



Baguio Water District’s continuing COVID-19 prevention programs

Providing adequate potable water at affordable rates to all customers is not only Baguio Water District’s mission, it is also committed to sustain its operations amidst the continuing threat of the corona virus pandemic. As we diligently serve our 44,326 active connections (as of December 2020), health protection and safety of the employees and customers alike is one of our main concerns.

Getting through these daily challenges, BWD ensures its preparedness and resiliency to help the community curb, if not stop, the rise of COVID-19 positive cases.

Apart from the earlier reported measures and programs implemented by the Baguio Water District in response to the call for the prevention and mitigation of the spread of this virus; such as the installation of handwashing facilities, donation of chlorine for disinfection purposes, participation in clean-up drives, donation of alcohols; these are some of the additional initiatives and measures undertaken by the BWD:

The creation of the BWD Health and Safety Section



NEW KIDS ON THE BLOCK. The newly created Health and Safety Section (HSS) of the Baguio Water District dives into a tool box meeting to discuss existing COVID-19 policies implemented within the BWD office.

On June 9, 2020, just as the corona virus threatens to spike within the City and neighboring towns, the BWD Management approved the creation of the Health and Safety Section (HSS). The HSS was tasked to review, formulate and develop protocols and procedures which can be adopted by the District to fortify the prevention and management of COVID-19.

The HSS section is responsible in setting up platforms which help create a COVID-safe workplace; recommend actions that will improve the effectiveness and efficiency of the health and safety program; and promote enforcement of the minimum health protocols and regulations set by the Inter-Agency Task Force (IATF) on Emerging Infectious Diseases in addressing this pandemic.

Customers are our main priority

In line with the District's enhanced efforts to sustain its health protocols for the customers, various steps were taken towards the second half of 2020 to reinforce compliance to the minimum health protocols, as follows:

1. Installation of glass dividers at the payment center

To prevent the spread of the virus through saliva droplets, glass/vinyl dividers were installed between the teller and the customer at the payment center and also in between the teller's lanes. Contactless (automatic) digital thermometers and alcohol dispensers were also set-up at the entrance areas. Foot/shoe disinfection mats were likewise installed in every entrance of the BWD offices.



KEEPING IT SAFE. Photo above show the installed glass dividers at the tellers' area. These barriers ensure that proper distancing between customers is properly observed especially during rush hours or due date payment periods and that droplets are not transmitted through air. These barriers are regularly disinfected every two (2) hours. Photo below shows a customer using the contactless digital thermometer stationed at the customer entrance of the BWD Office.



As recommended by the National Inter-Agency Task Force (NIATF) and in compliance with Executive Order 190, s. 2020 signed by Baguio City Mayor Benjamin B. Magalong, BWD adopted the use of the *StaySafe.PH* system as a primary contact tracing application tool for customers transacting at the BWD. As such, the *StaySafe.PH* Quick Response (QR) code is made available at the District’s entrances; visible and accessible for customers transacting in the office. This QR code replaces the manual writing of information slips.




STAYSAFE.PH Quick Response (QR) codes for the *staysafe.ph* application are posted in conspicuous places in the BWD office.

2. Additional payment options

Additional payment options were also made available for customers’ convenience to avoid overcrowding at the BWD Teller’s area. On June 24, 2020, BWD officially launched a new digital payment option via the GCash mobile application.

Further, starting November 1, 2020, BWD consumers may already pay their monthly water bills in any of the USSC Super Service Stores Baguio-Benguet

branches. This is on top of the already available bills payment options: 7-Eleven through the CliQQ mobile application, SM Malls and Savemore Bills Payment Center, Development Bank of the Philippines (ATMs or over-the-counter), and Landbank of the Philippines through the LBP electronic payment portal (ePP).



BAGUIO WATER DISTRICT

"Serving Mankind is Serving God"

Baguio Water District is now on GCash! Create your GCash account now and pay your water bills anytime, anywhere.

