Importance of Process Testing of Godfather Mentoring Module for On Site Skills and Knowledge Sharing

Session 2 – Process Testing of Godfather Mentoring Module

Session 3 – Godfather Mentoring Process Plan

Module 4 – Review of Financial Recording

- Methodologies: Orientation; Demonstration; Mentoring/Coaching

Session 1 – Financial and Accounting Systems and Procedures - eNGAS

Session 2 – Preparation of ORs, vouchers, general and subsidiary ledgers

Session 3 – Billing and collection procedures

Session 4 – Preparation and submission of Financial Statements

Module 5 – Financial Control

- Methodologies: Demonstration, Coaching, Mentoring

Session 1 – Internal Audit

Session 2 – Budget Monitoring and Control

Session 3 - Systems Development

Module 6 - Cross Visit to Neighbouring Water District

- Methodologies: Cross Visit/ observation tour

Session 1 – Objectives for the Cross Visit

Session 2 – Observation/ Interaction with counterpart staff

Session 3 – Generation of Accounting Forms Used

Module 7 – Assessment and Planning of the Initial Mentoring Scheme

Session 1 – Refinement of Policies

Session 2 – Refinement of Financial Plan

Session 3 – Refinement of Curriculum

c. Prepare the Schedule of Follow Up Godfather Mentoring Scheme.

Module 8 – Godfather Mentoring Entry Plan

Session 1 – Entry Planning

Session 2 – Wrap Up and Closing Program

d. Enhance the capacity of WSP mentees to operate and manage the water system using the Godfather Entry Plan.

- Methodologies: Cross Visit/ observation tour

Session 1 – Objectives for the Cross Visit

Session 2 – Observation/ Interaction with counterpart staff

Session 3 – Generation of Accounting Forms Used

Module 7 – Assessment and Planning of the Initial Mentoring Scheme

Session 1 – Refinement of Policies

Session 2 – Refinement of Financial Plan

Session 3 – Refinement of Curriculum

e. Prepare the Schedule of Follow Up Godfather Mentoring Scheme.

Module 8 – Godfather Mentoring Entry Plan

Session 1 – Entry Planning

Session 2 – Wrap Up and Closing Program

f. Enhance the capacity of WSP mentees to operate and manage the water system using the Godfather Entry Plan.

Format of Curriculum

Course Title:

Coaching and Mentoring for Capacity Building on Financial Management

Target Beneficiaries

Objectives

Learning Outcomes

Course Outline

Methodologies

Number of Participants

Duration

Pre-Training Requirements

e. Post Mentoring Phase Activities

- a. Preparation of a Refined Godfather Mentoring Plan for Replication
- b. Presentation of refined draft of O&M Godfather Mentoring Module for On Site Skills and Knowledge Sharing

- c. Preparation of the final Mentoring Module for On Site Skills and Knowledge Sharing.
- d. Submission of Final O&M Godfather Mentoring Module for On Site Skills and Knowledge Sharing

9. LESSONS LEARNED

Lessons learned .The JP MDGF 1919 implements various programmes simultaneously with the Mentoring Module coupled with the preparatory activities until completion of Barangay and SK elections on the ground. These are expected to take the time of most LGU WATSAN Council members who are important participants of the Mentoring Module process testing. Hence, it was agreed with the concerned project staff to hold the Orientation and actual Process Testing after the election and PDMU and WATSAN Councils will be requested to provide support.

10. SCHEDULE OF ACTIVITIES OF MENTORING

Name of Water Service Provider
Venue, and Date

Time	Activity	Person Responsible
8:30am	Registration and Opening Program	WATSAN Council
9:00	Introduction	
9:15	Overview of the Mentoring Module	Fe Banluta/ WATSAN C.
9:30	Profile of Sibagat Water District <ul style="list-style-type: none"> • VMGO • Financial Policies • Financial Goals 	Verda Imperial Saw/ Resource Person/ WD Mentor
10:30 to end of Day 01	Review Financial Plan <ul style="list-style-type: none"> • Tariff structure • Target tariff collectible; • Strategies to improve timely payment of tariff; collection efficiency 	Verda Imperial Saw/ Resource Person/ WD Mentor
12:00	Lunch Break	
1:00pm to End of Day 03	Review of Financial Recording <ul style="list-style-type: none"> • Financial and accounting systems and procedures – electronic new government accounting system??? • Preparation of vouchers, general and subsidiary ledgers • Billing and collection procedures to improve efficiency • Preparation and submission of financial statements 	Verda Imperial Saw/ Resource Person/ WD Mentor
3:00 to end of Day 04	Review of Financial Control <ul style="list-style-type: none"> • Internal audit • Systems development • Budget monitoring and control 	Verda Imperial Saw/ Resource Person/ WD Mentor
4:00	Mentoring Module Schedule	Cha Araza/ WC
4:30	Operative Values and Principles	Verda Imperial Saw/ WC
5:00 to end of Day 05	Wrap Up and Closing	Fe Banluta/ WC

I. Background on the Final Report

1.1 Project Background

This Final Report was prepared by Verda Imperial Saw, Organization Development Specialist (ODS), engaged by the Joint Programme (JP) MDGF 1919: Enhancing Access to and Provision of Water Services with the Active Participation of the Poor, to prepare a process tested Mentoring Module for On Site Skills and Knowledge Sharing. This Mentoring Module was prepared, consistent with the most effective mentoring scheme, recommended by the Joint Programme Outcome 2.1.1 Assessment Report of Effective Mentoring Practices and Practitioners dated August 2010 – the Godfather Mentoring Scheme initiated by the Local Water Utilities Administration. This Final Report covers the completed assignment of the Organizational Development Specialist according to the Terms of Reference.

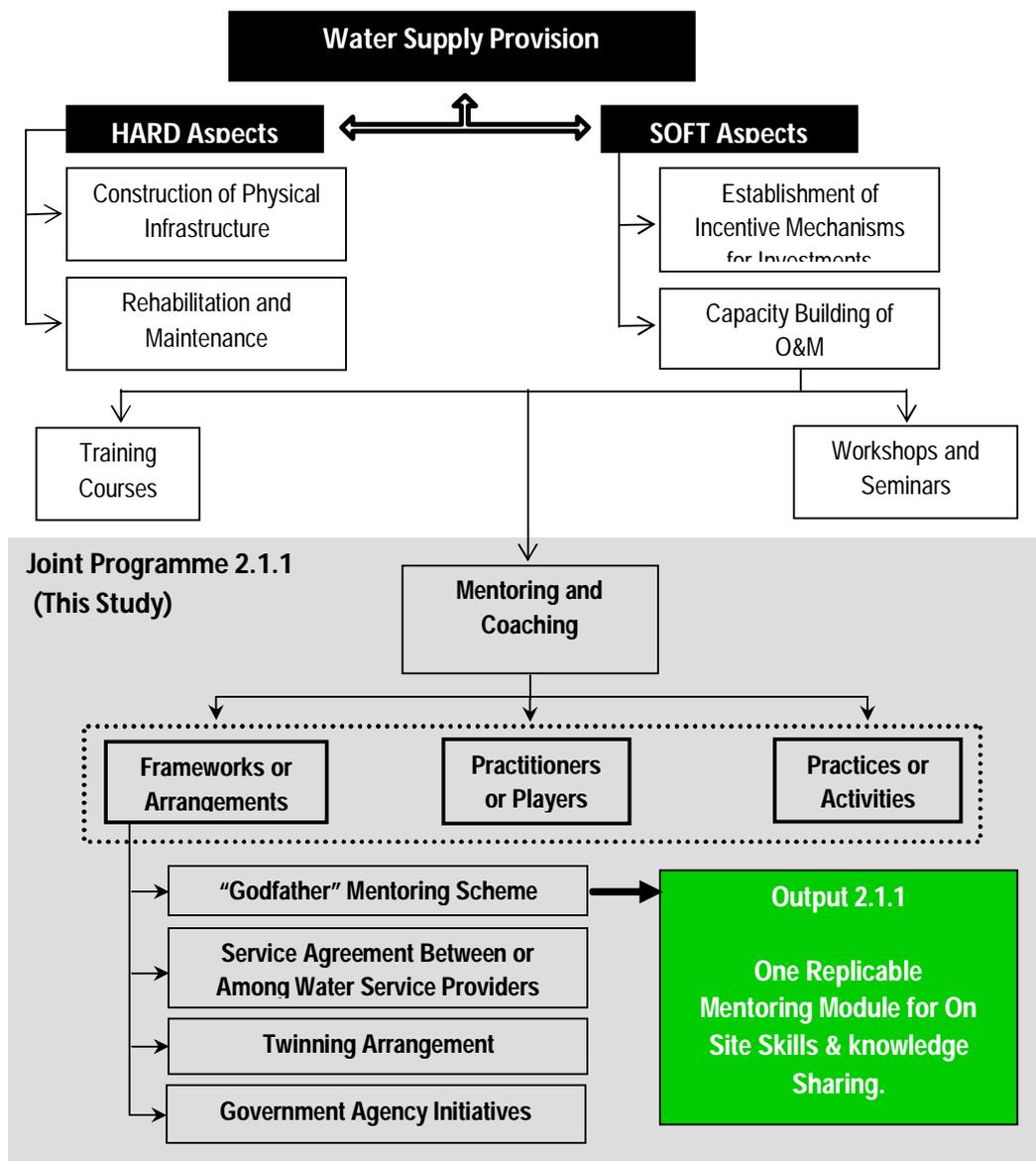
1.2 Objective of this Engagement

The Philippine government's commitment to Millennium Development Goal to fully provide waterless communities with water services by 2025. The Spanish government provides fund support and administered by the United Nations Development Programme through the Millennium Development Goal Fund 1919 Joint Programme entitled "Enhancing Access to and Provision of Water Services with the Active Participation of the Poor".

Outcome 2.1.1 of the JP MDGF 1919 addresses the need to build local capacities to enhance access to safe, affordable, continuous and quality drinking water. Experience has shown that infrastructure and institutional components require integration and complementation during project implementation as a measure of success. These include water service provision projects.

The primary objective of this contracting arrangement's Terms of Reference (TOR) is to assist the DILG - the main partner for Component 2- in implementing a package of participatory organization development tools and methodologies required to assess stakeholders at local levels' including LGUs, water users associations and water service providers to determine capacity gaps and needs. As a subcomponent of this Joint Programme MDGF 1919 Enhancing Access to and Provision of Water Services with the Active Participation of the Poor, Outcome 2.1.1, the specific objective of this engagement of the Organization Development Specialist is to facilitate the preparation of one (1) Mentoring Module for On-Site Skills and Knowledge Sharing for the major stakeholders especially at the local levels.

