

# Daluyan

VOLUME 9 | ISSUE 2 | DECEMBER 2024

## STORY OF LEGACY and EXCELLENCE



LAGUNA WATER  
MANILA WATER FOUNDATION  
LINGAP LAGUNA PROJECT  
DATE: NOVEMBER 27, 2024  
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## ABOUT THE COVER



Laguna Water marks its 15th anniversary, celebrating its unwavering commitment to the community. Over the years, the company has achieved significant progress in water quality, customer service, sanitation, sustainability, and workforce development. These milestones were made possible through the community, local officials, and stakeholders' steadfast support.

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## MESSAGE FROM THE GENERAL MANAGER



As we welcome the New Year, we reflect on the past year's accomplishments with gratitude and pride. Laguna Water has remained steadfast in its commitment to serving our communities by providing reliable and potable water, ensuring the welfare of the environment, and uplifting the lives of the people we serve.

Through strong partnerships with various sectors and the unwavering trust of our customers, we have achieved significant milestones. Our efforts have not only enhanced the quality of life for many but have also contributed to the sustainable development of our communities.

As we embrace 2025, we reaffirm our commitment to our mission. We will continue to build on our successes, foster meaningful collaborations, and strive to positively impact both the environment and the lives of the people we serve. Thank you for your continued support and trust in Laguna Water. Together, we will create a brighter and more sustainable future.

Happy New Year, mga Katubig!

**CONSTANTINE O. UY**  
General Manager



## SUSTAINABILITY IN ACTION

### Revitalizing Laguna Lake through Volunteerism

Volunteers from Laguna Water took the time to participate in a cleanup drive to help revive the cleanliness and health of Laguna Lake.

As part of its 15th anniversary, the company conducted Linis Lawa which gathered employees and external volunteers for a day dedicated to cleaning the province's largest body of water by recovering plastic and other solid wastes.

Together with government employees and community members, over 200 kilos of waste were recovered during the activity which was conducted in partnership with the Municipal Environment and Natural Resources Office of Victoria, Laguna and Laguna Lake Development Authority (LLDA).

The cleanup drive was held in Brgy. San Roque, Victoria, Laguna last October 2, 2024. Present during the activity was LLDA General Manager Atty. Senando A. Santiago who also launched their program Abot-Kamay Para sa Laguna de Bay: Mission in Action – Solid Waste Recovery. This aims to link local government units (LGU) to organizations who buy and recycle the recovered plastic materials into new products.

Aside from Linis Lawa, Laguna Water also participated in similar activities in 2024. Among these are the International Coastal Cleanup hosted by the Santa Rosa City LGU in September 2024 where the company sent its water tanker and portable handwashing station for the use of volunteers for cleaning after the activity.



### Collaborative Effort: Laguna Water Partners with LLDA and Biñan City for "Tree Growing for a Cause"

In celebration of Civil Service Month, Laguna Water joined forces with the Laguna Lake Development Authority (LLDA) and the City Office of Biñan, Laguna, for the "Tree Growing for a Cause" program. Themed "Malasakit sa Kalikasan, Malasakit sa Lingkod Bayan," the activity highlights the shared commitment to environmental sustainability and community service.

As part of the Philippine Civil Service Commission's (CSC) 124th Anniversary, civil servants across Laguna planted trees to contribute to a sustainable future. The LLDA, in collaboration with the CSC, organized a simultaneous lake-wide tree-growing activity last September 16, 2024, held across the cities and municipalities of Laguna, namely Biñan Esplanade (main event), Kalayaan, Lumban, Mabitac, Paete, Pakil, Pangil, Pila, Santa Cruz, Siniloan, Victoria, Cabuyao, San Pedro, Calamba, Santa Rosa, and Los Baños.

The initiative, supported by various government agencies, aimed to improve water quality, enhance watershed management, and mitigate flooding and soil erosion in the Laguna de Bay region.

A total of 4,531 propagules were planted, comprising bamboo, narra, molave, catmon, and other fruit-bearing trees. Aside from sending volunteers, Laguna Water also deployed a water tanker and portable handwashing station which was used by volunteers across organizations to clean their hands and planting tools after the activity.

