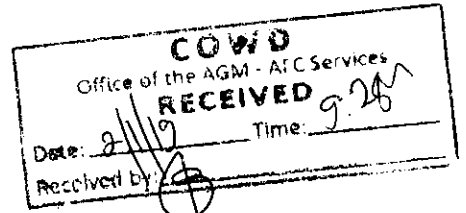
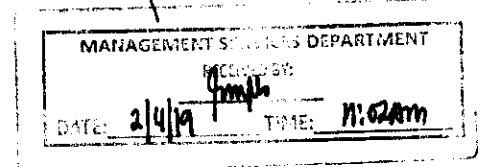


MANAGEMENT SERVICES DEPARTMENT
Corporate Planning Division



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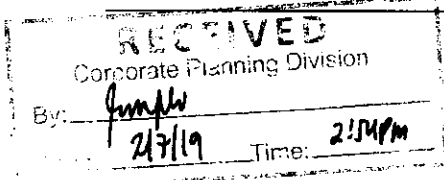
FOR : The GENERAL MANAGER
THRU : MANAGER, MANAGEMENT SERVICES DEPARTMENT
FROM : CORPORATE PLANNING DIVISION
SUBJECT : FEEDBACK SURVEY (FOR LWUA) RESULTS FOR THE YEAR 2018
DATE : JANUARY 31, 2019



This is to respectfully submit the Result of the 2018 Feedback Survey as designed by LWUA. The following are notable points in the survey results:

- On Quality of Water – For the year, there is a significant decrease in the number of customers who are satisfied in terms of water supply, pressure, taste, level of confidence on the safety of water and services when compared to the 2017 Annual Survey Result. Moreover, despite the decrease from previous year's result, there were about **67%** of the respondents are generally **Satisfied** with our services.
- On Quality of Customer Care Service – It generally indicates an increase in its mean value when compared with the previous year (3.53 to 3.65) but still rated as **"VERY GOOD"**.
- On Respondents' Profile – The feedback was mostly derived from **Barangay Bulua** in the Western Service Area and **Barangay Gusa and Lapasan** in the Eastern Service Area which happens to be all part of the critical areas as established by COWD. Majority of the respondents comes from the **36 - 45** years old age bracket.
- On Customers' Comments/Remarks – **Water Supply/Pressure (177)** and **Water Quality/Flushing (42)** concerns are common complaints of the respondents.

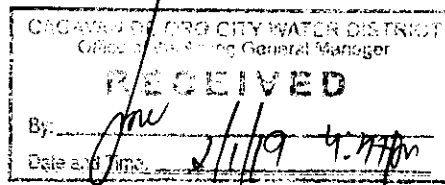
For your information and ready reference.



[Signature]
JOSE JISELO P. ABRAGAN
DIC, Corporate Planning Div. H.

Noted by:

[Signature]
SULDIE B. LARANJO
Manager, Management Services Dept.



[Signature]
1/31/19 3:23pm



CAGAYAN DE ORO CITY WATER DISTRICT
MANAGEMENT SERVICES DEPARTMENT
CORPORATE PLANNING DIVISION

ANNUAL FEEDBACK SURVEY for 2018
(for the period covered from January to December)

FEEDBACK SURVEY (for LWUA)							
		2018			2017		
No.	Quality of Water	Yes	No	Total	Yes	No	Total
1	Do you have a 24-hour Water Service?	639	261	900	821	319	1,140
2	Is your water pressure adequate?	565	335	900	743	397	1,140
3	Does your water taste good?	407	493	900	632	508	1,140
4	Are you confident that your water is safe?	437	463	900	750	390	1,140
5	Are you satisfied with the water service of COWD?	602	298	900	942	198	1,140

n=900

Prepared by:


ANNALYN F. MACALOLOT
Senior Research Analyst A

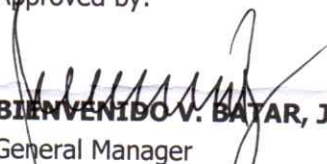
Checked by:


JOSE JISELO P. ABRAGAN
QIC, Corporate Planning Div.

Noted by:


SULDIE D. LARANJO
Manager, Management Services Dept.