Outcome 2.1.1.c Project Framework



The institutional and technical components to water service provision was fully integrated into a Replicable Mentoring Module for On Site Skills and Knowledge Sharing to address the poor technical, financial and institutional performance of Water Service Providers' identified by the Assessment Report of on Effective Mentoring Practices and Practitioners.

This integration of technical and institutional components as an intervention is crucial to enable water service providers to improve O&M performance by improving its financial management and thereby build confidence to attain their own vision to provide water service to all households within the communities, similarly articulated by the JP MDGF 1919 goals below.

Figure 1. Give Title to This



O&M of water service facility essentially focuses on operational performance, efficiency and sustainability of Water Service Providers in waterless communities. The neglect on operation and maintenance directly affects tariff collection efficiency and the credibility of the considerable investments made on water and sanitation, the overall functioning of the WSP and the well being of the water users.

1.3 Godfather Mentoring

Mentoring is recognized as an effective mechanism in building capacities in both academic and practice settings within organizations and individuals where a mentee-mentor relationship exists between a more experienced and a less experienced individual or group for personal and professional development (Polder, 1994). It is a “dynamic and non-competitive nurturing ‘process’...that promotes independence, autonomy, and self-actualization in the mentee while fostering a sense of pride and fulfillment, support and continuity in the mentor” (1). “Mentoring occurs when a more experienced person (the mentor) undertakes to provide information, advice, and emotional support for a less experienced person (the mentee) for a period of time and marked by emotional commitment by both parties” (2). “Mentoring...is a teaching-learning process for capacity development”.

Among service organizations like Water Districts, the Local Water Utilities Administration initiated the Godfather mentoring mechanism to improve O&M capacities of young, inexperienced and weak WDs with the help of more experienced, matured and stronger WDs. Other mentoring schemes being implemented among water service providers aimed at building capacities for technical, financial and administrative performance of Water Users Associations, Water Service Providers/ Water Districts include Twinning Arrangements, Service Agreement Between or Among Water Service Providers; and, Government Agency Initiatives.

The Assessment of Effective Mentoring Mechanism, in its final report recognized the Godfather Mentoring Mechanism as the most effective capacity building scheme over the others (Twinning Arrangement; Service Agreement Between or Among Water Service Providers; and, Government Agency Initiatives) being more favored by practitioners, hence, recommended its replication.

Some practitioners expressed¹ appreciation for the Godfather Mentoring scheme as: spontaneous, easily adoptable into the work norms of rural water service providers with values which are distinctly Filipino² as pakikisama, bayanihan, pakikipagkapwa-tao whether informal, direct or indirect, short term or long term, with capacity needs whether O&M technical, finance, organizational, or commercial-related. Such values were easily assimilated as part of individual and organizational culture which improved their internal operation as well. Essentially, Godfather mentoring scheme:

- a. Is favored over other mentoring schemes.
- b. Easily adoptable into water service organizations
- c. Can play an important role in improving capacity of WUA/WSPs to provide safe, affordable, continuous and quality drinking water
- d. Opens opportunities for mentees to become mentors, thus connects peoples in different areas for resource mobilization.

1.4 Godparent Mentoring

Godparent Mentoring Module was coined in lieu of Godfather Mentoring as a gesture of gender sensitivity and will be used here as such: Godparent Mentoring Module or Mentoring Module.

II Approaches and Methodologies

2.1 General Approach

Capacity building through stakeholder's participation was the main approach utilized from design preparation, process testing and assessment of this Mentoring Module. Inputs from stakeholders especially the direct users of the Mentoring Module were important factors considered in fine tuning the Godparent Mentoring Module for replicability. These factors include specific training needs of WSP/ WUA; language used; available human resources; logistics; coherence/ integration of mentoring content areas; and WATSAN Council as the intended support group of the WSP-mentee and WSP mentors.

2.1 Description of Activities

The preparatory phase activities included participatory needs assessment which looked into the policy and institutional arrangements available in the mentee's community; assessed the enabling environment, structures and mechanisms within the local water sector and determined that the water service providers continuously failed to deliver the intended level of water service within the community hence, affected their own (WSP's) credibility, thus adversely affecting tariff collection efficiency. The WATSAN Council, itself, a newly organized entity was also in the process of firming up its mandate and scheme of providing assistance to the water service providers.

In designing the Mentoring Module, knowledge management capability of the mentees was considered to facilitate access of information or informed opinions among WATSAN Councils or prospective mentors. There was no available O&M plan or financial projection with which the WSP-

¹ Davao Water District Assistant Manager and Water Quality Personnel of Davao Water District, GM and personnel of Bayugan Water District

² Being with, being one with, and, helping those in need

mentee could use to guide their day to day operation. In most cases, WSP-mentee related fire-fighting as a problem solving scheme. Resource management was poor with the absence of a plan and trained personnel of O&M.

The choice of the mentees and mentors went through a process of preparing selection criteria³ thus ensuring available personnel who were willing and desiring of the mentoring process.

The conduct of the godparent mentoring module for small, newly organized, weak WSP utilized a combination of methodologies like Orientation Meetings, Demonstration, Godparent Mentoring/ Coaching and hands on pilot testing of the mentees themselves with supervision of the mentors.

The mentoring scheme enabled the mentees – although not confident, inexperienced/ incompetent Water Service Provider's O&M personnel at first -- to build their own capacity to perform technical, accounting and organizational development.

The process tested Godparent Mentoring focused on the leadership qualities of the officers and members- mentees building on their passion for the vision or mission of the WSP, integrity, ability to build relationships, capacity to empower others and be empowered by others; and, commitment to continuing learning and doing, through the mentoring process. Thus, after the process testing of the Mentoring Module, the mentees displayed initial confidence to take on technical O&M work, bookkeeping and planning activities during the actual process testing. For its part, the mentors also benefitted from the mentoring process of reflective thinking displayed during discussions, resolution of issues and/or development needs from the perspective of mentee and them as more experienced mentor/coach. Technical experts on Water District and Small Scale Water Service Providers' O&M were on hand to provide support.

Table 1 shows the summary of activities performed by ODS during the course of her engagement in preparing, process testing and finalization of the Mentoring Module.

³ Selection Criteria of Mentees and Mentors

**Table 1. Summary of Activities
 of the Organization Development Specialist**

**Outcome 2.1.1.c One Mentoring Module for On Site Skills and Knowledge Sharing
 ODS Accomplishments**

No.	ODS ACTIVITIES	Persons Involved		Venue	Date Conducted
		Target	Actual		
A	INCEPTION PHASE				
1	Reviewed literature	ODS	ODS	Manila	
2	Participated in TOT for Capacity Assessment	ODS, IDS, CA Team	ODS, IDS,CA Team	Bohol	Jun 1-5 2010
3	Assisted IDS in the process testing of Capacity Assessment	ODS	ODS	Tubigon; Sinacaban; Claveria Cag	Jun 21-25 2010
4	Participated in the Workshop on Capacity Development		ODS	Manila	Jul 26-31 2010
5	Presented the Inception Report	ODS, OO	ODS, OO	Manila	Aug 23 2010
B	MIDTERM PHASE				
6	Prepared Mid Term Report	ODS	ODS	Manila	Oct 25 2010
7	Review of Baseline Survey results	ODS	ODS	Manila	BS on going
	Assessment Report including Organizational Needs Assessment and instruments used.	ODS	ODS, OO, RC	Manila	Oct 25 2010
8	Writeshop with WSSU and identified LGUs, WSPS - participants	ODS,		Manila	not conducted
9	Presented Mid Term Report / Conducted Peer Review of the Draft Mentoring Module	ODS, WSSU	12 pax	Sulo Hotel	Nov 22 2010
10	Facilitated Process Testing of one (1) Draft Mentoring Module for On Site Skills and Knowledge Sharing	ODS, WSSU, WSPs, LGUs	29 pax	Sibagat. Agusan del sur	Dec 6-10 2010
C	FINAL PHASE				
1	Submitted the Draft Mentoring Module for On-Site Skills and Knowledge Sharing.	ODS		Manila	Oct 25 2010
2	Prepared and submitted Reports	ODS		Manila	
3	Formal presentation of the module.	ODS, WSSU		Manila	
4	Submitted Final Mentoring Module for On-Site Skills and Knowledge Sharing.	ODS		Manila	

These preparatory, actual process testing until assessment of the Mentoring Module were participated in by communities of Sibagat, Augusan del Sur, San Vicente Ilihan Water Supply Association and the Tag-oyango Multi Purpose Cooperative. A total of 80 participants (15 field validation, 24 Pilot Cap Ass 11 FGD, 29 process testing) from field level activities and 35 participants (25 TOT, 10 Peer Review) representing partner agencies and Mentoring Teams participated in the whole development process of the Mentoring Module.

III Project Results

3.1 Preparatory Phase

a. Review of literatures - The review of Existing WATSAN Toolbox resulted to an appreciation of the formats, methodologies, participants and content areas given for each subject matter from preparation to assessment processes required by the WSPs. Hence, it served as a rich resource in designing the Mentoring Module.

The Assessment Report of the Effective Mentoring Practices and Practitioners provided an overview of the mentoring mechanisms employed within the sector, the practitioners; technology requirements of WSPs and confirmed their most favored Mentoring Mechanism to build capacities of WSPs in technical O&M, finance and institutional aspects. With this and the WATSAN Toolbox, the ODS used them as bases for drafting Training Plan /Guidelines of the Godfather Mentoring Module. Gained an

b. Participated in TOT for Capacity Assessment and Assistance to IDS in conducting Pre-Tests of Capacity Assessment - in preparation for Pilot test of Capacity Assessment and Refinement of Capacity Development Framework and the subsequent pilot testing of Capacity Assessment - Using the experiences from Baseline Survey Institutional Assessment and participation in the Capacity Assessment Trainers Training; Refinement of the Capacity Development Framework and the subsequent assistance to IDS in the conduct of pre-tests of Capacity Assessment at Tubigon, Bohol and Sinacaban, Misamis Occidental resulted to an assessment of the capacity levels of WATSAN Councils and Water Districts, WSP/ WUAs in pilot areas and the enrichment of the Godparent Mentoring Module for small, inexperienced and weak performing WSPs. The Capacity Development Framework was used as basis for developing the process of the Mentoring Module reflected in the Inception Report for which the ODS obtained approval of the Work Plan.

c. Participated in the Capacity Development Workshop - in Manila to refine Capacity Development Framework confirmed the initial design of the Mentoring Module where the WATSAN Councils and Water Districts, WSPs and WUA's capacity development were to be addressed.

