

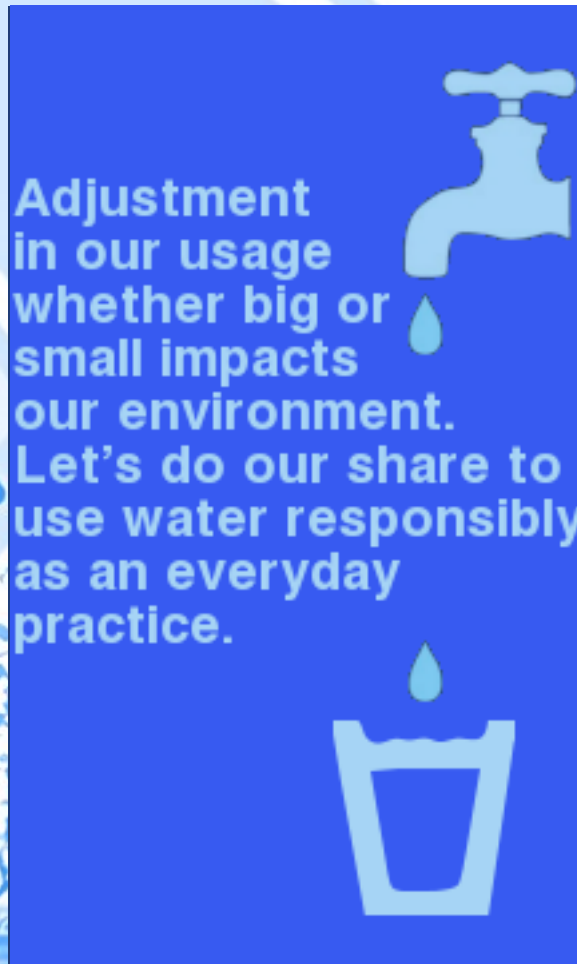
The Regulatory Office

The MWSS Regulatory Office (RO) was created in August 1997 by virtue of the Concession Agreements signed between the MWSS and the two concessionaires, Manila Water Company, Inc. for the West Zone and Maynilad Water Services, Inc. for the East Zone.

The Regulatory Office functions as a collegial body composed of five members headed by the Director or Chief Regulator who has over-all responsibility for the operation of the office. Other members are the Regulators for Technical Regulation, Customer Service Regulation, Financial Regulation and Administration and Legal Affairs.

Any action or decision by the Regulatory Office on substantive matters affecting the Concession Agreement requires at least a majority vote of three members. The Chief Regulator chairs the meeting of the Regulatory Office and has the final approval over the hiring and dismissal of all professional staff of the Regulatory Office. He also acts as the principal spokesperson of the office.

Regulatory Office is mandated to monitor the Concession Agreement. Among its many functions, RO reviews, monitor and enforces rates and service standards; arranges and reports regular independent audits of the performance of the Concessionaires; and monitors the infrastructure assets. However, RO's functions may change over time for effective regulation of water and sewerage services.



Metropolitan Waterworks and Sewerage System
REGULATORY OFFICE

**Intelligent
USE of
WATER**



For more information, call us at

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Intelligent and responsible use of water comes naturally when everyone is aware of its importance. Adjustment in our usage whether big or small impacts our environment. Let's do our share to use water responsibly as an everyday practice.

At home

- ◆ Always make sure that all taps and faucets are tightly closed. A faucet left running wastes about 200 liters of water every five minutes.
- ◆ Check for leaks regularly and have them repaired immediately. To check hidden water leaks in your house, use your water meter. Turn off all faucets and check your water meter when no water is being used. If the meter is still running, there is a leak. To check leaks in your toilet, put a little food coloring in your toilet tank. If without flushing, the color begins to appear within 30 minutes, you have a leak that needs to be fixed immediately.
- ◆ Recycle water. Use the rinse water from washing clothes or dishes for flushing the toilet, cleaning the garage, water plants or washing rags.
- ◆ When washing dishes by hand, do not leave the water running for rinsing. Soak greasy plates first in hot water. It is also advisable to wash slightly greased utensils first before the greasier ones.



In washing the dishes

- ◆ When washing laundry by hand, soak heavily soiled clothes first to remove dirt easily. Use a basin or washtub with the right amount of water. Do not let the basin overflow under a running tap. When using the washing machine, wash with a full load every other day. Use only the necessary amount of detergent so that less rinsing is required.
- ◆ Do not let the faucet run while you clean fruits, vegetables and other food items. Just rinse them in a basin or a stoppered sink.
- ◆ Use only the right amount of water to cook food.
- ◆ Avoid unnecessary flushing when using the toilet. One flushing use up to 20 liters of water.
- ◆ In bathing, use a pail and a dipper (or tabo) instead of the shower. If you must use the shower, take shorter showers and turn off the water while you are soaping and shampooing then turn it back on to rinse. Do not stay under the shower longer than necessary when rinsing.



In washing the car

- ◆ Turn off the water while brushing your teeth or when shaving. Use a glass of water for mouth rinsing, and only use short bursts of water from the tap to rinse your toothbrush or razor.

- ◆ Use a pail and cotton rag when washing your car instead of a water hose and sponge. Not only does this save water, a cotton rag is also friendlier to your car's paint job.

In the garage, garden or yard



In watering the plants

- ◆ Don't hose down your driveway or sidewalks. Use a water pail and a broom to clean them instead.

- ◆ Water your plants, garden or lawn during the cool part of the day – early in the morning or late in the afternoon. Early morning is generally better than dusk since it helps prevent the growth of fungus and infestation of garden pests. Early watering and late watering also reduce water loss to evaporation. Avoid watering when it's windy as wind can blow sprinklers off target and speed evaporation.

- ◆ Do not operate water sprinklers during the warmest parts of the day, half of the water will only evaporate and be wasted.
- ◆ Water your plants, garden or lawn only when needed. Do not water them too often – grass does not need a lot of water and soil cannot store excess water anyway.