



ANNUAL
REPORT
2022

**Ensuring
Continual Progress**
through Sustainable Innovation



MWSS REGULATORY OFFICE HISTORY

The Metropolitan Waterworks and Sewerage System Regulatory Office (MWSS RO) was created in August 1997 by virtue of the Concession Agreement (CA) signed between the Metropolitan Waterworks and Sewerage System (MWSS) and the two (2) Concessionaires, Manila Water Company, Inc. (Manila Water) for the East Concession Area and Maynilad Water Services, Inc. (Maynilad) for the West Concession Area. On 31 March and 18 May 2021, the Revised Concession Agreements (RCA) with Manila Water and Maynilad were signed, respectively. The RCAs extended the period of the water concession to 31 July 2037.

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.

Any action or decision by the MWSS RO on substantive matters affecting the RCA requires at least a majority vote of three (3) members. The Chief Regulator chairs

meetings, has the final approval over the hiring and dismissal of all professional staff, and acts as the principal spokesperson of the MWSS RO.

The functions of the MWSS RO are further stated in Executive Order (EO) No. 149, S. 2021 (signed by President Rodrigo Roa Duterte on 27 September 2021), which transfers the administrative supervision of the MWSS from the Department of Public Works and Highways (DPWH) to the Office of the President; and in Republic Act Nos. 11601 and 11600 (signed by President Duterte on 10 December 2021), which granted Manila Water and Maynilad 25-year franchises to establish, operate, and maintain a waterworks system and sewerage and sanitation services in the East and West Concession Areas, respectively.

The MWSS RO is mandated to monitor the performance of the Concessionaires with respect to their contractual obligations under the RCAs.



MANDATE

The MWSS RO is mandated to monitor the performance of the Concessionaires with respect to their contractual obligations under the Revised Concession Agreement (RCA). 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 effective regulation of water and sewerage services.



QUALITY POLICY

The MWSS RO is committed to continually:

- provide quality regulatory service to its stakeholders;
- ensure compliance with the provisions of the CA and applicable legal requirements;
- develop and enhance employees' competencies, performance, and welfare; and
- improve the effectiveness of the established Quality Management System (QMS).



MISSION

To monitor, even during any emergency situation that the State may declare, the Concessionaires' compliance with their contractual obligations, enforce Customers service standards, and determine reasonable rates in the delivery of safe drinking water supply and environmentally-safe sewerage services.



VISION

A world class and independent Regulatory Office that equitably protects the interests of the consuming public and other stakeholders to continuous, sustainable, and accessible supply of safe and affordable drinking water and environmentally-safe sewerage system.



CORE VALUES

- Patriotism
- Integrity and Professionalism
- Participatory Governance
- Transparency and Accountability
- Gender Responsiveness

EXECUTIVE SUMMARY

As the whole country moves on from the devastating effects of the Coronavirus disease (COVID-19) Pandemic, the MWSS RO continues to fulfill its mandate and commitment to the Filipino people. In 2022, the MWSS RO consistently performed its duties with the steadfast and decisive leadership of the Chief Regulator, Atty. Patrick Lester N. Ty. Through the relentless efforts of its Deputy Administrators, Department Managers, and employees from all the Regulation Areas, the Office persistently surmounted the adversities inflicted by the series of lockdowns and quarantine restrictions imposed in the last two (2) years. With the relevant adjustments, a well-structured implementation of the guidelines under the RCA and conventional regulation of the Concessionaires' operations during the quarantine period, maintained sufficient water, sewerage, and sanitation services in the Concession Areas.

This year, the MWSS RO conducted Public Information Drives (PIDRs)—one (1) in March and one (1) in October; and, two (2) phases of Public Consultation Drives (PCDRs) in the months of July and October as part of its Fifth Rate Rebasing Exercise (p. 7). Expressing a mutual concern over the welfare of our countrymen and its socio-economic impact to the society, the MWSS RO thoroughly involved its stakeholders including the active groups of consumers and local government units in the Service Areas. Hence, the Rate Rebasing Exercise serves as the substantive guide of the MWSS RO to project the operating costs, capital maintenance overheads, and investment expenditures of the Concessionaires to determine the most definite tariff adjustments for the next five (5) years. Thus, the MWSS RO provided assurance that it will be consistent in its commitment to a fair recommendation and relentless in protecting the interest of the public.

In 25 years of its public service, the MWSS RO has been exceptionally successful in regulating the performance of the Concessionaires and ensuring the rollout of the projects in relation to the major improvements in water, sewerage, and sanitation services. On 01 August 2022, the MWSS RO celebrated its 25th year anniversary (p. 29), in the course of being one of the most vital government organizations in the country, particularly during the pandemic. With its limited on-site operations due to government restrictions, the public was still able to gain a dependable and unprecedented quality of conduct and regulation.

Upon signing the E.O. No. 149 (p. 50), President Rodrigo R. Duterte reassigned the immediate administrative supervision of the MWSS RO from the Department of Public Works and Highways (DPWH) to the Office of the President. By virtue of this Executive Order, the MWSS RO has efficiently transmitted all necessary information including principal documents, and concession-related concerns directly to the Office of the President for recommendations and approval. This has also enabled the MWSS RO to address certain issues and programs involving the CA such as the recommendations for the Fifth Rebasing Exercise, the regular submission of service performance evaluation reports, as well as the formal project proposals and updates of the Concessionaires with reference to the new provisions under EO No. 149.

With its high regard for ensuring continual progress through sustainable innovation, the MWSS RO actively participated in various local and international speaking engagements (p. 105). The Chief Regulator's strong initiatives and high regard for excellence prompted the Office to organize and join water, sewerage, and sanitation services, health, and environmental preservation-related forums, campaigns, and activities. Furthermore, he eagerly attended such engagements to benchmark his expertise to other global agencies and also adapt to their best practices. Given the platform, he was able to diligently impart his knowledge and insights on the effective regulation of water, sewerage, and sanitation services.

Amidst its encouragement towards competence and compassion, the MWSS RO has thrived through adversities from the recent global pandemic. Consequently, the institution has been continuously preparing advancements and innovative projects to deliver an unparalleled quality of service which will benefit the Filipino people.



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MESSAGE FROM THE PRESIDENT OF THE PHILIPPINES

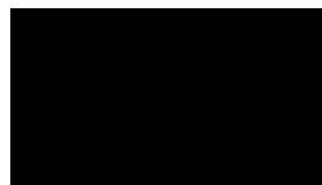


At the core of its mandate, the **Metropolitan Waterworks and Sewerage System Regulatory Office (MWSS RO)** takes on the great responsibility of overseeing our nation's water supply and sanitation services. This vital mission demands an unwavering commitment to enhancing reliability, efficiency, and accessibility to this essential resource for every Filipino.

As we turn the pages of the **MWSS RO Annual Report for 2022**, we not only chronicle the agency's accomplishments and achievements, but also our nation's very own developmental journey. It is here that you articulate how you review, monitor, and enforce rates and service standards; arrange and report regular independent audits of the performance of concessionaires; as well as monitor infrastructure assets-in pursuit of upholding transparency and accountability in our bureaucracy.

May this narrative of progress and commitment move us to develop new water source facilities, improve supply and wastewater treatment plant amenities, and employ innovative and sustainable practices. By infusing our noble ideas into our actions and our policies, we will propel our nation towards a future resplendent with lasting prosperity and boundless hope.

I wish you success in all your endeavors.



Ferdinand R. Marcos Jr.
President of the Philippines

MESSAGE FROM THE CHAIRPERSON OF THE MWSS BOARD OF TRUSTEES



The year 2022 was, undeniably, a period of recuperation and resurgence for the whole country. Despite all the setbacks and hardships brought about by the pandemic to the public over the past two years, the Metropolitan Waterworks and Sewerage System Regulatory Office (MWSS RO) unfailingly performed its duties and obligations to our stakeholders. Through these commendable efforts, I would like to extend my appreciation to the Chief Regulator, Deputy Administrators, Department Managers, and all the MWSS RO employees and staff complement. Your substantial contributions and steadfast commitment to fulfilling your Office's mandate are indeed exemplary.

The MWSS RO has been effective in achieving its mandate as one of the most vital organizations entrusted to ensure that the water, sewerage, and sanitation services by the Concessionaires to the public will be made accessible, sustainable, and affordable. It has been very compelling in upholding the provisions of the Revised Concession Agreement (RCA), stemming from its pivotal role as the regulating body responsible for making sure that the Service Obligations of the Concessionaires are being complied.

The supply coverage of potable water has reached almost the total population of customers within the Concession Areas. Furthermore, our sewerage and sanitation systems have exceedingly improved.

The MWSS RO, in accordance with Executive Order No. 149, is under the administrative oversight of the Office of the President. Since then, it has been monitoring, reviewing, and enforcing the appropriate service standards of the Concessionaires, and imposing the appropriate fines and penalties for any violation of their contract obligations. Moreover, during the arduous yet essential process of the Fifth Rate Rebasing Exercise in 2022, the MWSS RO meticulously mediated to both the demands and benefits of its customers and Concessionaires, and other concerned stakeholders. Subsequently, it was deemed to be a success as it granted an equilibrium to the satisfaction of both parties.

The MWSS RO has plenty more exemplary accomplishments in 2022. On behalf of the Board of Trustees, I extend my heartfelt congratulations to its whole workforce for 25 years of relentless and unparalleled commitment to the regulation of water supply, sewerage, and sanitation services within the Concession Areas. The competence and dedication exhibited by its leaders also served as an inspiration for its employees in propelling them to expand their capabilities and continuously surpass.

The MWSS RO's aspirations and accomplishments have been a significant component of the continual ascendancy of this organization.

Cheers to your 25 years of public service!

Elpidio J. Vega

MWSS Board of Trustees (BOT) Chairperson



PROFILE OF THE MWSS RO CHIEF REGULATOR

Atty. Patrick Lester N. Ty holds the distinction of being the youngest person to be appointed as Chief Regulator in the 25-year history of the MWSS RO.

As Chief Regulator, Atty. Ty has demonstrated an unwavering commitment to enhancing water security and expanding sewage systems. His innovative approach to regulation has resulted in remarkable improvements in water, sewerage, and sanitation coverage in the Concession Areas. His dedication to public service and exceptional leadership have earned him numerous accolades and invitations to speak at international fora, where he shares his expertise and best practices as a Public Utility Regulator.

Beyond his role as Chief Regulator, Atty. Ty is also a respected member of the IWA 7th IWRP Programme Committee, and recently the IWA Inclusive Urban Sanitation Initiative Advisory Board. The IWA is the largest membership association for the global water sector, and Atty. Ty's involvement in the organization underscores his international reputation in water governance.

Prior to his appointment as Chief Regulator in 2017, Atty. Ty led the Financial Regulation Area of the MWSS RO as Deputy Administrator. From 2006 to 2010, he served as the Deputy Administrator of the Authority of the Freeport Area of Bataan. From 2006 to 2010, he was the Special Legal Assistant of the Department of Finance. He also held positions in the Central Bank Board of Liquidators, UP Institute of Government and Law Reform, and Ocampo and Manalo Law Firm.

Atty. Ty received his Bachelor of Arts in Psychology from the Ateneo de Manila University in 1999, followed by a Bachelor of Laws degree from the University of the Philippines College of Law in 2003.

MESSAGE FROM THE MWSS RO CHIEF REGULATOR

This year is a defining chapter in the history of the Metropolitan Waterworks and Sewerage System Regulatory Office (MWSS RO) as we commemorate the agency's twenty-fifth year anniversary. While our nation recovers from the public health issues and concerns, and socio-economic challenges catalyzed by the COVID-19 Pandemic, the MWSS RO has been valiant in moving forward towards its aspirations on building progress and developing sustainable advancements.

Throughout the years, the MWSS RO employees consistently strived to fulfill its mandate of safeguarding public welfare in relation to the service obligations of Concessionaires, Manila Water, and Maynilad. These collective efforts, encompassing from the leadership of our Deputy Administrators and the Department Managers to the persistence of our reliable employees enabled the Office to provide a world-class public service. Our commitment to our duties and our mandate has proven the dedication of the MWSS RO to continuously serve the public, and strengthen partnership with the Concessionaires in making the services related to water, sewerage, and sanitation more available, accessible, and affordable for the Filipino people.

Through collaboration, unwavering determination, and innovative solutions shown by each Regulation Area, we successfully achieved all our targets leading to the commencement of the 25th Anniversary of the MWSS RO on 01 August 2022. In more than two decades, we have carefully adapted to the new provisions under Executive Order (EO) No. 149, and we have performed and accomplished our delegated duties under the Concession Agreement. We have also amplified the exposure of the MWSS RO through various local and international stakeholder engagements upholding the Office's vision to be a world class and independent Regulatory Office.

For the past months, the MWSS RO focused on the Fifth Rate Rebasing Exercise to ensure a more stable and dependable water and wastewater services to our customers, and to exhibit the latest sustainable water and sewerage treatment plant projects. With regards to the welfare of the public, the Office assured its stakeholders of reasonable and commensurate tariff rates from 2023 to 2027.

With initiative and enthusiasm, each Regulation Area of the MWSS RO exuberantly contributed to the planning, conceptualization, and culmination of the month-long celebration which consisted of several consequential undertakings preceding the Office's 25th Anniversary culminating event. These environmental preservation activities, public consultation/information drives, blood-letting programs, and inauguration of our state-of-the-art Water Meter Testing Facility demonstrated the solemnity of the Office to its Core Values. The culminating event showcased the MWSS RO's adherence to its mandate, perseverance of its officials and employees, as well as its constructive and effective relationship with its stakeholders throughout its twenty-five years.

The implementation of EO No. 149 and signing of the Legislative Franchises of the Concessionaires revealed the MWSS RO's resiliency to adapt, accommodate, reconcile, and enact on new directives. Its conformity towards these current provisions and guidelines has undeniably exhibited the type of governance and conveyed the disposition of its employees to efficiently provide and enhance the quality of water, sewerage, and sanitation services in the Concession Areas.

As the Office progresses to a new chapter, always bear in mind that our future depends on what we do today. Let us always put the welfare of the public as our top priority. Through our camaraderie and formidable public service principles, we can propel continuous progress to solidify our aspirations for sustainable developments and groundbreaking innovations. Our actions today will definitely create an impact on the MWSS RO's success for the years to come.