Approved by:


BIENVENIDO V. BATAR, JR.
General Manager



CAGAYAN DE ORO CITY WATER DISTRICT
MANAGEMENT SERVICES DEPARTMENT
CORPORATE PLANNING DIVISION

ANNUAL FEEDBACK SURVEY for 2018
 (for the period covered from January to December)

No.	QUALITY OF CUSTOMER CARE SERVICE	N	FREQUENCY, PERCENTAGE & DESCRIPTION										2018		2017	
			Excellent		Very Good		Good		Fair		Poor		Mean	Desc	Mean	Desc
			Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%				
1	Accuracy of Information	900	25	2.78	322	35.78	383	42.56	95	10.56	75	8.33	3.14	GOOD	2.93	GOOD
2	Courtesy of Complain	900	21	2.33	405	45.00	372	41.33	71	7.89	31	3.44	3.35	GOOD	3.27	GOOD
3	Accuracy of Attending leakages	900	60	6.67	479	53.22	272	30.22	54	6.00	35	3.89	3.53	VERY GOOD	3.24	GOOD
4	Courtesy and helpfulness of the meter readers	900	161	17.89	595	66.11	113	12.56	26	2.89	5	0.56	3.98	VERY GOOD	3.58	VERY GOOD
5	Courtesy and helpfulness of the bill carriers	900	174	19.33	582	64.67	115	12.78	22	2.44	7	0.78	3.99	VERY GOOD	3.65	VERY GOOD
6	Courtesy and helpfulness of CCSD	900	153	17.00	583	64.78	129	14.33	29	3.22	6	0.67	3.94	VERY GOOD	3.70	VERY GOOD
7	Courtesy and helpfulness of the Discon Team	900	23	2.56	505	56.11	331	36.78	24	2.67	17	1.89	3.55	VERY GOOD	3.62	VERY GOOD
8	Courtesy and helpfulness of tellers / cashiers	900	29	3.22	572	63.56	286	31.78	10	1.11	3	0.33	3.68	VERY GOOD	3.67	VERY GOOD
9	Courtesy and helpfulness of New Conn. application personnel	900	71	7.89	489	54.33	306	34.00	20	2.22	14	1.56	3.65	VERY GOOD	3.70	VERY GOOD
10	Courtesy and helpfulness of the billing section	900	66	7.33	519	57.67	298	33.11	8	0.89	9	1.00	3.69	VERY GOOD	3.73	VERY GOOD
	Overall Rating of COWD Services / Employees	900	70	7.78	487	54.11	299	33.22	24	2.67	20	2.22	3.63	VERY GOOD	3.70	VERY GOOD
	Average	900	78	8.62	503	55.94	264	29.33	35	3.87	20	2.24	3.65	VERY GOOD	3.53	VERY GOOD

*Scoring: 4.50-5.00(Excellent), 3.50-4.49(Very Good), 2.50-3.49(Good), 1.50-2.49(Fair), 1.00-1.49(Poor)


Prepared by:


Annalyn F. Macalolot
 Senior/Research Analyst A

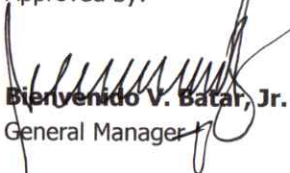
Checked by:


Jose Jiselo P. Abragan
 OIC, Corporate Planning Division

Noted by:


Suldie D. Laranjo
 Manager, Management Services Dept.

Approved by:


Bienvenido V. Batar, Jr.
 General Manager

**FEEDBACK SURVEY RESULT SUMMARY BY SERVICE AREA, ITS ACCOUNT CLASSIFICATION and AGE BRACKET
FOR THE PERIOD from January 1 to December 31, 2018**

BARANGAY	ACCOUNT CLASSIFICATION		AGE BRACKET					
	RESIDENTIAL	COMMERCIAL	16-25	26-35	36-45	46-55	56-65	66 and above
WEST SERVICE AREA								
BULUA	82	2	2	17	23	17	21	4
CARMEN	77		7	14	20	21	10	5
IPILAN	55	1	4	11	18	21	2	
BONBON	48	1	4	9	12	12	8	4
KAUSWAGAN	28	1	3	3	13	7	2	1
PATAG	25	1	3	5	8	7	2	1
BAYABAS	24		2	4	6	8	4	
BALULANG	23		2	6	4	7	4	
CANITOAN	22			7	8	4	2	1
IGPIT, OPOL	21	1	1	3	6	8	1	3
PAGATPAT	19			7	4	5	3	
BARRA, OPOL	19		2	3	6	6	2	
MALANANG, OPOL	6			1	2	1	2	
TABOC, OPOL	4		1		2	1		
POBLACION, OPOL	2					1	1	
LUYONG BONBON, OPOL	2				1	1		
LUMBIA								
BONBON, OPOL								
SUB-TOTAL	457	7	31	90	133	127	64	19
EAST SERVICE AREA								
GUSA	76	5	4	15	16	30	11	5
LAPASAN	74	7	12	12	32	17	7	1
POBLACION	43	23	12	13	15	21	5	
MACASANDIG	59	2	10	10	15	17	5	4
CAMAMAN-AN	36	1	4	8	14	8	3	
MACABALAN	29	1	3	7	8	10	1	1
CUGMAN	28	1	6	4	7	5	4	3
PUNTOD	19	3	2	4	8	5	3	
NAZARETH	12	1	1	2	6	2	2	
CONSOLACION	9		1	4	2	2		
TABLON	5		1		1	2	1	
BUGO	2				2			
AGUSAN								
CASINGLOT, TAGOLOAN								
PUERTO								
SUB-TOTAL	392	44	56	79	126	119	42	14
GRAND TOTAL	849	51	87	169	259	246	106	33
PERCENTAGE	94.33%	5.67%	9.67%	18.78%	28.78%	27.33%	11.78%	3.67%

