

Daluyan

The official news channel of  **LAGUNA WATER**
A MANILA WATER
PHILIPPINE VENTURES COMPANY

Volume 3 | Issue 2 | October 2018

SANITATION: Reflection of a Sustainable Community

Laguna Water launches its TSEK ng Bayan services to improve Lagunense's access to proper sanitation



Expanding Services and Reach

Manila Water Philippine Ventures and the Provincial Government of Laguna sign the fourth amendment to the concession agreement of Laguna Water.

Understanding Water and Used Water

Laguna Water holds facility tours to increase stakeholders' understanding of the water and used water treatment process

PUBLISHER

Virgilio C. Rivera, Jr.
Shoebie Hazel B. Caong

EDITOR-IN-CHIEF

Sol Teresita N. Dimayuga

MANAGING EDITOR

Dustin O. Ibanez

GRAPHIC ARTIST AND PHOTOGRAPHER

Jet Robinson L. Ilagan

MESSAGE FROM LAGUNA WATER

To our valued stakeholders,

This year, Laguna Water launched the Tamang Sanitasyon Equals Kalusugan, Kalinisan, at Kaunlaran ng Bayan (TSEK ng Bayan) services which include sewage management, desludging service, and used water treatment. This is the company's share in the government's effort to improve the public's access to sanitation.

Access to adequate sanitation is essential to achieve human development. Sanitation is a reflection of good health and sustainable environment. Through TSEK ng Bayan, sanitation is made available, affordable, and accessible to all.

Everyone has the right to have access to adequate sanitation but more than a right, it is everyone's responsibility to make sanitation available and sustainable to all.

Effective and proper sanitation can be achieved with the collaborative effort of all sectors of the society.

This issue of Daluyan focuses on the different initiatives of Laguna Water with regard to sanitation. It also features the various stakeholder initiatives and sustainable development programs of the company.

Laguna Water is committed to become the province's trusted partner in development through the provision of quality water and used water services.

Let us work together to make clean water and adequate sanitation sustainable.

ABOUT THE COVER



To make sanitation available and accessible to all, Laguna Water will be providing desludging services to cities and municipalities in the province of Laguna. Photo shows Laguna Water Desludging Services Manager Paul Michael Atienza (center) along with Used Water Services Operators Ferdinand Depante (left) and Jonathan Paquiz (right).

Virgilio C. Rivera, Jr.
President



CONTENTS

p. 7

SANITATION:

Reflection of a Sustainable Community

Laguna Water launches its TSEK ng Bayan services that aim to improve Lagunense's access to proper sanitation

p. 3

Understanding Water and Used Water

p. 17

Expanding Services and Reach



p. 6

Contributing to Economic Development

p. 14

Championing Environmental Sustainability

p. 15

INFLOW
OUTFLOW

p. 19

Bridging the Gap between Knowledge and Practice of Sanitation

p. 21

Protecting Water Resources

p. 23

Building Brighter Future for Younger Generations

p. 25

Forging Partnerships for Development

p. 27

Bringing its Services Closer to Customers

p. 28

Gaining Accolade for Impactful Campaign

p. 29

Ensuring Reliability of Services

p. 30

Helping Prevent Environmental Degredation



Understanding Water and Used Water

Laguna Water holds facility tours to increase stakeholders' understanding of the water and used water treatment process

To deepen appreciation and understanding of the entire water and used water management cycle, Laguna Water arranges Lakbayan program, a tour of the company's water and used water facilities, for its various stakeholders and partners.

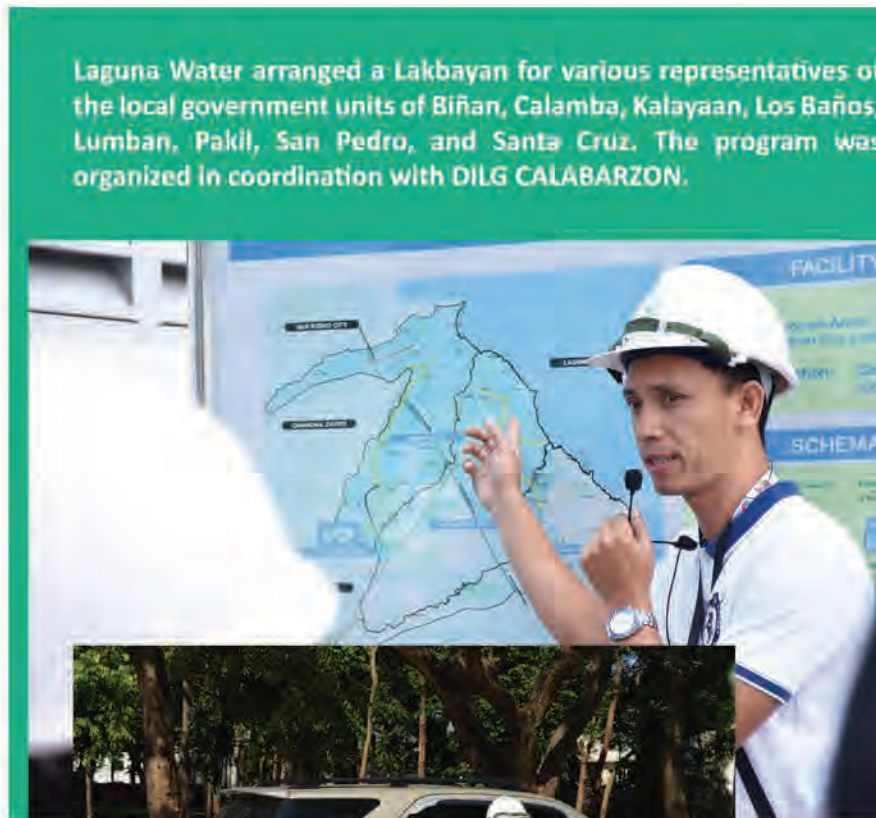
Lakbayan aims to educate the participants on how water is extracted from the ground and treated before it is distributed to the company's growing number of customers. It also shares the importance of treating the water that has been used to ensure that it will not contribute to the pollution of the environment.