3.2 Mid Term Phase

a. ODS prepared Mid Term Report obtaining agreement on the status of Accomplishment. Corollary to delays encountered by the Baseline Survey, she utilized the initial outputs and experiences of the Institutional Assessment being undertaken. The initial data of the Baseline Survey provided a profile of the existing weak enabling structures, ageing human resources, dilapidated water system facilities, and dwindling water level and the overall poor capacity of these WSPs in meeting their intended level of water service to the communities.

b. Taking this as a general backdrop of WSPs' and the field level validation/ Organizational Needs Assessment, thus confirmed that: a) the Godfather Mentoring Mechanism is the most favored capacity development model to address this dismal O&M performance; b) goal of MDGF 1919 to enhance access to and provision of water services with the active participation of the poor is consistent with the vision⁴ of small WUA/WSPs; c) existing poor O&M performance of

⁴ The source of safe and potable drinking water through expansion of service coverage and development of new water sources

WD/WSP/WUA: inadequate funds for maintenance/ expansion of service coverage; low tariff collection efficiency; and, weakness of institutional structures to provide safe, affordable, continuous drinking water; and, d) need for capacity building on O&M, finance and institutional aspects through Godparent Mentoring Mechanism. This facilitated the preparation of Godparent Mentoring Module considering “replicability” of process and content requirements for On Site Skills and Knowledge Sharing.

Sibagat Water District was chosen as pilot area for the Mentoring Module as mentee. The Bayugan Water District as the mentor using the Selection Criteria agreed with LWUA, DILG, NWRB, NAWASA, LGA.

Criteria for Selection of Mentees⁵

- 1 Weak operation and management performance
- 2 Available existing water source
- 3 Personnel demand for mentoring as mentees
- 4 Within one of the 36 waterless municipalities
- 5 Strong support of LGU WATSAN Council
- 6 Accessible to other small WSP (like SIWASA and TMPC)
- 7 Available tools and equipment

Criteria for Selection of Mentors

- 1 Strong operation and management performance
- 2 Available personnel to mentor
- 3 Willingness to participate as mentor
- 4 Track record in mentoring
- 5 Proximity to mentees

c. The Mid-Term Report was presented to three (3) concerned WSSU staff in a meeting which agreed on the status of accomplishments of the Project and the content and process of the Draft Mentoring Module. The Peer Review of the Draft Mentoring Module⁶ was a subsequent activity, generated ideas and approval of the Draft Mentoring Module from partner agencies' representatives participated by twelve (12) participants. It resulted to approval of the partner agencies' representatives to conduct Process Testing of the Godparent Mentoring Module with Sibagat Water District as mentee and the Bayugan Water District as mentor on December 6-10; further gave their commitment to participate as technical resource. Considering the exigencies of the tasks, the Writeshop with WSSU and LGUs, WSPs was incorporated into the Process Testing activity.

⁵ Selection Criteria of Mentees and Mentors agreed on with LWUA and DILG representatives

⁶ Documentation of the Peer Review of the Draft Mentoring Module attached as Annex A

d. Facilitated Process Test of one (1) Draft Mentoring Module for On Site Skills and Knowledge Sharing - The Process Testing⁷ of a replicable Godparent Mentoring Module was attended by 29 participants from the mentee (4 from Sibagat WD, 6 SIWASA; 5 Tag-oyango); mentor (4); LGU (3); PDMU (3); LWUA (1); NAWASA (1); WSSU (2). The Honorable Mayor gave her administration's commitment to the WSPs and the Programme and solicited LWUA's support to the WD to which Engr. Jojo Pag-ong assured her.

The Process Testing took five (5) days overall, of which, two (2) days was used for formal orientation about: the Godparent Mentoring Module; context of water and sanitation through Orientation to Sibagat LGU directions; and, Operation and Management of WSPs/WUA including coding of household-water users. Another two (2) days for site visit to Sibagat Water District and Bayugan WD where actual demonstration, mentoring and coaching were conducted by the mentor and mentees. The last one (1) day was used for recapitulation and planning for follow through of the Godparent Mentoring which the mentor and the mentees shall undertake from December 11, 2010 onwards.

SIWASA and TMPC are WUAs were invited as additional mentees during the Process Testing to maximize the capacity building effort in Sibagat, Agusan del Sur, a waterless municipality. After the presentation of Ms. Elsa Mejia of NAWASA on best practices of Small Scale Water Service Providers, they invited their other officers to benefit from the Process Testing as they observed the benefit from the Mentoring activities.

e. Assessment activities were conducted after each day's Mentoring to generate participants' (LGUs, WSPs, technical expert resources and facilitators) inputs and recommendations to further enrich the Mentoring Module. These assessment activities were conducted in lieu of the Writeshop initially planned.

3.3 Final Phase

a. Submitted the Draft Mentoring Module for On-Site Skills and Knowledge Sharing – was part of the Final Phase. However, the Draft Mentoring Module's presentation to a Peer Review necessitated its early submission (October 25, 2010) and presented November 22, 2010 with 12 participants - Agreement on the general process and content areas of the Mentoring Module was generated during the Peer Review and Process Testing of the Godparent Mentoring Module.

b. The documentation of the Process Testing was used to finalize the Draft Godparent Mentoring Module for which a formal presentation was agreed to be omitted in favor of an informal meeting/ discussion with the WSSU of the Final Godparent Mentoring Module.

c. Draft Godparent Mentoring Module for On Site Skills and Knowledge Sharing- The technical content of this Mentoring Module utilized the inputs from LWUA – DILG O&M Training which was conducted two weeks before the Godparent Mentoring Module Process Testing. This included financial and institutional aspects. This conduct of formal O&M training for WSPs increased the mentees' appreciation of the Godparent Mentoring Module. Conduct of the Orientation was deemed part of the Mentoring Process as indicated in the Draft Mentoring Module.

⁷ Documentation of the Process Testing of Godparent Mentoring Module for On Site Skills and Knowledge Sharing, attached as Annex B.

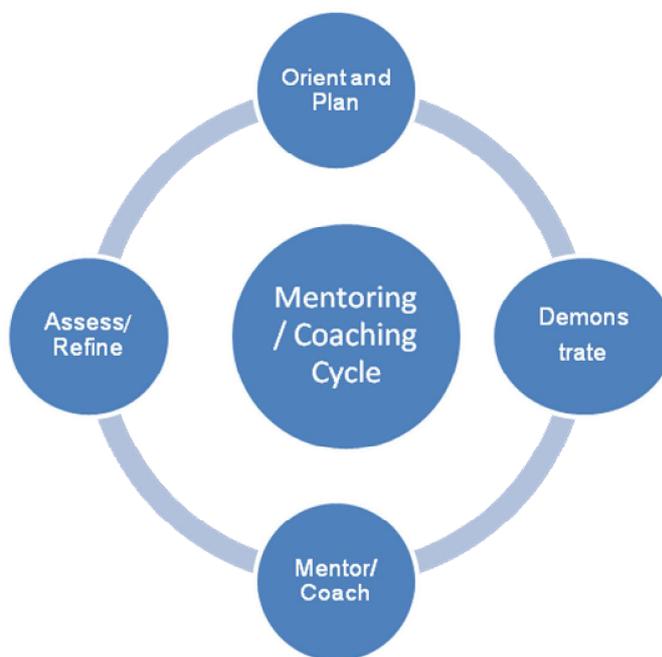
The different types of WSP- mentees' (Water District, BAWASA and Cooperative) whose officers attended the Orientation part of the Mentoring Module provided the mentors with additional perspectives how WSPs should be managed. In undertaking the demonstration, mentoring and coaching processes provided the mentees with direct, actual, hands on experience of operation, service area delineation, coding, meter calibration, meter connection, flushing, water quality testing, tariff collection, bookkeeping and financial projection. In addition to the above, activities like reduction of non-revenue water and connection campaigns were capacity building requirements addressed by the Mentoring Module.

In responding to the training needs of the WUAs for technical, finance, and , institutional aspects of O&M the Mentoring Team utilized the technical expertise of SSWP's point of view which was highly appreciated.

In view of this, the participants recommended to tap the services of small water service providers from NAWASA during actual mentoring activities for them in addition to mentor- Water District identified.

As indicated in the Guidelines for Process Testing, the process of capacity building was reflected as:

1. Orientation – referred to contextualizing, discussion of general concepts, importance, purposes, standard operating procedures, safety features, formats to use, persons responsible, requirements of the tasks, outputs desired and schedule of financial component activities, prior to conduct of such activities.



2. Demonstration – Actual O&M or bookkeeping activities were conducted closely by the mentor while the mentee observed which provided bases for direct reference to develop the mentoring content and process based on the mentee's field condition and actual O&M and financial tasks.

3. Mentoring and coaching involved all technical and finance related activities performed by the mentor to support the orientation and development of capabilities of mentee. Regular review of the mentee's technical and financial performance conducted as part of the mentoring/ coaching process.

4. Assessment/ refinement conducted, involved looking back at the experience and determined what areas of the mentoring process and content needed refinements.

As an important capacity building mechanism, this final Godparent Mentoring Module for On Site Skills and Knowledge Sharing is recommended for replication in waterless communities to speed up improvement of O&M performance of WSPa/WUAs with content adjustments based on water system facilities and type of water service provider.

Conduct of the Process Testing of the Godparent Mentoring Module provided an alternative to formal training of WSPs as a capacity building strategy. It has been assessed by the mentees, mentors, technical expert resources, facilitators as replicable. However, it is recommended that:

The Follow-Through Mentoring Plan prepared by the participants (Sibagat Water District, SIWASA, TMPC) of the Process Testing be supported by the Programme to further refine the Mentoring Module.