Remarks:

- 1) Feedback were mostly derived from **Barangay Bulua (84 respondents)** in the **West Service Area** while **Barangay Gusa and Lapasan (81 respondents)** in the **East Service Area**.
- 2) Majority of the respondents' water connection were classified as residential and 28.78% of the respondents comes from the age bracket of **36 - 45** years old.

MJ.

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NO.	RES. NO.	COMMENTS: (To the survey interviewer): Please ask the respondent if he/she has any specific comments or suggestions that could be useful in improving COWD service delivery.	BARANGAY	WATER SUPPLY /PRESSURE	WATER QUALITY /FLUSHING	NEW CONN. INSTALLATION / TRANSFER / TAPPING / CHANGE METER	WATER BILLING/ METER READING /BILL DELIVERY	NOTICE OF WATER INTERRUPTION	CCSD (CUSTOMER CARE SERVICE DESK)	LEAKAGE REPAIR	INSPECTOR / FIELD WORKERS	TELLER/ CASHIER	WATER RATE /PENALTY	POSITIVE RESPONSE
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)		
255	2.288	Ma-improve unta ang serbisyo	IGPIT, OPOL						1					
256	2.289	Ma-aksyunan ang problema sa tubig	MACASANDIG						1					
257	2.203	Ma-aksyunan unta diritso ang complaints	PATAG						1					
258	2.44	I-check ang mga tubo (leakage)	MACABALAN							1	1			
259	3-4.250	I-fix ang lubog nga tubig	BARRA, OPOL							1				
260	3-4.300	Ga leakage	CARMEN							1				
261	1.55	Kung mabuslot amo leakage dako ang mabayran dili mabal-an kung naay leak kay layo ang stub-out.	CARMEN							1				
262	3-4.240	Atimanon ang leakage deritso	PAGATPAT							1				
263	4.293	Sa gabie naay tulo	PATAG							1				
264	2.279	Suggest sa fast lane for exact amount. Makatabang sa gadali. Suggest open satellite office to accept payors.	GUSA									1		1
265	3-4.160	Daghan ga teller nga walay tao unya slow moving ang number.	IPONAN									1		
266	2.111	Penalty na 10% dako ra kaayu	BONBON										1	
267	2.91	Mahal na ang tubig	BULUA										1	
268	2.291	Naa untay discount kung nag leakage	BULUA										1	
269	3-4.17	Naa pod untay consideration kung naay leakage, dili enough ang 25% kung naay leakage ang consumer.	KAUSWAGAN										1	
270	2.23	Paspas ang pagbayad	BARRA, OPOL										1	
271	3-4.192	Continue pag improve ang service	CARMEN											1
		TOTAL COMMENTS (271)		177	42	5	21	24	11	8	1	2	7	5
		PERCENTAGE TO TOTAL (%)		65.31%	15.50%	1.85%	7.75%	8.86%	4.06%	2.95%	0.37%	0.74%	2.58%	1.85%

NOTE:

- 1.) **30.11% or 271** of the 900 total respondents for the year 2018 discloses their **comments and/or suggestions**.
- 2.) **Top four (4)** common concerns/comments (high percentage) are:
Water Supply/Pressure (65.31%), Water Quality/Flushing (15.50%), Notice of Water Interruption (8.86%), and Water Billing/Meter Reading/Bill Delivery (7.75%).
- 3.) **Water Supply/Pressure** ranked as the top concern of concessionaires.
- 4.) Although negative comments are dominant, there are still **5 (1.85%)** respondents who gave a **positive impression to COWD services**.

