

CAGAYAN DE ORO CITY WATER DISTRICT


Table 9
COMPLAINTS SUMMARY REPORT
For the Period from January 1 to December 31, 2022
(frequency & daily turn around time)

MONTH	COMPLAINTS FILED/REPORTED THRU THE CCSD																								LEAKAGES REPAIRED														LEAKAGES NOT REPAIRED						TOTAL COMPLAINTS REPORTED (2022)											
	change of meter/ meter test				dirty water ⁽¹⁾ / flushing / w water quality testing				elevation/transfer of meter tapping/ service line				compressor/ no water/ low pressure				reclassification of service connection- Comm'l to Residential				special reading/ high consumption				others				Total Complaints thru CCSD		service conn. leakage	stub-out	cluster area	mainline leaks ⁽¹⁾ (saddle clamp)	valve & meter area	damaged by road const.	for re-piping	for restoration	for refilled	leak-cut	others	Total Leak Repaired (Accomplished)			after the meter	leak not found	no leakage found	duplicate Job Order	forward to Maint.	Total Not Repaired (Not Acc.)						
	freq	days	Acc.	Not Acc.	freq	days	Acc.	Not Acc.	freq	days	Acc.	Not Acc.	freq	days	Acc.	Not Acc.	freq	days	Acc.	Not Acc.	freq	days	Acc.	Not Acc.	freq	days	Acc.	Not Acc.	Acc.	Not Acc.	freq	freq	freq	freq	freq	freq	freq	freq	freq	freq	freq	freq	Acc.	days	SD	freq	freq	freq	freq	freq	freq	freq	freq	freq	days	Acc.
January	215	3	207	8	13	3	6	7	205	5	186	19	324	10	213	111	25	1	22	3	379	2	358	21	616	3	549	67	1,541	236	529	72	7	14	88	0	0	9	0	0	68	787	4	9	17	14	13	4	61	109	2,673	4	2,328	345		
February	263	4	225	28	6	5	4	2	208	4	195	13	230	7	188	42	22	3	18	4	367	2	346	21	612	4	442	70	1,418	180	521	67	3	16	56	0	0	16	0	0	65	743	3	11	10	17	6	2	76	111	2,452	4	2,161	291		
March	319	3	303	16	17	7	10	7	295	4	266	29	281	10	224	57	38	2	33	5	434	1	389	45	1,012	4	818	194	2,043	353	587	68	6	12	119	0	0	29	1	2	70	894	3	5	39	21	22	1	102	185	3,475	4	2,937	538		
April	295	4	285	10	20	5	17	3	211	3	175	36	265	7	237	28	28	1	24	4	344	1	320	24	600	5	518	82	1,576	187	532	40	4	10	108	0	0	15	0	0	60	769	2	4	14	11	9	3	67	104	2,636	4	2,345	291		
May	341	4	332	9	11	3	9	2	227	4	195	32	266	5	240	26	36	1	35	1	451	1	424	27	663	4	507	56	1,742	153	460	60	8	8	69	0	0	10	0	0	52	667	3	5	4	5	11	2	65	87	2,649	4	2,409	240		
June	291	5	286	5	19	5	15	4	167	4	142	25	322	7	206	116	47	1	41	6	531	1	501	30	690	3	623	67	1,814	253	487	76	3	9	64	0	0	35	0	0	74	748	2	4	16	17	3	0	60	96	2,911	3	2,562	349		
July	326	4	303	23	10	6	5	5	216	4	196	20	343	6	229	114	14	1	11	3	369	1	348	21	681	3	615	66	1,707	252	525	68	5	12	72	0	0	8	2	0	75	767	2	4	6	10	13	0	69	98	2,824	3	2,474	350		
August	418	4	333	85	12	9	12	0	212	4	175	37	370	12	332	38	23	1	19	4	427	1	404	23	811	4	676	135	1,951	322	566	83	4	10	114	0	0	22	1	0	55	855	3	5	3	17	6	0	75	101	3,229	4	2,806	423		
September	477	4	357	120	19	10	12	7	300	3	217	83	345	8	221	124	36	2	22	14	492	1	469	23	688	4	567	121	1,865	492	541	80	4	13	113	0	0	27	0	0	67	845	3	4	8	18	4	4	76	110	3,312	4	2,710	602		
October	319	3	282	37	17	5	10	7	249	4	164	85	327	6	254	73	22	3	17	5	424	1	392	32	619	3	466	53	1,585	292	509	47	8	15	69	0	0	21	0	0	67	736	2	4	14	14	8	0	58	94	2,707	3	2,321	386		
November	302	3	271	31	15	4	6	9	250	3	194	56	331	6	290	41	23	1	14	9	408	1	369	39	650	4	469	81	1,613	266	450	55	7	5	64	0	0	50	2	0	65	698	2	4	7	17	7	1	63	95	2,672	4	2,311	361		
December	232	4	174	58	11	5	4	7	160	4	133	27	289	6	211	78	15	1	13	2	410	1	336	74	349	3	296	53	1,167	299	394	47	1	9	32	0	0	17	0	1	67	568	2	5	4	5	11	0	56	76	2,110	3	1,735	375		
total	3,788		3,358	430	170		110	60	2,700		2,238	462	3,693		2,845	848	329		269	60	5,036		4,656	380	7,591		6,546	1,045	20,022	3,285	6,101	763	60	132	968	0	0	259	6	3	785	9,077			142	166	113	17	828	1,266	33,650		29,099	4,551		
mo. ave.	316	4	280	34	14	6	9	4	225	4	187	38	308	8	237	73	27	2	22	5	420	1	388	27	633	4	546	91	1,724	272	508	64	5	11	81	0	0	22	1	0	65	781	3	5	12	14	9	1	69	110	2,804	4	2,425	379		
																																																	100%		86%	14%				

Remarks:

- 1.) Data source for: **Dirty Water** (fr. Prodn. Dept.) and **Mainline Leakage** (fr. Maint. Dept.)
- 2.) **Freq** (frequency) is the total number of complaints reported in a month and **Days** is the average period complaints are attended.
- 3.) Complaints are attended at an average of 4 calendar days as of December 31 of 2022, however, complaints on leakages were attended in 3 days only
- 4.) Out of total number of complaints reported **86%** were accomplished.


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