IV. Lessons Learned

- Learning the new skills was much faster for the mentees (O&M skills) and mentors (mentoring and coaching skills)
- Mentees appreciated the conduct of O&M Orientation Training a few weeks earlier and immediately went through the Godparent mentoring
- Mentors and mentees easily gained confidence in the camaraderie and ease of performing their roles

IV Next Steps and Recommendations

Area for Action	Recommendations
Mentees	<ul style="list-style-type: none"> • Water Users Associations, Cooperatives, LGU-managed, inexperienced, young Water Districts as mentees to adopt Godparent Mentoring Module for On Site Skills and Knowledge Sharing as capacity development strategy as the next step after completion of this task - Outcome 2.1.1.c. • Replication of this Mentoring Module to be conducted in other waterless municipalities, to use their data, tools, facilities, equipments. • Immediately pass a resolution to adopt the Godparent Mentoring Module, personnel involved, fund support, schedules, etc. • Accreditation of mentees be undertaken to professionalize operation and management of water service provision. • Accredited mentees be paid higher than non-accredited WSP/WUA staff.
Mentors	<ul style="list-style-type: none"> • Tap the services of SSWPs representatives, members of NAWASA as mentors of WUAs/ small scale water providers to augment the number of Water District-mentors. • Submit for accreditation.
LGUs	<ul style="list-style-type: none"> • Adopt the capacity building process: orient and plan, demonstrate, mentoring/coaching, assess and refinement proposed by this Mentoring Module as a regular funded LGU capacity development program side by side with a formal O&M Training Orientation for WSPs/WUAs. • O&M Training Orientation and Godparent Mentoring Module be required before issuance of license or renewal of license to operate as WSP/ WUA. • Sibagat LGU – provide fire hydrants for installation by SWD during the mentoring process.
DILG-NEDA Programme	<ul style="list-style-type: none"> • Immediate conduct of accreditation of possible mentors for Water Users Associations, Cooperatives, LGU-managed, inexperienced, young Water Districts.
Enabling environment	<ul style="list-style-type: none"> • Recommend policy for accredited and practicing mentors to earn academic credits for mentoring hours served from CHED. • Recommend policy to adopt Godparent Mentoring as a regular feature of LGUs WATSAN Council enhance access to water service provision through TESDA/ accredited mentors.
Godparent Mentoring Module	<ul style="list-style-type: none"> • Replicate this Mentoring Module in waterless municipalities • Retain the bayanihan spirit of the Godfather Mentoring Scheme through equity contribution among: <ul style="list-style-type: none"> • WSP/WUA Mentee – accommodation of mentor/s; supplies and tools • Programme – transport and food allowance of mentor; reward for WSP/WUA mentors • NEDA- CHED/ TESDA – facilitate institutional structures/ enabling policy to provide non-cash incentives to accredited mentors.

GODPARENT MENTORING MODULE FOR ON SITE SKILLS AND KNOWLEDGE SHARING: SESSION 1

Review of WSP O&M, Organizational and Financial Profiles

TARGET MENTEE/S	Water Service Provider: Sibagat Water District O&M Personnel
OBJECTIVES	Validate and update the profile of the Water Service Provider (Sibagat Water District).
LEARNING OUTCOMES	<ol style="list-style-type: none"> 1. Clarified vision, mission of the Water District 2. Updated the organizational structure, functional description of units and personnel 3. Identified map of service coverage 4. Set tariff collection efficiency 5. Identified gaps in operation Identified possible scheme to meet the targets.
COURSE OUTLINE	<p>Overview of Water District:</p> <ul style="list-style-type: none"> • Vision, mission, • Targets – barangays, households, collection efficiency • Organizational structure, personnel and functions • Spot map of service coverage <p>Updating of Water District profile</p> <ul style="list-style-type: none"> • Barangays and Household covered • Target collection and actual collection
METHODOLOGIES	Orientation; Demonstration; Mentoring; Coaching; Assessment
NUMBER OF PARTICIPANTS	4- O&M Personnel mentees (GM and Admin Staff) 4 – O&M Personnel mentors (GM and Admin Staff)
TIME FRAME	2 hours
MATERIALS NEEDED	Updated profile/information about the Water District water source, barangays covered, total number of households served, collection efficiency, etc.), their organizational structure. Cartolina/ Manila Paper/ Tarpaulin
PRE- TRAINING REQUIREMENTS	Prepare tools to be used etc.; location of orientation at the office then field visit to pinpoint the exact zoning. Etc Update profile
MENTORS ¹	More capable Water District General Manager and O&M staff

¹ Bayugan Water District Mentoring Team- GM Felipa Asis, Mara Perez, Arnold Madula and Engr Dado Badato

1. Sibagat Water District Profile²

Name of Barangay Covered	:	Poblacion (with 18 Puroks)
Total No. of Household	:	1, 036 households
No. of Service Connection	:	295 concessionaires
Purok Served	:	2, 3, 4, 5, 6, 7, 8A, 8B, 9A, 9B, 10, 11, 12
Water Source	:	Deep Well
Water Flow Rate Capacity	:	3 LPS
Water Treatment	:	Chlorine (Used: Chlorinator)
% Bacteriological Testing	:	Once a month
Compliance	:	Result: Negative (Satisfactory)
Water Rates	:	Minimum Rate (0-10 m ³) + P7.00 per m ³ in excess

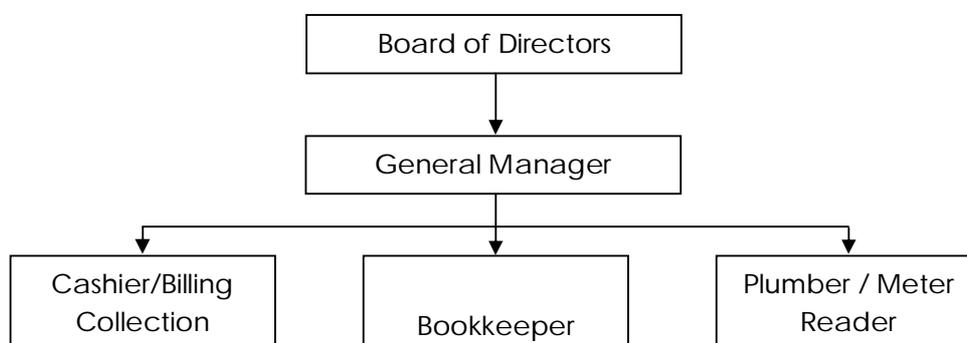
2. Classification of minimum rate (0-10 m³)

Residential	:	P80.00
Commercial	:	P160.00
Commercial A	:	P140.00
Commercial B	:	P120.00
Commercial C	:	P100.00

Target Barangays	Total HH	No. of HH served	Target Concessionaires
San Vicente	216	0	201
Tag-oyango	140	0	126
Poblacion	1,036	295	1,116
Mahayahay	259	0	282
TOTAL	1,651	295	1,725



3. Organizational Structure



² Output prepared by Mentees - GM Alberto P. Latras, Marittes C. Samson, Mary Ann Jamora and Sherwin Canton

4. Tips on possible comments / queries the mentors have to respond to:

1. In practice, the principle of checks and balances between the Board of Directors and elected officers would prevent abuse of power. The Board which crafts policies should not implement the same in the operation and management of the WSP/ WUA. There is a possibility that the BOD may manipulate the operation and management. However, with a very low collection efficiency, the WUA/WSP should assign a personnel to handle the operation and management to ensure proper accountability in lieu of a hired or appointed professional general manager.
2. The WSP/WUA to monitor, test the safety or quality of their water daily and not just chlorination once in two months as practiced by most BAWASAs..
3. Households which are within the service coverage but refused to be served due to the high water tariff of P30.00/month compared to the water service which collects only P12.00/month from other WSP. This could pose a turf issue among WSPs, which need to delineate their specific areas of responsibility or service coverage to identify HHs. The issue of tariff to be discussed among the WSPs within the municipality or barangay.
4. Service area delineation is a measure for WSPs to focus and improve service provision especially in highland *puroks*. However, WSPs should consult with its concessionaires/ members as to the preference of water service provider.
5. WSP-mentees to be encouraged to regularly review their profiles, to evaluate sufficiency of water source is sufficient vis a vis mandated service coverage; water rate / tariff versus O&M cost; and, the cost for expansion of service area.
6. The WSP/WUA profile should be viewed in the context of its geographical location within the municipality; total land area; population; economic activities of the community, vision and mission, and development thrust of the barangay or municipality in order to chart a more realistic development goals.

5. Assessment and Recommendation

Assessment	Recommendation
<ul style="list-style-type: none"> • Mentees should be attentive to details. 	<ul style="list-style-type: none"> • Mentees to be more conscientious to take notes of relevant points during the mentoring activity. They should be aggressive in learning.
<ul style="list-style-type: none"> • Mentees lacked data. 	<ul style="list-style-type: none"> • Mentors can work the mentees through preparation of organizational, O&M and finance data.
<ul style="list-style-type: none"> • Needs more interaction. 	<ul style="list-style-type: none"> • Mentees should be encouraged to ask questions.
<ul style="list-style-type: none"> • Mentees were reluctant to provide negative / damaging information. 	<ul style="list-style-type: none"> • Encourage the participants to open actual information even their weak points and be open to suggestions.
<ul style="list-style-type: none"> • Time allotment per session to be strictly followed. 	<ul style="list-style-type: none"> • Time allotment per topic should be firmly managed to have a well-ordered activity.

Other Assessments:

1. Mentees and mentors showed interest and enjoyed the process testing discussion.
2. Topics were beneficial to both mentors and mentees.
3. The sequence is in order.
4. Contents were substantial.
5. An O&M Training Seminar like that conducted in Davao November 15- 29, 2010 was highly appreciated which the Mentoring Module supplemented with hands on exercises. This should be standard operating procedure.

Other Recommendations:

1. Actual mentoring module to be held in the office of mentees.
2. A thorough review of the existing profile be discussed by the mentees with mentors to have a concrete bases to draw up an applicable operational strategies.
3. Mentors should follow up progress of mentees to during actual application of knowledge and skills acquired during the mentoring.
4. Incentives may help to encourage more Godparent Mentoring to be practiced.
5. Pertinent issues like firming up of functions of mentee-personnel and strategies to enforce policies may follow as off shoot of this Session 1

GODPARENT MENTORING MODULE FOR ON SITE SKILLS AND KNOWLEDGE SHARING: SESSION 2

Service Area Delineation

TARGET MENTEES	Water Service Provider: Sibagat Water District O&M Personnel
OBJECTIVES	<p>Identify and define the service coverage of the WSP.</p> <p>Delineate the actual service area of responsibility (zone) per O&M personnel.</p> <p>List customers per zone</p> <p>Plan and agree on a possible arrangement among personnel for operation, maintenance, billing and collection within their target areas.</p>
LEARNING OUTCOMES	<p>Determined the extent of service coverage of WSP</p> <p>Mapped the specific area of responsibility (zone) per O&M personnel</p> <p>Prepared data for coding</p> <p>Listed Water Users/ HH/ Concessionaires</p>
COURSE OUTLINE	<p>Overview of Service Area Delineation</p> <ul style="list-style-type: none"> • Context of Service Area Delineation • Process of Service Area Delineation <p>Updating of Water District Map/ Zoning per barangay, street, and household covered</p>
METHODOLOGIES	Orientation; Demonstration; Mentoring; Coaching; Assessment
NUMBER OF PARTICIPANTS	<p>2- O&M Personnel mentees (GM and Admin Staff)</p> <p>2 – O&M Personnel mentors (GM and Admin Staff)</p>
TIME FRAME	4 hours
MATERIALS NEEDED	<p>Updated WSP profile</p> <p>Layout map of the barangay/ municipality (enlarged to 1:100,000m scale)</p>
PRE- TRAINING REQUIREMENTS	<p>Prepare materials to be used; location of orientation at the office then field visit to pinpoint the exact zoning.</p> <p>Updated profile posted on the wall/ available for scrutiny</p>

1. Overview of Service Area Delineation

1.1 Context of Service Area Delineation

Planning the WSP/WUA service coverage includes all areas within the barangay/ municipality limits. They should also include the existing or future development areas, and even beyond the political boundaries.