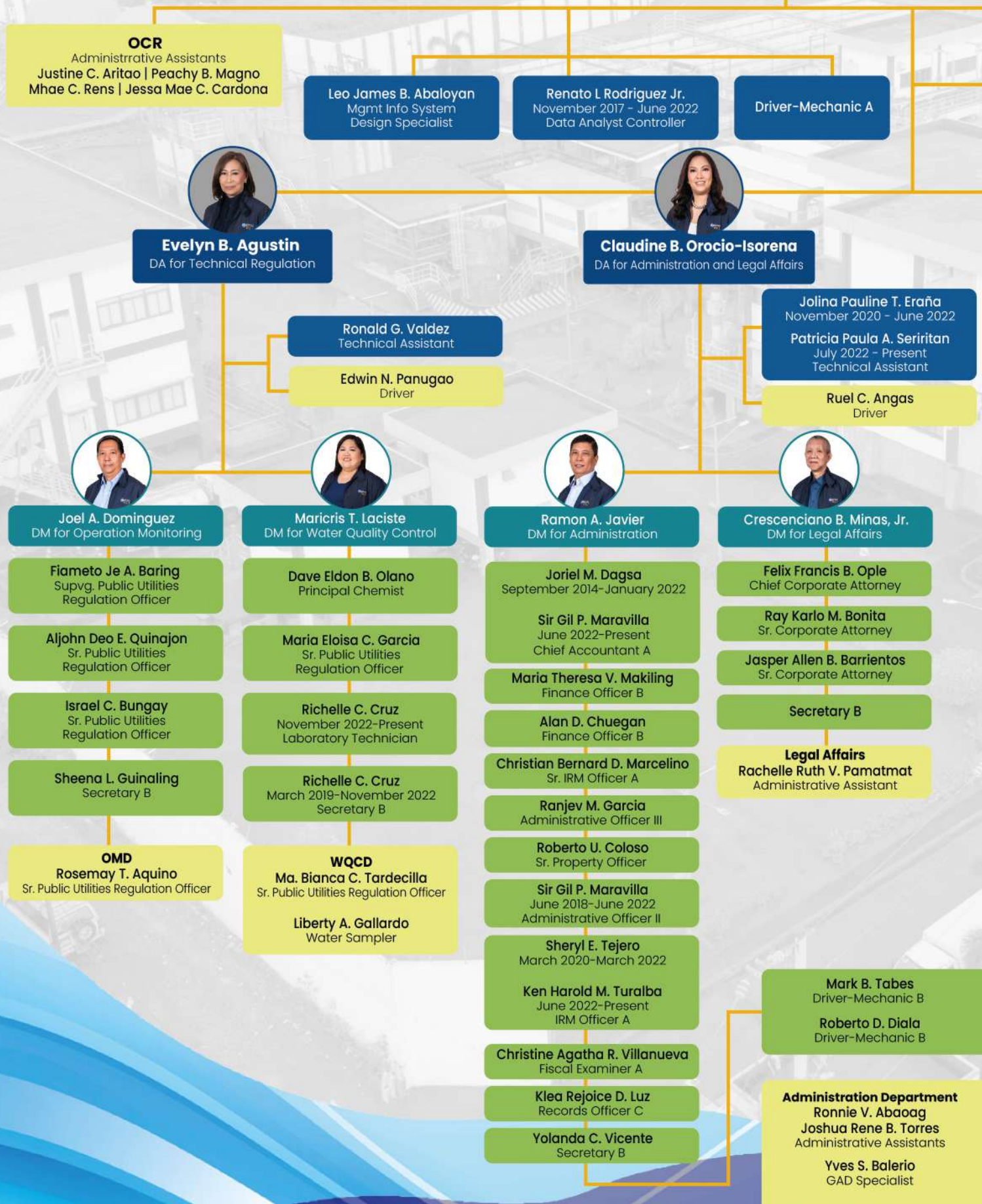
Patrick Lester N. Ty
Chief Regulator

REPUBLIKA NG PILIPINAS

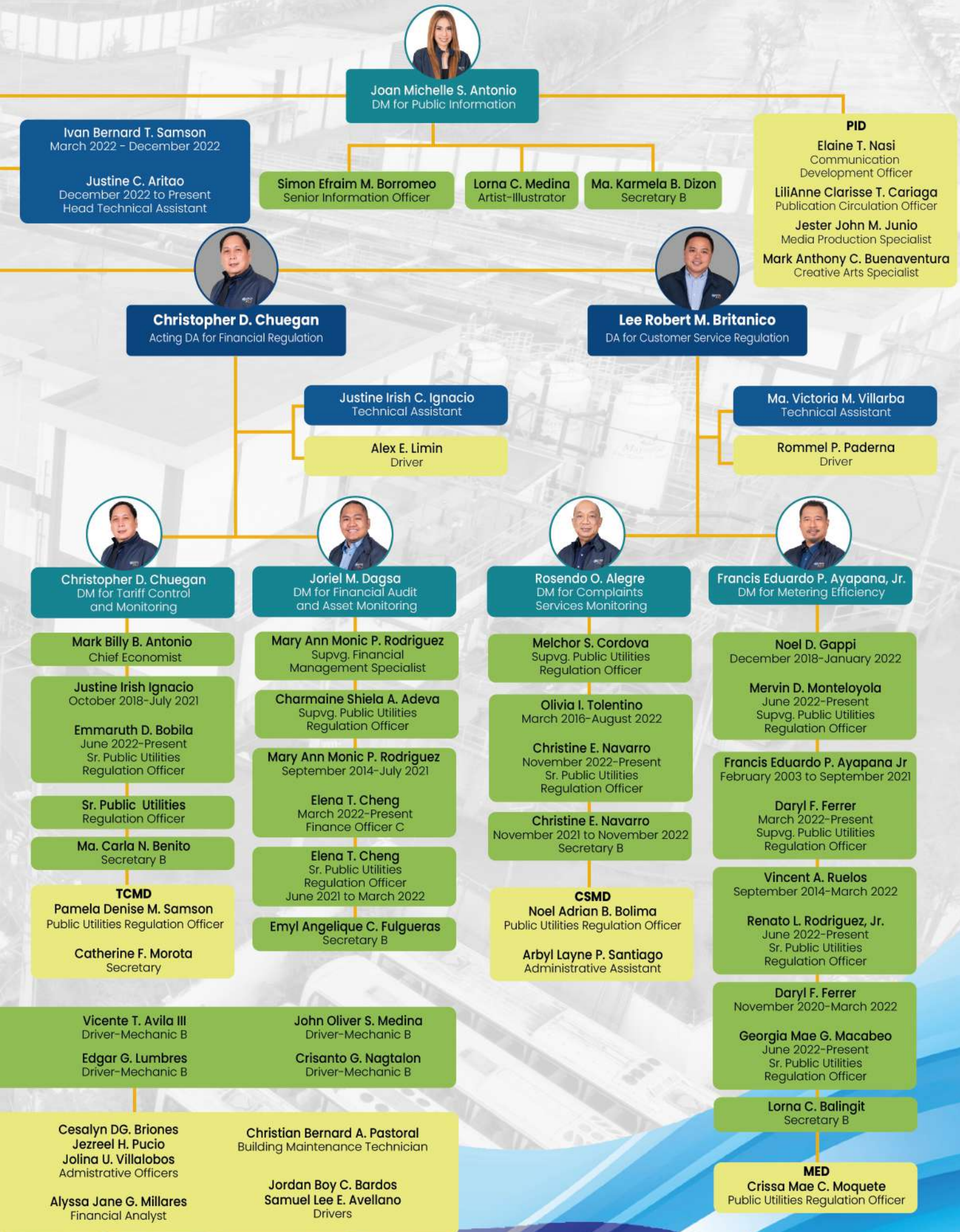
Metropolitan Waterworks and Sewerage System REGULATORY OFFICE



Patrick Lester N. Ty
Chief Regulator



MWSS REGULATORY OFFICE TALENTS



AN EYE FOR PROGRESS



Every five (5) years, the MWSS RO conducts a Rate Rebasings Exercise in accordance with the Concession Agreements (CA) entered into by the MWSS with Manila Water and Maynilad.

Rate Rebasings is a comprehensive and methodical study process, which identifies the level of rates for water, sewerage, and sanitation services that Concessionaires can charge to the customers. This is pursuant to the CAs, which involve the MWSS RO and the Concessionaires, Manila Water, and Maynilad. It is mandatory and conducted every five (5) years to determine the standard rates, which will be competitively beneficial to the welfare of the consumers, and to compensate for the expenses of the Concessionaires.

Considered a periodic performance review and general tariff adjustment, the Rate Rebasings Exercise initially evaluates the historical performances of the Concessionaires for the past five (5) years against the established targets and commitments. The Concessionaires consider various factors in formulating its proposed Business Plan such as the current economic and financial climate in the Philippines, the maintenance or improvement of current facilities, and the development of new projects in order to make the most accurate projection



expenditures that will enable them to perform their Service Obligations. In return, the MWSS RO evaluates the efficiency and prudence of incurred expenditures and the necessity and viability of proposed projects. The results of the exercise will serve as the basis for the standard rates in the next five (5) years. The Business Plans, through the recommendation of the MWSS RO, are subject to the approval of the MWSS Board of Trustees (BOT), with a mandatory turnover of all the facilities to the Office by the end of the Concession in 2037.



MWSS RO Fifth Rate Rebasing Management Committee

To ensure the proper conduct of the Fifth Rate Rebasing Exercise, the 2022 Rate Rebasing Management Committee (RRMC) and Technical Working Group (TWG) was reconstituted in January 2021. Under the guidance of the MWSS RO Executive Committee (ExeCom), the Committee planned and managed the conduct of Rate Rebasing Exercise; organized and coordinated the activities of the said initiative; and, validated the compliance by the consultants with the Terms of Reference (TOR) deliverables or milestones. Moreover, the RRMC was tasked to report the progress of the Rate Rebasing Exercise to the ExeCom, to advise or recommend regulatory determinations and administration with regard to the Rate Rebasing, and to perform other tasks as may be required. The MWSS RO engaged the Joint Venture of Woodfields Consultants, Inc. with AddValue Business Advisors, Inc. for the Consultancy Services for the Fifth Rate Rebasing, Contract

No. RO-CS2021-002 signed on 27 January 2022. In collaboration with the Rate Rebasing Consultant, the RRMC was tasked to provide technical guidance to the ExeCom, particularly in evaluating the submitted Business Plans of the Concessionaires; preparing reports or recommendations on the Rate Rebasing issues; and rendering other technical assistance.

Prior to the actual Rate Rebasing Exercise, the MWSS RO, in collaboration with its Concessionaires and representatives from customer groups and other stakeholders, organized a Pre-Rate Rebasing Public Consultation Drive (PCDr) to gather valuable inputs regarding the current and future water, sanitation, and sewerage developments and plans within the Maynilad and Manila Water Service Areas. This also provided an opportunity for stakeholders to discuss and address gender-related issues and concerns about water, sewerage, and sanitation services, and explore good practices in providing gender-responsive services.

The MWSS RO—together with the RRMC and the Rate Rebasing Consultant, and in coordination with both Concessionaires—conceptualized, planned, organized, and implemented the first and second phases of the Rate Rebasing PCDrs onsite, and online via Zoom video conferencing and Facebook live. Various stakeholders participated in this series of PCDrs, specifically representatives from the Local Government Units (LGUs), active groups of affected customers, media, government agencies, other private and public institutions, members of the Concessionaires, and the MWSS RO. The first phase and second phase of the Rate Rebasing PCDrs were conducted in July and October 2022, respectively.

On the other hand, the Concessionaires are directed to submit separate Business Plans concerning detailed information on their accomplishments in the last five (5) years and plans and programs in the next five (5) years. The Business Plans contain projected operating costs, capital maintenance overheads, and investments expenditures which will be evaluated by the MWSS RO to determine the most appropriate tariff adjustments for the next five (5) years.



As part of the Rate Rebased process, the MWSS RO ensured that audits conducted by the Rate Rebased Consultant adhered to the procedures prescribed by the Concession Accounting and Auditing Guidelines (CAAGs), Technical Audit Guidelines (TAGs), and CA, as well as the directives and policies of the MWSS BOT and MWSS RO. The Office also evaluated the reasonableness of economic assumptions and compliance with the established Rebased Adjustments from the financial models under the provisions of the CA.

A comprehensive independent analysis and assessment of the Business Plans were reviewed by the MWSS RO, succeeding the Rate Rebased PCDs. On 10 November 2022, the MWSS BOT approved the implementation of the Rate Rebased Convergence Adjustments for 2023 to 2027, following the MWSS RO's recommendation. After evaluating and taking into consideration the provisions under the RCA, it was concluded that there shall be no tariff adjustments until 31 December 2022.

It was premeditated in the Resolutions that the rate adjustments would increase the capabilities of Manila Water and Maynilad to utilize and supply the highest quality of water, sanitation, and sewerage services to their customers. Exceptionally, new developments of additional water sources and expansion of environmentally safe water services within the Concession Areas will ensure the public of major improvements in the distribution of safe potable water.

The results indicated that Manila Water customers will have an increase of PhP19.25 to PhP20.37 per cubic meter in five (5) years. With MWSS BOT's approval, the rates in the East Concession Area will have the following tariff adjustments:

Table 01: Manila Water Staggered "R" Adjustments 2023-2027

Kaliwa Dam Water Source completion on or before 2028	2023	2024	2025	2026	2027
"R" Factor PhP	8.04	5.00	3.25	3.00	1.08
"R" Factor %	30.00%	14.35%	8.15%	6.96%	2.34%
Kaliwa Dam Water Source completion after 2028	2023	2024	2025	2026	2027
"R" Factor PhP	8.04	5.00	3.25	1.91	1.05
"R" Factor %	30.00%	14.35%	8.15%	4.43%	2.34%

Furthermore, the Environmental Charge will increase to 25 percent in 2023 and to 30 percent in 2026. The 2026 adjustment is subject to the attainment of sewer coverage of 30 percent by the end of 2025. The Sewer Charge will also increase to 32.85 percent in 2023.

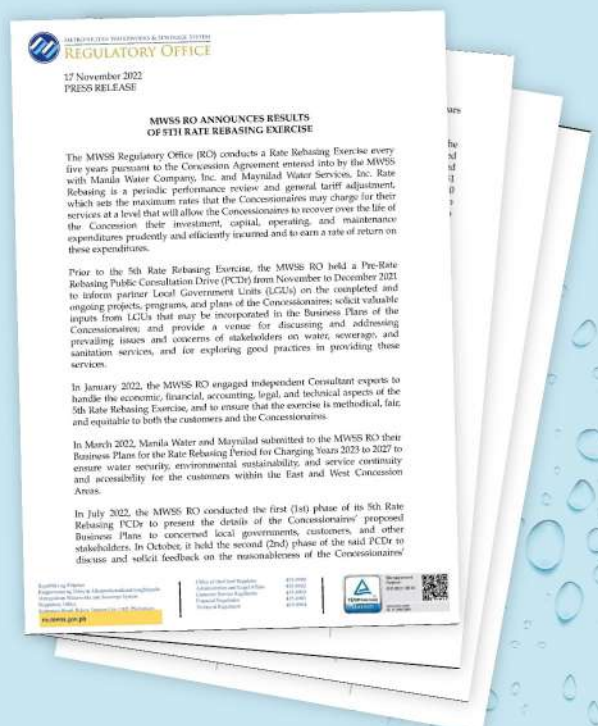
On the other hand, Maynilad customers will experience an increase of PhP13.31 to PhP13.69 per cubic meter in five (5) years. With MWSS BOT's approval, the rates in the West Zone Concession will have the following tariff adjustments:

Table 02: Maynilad Staggered "R" Adjustments 2023-2027

Kaliwa Dam Water Source completion on or before 2028	2023	2024	2025	2026	2027
"R" Factor PhP	3.29	6.26	2.12	1.01	1.01
"R" Factor %	9.37%	16.30%	4.75%	2.17%	2.12%
Kaliwa Dam Water Source completion on or before 2028	2023	2024	2025	2026	2027
"R" Factor PhP	3.29	6.26	2.12	0.84	0.80
"R" Factor %	9.37%	16.30%	4.75%	1.80%	1.68%

Beginning 2024, the implementation of the staggered tariff shall be subject to Maynilad's being able to attain its targets for water supply, continuity, and coverage provided in the 2022 Approved Business Plan, as determined by the MWSS RO. Furthermore, the Environmental Charge will increase to 25 percent in 2025, subject to Maynilad's attainment of sewer coverage of 25 percent by the end of 2024.