THERE ARE THREE EASY WAYS TO START YOUR GCASH ACCOUNT

1. VIA THE GCASH APP
(Internet connection or mobile data is required to download and register; any mobile network can register)

- Download the GCash mobile application
- Enter your mobile number and click "Register" in the prompt
- Provide the necessary information as prompted
- Nominate a 4-digit MPIN


2. VIA FACEBOOK MESSENGER APP
(Internet connection or mobile data is required to download and register; any mobile network can register)

- Download the latest Facebook Messenger application
- Search for @gcashofficial
- Click the "Get Started" button
- Click on the "Menu" button found at the lower left corner
- Click on "Account" and select "Create an Account"
- Type in your Globe/TM mobile number
- Type in your Facebook password and wait for a verification message
- Wait for the verification code to confirm linking your Globe/TM mobile number

3. VIA *143* DIAL ON YOUR PHONE
(exclusive to Globe and TM subscribers only)

- On your phone, dial *143* then select "GCash"
- Press "Y" to choose "MyAccount"
- Press "Y" to choose "GCash"
- Press "Y" to choose "Register"
- Nominate a 4-digit MPIN
- Provide the necessary information as prompted


To pay your BWD water bill via GCash mobile application



- Open the GCash mobile application on your android or apple phone.
- Choose "Pay Bills".
- Choose "Water Utilities".
- Choose "Baguio Water".
- Input the account details and the amount to be paid.
- Choose your payment source "GCash" or "Credit" and
- Confirm your payment and wait for the confirmation text and/or email and you are done!

*Customers are advised to provide their email address to receive an electronic receipt to be provided by GCash with will serve as an additional proof of payment apart from the SMS confirmation.

*A Php20.00 convenience fee will be charged on top of the total amount of your water bill when paying thru GCash.



BAGUIO WATER DISTRICT


How to pay your water bill using the Landbank Electronic Payment Portal (ePP)

To our valued customers with existing Landbank of the Philippines Peso Savings or Current Accounts who wish to pay through the Landbank Electronic Payment Portal (ePP), kindly follow the steps below:

Note: Please ensure that you have a copy of the water bill when you access the portal.


STEP 1

Visit/access the website <https://baguiowaterdistrict.gov.ph> and click the link placed under "Consumer Page>Collection Centers"




STEP 2

Click the "Landbank ePP (Electronic Payment Portal)" button on the menu at the right side of the website.




STEP 3



Click the "Pay Now" option. Enter merchant name Baguio Water District, continue.




STEP 4

Choose the transaction type "Water Bill"; choose Payment option: Landbank and indicate your Landbank account number then click next.





FOR MAY NOW PAY NOW
BAGUIO WATER DISTRICT BILLS
AT THE NEAREST
USSC SUPER SERVICE STORE
NEAR YOU!!



USSC - ASARAO SQUARE	2nd Floor, Asarao Square Mall, Eusebio St., Baguio City
USSC - BORIPAGO STREET	149 Coasta Building, Bonifacio Street, Baguio City
USSC - BAGUIO CENTER MALL	3rd floor, Baguio Center Mall, Magwayway Avenue, Baguio City
USSC - GENERAL LUNA	2nd Floor Palangdoo Building, Lower Gen. Luna, Baguio City
USSC - UPPER SESSION ROAD	Tan Hong Bldg., Session Road Baguio City
USSC - LA TRINIDAD	Pinashid Center, KM3 Balili, La Trinidad, Benguet
USSC - TIONGBAN LA TRINIDAD	Ground Floor, Tiong Ban Supermarket, KM4 La Trinidad, Benguet

***A Php20.00 convenience fee will be collected.


For further assistance customers may call
BWD Finance Division (074)422-5878
Email: info@baguiowaterdistrict.gov.ph

For billing concerns customers may call
BWD Billing Section (074)442-4888
Email: billing@baguiowaterdistrict.gov.ph

You may also settle your water bills through the following accredited payment centers/facilities:

- GCash through the GCash application;
- 7-Eleven bills payment through CLIQQ mobile application (during store hours);
- SM Mall Bills Payment Center (store hours, Mondays to Sundays);
- Savemore-Corder Peak, Mahini Street (store hours, Mondays to Sundays);
- Development Bank of the Philippines (DBP) ATMs (nationwide);
- DBP, Session Road, from Mondays to Fridays, except holidays;
- Land Bank of the Philippines (LBP) electronic payment portal, via BWD website or at <https://www.lbp-eservices.com/egps/portal/index.jsp>; or
- BWD main office at 003 Utility Rd., Hrgy. Marcoville from 8:00AM to 5:00PM, Mondays to Saturdays.