"We are honored to participate in this meaningful program. It demonstrates the power of collaboration among government agencies, local businesses, and the community to promote environmental sustainability. Our involvement reflects our commitment to environmental stewardship and the communities we serve," shared Ms. Floracoelli Masajo-Hernandez, Laguna Water's Sustainable Development Manager.

Also present at the event are the acting LLDA General Manager, Atty. Senando A. Santiago, CSC Chairperson Atty. Karlo A.B. Nograles, Biñan City Mayor Atty. Arman Dimaguila and Biñan City Vice Mayor Angelo Alonte.

## Environmental Stewardship: Laguna Water Drives Eco Actions in Cabuyao City

Cabuyao River Protection Advocates (CaRPA) members once again came together for a Multisectoral Environmental Community Engagement Activity.

Alongside residents of Barangay Uno, Cabuyao City, CaRPA member-volunteers worked together to clean the community and plant fruit-bearing trees provided by the Laguna Lake Development Authority (LLDA).

In addition, Laguna Water conducted the "Tamang Sanitasyon Equals Kalusugan, Kalinisan, at Kaunlaran (TSEK) ng Bayan" learning session. This session, led by Ms. Princess Coloma, Laguna Water's Desludging Manager, emphasized the importance of proper sanitation and wastewater management. The event also featured informative lectures on solid and hazardous waste management, delivered by CENRO Cabuyao and Del Monte Corporation representatives.



### IN FOCUS

## "Sanitation for Peace": Laguna Water's World Toilet Day Celebration in Santa Rosa

Laguna Water celebrated World Toilet Day with students in Santa Rosa, Laguna, under the theme "Sanitation for Peace."

Together with the Manila Water Foundation and Unilever Philippines, they conducted a brief session on WASH Aralan. This IEC program teaches proper hygiene, sanitation, and health to over 200 students at Santa Rosa Elementary School Central II and Southville IV National High School.

Additionally, the City Health Office of Santa Rosa received Domex products from Unilever Philippines to help maintain proper cleanliness in the city's health centers.



In total, the Manila Water Foundation and Unilever Philippines distributed over 200 bottles of Domex to schools and health centers, aiding in the upkeep of cleanliness in their offices and facilities.

World Toilet Day is celebrated annually on November 19 in the Philippines. This day aims to raise awareness about the global sanitation crisis and the importance of access to clean and safe toilets for everyone's health, dignity, and well-being.



## Celebrating Success: Laguna Water Bags Recognitions for Financial and Environmental Contributions

Laguna Water has received several awards from the local government offices of Pagsanjan, Biñan City, and Cabuyao City. They recognized its significant contributions as a top taxpayer and its commitment to environmental sustainability.

In a recent ceremony, Laguna Water was acknowledged as one of the top taxpayers in Pagsanjan, Biñan City, and Cabuyao City. These awards highlight the company's dedication to supporting local economies through timely and substantial tax payments, which play a crucial role in the development and progress of these communities.

Additionally, Laguna Water received the Gold - Environmental Award and Recognition from the City of Cabuyao for its outstanding environmental initiatives and volunteerism to the city's eco-programs. This award underscores the company's efforts to promote sustainable practices and protect the environment.



Laguna Water is dedicated to delivering high-quality water services while fostering sustainable development and environmental stewardship. The company looks forward to continuing its partnerships with local governments and communities to achieve shared goals of progress and sustainability.



*We are deeply honored to receive these recognitions from Pagsanjan, Biñan, and Cabuyao. These awards reflect our unwavering commitment to providing reliable water services and contributing to the economic and environmental well-being of the communities we serve.*

Mr. Constantine O. Uy  
General Manager of Laguna Water



## IN FOCUS

# Promoting Clean Hands: Laguna Water Educates Thousands on Hand Hygiene



In celebration of Global Handwashing Month, Laguna Water, Enchanted Kingdom, and Manila Water Foundation have collaborated on several initiatives to promote public health and environmental sustainability.