The MWSS RO expressed its heartwarming appreciation for the trust, support, and participation of the stakeholders, LGUs, and customer groups within the Concession Areas during the entire process of the Fifth Rate Rebased Exercise. Meanwhile, the Office gave an assurance to the public that it will remain persistent in protecting the welfare and interest of the customers in the Concession Areas. Conjointly, it has also assured the public of its commitment to uphold transparency, accountability, and citizen participation in governance.



OFFICE OF THE CHIEF REGULATOR

The MWSS RO is fundamentally composed of five (5) Regulation Areas. These include the Office of the Chief Regulator (OCR), Technical Regulation Area (TRA), Customer Service Regulation Area (CSRA), Financial Regulation Area (FRA), and the Administration and Legal Affairs (ALA).

The MWSS RO is headed by the Chief Regulator who is commissioned to manage the extensive operations of the office and the undertakings of the Regulation Areas. Correspondingly, the Chief Regulator also provides the overall direction and guidance for the engagements of the Regulation Areas.

The Chief Regulator ensures the proper implementation of the office policies and guidelines, in line with the standard office procedures and the MWSS RO's mission and vision. Supplemental to the OCR are the Public Information Department (PID) headed by Department Manager Joan Michelle S. Antonio, and Management Information Systems (MIS) Unit and Central Records Office (CRO) supervised by the Head Technical Assistant. The PID compliments the Chief Regulator by innovatively disseminating accurate information to its stakeholders through events, activities, mainstream media, and social media platforms. The MIS manages all Information Technology-related concerns by providing technical support to all Regulation Areas and maintaining the ICT infrastructure of the MWSS RO. Additionally, the CRO accommodates and archives the significant documents of the MWSS RO.



My leadership style is centered on empowering individuals to excel. I encourage open communication, maintain an open-door policy, and welcome any comments employees may have. If they have any issues, I am willing to listen. My goal is to foster an environment where people can truly shine. I am not inclined to micromanage, since I trust my employees to perform. I always encourage them to strive for excellence and to be the best version of themselves."

- Chief Regulator Patrick N. Ty

JOAN MICHELLE S. ANTONIO
Department Manager
for Public Information

PATRICK LESTER N. TY
Chief Regulator

JUSTINE C. ARITAO
Head Technical Assistant

PUBLIC INFORMATION DEPARTMENT

The Public Information Department (PID) connects the MWSS RO to its external stakeholders – including the Concessionaires, customers, media partners, government and non-government agencies both locally and globally, and other stakeholders. It strives to build stronger relationships with these key sectors by ensuring the accuracy and transparency of timely-released government information. It also engages the customers of Manila Water and Maynilad by utilizing traditional and digital information dissemination strategies. Meanwhile, the public's concerns in relation to the Service Obligations of the Concessionaires are addressed by the PID through several initiatives such as Information and Consultation Drives, Stakeholders Forum, and continuous coordination with the members of the media. In order to maintain public trust, it makes sure that the Office's public channels are responsive and effective in sharing requested information. Led by Department Manager Joan Michelle S. Antonio, the PID aims to establish the image and brand of MWSS RO as synonymous with efficiency, excellence, innovation, and a world-class regulatory office.

FIFTH RATE REBASING PUBLIC CONSULTATION DRIVES

Every five (5) years, the MWSS RO conducts a Rate Rebasing (RR) Exercise in accordance with the Concession Agreement (CA) entered into by the MWSS with Manila Water and Maynilad. Rate Rebasing is a periodic performance review and general tariff adjustment that sets the maximum rates the Concessionaires may charge for their services. Prior to an actual Rate Rebasing, the MWSS RO, in collaboration with its Concessionaires and representatives from consumer groups and other stakeholders, organizes a Rate Rebasing Public Consultation Drive to gather valuable inputs regarding the current and future water, sanitation, and sewerage developments and plans within the Maynilad and Manila Water service areas. This also provides an opportunity for stakeholders to discuss and address gender-related issues and concerns about water, sewerage, and sanitation services and explore good practices in providing gender-responsive services.

In 2022, the PID—together with the Office's Rate Rebasing Management Committee, the Fifth Rate Rebasing Consultant Woodfields Consultants, Inc. in Joint Venture with Addvalue Business Advisors, Inc. (WCI-ABA), and both Concessionaires—conceptualized, planned, organized, and implemented the first and second phases of the Public Consultation Drives (PCDr) onsite, and online via Zoom video conferencing and Facebook Live.

The PID oversaw the post-implementation, implementation, and post-implementation requirements and activities for the PCDr, which include establishment of policies and procedures, distribution



of invitations for LGUs, government agencies, media, civil service organizations, and other public and private institutions, and creation of activity collaterals such as tarpaulins, event programs, survey instruments, and registration, complaint, inquiry, and program evaluation forms. It also presided over the procurement and arrangement of the physical venue, prepared the presentation of the Chief Regulator, and created pre-event and post-event publicity materials, which were posted on the official social media platforms and website of the MWSS RO. It also supervised the simultaneous onsite and online implementation of the PCDrs, engaged in photo and video documentation and handled the distribution of MWSS RO advocacy materials and collaterals to participants.

The Table 03 shows the summary of the number of people who registered, and who actually attended the Fifth RR PCDrs.



Table 03: Fifth Rate Rebasing PCDrs

Fifth RR PCDrs	Registrants		Attendees	
	Onsite	Online	Onsite	Online
West Zone Concession Area				
Phase 1:				
20 July 2022 - Arroceros Covered Court, Ermita, Manila	51	202	107	220
22 July 2022 - Fortunata Covered Village Covered Court, Sucat, Parañaque City	52	101	115	174
Phase 2:				
24 October 2022 - Bulwagang Katipunan, Caloocan City Hall, Caloocan City	62	140	87	77
26 October 2022 - Philamlife Village Homeowners Association, Inc. Dazo Function Hall, Pamplona Dos, Las Piñas City	62	117	77	113
Sub-total	227	560	386	584
East Zone Concession Area				
Phase 1:				
25 July 2022 - Ynares Event Center, Antipolo City	50	205	69	149
27 July 2022 - Kapitan Moy, J.P. Rizal, Marikina City	50	270	69	229
Phase 2				
17 October 2022 - Tanghalang Pasigueño, Pasig City Hall Complex, Pasig City	100	352	107	220
18 October 2022 - Cainta Elementary School Auditorium, Cainta, Rizal	100	269	115	174
Sub-total	300	1,096	360	772
Grand total	527	1,656	746	1,356

The PCDrs were also live streamed through the official Facebook Page of the MWSS RO. The table shows the Social Media Performance of the live streams. The recorded metrics are based on the monitoring done by the PID for the Social Media Analytics Report for the Third and Fourth Quarter (Q3 and Q4) of 2022.

Table 04: Social Media Performance of the Fifth Rate Rebasing PCDrs

Fifth RR PCDrs Live Stream	PERFORMANCE METRICS		
	Impression	Reach	Engagement
Phase 1			
PCDr for Maynilad (20 July 2022)	25,329	22,755	680
PCDr for Maynilad (22 July 2022)	32,805	29,367	1,140
PCDr for Manila Water (25 July 2022)	4,522	3,834	1,148
PCDr for Manila Water (27 July 2022)	6,377	5,576	1,502
Sub-total	69,033	38,777	4,470
Phase 2			
PCDr for Manila Water (17 October 2022)	2,011	4,460	384
PCDr for Manila Water (18 October 2022)	2,419	8,120	475
PCDr for Maynilad (24 October 2022)	no data	no data	no data
PCDr for Maynilad (26 October 2022)	1,602	2,559	1,531
Sub-total	6,032	15,139	2,390
Grand total	75,065	53,916	6,860

Note: The PCDr on 24 October 2022 was not livestreamed due to little to no internet connectivity in the area.

PUBLIC INFORMATION DRIVES ON REBATE PROGRAM

In 2022, the PID successfully organized and conducted two (2) Public Information Drives (PIDr) on the Rebate Program for affected Maynilad customers within the Supply Zone of Putatan Water Treatment Plant (PWTP).

The first PIDr was held on 30 March at the Muntinlupa Sports Complex, Arandia Street, Barangay Tunasan, Muntinlupa City and was broadcasted via Zoom Webinar and Facebook Live. It stemmed from the decision of the MWSS RO to impose a financial penalty (in a form of rebate to affected customers) amounting to Php63,973,362 on Maynilad for its unusual and prolonged Water Service Interruptions (WSIs) from December 2021 to February 2022, attributable to the failure of its PWTP. Customers in four (4) cities in Metro Manila (Parañaque, Las Piñas, Muntinlupa, and Pasay); and in five (5) cities/municipalities in the province of Cavite (cities of Bacoor, Imus, and Cavite; and municipalities of Rosario and Noveleta) were affected.

Meanwhile, the second PIDr was carried out on 26 October at the Philamlife Village Dazo Function Hall, Barangay Pamplona Dos, Las Piñas City, and was also broadcasted through Zoom Video Conferencing Platform and Facebook Live. It was based on another decision of the MWSS RO to impose a financial penalty (in a form of rebate to affected customers) on the same Concessionaire in the amount of Php9,264,358 for the continued WSIs within the Putatan Water Treatment Plant (PWTP) supply zone.

Based on a thorough investigation conducted by the MWSS RO, Maynilad breached its service obligation of ensuring the availability of an uninterrupted 24-hour supply of water at seven (7) pounds per square inch (psi) minimum pressure for more than 15 days to connected customers in parts of Las Piñas City, Muntinlupa City, Parañaque City, and Cavite Province's Bacoor City, Imus City, Cavite City, Noveleta, and Rosario.

PIDr Planning and Implementation Committee, and in coordination with the Gender and Development Focal Point System (GFPS) and Concessionaire Maynilad—conceptualized, planned, organized, and implemented the PIDrs. The organizing body headed by the Department accomplished the following: coordination with the Concessionaire, concerned LGU/s, media, and other stakeholders; preparation of work plan, invitation letters/notices (for concerned LGUs, affected customers, media, and other stakeholders), event program, conference rules and procedures, host and tech script, program slide deck, opening and closing remarks, forms (registration, program evaluation, inquiry, complaint); design and production of collaterals (e.g., tarpaulins, standees, and certificates);

design and production of pre-event and post-event publicity materials, which were posted on the official social media platforms and website of the MWSS RO; program hosting, management, and coordination; procurement and logistics; venue arrangement; registration and ushering; photo and video documentation; technical support; distribution of IEC materials; and, budget disbursement.

Table 05: Rebate Program for Affected Customers

PIDrs for Rebate Program for Affected Maynilad Customers	Registrants		Attendees	
	Onsite	Online	Onsite	Online
30 March 2022 PIDr	75	101	29	64
26 October 2022 PIDr	19	46	103	26

Table 06: Performance Metrics for the PIDrs for Rebate Program for Affected Customers

PIDrs for Rebate Program for Affected Maynilad Customers	PERFORMANCE METRICS		
	Impression	Reach	Engagement
30 March 2022 PIDr	5,395	5,216	915
26 October 2022 PIDr	660	1,326	206

Based on the monitoring done by the OCR-PID for the Social Media Analytics Report for the First Quarter (Q1) and Fourth Quarter (Q4) of 2022.

The PID produced the full Documentation Reports (and Summary Reports) for the PIDrs, which contain the following: Concept Note; Office Order; Invitations and List of Invitees; Social Media and Website Announcements; Registration Form; List of Registered Participants; List of Actual Participants; Program; Presentations of the MWSS RO; Program Evaluation Report; Inquiry Form; Complaint Form; Photos of the PIDr; Contest Winners and Prizes; and Minutes of the Coordination Meeting.

Based on the Program Evaluation Report, the March PIDr was rated 4.64/5 by the participants, while the October PIDr garnered a rating of 4.57/5. This means that the conduct of the activities with respect to several parameters (invitations, presentations, responsiveness to questions/issues raised during Open Forum, facilitation, time allotment, use of venue/video conferencing platform, conduct of personnel, and perception on the importance/relevance of the event) was perceived as outstanding by the stakeholders.

The PID maintains a monitoring record for the various MWSS RO Public Consultation Drives/Information Drives/Events, which the Department regularly updates, for record-keeping and documentation.



SPEARHEADING THE CELEBRATION OF THE MWSS RO'S 25TH ANNIVERSARY

The MWSS RO celebrated its 25th Anniversary on 01 August 2022 with the theme, "On the Waves of Continual Progress: Safeguarding Public Welfare."

To better implement the projects lined up for the month-long Anniversary celebration, the MWSS RO constituted the 25th Anniversary Committee, composed of representatives from all Regulation Areas and various Committees. The Committee was tasked to act as principal coordinator for all activities; recommend to the Chief Regulator all programs and activities that shall be conducted for the purpose; constitute sub-committees and working groups, if necessary, which shall undertake the implementation of programs and activities; and prepare the fund requirements and source funds for the programs and activities, as necessary. It was chaired by PID Manager Antonio.

From 01 July to 01 August, the following stakeholder engagement projects/activities were held for the Office's silver anniversary celebration.

1 July	25th Anniversary Celebration Kick-off: "Tree Planting: 25,000 Trees for the Annual Million Tree Challenge"
8 July	MWSS RO Team-building Activity 2022
11 and 13 July	Lakbay-aral for Local Government Officials Kick-off
15 July	Bloodletting Activity
20, 22, 25, and 26 July	Fifth Rate-rebasing Public Consultation Drive (First Phase)
21 July	Gender and Development (GAD) Kapihan
28 July	Inauguration of the Meter Test Bench Laboratory
1 August	25th Anniversary Celebration Culminating Activity: Stakeholders' Assembly

The PID accomplished the following: coordination with the Concessionaires, media, suppliers/service providers, and other stakeholders; venue procurement and arrangement; preparation of work plan, invitation letters, event program, host and tech script, program slide deck, speeches/messages, and forms (registration and program evaluation); design and production of collaterals (e.g., tokens, plaques, tarpaulin banners, standees, and certificates); design and production of audio-video presentations; design and production of publicity materials, which were posted on the official social media platforms and website of the MWSS RO; creative/floor direction, program management, and coordination; procurement and logistics; registration and ushering; photo and video documentation; technical support; distribution of MWSS RO IEC materials; and, budget disbursement.