- A plan is a helpful tool to smooth implementation of O&M.
- Water service provision is a difficult and arduous task if not planned.
- Undefined WSP service coverage within the barangay or municipality can cause conflict among WSPs/WUAs
- Service area delineation is a tool and a process of defining boundaries between and among WSPs/WUAs; and, between and among WSP/WUA O&M personnel

Service area maps are the graphic result of the growth strategy of the WSP/WUA. The map should delineate the service area boundaries along easily discernable landmarks such as roads, rivers, and property boundaries when possible. Because of the meandering nature of many environmentally sensitive area boundaries, those boundaries are harder to identify.

Service area delineation is a measure tool of the WATSAN Council to identify WUA/WSP which are responsible to provide safe, affordable, continuous drinking water especially in highland *puroks* where marginalized communities dwell. However, WATSAN Council/ WSPs should consult with its concessionaires/ members as to the preference of water service provider and the tariff rates.

A service area delineation among WSPs/WUA within the barangay or municipality can be facilitated to delineate the service coverage of each.

The WSP/WUA's service coverage should be viewed in the context of its geographical location within the municipality; total land area; population; economic activities of the community, vision and mission, and development thrust of the barangay or municipality in order to chart a more realistic development goals.

2. Demonstration/ Mentoring of Service Area Delineation

Mentoring Team, facilitated a workshop with mentees to identify and define the specific areas of responsibility of O&M personnel to delineate the actual delivery of water services. Furthermore, this will help the three WSPs plan and agree on a possible arrangement regarding the delivery of water services within their target areas.

2.1.1 Mapping and Zoning

Mapping and zoning are meant to: (i) to determine the exact location of water service connection; (ii) to determine the specific area of responsibility and the extent of areas already provided with water services; and (iii) to look into areas not yet supplied with water services for a possible expansion of service area.



2.1.2 Zoning

Zoning is a process in which the WSP/WUA service area is divided into discrete zones or sections comprising a certain number of water users/ concessionaires of relative proximity e.g. numerous *puroks* classified as Zone 1 which comprises 150 concessionaires. Zoning facilitates water meter reading and assigning of account numbers to each concessionaire for meter reading and billing purposes.

Mapping and zoning delineate WSP/WUA service coverage per barangay, street, and household covered by each actual service area of responsibility (zone) per O&M personnel after which they (O&M personnel) agree on the traffic and dates of bill distribution and tariff collection among within their zones.

Mapping and Zoning are carried out by the Mentee with the guidance of the Mentor using the actual map of the Barangay or municipality which defined its existing service area.

Sibagat Water District divided the Poblacion into two (2) zones. Zone 1 consists of *Puroks* 9, 10, 11, 12, 13, 14, 15; and Zone 2 consists of *Puroks* 1, 2, 3, 4, 5, 6, 7, 8. The main source of water is located at Zone 1.

Sibatag Water District: Barangay Poblacion: Zone 1

Purok Covered	Total # of Concessionaires	# of Concessionaires Served	Target # of Concessionaires
1	86	0	86
2	109	20	89
3	51	26	25
4	47	24	23
5	36	15	21
6	45	32	13
7	46	14	32
8	84	38	46
9	47	33	14
10	45	25	20
11	63	34	29
12	153	34	119
13	122	0	122
14	78	0	78
15	24	0	24
TOTAL:	1036	295	741

3. Assessment

a. Assessment	Recommendation
<ul style="list-style-type: none"> Mentees should be attentive to details. 	<ul style="list-style-type: none"> Mentees to be more conscientious to take notes of relevant points during the mentoring activity. They should be aggressive in learning.
<ul style="list-style-type: none"> Mentees lacked data. 	<ul style="list-style-type: none"> Mentors can work the mentees through preparation of organizational, O&M and finance data.
<ul style="list-style-type: none"> Needs more interaction. 	<ul style="list-style-type: none"> Mentees should be encouraged to ask questions.
<ul style="list-style-type: none"> Mentees were reluctant to provide negative / damaging information. 	<ul style="list-style-type: none"> Encourage the mentees to open actual information even their weak points and be open to suggestions.
<ul style="list-style-type: none"> Time allotment per session to be strictly followed. 	<ul style="list-style-type: none"> Time allotment per session should be firmly managed to have a well-ordered activity.

b. Other Assessments:

- Mentees and mentors showed interest and enjoyed the process testing discussion.
- Mentoring sessions conducted were beneficial to both mentors and mentees.
- The sequence was in order.
- Contents were substantial.
- An O&M Training Seminar like that conducted in Davao November 15- 29, 2010 was highly appreciated which the Mentoring Module supplemented with hands on exercises. This should be standard operating procedure.

c. Other Recommendations:

1. Actual mentoring module to be held in the office of mentees or mentors during cross visits.
2. A thorough review of the existing profile be discussed by the mentees with mentors to have a concrete bases to draw up an applicable operational strategies.
3. Mentors should follow up progress of mentees to during actual application of knowledge and skills acquired during the mentoring.
4. Incentives may help to encourage more Godparent Mentoring to be practiced.

GODPARENT MENTORING MODULE FOR ON SITE SKILLS AND KNOWLEDGE SHARING: SESSION 3

Customers' Coding System

TARGET MENTEES	Water Service Provider : Sibagat Water District O&M Personnel; Bookkeeper; Billing clerk
OBJECTIVES	Finalized master list of Water Users/ HH/ Concessionaires with corresponding coding system Prepared Customers' Coding Improved proficiency in Customers' Coding
LEARNING OUTCOMES	Generated insights into refinement of policies on tariff, customer's coding and O&M Generated bases for income from tariff
COURSE OUTLINE	Customers' Coding System <ul style="list-style-type: none"> • Context of Customers' Coding System • Process of Customers' Coding System Policy on classification of concessionaires and the assignment of number code in every classification. Preparation of Customers' Coding System
METHODOLOGIES	Orientation; Demonstration; Mentoring; Coaching; Assessment
NUMBER OF PARTICIPANTS	2- O&M Personnel mentees (GM and Billing Clerk) 2 – O&M Personnel mentors (GM and Billing Clerk)
TIME FRAME	4 hours
MATERIALS NEEDED	Map /zoning of the WSP/ WUA Tariff Structure; policy on classification of concessionaires and the assignment of number code in every classification. Index card per water user/ HH/ concessionaire
PRE- TRAINING REQUIREMENTS	Prepare materials to be used; Map with exact zoning Policy or guidelines on classification of concessionaires and assignment of number code in every classification. The mentees should also know the meter size installed in every concessionaire and set a number code for each meter size.

1. Overview of Customers' Coding System

1.1 Context of Customers' Coding System

Customers' Coding System is an important scheme to easily identify customers based on the WSP/WUA zoning of the service coverage per barangay, street, and household covered by each O&M personnel. This system has been proven to be effective (minimal complaints/ questions on the bill) and efficient (faster preparation of bills) in billing and collection of tariff.

1.2 Review of policies on:

- a. Tariff Structure for residential, commercial, industrial, government entities
- b. Meter sizes
- c. Policy on classification of concessionaires and the assignment of number code in every classification.

1.3 Review / preparation of data bases for customers coding

- a. Map/ Zoning which indicates *Puroks*; streets and the total number of tap stands installed, if any.
- b. Listing of names of households / concessionaires served in every *purok* of the existing service area with complete address and membership agreement.

Sibagat Water District: Barangay Poblacion

Purok Covered	Total # of Concessionaires	# of Concessionaires Served	Target # of Concessionaires
1	86	0	86
2	109	20	89
3	51	26	25
4	47	24	23
5	36	15	21
6	45	32	13
7	46	14	32
8	84	38	46
9	47	33	14
10	45	25	20
11	63	34	29
12	153	34	119
13	122	0	122
14	78	0	78
15	24	0	24
TOTAL:	1036	295	741

2. Explain the above format that the 1st two digits stand for the zone number to which the concerned concessionaire belongs, the 3rd digit stands for the book number assigned per concessionaire, the 4th digit stands for the classification code per concessionaire, the 5th digit is for the meter size code, and the last three digits is for the sequence number based on the meter reading route. Emphasize that there should only be 150 concessionaires per book illustrated per sample concessionaire's account number:

Example:

Account No. 031 – 12 – 001

3. Read as: Zone 03; Meter reading Book 1; Residential User; ½ Meter Size; Concessionaire No. 001.
4. The mentees to repeat the coding exercise using the table below:

Book 1		Book 2	
1.	031-12-001	1.	032-13-001
2.	031-33-002	2.	032-12-002
3.	031-32-003	3.	032-12-003
4.	031-23-004	4.	032-23-004
5.	031-53-005	5.	032-52-005
6.	031-43-006	6.	032-35-006
7.	031-42-007	7.	032-23-007
8.	031-22-008	8.	032-53-008
9.	031-24-009	9.	032-34-009
10.	031-12-010	10.	032-33-010
		11.	032-25-011
		12.	032-12-012

3. Assessment

a. Assessment	Recommendation
<ul style="list-style-type: none"> • Mentees should be attentive to details. 	<ul style="list-style-type: none"> • Mentees to be more conscientious to take notes of relevant points during the mentoring activity. They should be aggressive in learning.
<ul style="list-style-type: none"> • Mentees lacked data. 	<ul style="list-style-type: none"> • Mentors can work the mentees through preparation of organizational, O&M and finance data.
<ul style="list-style-type: none"> • Needs more interaction. 	<ul style="list-style-type: none"> • Mentees should be encouraged to ask questions.
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<ul style="list-style-type: none"> • Time allotment per session to be strictly followed. 	<ul style="list-style-type: none"> • Time allotment per session should be firmly managed to have a well-ordered activity.

b. Other Assessments:

1. Mentees and mentors showed interest and enjoyed the process testing discussion.
2. Mentoring sessions conducted were beneficial to both mentors and mentees.
3. The sequence was in order.
4. Contents were substantial.
5. An O&M Training Seminar like that conducted in Davao November 15- 29, 2010 was highly appreciated which the Mentoring Module supplemented with hands on exercises. This should be standard operating procedure.

c. Other Recommendations:

1. Actual mentoring module to be held in the office of mentees or mentors during cross visits.
2. A thorough review of the existing profile be discussed by the mentees with mentors to have a concrete bases to draw up an applicable operational strategies.
3. Mentors should follow up progress of mentees to during actual application of knowledge and skills acquired during the mentoring.
4. Discuss costing materials and labor for water meter installation.
5. Incentives may help to encourage more Godparent Mentoring to be practiced.
6. Well-established water districts to provide assistance to small scale water providers
7. LWUA should also extend assistance to small scale water providers to which Engr. Pag-ong justified they are only following the NEDA Board Resolution No. 4 on the limitation of area.