Laguna Water lectured on the importance of proper handwashing. Ms. Lheizel De Jesus, Laguna Water's head of Regulatory and External Affairs, shared the steps for proper handwashing and highlighted the critical times when it is essential. This event was also part of the World Teachers' Month celebration, led by Enchanted Kingdom and attended by hundreds of teachers and educators. In addition to sharing knowledge, Laguna Water distributed hygiene products from the Manila Water Foundation.



On a separate occasion, Laguna Water, together with the Manila Water Foundation, promotes the importance of clean hands.

They partnered with Enchanted Kingdom and established interactive booths at the nation's largest amusement park. The event, themed "Why Handwashing is Still Important?", saw participation from hundreds of students, faculty members, and individuals from across the Philippines. Safeguard soaps from P&G Philippines were distributed alongside sharing knowledge on effective handwashing.

This collaboration highlights both organizations' commitment to community welfare and public health education. Through these activities, over 4,000 individuals were reached and educated about the importance of proper handwashing in maintaining health and overall wellness.

Global Handwashing Day is celebrated annually on October 15 in the Philippines. This day emphasizes the importance of proper hand hygiene in preventing the spread of infectious diseases and promoting overall public health.

## WORLD TEACHERS' DAY CELEBRATION



## GLOBAL HANDWASHING DAY



## Volunteer-led Daloy ng Saya reaches wider audience in 2024



Laguna Water showered joy and learning to a wider audience as it implements a more inclusive approach to its Daloy ng Saya program.

In December, volunteers from its employee force dedicated their time and talent as they share vital information to the public through Daloy ng Saya, the company's annual gift-giving and learning program which aims to increase awareness about wise water use, proper sanitation, and environmental protection.

As an improvement from past years implementation, the audience selected for 2024's rollout included displaced children, youth in conflict with the law, and senior citizens. This iteration allowed the program to reach a segment of the community which is often marginalized and would benefit from the gifts and information shared in the learning sessions. Aside from these organizations, the program was also brought to urban and rural public schools catering to indigent learners.



*As we grow as a company, we hope that the continuous improvement we implement in our day-to-day processes can also be felt in the areas where we operate. This change allows us to keep our programs relevant and cater to the information and actual needs of the community.*

Constantine O. Uy,  
General Manager of Laguna Water



The change in the beneficiary selection process was conducted as a result of Sustainability and Corporate Social Responsibility survey and focus group discussions conducted during the first half of 2024 which aim to improve the sustainable development programs of Laguna Water.

With the help of the Business Operations and Laguna Expansion teams, the selected institutions for this year were Bahay Pag-asa and Southville 5A Elementary School – Langkiwa in Biñan, Brgy. Niugan Senior Citizens Association in Cabuyao, San Andres Elementary School in Alaminos, Mario Lanuza Elementary School in Pagsanjan, Labas Elementary School in Santa Rosa, and Kabulusan Elementary School in Pakil.

For 2024, Daloy ng Saya reached 350 individuals who participated in volunteer-led interactive lectures that involved games and demos. Participants of the learning sessions were also gifted with grocery items for the year-end holidays. In addition, donations to outreach and year-end programs of Laguna Water stakeholders were also extended through the Daloy ng Saya program which reached at least 140 individuals.

A total of 268.5 volunteer hours were also generated from the seven sessions of Daloy ng Saya conducted from December 4 to 13, 2024 and was participated by 67 employees. In addition, partners Cabuyao City Environment and Natural Resources Office, Forever Glow, Green Cross, and Rotary Club of Alaminos Downtown also extended food and product donations for the success of the program.



Bahay Pag-asa,  
Biñan City



San Andres Elementary School,  
Municipality of Alaminos



Mario Lanuza Elementary School,  
Municipality of Pagsanjan



Southville 5A Elementary School,  
Biñan City



Labas Elementary School,  
Sta. Rosa City



Brgy. Niugan Senior Citizens Association,  
Cabuyao City



Kabulusan Elementary School,  
Municipality of Pakil



## Sustainability Advocates: Empowering Pollution Control Officers and Compliance Kasanggas

Laguna Water recognized its Pollution Control Officers (PCO) for their vital contributions in maintaining regulatory compliance and conducted a refresher learning session to assist in their continuous learning.

