

# Daluyan

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## CREATING RIPPLES OF CHANGE

LAGUNA WATER GIVES  
MARGINALIZED FAMILIES ACCESS  
TO SAFE AND CLEAN WATER

## CHAMPIONING SANITATION EDUCATION

TSEK NG BAYAN RECEIVES  
GOLD ANVIL AWARD

## EXPANDING TERRITORIAL SCOPE

LAGUNA WATER SIGNS  
JOINT VENTURE DEAL  
WITH PAGSANJAN  
WATER DISTRICT



# Message from Laguna Water

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The cover shows Territory Manager Rochelle Escueta checking the bulk water meter in Barangay Gulod in Cabuyao, Laguna. Barangay Gulod is one of the community-beneficiaries of the Ahon Tubig program, a program of Manila Water Foundation that gives marginalized communities access to safe and clean water supply.

To our valued stakeholders,

As Laguna Water celebrates 10 years of delivering exceptional customer experience, the company continues to create ripples of positive changes in the Province of Laguna through the provision of water, used water, and environmental services.

True to our commitment to make clean and safe water accessible and available to all, we have been implementing programs that help marginalized communities connect to the piped-water supply system of Laguna Water. Last year, more than 300 hundred low-income families in Cabuyao, Laguna have gained access to our water supply through the Ahon Tubig program, in partnership with Manila Water Foundation.

In January 2019, the company has also embarked on another milestone as we officially signed a joint-venture partnership with Pagsanjan Water District. Aside from Pagsanjan, we have also started establishing our water source in Victoria, Laguna.

Continuously touching the lives of Lagunenses, we would like to share with you this issue of Daluyan, which centers on the theme "Creating Ripples of Change." This issue highlights how the company positively impacts society through our various community development programs, service improvement projects, and environmental initiatives.

We would like to thank you for your continuous support and we promise to amplify development and excellence in all our services for the next decades to come.

Virgilio C. Rivera, Jr.

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# IMPROVING SANITATION AND HYGIENE IN PUBLIC SCHOOLS: LAGUNA WATER BUILDS WATER AND SANITATION FACILITIES IN DON JOSE NATIONAL SCHOOL

Laguna Water joined hands with Manila Water Foundation and Henkel Asia Pacific Center to improve Don Jose National High School's access to proper sanitation, through the provision of drinking fountains and handwashing facilities.

Thousands of public schools in the Philippines lack access to clean water and safe sanitation facilities, thus, these institutions resort to sourcing their water from inadequately maintained water supply systems that are at risk to contamination. This situation exposes millions of students and teachers to water and sanitation-related health problems such as diarrhea, typhoid, and cholera.

To address these challenges, Manila Water Foundation launched the Lingap Eskwela or Water for Schools program, which has been implemented in various provinces in the Philippines, including Laguna. Through this program, public schools are being connected to a reliable water supply network and are given drinking and handwashing facilities.

The Lingap Eskwela is designed to insulate students from threats of water-borne diseases through provision of access to clean water supply system. The program structure specifically involves the local government unit and other stakeholders to assure rightful direction of benefits.

"Laguna Water is your partner in achieving access to clean water and proper sanitation," said General Manager and COO Shoebe Hazel Caong. She also added that the company practices convergence as a strategy to come up with programs and activities that will resolve societal concerns, particularly in water and sanitation.

In time with the celebration of the Global Handwashing Day, Laguna Water and Manila Water Foundation held an inaugural activity of the Lingap Eskwela project in Don Jose National High school in Santa Rosa, Laguna last October 2018.



In-photo (L-R): Henkel Asia Pacific Head of Controlling Anthony Nool, Laguna Water General Manager and COO Shoebe Hazel Caong, Barangay Don Jose Consultant Elagio Gomez, Don Jose High School Principal Alvin Sta. Maria, and Manila Water Foundation Executive Director Reginald Andal.



**“Proper handwashing with clean water and soap plays a vital role in avoiding malnutrition, reducing absenteeism and contributing to a productive citizenry,”**

**MWF Executive Director Reginald Andal.**

Leading the ribbon cutting of facilities were Shoebe Hazel Caong, Manila Water Foundation Executive Director Reginald Andal, Henkel Asia Pacific Head of Controlling Anthony Nool, Don Jose National High School Principal Alvin Sta. Maria, and Barangay Don Jose Consultant Elagio Gomez.

Representatives from Manila Water Foundation and Henkel Asia Pacific also taught the students and teachers the proper way of washing their hands with soap.

