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Laguna Water enhances customer experience through its

Katubig
COREEavan



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As part of Laguna Water's commitment to providing excellent customer service, the Company has recently introduced its Katubig Careavan! This initiative is a rolling customer service desk designed to make it easier for customers to address their concerns and mainly to increase water service connections through reconnections and new applications.

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MESSAGE FROM THE **GENERAL MANAGER**

Dear **Valued Stakeholders and Customers,**

Laguna Water continued to provide clean water, used water, and environmental services to our communities during the first half of 2024. We appreciate your trust and loyalty, which allow us to positively impact the areas we serve.

In our July issue of Daluyan, we spotlight our unwavering commitment to community and environmental initiatives. These include Pasibol, WASH Campaigns, and river clean-up efforts. We are also proud to announce that Laguna Water handed over its Concession Fee to the Province of Laguna, contributing to local priorities and development projects.

These efforts would not have been possible without your continued support. Again, we thank you for your continued support and trust in Laguna Water - its employees and Leadership Team.

CONSTANTINE O. UY
General Manager



SUSTAINABILITY IN ACTION

Laguna Water champions environmental stewardship with river and lake cleanup initiatives

Laguna Water reaffirms its commitment to preserving Laguna Lake's pristine beauty through dedicated lake and river cleanup efforts.

Laguna Water participated last March 22 in the annual Multisectoral Cleanup Activity organized by the Cabuyao City LGU in Barangay Baclaran in celebration of World Water Day. Alongside Laguna Water, members of the Cabuyao River Protection Advocates (CaRPA) cleaned the shores of Laguna Lake.



By maintaining the cleanliness of Laguna Lake, Laguna Water ensures water quality for various purposes, including fisheries, flood control, and domestic water supply. Together, we can safeguard the largest lake in the Philippines and promote sustainable water management.

Floracoelli Masajo-Hernandez.
Sustainable Development Manager

In another event, last June 28, Laguna Water joined the Laguna Lake Development Authority (LLDA) program "Abot-Kamay Para sa Laguna de Bay: Mission in Action – Solid Waste Recovery" in Biñan City, Laguna.

Aside from Laguna Water, support poured in from various organizations, led by the City of Biñan LGU – Office of the City Mayor Arman Dimaguila, Biñan City Environment and Natural Resources Office, Coalition of Solid Waste Management Providers Foundation Inc. (CSWMPFI), members of the Biñan, Santa Rosa, Silang, GMA, Carmona and Tagaytay (BiSSiGCaTa) Watershed Management Council, Jollibee Foods Inc., Gardenia Bakeries Phils. Inc., and Binan Integrated FARMC.

Over 1.4 tons of garbage were collected from the Biñan River, meticulously segregated by volunteers. Overall, the success of this cleanup drive results from unity and collaboration across different sectors of society, all with a common goal of caring for the environment.

Laguna Water supports multi-sectoral tree planting and collaborates with stakeholders for a greener future

Laguna Water remains steadfast in its commitment to long-term environmental goals, demonstrating that collaboration and collective action pave the way for a greener future.

In a concerted effort to promote environmental sustainability and safeguard water resources, Laguna Water, joined forces with various organizations and stakeholders for tree-planting activities held in Barangay Carmen, Silang, Cavite and Nuvali, Santa Rosa City, Laguna. Pasibol is also the company's way of celebrating the Philippine Arbor Day and Philippine Environment Month, which emphasized the vital role of trees in maintaining ecological balance and watershed health.

Laguna Water's collaboration extended to key partners committed to environmental stewardship, including the Laguna Lake Development Authority (LLDA), members of the Cabuyao River Protection Advocates (CaRPA), the Provincial Government of Laguna, Cabuyao City Office of the Mayor, Cabuyao Bureau of Jail Management and Penology and the Cabuyao City Environment and Natural Resources Office. Additionally, the Cavite Provincial Environment and Natural Resources Office and Silang Municipal Office of the Mayor participated in this multi-sectoral initiative.

During the tree planting event, 1,025 native and fruit-bearing trees—including katmon, santol, atis, guyabano, marang, rambutan, and cacao—found their roots in the Santa Rosa Watershed. This diverse range of trees enriches the local ecosystem and plays a critical role in maintaining water quality, preventing soil erosion, and supporting biodiversity.



United in growth! CaRPA members proudly participate in the ceremonial tree planting, demonstrating their dedication to a greener future, one tree at a time.