MWSS RO ANNUAL REPORT 2021: "DUTY AND COMPASSION: STEADFASTLY MOVING FORWARD TO SERVE"

The PID spearheaded the conceptualization, development, and production of the MWSS RO Annual Report 2021 with the theme, "Duty and Compassion: Steadfastly Moving Forward to Serve," and the Commemorative Booklet titled, "On the Waves of Continual Progress: Safeguarding Public Welfare," which featured highlights of the Office's history and annual milestones from 1997 to 2021. The Department prepared the Terms of Reference (TOR) for the procurement of the Annual Report Service Provider, which was awarded to The League Publishing Company, Inc., and managed the timely completion of deliverables for the finalization of the said publications, which were distributed to LGUs within the Concession Areas, government and non-government organizations, and other stakeholders.



The Annual Report highlights the key programs and significant achievements of the MWSS RO for the year 2021, and how the Office steadfastly moved forward to serve the public and fulfill its duties with commitment and compassion amid the pandemic. It provides a summary of pertinent data that serves the information requirements of the partners of the MWSS RO including government agencies, the Concessionaires, researchers, civil society organizations, and other stakeholders.

The PID took the lead in proofreading, editing, and improving the write-ups and design/layout for the report. This is to ensure the validity, relevance, and quality of the document to be produced and published for public appreciation. The Department also coordinated with the Regulation Areas and other concerned stakeholders for the required information and images for the report; and made sure that the report was strategically written, comprehensible, creatively presented, and adherent to the branding and other standards set by the MWSS RO.

The MWSS RO Annual Report 2021 was published online on 01 December across all MWSS RO social media accounts and website.

MWSS RO Commemorative Booklet (Special Magazine Onsert): "On the Waves of Continual Progress: Safeguarding Public Welfare"

The Commemorative Booklet shows in words, figures, and photos the MWSS RO's notable milestones from 1997 onwards. From the creation of the MWSS RO; to its steady progress as a budding organization; its relentless drive towards growth and success; its countless breakthroughs and continuous development – this publication is MWSS RO's initiative to make the public – especially the stakeholders, appreciate the remarkable efforts of the government to safeguard their welfare. It is a testament to the Office's steadfast commitment to public service.

The PID spearheaded the development and publication of the Commemorative Booklet. It took the lead in gathering and researching content from 1997 up to 2021. It also took the helm in proofreading, editing, and improving the write-ups and design/layout for the booklet, to ensure the validity, relevance, and quality of the document to be produced and published for public appreciation.



STAKEHOLDER ENGAGEMENTS

For 2022, the PID coordinated; prepared three (3) scripts, 27 speeches/messages, and 16 presentation decks; and photo/video documented 272 MWSS RO internal and external activities, especially those attended by the Chief Regulator. Most of these were publicized by the PID through the MWSS RO's website and official social media accounts.

A. External Stakeholder Engagements

External Stakeholder Engagement activities are various local or international events that were attended to or participated in by the Chief Regulator and/or a representative of the MWSS RO. These engagements were organized by various organizations outside MWSS RO. The following are the local and international external stakeholder engagements of the MWSS RO that were coordinated/documentated by the PID for 2022.

Table 07: Local External Stakeholder Engagements in 2022

Date	Event Title/Description
17 March	Inauguration and Opening Of The Million Trees Nursery and Eco Learning Center <i>Organized by: MWSS Corporate Office Watershed Management Division</i> Customer Service Regulation Area Deputy Administrator Britanico attended the inauguration and opening of the Million Trees Nursery and Eco-Learning Center at the La Mesa Watershed. The center aims to ensure the sustainability of the MWSS Annual Million Trees Challenge, which the MWSS RO has continually supported throughout the years.
20 April	Review Of Maynilad Water Safety Plan For Potable Reuse <i>Organized by: Maynilad Water Services, Inc</i> Chief Regulator Ty attended the face-to-face review of Maynilad's WSP for Potable Reuse, which was conducted by the MWSS RO Water Safety Plan (WSP) Review Committee (RevCom).
27 June	Wawa-Calawis Dam Site Visit <i>Organized by: MWSS Corporate Office</i> Officials and personnel of the MWSS RO visited the Wawa Bulk Water Supply Project: Tayabasan Weir and Upper Wawa Dam Pumping Station being developed by Wawa JVCo, and the Calawis Water Treatment Plant being constructed by Manila Water in Barangay Calawis, Antipolo City. Present during the site visit were MWSS RO Chief Regulator Ty, Technical Regulation Area Deputy Administrator Agustin, Administration and Legal Affairs Deputy Administrator Orocio-Isorena, Customer Service Regulation Area Deputy Administrator Britanico, and Financial Regulation Area Acting Deputy Administrator Chuegan.
23 November	Customer Satisfaction Survey <i>Organized by: MWSS RO Bids and Awards Committee</i> Chief Regulator Ty, together with members of the MWSS RO Bids and Awards Committee (BAC), coordinated the Contract Signing with the Philippine Survey and Research Center (PSRC). The PSRC will serve as a Consultant for the Customer Service Satisfaction Survey of the MWSS RO.
26 November	Upsilon Sigma Phi Paraluman Project at Cribs Foundation, Rizal <i>Organized by: Upsilon Sigma Phi</i> Chief Regulator Ty and members of the MWSS RO GFPS participated in the Paraluman Project: Water, Sanitation, and Hygiene (WASH) Activity for a Violence-Free Community at the CRIBS Foundation in Antipolo City, which was conducted in partnership with the UP Upsilon Sigma Phi.
06 December	Inauguration of Tayabasan Weir <i>Organized by: WawaJVCO, Inc.</i> MWSS RO Officials took part in the inauguration of the Tayabasan Weir in Sitio Apia, Barangay Calawis, Antipolo Rizal. The said infrastructure is the recently completed Phase 1 component of the Wawa Bulk Water Supply Project, which will deliver 80 million liters of potable water per day to Manila Water customers.
09 December	Launching of the National Water Security Roadmap <i>Organized by: National Water Resources Board (NWRB)</i> Public Information Department Manager Antonio attended the National Water Security Roadmap Launching. The roadmap was drafted to ensure the sustainability of the country's water resource for the future generation, and will be implemented through inter-agency cooperation.
20 December	Freedom of Information (FOI) Stakeholders Event <i>Organized by: Philippine Information Agency-Freedom of Information (PIA-FOI) Philippines</i> Public Information Department Manager Antonio attended the Freedom of Information (FOI) Stakeholders Event, which aimed to strengthen collaboration among various FOI implementers of public and private institutions.

Table 08: International External Stakeholder Engagements in 2022

Date	Event Title/Description
09 February	Accountability Mechanism Call For Paper Project <i>Organized by: Asian Development Bank Institute (ADBI)</i> As part of the project organizing committee of the ADBI session on "Accountability Mechanism and Institutional Arrangements for CWIS," Chief Regulator Ty attended the meeting to discuss the call for papers on the topic.
30 November	Water Can't Wait: Accelerating Innovation For Water Security <i>Organized by: World Bank</i> Chief Regulator Ty, together with water users, technology companies, innovators, and the public sector, attended the high-level roundtable dialogue. The dialogue was conducted to provide insights on how the water innovation process can be fostered, adopted, and scaled.

B. Internal Stakeholders Engagement

Internal Stakeholder Engagement activities are various events that were spearheaded by the MWSS RO Regulation Areas, Departments, or Committees for the Office and its employees. The following are the internal stakeholder engagements of the MWSS RO that were coordinated/documentated by the PID for this year.

Table 09: Internal Stakeholder Engagements in 2022

Date	Event Title/Description
March	Celebration Of Women's Month <i>Organized by: MWSS RO Gender and Development Focal Point System (GFPS)</i>
31 March; 01, 04, 05, and 06 April	Water Meter Test Bench Training <i>Organized by: MWSS RO CSRA</i>
June	Celebration Of Pride Month <i>Organized by: MWSS RO GFPS</i>
01 July	Tree Planting 2022: 25k Trees for 25 Years <i>Organized by: MWSS RO Environmental Committee</i>
5 to 6 July	Training: Conducting QMS Audit using ISO 9001:2015 Standard based on ISO 19011:2018 Audit Guidelines <i>Organized by: MWSS RO QMS Committee</i>
11 and 13 July	Lakbay-aral for Local Government Officials <i>Organized by: MWSS RO TRA</i>
15 July	Bloodletting Activity <i>Organized by: MWSS RO Safety and Health Committee</i>
21 July	Gender and Development (GAD) Kapihan <i>Organized by: MWSS RO GFPS</i>
28 July	Inauguration of the Meter Test Bench Laboratory <i>Organized by: MWSS RO CSRA</i>
1 September	Fire Safety and Prevention Seminar <i>Organized by: MWSS RO Safety and Health Committee</i>
03 and 06 October	Water Meter Test Bench Training <i>Organized by: MWSS RO CSRA</i>
November	Tree Planting At The Ipo Dam Watershed <i>Organized by: MWSS RO Environmental Committee</i>
25 November to 12 December	18-Day Campaign to End Violence Against Women (VAW) <i>Organized by: MWSS RO GFPS</i>

SPEAKING ENGAGEMENTS

The MWSS RO Chief Regulator had various onsite and online speaking engagements this year. The PID coordinated these engagements; prepared speeches, messages, and presentation decks; and documented the engagements for record-keeping and public dissemination.

A. Local Speaking Engagements

Table 10: Various Local Speaking Engagements in 2022

Date	Event Title/Description
29 January	HEAL: Health and Environment Ating Lingapin <i>Organized by: Year Level 4 students of San Beda University-College of Medicine</i> Chief Regulator Ty served as one of the resource speakers in this environmental health talk. He discussed the water supply situation in the East and West Concession Areas, as well as the government and Concessionaires' efforts in providing all customers with access to continuous supply of potable water.
22 March	#SafeWASH for Schools Inauguration <i>Organized by: Manila Water Foundation</i> Chief Regulator Ty represented the MWSS RO in the inauguration of the first batch of schools in the #SafeWASH in Schools project of Manila Water and P&G Safeguard Philippines, and delivered a message of support. The event was held at the Kamuning Elementary School in Quezon City. The subsequent #SafeWASH inauguration legs were also attended by executives of the MWSS RO: <ul style="list-style-type: none"> 11 April (Jalajala, Rizal) - message of support from DA Britanico 13 May (Pateros) - message of support from DA Orocio-Isorena 01 June (Caloocan City) - message of support from DA Orocio-Isorena 09 August (Pasay City) - message of support from DA Orocio-Isorena 10 August (Taguig City) - message of support from Chief Regulator Ty 16 August (Manila City) - message of support from DA Agustin 17 August (Parañaque City) - message of support from Chief Regulator Ty 18 August (San Juan City) - message of support from Chief Regulator Ty 02 September (Mandaluyong City) - message of support from DA Britanico 06 September (Makati City) - message of support from DA Britanico 08 September (Navotas City) - message of support from DA Agustin 22 September (Las Piñas City) - message of support from Chief Regulator Ty
08 April	Maynilad WATERLab Inauguration <i>Organized by: Maynilad</i> Chief Regulator Ty participated in the inauguration of Maynilad's 1,800 sq.m. Water Analytics, Testing, Experimentation, and Research Collaboration (WATERLab) facility, located at the La Mesa Dam Compound in Greater Lagro, Quezon City. He delivered a message expressing support for the initiative.
22 April	2022 Earth Day <i>Organized by: Manila Water</i> Chief Regulator Ty took part in the kick-off ceremony for Manila Water's "2022 Earth Day Celebration." He lauded Manila Water's "Lakbay Kalikasan: Hike and Bike for Nature" project during the event held at Balara Filters Park, Brgy. Pansol, Quezon City.