Prior to facility visits, Laguna Water presents a brief introduction of the company- its history and milestones. To ensure safety of the Lakbayan participants, Laguna Water's safety team conducts a safety induction and provides basic safety gears such as hard hats that should be worn during the course of the tour.

The facilities being visited in the Lakbayan program are the Matang Tubig Spring, Laguna Well Field, a booster facility in Laguna Technopark (LTI), and the LTI Sewage and Septage Treatment Plant. To enhance the learning experience, facility managers provide a short discussion on the operations of these facilities and entertain questions from the participants.

"Lakbayan showcases our capability to provide our customers excellent water and used water services. Presenting the complex process of the entire water management cycle, we hope to encourage our participants to be more responsible in using water," said Communications and Branding Manager Dustin Ibanez.

Laguna Water arranged a Lakbayan for various representatives of the local government units of Biñan, Calamba, Kalayaan, Los Baños, Lumban, Pakil, San Pedro, and Santa Cruz. The program was organized in coordination with DILG CALABARZON.



Lakbayan program has been receiving positive feedback from its participants. According to Jonalyn Sibug from Narra Water Supply System, the program allowed her to learn how Laguna Water improved the water and used water services to become more sustainable. "We hope we could be like Laguna Water in the future," she said.

The League of Vice Governors of the Philippines (LVGP) learned the complex process of treating used water as they visited Laguna Water's LTI Sewage and Septage Treatment Plant as part of their 72nd National Assembly which was hosted by LVGP National Treasurer and Laguna Vice Governor Karen Agapay.



"Through Lakbayan we hope to encourage a more responsible use of water"

-Dustin Ibañez

To showcase the world class facilities and processes employed in the water and used water operations, Laguna Water held a facility tour with its key stakeholders from the International Finance Corporation in May.



Water.org, a partner of Laguna Water in making clean water available to all, brought Narra Water Supply System, a water service provider in Palawan, to learn from the experience of Laguna Water in improving its water and used water services.



In line with the start of the company's desludging service, Laguna Water organized a Lakbayan with the different city government offices of Biñan, Santa Rosa, and Cabuyao (DILG Field Office, City Environment and Natural Resource Office, City Engineering Office, City Health Office, and City Building Office) and representatives of DILG CALABARZON to showcase the company's readiness to provide used water services.



Contributing to Economic Development

Laguna Water receives Outstanding Business Award in Biñan



The City Government of Biñan headed by Mayor Walfredo "Arman" Dimaguila (3rd from left) recognizes Laguna Water as one of the City's Top Business Taxpayers. Present to receive the award are Regulatory and External Affairs Head Sol N. Dimayuga (4th from right) and Stakeholder Relations Manager Ana A. Martir (4th from left).

The City Government of Biñan recognized Laguna Water as the City's top 6 corporation in terms of tax payment at the 2nd City of Life Awards last May 18 at the Biñan People's Center, City Hall Compound in Biñan, Laguna.

Biñan, a first class city in Laguna, is a growing business district in the South. It is home to fast-growing establishments and industries contributing to the city's economic growth and development.

Laguna Water General Manager and COO Shoebe Hazel B. Caong expressed her gratitude for the recognition bestowed to the company. "This recognition and the continued growth of the company show that people in the City trust Laguna Water as their water service provider. In return, we promise to provide our customers excellent services."

This is the second time that Laguna Water has been recognized as one of the City of Biñan's outstanding business taxpayers.

In the morning of May 18, Laguna Water executives headed by GM Shoebe had a courtesy visit to Mayor Walfredo "Arman" Dimaguila to discuss updates about the company and its projects in the City.

Currently, around 100,000 residential and commercial establishments in the cities of Biñan, Santa Rosa, and Cabuyao are connected to the water supply network of Laguna Water. The company is also providing water and wastewater services to Laguna Technopark, one of the biggest industrial parks in the Philippines located in Biñan.



SANITATION: Reflection of a Sustainable Community

Laguna Water launches its TSEK ng Bayan services that aim to improve Lagunense's access to proper sanitation

Environmental degradation is one of the pressing concerns in the world today. The rapid urbanization and the growing population happening in society demand a higher level of consumption to Earth's natural resources, thus, increasing the risk of environmental depletion and compromising the sustainability of the ecosystem.

In the Philippines, the Filipino nation was surprised and shocked to hear the news about the shutdown of Boracay Island, one of the country's top tourist destinations. The closure was brought about by the serious environmental damage in the island as seen in the deteriorating quality of its water. The biggest culprit to this is improper sanitation, particularly the erroneous practice of used water management.