DISTRIBUTION OF CUSTOMERS' COMMENTS AND SUGGESTIONS ON HOW COWD CAN BEST IMPROVED ITS WATER SERVICE

NO.	RES. NO.	COMMENTS: (To the survey interviewer): Please ask the respondent if he/she has any specific comments or suggestions that could be useful in improving COWD service delivery.	BARANGAY	WATER SUPPLY /PRESSURE	WATER QUALITY /FLUSHING	NEW CONN. INSTALLATION / TRANSFER TAPPING / CHANGE METER	WATER BILLING/ METER READING /BILL DELIVERY	NOTICE OF WATER INTERRUPTION	CCSD (CUSTOMER CARE SERVICE DESK)	LEAKAGE REPAIR	INSPECTOR / FIELD WORKERS	TELLER/ CASHIER	WATER RATE /PENALTY	POSITIVE RESPONSE
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)		
1	2.79	6 am - 10 am walay agas; hinay; naay brown or taya	BULUA	1	1									
2	1.116	Lahi karun ang tubig ninyo kinahanglan salaon pa; wala pa jud agas nga sakto.	CARMEN	1	1									
3	3-4.273	Hinay ang agas 7 am - 11 am, kasagara ga lubog ang tubig	CONSOLACION	1	1									
4	1.114	5 am to 10 am walay agas; naay mga taya	IPONAN	1	1									
5	1.138	6 am to 4 pm walay agas; naay yellow mugawas; naay stain mabilin sa baso.	IPONAN	1	1									
6	.16	Hinay sa buntag, pag kahuman nag black out lubog ang tubig.	IPONAN	1	1									
7	3-4.60	Lubog perme, hinay ang agas 10am - 11am	LAPASAN	1	1									
8	3-4.119	Walay agas 5:30 am - 4 pm, Lubog ang tubig	LAPASAN	1	1									
9	1.149	Hinay kaayo usahay pita ang mugawas	MACABALAN	1	1									
10	1.211	9 am to 5 am muagas ra; lubog ang tubig	MACASANDIG	1	1									
11	3-4.67	Taga ugto lang mo agas , usahay hugaw.	MACASANDIG	1	1									
12	1.146	12 am to 7 am muagas; usahay brown na	MALANANG, OPOL	1	1									
13	2.269	Permi unta ang agas, limpyo unta	MALANANG, OPOL	1	1									
14	1.252	12 noon mo agas, hugaw ang tubig	PATAG	1	1									
15	3-4.113	Hinay sa buntag 7 am - 9 am; Lubog ang agas	POBLACION	1	1									
16	1.9	Mukalit mawala ang tubig, usahay lubog	PUNTOD	1	1									
17	3-4.161	Hinay sa buntag, dili ihatod sa tagbalay	KAUSWAGAN	1										
18	2.268	Dako ang reading; permi unta ang agas	MACABALAN	1			1							
19	3-4.6	Daku kaayo ang bill pero ang tubig walay klaro.	MACABALAN	1			1							
20	3-4.22	Hinay ang agas pero daku ang billing	MACABALAN	1			1							
21	1.166	Hinay ang agas sa tubig sa buntag, nidako ang bill.	POBLACION	1			1							
22	3-4.72	Sa buntag mo hinay, dili ihatag personal ang bill	POBLACION	1			1							
23	2.265	Walay agas sa buntag; dili permi agas; mag-announce ug interruptions	TABOC, OPOL	1			1							
24	120	Hinay kaayu ang tubig and dako penalty	BONBON	1				1						
25	3-4.52	Dako ang payment ang agas dili sakto	MACABALAN	1									1	
26	1.65	Walay agas halos tibuok adlaw. Suggest nga dapat naay COWD sa every mall.	MALANANG, OPOL	1									1	
27	3-4.211	Kadlawon na gaagas sa amoa	BALULANG	1										1
28	3-4.272	Hinay sa buntag	BARRA, OPOL	1										
29	2.221	Buntag walay agas	BAYABAS	1										
30	2.228	Hinay ang agas	BAYABAS	1										
31	3-4.41	Hinay sa buntag 6am - 8am	BAYABAS	1										
32	2.229	Walay agas ang tubig	BAYABAS	1										
33	2.235	Walay agas sa buntag	BAYABAS	1										
34	2.230	Walay saktong agas taga buntag	BAYABAS	1										
35	2.127	Ang kahinay sa agas kada buntag	BONBON	1										
36	2.125	Hinay ang agas sa buntag	BONBON	1										
37	2.81	5 am - 5 pm walay agas; gabii ray mukusog	BULUA	1										
38	2.77	5 am - 9 am walay agas	BULUA	1										