“We advocate the proper handwashing with clean water and soap to our kids in schools and communities to keep them healthy and prevent communicable diseases. It also plays a vital role in avoiding malnutrition, reducing absenteeism and contributing to a productive citizenry,” said MWF Executive Director Reginald Andal.

Meanwhile, Laguna Water employees introduced to the participants the concept of used water management, highlighting the need and importance of septic tank cleaning.



“Sanitation is not just about cleaning your hands. It should include the proper management of the water that has been used,” shared GM Shoebe.

To date, the Lingap Eskwela has already helped 12 public schools in Laguna improve their access to a reliable water source and to proper sanitation facilities.





*In-photo (L-R): Manila Water Acting Chief Operating Officer for Manila Water Operations Abelardo Basilio, PAGWAD Chairman of the Board of Directors Delto Abarquez Jr., PAGWAD General manager Alex Paguio, Pagsanjan Mayor Maita Ejercito, Manila Water Philippine Ventures President Virgilio Rivera, Jr., Manila Water President and CEO Ferdinand Dela Cruz, and PAGWAD Engineering and Operations Division Manager Ronaldo Velasco.*

# EXPANDING TERRITORIAL SCOPE:

## LAGUNA WATER SIGNS JOINT VENTURE DEAL WITH PAGSANJAN WATER DISTRICT

Laguna Water, a public-private partnership between the Provincial Government of Laguna and Manila Water Philippine Ventures, signed a joint venture agreement with Pagsanjan Water District (PAGWAD).

Under the agreement, PAGWAD grants Laguna Water the exclusive right to implement the design, construction, rehabilitation, operation, maintenance, financing, expansion and management of water supply and sanitation services in the former's service area.

During the signing of the joint-venture, PAGWAD General Manager Engineer Alex Paguio shared that Laguna Water has always been PAGWAD's partner in addressing concerns on their water services. He added that the partnership with Laguna Water will help the water district realize its vision to provide the municipality of Pagsanjan and its environs with safe, clean, and potable water supply.

Aside from improving the water operations, the joint-venture partnership will also make sanitation and environmental services, such as septage management, available and accessible to the Pagsanjenos. These services will aid in protecting the municipality's natural resources and promoting good health and well-being of communities, which could lead to a more progressive and sustainable economy.

With the authority to operate the water and used water services of PAGWAD, Laguna Water commits to deliver 24 by 7 water supply that is compliant with the 2017 Philippine National Standards for Drinking Water. The JVA is also seen to reduce water losses and increase water pressure through various network rehabilitation projects.

To ensure provision of quality services, Laguna Water will develop additional ground water sources to meet rising demands, expand its water network to cover all communities in Pagsanjan, and implement sanitation programs to comply with various Philippine laws and regulations.

Present at the signing was Pagsanjan Mayor Maita "Girlie" Ejercito, who expressed her excitement with the joint venture. She said that she has high hopes that the partnership with Laguna Water will bring positive impact to the fast growing economy of the municipality of Pagsanjan. She also highlighted that as the partnership ensures provision of safe and sustainable water supply and reliable sanitation and environmental services, she looks forward to seeing the significant transformation to the lives of the people of Pagsanjan.

Meanwhile, Manila Water Philippine Ventures President Virgilio C. Rivera, Jr. thanked PAGWAD and the municipal government of Pagsanjan for trusting Laguna Water to be their partner in their water and sanitation initiatives. Committed to provide superior and reliable customer services, Mr. Rivera said that the joint venture will prove that a lot of things can be achieved when the private and the public sector work together.



*Laguna Water President Virgilio C. Rivera expressed his gratitude to the Municipal Government of Pagsanjan and PAGWAD for the trust that these institutions have given Laguna Water.*



A day after the JVA signing, board members and representatives of Pagsanjan Water District headed by PAGWAD General Manager Alex Paguio and councilors and officials of the municipality of Pagsanjan led by Mayor Maita Ejercito and former Governor ER Ejercito joined Laguna Water's Lakkbayan program where they visited the company's water and used water facilities.

Through the Lakkbayan program, Laguna Water showcase its capability to provide excellent and efficient water and used water services, thus, gaining the trust and confidence of the municipality of Pagsanjan that the company can truly make a big impact to their communities.

Laguna Water originally operates the water services of the cities of Binan, Santa Rosa, and Cabuyao. With the significant improvement the company has brought in these cities, Laguna Water has been authorized to provide water and used water services to the entire Province of Laguna.