Photo above (L-R): Laguna Water President and CEO Virgilio C. Rivera Jr.; DENR CALABARZON Regional Director Maria Paz Luna; Manila Water Chairman Fernando Zobel de Ayala; Laguna Governor Ramil L. Hernandez; Laguna Lake Development Authority General Manager Jaime C. Medina; and Manila Water President and CEO Ferdinand M. Dela Cruz



“Effective collaboration between the public and private sector will provide a more inclusive government leading to healthier and more sustainable communities”

-Fernando Zobel de Ayala

The current situation of sanitation in the Philippines

Access to adequate sanitation remains to be a challenge to millions of Filipinos. According to UNICEF, around 6 million Filipinos defecate in the open and an estimated 20 million lack access to basic sanitation facilities. Further, the country is said to be producing around 7.2 billion liters of used water per day but only 10% of this is managed and treated properly.

In an informal survey conducted by Laguna Water, the company found out that 8 out of 10 families in Laguna do not practice desludging of their septic tanks. Further, many have improperly designed septic tanks, thus, increasing the risk of water contamination and pollution.

Used water, a threat to the environment and public health

Sanitation, along with water, is said to be at the very core of sustainable development. It is essential in attaining various sustainable development goals, and addressing concerns related to poverty, health, and environment.

One area of sanitation that has been neglected by many is used water management. Used water is the water that has been used in homes and other establishments for bathing, washing the dishes, and flushing the toilet, among others.

Used water management is a key element in achieving adequate sanitation. It helps minimize the harmful impacts of used water to the environment and public health.



Addressing the concern on used water

To address the heightening concern on sanitation, Laguna Water launched its Tamang Sanitasyon Equals Kalusugan, Kalinisan, at Kaunlaran ng Bayan (TSEK ng Bayan) services last April 2018 at the LTI Sewage and Septage Treatment Plant in Binan, Laguna.

Laguna Water's TSEK ng Bayan services include sewage management and desludging service. Sewage management will be offered to those communities and establishments connected to a sewer network. While desludging service will be provided to those households and establishment with septic tanks. Through the TSEK ng Bayan services, customers will be assured that their used water will be collected and treated properly before it is discharged to a body of water.

"TSEK ng Bayan is Laguna Water's share to the pressing need of making sanitation services accessible to the province of Laguna. It is our support to the government's efforts to protect the environment, particularly the natural bodies of water, damaged by untreated used water brought by various human activities," said Laguna Water General Manager and COO Shoebe Hazel B. Caong.

The launching of TSEK ng Bayan is a significant milestone not only for Laguna Water but for the entire Province of Laguna. It was in 2015 that the Provincial Government of Laguna authorized Laguna Water to provide wastewater services in the entire Province.

For the longest time, sanitation has been seen as having toilet facilities and proper handwashing alone. However, the complete sanitation chain should include the treatment of used water to ensure that human wastes are managed properly in ways that will not harm the environment and the health of the people.



Prior to the formal program of the launching, attendees of the TSEK ng Bayan: Launching of Laguna Water's sanitation services tour the LTI Sewage and Septage Treatment Plant.

Prior to the main program of the launching of the company's sanitation services, a tour of the LTI Sewage and Septage Treatment Plant was conducted for guests to have a deeper appreciation of the used water treatment process.

"Sanitation is equal to health. Considering the rising population and the fast growing industry in the province of Laguna, we have to do something to address the challenges with regard to sanitation," said Provincial Governor Ramil L. Hernandez.

The TSEK ng Bayan program is in line with the Provincial Government's number one point program, Serbisyong Pang-kalusugan. Governor Ramil also highlighted in his message that the TSEK ng Bayan services are not just for compliance with the existing laws and regulations on wastewater, rather, it is a tool that will help everyone fulfill their moral obligation to clean their wastes, protect the environment, and save the natural resources for the benefit of the present and future generations.



Laguna Water team is more than ready to provide sanitation services to the Province of Laguna.

Manila Water Chairman Fernando Zobel de Ayala is overwhelmed by the trust and support given by the provincial government and the various city and municipal government units in Laguna. He promised to continue contributing to the economic development of the fast growing province. He added that the consistent engagement and effective collaboration between the public and private sector will provide a more inclusive government leading to healthier and more sustainable communities.

**“It is our moral obligation
to clean our wastes,
to protect our environment”**

-Ramil L. Hernandez

One of the highlights of the launching of the TSEK ng Bayan services was the symbolic commissioning activity where representatives of the different agencies present were asked to come up on stage. They were Manila Water Chairman Fernando Zobel de Ayala, Laguna Governor Ramil Hernandez, Department of Environment and Natural Resources Regional Director Maria Paz Luna, Laguna Lake Development Authority Jaime Medina, Manila Water President and CEO Ferdinand M. Dela Cruz, and Laguna Water President and CEO Virgilio C. Rivera, Jr.

Each was given a dirty droplet of water containing a specific problem caused by improper sanitation. The dirty droplet of water was thrown into the oversized toilet. The representatives were asked to press the oversized button to symbolize the flushing out of various societal problems through Laguna Water’s TSEK ng Bayan services.

The ceremonial activity was followed by a video of the LTI SSTP’s Treatment process and the singing of Paraiso by the Biñan Metropolitan Chorus. Laguna Water ended the historical celebration with a bang as everyone danced to the official TSEK ng Bayan jingle.