Please transact only with authorized agencies/offices. Kindly inform our office of any unauthorized collection of water bills.



Health and safety of employees

1. Anti-flu and Pneumonia vaccination

The health and safety of BWD employees are also given equal importance. From October 19, 2020 to October 26, 2020, a total of 300 BWD office and field personnel were able to benefit from the free anti-flu vaccines rolled out by the Department of Health (DOH). While the flu vaccine does not prevent anyone from contracting the COVID19 virus, it helps strengthen the immune system of employees in contracting other strains of the virus that causes influenza while being exposed during their tour of duty as frontline workers.

The employees and their dependents were likewise given Pneumonia Vaccination (pneumovax 23) from December 18, 2020 to January 19, 2021, cost of which can be deducted from the Employees' Provident Fund.



ANTI-FLU SHOT. Baguio Water District General Manager Engineer Salvador M. Royeca is administered with flu vaccine at the BWD Office last October 19, 2020. The District's frontman led the immunization of some 300 employees, aimed to prevent flu illness that may lead to the increased chance of acquiring the corona virus disease.

2. Shuttle Services

Shuttle services were provided for employees who wished to be ferried from their homes to the office and vice-versa in the morning and afternoon from the months of May 2020 to December 31, 2020. This prevention effort aims to lessen the external contact or possible exposure

of BWD personnel (during travel) to the corona virus, particularly those who use public transportations.



SHUTTLE SERVICE. A BWD motorpool staff inspects a service vehicle used as a shuttle service for employees. From May 2020 to December 31, 2021, the District provided free transportation for employees who wished to be ferried from their homes to the office and vice-versa amidst the threat of the corona virus pandemic.

3. Flexitime work

Implementation of shortened periods for office staff or flexi-time is also applied from October 05, 2020 up to present. BWD staff, whose functions and schedules are deemed adjustable, were given a six (6)-hour office duty and two (2)-hour work-from-home arrangements however, at least one (1) staff per division is left to render an eight (8)-hour office duty so as not to hamper the District's normal operations. Field and technical employees are not included in this work scheme.

4. Segmentation of office personnel

As an additional protection and prevention of the possible localized spread of the corona virus within the Baguio Water District, employees were clustered according to their susceptibility to the virus. Apart from observing the required distancing amongst personnel, staff who are immunocompromised or those with co-morbidities are grouped in a designated area in the office. Likewise, those who are considered high-risk employees or those who might have been earlier exposed to COVID-19 patients and/or with relatives working as medical frontliners are also designated their own working area at the office building's mezzanine. On the other hand, employees who are above the age of sixty (60) are made

to arrange a two-day office work and three-day work-from-home arrangement.

Meanwhile, field personnel are assigned a specified working area outside the BWD building to minimize contact with office personnel considering their exposure during their tour of duty outside of the office. Proper sanitation and disinfection of equipment, vehicles and Personal Protective Equipment (PPEs) are mandated for all field employees as an additional prevention measure.

5. Implemented COVID-19 precautionary measures

Relative to the creation of the HSS, various recommendations were applied to ensure that the BWD building and its various amenities are safe and free of possible contamination of the SARSCov2 Virus, as follows:

- a. COVID-19 Health and Safety Protocols at Work Orientation/Webinar for all BWD employees;
- b. Infection control for PPE guidelines;
- c. Installation of traffic control signage at the Customer Service area;
- d. Daily filling-up of the electronic employee safety checklist in accordance to RA 11332;
- e. Wearing of correct type of face masks;
- f. Health protocols of meter readers and investigators including, but not limited to, the following:
 - i. Designated area for pick-up and drop-off of meter reading gadgets including a centralized filing box of daily accomplishment reports;
 - ii. Mandatory disinfection of meter reading gadgets prior to use for data uploading;
 - iii. Mandatory use of PPEs including cover-all suits, facemask, face shield and disposable gloves for all meter readers and investigators while on fieldwork;
 - iv. Distribution and use of alcohol for all meter readers and investigators while on fieldwork; and
 - v. Mandatory washing of hands (including other disinfection procedures such as the use of footbath etc.) for all fieldworkers before logging out in the biometrics.
- g. Flu and Pneumonia vaccination of BWD employees;
- h. Re-orientation of Health and Safety Protocols to returning COVID-19 recovered employees;
- i. Construction of Isolation Room and Infection Control Room;
- j. Health and Safety Protocols for Suppliers/Contractors/Couriers/Food vendors who will transact with BWD employees such as:
 - i. Mandatory filling-up of Health Declaration Form/s (HDF), temperature scanning while at the designated waiting area located at the BWD entrance;

