



*Maynilad*

**MAYNILAD WATER SERVICES. INC. ( PHILIPPINES)**

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Maynilad Water Services, Inc.

## Delivering Potable Water and More

We **MODERNIZE**  
water lines



We strictly  
monitor water  
**QUALITY**



We **PROTECT**  
our watershed



We strive to  
**DELIGHT**  
our customers



We use  
**ADVANCED**  
technologies  
to recover water



We operate  
**WORLD-CLASS**  
facilities



We **HELP**  
safeguard bodies  
of water



# Our Corporate Profile (as of August 2011)



**Service Area**  
540 SQ KM

**Population**  
9.5 M

**Service Connections**  
937,578

**Service Coverage**  
89.2%

**Business Areas**  
12

**Hydraulic Systems**  
135

**District Meter Areas**  
761



# Our Corporate Profile (as of August 2011)



Treatment Plants

3

Pumping Stations

17

Distribution Lines

6,690km

Production

2,149MLD

Non-Revenue Water

47.8%

24hr Service

82%

7psi Pressure

92%

# Our Corporate Profile (as of August 2011)



**Headcount**

2,123

**Average Age**

39.04

Our people



# Our Past

- Privatization of Metropolitan Waterworks and Sewerage System (MWSS) in 1997

Maynilad Water Services, Inc. (MWSI) – West Zone

Manila Water Company, Inc. (MWCI) – East Zone

- MWSI awarded to Benpres Holdings Corporation and Ondeo Water Services, Inc.

# Our New Beginnings

- Metro Pacific Investments Corporation (MPIC) and DMCI Holdings, Inc. (DMCI) consortium (2007)
- Paid off outstanding debts of the company



DMCI HOLDINGS  
INCORPORATED



# Reducing Non-Revenue Water (NRW)

- 2007 – 66% NRW or 1,500 MLD wasted





# Reducing Non–Revenue Water (NRW)

- Drivers of change:
  - **Management Changes**
    - \*more aggressive NRW reduction programs
  - **Customer dissatisfaction**
    - \*high tariffs shouldered by customers

# Green Jobs Approach to NRW

1. Institutional will and new recruitment
  - acquisition of modern technology
  - manpower reinforcement
2. Investment
  - 51% of CAPEX budget for NRW programs
3. Establishment of District Metered Areas (DMAs)
4. Restructuring NRW Departments

# Green Jobs Approach to NRW

## 5. New technologies

- sophisticated leak detection technologies
- pipe inspection and replacement
- Pressure-Reducing Valves (PRVs)
- Hydraulic modelling
- New data management programs/tools

## 6. Trainings and new jobs

# Green Jobs Approach to NRW

## 7. Social Dialogue and Union– Management Partnerships

\*Maynilad Water and Sewerage Union–Philippine Transport and General Workers Union (MWSU–PTGWO)

\*Maynilad Water Supervisors’ Association (MWSA)

### – CBA provisions on Social Dialogue

\*Labor–Management Committee (LMC)

\*Grievance Machinery

### – CBA provisions on environmental protection and occupational health and safety

# Our Achievements



- NRW reduction from 66% in 2007 to 47.8% at present
- 33% more billed vol.
- 29% increase in total revenue (from P8.1 to P10.6 billion)

# Our Achievements

## Factors to success:

- strong management support
- sufficient funding
- reinforced manpower
- new technology and equipment
- world-class advisors
- strong union-management partnership through social dialogue



# Triple Bottom Benefits/Impacts

1. Employment opportunities and improved business productivity and efficiency
  - generation of more than 87,000 jobs since 2007
  - CAPEX financing from different institutions for operational and network improvement

# Triple Bottom Benefits/Impacts

## 2. Social Impact of NRW reduction

- customer satisfaction
- network expansion
- clean and potable water for affordable price
- participatory approach of management and unions/employees and other stakeholders

# Triple Bottom Benefits/Impacts

## 3. Environmental Impact of NRW reduction

- water is conserved
- lower energy consumption by the company
- 560MLD of water saved and redistributed



*Maynilad*

*Thank you.*