[Continuation of] Table 10: Various Local Speaking Engagements in 2022

Date	Event Title/Description
24 May	<p>Consumer Protection And Policies On Water Utilities And Usage Organized by: Department of Trade and Industry</p> <p>Customer Service Regulation Area Deputy Administrator Britanico participated and served as resource speaker in the DTI Philippines Consumer Care Webinar titled, "Consumer Protection and Policies on Water Utilities and Usage." He discussed the regulatory framework for customer protection, which guides the MWSS RO in determining reasonable charges for services, setting and enforcing service performance standards, formulating customer-related implementing rules and regulations (IRRs), and monitoring and evaluation mechanisms, which include the Customer Satisfaction Survey (a method of receiving customer feedback to determine levels of customer satisfaction in terms of the standard of service received).</p>
27 May	<p>Alternative Dispute Resolution (ADR) Mediation and Arbitration Organized by: Institute for the Administration of Justice-UP Diliman College of Law</p> <p>Administration and Legal Affairs Deputy Administrator Orocio-Isorena imparted her knowledge at the synchronous Mandatory Continuing Legal Education (MCLE) program of the University of the Philippines College of Law. She discussed the topic, "Alternative Dispute Resolution (ADR): Mediation and Arbitration."</p>
23 June	<p>PSSE 2022 Midyear National Convention Organized by: Philippine Society of Sanitary Engineers</p> <p>Chief Regulator Ty served as keynote speaker at the Philippine Society of Sanitary Engineers, Inc. (PSSE) 2022 Midyear National Convention with the theme, "Security in Times of Uncertainty." He emphasized the importance of prudent, efficient, and sustainable water, sewerage, and sanitation programs that protect not only the health and welfare of the customers, but also of the environment.</p>
24 June	<p>Punong Puno ng Pag-asa Tree Planting Event Organized by: Manila Water</p> <p>The MWSS RO, represented by Chief Regulator Ty, participated in the ceremonial launch of Maynilad's New Water- the first drinkable reused water in the Philippines. Chief Regulator Ty commended Maynilad for bringing this project that is first in the Philippines to fruition.</p>
28 June	<p>Maynilad Water Reuse Launch Organized by: Maynilad</p> <p>The MWSS RO, represented by Chief Regulator Ty, participated in the ceremonial launch of Maynilad's New Water- the first drinkable reused water in the Philippines. Chief Regulator Ty commended Maynilad for bringing this project to fruition.</p>
29 June	<p>Million Trees Pledge Organized by: MWSS Corporate Office, Million Trees Foundation, Inc.</p> <p>Chief Regulator Ty declared the MWSS RO's continuous support to the initiative of MWSS CO and MTFI.</p>
01 July	<p>Tree Planting 2022: 25k Trees for 25 Years Organized by: MWSS RO Environmental Committee</p> <p>Chief Regulator Ty gave the opening remarks for the event which serves as the first among many activities for the MWSS RO's 25th Anniversary celebration. He signified the Office's commitment to plant 25,000 trees in support for the MWSS CO's Annual Million Tree Challenge.</p>
11 and 13 July	<p>Lakbay Aral for Local Government Officials Organized by: MWSS RO TRA</p> <p>Chief Regulator Ty introduced the MWSS RO and discussed its history during the Lakbay-aral for Local Government Officials.</p>
14 July	<p>Plant for Life Organized by: Maynilad</p> <p>Maynilad kicked-off its 2022 planting season with the aim of planting their 1 millionth tree to celebrate the 15th anniversary of Maynilad and its Plant for Life Program. Chief Regulator Ty attended the event and gave a message of support to Maynilad's endeavor.</p>
21 July	<p>GAD Kapihan Organized by: MWSS RO GAD Focal Point System (GFPS)</p> <p>Chief Regulator Ty delivered the opening remarks for the GAD Kapihan: Consultation and Sharing of Best Practices on Mainstreaming of GAD Activities, initiated by the MWSS RO's GFPS.</p>
28 July	<p>MWSS RO Meter Test Bench Laboratory Inauguration Organized by: MWSS RO CSRA</p> <p>Chief Regulator Ty gave the opening remarks during the inauguration of the MWSS RO's Water Meter Test Bench Laboratory - the first state of the art government facility of its kind.</p>
01 August	<p>MWSS RO 25th Anniversary: Stakeholders' Assembly Organized by: the MWSS RO OCR</p> <p>The MWSS RO Stakeholders' Assembly was the highlight of the month-long celebration of MWSS RO's 25th Anniversary. Chief Regulator Ty gave the opening remarks for the event; and recognized the top LGUs within the Concession Area with outstanding desludging availability rate from 1997 to 2021. Department Manager for Public Information Antonio gave the introductory speech for the launch of the MWSS RO 25th Anniversary Commemorative Booklet.</p>
26 August	<p>Toka Toka 10th Anniversary Organized by: Manila Water</p> <p>Chief Regulator Ty gave a message congratulating the awardees of the Toka Toka 10th Anniversary event and lauding Manila Water's Toka Toka advocacy - an initiative that is in line with the MWSS RO's mandate of safeguarding stakeholders' access to continuous and sustainable supply of clean water.</p>
28 September	<p>UP Virata School of Business: Achieving Service Excellence in the Philippine Setting Organized by: UP VSB class BA252</p> <p>Chief Regulator Ty was a guest speaker at the Service Marketing Management class of the UP Virata School of Business MBA Program. With the theme "Achieving Service Excellence in the Philippine Setting," he discussed the history of the MWSS RO, its regulatory framework for water and sewerage services, and service improvements and achievements since its implementation.</p>
11 November	<p>Project Katig and Lingap Eskwela Inauguration Organized by: Manila Water Foundation</p> <p>Public Information Department Manager Antonio gave a message of support for Project Katig and the Lingap Eskwela Inauguration, which provides fishing gears to fisherfolks and hygiene facilities to learning institutions.</p>
14 November	<p>Israeli Water Roadshow Organized by: Ministry of Economy and Industry of Israel</p> <p>Chief Regulator Ty attended the Israeli Water Roadshow arranged by the Ministry of Economy and Industry of Israel. During the event, he discussed the progress that the MWSS RO has made on water supply and wastewater treatment after the privatization.</p>
17 November	<p>Knowledge Exchange on Water Security Organized by: Embassy of the State of Israel</p> <p>Chief Regulator Ty represented the MWSS RO in a knowledge-sharing session with representatives from NWRB, Maynilad, Manila Water, and Israeli Water delegation. He presented his perspectives on managing water scarcity in the Philippines.</p>
18 November	<p>Golden Kubeta Awards Organized by: Maynilad</p> <p>Chief Regulator Ty, together with other officials of the MWSS RO, attended the 2022 Golden Kubeta Awards to honor champions of responsible wastewater management of the country. In his speech, Chief Regulator Ty emphasized the need for institutions to work together to promote wastewater management.</p>
22 November	<p>Lingap Eskwela Inauguration Organized by: Manila Water Foundation</p> <p>Chief Regulator Ty lauded Manila Water Foundation for initiating this project, among others, that improve the quality of life of fellow countrymen.</p>

B. International Speaking Engagements

Table 11: International Speaking Engagements in 2022

Date	Event Title/Description
10 March	Improving The Accessibility Of Safe Drinking Water In Southeast Asia To Achieve The SDGs: A Webinar Side-Event of Sustainable Infrastructure and Built Environment (SIBE) 2022 <i>Organized by: Indonesia Bandung Institute of Technology, International Water Association</i> <p>Chief Regulator Ty served as plenary speaker and discussed how the MWSS RO ensures the availability, accessibility, and affordability of water within the Concession Areas. Chief Regulator Ty also explained the current progressive tariff structure within the Concession, wherein commercial and industrial establishments pay a higher rate compared to residential users. With this set up, customers who consume less water (including those residing in depressed areas) get subsidized.</p>
06 April	Country Policy Dialogue On City-Wide Inclusive Sanitation <i>Organized by: Asian Development Bank Institute (ADBI), Stanford University, and Gates Foundation</i> <p>Chief Regulator Ty participated in the session, "Accountability Mechanism and Institutional Arrangements for CWIS." He discussed the MWSS RO regulatory framework for sewerage and sanitation, as well as the role of the MWSS RO in monitoring the compliance of Manila Water and Maynilad with their contractual obligations and legislative franchise requirements, in order to ensure that all customers get access to inclusive sewerage and sanitation services.</p>
05 May	25 Years of the Manila Concessions: Looking Back and Looking Forward <i>Organized by: World Bank</i> <p>Chief Regulator Ty represented the MWSS RO as resource speaker. He talked about the 25-year history and the most recent updates regarding the agency in front of World Bank practice managers, water and sanitation specialists, finance specialists, economists, and other professionals working globally who wanted to learn from the experience of MWSS privatization.</p>
30 June	Lagos International Water Conference <i>Organized by: Lagos State Water Regulatory Commission (LASWARCO)</i> <p>Chief Regulator Ty served as a lead presenter and discussed the impact of regulation on urban water supply in the private sector</p>
12 September	Roundtable Dialogue of Regulators on Inclusive Urban Sanitation <i>Organized by: International Water Association (IWA)</i> <p>The MWSS RO, represented by Chief Regulator Ty, engaged in a Roundtable Dialogue of Regulators on Inclusive Urban Sanitation, together with other Regulators from countries in Southeast Asia, Africa, and Latin America. The body discussed current approaches to advance inclusive urban sanitation.</p>
14-15 September	7th International Water Regulators Forum (IWRf) <i>Organized by: IWA</i> <p>The MWSS RO, represented by Chief Regulator Ty, participated in the 7th International Water Regulators Forum (IWRf) with the theme, "Regulating Water Services in Times of Increasing Natural, Social, and Economic Uncertainty." Chief Regulator Ty delivered a case presentation titled "Changing Regulatory Climate Amidst Political Instability: The Case of Metro Manila" at the 7th IWRf.</p>
20 October	28th PhilWater International Conference and Exhibition <i>Organized by: Philippine Waterworks Association</i> <p>Chief Regulator Ty took part in the 28th Philwater International Conference and Exhibition 2022 as plenary speaker. He discussed the plans and efforts of the MWSS RO in achieving world-class and innovative regulation of water and wastewater services in Metro Manila.</p>

Materials for Stakeholder and Speaking Engagements

272	Photo/video Documentations
16	Presentation Decks
27	Speeches/Messages
3	Host and Tech Event Scripts
1	Audio-visual Presentation (Recorded-message)



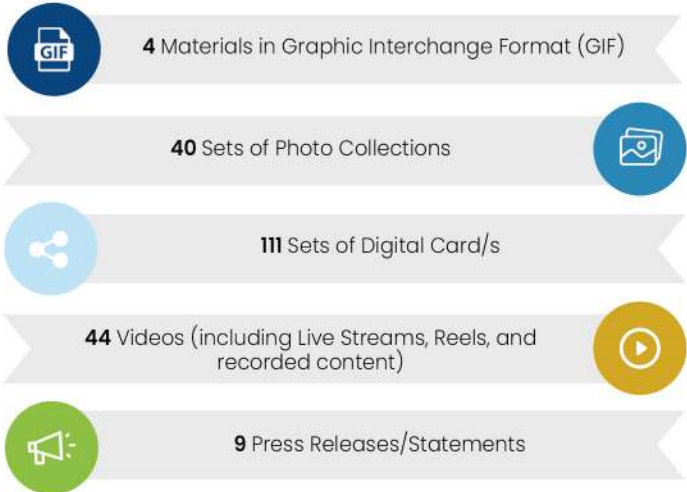
MANAGEMENT OF MWSS RO WEBSITE AND SOCIAL MEDIA PLATFORMS

Digital engagement, especially through online and social media—the most accessible and available among all types of remote communication platforms—plays an important role in the MWSS RO’s response to global shifts in the fields of communication, advocacy, and development. The PID is aware that effective use of digital channels for communicating the Office’s key messages to its stakeholders through relevant content, experience, and dialogue paves way for participatory governance, transparency, and accountability.

That is why for the past years, the Department has been utilizing social media platforms, specifically Facebook and X (formerly Twitter), as channels for rolling out its Water Conservation Campaign (WCC) and Desludging Awareness Campaign (DAC); proactively and effectively reaching out to the public and providing them with updates and announcements on policies, directives, programs, activities, and projects of the Office; and initiating and creating dialogues/discussions on important issues that affect stakeholders.

By initiating public dialogues/discussions in these platforms, the Office was able to secure valuable input from the public, stakeholders, and customers regarding matters concerning water, sewerage, and sanitation services within the Concession, and promote citizen participation in the formulation of policies and programs that further protect consumer interest and welfare.

Social Media Publications on the MWSS RO Facebook Page and Twitter Account



Social Media Performance

Table 12: Followers and Performance of the Official MWSS RO Facebook Page

	Followers	Reach	Engagement	Impression
Q1	21,465	209,858	48,618	427,210
Q2	22,396	55,704	16,823	62,841
Q3	22,548	159,040	31,996	180,673
Q4	22,591	132,261	25,289	132,045

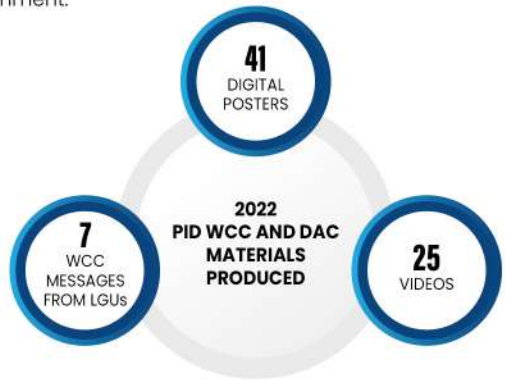
Table 13: Followers and Performance of the Official MWSS RO Twitter Account

	Followers	Engagement	Impression
Q1	712	17,135	119,093
Q2	767	12,371	75,991
Q3	846	4,753	19,241
Q4	940	5,543	42,696

The PID prepares and submits its quarterly Social Media Analytics Report to the Chief Regulator.

Water Conservation and Desludging Awareness Campaigns

The PID spearheaded the Water Conservation Campaign (WCC), creating publications for the project on the MWSS RO social media sites (Facebook and X) and the official website. The campaign started on March 2020 with the purpose of educating the public on their vital role in ensuring the sustainability of our limited water supply, as well as encouraging them to continuously use water intelligently and responsibly. Meantime, the Desludging Awareness Campaign (DAC) which started on October 2022 aims to educate consumers on the importance of regular desludging of septic tanks, which ensures the health and safety of the public, and the protection of the environment.



The PID also commented on 242 water wastage and water conservation posts of local organizations and individuals in order to promote the campaign. 189 invitations of support for the WCC in the form of water conservation messages were sent as well to LGUs and local celebrities and influencers. Finally, regular reports on WCC and DAC activities were provided to Chief Regulator Ty through quarterly submission of the Mileage Monitoring Reports.



Social Media Complaints Monitoring

Concerns/Complaints across Social Media: In order to assist the Customer Service Regulation Area (CSRA) in its complaints monitoring activities, the PID monitored Twitter and Facebook activities daily, and compiled complaints (including those posted on weekends/holidays) that remained unresponded to on social media by Maynilad/Manila Water. These were transmitted to the CSRA for appropriate action. This initiative aimed to: 1. remind both Concessionaires—through the CSRA, to respond and act on customers' service-related concerns on social media in a timely manner; and, 2. lessen the complaints escalated directly to MWSS RO. Excluding concerns/complaints that were responded to by the Concessionaires before PID's monitoring schedule, these complaints reported to the CSRA consisted of those related to water service interruptions, billing, water quality, perceived unresponsive customer service, underground leaks, service disconnection, and others (problematic website, request for service connection, etc.)

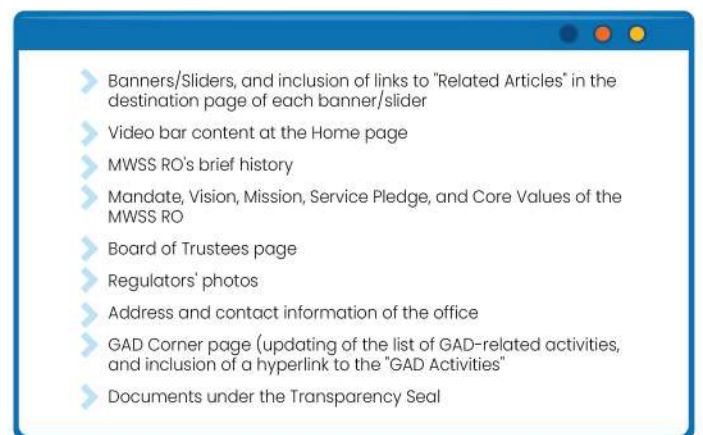
For Q1 of 2022, a total of 1,866 customer concerns/complaints were monitored by the PID, and forwarded to the CSRA for appropriate action. These covered concerns on water service interruption, account opening/online account-related, underground leak, infrastructure-related/road works/repairs, and customer service (perceived unresponsiveness). This complaints monitoring activity, which started in 01 January 2021, ended in April 2022.

Concerns/Complaints sent Through Tags and Direct Messages (DMs): The PID responded to the Tags and DMs received (whenever necessary/appropriate); and transmitted these with the corresponding PID responses to the CSRA for appropriate action. For 2022, a total of 551 tags/DMs on Twitter and 1,190 tags/comments on Facebook were monitored by the PID, covering concerns on water service interruptions, customer service, water quality, legislative franchise, billing, and infrastructure-related concerns.

The PID regularly reports the aforementioned monitoring activities to the Chief Regulator through its quarterly submission of a Monitoring Report on Tags and Direct Messages Received by the Facebook Page and Twitter Account of the MWSS RO Regarding Concerns on the Services of Maynilad and Manila Water.

Website Content Development

From 17 January to 18 May of 2022, the PID, in coordination with the OCR-MIS, updated the text and graphic contents of the MWSS RO website.



DESIGN AND PRODUCTION OF INFORMATION, EDUCATION, AND COMMUNICATION MATERIALS

The PID – who is primarily responsible for informing the public about the vision, mission, mandate, functions, policies, programs, and activities of the Office, is also actively advocating water conservation, and the vital role of the consuming public in ensuring the sustainability of our limited water supply through the responsible and intelligent use of water.

To heighten public awareness on good practices in water supply management, educate consumers on the essential role of the government and the public in protecting our scarce water resources, and foster collective action in water conservation, the MWSS RO, through the PID, procured Information, Education, and Communication (IEC) campaign collaterals (materials) that promote the MWSS RO's brand message and advocacy. These were distributed to various stakeholders within the Concession Areas during the Office's Public Information and Consultation Drives, and other stakeholder engagement activities such as the MWSS RO Stakeholders' Assembly.