Last year, the Board Members of the municipalities of Victoria and Calauan signed a resolution allowing Laguna Water to do business in their area.





# TRANSFORMING COMMUNITIES WITH LIFE'S BASIC NECESSITIES

Laguna Water is the largest water, used water, and environmental services provider in the Province of Laguna, with more than 100,000 service connections. In 2009, the company was created through a joint venture between the Provincial Government of Laguna and Manila Water Philippine Ventures, a wholly-owned subsidiary of the Ayala-led water industry leader, Manila Water Company.

Committed to provide excellent customer experience, the company has already invested more than 5.5 billion pesos in various improvement and expansion projects.

A reliable partner in the achievement of sustainable development, Laguna Water continues to positively transform communities with life's basic necessities.

LIKE LAGUNA WATER'S OFFICIAL FACEBOOK PAGE TO KNOW MORE ABOUT THE COMPANY, ITS INITIATIVES, AND ADVOCACIES.

 [facebook.com/lagunawater](https://facebook.com/lagunawater)



The background image shows several people in silhouette, engaged in a coastal clean-up activity. They are holding long-handled tools, possibly shovels or rakes, and appear to be working on the ground. The scene is set against a bright, hazy sky, likely during sunrise or sunset, creating a high-contrast, atmospheric effect. The overall tone is one of community service and environmental stewardship.

# SAFEGUARDING WATER RESOURCES: LAGUNA WATER HELPS BRING BACK VIBRANCE IN LAGUNA LAKE

*A total of 15 Laguna Water employee-volunteers join the coastal clean-up at Barangay Aplaya, Santa Rosa organized by the City Environment and Natural Resources Office (CENRO) of Santa Rosa last February 16.*

On January 27, more than 5,000 people gathered at the Quirino Grandstand and participated in the clean-up of Manila Bay, which resulted to a more pleasant coastline along the Roxas Boulevard.

In the continuing mandamus to rehabilitate Manila Bay, various government agencies and local government units (LGUs) are asked to do their share in bringing back the pristine quality of the said lake. Complying to this call, LGUs in Laguna have been implementing programs and activities that ensures cleanliness of their rivers and of the Laguna Lake, which are tributaries to Manila Bay.

Joining the movement to rehabilitate Manila Bay, CENRO of Santa Rosa initiated a coastal clean-up drive at Barangay Aplaya, which is adjacent to Laguna Lake.

Hundreds of volunteers were at the barangay as early as 4'o clock in the morning. These volunteers were able to collect various solid wastes that contribute to the degradation of water quality in Laguna lake.

As a water service provider, Laguna Water supports programs that foster the public's responsibility in ensuring environmental sustainability. Committed to preserving the natural resources, the company highly encourages its employees to take time and participate in activities that champion the protection of water bodies and the environment.



"One of the main thrusts of Laguna Water is environmental conservation, hence, the company actively participates in various environmental initiatives such as this," said Sustainable Development Manager Euncice Ricaforte-Cosico.

Present during the clean-up was Santa Rosa City Mayor Danilo Fernandez.

"We should not only think of the present. If we want the future generations to enjoy the resources that we are enjoying, we should seriously start taking care of our environment," shared Euncice Cosico.

According to CENRO of Santa Rosa, a much larger clean-up activity will be held in September in celebration of the International Coastal Clean-up Day, the world's largest volunteering effort for ocean's health.

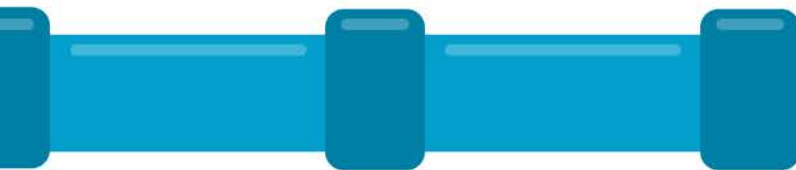
Laguna Water is part of various groups and organizations that continuously support the need to protect the environment, particularly the water resources. Some of the company's affiliations are Sta. Rosa Watershed Management Council (SWMC), Save Silang-Santa Rosa River Foundation, Inc. (S3R2), Cabuyao River Protection Advocates (CaRPA), and Multi Sectoral Advisory Committee under the Department of the Interior and Local Government.



Laguna Water joined the Department of the Interior and Local Government in recognizing city and municipal governments in Laguna that have shown strong commitment to the environment.