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NO.	RES. NO.	COMMENTS: (To the survey interviewer): Please ask the respondent if he/she has any specific comments or suggestions that could be useful in improving COWD service delivery.	BARANGAY	WATER SUPPLY /PRESSURE	WATER QUALITY /FLUSHING	NEW CONN. INSTALLATION / TRANSFER / TAPPING / CHANGE METER	WATER BILLING/ METER READING /BILL DELIVERY	NOTICE OF WATER INTERRUPTION	CCSD (CUSTOMER CARE SERVICE DESK)	LEAKAGE REPAIR	INSPECTOR / FIELD WORKERS	TELLER/ CASHIER	WATER RATE /PENALTY	POSITIVE RESPONSE
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)		
39	2.78	6 am - 9 am walay agas	BULUA	1										
40	2.95	Dili lang unta maundang - undang ang tubig	BULUA	1										
41	2.72	Every morning walay saktong agas	BULUA	1										
42	1.79	Gakawala ang agas sa tubig inig adlaw	BULUA	1										
43	1.17	Hinay ang agas	BULUA	1										
44	3-4.163	Hinay ang agas sa buntag. 6 am - 9 am	BULUA	1										
45	2.24	Increase ang pressure sa tubig	BULUA	1										
46	2.102	Kalit lang mawala ang tubig	BULUA	1										
47	2.100	Karon mawala jud ang agas kada adlaw for 6 mos. Na	BULUA	1										
48	1.85	Mawala wala ang tubig (buntag)	BULUA	1										
49	2.96	Nganong patay-patay ang tubig sa pagka karon	BULUA	1										
50	2.71	Putol-putol ang agas	BULUA	1										
51	2.76	Putol-putol ang agas sa tubig	BULUA	1										
52	2.73	Ugto mo agas ang tubig - 10 pm lang mo agas	BULUA	1										
53	1.64	Wala-wala ang agas	BULUA	1										
54	2.70	Wala-wala ang agas sa tubig - 3 hours pa mo balik ang tubig	BULUA	1										
55	2.68	Wala-wala ang agas sa tubig taga buntag	BULUA	1										
56	1.220	Walay agas	BULUA	1										
57	2.86	Walay agas kada buntag	BULUA	1										
58	2.69	Walay saktong agas nga tubig	BULUA	1										
59	2.74	Walay saktong agas sa tubig	BULUA	1										
60	3-4.162	12 am ra mo agas ang tubig	CAMAMAN-AN	1										
61	1.266	Ang tubig muagas ug 11 pm to 7 am.	CAMAMAN-AN	1										
62	3-4.289	Dili ga agas sa weekend	CAMAMAN-AN	1										
63	2.250	Dugay or hinay ang agas	CAMAMAN-AN	1										
64	3-4.283	Hinay ang agas sa buntag	CAMAMAN-AN	1										
65	3-4.164	Hinay ang agas tibuok adlaw	CAMAMAN-AN	1										
66	3-4.188	Wala juy agas	CAMAMAN-AN	1										
67	1.162	Wala juy agas (dili malihok ang reservoir)	CAMAMAN-AN	1										
68	1.219	Walay agas	CAMAMAN-AN	1										
69	3-4.191	Walay agas permi (naay cluster pero walay agas)	CAMAMAN-AN	1										
70	1.222	Walay klaro ang agas	CAMAMAN-AN	1										
71	1.201	Walay klarong agas unya sige ko bayad.	CAMAMAN-AN	1										
72	3-4.171	Walay tarong nga agas ug naay panahon walay agas gyud	CAMAMAN-AN	1										
73	1.10	11 PM moagas ang tubig	CARMEN	1										
74	1.261	6am lang mo agas	CARMEN	1										
75	2.299	Buntag hinay or dili mo agas	CARMEN	1										
76	1.53	Hinay ang agas	CARMEN	1										
77	2.55	Hinay ang agas sa buntag ug gabii	CARMEN	1										
78	2.248	Kalit mapalong ang tubig	CARMEN	1										
79	1.32	Muagas unta sa buntag	CARMEN	1										
80	1.99	Taga alas dos mo agas	CARMEN	1										
81	1.52	Wala juy agas sa tubig (dili musaka)	CARMEN	1										
82	1.57	Wala juy agas sa tubig sa buntag	CARMEN	1										