Also present at the launching were Manila Water Operations COO Geodino V. Carpio, Manila Water Senior Adviser Rodell A. Garcia, Manila Water East Zone Business Operations Group Director Esmeralda R. Quines, Manila Chief Information Officer Liwayway T. Sevala, Provincial Administrator Atty. Dulce H. Rebanal, Laguna 1st District Board Member Abigael Alonte, Laguna 4th District Board Member Lorenzo Zuniga, Santa Rosa Mayor Dan S. Fernandez, and Santa Rosa Vice Mayor Arnold B. Arcillas, along with other representatives from Manila Water; Laguna Water; Provincial Government of Laguna; City Governments of Biñan, Santa Rosa, and Cabuyao; DENR, LLDA, and the Department of Health.





Ending the program with a bang, Laguna Water team performs the official jingle of the TSEK ng Bayan services.



LTI SEWAGE AND SEPTAGE TREATMENT PLANT

Laguna Water has wide experience in terms of managing used water. In 2014, the company took over the water and used water operations of one of the largest industrial parks in the Philippines- the Laguna Technopark, Inc. (LTI).



Facility Profile

Capacity	11 million liters SEWAGE / day 70 cubic meters SEPTAGE / day
Type	<ul style="list-style-type: none"> • Moving Bed Bio-reactor (MBBR) • Food Chain Reactor (FCR)
Location	North Science Avenue, LTI
Coverage Areas	SEWAGE - Laguna Technopark Inc. SEPTAGE - Province of Laguna
Year Constructed	1992
Year Operated by Laguna Water	2014

The LTI Sewage and Septage Treatment Plant is the first used water treatment facility in the Philippines to use the Food Chain Reactor Technology of Organica Water, a leading wastewater solutions provider in the world.

The LTI Sewage Treatment Plant was upgraded to include a fully mechanized septage treatment facility. From 7 million liters per day (MLD), the Upgraded LTI Sewage and Septage Treatment Plant (LTI SSTP) has an increased treatment capacity of 11 MLD of domestic used water from various industries in LTI. Further, it has an additional treatment capacity of 70 cubic meters of septage per day from communities in the province of Laguna.

LTI SSTP is also the first used water treatment plant in the Philippines to use Organica Water's Food Chain Reactor (FCR) Technology. Present in the FCR are more than 3000 species of aerobic bacteria that degrade the organic pollutants in the sewage. Aerobic bacteria thrive on the plant roots that supports biofilm growth.

Championing Environmental Sustainability

Laguna Water plants 500 trees in Liliw, Laguna.

Committed to protect the environment, Laguna Water partnered with the Provincial Environment and Natural Resources Office of Laguna (PENRO) and the Municipal Government of Liliw in the conduct of the company's tree growing activity- Pasibol.

Two hundred guyabano and three hundred narra saplings were planted at Barangay Novaliches in Liliw, Laguna last May 2018. Joining the employee-volunteers from Laguna Water in this environmental conservation initiative were representatives from PENRO, Liliw Municipal Government, Provincial Government Environment and Natural Resources Office, Boy Scout of the Philippines and Lufamco.

"Planting tree is one of the simplest ways to mitigate the problem of environmental degradation, which is happening faster than we've thought. Through this, we help ensure that the future generations will still enjoy a clean and safe environment," said Sustainable Development Manager Eunice Christine Ricaforte-Cosico.

Prior to the Pasibol activity in Liliw, Laguna Water inspected the site, put signage, and installed ropes to ensure safety of the tree planters and the farmers.



Laguna Water, in coordination with PENRO Laguna and the Municipal Government of Liliw, plants more than 500 seedlings in Liliw, Laguna.

The Pasibol volunteers took a 20-minute hike going to the planting site. Participants from PENRO gave a brief discussion and demonstration on the proper way of holding and planting the trees.

To ensure the positive result and sustainability of the activity, Laguna Water along with the participating agencies and institutions are currently exploring possible partnerships that will aid the farmers in the maintenance of the trees and the marketing of the products.

Known as the Footwear Capital of Laguna, Liliw has also ventured into ecotourism. Its strawberry farms are now becoming the newest attraction in the said town.

One of the company's way of encouraging its employees to do their share in preserving the ecosystem, Laguna Water conducts at least three Pasibol activities annually. The largest water and used water services provider in Laguna is set to plant trees in the Municipality of Kalayaan and City of Cabuyao this year.

Since the launch of Pasibol in 2016, Laguna Water has already planted more than 2000 trees in different sites in Laguna.

INFLOW OUTFLOW

WHAT'S HAPPENING IN AND OUT OF LAGUNA WATER



Ensuring safe working environment.

Laguna Water received a Safety Excellence Award from the Workplace Advocates on Safety in the Philippines, Inc. (WASPI) for achieving a zero accident record from January to March 31, 2018.



Championing environmental sustainability.

Laguna Water participated at the annual Silakbo Run organized by the Save Silang-Santa Rosa River organization and the City Government of Santa Rosa led by the City Environment and Natural Resources Office.



Strengthening team

With the theme "De... Water held its annual... further strengthen... essential to the achie...



Celebrating the bountiful harvests of Laguna.

Laguna Water supported the celebration of the most colorful festival in the Province of Laguna, Anilag. The company provided hydration to various activities of the festival such as the first Anilag Color Run.



Forging stronger ties.

Laguna Water Management Team had a courtesy visit to Mayor Arman Dimaguila to give him updates on the company's current and upcoming projects in the City of Binan. Further, they thanked the Mayor for recognizing the company as one of the top business taxpayers in the city.