Daloy ng Saya, Laguna Water's annual gift-giving activity, brought joy to the students of Tubog and Papatahan Elementary School in Paete, Santisima Cruz Elementary School in Santa Cruz, and Banka banka Elementary School in Nagcarlan



# INFLOW -



As part of its concession agreement, Laguna Water turned over its annual concession fee to the Provincial Government of Laguna. The cities of Binan, Santa Rosa, and Cabuyao have also received their shares.



Laguna Water introduced its desludging service or the cleaning of septic tanks service to the media during the company-initiated Media Day last November at Rose and Grace in Santa Rosa, Laguna.



A total of 17 talents were recognized during the company's annual Huwarang Manggagawa and President's Pride Due to Performance Awarding ceremony.



Continuously strengthening the organization, Laguna Water held its annual team building activity, Balikatan, at Camp Benjamin in Alfonso, Cavite.

# OUTFLOW



Various nationalities participating in the Gates Foundation Partners Convention learned the different programs, practices, and innovative solutions of Laguna Water on sanitation.



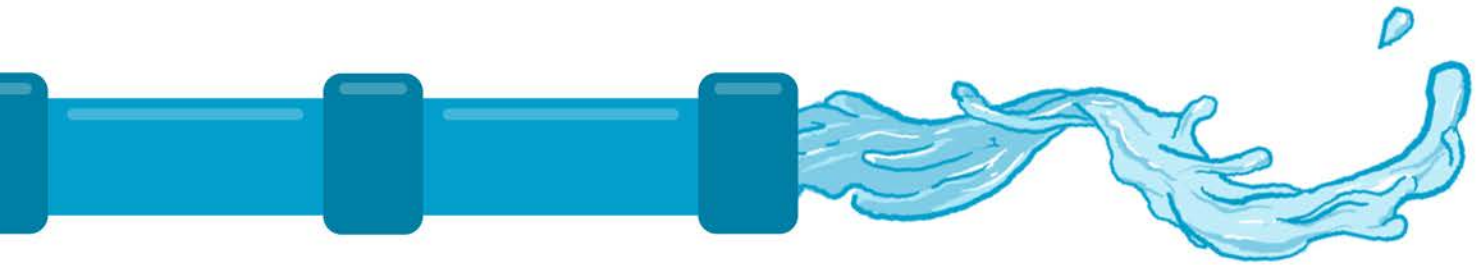
WaterLinks participants from Tamil Nadu, India visited Laguna Water last February 2019 to learn how the company has significantly reduced its non-revenue water from 48% in 2009 to 17% in 2018.



The water facility in Victoria, Laguna has already been energized last March 2019. This facility will allow households from Barangays San Roque, Pagalangan, and Nanhaya to connect to the water supply network of Laguna Water.



Laguna Water Technical Operations Team has undergone a training on how to operate the company's Mobile Treatment Plant (MTP). The MTP is designed to treat water sources and provide clean water during emergency situations.



Laguna Water Communications and Branding Manager Dustin Ibanez and Stakeholder Relations Manager Dianne Villareal guested at DZJV's Balitayan to assure Laguna Water customers that the company has sufficient water supply, despite the



Through Laguna Water's Lakbayan Program, offices from the Provincial Government of Laguna learned the different processes and technologies the company employs to ensure delivery of safe and clean water and provision of world-class used water services.



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NORTH SCIENCE AVENUE, LAGUNA TECHNOPARK, INC., BINAN CITY, LAGUNA

# CREATING RIPPLES OF CHANGE: LAGUNA WATER GIVES MARGINALIZED FAMILIES ACCESS TO SAFE AND CLEAN WATER

Around 300 households residing in Barangay Baclaran and Barangay Gulod in Cabuyao, Laguna have been connected to the piped-water supply network of Laguna Water through the Ahon Tubig program of the company and Manila Water Foundation.

Improving access to safe and clean water plays an invaluable role in the achievement of the sustainable development goals. According to a United Nations Educational, Scientific and Cultural Organization report, more than 2 billion people worldwide are deprived of a reliable water supply.

In Laguna, thousands of people do not have their own water lines and get their water from unreliable sources such as shallow and artesian wells, making them vulnerable to diseases and other health concerns.

Realizing the need to help struggling communities to gain access to safe and clean water, Manila Water Foundation created the Tubig Para Sa Barangay program, which was later rebranded to the Ahon Tubig program. Through Ahon Tubig, water connection fee of households with low financial capacity is subsidized and a favorable payment scheme is applied to relieve beneficiaries from heavy financial burden.