GODPARENT MENTORING MODULE FOR ON SITE SKILLS AND KNOWLEDGE SHARING: SESSION 4

Billing Collection and Procedure

TARGET MENTEES	Water Service Provider: Sibagat Water District O&M Personnel
OBJECTIVES	Set Up Billing Procedure and Tariff Collection Preparation of Customer's Ledger Card
LEARNING OUTCOMES	Improved skills in preparing customers' ledger cards
COURSE OUTLINE	Overview of Customer's Ledger Card <ul style="list-style-type: none"> • Context of Customer's Ledger Card • Process of Customer's Ledger Card Review/ Listing of Water Users/ HH/ Concessionaires per street Demonstration/ mentoring on preparation of Customer's Ledger Card
METHODOLOGIES	Orientation; Demonstration; Mentoring; Coaching; Assessment
NUMBER OF PARTICIPANTS	2- Cashier/ Teller/ Treasurer/ Bookkeeper/ Billing Clerk-mentees 2 – Cashier/ Teller/ Treasurer/Bookkeeper/ Billing Clerk – mentors
TIME FRAME	4 hours
MATERIALS NEEDED	Updated WSP profile Layout map of the barangay/ municipality (enlarged to 1:100,000m scale) Tariff Structure Index card per water user/ HH/ concessionaire as Customer's Ledger Card (computerized if possible)
PRE- TRAINING REQUIREMENTS	Prepare materials to be used: Updated profile posted on the wall Policies or guidelines on Tariff; Billing and Collection; Change of Ownership of Water Service Connection; Change Location of Concessionaire The mentees should also know the meter size installed in every concessionaire and set a number code for each meter size. Customer Ledger Cards Table of Rates

1. Overview of Billing and Collection Procedure

1.1 Review the Billing and Accounting Office Procedures.

1.2 Show sample forms to demonstrate the process.

a. Daily Billing Report basis of MBS

b. Monthly Billing Summary - closed at the end of each month and reveals the concessionaires with high consumption in all zones. must be accomplished soon after billing on all zones is completed and may not necessarily be at the end of the month. The Monthly Billing summary is necessary for entry on the Billing register. It is very important to review all transactions in these reports.



c. Billing Adjustment Memo. A billing adjustment summary shall also be made. The BAM stipulates an adjustment of 30% less the original amount for high billings. In addition, senior citizens are entitled to 5% discount.

2. Customer's Ledger Card

2.1 Context of Preparation of Customer's Ledger Card

- A customer ledger card will be issued as soon as the application is approved and recorded in the master list. Billing will commence the following month.
- A Customer's Ledger Card is an efficient tool for billing and collection. Also called Service Record of Concessionaire
- Important entries to be included in the Customer Ledger Card are: monthly consumption (meter reading in cubic meter (m³), billings, collections, and other credits and balances of the customer.
- Review of the Customer's Coding System; meter size code, concessionaire's classification code, zoning

2.2 Review of Water District's Terms and Conditions of Water Billing¹

1. Delinquent accounts or non-payment on or before the due date specified on the water bill shall be imposed a penalty of 10% of the billed amount;
2. Delinquent accounts are given a grace period of five (5) days from the due date specified on the water bill, after which, disconnection will be immediately done if no payment is received;

¹ Excerpts from Terms and Conditions utilized by the Bayugan Water District.

3. Ten days after date of disconnection, the concessionaire is given a notice to settle his account. If not settled within 10 days from receipt of the 1st notice, a 2nd Notice is given. If still not settled within another 10 days, a Final Notice to pay is given, otherwise, a collection suit may be filed in the proper court.
4. There shall be a P200 fee for reconnection.

3. Billing procedure

a. The Billing Clerk

- 3.1 Issue a customer ledger card as soon as the application for New Water Service Connection is approved and recorded in the master list. Billing will commence the following month.
- 3.2 The billing clerk will issue a form which a designated meter reader fills out when reading the meter for each concessionaire, one day prior to billing date. Entries for Service Record of Concessionaire, meter number, meter brand, previous reading, present reading, and other remarks must be filled out.

b. The Meter Reader

- 3.3 Accomplish meter reading as scheduled. To determine the water consumption for each concessionaire, the reader must bring the "Table of Rates" during meter reading.
- 3.4 Immediately return accomplished meter reading form to the billing clerk.

c. The Billing Clerk

- 3.5 Record the updated meter reading on the Water Bills and Customer Ledger Card for reference in case the customer forgets to bring his/her bill.
- 3.6 Accomplish a Daily Billing Report after rounding up the day's billing.
- 3.7 Accomplish the Daily Billing Summary after all concessionaires have been billed. This will be used in projecting monthly income and in determining the concessionaires with high consumption.
- 3.8 Create a monthly billing summary to be submitted to the bookkeeper for entry in the billing register.

d. The Bookkeeper

- 3.9 Record the monthly billing summary to the Billing Register.

e. General Manager

- 3.10 Examine and approve the daily billing summary and monthly billing summary.
- 3.11 Cause the submission of the Monthly Billing Summary to the BIR by December in the same year.

f. Meter Reader

- 3.12 Promptly distribute the water bills to each household who must receive the bill.
 - g. The Bookkeeper
 - 3.13 Record the monthly billing on the billing register as soon as the monthly billing summary has been approved by the GM.
 - 3.14 Submit the billing register to be stamped and registered by the BIR by December in the same year.
 - 3.15 Record the data in the General Ledger and Subsidiary Ledgers which will be used in making financial statements.
4. Collection Procedure
- 4.1 Explain the account number in books are issued by the National Government Accounting System
 - 4.2 Emphasize that the cashier makes a collection summary which details the collections for the day.
 - 4.3 All official receipts must be attached and accounted for.
 - 4.4 A deposit slip is also attached and this shall be checked by the GM. After the collection summary is complete, this shall be used for entry on the Cash Receipt Register (CRR).
 - 4.5 The cashier is obliged to make records of collection and deposit. GM Asis demonstrated how the entries in the forms are filled out. The Record of Collections and Deposits must be counterchecked with the CRR.
 - 4.6 Show the group a sample cash flow statement and demonstrate how the form is filled out.
 - 4.7 Explain that there must be a board policy regarding exemptions e.g. owner of location of water source who may sign a service contract stipulating accountabilities in exchange of an honorarium.
 - 4.8 Demonstration of Collection Procedure -Payment of water tariff is expected shortly (about 5days) after the concessionaire has received the bill.
 - a. The Teller
 - 4.9 Receive the payment for water bill – tariff; issues an official receipt; and remits cash to the cashier.
 - 4.10 Record all daily collections on the daily collector's report after receiving payments,
 - 4.11 Remit cash/checks to the cashier.
 - b. Cashier
 - 4.12 Issue a receipt detailing the amount endorsed to the teller.
 - 4.13 Deposit the tariff collected after completion of Daily Collector's Report. Deposits are made twice in a billing day the first partial deposit at 3 pm for payments made between 8am and 3pm, the second at the first hour the following day for collections beyond 3 pm.
 - 4.14 Accomplish a daily collection summary with all receipts compiled and attached to the report.
 - 4.15 Collect other fees such as reconnection fee.

4.16 Forward the collection summary with all receipts compiled and attached to the report to the general manager for proper checking approval. All official receipts must be attached along with the deposit slip after completing the daily collection summary.

c. General Manager

4.17 Check the official receipt number and check whether the amount deposited corresponds to the daily collection.

4.18 Approve the collection summary and forward same to the bookkeeper

d. The Bookkeeper

4.19 Record the collection summary in the cash receipt register.

4.20 Record the collection summary in the post General Ledger and the Subsidiary ledger.

5. Assessment of Mentoring and Recommendation

5.1 Assessment

Training	Financial
1. We are glad that we now have the knowhow but at the same time a little disappointed that installation of the flow meter did not push through 2. We now have learned the basics on Operation and Maintenance 3. The mentees expressed their commitment to follow the direction or tips 4. Mentees were cooperative 5. Everyone was eager to learn.	1. Mentees enhanced knowledge on bookkeeping and recording 2. The recording system calls for a lot of changes 3. We now know the process on water bill collection and recording

5.2 Recommendation

- a. The billing clerk must encode the water bills and fill out the customer ledger card to prevent manipulation on the billing.
- b. Enlisting concessionaires on the master list shall be done by zones to ensure thorough billing.
- c. A monthly report summary for penalties must be considered since this is also part of the income.
- d. A complete set of personnel is highly advised for efficient recording, whether on commission or permanent.
- e. Policies should be implemented strictly.
- f. LGU officials must not interfere with the WSP's operations to prevent political bias
- g. WSPs must educate the customer as to the billing process.
 GMs must know all technical operations and recordings of all transactions.

In addition, by January official receipts must be made in 3 copies to prevent manipulation. The GM must monitor the monthly total cash inflow and outflow to maintain its financial status.



GM ASIS recommends a ready petty cash fund for expenses costing less than P500. Those costing P500 or over must be paid in check.

- For new WSPs with Level III service, shall designate account number to each water user/HH/ concessionaire.
- This can be done by reviewing the total number of household served in every *purok* to know the number of tap stands that needs to be installed as well as project a possible expansion of their water service area.

Recommendation:

1. GM Felipa Asis suggested that the TMPC and SIWASA conduct a calibration of their water sources to determine the capacity to yield water supply for expansion of their water service area. She offered assistance for the assessment and evaluation of TMPC and SIWASA water sources to help the latter ascertain their capability to expand their water services.

After narrating the history of Bayugan Water District, GM Asis shared how they successfully surmounted their ordeals through hard work and perseverance which should be adopted by the newly created water districts.