Empowering people ski

Thirty three employees... undergone the Pollution... of the Laguna Lake Devel... PCO are the officers in c... discharge quality of the fa...

EMPOWERING PEOPLE PROTECTING THE ENVIRONMENT ENHANCING SUSTAINABLE DEVELOPMENT



relationship.

...ver the mission together," Laguna
...team building activity, Balikatan, to
...the culture of team work which is
...vement of the company's goals.



Addressing environmental concerns.

Laguna Water General Manager was invited as a presenter at the 13th Annual Convention of the Water Environment Association of the Philippines. She shared how the company's sanitation program will help address various health and environmental challenges in Laguna.



Providing water to marginalized communities.

Laguna Water renewed its partnership with Water.Org in the implementation of the WaterConnect project. The renewal of the partnership aims to connect low-income households to the water network of Laguna Water.



ils.

...of Laguna Water have
...Control Officers training
...pment Authority (LLDA),
...harge of monitoring the
...ilities.



Contributing to community development.

One with the Laguna Technopark's mission to empower marginalized communities, Laguna Water provided hydration during the first LTA's CSRrun for the community and environment held last June.



Building strong relationships.

Laguna Water General Manager and COO Shoeb Hazel Caong had a meeting with Mayor Dan Fernandez to discuss the environmental services that the company will be offering this year. These services include desludging of septic tanks and treatment of used water.

Expanding Services and Reach

Manila Water Philippine Ventures and the Provincial Government of Laguna sign the fourth amendment to the concession agreement of Laguna Water



Laguna Water President and CEO Virgilio C. Rivera Jr. (right) and Laguna Governor Ramil L. Hernandez lead the signing of the fourth amendment to the concession agreement of Laguna Water.

Manila Water Philippine Ventures, a subsidiary of Manila Water Company, and the Provincial Government of Laguna signed the fourth amendment to the concession agreement of Laguna Water to maximize the positive impact of the public and private sector partnership in the Province.

The amendment includes the implementation of environmental services including but not limited to the collection, conveyance, and treatment of used water and the discharge of treated used water to a body of water.

For years, the adverse impacts of used water to health and environment and the importance of practicing proper used water management to ensure access to sustainable sanitation have not been given enough attention. The amendment will ensure that Laguna will have access to sanitation services and will address the concerns on used water.

"We are Laguna's partner in making clean water and sustainable sanitation available and accessible to all. We are here to provide sanitation services that will conserve our natural resources and protect public health," said Laguna Water President, Virgilio C. Rivera, Jr.



Also present during the amendment and the turnover ceremony are Vice Governor Katherine Agapay, Board members of Laguna, representatives from the the Provincial Government, and mayors and representatives of various cities and municipalities being serviced by Laguna Water.



As part of its concession agreement, Laguna Water turns over the 2017 concession fee to the Provincial Government of Laguna.

Laguna Water’s sanitation services, TSEK ng Bayan, is in consonance with the government’s efforts to protect the environment, specifically the bodies of water, and to promote public health. Further, it will help cities and municipalities to comply with existing laws and regulations concerning used water, particularly the Philippine Clean Water Act of 2004 and the Supreme Court continuing mandamus to rehabilitate Manila Bay.



Apart from the implementation of environmental services, the amendment also stipulates that Laguna Water can get into other concession activities such as joint venture agreement with water districts and business to business engagements, among others.

Laguna Governor Ramil Hernandez recognized the significant contribution of Laguna Water in uplifting the lives of Lagunenses through the provision of reliable water services. He furthered that the partnership with Laguna Water continuously supports the growth and development of the province.

Pursuant to its concession agreement, Laguna Water turned over a 32-million worth of concession fee to the Provincial Government of Laguna, fifty percent of which was given to the local government units (LGUs) of the cities and municipalities serviced by Laguna Water namely Biñan, Santa Rosa, Cabuyao, Calamba, Alaminos, Pagsanjan, and San Pablo.



Bridging the Gap between Knowledge and Practice of Sanitation

Laguna Water conducts TSEK ng Bayan to educate people about the importance of adequate sanitation.

Bridging the gap between the knowledge and practice of proper sanitation with focus on used water treatment, Laguna Water invited residents of the cities of Biñan, Santa Rosa, and Cabuyao to its information, education, and communication program titled Tamang Sanitasyon Equals Kalusugan, Kalinisan, at Kaunlaran ng Bayan (TSEK ng Bayan): Ugnayan at Talastasan held in Biñan, Laguna in April.

Launched in 2017, the TSEK ng Bayan campaign aims to transform the mindset and reform the behavior of people towards proper sanitation practices. It informs the public that sanitation is the hygienic practices of human waste disposal in ways that will not be harmful to the environment and to human health. Hence, sanitation is not just about having toilet facilities but should include the collection and treatment of used water. TSEK ng Bayan highlights the concept of used water treatment as a vital element in achieving adequate sanitation.

Discussed during the TSEK ng Bayan in Biñan are the detrimental impacts of untreated used water to human health, natural resources, water quality, and economic productivity.

“For years, we have neglected the need to treat the water we have used. Many are not aware that used water should not be discharged directly to water bodies because this would pose various concerns in health and environment,” said Laguna Water Regulatory and External Affairs Head, Sol N. Dimayuga.