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NO.	RES. NO.	COMMENTS: (To the survey interviewer): Please ask the respondent if he/she has any specific comments or suggestions that could be useful in improving COWD service delivery.	BARANGAY	WATER SUPPLY /PRESSURE	WATER QUALITY /FLUSHING	NEW CONN. INSTALLATION / TRANSFER / TAPPING / CHANGE METER	WATER BILLING/ METER READING /BILL DELIVERY	NOTICE OF WATER INTERRUPTION	CCSD (CUSTOMER CARE SERVICE DESK)	LEAKAGE REPAIR	INSPECTOR / FIELD WORKERS	TELLER/ CASHIER	WATER RATE /PENALTY	POSITIVE RESPONSE
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)		
83	1.51	Walay agas kay dili mosaka ang tubig	CARMEN	1										
84	2.212	Walay agas tibuok adlaw	CARMEN	1										
85	2.244	Dili moagas kung gabii	CONSOLACION	1										
86	3-4.176	Walay agas 7 am to 10 am	CONSOLACION	1										
87	3-4.31	Buntag walay saktong agas 6am - 8am	CUGMAN	1										
88	2.6	Half day mo agas	CUGMAN	1										
89	3-4.35	Hinay ang agas 6am - 10am	CUGMAN	1										
90	3-4.33	Hinay ang agas ang tubig	CUGMAN	1										
91	2.271	Kusog unta ang agas	CUGMAN	1										
92	2.63	Naa unta tubig sa buntag	CUGMAN	1										
93	2.30	Taga buntag, gahinay ang tubig	CUGMAN	1										
94	1.184	Tana 24/7 na ang agas sa amoa	CUGMAN	1										
95	3-4.16	Up to date ang billing pero ang tubig wala	CUGMAN	1										
96	2.209	Walay agas ang tubig	CUGMAN	1										
97	2.296	Walay agas ang tubig tibuok adlaw	CUGMAN	1										
98	1.126	Ang problema sa amoa kay walay agas jud pagka adlaw.	GUSA	1										
99	3-4.101	Buntag walay tarung nga agas	GUSA	1										
100	1.74	Daan nga linya, hinay ang agas	GUSA	1										
101	1.89	Dili kaayu ga agas sa ugto	GUSA	1										
102	2.2	gabie ra mokusog	GUSA	1										
103	2.240	Gawala - wala ang tubig	GUSA	1										
104	1.292	Hinay kaayu ang tubig	GUSA	1										
105	2.4	Hinay sa buntag	GUSA	1										
106	3-4.50	Hinay sa buntag 6am - 10am	GUSA	1										
107	1.291	Kalit lang kawala ang tubig	GUSA	1										
108	1.169	Mga 7 am mo hinay ang tubig	GUSA	1										
109	2.10	Mo agas siya sa hapon	GUSA	1										
110	2.5	Sa buntag hinay ang agas	GUSA	1										
111	4.56	Taud taud walay saktong agas nga tubig.	GUSA	1										
112	1.96	Usahay mohinay ang tubig	GUSA	1										
113	2.9	Usahay mohinay sa buntag	GUSA	1										
114	2.245	Walay agas sa buntag	GUSA	1										
115	1.298	Walay agas sugod hapon daan nga linya wala kaayu agas.	GUSA	1										
116	2.19	Walay insaktong agas	GUSA	1										
117	3-4.121	Walay saktong agas, sa hapon na mo balik	GUSA	1										
118	1.295	Walay tubig sa buntag	GUSA	1										
119	3-4.267	Hapon mo agas 2 pm - 4 pm	IGPIT, OPOL	1										
120	3-4.109	Walay agas ang tubig	IGPIT, OPOL	1										
121	1.265	Inig 7 am walay agas.	IPONAN	1										
122	2.258	Kusog unta ang agas	IPONAN	1										
123	2.54	Pagbuntag hinay lang	IPONAN	1										
124	1.245	Walay agas kada hapon	IPONAN	1										
125	2.35	Walay saktong agas; 7 am dili mo agas	IPONAN	1										
126	1.109	Walay tarung nga agas, sa ugto lang mo agas	IPONAN	1										