More than 300 volunteers joined the Multi-sectoral Tree Planting activity to celebrate Arbor Day and the Philippine Environment Month.

On another occasion, Laguna Water participated also in the tree planting activity led by the Save Silang-Sta. Rosa River Foundation (S3R2). The event took place in Nuvali, Sta. Rosa City and was attended by over 200 participants from various companies, organizations, and local government officials of Sta. Rosa.

A total of 1000 seedlings were planted in the area, and Laguna Water also provided a handwashing and hydration station during the activity.



Lastly, Laguna Water actively contributed to enhancing greening efforts in the CALABARZON region through the Seedling Potting and Weeding Activity conducted at the DENR's Modernized and Mechanized Forest Nursery - UPLB Campus

Led by Forester Gilberto Lawas, employee volunteers engaged in weeding, seed sowing, and tree-planting activities. This initiative aligns with DENR Region 4A Calabarzon and Project Greenshade's objectives: to help communities adapt to climate change impacts, promote biodiversity by planting native species, and encourage community involvement in environmental stewardship.



The tree nurturing and reforestation program initiated by Manila Water, involves employees from both the East Zone and Non-East Zone business units and external stakeholders. Through "Pasibol," Laguna Water aims to establish nurseries, engage in tree planting activities, and diligently care for existing trees. By doing so, they contribute significantly to mitigating climate change and preserving the raw water quality essential for sustainable development.





IN FOCUS

Katubig volunteers call for wise water use during the World Water Day celebration

As the world celebrated World Water Day, Laguna Water made a splash with an engaging storytelling and learning session to impart the value of using water wisely among public school learners.

The storytelling session was spearheaded by employee volunteers of the company and was participated by 50 Grade 5 pupils and student leaders from Don Jose Elementary School in Santa Rosa City, Laguna. The story, Tita Eva Saves the Day, focuses on how young students can participate in taking care of water sources through wise water use, proper sanitation, and waste management. To encourage deeper understanding about these topics, a learning session followed.

During the discussion, Laguna Water Communications and Branding Manager Dianne Villareal encouraged learners to be more active in taking care of fresh water sources.



We are very fortunate to have clean and potable water 24/7. Not everyone in the world, even in our country, has this access. While we enjoy the benefits it brings to our lives, we should also do our part in protecting and preserving our water sources to ensure that the needs of the next generations will not be compromised.
Dianne Marie C. Villareal
Communication and Branding Manager

On the other hand, Don Jose Elementary School teacher Marilou Alimagno shared that this activity also supports the school's environmental protection campaign.



We are glad that our students have this opportunity. Aside from teaching our learners about the importance of water, this session also compliments the different projects of our school which ultimately calls for the preservation of our planet.
Marilou Alimagno
Teacher

World Water Day is a global campaign to raise awareness about the importance of clean and safe water. This celebration supports Goal 6: Clean Water and Sanitation of the Sustainable Development Goals.



Ensure availability and sustainable management of water and sanitation for all



Laguna Water celebrates World Water Day with learners of Don Jose Elementary School, Santa Rosa City through a storytelling and learning session.



Employee volunteers from Laguna Water spearhead the storytelling session which calls for the youth's participation in protecting water sources.



IN FOCUS

Laguna Water enhances customer experience through its

Katubig **CARE**avan

As part of Laguna Water’s commitment to providing excellent customer service, the Company has recently introduced its Katubig Careavan! This initiative is a rolling customer service desk designed to make it easier for customers to address their concerns and mainly to increase water service connections through reconnections and new applications.

The Katubig Careavan aims to serve as an avenue for customers within Laguna Water’s concession areas to discuss and seek assistance on account-related issues and concerns. The Katubig Careavan will visit different barangays (neighborhoods) to engage with residents and provide personalized assistance every month.

Led by the Business Operations Team, the Katubig Careavan began its rounds in Brgy. Malabanan, Binan City, Laguna. Laguna Water invites customers to visit the Katubig Careavan booth whenever it stops in their barangays.

Whether you have questions, need assistance, or want to discuss your account, the Katubig Careavan is here to help!