Customers from Binan, Santa Rosa, and Cabuyao attend Laguna Water's TSEK ng Bayan: Ugnayan at Talastasan held at the Villa Leonila in Binan, Laguna.



To further its campaign on right sanitation practices, Laguna Water team dances to the tune of its TSEK ng Bayan jingle.

Desludging services include the collection of used water in the septic tanks, which should be done at least every five years. The collected waste will then be transported to and treated in a used water treatment plant.

“We did an informal survey with regard to the practice of desludging in Laguna and we found out that at least 8 out of 10 people have not desludged their septic tanks. Very alarming indeed, hence, we plan to intensify our TSEK ng Bayan campaign to reach more people and encourage them to practice regular desludging,” Sol said.

“Used water discharged directly to water bodies poses concerns to health and environment”

-Sol N. Dimayuga

Aside from used water management, improving access to basic sanitation facilities such as toilets remains to be a challenge to a number of Filipino families. With this, many resort to defecate in the open. To address this sanitation concern, Laguna Water is also exploring the possibility of offering a portable toilet technology. The company is encouraging local government units to construct communal toilet facilities for toilet-less communities.

Having given the authority to provide used water services in Laguna, Laguna Water will also be going to different barangays in the province to conduct TSEK ng Bayan to educate people about the importance of desludging their septic tanks and the treatment of used water.

TSEK ng Bayan campaign encourages people to do their share in ensuring sustainability of the environment. The campaign received a Silver Anvil Award from the Public Relations Society of the Philippines for successfully raising awareness of the public about proper sanitation with focus on used water management.



Protecting Water Resources

Laguna Water joins DILG CALABARZON in protecting water resources in the province of Laguna

Laguna Water, in coordination with the Department of the Interior and Local Government CALABARZON (DILG CALABARZON), went to the municipalities of Lumban and Pangil on May 24 and 25, respectively, for the Manilabayanihan river clean-up and Tamang Sanitasyon Equals Kalusugan, Kalinisan, at Kaunlaran ng Bayan (TSEK ng Bayan) program.

In adherence to the Supreme Court continuing mandamus, DILG's Manilabayanihan program goes to different cities and municipalities in Laguna to encourage communities to protect and clean their waterways since these are tributaries of Manila Bay.

Laguna Water has been a partner of DILG in this initiative since 2016. As a partner, the company sends resource persons to share its TSEK ng Bayan advocacy which is to practice used water management.

Based on a study, 81% of pollution in Laguna Lake, one of the biggest tributaries of Manila Bay, is caused by domestic waste. Hence, there have been laws and regulations that require households to connect to a sewer network or to have their septic tanks desludge regularly.



The municipality of Pangil enters into an agreement with Laguna Water to support the need to practice proper used water management. Attendees of the Manilabayanihan program also put their names on the TSEK ng Bayan pledge tree as a symbol of their commitment to protect the environment.



DILG Undersecretary Martin Diño with Laguna Water Stakeholder Manager Dianne Cunanan and Sustainable Development Manager Eunice Cosico.

81%

of pollution in Laguna Lake is caused by Domestic Waste

Wealth Accounting and the Valuation Ecosystem Services and World Bank Group. 2016



Laguna Water joins DILG CALABARZON in the conduct of the Manilabayanhan river clean-up in Lumban, Laguna. The program was also attended by DILG undersecretary for barangay affairs Martin Dino.



Laguna Water has already conducted TSEK ng Bayan campaign in 4 cities and 7 municipalities in Laguna



"The prevention of environmental degradation should always start at home. To protect our water resources, it is very important that we begin the practice of proper used water management," said Communications and Branding Manager Dustin Ibanez.

During the TSEK ng Bayan in Lumban, DILG undersecretary for barangay affairs Martin Dino said that protecting the environment will benefit the whole nation. "Sanitation is a reflection of good health, sustainable environment, and progressive economy," he added.

Building Brighter Future for Younger Generations

Laguna Water assists 9 public schools in the province of Laguna as part of its Linis Eskwela program

Exhibiting the spirit of Bayanihan, more than 60 employee volunteers from Laguna Water joined the company's Linis Eskwela program, an activity supporting the Brigada Eskwela of the Department of Education (DepEd).

In consonance with Brigada Eskwela with the theme "Pagkakaisa Para sa Handa, Ligtas, at Matatag na Paaralan Tungo sa Magandang Kinabukasan," Laguna Water's Linis Eskwela program assisted nine schools in the province of Laguna this year.

Together with school teachers, parents, and other volunteers, Laguna Water employee volunteers helped repaint the walls, clean the classrooms, and repair school facilities. Aside from the provision of manpower, the company also donated construction materials such as paint, cleaning materials, trash cans, and pails. Moreover, the company also led a tree planting activity in Aplaya Elementary School, one of the nine schools assisted by the Linis Eskwela program, in Cabuyao.





**“Through Linis Eskwela,
we hope to create a safe and clean
environment conducive to learning”**

-Eunice Christine Cosico



“School is where children spend most of their time. Through our Linis Eskwela program, we help create a safe and clean environment conducive to learning which will enhance students’ learning process and productivity,” said Eunice Christine Cosico, Sustainable Development Manager.

She added that the company's participation to the week-long maintenance activities for schools is one of the Laguna Water's ways of showing commitment to community development.

