LISTAHANG TUBIG

A National Water Survey

Listahang Tubig is the first national survey of water service providers in the Philippines. With a participation rate of 88% from cities and municipalities nationwide, the survey generated a robust database of water service providers' directory, profiles and service levels; and benchmarked performance of utilities providing piped household connections. The database is cloud-based thus readily accessible to stakeholders and organized so that geographic aggregation or disaggregation of data is possible. Moreover, data entry by service providers is set up in a user friendly manner, easing self-reporting of primary and updated data. The partners in this undertaking are: the National Water Resources Board as lead, the National Economic and Development Authority, Department of the Interior and Local Government, Local Water Utilities Administration, Philippine Association of Water Districts, the World Bank and the United States Agency for International Development.

85.5%
total population served[1]

22,000+
water service providers nationwide[2]

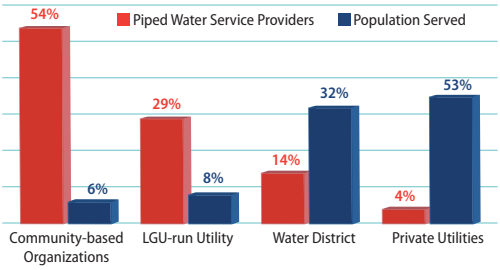
4,700+
piped water supply service providers[2]

79%
unregulated water utilities[2]

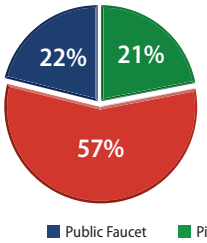
Utilities that are regulated and have corporate governance structures, such as water districts and some private utilities, show better performance.

Total Population Served[1]

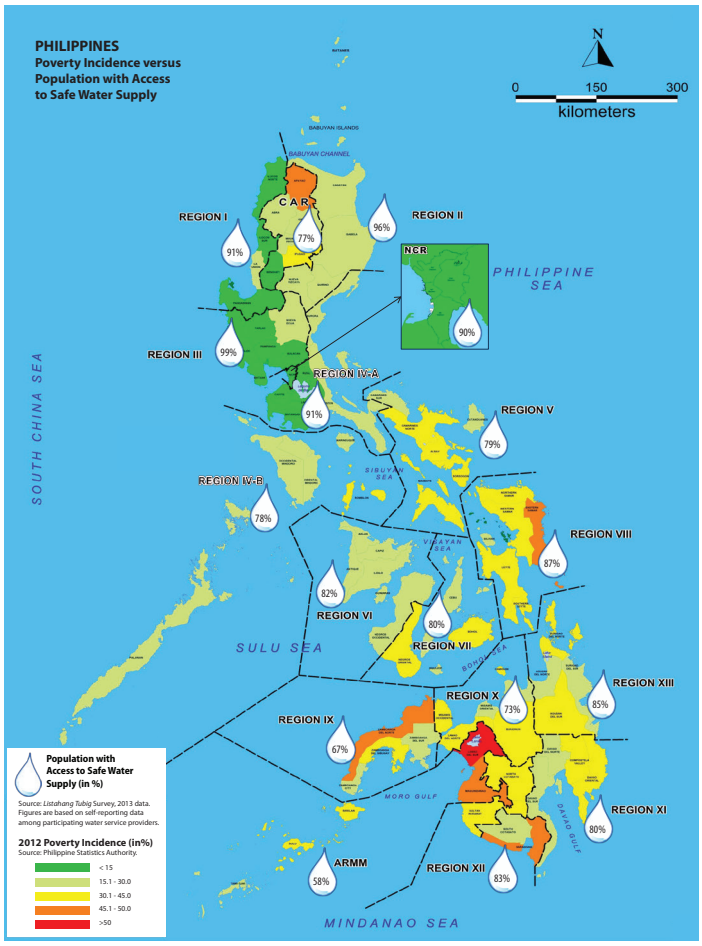
Piped Water Service Providers and Population Served[2]



Water Service Providers by Level of Service[2]



[1] Source: Philippine Statistics Authority, 2014 Annual Poverty Incidence Survey
[2] Source: *Listahang Tubig Survey*, 2013 Data



THE POWER OF INFORMATION

The *Listahang Tubig* information can serve development efforts in the sector consistent with principles of inclusive growth and ensuring sustainability and improvement of services.

1. Support evidence-based policy making, strategic planning and targeting of interventions to get the best socio-economic value for investments on facilities, institutional strengthening and capacity building programs of the government; as well as inform the implementing guidelines of the water supply sector's unified financing framework (UFF). The UFF aims to rationalize allocation of grants and subsidies, commercial and equity financing through PPP arrangements.

2. Promote value of economic regulation among the utilities outside of the State regulatory mantle and inform regulatory reforms appropriate for current state of utilities, in particular, establishing light handed regulatory (LHR) guidelines to cope with the highly disaggregated ownership structure of utilities; LHR simplifies the process of securing licenses to operate and set tariffs and will use the power of benchmarking to encourage utilities to improve coverage and performance.