**Brgy. Malabanan,
Binan City**



**Brgy. Sinalhan,
Sta. Rosa City**



**Mabuhay City Homes,
Brgy. Baclaran
Cabuyao City**



**Brgy. Lambac & Dingin,
Municipality of Pagsanjan**



**Brgy. Banilan,
Municipality of Pakil**

LATEST EVENTS IN AND OUT OF LAGUNA WATER



WASH Donations



Teambuilding Activity

Brgy. Magdapio and MENRO, Pagsanjan



University of the Philippines-Los Baños



Western Mindanao State University



Adamson University



Provincial Environment and Natural Resources Office of Laguna





HIGHLIGHTS

Laguna Water shares 75M concession fee to the Province of Laguna

Laguna Water, a non-East Zone operating unit of Manila Water Company, Inc., proudly remitted the 75-million-peso concession fee to the Provincial Government of Laguna. This milestone reflects the company's commitment to environmental stewardship, sustainable sanitation, and community development.

The Concession Agreement between Manila Water Philippine Ventures and the Provincial Government of Laguna solidifies the partnership's positive impact on the province. In addition to providing water, Laguna Water undertakes crucial environmental services, such as collecting, conveying, and treating used water, ensuring responsible discharge into local bodies of water, thereby contributing significantly to environmental conservation.

Laguna Water's programs align with government efforts to protect the environment and promote public health. Moreover, with its engagement in other concession activities, the successful partnership between the province and Laguna Water extends beyond infrastructure to foster sustainable growth and development, thereby significantly contributing to community development.

Laguna Governor Ramil Hernandez acknowledged the company's role in uplifting Lagunenses' lives through reliable water services. The fifty percent of the concession fee benefits local government units (LGUs) in cities and municipalities serviced by Laguna Water.

Laguna Water, a subsidiary of Manila Water Company, Inc., provides reliable water supply and wastewater services to the residents of Laguna province. With a strong focus on sustainability and community engagement, Laguna Water actively contributes to environmental conservation and water resource management.



(Middle) Laguna Governor Ramil L. Hernandez during the ceremonial Concession turnover along with Laguna Water representatives - Regulatory and External Affairs Head, Ms. Hejzel U. De Jesus (L) and Communication and Branding Manager, Ms. Dianne Marie C. Villareal (R).



HIGHLIGHTS

Manila Water Philippine Ventures, Canlubang Sugar Estate (CSE), and the Provincial Government of Laguna embark on a monumental journey for water security in Laguna

Laguna Water's goal of securing alternative water sources led the company to collaborate with Manila Water Philippine Ventures on the 17 MLD Bulk Water Supply Project. The project's benefits are significant, providing a water supply contingency for approximately 438,000 Cabuyao, Santa Rosa, and Binan consumers and ensuring water security for the province.

The groundbreaking event was recently held in the Canlubang Golf and Country Club in Cabuyao, Laguna to celebrate the new partnership. The P1.4-B Bulk Water Supply Project involves the rehabilitation of the Matang Tubig Spring (MTS) as water source and the construction of a 13-kilometer water transmission line that will connect the MTS Source Upper Box to the Laguna Wellfield Reservoir in LTI Annex, Biñan, which will be conducted by MWPV subsidiaries Estate Water and Manila Water Infratech Solutions.

Meanwhile, the guest of honor, the DENR Undersecretary for Integrated Environmental Science and Head of the Water Resources Management Office, Mr. Carlos Primo C. David, expressed in his message the DENR's commitment to identifying resources and assets to utilize, and finding viable partners for project development. He is optimistic about gaining more project ventures with the Manila Water Group, underlining the strong support from government officials and stakeholders.



We are committed to delivering this crucial project with unwavering integrity, efficiency, and a steadfast focus on enhancing the quality of life of Laguna Water customers within the concession areas.
Mr. Melvin John M. Tan
Chief Operation Officer for Non-East Zone and Manila Water Philippine Ventures President



Present also were the members of the CSE headed by the Chairman of the Board and President Jose Ramon A. Yulo, Manila Water President and CEO Jose Victor Emmanuel De Dios, Laguna Provincial Administrator Dulce H. Rebanal, Laguna Provincial Legal Counsel Rodel T. Paderayon, Calamba City Legal Angie Alonzo, and officers and leadership teams from Laguna Water, Manila Water Infratech Solutions, and Estate Water.



This project is more than just a groundbreaking initiative; it is a beacon of hope and a testament to what we can achieve with a shared vision. Rest assured that the province of Laguna is always supportive of Laguna Water's projects that will uplift the lives of the people in Laguna.
Atty. Dulce H. Rebanal
 Provincial Administrator

In his closing message, the MWC President mentioned that Laguna Water is doing its best to replicate Manila Water's best practices in the East Zone and offer the same quality service to Laguna's customers.