The successful conduct of the Linis Eskwela program shows that the spirit of bayanihan is still very much alive. Laguna Water, through its various sustainable development programs, encourages its employees to extend a helping hand to marginalized sectors of society.



Forging Partnerships for Development

Laguna Water signs a Memorandum of Agreement with DILG CALABARZON to empower local government units



DILG CALABARZON Regional Director Manuel Q. Gotis and Laguna Water General Manager and COO Shoebe Hazel B. Caong sign an agreement pledging to work together in empowering local government units and in projects related to water and used water.

Laguna Water and the Department of the Interior and Local Government- CALABARZON (DILG CALABARZON) sealed their partnership with a Memorandum of Agreement signed last June 26 during the 2nd Quarter Multi-Sectoral Advisory Committee (MSAC) Meeting Cum Sangguniang Kabataan Mandatory Training (SKMT) Exit Conference held at the Drilon Hall of Southeast Asian Regional Center for Graduate Study and Research in Agriculture (SEARCA) in Los Baños, Laguna.

Laguna Water General Manager and COO Shoebe Hazel B. Caong and DILG CALABARZON Regional Director Manuel Q. Gotis signed the MOA for the collaboration of the two organizations in projects and activities that will empower local government units and promote good local governance.

"The need for collaboration between different sectors of society arises from our goal of achieving sustainable development. I believe with us working together, we will LWC; L- lead change; W-win over challenges; and C-champion community development," said GM shoebe.

Under the agreement, Laguna Water will share its resources and expertise to provide solutions to challenges related to water and wastewater. DILG, in return, will help the company promote its advocacy programs and establish touch points with local government units in the province of Laguna.





Laguna Water Regulatory and External Affairs Head (5th from left) receives the award of appreciation from DILG CALABARZON.



Laguna Water Communications and Branding Manager presents the company's TSEK ng Bayan advocacy program.

Laguna Water has been DILG's partner in various initiatives such as the Manilabayanihan program. The two parties team up to raise public awareness about importance of adequate sanitation and to encourage local government units to champion used water management.

"It is our pleasure to be part of the multi-sectoral partners of DILG. Different sectors working together, pooling their resources, knowledge, and expertise, would really make a big difference in this world," GM Shoebe said.

"With us working together, we will be able to lead change, win over challenges, and champion community development."

-Shoebe Hazel B. Caong

After the MOA signing, Laguna Water, through its Communications and Branding Manager Dustin Ibanez, shared its Tamang Sanitasyon Equals Kalusugan, Kalinisan, at Kaunlaran ng Bayan (TSEK ng Bayan) program, an advocacy campaign on used water management. TSEK ng Bayan highlights the connection of used water management to the achievement of adequate sanitation, which will help promote good health and well-being and conserve the environment, particularly the water resources.

Also present during the MOA signing were DILG CALABARZON Local Government Capability Development Division Chief Eloisa G. Rozul, DILG Laguna Provincial Director Darrell I. Dizon, Laguna Water Regulatory and External Affairs Head Sol Teresita N. Dimayuga, and Laguna Water Stakeholder Relations Manager Dianne Marie Cunanan.



Bringing its Services Closer to Customers

Laguna Water opens its satellite office in Biñan



In-photo (L-R): Councilor Alexis Desuasido, Laguna Water Finance Head Rolando Sumallo, Councilor Jaime Salandanan, Laguna Water Technical Operations Head Valentino Alano, City Administrator Romulo Reyes, Laguna Water General Manager and COO Shoebe Hazel Caong, Laguna Water Business Operations Head Camille Orbeso, and Laguna Water Technical Services Head Rodel Del Rosario

To provide convenience and service to its growing number of customers, Laguna Water opened a satellite office located at Red Arcade Building, Canlalay, Biñan last June 2018.

"The opening of our satellite office in Biñan is a testament to our commitment to deliver quality customer experience. The satellite office will bring our services closer to our growing number of customers," said Laguna Water General Manager and COO Shoebe Hazel B. Caong.

The satellite office in Biñan is expected to provide ease of access to Laguna Water services. Further, it will allow customers to save time as they need not go to the company's office in Nuvali, Santa Rosa for their concerns.

Laguna Water kicked off the opening of its satellite office with a motorcade from Pavillion Mall going to Barangay Poblacion in Biñan.

Joined by more than 50 vehicles, the motorcade was a way of informing the public about the satellite office.

Present during the celebration of the opening of Laguna Water's satellite office in Biñan were key stakeholders from the City Government of Biñan particularly Councilor Jaime Salandanan, Councilor Alexis Desuasido, and City Administrator Romulo Reyes.

"Thank you Laguna Water for responding to the clamor to have a satellite office in Biñan," said Councilor Salandanan.

The Biñan Satellite office caters to customer concerns only. It does not accept any kind of payment transactions. All payment transactions can be done with the company's payment partners.

Gaining Accolade for Impactful Campaign

Laguna Water's TSEK ng Bayan program receives recognition for bridging the gap between the knowledge and practice of proper sanitation

Commended for continuously raising public awareness about the importance of adequate sanitation, Laguna Water's Tamang Sanitasyon Equals Kalusugan, Kalinisan, at Kaunlaran ng Bayan (TSEK ng Bayan) received a Silver Anvil Award at the 53rd Anvil Awards Gabi ng Parangal held at Shangri-La at The Fort, Taguig City.