Last December 18, 2024, the Regulatory and External Affairs Department spearheaded the annual PCO General Assembly. During the event, the company highlighted its 2024 compliance achievements including its membership to the Pollution Control Association of the Philippines, Inc. (PCAPI) where Laguna Water is the first to join among Manila Water's business units. Membership to the PCAPI grants PCOs access to training, conventions, expositions, technical assistance, and professional networking opportunities while fostering organizational excellence and individual growth.

Aside from this, key regulatory milestones for the company included securing the Department of Environment and Natural Resources (DENR) permit to operate for its new generator sets deployed across its facilities in the province. In addition, application for new, renewal, and revalidation of Laguna Lake Development Authority (LLDA) discharge permits were also obtained.

As an effort to also improve continuously, a notable program to commend Compliance Kasanggas was also launched. This initiative honors non-PCO individuals who supported the company in meeting its permit conditions, timely processing of regulatory fees, and ensuring technical requirements.

*Laguna Water remains committed to empowering its PCOs and Compliance Kasanggas. These initiatives allow us to ensure operational compliance with the environmental regulations while contributing to the government's programs on protecting the environment.*

Ms. Eunice Christine R. Cosico  
Regulatory Planning and Compliance Manager,  
Laguna Water



## Delivering Safe and Clean Water: A Commitment to Health and Community Well-Being of Lagunenses

Recognizing the vital role of potable water in public health and community welfare, Laguna Water ensures that its water supply conforms with the standards set by the Department of Health (DOH) Administrative Order 2017-0010 or the Philippine National Standards for Drinking Water of 2017 to protect public health.

Laguna Water conducts rigorous testing, including monthly microbiological assessments and semi-annual physical and chemical tests, to ensure water quality consistently meets safety thresholds. Certificates of Potability are also secured from City Health Offices in Biñan, Santa Rosa, Cabuyao, Calamba, and San Pablo, as well as from Rural Health Units in Alaminos, Victoria, Pila, Santa Cruz, Pagsanjan, and Pakil.

In alignment with its role as a public health partner, Laguna Water renewed its Certificate of Water Safety Plan Acceptance on December 17, 2024. Issued by DOH Region IV-A, this certification requires water service providers to identify and mitigate potential hazards in the water supply, including chemical, biological, and natural disaster risks.

Guided by its Water Safety Team, Laguna Water conducts comprehensive Hazard Identification and Risk Assessments to maintain water safety. The certificate remains valid until December 17, 2027, underscoring the company's ongoing commitment to delivering safe, clean, and reliable water to the community.