We will make this work. We will ensure water reliability outside the Manila territories, and that will happen through our business unit, Laguna Water.
Jose Victor Emmanuel A. de Dios
 President and Chief Executive Officer of Manila Water



Lowering of capsule with the executives from Laguna Province, CSE and Manila Water. (From left to right) Provincial Legal Counsel Atty. Rodel T. Paderayon, Provincial Administrator Atty. Dulce H. Rebanal, CSE Director and Canlubang Waterworks Corporation (CWC), and LEDC Chairman of the Board, Jorge Manuel Yulo, Chairman of the Board and President Jose Ramon A. Yulo, Manila Water President and CEO Jose Victor Emmanuel De Dios, and Chief Operation Officer for Non-East Zone and Manila Water Philippine Ventures President Melvin John M. Tan.



KATUBIG SPOTLIGHT

Laguna Water's homegrown talent clinches the first Manila Water's Rajah Award for Performance

In a remarkable celebration of dedication and excellence, Ms. Princess Coloma, Territory Manager for Business Operations - Expansion, has been recognized as the first recipient of the new Manila Water Recognition Program—Rajah Award for Performance.

Rajah, meaning 'Chief or Leader,' is an individual award given to employees who have demonstrated excellence in performance or leadership or have innovated new ways and means to improve efficiency and create a more positive customer or user experience. The Rajah Awards have three categories: Huwaring Maggagawa, Performance, and Leadership.

A Journey of Dedication

Princess Coloma's journey with Laguna Water is a testament to her unwavering commitment and exceptional skills. As the Territory Manager for Business Expansion, she has played a pivotal role in driving growth and innovation within the company. She handles customers in Calamba, San Pablo, Victoria, Calauan, Alaminos, Pila, and Pakil. Her strategic vision and performance significantly impact the company's business operations.

A Well-Deserved Recognition

The Rajah Award for Performance is a significant recognition of Princess's contributions. This award highlights her exceptional performance, innovative approach, and positive impact on Laguna Water's growth. It is a testament to her hard work, dedication, and the respect she commands within the organization.





Inspiring Future Leaders

Princess Coloma's achievement inspires her peers and future leaders within Laguna Water and the whole Manila Water enterprise. Her story is a powerful reminder of what can be achieved through dedication, vision, and a commitment to excellence. As the first recipient of the Rajah Awards for Performance, she sets a high standard for others to aspire to. In celebrating Princess Coloma's success, Manila Water honors an outstanding employee and reinforces its commitment to recognizing and nurturing talent within the organization. Her journey is a shining example of a dedicated individual's impact on a company's success and growth.

Ipasipsip na ang inyong mga poso negro!



PAANO MAGPASIPSIP?

-  1. Alamin ang schedule ng pagpapasipsip sa inyong barangay. Kapag wala sa schedule ang inyong barangay at nais magpasipsip ng poso negro, tumawag sa hotline ng Laguna Water.
-  2. Hintayin ang magse-census mula sa Laguna Water.
-  3. Siguraduhing bayad ang inyong bill.
-  4. Buksan ang inyong poso negro sa araw ng inyong schedule. *(Paalala: Ang pagbubukas ng mga poso negro ay hindi parte ng serbisyo ng Laguna Water)*



TAG-ULAN Tips



Bukod sa malamig na panahon, merong dalang mga health risks ang rainy season. Tuwing tag-ulan, maraming sakit ang maaaring makuha mula sa malamig na klima, baha o maduming tubig. Ilan sa mga common diseases tuwing rainy season ay Dengue, Malaria, Diarrhea, Cholera, Leptospirosis, Colds, Flu, at Typhoid.

Paano nga ba maiiwasan ang pagkakaroon ng sakit tuwing tag-ulan? Alamin ang mga sumusunod na health tips para manatiling malusog at protektado laban sa iba't ibang sakit tuwing rainy season.



Iwasan ang pag lusong sa baha



Uminom ng malinis na tubig



Protektahan ang katawan laban sa lamok



Panatiliing malinis at ligtas ang inyong komunidad



Palakasin ang immune system



LAGUNA WATER
A MANILA WATER
PHILIPPINE VENTURES COMPANY

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