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				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)		
127	1.239	Hinay ang agas	KAUSWAGAN	1										
128	2.223	Hinay ang agas ug walay agas sa morning	KAUSWAGAN	1										
129	3-4.102	Kung buntag walay tarung nga agas	KAUSWAGAN	1										
130	3-4.181	Mukusog unta ang agas kung buntag	KAUSWAGAN	1										
131	1.42	Mukusog unta ang tubig (gabie ra muagas)	KAUSWAGAN	1										
132	2.293	Walay tarung nga agas sa buntag	KAUSWAGAN	1										
133	1.264	Hinay ang agas	LAPASAN	1										
134	3-4.106	Hinay ang agas	LAPASAN	1										
135	3-4.59	Hinay ang agas sa buntag	LAPASAN	1										
136	4.64	Hinay ang agas sa buntag	LAPASAN	1										
137	3-4.66	Hinay ang agas sa buntag	LAPASAN	1										
138	3-4.48	Hinay ang agas sa buntag 6am - 10am	LAPASAN	1										
139	3-4.174	Hinay ang agas sa tubig	LAPASAN	1										
140	3-4.260	Hinay ang agas unya gabie ra mo agas	LAPASAN	1										
141	3-4.36	Hinay kaayo ang agas	LAPASAN	1										
142	1.80	Hinay or putol-putol, buntag lang muagas	LAPASAN	1										
143	2.207	Muagas unta ang tubig sa buntag	LAPASAN	1										
144	3-4.70	Taga hapon lang mo agas	LAPASAN	1										
145	3-4.105	Walay saktong agas 7 am - 11 am	LAPASAN	1										
146	3-4.125	Walay saktong agas nga tubig, 6 am - 9 pm	LAPASAN	1										
147	1.247	Agas lang sa 6 am sa buntag	MACABALAN	1										
148	2.237	Dugay or hinay ang agas-piaping itom; unsay solution	MACABALAN	1										
149	3-4.78	Hapon lang mo agas	MACABALAN	1										
150	3-4.258	Hinay ang agas og walay agas sa buntag	MACABALAN	1										
151	2.220	Sa buntag walay agas	MACABALAN	1										
152	1.24	Usahay muhinay usahay kusog or walay agas	MACABALAN	1										
153	3-4.32	Hinay ang agas sa tubig 8am - 11am	MACASANDIG	1										
154	2.238	Mohinay ang agas adlawan 8 am to 8 pm	MACASANDIG	1										
155	1.244	Walay agas sa buntag - limited supply	MACASANDIG	1										
156	1.254	Walay tarong nga agas	MACASANDIG	1										
157	1.76	3 days walay agas	MALANANG, OPOL	1										
158	1.50	Hinay kaayu ang agas (kadlawon ra)	MALANANG, OPOL	1										
159	3-4.120	Walay saktong agas	MALANANG, OPOL	1										
160	2.60	Basta mag ulan mapalong ang tubig	PAGATPAT	1										
161	3-4.170	Mga 11 am na mo agas ang tubig	PAGATPAT	1										
162	2.63	Sa gabii lang mo agas	PAGATPAT	1										
163	3-4.123	Mawala ang agas sa tubig taga gabie mo agas	PATAG	1										
164	3-4.263	Mawala ug kalit	PATAG	1										
165	1.258	Mga 11 pm to 5 am mo agas ang tubig.	PATAG	1										
166	1.158	Dapat kung magplano dapat ang future maoy planohon dili ang karon. Ang source maoy solbaron.	POBLACION	1										1
167	3-4.257	Dili mo agas sa buntag	POBLACION	1										
168	3-4.43	Hinay ang agas 7am - 10am	POBLACION	1										
169	3-4.103	Hinay ang agas ang tubig	POBLACION	1										
170	2.246	Hinay ang agas sa buntag	POBLACION	1										

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				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)		
171	3-4.298	Hinay ang agas sa tubig	POBLACION	1										
172	1.69	Hinay kaayo ang tubig, mga 4 months na	POBLACION	1										
173	2.259	Kusog unta ang agas	POBLACION	1										
174	3-4.296	Sa ugto hinay	POBLACION	1										
175	3-4.291	Hinay ang agas	PUNTOD	1										
176	3-4.111	Hinay ang agas sa tubig	PUNTOD	1										
177	2.51	Usahay hinay ang tubig	PUNTOD	1										
178	2.121	Lubog ang tubig	BONBON		1									
179	3-4.274	Lubog ang tubig	CAMAMAN-AN		1									
180	1.256	Lubog ang tubig unya hugaw kaayo	CAMAMAN-AN		1									
181	3-4.297	Lubog sa tubig	CAMAMAN-AN		1									
182	1.140	usahay molubog	CANITON		1									
183	3-4.226	Brown ang tubig	GUSA		1									
184	3-4.227	Usahay molubog ang tubig	GUSA		1									
185	1.67	Usahay lubog	IPONAN		1									
186	3-4.63	Hugaw ang agas sa tubig	KAUSWAGAN		1									
187	2.253	Mo kalit ug lubog	KAUSWAGAN		1									
188	3-4.180	Lubog sa kadlawon	LAPASAN		1									
189	3-4.178	Medyo hugaw ang tubig	LAPASAN		1									
190	1.139	naay galutaw lutaw kung kadlawon, naay brown.	LAPASAN		1									
191	3-4.126	Naay panahon nga lubog	LAPASAN		1									
192	2.160	Lubog ang tubig	MACASANDIG		1									
193	3-4.234	Lubog ang tubig	MACASANDIG		1									
194	3-4.130	Usahay inig abre baho kaayo chlorine	MACASANDIG		1									
195	1.105	Pagkahuman ug black-out, itom ang tubig	NAZARETH		1									
196	1.40	Dili unta lubog ang tubig	PAGATPAT		1									
197	1.215	Lubog ang tubig	PATAG		1									
198	2.298	Lubog ang tubig	POBLACION		1									
199	1.300	Lubog ang tubig	POBLACION		1									
200	1.36	Lubog ang tubig talagsa	POBLACION		1									
201	1.71	Lubog ang tubig usahay	POBLACION		1									
202	3-4.266	Naay panahon nga mag lubog	POBLACION		1									
203	3-4.268	Usahay lubog ang tubig	POBLACION		1									
204	1.147	Nganong gibalhin man akong metro sa stub-out nahinay na nuon akong tubig. Nganong kung nay leakages dili ayohon diritso sa empleyado bisan nakit-an na nila.	BARRA, OPOL			1				1				
205	1.54	Layo ang meter stub-out sa amo. Mag leak dili mahibal-an kay tungod layo.	CARMEN			1				1				
206	1.60	Transfer sa cluster kay laayo kaayo	CARMEN			1								
207	2.201	Tarunon ug taod ang connection para walay leakage	KAUSWAGAN			1								
208	2.257	Tarunon ug install sa pipes para walay problema	LAPASAN			1								
209	2.261	Butangan extension ang due date; dili dapat taas ang penalty	GUSA				1						1	
210	2.274	Bill dapat on time ma hatag din usahay mabaylo sa neighbor	BALULANG				1							
211	2.224	Dili gina reading ug insakto sa meter reader	BAYABAS				1							