# LATEST EVENTS IN AND OUT OF LAGUNA WATER



**15th Year Anniversary Celebration**  
September 22, 2024



**Laguna Technopark Association, Inc. Fun Run**  
September 29, 2024



**Family Day**  
November 08, 2024

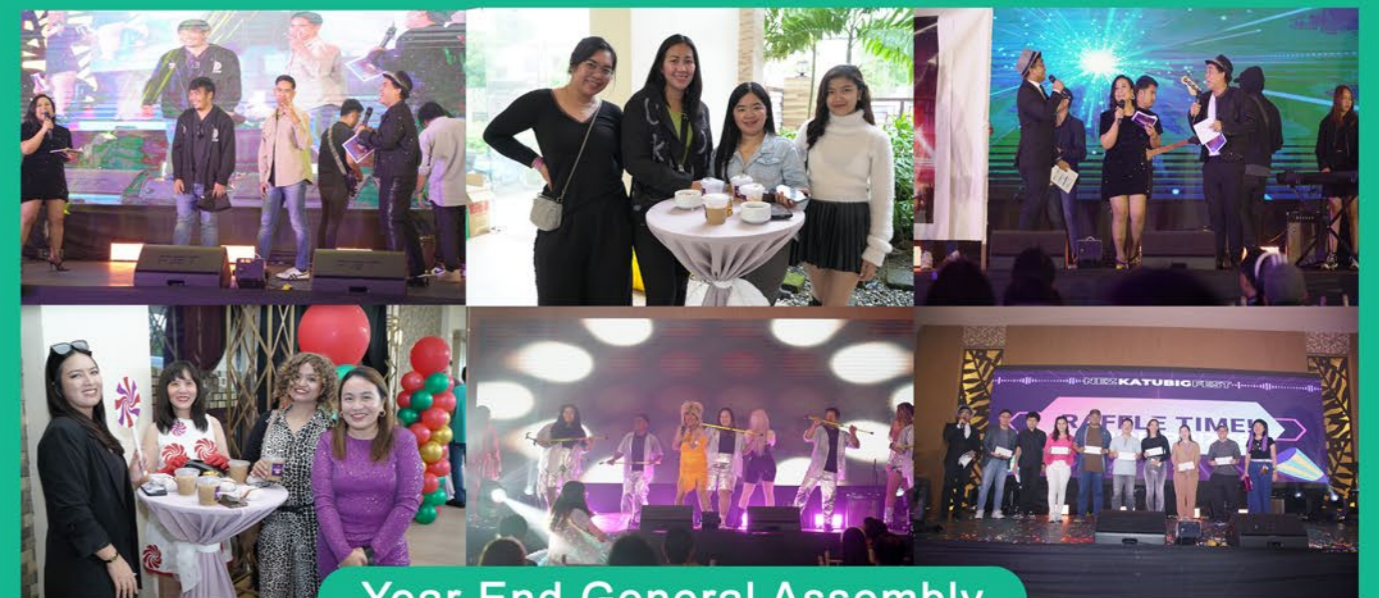


**Turn over of Brigada Eskwela donations to Pila**  
October 23, 2024

**Laguna Technopark Association, Inc. Golf Tournament**  
August 07, 2024



**Simultaneous Earthquake Drill**  
Quarterly of 2024



**Year End General Assembly**  
December 10, 2024





## HIGHLIGHTS

# Laguna Water celebrates 15 years with gift of WASH

Laguna Water commemorates its 15th anniversary through a pledge to provide access to water, sanitation, and hygiene (WASH) facilities across public institutions and spaces across the Province of Laguna.

In partnership with Manila Water Foundation and the Provincial Government of Laguna, the company launched Lingap Laguna, a project that will construct 10 hand hygiene facilities and install 15 drinking fountains in selected areas in the province.



*Our shared experience during the COVID-19 pandemic made us realize that access to water, sanitation, and hygiene facilities are essential not only in our homes but in public spaces. Through these facilities, we hope that we can assist in promoting health and public safety.*

Mr. Constantine O. Uy  
General Manager of Laguna Water

A memorandum of agreement signing between Laguna Water and the foundation was held last November 27, 2024 to kick off the project. During the event, the ceremonial handover of the donation amounting to 3.05 million pesos was also conducted and was received by Manila Water Foundation's Executive Director Reginald Andal.

The construction of the facilities and installation of drinking fountains will commence in 2025 and will be turned over during the first half of the year. Manila Water Foundation, the social development arm of the Manila Water enterprise, will be the implementing partner for the said initiative.

Beneficiaries of the project were chosen through the coordination of the Regulatory and External Affairs, Business Operations, and Laguna Expansion teams of Laguna Water with stakeholders from the Provincial Government of Laguna and local government units across the province.

# STORY OF LEGACY and EXCELLENCE

Laguna Water proudly commemorates its 15th anniversary, a milestone testament to the company's shared commitment to the community. Over the past 15 years, Laguna Water has achieved significant milestones in ensuring water quality, enhancing customer experiences, improving services, advancing sanitation initiatives, promoting sustainability, and empowering our workforce. This journey of service and dedication has been made possible by the support and trust of our community members, local government officials, and stakeholders.