"Through the Ahon Tubig program, marginalized families can now connect to the piped water supply system of Laguna Water, hence, they are assured that they have 24 hour supply of safe and clean water," said Eunice Cosico, Laguna Water's Sustainable Development Manager.

Aiming to help more low-income families, Laguna Water and Manila Water Foundation continuously work with the local barangay officials in identifying beneficiaries in their respective communities.

Nilda Matas, one of the Ahon Tubig beneficiaries from Bgy. Baclaran, expressed her gratitude to Laguna Water for the convenience of having water in their house. "Before we need to walk to the artesian wells to fetch water. It was really tiring because we need to carry the pails back to our house, which is quite far from the well" shared Nilda. She also added that she feels safe now that they are connected to a reliable water source.

Last March 12, Laguna Water, together with Manila Water Foundation, held a ceremonial turnover of water service connections at Bgy. Gulod Covered Court in Cabuyao, Laguna. More than 100 Ahon Tubig beneficiaries were present during the event.

# AHON TUBIG

*allows marginalized families to gain access to a reliable water source.*

## 700 AHON TUBIG BENEFICIARIES SINCE 2014

Apart from the turnover ceremony, information and education programs on proper handwashing and used water management were also conducted to encourage families to improve their hygiene and sanitation practices.

Present during the event were Barangay Baclaran Chairman Mauro Galang, Barangay Gulod Chairman Dante Hermano, Manila Water Foundation Executive Director Reginald Andal, and Laguna Water General Manager and COO Shoebe Hazel Caong.

To date, more than 700 marginalized families in Laguna have already been given access to safe and clean water through Manila Water Foundation's and Laguna Water's Ahon Tubig program.



# MAKING SANITATION SERVICES ACCESSIBLE AND AVAILABLE TO ALL: LAGUNA WATER PROVIDES DESLUDGING SERVICES

Laguna Water officially launched its desludging operations last September 22, 2018. More than just siphoning the used water or septage from the households' septic tank, this new service also requires analysis of the market, coordination with stakeholders, and gaining community's commitment in protecting the environment.

"Our desludging service is our share in the government's efforts to protect the environment and promote good health," said Laguna Water General Manager and COO Shoebe Hazel Caong.

In 2018, the Provincial Government of Laguna has passed its Provincial Sewage and Septage Ordinance, which mandates local government units and the public to practice proper used water management through connecting to a sewer network or through the regular cleaning of their septic tanks.

Committed to providing its customers from Binan, Sta. Rosa, and Cabuyao with reliable sanitation and environmental services, Laguna Water developed a used water master plan, which included a study on the needs, demand, and acceptability of the market, to ensure efficiency, effectivity, and sustainability of the desludging service. Moreover, the company has purchased vacuum trucks and upgraded its sewage treatment plant to include a fully-mechanized septage treatment facility.

According to the company's feasibility study on used water management, eight out of ten households in Laguna discharge its used water to septic tanks. Further, based on the company's customer satisfaction survey 91% of the participants believe that it is important to clean their septic tanks regularly. The company also found out that 52% of septic tanks are inaccessible due to narrow roads or poor building construction.





# 656 HOUSEHOLDS PROVIDED WITH THE DESLUDGING SERVICE AS OF MARCH 2019

These survey results helped Laguna Water project the acceptability and availment rate of the septic tank cleaning service. To further gain the public's support of the new service, the company also banked on increasing people's awareness about the importance and the need for used water management.

Last year, Laguna Water went to different subdivisions and barangays in Binan, Santa Rosa, and Cabuyao to conduct its information, education, and communication campaign on used water management entitled Tamang Sanitasyon Equals Kalusugan, Kalinisan, at Kaunlaran ng Bayan (TSEK ng Bayan). The company also released various communication materials such as notices, flyers, bill inserts, and social media posts to inform its concessionaires about the desludging service.



"We may be a million steps away from our goal of providing the whole province with sanitation services, but we know that these first steps, as long as we keep moving forward, will definitely take us there," said GM Shoebe.

Laguna Water laid out a five-year desludging schedule to ensure that all of its customers will be able to avail of the desludging service. The company has also purchased smaller desludging hoses to cater to septic tanks with smaller access points.

According to GM Shoebe, the septic tank's accessibility is one of the main challenges that the company encounters in its desludging operations since many households cannot locate their septic tanks and have improper septic tank design.