25th Anniversary PIDr/PCDr Collaterals

The MWSS RO, through the PID, produced the design and spearheaded the procurement of six (6) categories of collaterals that not only promoted its brand message and advocacies to its stakeholders, but also commemorated its 25th Anniversary.

These collaterals aimed to promote water conservation, as well as a healthy and eco-friendly lifestyle, and incorporated the logo and 25th anniversary branding of the MWSS RO.



MWSS RO 25th Anniversary PIDr/PCDr Collaterals

Gender and Development (GAD) Audio Visual Information, Education, and Communication Materials (AV-IEC)

In 2022, the MWSS RO, through its GAD AV-IEC Committee—which was chaired by PID Manager Antonio—produced two (2) GAD AV-IEC Materials together with the Servicing Agency, University of the Philippines' Internet TV Network (TVUP).



GAD AV-IEC 1 Documentary/Profile video aims to educate/inform the public on the MWSS RO's mandates in relation to its GAD-related functions, policies, programs, projects, and activities for both internal and external stakeholders; raise awareness on the important roles of women in water and wastewater management (with focus on the MWSS RO Employees, MWSS RO GFPS members; and marginalized women stakeholders and/or other vulnerable groups within the Concession Areas).

Featured in this video are MWSS RO Officials who discussed the Office's integration of GAD into its programs, which include Customer Satisfaction Survey (CSS), Water Quality Monitoring, and Public Information/Consultation Drives.



GAD AV-IEC 2 Animation video, "Daloy," is an animated gender-sensitive, culturally-appropriate, and child-friendly video that raises awareness on the important roles of women in water supply management, wastewater management, and/or sanitation. Daloy tells a story of a family who has reached a consciousness that water is finite. Siblings Isabel and Pedro have been taught about the importance of conserving water through their Mother. They also shared and educated their neighbors and playmates on water conservation practices at home. The family spreads awareness to other families, encouraging the community to work together in keeping their water source clean and flowing.

For both AV-IECs, the PID liaised and collaborated with the TVUP from pre-production (oversaw content development, scriptwriting, and storyboarding; scheduled coordination meetings), production (oversaw video shoot), and post-production (ensured completion of project deliverables, scheduled project closure meetings, and evaluated the project). It maintained a monitoring record for ensuring the fulfillment of Service Provider deliverables in accordance with the project timeline set by the PID and the GFPS, as well as for record-keeping and documentation.

Project Collaterals

The PID produced layout and designs for various project collaterals for the Regulation Areas and committees.

Table 14: Collaterals Produced by the PID

Type of Collateral	Number of Output
Slide Decks	16
Tarpaulin-banners and Tarpaulin-standees	12
Various collaterals produced in relation to MWSS RO 25th Anniversary Celebrations	14
Corporate Branding Materials	10
Collaterals publicizing various career opportunities in the Office	35 sets
Digital Posters (for internal activities such as General Assemblies)	12 sets
Collaterals to support Gender and Development-related advocacies	19

MEDIA RELATIONS

The PID is responsible for media relations activities, including organizing press conferences, coordinating and documenting media interviews, preparing press releases and statements, and monitoring daily news stories to ensure validity and consistency of the information presented by the media to the public.

A. Press Conferences

As vital information on water, sewerage, and sanitation must be made public within the East and West Concession Areas, the Department conducts press conferences for the MWSS RO. It leads the overall execution, ensures the attendance and participation of the media, and prepares the press releases/statements, presentation decks, and other necessary materials for the activity. The press conferences are conducted to proactively disseminate information to media partners, customers, and other stakeholders.

In 2022, the PID organized and conducted three (3) virtual press conferences for the Chief Regulator, focusing on the following topics:

28 February

MWSS RO Penalizes Maynilad for Prolonged Water Service Interruptions at the PWTP Supply Zone

03 March

MWSS RO Announces Reduction in Maynilad and Manila Water Customers' Water Bills

28 September

MWSS RO Penalizes Maynilad for Service Obligation Failures

B. Media Interviews

The PID is also responsible for coordinating interview requests from various media networks, preparing the key messages of the Chief Regulator for the interviews, and documenting these interviews for future verification of news stories.



In 2022, **86 media interviews** were coordinated and documented by the PID. The Department was also responsible for monitoring media stories released post-interviews, ensuring the swift correction of any false or misleading information that may be present in the reports. **128 news releases** on the interviews of the Chief Regulator were monitored, none of which were deemed inaccurate or misleading.

C. Press Releases/Statements

The PID produced and published a total of nine (9) press releases for the year:

Table 15: MWSS RO Press Releases/Statements in 2022

Press Release Date	Title of Press Release
24 January	MWSS RO Probes Maynilad for Prolonged Water Service Interruptions
28 February	MWSS RO Penalizes Maynilad for Prolonged Water Service Interruptions at the PWTP Supply Zone
23 March	MWSS RO Announces Reduction in Maynilad and Manila Water Customers' Water Bills
10 June	MWSS RO Probes Maynilad Over Surge in Customer Complaints on Water Supply and Quality Issues
16 June	Maynilad Customers to Receive Water Bill Rebates
22 August	MWSS RO Orders Maynilad to Explain its Recently Announced Water Service Interruptions
28 September	MWSS RO Penalizes Maynilad for Service Obligation Failure
17 November	MWSS RO Announces Results of Fifth Rate Rebasing Exercise
29 December	MWSS RO Serves Maynilad A Notice to Explain over Recurring Water Service Interruptions.



NEWS MONITORING

The PID is tasked to monitor news stories that are relevant/related to the MWSS RO, whether in print or new media. The Department checks the accuracy of news information produced from interviews and press releases, and monitors, reviews, and documents media stories on water, sewerage, and sanitation within the Concession Areas.

The year 2022 was eventful in terms of news monitoring of institutional and legal matters. The PID monitored, reviewed, and documented **1,356 MWSS RO-related online news stories and 153 news clippings from newspapers of general circulation**, which include the Philippine Daily Inquirer, The Philippine Star, Business World, The Manila Times, and Manila Bulletin.

All stories are reported to the Chief Regulator and/or the Management Committee (ManCom) for reference and appropriate action, whenever necessary.



SERVICE REQUIREMENTS TRANSMITTED TO THE OCR IN 2022

The Office of the Chief Regulator - Head Technical Assistant (HTA), with the support of the Administrative Assistant, is entrusted to provide assistance to the Chief Regulator for the physical implementation and overall coordination of the MWSS RO projects and activities.

The HTA supervises the administrative engagements of the MWSS RO Regulation Areas. These are mostly composed of compliance reports and communications, which require urgent resolution from the Chief Regulator. The Administrative Assistant, under the guidance of the HTA, is responsible for organizing and managing the systematic filing of records, correspondence, and other documents within the office of the Chief Regulator.



Table 16: Service Requirements Transmitted to OCR in 2022

CATEGORY OF SERVICE REQUIREMENT	TOTAL DOCUMENTS RECEIVED
External Documents - Service Requirements from other agencies with tracking number	955 Documents
Internal Documents - Service requirements from other RAS or within the MWSS RO	1,137 Documents
MWSS RO BOT Materials - Resolutions, Agendas, Letters and Memoranda of Agreement (MOA)	19 Resolutions, 4 Letters, 11 Presentations and 30 MOAs
Checks and Vouchers - Bids and Awards Committee (BAC) Purchase Requests and Purchase Orders	966 Checks and Vouchers, 346 BAC Matters



MANAGEMENT INFORMATION SYSTEMS UNIT

The Management Information System (MIS) unit under the OCR is committed to maintain the Information and Communication Technology (ICT) infrastructure in the form of software, hardware, information systems, and equivalent services of the MWSS RO.

The MIS Unit manages the network infrastructure and Internet Service Provider (ISP) relationship of the MWSS RO. Some of its important assignments include the managing of the official website, GovMail, Information System Strategic Plan (ISSP) and other ICT projects. Additionally, it also provides technical support to online engagements and on-site events.



Transfer of Technology to the MWSS RO Building

The MIS Unit effectuated the systematic relocation of the two (2) ISPs to the new MWSS RO building. With constant coordination with the DICT, GovNet, and Philcom, the MIS Unit oversaw the transfer and lay-out of the fibre optic cables from the termination post going into the new building, which was essential to increase the internet speed.

The Unit secured the network connections during the migration of Information Systems. It was accountable for the classified layout of the connections of all the computers, printers, and network devices to the Local Area Network for internet, file, and printer sharing.

Preventive Maintenance of Computers and Printers

Regular Preventive Maintenance is a requisite to sustain a functional ICT equipment and prevent technical problems. The Unit developed a monthly Preventive Maintenance Plan (PMP) with a scheduled duration of 30 minutes for each workstation and maintenance procedures. The process involved the cleaning of computers, installation and updates of software, scanning of viruses, updates on the Operating System, and marking of serial/property numbers on each property.

Table 17: Preventive Maintenance Schedule of Computers and Printers

Area	2022 Schedule
OCR	January and July
FRA	February and August
TRA	March and September
CSRA	April and October
ALA	May and November
Server Room, Security Camera, Telephone Systems and Audio-Visual Equipment	June and December

Corrective Maintenance of Computers and Printers and MWSS RO Website Administration

The MIS Unit provided assistance to restore malfunctioning computers and other IT related equipment. It utilized a ticketing system called the Service Request Form (SRF) Online, where all requests for ICT-related concerns are being lodged.

The MIS Unit is the administrator of the MWSS RO official website with the address <https://ro.mwss.gov.ph>. The MWSS RO website uses Government Web Template (GWT) which complies with all laws relating to the appropriate format and content for government agencies. Incorporated in the website were the Transparency Seal, Philippine Standard Time, and web accessibility guidelines.



Table 18: Number of Service Requests For ICT-related Concerns and Website Updates

Category	Number of Service Requests
ICT Infrastructure	
CPU	15
Printer	123
Internet/ Network	23
Software/ Application	47
Peripherals (mouse, keyboard, monitor, power supply, etc.)	16
Other technical assistance	41
TOTAL	265
Website Updates	
Website posting articles	15
Procurement	123
Transparency Seal	23
Other Website Update	47
TOTAL	265



Government-wide Email System (GovMail) Administration

The MIS Units serves as the administrator of the GovMail of the office with 85 user accounts in 2022. The MWSS RO employs the domain (@ro.mwss.gov.ph) for electronic communications and transactions. GovMail is the official email service for government agencies under the guidelines of the Department of Information and Communications Technology (DICT). GovMail is stimulated by Google Suite which channels useful features such as video communication services, files storage, office productivity, and collaboration apps.

Maintenance of MWSS RO Data Center

One of the crucial functions of the MIS Unit is to regularly inspect the conditions of all equipment inside the Data Center. It houses several important ICT equipment for network and information systems which include the Integrated Rack Cabinet, Next Generation Firewall, Public Address System, Biometrics Machine System, CCTV Surveillance System, ISP Router, and Modem.

Updating of Information System Strategic Plan (ISSP)

The ISSP is a 3-year computerization blueprint of the MWSS RO, which translates to how the office utilizes the ICT to compensate for the demands of its workforce. The ISSP is requisite for the acquisition and implementation of the ICT resources and projects. In effect, the MIS Unit amended the ISSP of the MWSS RO in 2022, which will be operational until 2024. This procedure was submitted to the DICT for review and evaluation, and was later given a favorable endorsement.

Ensuring Interconnectivity

The MIS Unit maintains the network infrastructure of the MWSS RO including the engagements with ISP to provide internet connections within the office, which are necessary for conducting research and communications. The primary provider of the internet is the DICT GovNet which reaches up to 500 Megabits per second (Mbps) of bandwidth, supported by a leased line connection from Philippine Global Communications Inc. (PhilCom), which serves as the secondary provider, with a speed of 100 Mbps.

Procurement of IT Supplies

The MIS Unit successfully acquired basic IT peripherals such as connection cables, video converters, storage media (DVDs, USB Flash drives, and External Hard drives), mouse, and keyboards. Printers and printer consumables such as inks and toners were also procured.

Technical Assistance to Major Events

The MIS Unit served as the technical support group during the preparation stages and commencement of the MWSS RO's Stakeholders Assembly during its 25th Anniversary. Similarly, the MIS Unit was also present during significant MWSS RO activities such as the PCDrs and PIDrs.



CENTRAL RECORDS OFFICE

The CRO was created in compliance with Article II and Rule 3 of Republic Act No. 9470, also known as "The National Archives of the Philippines Act of 2007."

The main function of the CRO is to formulate and implement records management and archival administration programs that will help efficiently create, utilize, and maintain vital records that the MWSS RO receives and provides to the public and its stakeholders.

The CRO was assigned and relocated to the ground floor of the new MWSS RO Building. This location allowed the Unit to effectively organize and digitize substantial documents. Moreover, it enabled the Unit to systemize all incoming official documents addressed to the MWSS RO and transmittal of the outgoing correspondences to concerned mailing addresses.



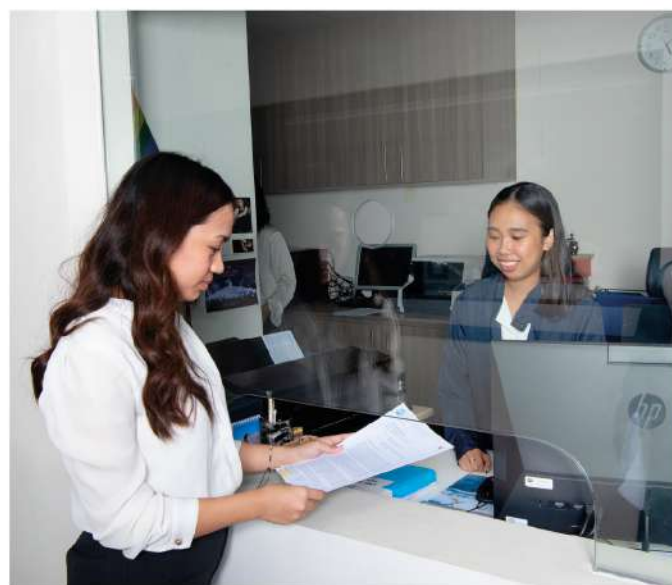
CRO's Overall Accomplishments

The Central Records Office (CRO) guarantees that all reportorial requirements of the Concessionaires submitted to the MWSS RO are disseminated and routed accordingly. Included in the list of reports were the Quarterly and Annual Financial Reports, Key Performance Indicators and Business Efficiency Measures (KPI+BEMs), Capital Expenditures (CAPEX) Accomplishment Report, Water Meter Testing Report, 2008 Implementing Rules and Regulations (IRR) Progress Report, 2013 IRRs Progress Report, and the Manila Bay Accomplishment Report.

In 2022, a total of 4,977 incoming documents were filed of which 2,786 were customer complaints and were promptly forwarded to the CSRA for appropriate action.