## Ensuring Water Quality

Laguna Water prioritizes providing clean, potable and safe water. Our laboratory conducts daily testing to ensure compliance with the Philippine National Standards for Drinking Water. With advanced treatment processes and rigorous quality control, the company guarantees that its water supply meets the highest standards for homes and businesses.

## Enhancing Water Services

Laguna Water has consistently invested in modernizing infrastructure and integrating innovative technologies to enhance water distribution and minimize service disruptions. These efforts have resulted in a more reliable water supply for thousands of customers. In addition, the company has 100+ generator sets to ensure uninterrupted water service during emergencies or power outages.



## Sanitation Initiatives

Understanding the critical link between sanitation and public health, Laguna Water launched the TSEK ng Bayan program (Tamang Sanitasyong Equals Kalusugan, Kalinisan at Kaunlaran ng Bayan) to promote proper sanitation practices. Since 2018, more than 18,000 customers have utilized its desludging services, leading to a significant improvement in public health. We also conduct Information, Education, and Communication (IEC) campaigns to raise awareness about the importance of septic tank maintenance every 3-5 years for community safety and environmental health.

## Commitment to Sustainability

Laguna Water champions sustainability through initiatives such as Pasibol (tree-planting program), watershed management, water conservation efforts, energy-efficient operations, and waste reduction. Solar panels were also installed in some facilities, generating approximately 144,000 kWh of renewable energy annually, reducing greenhouse gas emissions by over 103 tons. These actions ensure the long-term protection of water resources and the environment.



## Expansion and Customer Service Improvements

From serving just three cities—Biñan, Santa Rosa, and Cabuyao—Laguna Water has expanded its reach across the Laguna province to include other municipalities such as Pagsanjan, Pakil, and Victoria. It also has a presence in Calamba, Pila, San Pablo, Santa Cruz, and Alaminos.

Today, it serves over 140,000 customers with safe and reliable water. The company has also prioritized customer satisfaction by introducing a 24/7 hotline, user-friendly online portals, and mobile applications, ensuring quick access to services and support.

As Laguna Water celebrates 15 years of service, it remains steadfast in its mission to deliver safe, dependable, and sustainable water solutions. The company looks forward to continuing its legacy of innovation and excellence and is currently planning to introduce new water conservation initiatives and expand its service areas, building a brighter, more sustainable future for all.



**OUR TERRITORIAL SCOPE WAS EXPANDED FROM THE ORIGINAL THREE CITIES (Biñan, Sta. Rosa, Cabuyao) TO THE ENTIRE PROVINCE OF LAGUNA**

## Workforce Development

Laguna Water prioritizes investing in its people. The company provides comprehensive training and professional development programs to enhance employee skills and foster a culture of continuous growth, enabling its workforce to meet the community's evolving needs.

*“If there’s one reason to leave, there’s a thousand reasons for me to stay.”*

It has been a decade since my journey as an intern to becoming a full-time employee, and I can say that it has been life changing.”

- 2015–2018: Finance and Administration Assistant (Service Provider)
- 2018–2019: Business Support Officer
- 2019–2024: Territory Manager
- 2024–Present: Business Zone Manager

- 2019 Huwarang Manggagawa
- 2023 Top Performer, Non-East Zone Territory Manager Transformation Program

“Now as a Business Zone Manager, I continue to build on the trust that was given to me. I gained a deeper understanding of the business, and I am now more confident to contribute to its success. I am always grateful for this rewarding journey!”

**JOLAND “RIRI” RAZOS**  
Business Zone Manager

# Thank you, VOLUNTEERS!

16

Activities  
Conducted

108

Employees  
Engaged

799.5

Volunteer Hours  
Generated



## TOP VOLUNTEERS FOR 2024



**TOP 1**  
Orly Campana



**TOP 2**  
Junard Macadat



**TOP 3**  
Airene Santos



**TOP 4**  
Ariel Lozano



**TOP 5**  
Arvi Pascual



**TOP LT**  
Ampy Silva





**LAGUNA WATER**  
A MANILA WATER  
PHILIPPINE VENTURES COMPANY

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