Moving forward, Laguna Water will be purchasing additional vacuum trucks to extend the desludging service to more communities in the entire Province of Laguna. Additional dewatering units will also be installed in the company's used water treatment facility, to double its treatment capacity. Further, the company will also be investing in smaller desludging truck units to cover those areas with challenges in accessibility.

All Laguna Water customers can avail of the desludging service. However, standard fees will be applied for desludging service requested outside the schedule of their community or barangay.

Desludging is one program that would mitigate pollution of rivers and bodies of water, leading to healthier and more progressive communities.

As of March 2019, Laguna Water has already served 656 households, corresponding to more than 1.65 million liters of septage collected and treated in the LTI Sewage and Septage Treatment Plant.



# PROMOTING ENVIRONMENTAL CONSERVATION:

## LAGUNA WATER JOINS SILAKBO 2019

Laguna Water participated in the annual Sikad-Lakad-Takbo (SILAKBO) event, organized by the Save Silang Santa Rosa River Foundation (S3R2), last April 14, 2019 at the Green Field City, Santa Rosa, Laguna.

Themed "Youth for the Environment and Sustainability to Growing Responsibility towards Ecological Enhancement for Nature (YES to GREEN!)", more than 2400 runners and bikers joined the fundraising event.

"Now on our 11th year, Silakbo would like to empower the youth and emphasize their valuable role in taking a paradigm shift towards environmental sustainability," said Laguna Water Stakeholder Relations Manager and S3R2 Secretary Ana Martir.






As part of the S3R2 family, Laguna Water sent employees to join the fun run and bike activities. Further, the company also provided drinking stations along the trail.

Aside from the running and cycling event, Silakbo 2019 also awarded the winners of its first-ever songwriting competition titled "Awit ng Kabayaan para kay Inang Kalikasan." This competition encourages the youth to use their creativity and talent in producing music that would raise awareness of the public on various environmental concerns.

Laguna 1st District Congresswoman Arlene Arcillas said during her message that it is everyone's responsibility to take good care of the environment. She added that protecting highlighted in natural resources will be beneficial not only for today's generation but most especially to the future generations.

An advocate of environmental sustainability, Laguna Water continuously support organizations, programs, and other initiatives that champion conservation of natural resources.

### SILAKBO 2019 WINNERS

 <b>3K</b>	Male: John Ener Yambao Female: Lyka Mae Raterta
 <b>5K</b>	Male: Ariel Suario Female: Ailona Heinz De Salit
 <b>10K</b>	Male: Michael Villamor Female: Leonie Ruterta
 <b>21K</b>	Male: Junior Dilla Female: Luisa Raterta
 <b>25K</b>	Male: Felimeno Amago III Female: Mariz Robles



In-photo: Laguna Water Communication and Branding Manager Dustin Ibanez, Laguna 1st District Congresswoman Arlene Arcillas, Laguna Water Regulatory and External Affairs Head Sol Teresita Dimayuga, and Laguna Water Stakeholder Relations Manager Dianne Villareal.



# CHAMPIONING SANITATION EDUCATION:

## TSEK NG BAYAN RECEIVES GOLD ANVIL AWARD

Laguna Water's advocacy program, Tamang Sanitasyon Equals Kalusugan, Kalinisan, at Kaunlaran ng Bayan (TSEK ng Bayan), won a Gold Anvil Award at the recently concluded 54th Anvil Gabi ng Parangal held at the Marriott Grand Ballroom, Pasay City.

Winning under the Specialized Public Relations Program Advocacy Campaigns category, TSEK ng Bayan was recognized for successfully bringing proper sanitation information to half a million people through an effected multi-faceted strategy and strategic partnerships.

The TSEK ng Bayan program aims to bridge the gap between the knowledge and practice of proper sanitation in the Province of Laguna, through awareness programs and activities about used water management and the dangers posed by untreated used water to health, environment, and economy.

“Sanitation is a reflection of good health, sustainable environment, and progressive economy,” said Laguna Water General Manager Shoebe Hazel Caong.



Laguna Water General Manager Shoeb Hazel Caong and Laguna Provincial Administrator Atty. Duke Rebanal hold the Gold Anvil Award for the TSEK ng bayan. Joining them are Laguna Water's Leadership and Management Teams.