With the implementation of the Document Management System (DMS) in the new building, the CRO extended its efforts to maintain and pursue the digitization of documents for a coherent system. Through the DMS, the CRO was able to carry

out an automated software solution for organizing, securing, capturing, digitizing, and tagging the MWSS RO's records and files. On the other hand, the digitization process has been continuous until it reaches the 100 percent mark. With the cooperation of its Administrative Assistants, the Records Officer of the CRO supervised the process of converting hard copy or non-digital records and files of the MWSS RO into digital format.



COMMITTEES HEADED BY THE OCR

This year, the OCR's DM for Public Information and the HTA chaired various committees.

The DM for Public Information served as Committee Chairperson of the following: FOI Committee, GAD AV-IEC Materials Committee, PIDr/PCDr Planning and Implementation Committees, and 25th Anniversary Planning Committee. Meanwhile, the HTA headed the Records and Management Improvement Committee.

**01 July – 25th Anniversary Celebration Kick-off:
"Tree Planting: 25,000 Trees for the Annual
Million Tree Challenge"**



08 July – MWSS RO Teambuilding Activity 2022



**11 and 13 July – Lakbay-aral for Local
Government Officials Kick-off**



15 July – Bloodletting Activity



**20, 22, 25, and 26 July – First Phase of the Fifth
Rate Rebasing Public Consultation Drive**



Venue: Guest House, La Mesa Watershed, Quezon City Drive, Novaliches, Quezon City

Spearheaded by: Environmental Committee

The Tree Planting activity was the MWSS RO's contribution towards the following: 1) achieving goal/s set by the Annual Million Tree Challenge; 2) increasing the forest cover and biodiversity of the La Mesa Watershed, which supplies water to the population of Metro Manila and its surrounding provinces; 3) upholding the Office's mandate of safeguarding its stakeholders' access to equitable, clean, and safe water; and, 4) reaching the United Nations Sustainable Development Goal (SDG) No. 6, which aimed to "ensure availability and sustainable management of water and sanitation for all."

Venue: Quest Adventure Camp, Pantay Quatro, Sitio Buhangin, Dalig, Teresa, Rizal

Spearheaded by: Sports Committee

The Teambuilding Activity aimed to build a professional culture that would enhance cooperation, interaction, camaraderie, and socialization among the MWSS RO's management and personnel, and to promote gender equality among the men and women of the Office.

Venue: La Mesa Watershed, Quezon City Drive, Novaliches, Quezon City; other facilities of Concessionaires within the National Capital Region

Spearheaded by: Technical Regulation Area

It has been a constant effort by the MWSS RO and the Concessionaires to inform and educate the public - especially the customers and other stakeholders, about the processes and operations involved in the delivery of safe drinking water supply and environmentally safe sewerage services. The Lakbay-aral for Local Government Officials (in Local Government Units within the Concession Area) was designed to achieve the said objective by inviting local executives to a whole-day visit to major water and wastewater facilities being operated and managed by Manila Water and Maynilad within Metro Manila.

Venue: MWSS RO Building, Katipunan Avenue corner H. Ventura Street, Barangay Pansol, Balara, Quezon City

Spearheaded by: Safety and Health Committee

July has been designated as National Blood Donor's Month pursuant to Presidential Proclamation 1021 dated 09 July 1997. The Bloodletting activity was a one-day endeavor to promote public consciousness of the importance of blood donation in saving the lives of our fellow Filipinos. This initiative was in partnership with the Department of Health's Philippine Blood Center.

Spearheaded by: Rate Rebasing Management Committee

The Fifth Rate Rebasing Public Consultation Drive became the venue for the MWSS RO and the Concessionaires to present Maynilad and Manila Water's proposed Business Plans, including their major projects and achievements.

21 July – Gender and Development (GAD) Kapihan



28 July – Inauguration of the Meter Test Bench Laboratory



01 August – 25th Anniversary Celebration Culminating Activity: Internal and External Stakeholders' Assembly



Spearheaded by: Gender and Development Focal Point System

The GAD Kapihan was an activity/avenue for consultation, network-building, and sharing of best practices about GAD mainstreaming of activities. This initiative aimed to share knowledge and establish a good relationship with partner Local Government Units, Concessionaires, stakeholders, and public and private sectors. The GAD Kapihan helped improve and innovate activities, strengthen partnerships, and continuously promote gender equality and women empowerment.

Venue: MWSS RO Building, Katipunan Avenue corner H. Ventura Street, Barangay Pansol, Balara, Quezon City

Spearheaded by: Customer Service Regulation Area

The MWSS RO held the inauguration (of the installation) of the Water Meter Test Bench—the first state-of-the-art government facility of its kind in the Philippines—in order to officially mark this significant milestone of the Office. The facility uses a high accuracy technology by virtue of a Coriolis flow meter and can test meters ranging from 15 to 40 millimeters in diameter.

Venue: Meeting Room 1, Jose Rizal Hall, PICC Complex, Pasay City

Spearheaded by: Office of the Chief Regulator

The "Internal and External Stakeholders' Assembly" was the culminating activity for the MWSS RO's month-long silver anniversary celebration. The event was a gathering of local chief executives within the Concession Area, media partners, and other MWSS RO stakeholders such as representatives from oversight agencies (Office of the President, MWSS BOT, MWSS CO, GCG, COA, among others) and the Concessionaires. Current and former officials and personnel of the MWSS RO attended it.

During the assembly, the top 25 local government units (five Cities/Municipalities and twenty Barangays) with outstanding desludging availment rates from 1997 to 2021 were given recognition at the "Gawad para sa 25 Kaagapay sa Kalusugan at Kapaligiran sa 25 Taon ng MWSS RO" spearheaded by the Customer Service Regulation Area.

The event featured the Loyalty Awards (spearheaded by Administration and Legal Affairs) for MWSS RO employees; Service Excellence Awards for the water concessionaires; a Painting Exhibit (spearheaded by Administration and Legal Affairs) featuring portraits of former and present MWSS RO Chief Regulators; and the launch of a special coffee table book (spearheaded by the Public Information Department) titled "On the Waves of Continual Progress: Safeguarding Public Welfare," featuring highlights of the Office's history and annual milestones from 1997 onwards.

As the MWSS RO commemorated its 25th Anniversary with a month-long celebration and activities, the resonance of its journey echoed through each event. The theme, "On the Waves of Continual Progress: Safeguarding Public Welfare," not only encapsulated the past achievements but also set the tone for the future. The creation of the 25th Anniversary Committee exemplified the commitment to meticulous planning and effective execution of the event. The year 2022 marked a

quarter-century of dedicated public service, showcasing the resilience of the MWSS RO in addressing the evolving challenges in water, sewerage, and sanitation. As the MWSS RO navigates the currents of the future, its legacy becomes a beacon, guiding the way for generations to come. The MWSS RO stands as a testament to the enduring impact of collective effort and unwavering dedication, expanding its influence across generations.

CUSTOMER SERVICE REGULATION AREA

The Customer Service Regulation Area (CSRA) monitors customer satisfaction with the performance of the Concessionaires through its Complaints Services Monitoring Department (CSMD) and Metering Efficiency Department (MED). The CSRA is headed by Deputy Administrator Lee Robert M. Britanico. He is supported by the DM for CSMD, Rosendo O. Alegre and DM for MED, Francis Eduardo P. Ayapana, Jr.



"We make sure that everyone in the team is on the same page of pushing for more effective and sustainable improvements in the customer service of both Concessionaires. The performance indicators we have set within the Regulation Area encourages each team member to efficiently perform their tasks. The installation and operation of the Meter Test Bench as well as the consolidation of our Customer Complaints Database are aimed to increase the effectiveness of monitoring the efficiency of the customer service performance in the Concession Area. We are committed to ensuring that our regulations constantly improve the service to the Customers."

- CSRA Deputy Administrator, Lee Robert M. Britanico

A group of four professionals (three men and one woman) are standing in front of a modern building with a sign that reads "REGULATORY OFFICE". The image is framed within a circular cutout on a background featuring a faint cityscape and water droplets.

ROSENDO O. ALEGRE
Department Manager for
Complaints Services Monitoring

FRANCIS EDUARDO P. AYAPANA, JR.
Department Manager for
Metering Efficiency

LEE ROBERT M. BRITANICO
Deputy Administrator for
Customer Service Regulation

MA. VICTORIA M. VILLARBA
Technical Assistant for
Customer Service Regulation

HIGHLIGHTS OF CSRA'S ACCOMPLISHMENTS IN 2022

Monitoring of Concessionaires Compliance to Service Obligations

The review, verification, and evaluation of Concessionaires' service performance as presented in their KPI+BEM's reports are conducted monthly. This is to validate compliance with KPI Report Guidelines, confirm the veracity of the Concessionaires' reports, and establish trend analysis and assessment of the Concessionaires actual accomplishments against the targets. Any irregularities, inconsistencies, or issues identified during the process are promptly endorsed to the concessionaires for immediate and appropriate actions.

For CY 2022, the CSRA prepared 10 monthly, one (1) mid-year, and one (1) annual evaluation reports of the Concessionaires' service performance for these indicators:

KPI-W1	Water service connections and water service population coverage
KPI-S1	Sewer connections and sewer service population coverage
KPI-S2	Desludging of septic tanks and sanitation service population coverage
KPI-C1	Response to service complaints
KPI-C2	Response to billing complaints
KPI-C3	Response to application for new water service connection
KPI-C4	Installation of new water service connection

Review and Evaluation

Table 19: KPI Report of Manila Water in 2022

KPI	Actual	Target (RR23)
W1 – No. of New Water Domestic Connections	33,070	17,693
W1B – Water Service Population Coverage	7,460,706 94.61%	92.00%
S1 – No. of New Sewer Domestic Connections (Official Separate) PES SM 4	1,001	609
S1B – Sewer Service Population Coverage	2,586,909 34.67%	28.00%
S2 – No. of Septic Tanks Desludged PES SM 6	108,515	101,800
S2B – Sanitation Service Population Coverage (5-yr cycle)	6,475,373 86.79%	93.00%
C1 – Response to Customers' Service Complaints	99.14%	95.00%
C2 – Response to Customers' Billing Complaints	98.62%	92.00%
C3 – Response to Application for New Water Service Connections	99.61%	95.00%
C4 – Installation of New Water Service Connections	99.87%	95.00%

Table 20: KPI Report of Maynilad in 2022

KPI	Actual	Target (RR23)
W1 – No. of New Water Domestic Connections	34,784	20,316
W1B – Water Service Population Coverage	9,966,771 94.57%	94.70%
S1 – No. of New Sewer Domestic Connections (Official Separate) PES SM 4	3,009	2,000
S1B – Sewer Service Population Coverage	2,255,325 22.63%	23.00%
S2 – No. of Septic Tanks Desludged PES SM 6	69,924	68,515
S2B – Sanitation Service Population Coverage (5-yr cycle)	8,419,998 84.48%	81.00%
C1 – Response to Customers' Service Complaints	98.22%	95.00%
C2 – Response to Customers' Billing Complaints	99.31%	92.00%
C3 – Response to Application for New Water Service Connections	99.85%	95.00%
C4 – Installation of New Water Service Connections	96.56%	95.00%

The Concessionaires were able to produce a progressive increase for their 2022 performance compared to 2020 and 2021. These accomplishments tremendously exceeded the targets for most of the indicators which can be attributed to a relaxed government protocol during the COVID-19 Pandemic. Further details on KPI related matters being monitored by the CSRA were discussed and consolidated in the 2022 MWSS RO Annual KPI+BEMs Evaluation Report prepared by the KPI+BEMs Committee.

Verification

In order to validate the veracity of the Concessionaires' KPI report, the CSRA conducts verification by confirming from sample Customers through phone interview the accuracy of information indicated in the said report, and how the Concessionaires handled the same using Questionnaires/Verification Forms devised by CSRA for this purpose. Sample customers were randomly selected from the list provided by the Concessionaires for each of the KPI being monitored by the CSRA. Findings of verification which are inconsistent with the report of the Concessionaires are endorsed to Manila Water and Maynilad for explanation or submission of supporting documents to refute the claim of the customers/respondents.

Table 21: KPI Report Findings of Manila Water in 2022

KPI No. of	No. of Sample Customers Interviewed	Findings Based on Interview with Customer	Findings Based on the Justification of Manila Water	Remark/s
S1 – No. of Installed New Sewer Connections (Separate)	32	28	28	28/32 or 87.50% were confirmed to have new installed sewer connections.
S2 – No. of Septic Tanks Desludged	146	144	144	144/146 or 98.63% were confirmed to have availed of the desludging service of MWCI.
C1 – Response to Customers' Service Complaints w/in 10 days	180	160	168	168/180 or 93.33% were confirmed that service related complaints were resolved w/in 10 days from date of filing.
C2 – Response to Customers' Billing Complaints w/in 10 days	180	156	166	166/180 or 92.22% were confirmed that billing related complaints were resolved w/in 10 days from date of filing.
C3 –Response to Application for New Water Service Connections (NWSC) w/in 5 days	144	143	143	143/144 or 99.30% were confirmed that applications for new water service connections were responded within 5 days from date of filing.
C4 –Installation of New Water Service Connections w/in 7 days	143	141	141	141/143 or 98.60% were confirmed that new water service connections were installed w/in 7 days from date of payment/ completion of requirements.
Total	825	772	790	Level of accuracy of Manila Water's report (average) = 790/825 or 95.76%

Table 22: KPI Report Findings of Maynilad in 2022

KPI No. of	No. of Sample Customers Interviewed	Findings Based on Interview with Customer	Findings Based on the Justification of Maynilad	Remark/s
S1 – No. of Installed New Sewer Connections (Separate)	52	46	52	52/52 or 100% were confirmed to have new installed sewer connections.
S2 – No. of Septic Tanks Desludged	145	145	145	145/145 or 100% were confirmed to have availed of the desludging service of MWCI.
C1 – Response to Customers' Service Complaints w/in 10 days	180	143	152	152/180 or 84.44% were confirmed that service related complaints were resolved w/in 10 days from date of filing.
C2 – Response to Customers' Billing Complaints w/in 10 days	180	134	154	154/180 or 85.56% were confirmed that billing related complaints were resolved w/in 10 days from date of filing.
C3 –Response to Application for New Water Service Connections (NWSC) w/in 5 days	149	148	148	148/149 or 99.33% were confirmed that applications for new water service connections were responded within 5 days from date of filing.
C4 –Installation of New Water Service Connections w/in 7 days	149	143	143	143/149 or 95.97% were confirmed that new water service connections were installed w/in 7 days from date of payment/ completion of requirements.
Total	855	759	794	Level of accuracy of Manila Water's report (average) = 794/855 or 92.87%

Management of CSRA Databases

The CSRA developed and maintained its own databases to efficiently manage and access data and information collected collected from monitoring activities.

Table 23: CSRA Databases

Types of Database	Function/s and Purpose
KPI Monitoring Database	Managed by the CSMD and MED, contains data on number of sample customers, results of interviews and feedback gathered from respondents during verification
Customer Complaint Database	Managed by the CSMD, contains details and status of complaints received by the MWSS RO
Metering Database	Managed by the MED, contains meter-related data provided by the Concessionaires; MED undertakes validation of the said Concessionaires' submission to ensure data accuracy

COMPLAINTS SERVICES MONITORING DEPARTMENT

The Complaints Services Monitoring Department (CSMD) recommends policies, rules, and regulations to ensure the Concessionaires' quality of service to the customers.

