



MWSS REGULATORY OFFICE

The Metropolitan Waterworks and Sewerage System Regulatory Office (MWSS 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 East Zone and Maynilad Water Services, Inc. for the West Zone.

The MWSS RO functions as a collegial body composed of five (5) Regulators. It is headed by the Chief Regulator who has overall responsibility for the operation of the office, and four (4) Deputy Administrators for Technical Regulation, Customer Service Regulation, Financial Regulation, and Administration and Legal Affairs.

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



MWSS RO

PROTECT YOUR HEALTH AND THE
ENVIRONMENT THROUGH SEPTAGE
MANAGEMENT.

#SaveH2OwithMWSSRO

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MWSS RO

METROPOLITAN
WATERWORKS &
SEWERAGE
SYSTEM
REGULATORY
OFFICE



DESLUDGE SEPTIC TANKS REGULARLY FOR HEALTH AND SAFETY

DESLUDGE

SEPTIC TANKS REGULARLY FOR HEALTH AND SAFETY



Did you know that according to the World Health Organization (WHO, 2017), our household liquid wastes are among the biggest contributors to water pollution?

Household liquid waste is the used water from our toilet, bathroom drain, and kitchen sink. Without proper containment and treatment, it may reach our lakes, rivers, seas, and other bodies of water as pollutant; seep through the soil and contaminate our groundwater; and have detrimental impact on people, especially women and other vulnerable groups who are more in contact with household wastes.

In the Philippines, septic tank (locally known as poso negro) is used as the main sanitation technology for basic wastewater treatment. A well-designed septic tank has two chambers, which separate solid from liquid wastes. Solid waste settles at the bottom of one of the chambers, while liquid waste flows to the other chamber and then eventually to the nearest drainage system.



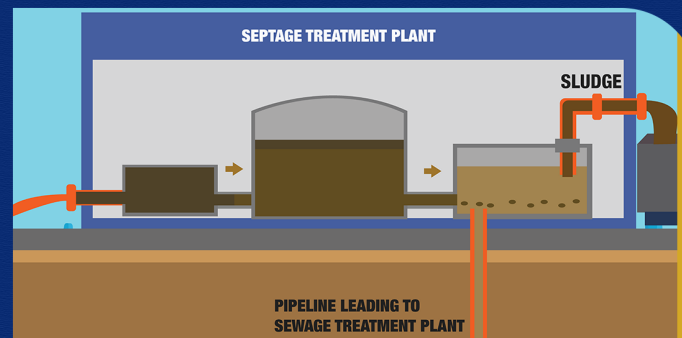
WHY DO WE NEED TO HAVE OUR SEPTIC TANKS DESLUDGED?

If septic tanks are not desludged or emptied regularly, solid waste (or sludge) in one of the chambers of our septic tanks will accumulate over time and may cause backflows in our toilet, bathroom drain, and kitchen sink.

To ensure environmental and public health and safety, Manila Water Company Inc. and Maynilad Water Services, Inc. conduct regular desludging of septic tanks every five (5) to seven (7) years.

Using Vacuum Truck Units (VTUs) and Mobile Dewatering Units (MDUs), Manila Water and Maynilad desludge or remove accumulated solid and liquid wastes (or septage) from septic tanks. The collected septage is then brought to Septage Treatment Plants (SpTPs) for necessary treatment processes.

The solid portion of the septage is carried by accredited service providers for post-treatment before it is used or sold as organic fertilizer or soil conditioner. Meanwhile, the liquid portion undergoes further treatment before it is discharged to our waterways.



WHAT ARE THE HARMFUL EFFECTS OF NOT HAVING OUR SEPTIC TANKS DESLUDGED REGULARLY?

- Environmental degradation (untreated wastewater may reach the soil or waterways)
- Contamination of deepwells, which serve as alternative water source (water from deepwells may not be fit for human use or consumption)
- Public health risks from contaminated water



Polio
Diarrhea
Skin Disease
Hepatitis A & E
Typhoid Fever
Dysentery
Cholera
Parasitic Infection
Leptospirosis
Malaria
Dengue

DID YOU KNOW?

Waterborne diseases tend to have more severe consequences for pregnant women than for the broader population (Mamaye, 2015).

HOW DO WE AVAIL OF DESLUDGING SERVICES?

Regular desludging services are available to Manila Water and Maynilad customers, as these services are already included in the customers' monthly water bills. Customers are encouraged to contact Maynilad at 1626 or Manila Water at 1627 to know the schedule of desludging in their area.

For desludging services that are not within the scheduled 5 to 7-year regular interval, customers may request for such services from Maynilad or Manila Water, as needed, subject to additional charges.

YOU play a vital role in septage management! If your house is connected to a septic tank, have the septic tank desludged regularly to help prevent untreated wastewater from polluting our environment and endangering our health. Additionally, you will be able to maximize the desludging services that you pay for monthly.