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				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)		
212	1.237	On time dapat ang billing.	BULUA				1							
213	2.36	Specify every bill	BULUA				1							
214	1.56	Billing lang dili gakahatod	CARMEN				1							
215	2.277	Tarungon pag basa sa meter para dili masayop	CARMEN				1							
216	1.216	Tarungon ug reading	CARMEN				1							
217	2.215	Dili kaayo gasulod inig mag tan-aw sa metro	LAPASAN				1							
218	3-4.228	Wala naabot ang billing atong previous month	LAPASAN				1							
219	2.251	Deliver of billing kay dili ihatag sa tagbalay	MACASANDIG				1							
220	2.168	Per cubic, reading (right information)	MACASANDIG				1							
221	2.278	Bill wala gaka dawat	NAZARETH				1							
222	2.285	Dako ang reading bisan gamay ra gagamit	NAZARETH				1							
223	3-4.168	Ni dako ang bill sa tubig	PATAG				1							
224	1.47	Magpahibalo kung mawala ang tubig	BALULANG					1						
225	1.34	Announce earlier if mawala ang tubig	BULUA					1						
226	2.88	Dili masunod ang schedule sa interruption	BULUA					1						
227	2.94	Kung walay agas or naay interruption magpahibalo lang unta	BULUA					1						
228	2.93	Kung walay agas/interruption magpahibalo unta kay makurat ra man ml.	BULUA					1						
229	2.87	Sundon ang schedule kung mawala ang tubig	BULUA					1						
230	1.39	Dili dugayon kung mawala ang tubig	CANITOAN					1						
231	3-4.193	Magpahibalo if naay interruption	CARMEN					1						
232	1.282	Nganong walay agas nga walay pahibalo.	GUSA					1						
233	1.290	Pahibalo kung naay interruptions	GUSA					1						
234	1.288	Pahibalo sa interruptions	GUSA					1						
235	2.294	Delayed ang pagpahibalo	IPONAN					1						
236	3-4.253	I-announce ang interruptions	IPONAN					1						
237	3-4.186	Mag announce kung naay interruption	IPONAN					1						
238	2.21	Magpahibalo kung naay interruptions	IPONAN					1						
239	1.41	Pahibalo if naay interruption	LAPASAN					1						
240	2.163	I-announce kung mag-ayo	MACASANDIG					1						
241	1.214	Magpahibalo kung mawala ang tubig	MACASANDIG					1						
242	2.46	Magpahibalo kung naay interruption	MACASANDIG					1						
243	2.39	Dapat magpahibalo mawala ang tubig	PAGATPAT					1						
244	1.231	I-announce kung walay agas.	PAGATPAT					1						
245	3-4.251	Magpahibalo kung mawala ang tubig	PAGATPAT					1						
246	3-4.182	Mag announce kung naay repairs	POBLACION					1						
247	3-4.243	Ma-address unta diritso ang complaints	BARRA, OPOL						1					
248	3-4.194	Ma-atiman unta ang complaints	BARRA, OPOL						1					
249	2.133	Dugay malihok ang reklamo	BONBON						1					
250	1.234	Dugay ma-address ang complaints	BULUA						1					
251	2.287	Ma-aksyunan unta ang complaints	CUGMAN						1					
252	1.286	Ma-areglar ang complaints	GUSA						1					
253	1.296	Tarungon ug address ang complaints	GUSA						1					
254	3-4.189	Asekasuhon jud ang complaints	IGPIT, OPOL						1					

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