CAGAYAN DE ORO CITY WATER DISTRICT

Table 9

COMPLAINTS SUMMARY REPORT

For the Period from January 1 to December 31, 2020

(frequency & daily turn around time)

MONTH	COMPLAINTS FILED/REPORTED THRU THE CCSD																												LEAKAGES REPAIRED																LEAKAGES NOT REPAIRED							TOTAL COMPLAINTS REPORTED (2019)			
	change of meter/ meter test				dirty water[1]/ flushing / 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 reflared	fix-cut	others	Total Leak Repaired (Accomplished)			after the meter	locatn not found	no leakage found	duplicte 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	Acc.	days	SD	freq	freq	freq	freq	freq	Not Acc.	freq	days	Acc.	Not Acc.
January	327	5	315	12	25	4	20	5	280	4	251	29	263	3	239	24	45	1	31	14	558	1	516	42	929	5	836	93	2,208	219	570	67	7	13	88	0	0	11	2	1	66	825	9	18	18	16	10	10	111	165	3,417	4	3,033	384
February	280	5	267	13	27	4	22	5	241	3	222	19	208	2	199	9	16	1	7	9	461	2	428	33	655	4	591	64	1,736	152	573	94	4	17	84	0	0	18	2	1	71	864	9	21	12	15	10	3	78	118	2,870	4	2,600	270
March	240	5	222	18	16	2	16	0	199	3	175	24	223	4	207	16	32	1	9	23	452	2	410	42	609	4	558	51	1,597	174	469	87	21	26	74	0	0	43	2	0	47	769	5	13	16	14	13	3	64	110	2,650	4	2,366	284
April	229	13	219	10	9	4	7	2	78	4	72	6	100	3	85	15	17	1	9	8	311	3	251	60	433	6	392	41	1,035	142	355	31	4	14	48	0	0	16	4	0	40	512	3	8	10	5	2	0	15	32	1,721	6	1,547	174
May	273	22	247	26	8	18	8	0	122	4	103	19	182	6	163	19	44	2	27	17	465	2	362	103	449	5	395	54	1,305	238	420	47	9	12	81	0	0	10	1	0	35	615	3	6	8	6	9	1	29	53	2,211	6	1,920	291
June	334	21	209	125	11	3	6	5	211	3	190	21	218	6	193	25	32	1	19	13	542	2	441	101	563	7	491	72	1,549	362	434	50	14	20	80	0	0	6	1	0	44	649	5	14	5	10	7	3	40	65	2,625	6	2,198	427
July	377	19	359	18	12	5	10	2	199	5	168	31	301	8	240	61	28	1	22	6	560	4	514	46	606	7	542	64	1,855	228	535	81	11	13	70	0	0	10	0	1	52	773	5	12	5	15	11	2	44	77	2,933	7	2,628	305
August	383	17	372	11	22	5	21	1	211	6	193	18	276	6	200	76	24	1	17	7	442	5	421	21	604	6	559	45	1,783	179	467	55	25	12	71	0	0	33	0	0	67	730	5	14	10	7	11	7	46	81	2,773	6	2,513	260
September	415	14	270	145	41	3	27	14	231	4	213	18	388	7	288	100	39	1	21	18	583	3	539	44	706	4	660	46	2,018	386	489	63	17	12	73	0	0	34	0	0	87	775	3	7	17	7	17	2	51	94	3,272	5	2,793	479
October	401	12	381	20	23	4	19	4	278	4	246	32	286	6	251	35	33	2	16	17	497	2	459	38	652	5	614	38	1,986	184	512	49	23	18	70	0	0	31	0	0	62	765	3	8	18	8	9	1	69	105	3,040	5	2,751	289
November	276	7	269	7	7	3	7	0	171	2	157	14	276	5	189	87	33	1	19	14	406	2	382	24	574	4	541	33	1,564	179	394	41	7	16	62	0	0	29	0	0	52	601	2	4	12	5	2	3	39	61	2,405	4	2,165	240
December	202	4	174	28	15	4	9	6	135	2	120	15	243	10	162	81	27	1	13	14	360	1	332	28	535	4	488	47	1298	219	393	56	7	9	73	0	0	12	0	0	41	591	3	4	5	5	8	0	29	47	2,155	4	1,889	266
total	3,737		3,304	433	216		172	44	2,356		2,110	246	2,964		2,416	548	370		210	160	5,637		5,055	582	7,315		6,667	648	19,934	2,661	5,611	721	149	182	874	0	0	253	12	3	664	8,469			136	113	109	35	615	1,008	32,072		28,403	3,669
mo. ave.	311	12	275	36	18	5	14	4	196	4	176	21	247	5	201	46	31	1	18	13	470	2	421	49	610	5	556	54	1,661	222	468	60	12	15	73	0	0	21	1	0	55	706	5	11	11	9	9	3	51	84	2,673	5	2,367	306
																																																				100%		89%	11%

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.) All Complaints are attended at an average of 5 calendar days as of December 31 of 2020.

4.) Out of total number of complaints reported **89%** were accomplished.

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