GODPARENT MENTORING MODULE FOR ON SITE SKILLS AND KNOWLEDGE SHARING: SESSION 5

Installation of Water Service Connection and Pressure Gauge

TARGET MENTEES	Water Service Provider: Sibagat Water District Plumber
OBJECTIVES	Discuss importance of water meter. Identify parts of water meter and uses. Demonstrate process of installation of water service connection. Demonstrate process of pressure gauge installation.
LEARNING OUTCOMES	Deeper appreciation on the importance of water meter. Demonstrated installation of water service connection. Demonstrated installation of pressure gauge.
COURSE OUTLINE	Overview of Installation of Water Service Connection <ul style="list-style-type: none"> • Context of installation of Water service connection • Process of installation of water service connection and pressure gauge Demonstration of the installation of water service connection and pressure gauge.
METHODOLOGIES	Orientation; Demonstration; Mentoring; Coaching; Assessment
NUMBER OF PARTICIPANTS	1- O&M Personnel mentee (plumber) 1 – O&M Personnel mentor (plumber)
TIME FRAME	4 hours
MATERIALS NEEDED	Water meter and parts Pressure gauge and parts Teflon, wrench, boring tools
PRE- TRAINING REQUIREMENTS	Prepare materials to be used: Plumbing tools Water meters Pressure gauge Venue: at the office/yard and/or actual water user's place where water meter/s, pressure gauge shall be installed

1. Overview

1.1 Context: Importance of installation of water service connection

- a. Determines or measures the flow of water
- b. Determines the exact volume of water consumption of each concessionaire for billing purposes
- c. Easily computes the water bill of each household/concessionaire
- d. Measures the water being consumed and prevent wasteful/ excessive use of water



1.2 Orient to parts and tools to install water meter:

- a. Tools used in boring the main pipelines.
- b. Brands of water meter (e.g. *Ever* brand of water meter)
- c. Common parts of a typical water meter
- d. Common parts of a typical Water Service Connection from the main line up to the water meter;
- e. Types of water service connections and materials to be used:

New Connection	Cluster Connection	Tee Connection
i. ½" water meter	xi. water meter	xv. Water meter
ii. saddle clamp (by sizes)	xii. ¾" G.I. Tee	xvi. ¾" Equal Tee
iii. corporation stop (¾")	xiii. ¾" G.I. Elbow	xvii. ¾" G.I. Elbow
iv. Brass Coupling (¾")	xiv. Teflon Tape	xviii. ¾" P.E. Pipe
v. P.E. Pipe (¾")		xix. Teflon Tape
vi. ¾" x ½" Elbow Reducer		
vii. G.I. Elbow (¾")		
viii. ¾" G.I. Nipple		
ix. ¾" G.I. Riser Pipe (20")		
x. Teflon Tape		

2. Demonstration/ Mentoring of installation of water service (individual or cluster) connection in Purok 2.

2.1 Water Meter Installation process includes the following steps:

1. Prepare necessary materials:

1. ¾" GI Elbow
2. ¾" x 4" GI Nipple
3. Water Meter
4. Tailpiece (½" GI Elbow, ½" GI Union, ½" GI Nipple, ½" Ball Valve)



2. Expose the existing water service connection to which a new line will be attached to prepare for fitting.



3. Wrap the GI pipes, water meter and other materials with Teflon tape to prevent leaks. Tightly fit the GI pipe, GI elbow and Tailpiece.



4. Attach the GI pipe (GI elbow and GI nipple) to the GI Tee and connect to the existing water service connection.

5. Attach the new water meter.
6. Connect the GI pipe (GI elbow and GI nipple) and GI Tee to the existing water service connection.



7. Attach the tailpiece consisting of ½" GI Elbow, ½" GI Nipple, GI Union, ½" Ball Valve elbow which channels water from the meter to concessionaire lines.



3. Demonstration/ Mentoring of installation of pressure gauge:

1. Prepare necessary materials:
 - Pressure Gauge
 - Fittings



2. Wrap layers with Teflon around the interior fittings.



3. Attach the pressure gauge at the juncture between the old water service connection and the newly installed meter to measure water pressure to latter's line.

4. Test the water meter and pressure gauge by opening the water connection for leaks and observe changes in pressure gauge after installation.



4. The following are possible tips from mentor:
 1. Examine the newly fitted water service connection for leaks. The new connections to be meticulously checked. If the new connection leaked, the fittings would have to be taken off and then reinstalled until no water leaks.
 2. Prepare materials and assemble beforehand at the WSP office prior to installation. This makes the procedure systematic and allows the water meter number to be recorded.
 3. Smaller pipe wrenches are easier to use and transport.
 4. A corporation stop for every connection is very useful as it prevents non-revenue water.
 5. An elbow reducer must be used instead of a tailpiece as the former is more durable.
 6. Meter readers should regularly check the meter seals of their concessionaires. When the meter seal is broken, there is a possibility that the water meter is being manipulated.
 7. Immediate investigation to be conducted in case there is high or low meter reading of a concessionaire.
 8. Regarding air pressure along main pipeline: Air Release Valve to be installed to their pipelines especially on highland areas.
 9. In case of damaged water meter not due to ordinary wear and tear, there should be a policy stipulating that the replacement of said water meter shall be for the account of the concessionaire concerned.

GODPARENT MENTORING MODULE FOR ON SITE SKILLS AND KNOWLEDGE SHARING: SESSION 5a

Installation of Different Types of Water Service Connection

TARGET MENTEES	Water Service Provider: Sibagat Water District O&M Personnel
OBJECTIVES	Demonstrate the procedures in installing different types of water service connection: <ol style="list-style-type: none"> 1. New Connection 2. Tee/Cluster Connection 3. Looping Connection Demonstrate pipe cutting and threading
LEARNING OUTCOMES	Improved skills in installing different types of water service connection such as a new connection, tee/cluster connection, and looping connection. Demonstrate pipe cutting and threading
COURSE OUTLINE	Demonstration/ mentoring on installing different types of water service connection: <ol style="list-style-type: none"> 1. New Connection 2. Tee/Cluster Connection 3. Looping Connection Demonstration/ mentoring/ coaching on pipe cutting and threading
METHODOLOGIES	Orientation; Demonstration; Mentoring; Coaching; Assessment
NUMBER OF PARTICIPANTS	1 Plumber- mentee 1 Plumber - mentor
TIME FRAME	4 hours
MATERIALS NEEDED	Water meters and fittings Plumbing tools
PRE- TRAINING REQUIREMENTS	Prepare materials to be used:

1. Overview of demonstration
 - 1.1 Dovetail from previous Session on Installation of Water Meter and Pressure Gauge
 - 1.2 Review of installation of new Connection
2. Demonstration/ mentoring on installing different types of water service connection for Tee/Cluster Connection and Looping Connection
 - 2.1 Preparation of materials
 - a. Cutting and Threading to make GI Nipple and GI Riser



- b. Materials are wrapped with Teflon tapes at the junctions



3. Demonstration of Installation of Water Service Connection

New Connection



1. The saddle clamp is attached to the pipe to create a new connection.



2. The PVC pipe is drilled at the center of the saddle clamp.



3. The corporation stop and a PE pipe are attached.



4. The GI riser and GI elbow are put together.



5. The connection in number 4 and corporation stop are attached to the PE pipe.



6. The water meter is fitted to the other end of the GI riser.



7. A GI elbow is attached to the newly installed water meter which flows to the individual connections through a tailpiece.

Tee/Cluster Connection



1. A GI tee is used in order to open two channels for two possible connections.



2. A cluster type connection uses several GI Tees.



3. New water meters are installed at each channel.

Looping Connection



Mentees demonstrate how a looping connection is made.

4. Assessment and Recommendation

1. For new WSPs with Level III service, designate account number to each water user/HH/concessionaire by reviewing the total number of household served in every *purok* to know the number of tap stands that needs to be installed as well as project a possible expansion of their water service area.
2. Calibrate water source to determine the capacity to yield water supply for expansion of their water service area.
3. Assistance for the assessment and evaluation of water sources should be sought to help the latter ascertain their capability to expand their water services.
4. Hard work and perseverance should be valued by WSPs to surmount difficulties in O&M.

GODPARENT MENTORING MODULE FOR ON SITE SKILLS AND KNOWLEDGE SHARING: SESSION 6

Water Quality Testing

TARGET MENTEES	Water Service Provider: Sibagat Water District O&M Personnel
OBJECTIVES	Importance of Water Quality 1. Steps in Cleaning and Disinfecting Pipelines 2. Steps to get the amount of chlorine solution for disinfection of pipelines 3. Steps to get the amount of chlorine solution for chlorine residual 4. Steps to measure chlorine residual 5. Steps on Water Sampling for bacteriological examination
LEARNING OUTCOMES	Increased appreciation of water quality testing and monitoring. Demonstrated/Mentored on: 1. Steps in cleaning and disinfecting pipelines 2. Steps to get the amount of chlorine solution for disinfection of pipelines 3. Steps to get the amount of chlorine solution for chlorine residual 4. Steps to measure chlorine residual 5. Steps on Water Sampling for bacteriological examination.
COURSE OUTLINE	Overview of water quality testing and monitoring Demonstration/mentoring on: 1. Steps in Cleaning and Disinfecting Pipelines 2. Steps to get the amount of chlorine solution for disinfection of pipelines 3. Steps to get the amount of chlorine solution for chlorine residual 4. Steps to measure chlorine residual 5. Steps on Water Sampling for bacteriological examination Assessment and recommendation
METHODOLOGIES	Orientation; Demonstration; Mentoring; Coaching; Assessment
NUMBER OF PARTICIPANTS	3- O&M Personnel mentees (GM , O&M and Admin Staff) 3 – O&M Personnel mentors (GM, O&M and Admin Staff)
TIME FRAME	4 hours
MATERIALS NEEDED	Pipeline, table, color separator, chlorine, tools, calculator Philippine National Standard for Drinking Water
PRE- TRAINING REQUIREMENTS	Prepare specific materials to be used before the mentoring activity stated in this Guide. Use the actual site as venue for the mentoring activity.