3. Compel action through investments or institutional strengthening or both among decision makers of communities lagging in adequacy, level of service–in particular upgrading to piped water supply, and quality of water supply services.

KEY PERFORMANCE INDICATORS[2]

Indicator	Water Districts	LGU-run Utilities	Community-Based Organizations	Private Utilities	All Average
Water Availability (hours)	22	19	19	18	19
Consumption per Capita per Day (lpcd)	108	99	85	131	98
% Non-Revenue Water	25%	23%	19%	25%	22%
Operating Ratio	0.72	0.93	0.85	0.71	0.83
Collection Period (months)	2.06	1.73	2.29	1.76	2.00
Average Tariff (PhP/m^3)	26	12	14	23	18
Staff/1,000 Connections	8	34	54	18	40
% Production Metering	85%	24%	34%	54%	45%
% With Potability Tests	86%	21%	23%	54%	29%

Highlights of Information from *Listahang Tubig*

Organized at Regional, Provincial or Municipal Level

- Directory of the 22,844 water utilities nationwide classified according to location, level of service and management type
- Water service providers by management type, by level of service and households served
- Water sources by management type, condition of sources and average daily volume extracted
- Key performance indicators of piped connection service providers, providing a basis to compare performances by management type

EXAMPLES OF USE OF INFORMATION FROM THE *LISTAHANG TUBIG*

Stakeholder	Purpose	Data Information Needs
National Water Resources Board (NWRB)	• Economic regulation	• Location of water utilities
		• Water utilities with/without Certificate of Public Convenience (CPC)
		• Water utilities conducting potability tests
		• Compliance with economic regulation standards
	• Water resource regulation	• Water resources by province — in map, in print
		• Water sources with production meters
Department of the Interior and Local Government (DILG)	• Planning and monitoring the improvement of LGU water service delivery	• Service coverage
	• Integrating data in existing project planning and monitoring system (PPMS)	• Water utilities: national to barangay level; management type and all service levels to be seen in dashboard, printable; spatial data presented in table, bar chart, pie chart
	• Grant targeting, enhancing capacity development interventions	
Local Water Utilities Administration (LWUA)	• Expanding coverage/service area	• Map showing coverage of each water district and other providers; identifying barangays with service coverage and nearby barangays with no coverage yet
	• Identifying water source	• Sources of water of the water districts
	• Prioritizing improvement of capacity of water districts	• Need for source expansion can be indicated by the number of hours of operations per water source
National Economic and Development Authority (NEDA)	• Policy formulation and sector planning	• Service coverage
		• Compliance with economic regulations
		• Key performance indicators
Water Service Providers	• Improvement of operations	• Identification of competition
		• Benchmarking of utility performance – Time-lined utility performance – Comparison of utility with peer performance
Water Consumers	• Information on service	• Benchmarking of performance of consumers' respective service providers with other utilities; empowerment of constituency to demand better service

INSTITUTIONALIZING *LISTAHANG TUBIG*

- *Listahang Tubig* executing partners will disseminate *Listahang Tubig* information
- Policy makers and stakeholders are encouraged to use *Listahang Tubig* information for policy formulation and call for action in areas where service is lagging
- NWRB will sustain performance benchmarking as a tool for light handed regulation
- NWRB will allocate budget for the continuation of *Listahang Tubig*

HOW TO REGISTER AND UPDATE INFORMATION

Who May Register?

1. **Water service provider encoder**—the appointed water utility staff who will encode the water utility data into the website
2. **LGU Encoder**—the appointed LGU staff who will encode the data of water utilities that do not have access to the internet
3. **Endorser**—the appointed person who will clear all water utility data for inclusion in the *Listahang Tubig* database. Normally, this is the General Manager of the water utility or his/her designated official. For LGU-run utilities and utilities whose data are encoded by the LGU Encoder, the Endorser is the Municipal Planning and Development Coordinator.

Registration of Encoders

1. Go to the *Listahang Tubig* website and log-in.
2. Click "Sign up now" and fill out all the required fields.
3. Click "Sign Up" to proceed to create the password through the email address given at the "Sign In" stage.
4. Log in to the given email address.
5. Click the link in the email to create your password.
6. In the pop-up window, enter your new password for *Listahang Tubig* and confirm it.
7. Click "Ok".
8. The Encoder's account is activated. Click "here" to proceed with encoding of the survey form.

Registration of Endorsers

1. The General Manager of the water utility or the Municipal Planning and Development Coordinator nominates himself or a designated official or staff to be the Endorser by submitting through email a Nomination Letter to NWRB.
2. NWRB will confirm the acceptance of the nomination by email.
3. Endorser proceeds to register using the same steps as an Encoder.

2014 anda 2015 Data Years Now Open for Encoding

Water service providers may now encode their 2014 and 2015 data.

The *Listahang Tubig* survey form may be downloaded from the website. After completely filling out the form, the Encoder may encode the form on line. The Endorser has to endorse the form in the website to signify that data encoded are final.

***Listahang Tubig* Help Desk**

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