Launched in March 2017, TSEK ng Bayan is an advocacy campaign that educates people about the right practice to sanitation, particularly the need for proper wastewater (used water) treatment. The campaign highlights how untreated used water contributes to the contamination of natural water resources, leading to various health problems and environmental concerns.

Laguna Water brings the campaign to different barangays, municipalities, and cities in Laguna to encourage communities to practice desludging of septic tanks at least every five years or to connect to a sewer network. This is to ensure that used water will be properly managed and treated before it is discharged to a natural body of water.

Widening its reach, Laguna Water has forged a partnership with the Department of the Interior and Local Government- CALABARZON. This helps the campaign to be conducted in different cities and municipalities in the Province and to touch base with various local government units. To date, more 3,000 Lagunenses have already participated in the TSEK ng Bayan program.

"As we start our desludging service, we will be conducting more TSEK ng Bayan to bridge the existing gap between the knowledge and practice of proper sanitation, especially toward used water management," said General Manager and COO Shoebe Hazel Caong. She said that educating people about used water management will help break social norms leading to community's changed behavior and attitude.

Presented by the Public Relations Society of the Philippines (PRSP), the 53rd Anvil Awards received a total of 450 submissions nationwide, the highest number of entries in the history of PRSP. The Anvil Award is given to select public relations tools and programs that showcased exemplary performance in the field.



Laguna Water wins an Anvil Award for the company's TSEK ng Bayan program. Present to receive the award are Laguna Water President and CEO Virgilio C. Rivera Jr. (2nd from right), Laguna Water General Manager Shoebe Hazel B. Caong (4th from left), and Laguna Water Finance Head Rolando D. Sumallo Jr., along with members of the Laguna Water management team (1st from right).

Ensuring Reliability of Services

Laguna Water implements network and facility improvement projects

Laguna Water invests in projects that will improve its existing water supply network and facilities and will help expand its territorial scope in the Province of Laguna.

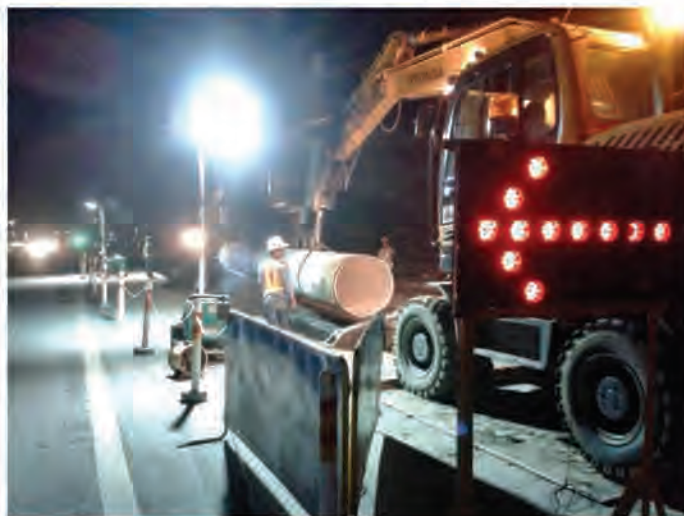
“Committed to provide our growing number of customers access to sustainable, safe, and clean water, we at Laguna Water continuously seek for opportunities that will help us deliver and ensure excellent customer experience, and will bring significant improvement to our services,” said Shoebe Hazel B. Caong, Laguna Water General Manager and COO.

The largest water and used water services provider in the Province of Laguna will be investing in various water source development; water network expansion, improvement, and rehabilitation; water service reliability projects; and water facility upgrades. Aside from its water services, the company is also poised to provide desludging service to the Province of Laguna.

Currently, Laguna Water has more than 100,000 service connections, which include residential, commercial, and industrial customers. With its service improvement and expansion initiatives, the company eyes significant growth to its customer base this 2018.



With the risk posed by the aging pipe system, Laguna Water has undertaken a pipe replacement project in South City Homes in Biñan. The project will improve the quality and ensure availability and reliability of water in the area.



Aimed at enhancing water service in the cities of Biñan and Santa Rosa, Laguna Water is now completing the 600mm Lateral Line Pipelaying project. The project will ensure water supply reliability as this will connect households to the company's Laguna Well Field, one of the biggest ground water facilities in the Philippines that can supply up to 100 million liters of water per day.

“Laguna Water continuously seeks for opportunities that will further improve our services.”

-Shoebe Hazel Caong

HELPING PREVENT ENVIRONMENTAL DEGRADATION

Environmental degradation is happening faster than people think. With the vast development and rising population, natural resources are being utilized faster than the planet can replenish it.

There are still a lot of things that can be done to prevent the destruction of the environment. It is everyone's obligation to help in conserving our natural resources. Here are simple things that can help save our planet Earth.



Put plastic packaging inside a bottle to make ecobricks



Carry a reusable water bottle



Go paperless



Pack your lunch in reusable containers



Unplug unused appliances



Say no to disposable straws and cutlery



Swap bathroom bottles with soap bar



Use bamboo brushes



Bring your own shopping bag



Lead by example to inspire others



LAGUNA WATER

A MANILA WATER
PHILIPPINE VENTURES COMPANY

Empowering People

Protecting the Environment

Enhancing Sustainable Development

Laguna AAWater Corporation

G/F One Evotech Bldg., Nuvali
Sta. Rosa City, Laguna

+632 519.4429

+6349 544.4386

daluyan@lagunawater.ph

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

www.lagunawater.com.ph