1. Overview of water quality testing and monitoring.
 - a. Priority parameters of Philippine National Standards for Drinking Water (PNSDW) to address issues on provision of safe water supply such as:
 1. Chlorine Residual
 2. Bacteriological Testing
 3. Physical Testing and Chemical Testing
 4. Cleaning and Disinfection of Pipelines
 5. Water Sampling for Chlorine Residual and Bacteriological Test.
2. Demonstration/ mentoring:
 1. Steps in Cleaning and Disinfecting Pipelines
 2. Steps to get the amount of chlorine solution for disinfection of pipelines
 3. Steps to get the amount of chlorine solution for chlorine residual
 4. Steps to measure chlorine residual
 5. Steps on Water Sampling for bacteriological examination
3. Assessment

a. Assessment	Recommendation
<ul style="list-style-type: none"> • Mentees should be attentive to details. 	<ul style="list-style-type: none"> • Mentees to be more conscientious to take notes of relevant points during the mentoring activity. They should be aggressive in learning.
<ul style="list-style-type: none"> • Mentees lacked data. 	<ul style="list-style-type: none"> • Mentors can work the mentees through preparation of organizational, O&M and finance data.
<ul style="list-style-type: none"> • Needs more interaction. 	<ul style="list-style-type: none"> • Mentees should be encouraged to ask questions.
<ul style="list-style-type: none"> • Mentees were reluctant to provide negative / damaging information. 	<ul style="list-style-type: none"> • Encourage the mentees to open actual information even their weak points and be open to suggestions.
<ul style="list-style-type: none"> • Time allotment per session to be strictly followed. 	<ul style="list-style-type: none"> • Time allotment per session should be firmly managed to have a well-ordered activity.

b. Other Assessments:

1. Mentees and mentors showed interest and enjoyed the process testing discussion.
2. Mentoring sessions conducted were beneficial to both mentors and mentees.
3. The sequence was in order.
4. Contents were substantial.
5. An O&M Training Seminar like that conducted in Davao November 15- 29, 2010 was highly appreciated which the Mentoring Module supplemented with hands on exercises. This should be standard operating procedure.

c. Other Recommendations:

1. Actual mentoring module to be held in the office of mentees or mentors during cross visits.
2. A thorough review of the existing profile be discussed by the mentees with mentors to have a concrete bases to draw up an applicable operational strategies.
3. Mentors should follow up progress of mentees to during actual application of knowledge and skills acquired during the mentoring.
4. Incentives may help to encourage more Godparent Mentoring to be practiced.

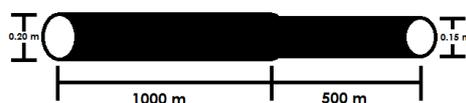
I. Water Quality Testing and Monitoring

Water Quality Testing and Monitoring was discussed next by Mr. Madula and Engr. Badato. The following topics were included during the talk:

1. Priority parameters of Philippine National Standards for Drinking Water (PNSDW) to address issues on provision of safe water supply such as:
 - a. Chlorine Residual
 - b. Bacteriological Testing
 - c. Physical Testing and Chemical Testing
2. Cleaning and Disinfection of Pipelines
3. Procedure/Steps in Water Sampling for Chlorine Residual and Bacteriological Test.

Cleaning and Disinfection of Pipelines

When laying pipes, each pipe should be washed well with clean water to remove any soil or other material. A solution of chlorine can then be used to rinse out each pipe just before laying in the trench. When the pipeline is completed, it should be filled with a chlorine solution and left overnight or 24 hours to kill any germs left in it. Engr. Badato showed an example of a pipe diameter and discussed how to compute the amount of chlorine solution used for the disinfection of the pipeline:



Sample Expansion Pipeline.

Among Engr. Badato's discussion was the computation for the amount of chlorine to be used for pipelines and the computation for the amount of chlorine to be used for maintaining chlorine residual. The amount of chlorine depends on the volume of the pipe. The following shows a sample computation.

How to get the amount of chlorine solution for disinfection of pipelines:

Formula used to get the volume of water (volume of cylinder):

$$V = \pi(d^2/4)L$$

Solution:

$$V_1 = (3.1416) (0.20m^2/4) (1000m)$$

$$V_2 = (3.1416) (0.15m^2/4) (500m)$$

$$V_1 = (3.1416) (0.01m^2) (1000m)$$

$$V_2 = (3.1416) (0.0056m^2) (500m)$$

$$V_1 = 31.4 \text{ m}^3$$

$$V_2 = 8.84 \text{ m}^3$$

$$T = V_1 + V_2$$

$$T = 31.4 \text{ m}^3 + 8.84 \text{ m}^3$$

$$T = 40.24 \text{ m}^3$$

Amount of Chlorine Solution needed:

Required from LWUA: 50mg/L

Solution:

$$= (50\text{mg/L}) (40.24 \text{ m}^3) (1\text{g}/1000\text{mg}) (1\text{Kg}/1000\text{g}) (1000\text{L}/1 \text{ m}^3)$$

$$= 2.01 \text{ Kg}$$

NOTE: This is the amount of chlorine solution to pool in the pipeline for 24 hours for disinfection.

How to get the amount of chlorine solution for chlorine residual:

Sample Data:

Given: Sample Flow Rate: 25 lps; Target Chlorine Residual: 0.5 ppm

Solution:

Convert 25L/sec to m³:

$$= (25\text{L}/\text{sec}) (3600\text{sec}/1\text{hr}) (24\text{hr}/1\text{day}) (1\text{m}^3/1000\text{L})$$

$$= 2160 \text{ m}^3$$

Amount of Chlorine Solution for Daily Chlorine Residual:

$$= (2160 \text{ m}^3) (0.5\text{mg}/\text{L}) (1\text{Kg}/100000\text{mg}) (1000\text{L}/1 \text{ m}^3)$$

$$= 1.08 \text{ Kg}$$

NOTE: This is the daily amount of chlorine solution to pool in the pipeline for maintaining the daily chlorine residual.

When the chlorine has been flushed the pipes are ready for ready for water distribution. Pipes may need to be continuously chlorinated. The level of chlorine in the pipeline should be checked every morning using a chlorine comparator kit to make sure that there is 0.3 – 1.5 ppm free chlorine residual in order to kill microorganisms. In large systems with routine chlorination, bacteriological tests should be done monthly and chlorine residual samples should be taken daily. Standards are set to satisfy the need of consumers for a colorless, odorless, and tasteless drinking water.

Engr. Badato explained that chlorine is a relatively cheap and readily available chemical that, when dissolved in clear water in sufficient quantities, destroys most disease causing organisms without being a danger to people. The chlorine, however, is used up as organisms are destroyed. If ample chlorine is added, there may be some left in the water after all the organisms have been destroyed. This is called free chlorine. Free chlorine will remain in the water until it is either lost to the outside world or used up destroying new contamination. Therefore, if we test water and find that there is still some free chlorine left, it proves that most dangerous organisms in the water have been removed and it is safe to drink. This method is called measuring the chlorine residual. Measuring the chlorine residual in a water supply is a simple but important method of checking that the water that is being delivered is safe to drink

II. Steps in measuring chlorine residual

The most common test is the DPD (diethyl para-phenylene diamine) indicator test, using a comparator kit. This test is the quickest and simplest method for testing chlorine residual. Several kits for analyzing the chlorine residual in water are available commercially.



1. Take a sample chlorinated water supply



2. With this test, a reagent is added to a sample of water, coloring it pink.



3. The strength of color is measured against standard colors on the comparator kit to determine the chlorine concentration. The stronger the color, the higher the concentration of chlorine in the water.



A sample from Bayugan's water supply is tested and the results are analyzed using the comparator kit.

III. Water sampling for Bacteriological Quality

To determine the safety and acceptability of drinking-water supply, appropriate lab exams should be conducted on representative samples of water taken at all critical stages in the production and consumption of water supply. Bacteriological examination is conducted monthly because of the high probability of bacterial contamination and the extent of public health problems it might cause.

Steps on Water Sampling for bacteriological examination include:



1. Preparation of necessary materials:

- Alcohol
- Flame igniter
- Sterilized Container



2. Disinfecting the hands of the handler and tester.



3. The tap should be cleaned, free from attachments, and fully open with water allowed to waste for a sufficient time to permit the flushing/clearing of the service line. Flaming is necessary for further disinfection.



4. Collect samples for bacteriological examination in sterilized sampling containers which have been cleansed and sterilized as directed in the standard method of analysis for water. The volume of sample should be sufficient to carry out all tests required, preferably not less than 100 mL.



5. Sampling bottles must be tagged with complete and accurate identification and description.

GM Asis recommends making a table of chlorine measurement for each respective pipe volume for easy reference.

One of the participants asked how reservoir sources may be disinfected as pipeline length of such water system is hard to determine. Their usual practice had been to dissolve 2 kg of chlorine. Engr. Pag-ong explained that the practice of operating manually and dissolving chlorine direct to the reservoir is not effective since the water will stay for some time in the reservoir. In the absence of facilities to determine flow rate, monitor chlorine residual at the extremities will suffice. Chlorine dosage in the solution must be adjusted using a drip chlorinator until the required chlorine residual is achieved. Through this, the mixture and concentration of the chlorine solution necessary for the pipeline will be determined.

4. Assessment and recommendation

6. Mentees and mentors showed interest and enjoyed the process testing orientation and demonstration.
7. Mentoring sessions conducted were beneficial to both mentors and mentees.
8. The sequence was in order.
9. Contents were substantial.
10. Make a table of chlorine measurements for each respective pipe volume for easy reference.
11. Disinfecting reservoir sources was observed to be difficult because pipeline length of such water system is hard to determine. The usual practice was to dissolve 2 kg of chlorine. Engr. Pag-ong explained that the practice of operating manually and dissolving chlorine direct to the reservoir is not effective since the water will stay for some time in the reservoir. In the absence of facilities to determine flow rate, monitoring chlorine residual at the extremities will suffice.
12. Adjust chlorine dosage in the solution with a drip chlorinator until the required chlorine residual is achieved. Through this, the mixture and concentration of the chlorine solution necessary for the pipeline will be determined.



The Bayugan Water District infuses hypochlorine dioxide using a chlorinator. **Chlorine dioxide has been known as a powerful disinfectant of water.** Benefits of chlorine dioxide include controlling the taste and odor of water, as well as controlling iron, magnesium, hydrogen sulfide and phenolic compounds, all of which derive from water sources. Thus, chlorine dioxide offers a number of advantages for water purification and disinfection.

ACRONYMS

ARC	Agrarian Reform Community
B/RAWASA	Barangay/ Rural Water and Sanitation Association
BOD	Board of Directors
Coop	Cooperative
CDA	Cooperative Development Authority
COA	Commission on Audit
CSO	Civil Society Organization
DA	Department of Agriculture
DENR	Department of the Environment and Natural Resources
DOH	Department of Health
DILG	Department of Interior and Local Government
DOLE	Department of Labor and Employment
FGD	Focus Group Discussion
IRA	Internal Revenue Allotment
KII	Key Informant Interview
LGU	Local Government Unit
LWUA	Local Water Utilities Administration
MOA	Memorandum of Agreement
ME	Municipal Engineer
MHO	Municipal Health Officer
MLGOO	Municipal Local Government Operations Officer
MPDC	Municipal Planning and Development Officer
MSWDO	Municipal Social Welfare and Development Officer
NEDA	National Economic and Development Authority
NGA	National Government Agency
NGAS	New Government Accounting System
NGO	Non-Government Organization
NWRB	National Water Resources Board
PO	People's Organization
PGO	Provincial Government Office
RSI	Rural Sanitary Inspector
SB	Sangguniang Bayan
TWG	Technical Working Group
UNDP	United Nations Development Programme
WATSAN	Water and Sanitation
WC	WATSAN Council
WSP	Water Service Provider
WUA	Water Users' Association