In 2018, the TSEK ng Bayan advocacy has reached more than 500,000 people through its barangay caravans, flyers, and social media campaigns, among others. Various local government units and agencies namely: municipalities of Pangil and Lumban, Department of the Interior and Local Government, and the Provincial Health Office of Laguna have also joined the TSEK ng Bayan movement for proper sanitation. Further, the TSEK ng Bayan program has been influential to the success of the implementation of Laguna Water's desludging services.



Laguna Provincial Governor Ramil Hernandez receives the Gold Anvil award for Laguna Water's TSEK ng Bayan Program.

“The simple practice of desludging makes a big impact to our society, particularly to the sustainability of our environment. If we want to provide a better life to the future generations, we should start now and start at home,” shared GM Shoeb.

In compliance with the Philippine Clean Water Act and the Supreme Court continuing mandamus to clean up Manila Bay, Laguna Water's TSEK ng Bayan encourages households in Laguna to practice regular desludging of septic tanks to ensure treatment of untreated used water, which is one of the largest polluter of water bodies.

**“Sanitation is a reflection of good health, sustainable environment, and progressive economy,”**

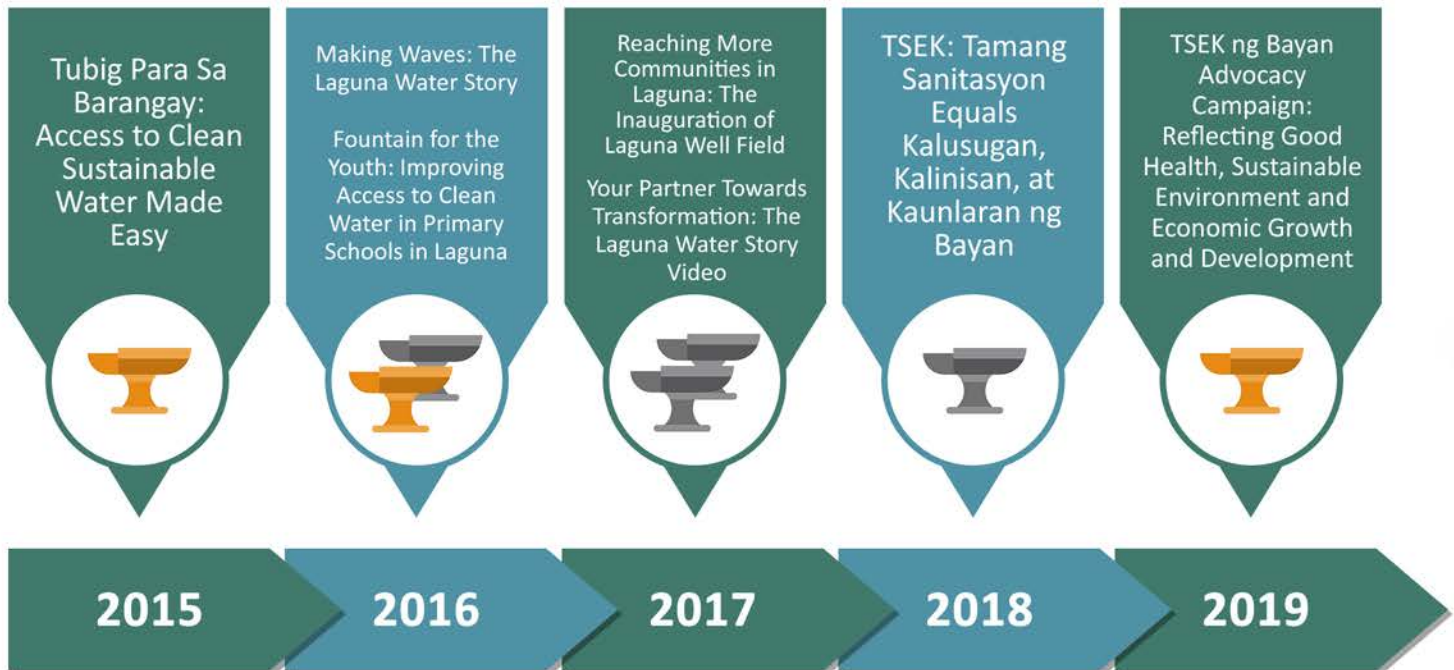
Shoebe Hazel Caong  
Laguna Water General Manager



This is the second year that Laguna Water’s TSEK ng Bayan program has been recognized at the Anvil Awards. Last year, the company’s advocacy program received a Silver Anvil Award for increasing public awareness about proper sanitation practices and for encouraging various local government units and organizations to champion used water management.