- ii. Strict compliance to the minimum health and safety protocols prior to entry within the BWD premises for suppliers delivering in bulk; and
 - iii. Submission thru email of the updated HDF logbook to the HSS Section for records and monitoring purposes during 12:00NN and 5:00PM daily.
- k. COVID-19 Risk Assessment on the following exposures: (i) Close contact with a confirmed COVID-19 case; (ii) attendance to mass gathering/s such as birthdays or mass; (iii) travel outside Baguio City especially to high-risk areas; (iv) exposure of household member; (v) exposure based on proximity of residence to a confirmed COVID-19 case; and (vi) manifestation of flu-like symptoms.
- l. Mass gathering risk assessment tool;
 - m. Risk mitigation measures during the holidays such as limiting or refraining attendance to large gatherings in closed/confined spaces and no sharing of utensils, to name a few;
 - n. High-risk employees, i.e. with co-morbidities and with household member working in hospitals, among others, are stationed at the 4th Floor and Mezzanine area;
 - o. Daily disinfection of workstations, offices building, and service vehicles;
 - p. Indoor ventilation as COVID-19 Mitigation Guidelines;
 - q. Posting of proper handwashing techniques poster in every office's lavatory; and
 - r. Divisional biometrics for time-in/time-out was adopted. The Central Biometrics was temporarily pull-off from the employees' main entrance.



HEALTH & SAFETY FIRST. Photos above display some of the COVID-19 precautionary measures being undertaken by BWD. Photo on the left show COVID-19 recovered employees undergo re-orientation of the Safety and Health protocols prior to reporting back to their regular duties, on the right a BWD staff performs regular disinfection by misting service vehicles.

6. Reiteration of Travel Policies

In line with Civil Service Commission's issuances, BWD employees are reminded to refrain, if not, limit their travels to high-risk areas and are advised that upon return, the following shall be undertaken by the employee concerned to curb the transmission of the virus:

- a. Undergo RT-PCR test; and
- b. Undergo the prescribed quarantine period.

Corporate Social Responsibility

As a continuing commitment to be of service and go beyond economic priorities, the District's Corporate Social Responsibility (CSR) remains despite the pandemic. The following assistance were extended during the second half of 2020:

1. Delivery of water supply and participation in flushing activities

BWD, in coordination with the SLU-SVP Barangay officials, 911 On Call Inc., and other volunteers, conducted disinfection and flushing activity in the streets of said barangay last November 27, 2020. A total of sixty (60) drums of water amounting to Php1,500.00 was used to complete the said activity.



WASHED. Baguio Water District together with barangay officials and other volunteers conduct flushing and disinfection on the streets of SLU-SVP Barangay last November 27, 2020. – Photo courtesy of SLU-SVP Barangay

2. Donation of chlorine powder for disinfection

From June 01, 2020 to December 31, 2020 the following are beneficiaries of chlorine granules donations:

- a. Mario's Restaurant – 5kgs June 05, 2020;
- b. Pink Sister's Convent – 22.5kgs October 10, 2020; and

c. Office of the City Mayor (for City Market) – 90kgs December 23, 2020.



DONATION. Photo above shows the donation of two pails (45kg each) chlorine powder to the City Government of Baguio which was used for the disinfection of the City Market last December 23, 2020.

3. Assistance in the distribution of learning modules to barangays

In addition to these CSR projects, the BWD also took a bolder step in providing assistance to the residents of its host city. From September 20-22, 2020 the District extended assistance in the delivery and distribution of Learner's Modules for students in coordination and partnership with the Department of Education-Baguio City School's Division. The learning kits were delivered to the following Barangays namely; Gibraltar, Mines View, Pucsusan, Tuding, Outlook, Lualhati, South Drive, Saint Joseph and Pacdal.