To date, Laguna Water has already won 3 Gold and 4 Silver Anvil awards for its various public relations tools and programs.

The Anvil Awards, organized by the Public Relations Society of the Philippines, is dubbed as the Oscars of Philippine public relations, recognizing the best and brightest public relations tools and programs in the country.







*Laguna Water Network Management Team conducts regular monitoring of leaks which contribute to the significant reduction of the company's non-revenue water.*

## **INCREASING OPERATIONAL EFFICIENCY: LAGUNA WATER CONTINUES TO REDUCE ITS NON-REVENUE WATER LOSSES**

Aiming to continuously improve its water operations, Laguna Water has significantly reduced its non-revenue water (NRW) from 48% when it started in 2009 to just 17% in 2018.

NRW remains to be one of the many issues that water utilities are facing today. It is the water that has been produced but is subsequently lost before reaching the customers' taps. High levels of NRW, caused by leaking, aging, and broken pipes, affects the efficiency of water operations and may lead to water quality problems and health risks.

Addressing its NRW Concerns, the company implemented various NRW reduction programs and initiatives, which include the regular detection of leaks, replacement of pipes, and rehabilitation of water networks.

**16000++**  
**LEAKS LAGUNA WATER REPAIRED  
SINCE 2009**



**32** BILLION CUBIC METERS  
ESTIMATE OF PHYSICAL WATER LOSSES  
ASIAN DEVELOPMENT BANK, 2010

## What is NRW?

**NON REVENUE WATER** is the difference between the amount of water put into the distribution system and the amount of water billed to consumers.

"The company is committed to reduce our NRW to a single digit percentage to further increase the efficiency of our water operations," said Technical Operations Head Valentino Alano.

Laguna Water has already invested billions in various NRW projects. Since 2009, the company has repaired more than 16,000 leaks and has replaced more than 53 kilometers of pipe mains, leading to more efficient water operations. Other initiatives that continuously help lower the water losses are meter and pressure management, district metering area (DMA) management, massive meter replacement, and pressure relief valve installation.

Aside from improving operational efficiency, reducing NRW prevents water wastage. Further, low NRW level will help conserve the environment, secure consumers' access to safe water, increase climate resilience, and reduce energy consumption.

"Illegal connections and tampered meters also contribute to NRW. That is why, we are encouraging the public to report illegal water connections," said Val.

In 2018 alone, Laguna Water has recovered 5.3 million liters of water per day. As the company continues to grow and expand its territorial scope, the company is committed to develop and implement strategies that will effectively manage its water losses.

Laguna Water's NRW of 17% is low by global standards, which is 20%.



In 2017, Laguna Water employed a total pipe replacement project in Laguna Bel Air, a subdivision in Santa Rosa, Laguna with more than 2000 households. The project aims to address the high non-revenue water (NRW) and low water pressure of the area caused by the aged and dilapidated water network of the subdivision.

The said project was completed in September 2018 and significant improvements have been seen in the water operations in Bel Air. NRW water dropped from 61% to 10%, thus, recovering 3.65 million liters of water per day. Aside from reducing NRW, households are now enjoying an average of 10 psi pressure and no concerns on water quality has been recorded since the completion of the project.



# Be #WaterWais!

We are encouraging our customers to be wise and responsible in using water in their respective house and workplace.



Make sure that all faucets are securely closed when not in use.



Always check your waterlines for leakages.



Use recycled water to clean your washroom or backyard.



Soak your laundries first so that stains will be easier to remove, and use proper amount of water.



Wash your clothes in a weekly basis to avoid excess water consumption.



Use a pail and dipper in taking a bath.



Don't let the water running when doing the laundry and brushing your teeth.



Use a bowl when washing fruits and vegetables.



To avoid using water too much, take out the frozen food from the freezer hours before you consume it.



Water the plant when it's not hot, it may be early in the morning or late in the afternoon.



Use a pail and dipper when washing your car.

Please report leakages, illegal connections, defective meters, and unauthorized opening of fire hydrants to our

**Customer Service Hotline**

**TEXT ONLY** 0998 559 2306 (Smart)  
0917 868 4367 (Globe)  
**CALL ONLY** 0998 559 2469 (Smart)  
0917 868 4354 (Globe)



**LAGUNA WATER**

A MANILA WATER  
PHILIPPINE VENTURES COMPANY

**Empowering People**

**Protecting the Environment**

**Enhancing Sustainable Development**

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