It develops standards and evaluates the performance of the Concessionaires in addressing the customers complaints. The CSMD monitors the compliance of the Concessionaires with service obligations related to alternative water supply and other customer service standards. It is also responsible for instituting a smooth feedback system, efficient monitoring, and faster resolution of the complaints of the customers and interested groups.

CUSTOMER SATISFACTION SURVEY (CSS) - PES SM7

All Government Owned and Controlled Corporations (GOCCs) are required by the Governance Commission for GOCCs (GCG) to conduct a Customer Satisfaction Survey (CSS) through a third party service provider. The CSS is designed to assess areas for improvements in the performance of the Concessionaires in the delivery of service to customers. The survey results serve as the basis for the GCG to gauge the MWSS RO's accomplishments in satisfying the customers, as reflected in its Performance Evaluation System (PES) Scorecards. The MWSS RO *en banc* approved the engagement of the Philippine Survey and Research Center (PSRC) to conduct the 2022 CSS for the MWSS RO, in accordance with RO Resolution No. 2022-09 dated 13 October 2022.

The MWSS RO's customer satisfaction rating has shown a steady increase over the past three (3) years, rising from 64.06 percent in 2020 to 71.80 percent in 2021, and further to 80.50 percent in 2022. Additionally, the ratings for both Concessionaires have consistently remained at 100 percent during this period.

The 2022 CSS conducted by the PSRC reveals the overall satisfaction rating provided by the customers, subscribers, and Concessionaires for the services of the MWSS RO.

Table 24: Overall Satisfaction Rating

Level of Satisfaction	Customers/ Subscribers	Concessionaires
Very Satisfied	19.50	50
Satisfied	61	50
Neither Satisfied nor Dissatisfied	12	-
Dissatisfied	6	-
Very Dissatisfied	1.40	50
Total (Very Satisfied and Satisfied)	80.50	100



MONITORING AND RESOLUTION OF CUSTOMER COMPLAINTS (PES SM9)

Verification and Endorsement

As a standard operating procedure, the MWSS RO initially verifies complaints for the completeness and validity of information provided by the complainants through the CSMD. Once validated, the complaints are then endorsed to the concerned Concessionaire for appropriate and immediate action.



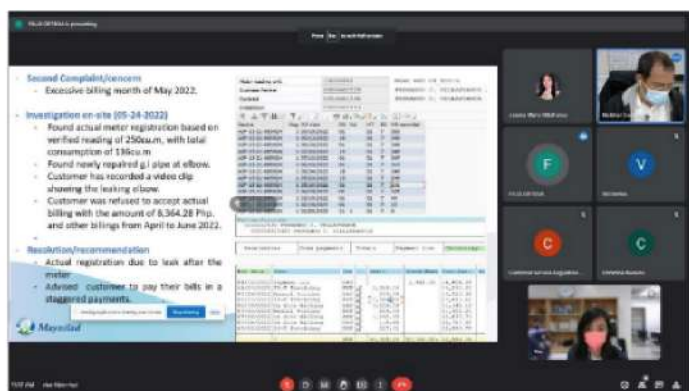
In 2022, the CSMD received a total of 1,251 complaints, with 198 from Manila Water customers and 1,053 from Maynilad customers.

One hundred percent of the complaints received in 2022 were promptly forwarded to the concerned Concessionaire for appropriate and immediate action.

Resolution

The Concessionaires are required to resolve complaints within 10 calendar days from date of endorsement, in accordance with the KPI standard. In the event that the complainant remains dissatisfied with the action taken by the Concessionaire, the CSMD will facilitate a Conciliation Meeting between the complainant and the concerned Concessionaire for the final agreement and issuance of a resolution. As per the GCG requirement, issuance of resolution must be within 10 working days from the date the complaint was submitted for resolution.

Out of the total complaints received in 2022, 1,135 complaints were successfully resolved within the year, with the issuance of resolution or Closure Letter. Notably 1,132 of these complaints were resolved within the 10-working day standard time as prescribed by the GCG for SM9.



Virtual Conciliation Meeting

Table 25: Status of Complaints Received by CSRA in 2022 (Target at 100%)

Item	Manila Water	Maynilad	Total
Received (Valid Complaints)	198	1,053	1,251
Endorsed to the Concessionaires	198 100.00%	1,053 100.00%	1,251 100.00%
Responded/Acted upon by the Concessionaires	176	984	1,160
% Responded	88.89%	93.48%	92.73%
Conciliation meeting conducted	23	40	63
With agreement (successfully)	15	35	50
No agreement reached (unsuccessful)	8	5	13
Success rate (%)	65.22%	87.50%	79.37%
Number of complaints submitted for resolution (with final agreement/complete documentation)	166	969	1,135
Number of complaints resolved (with RO issued resolution/closure letter)			
Within 10 working days	166	966	1,132
Beyond 10 working days	—	3	3
% Resolved within 10 working days (PES-SM9)	100.00%	99.69%	99.74%

Customer Complaints Received Through 8888 Citizen's Complaint Hotline

The Office of the Executive Secretary manages the 8888 Citizen's Complaint Center and coordinates all received complaints to the concerned government agencies. This ensures prompt resolution of concerns and feedback on the action/s taken within a 72-hour period from the date of receipt.

In 2022, a total of 478 complaints were received through the 8888 hotline: 46 were from Manila Water customers, and 432 from Maynilad customers. One hundred percent of the received complaints were forwarded to the Concessionaires within 72 hours from the date of receipt.

A total of 443 out of the 478 complaints received were acted upon accordingly and closed with 8888 within the year.

Table 26: Status of Complaints Received Through 8888 in 2022

Item	Manila Water	Maynilad	Total
Received	46	432	478
Endorsed	46	432	478
within 72 hours	46 (100.00%)	432 (100.00%)	478 (100.00%)
beyond 72 hours	—	—	—
With feedback	46	397	443
Close with 8888	46	397	443
% Closed to Received	100.00%	91.90%	92.68%

Monitoring of Concessionaire's Response to Water Service Interruptions

According to the provision of the CA, the Concessionaires are required to issue notices to customers at least 48 hours in advance of any planned Water Service Interruption (WSI). In addition to these notices, the Concessionaires must also disseminate details of the announcements to the areas affected by the WSI through tri-media, utilizing methods that maximize information dissemination.

The CSRA, through the CSMD, continues to adhere with the Presidential directive regarding the announcement of WSI. This is being accomplished by creating an inventory of all the notices of WSIs received from the Concessionaires which is then forwarded to PTV4 via email. The Department also actively monitors the airing of each announcement.

Table 27: Number of WSI Notices Sent to PTV 4

Item	Manila Water	Maynilad	Total
Planned	11	27	38
Major	9	22	31
Minor	2	5	7
Unplanned	6	49	55
Major	4	41	45
Minor	2	8	10
Total	17	76	93

In 2022, the CSMD sent to PTV4 a total of 93 notices of planned and emergency interruptions, 17 from Manila Water and 76 from Maynilad as illustrated in Table 27.

Apart from PTV4, advisories on water interruptions were disseminated through the Concessionaires' social media platforms (Facebook/X), published in newspapers, and shared with radio and other TV stations for broadcast. Affected customers were also informed through the Call Center, and through coordinating with the local government/barangay.

Manila Water and Maynilad collectively issued 1,620 and 5,123 for planned and unplanned service interruptions advisories, respectively.

Table 28: Number of WSI Advisories in 2022

Item	Manila Water	Maynilad	Total
Planned	1,168	1,315	2,483
=< 24 hours	1,165	1,001	2,166
> 24 hours	2	68	70
Rotational	1	246	247
Unplanned	452	3,808	4,260
=< 24 hours	3	1,840	1,843
> 24 hours	-	44	44
Rotational	448	329	777
Emergency	1	1,595	1,596
Total	1,620	5,123	6,743

In the East Concession Area, WSIs were mostly localized in nature usually due to mainline breakages and network maintenance activities conducted during off-peak hours with short durations.

However, in the West Concession Area several major water interruptions were experienced affecting large number of customers due to the following reasons:

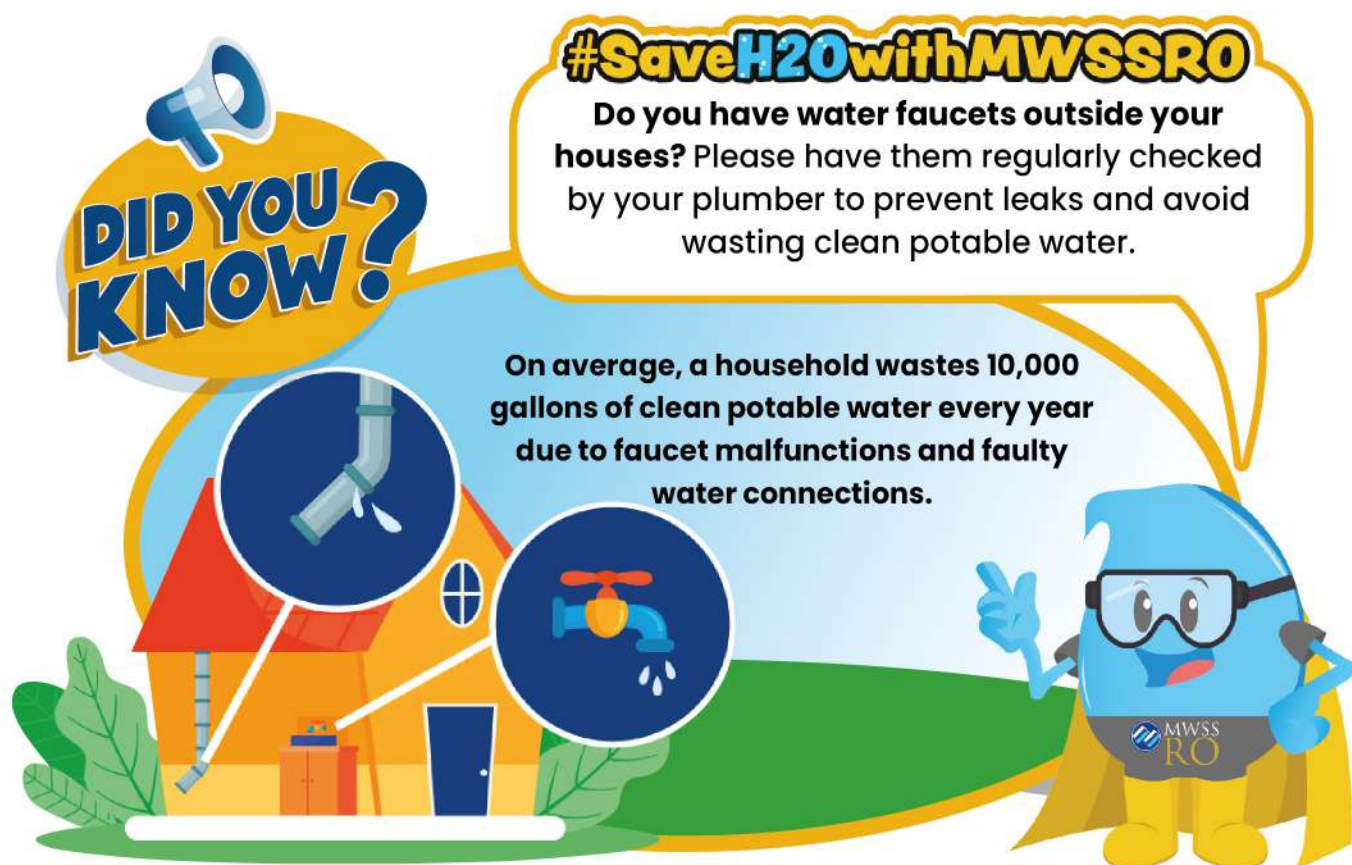
1. High water demand and depleting water supply in Bagbag Reservoir, Patindig, and Bacoor Pumping Stations due to the intense summer heat during the 1st half of 2022.
2. Operational inefficiencies of Putatan Water Treatment Plant prompting the MWSS RO to impose financial penalty on Maynilad.
3. Frequent power outage in La Mesa Pumping Station.

To validate the adherence of the WSI advisories against the actual WSI schedules, the CSMD conducted verifications through phone interviews with the affected customers. In the case of Manila Water, 328 out of the 330 customers interviewed confirmed that the actual WSIs occurred within the posted schedules. Meanwhile, 297 out of 348 of the Maynilad customers who were interviewed affirmed that the actual WSIs adhered to the schedules.

However, the CSMD received several complaints from Maynilad customers regarding the non-adherence to the WSI schedule disseminated to the public. Consequently, on 11 February 2022, the MWSS RO sent a Notice to Explain (NTE) to Maynilad due to its failure to adhere to their Service Obligation (SO), which affected 250,000 customers in the southern part of the West Concession Area until 15 February 2022. Subsequently, the MWSS RO enacted Resolution No. 2022-05-CA, imposing financial penalty on Maynilad for prolonged WSIs.

Table 29: Findings of Verification on Adherence to WSI Schedules in 2022

Item	Manila Water	Maynilad
Total Interviewed	330	348
Adherent	328	297
Not Adherent	2	51
% Adherent	99.39%	85.34%



METERING EFFICIENCY DEPARTMENT

The Metering Efficiency Department (MED) recommends policies, rules, and regulations and develops standards while evaluating the performance of the Concessionaires in providing metering, water, sewerage, and sanitation services to customers.

It monitors compliance of the Concessionaires with their Service Obligations on water, sewerage, and sanitation coverage targets. It oversees the Concessionaires' metering programs and ensures that the quality of customers' water meters, including testing procedures, complies with acceptable technical standards.

MONITORING OF WATER METER ACCURACY

Evaluation of Concessionaires' Water Meter-Related Reports

Water Meter Test Results

Pursuant to MWSS-RO-OPP-052-01, the Concessionaires were directed to submit both quarterly and annual lists of customers' water meters that underwent testing. The test results for these customer water meters were then subjected to evaluation. In the year 2022, Manila Water reported a total of 1,125 suspected defective and tampered water meters, all of which were inspected and tested for accuracy. Following the assessment, 83 percent passed the flow accuracy test and were deemed functional, while 17 percent failed and were diagnosed as defective.

On the contrary, Maynilad tested 8,708 water meters suspected to be either defective or tampered with. Of these, more than 43 percent passed the flow accuracy test and were confirmed to be in good working condition, while 27 percent failed the test. Additionally, almost 30 percent were discovered to have been tampered with.

Table 30: Water Meter Test Results as Submitted by the Concessionaires in 2022

Test Results	Manila Water	Maynilad
Passed	931 (82.76%)	3,754 (43.11%)
Failed/Defective	194 (17.24%)	2,383 (27.37%)
Tampered	Not Reported	2,571 (29.52%)
Total	1,125	8,708



Monitoring of Water Testing Conducted by the Concessionaires

In 2022, representatives from the MED witnessed and observed the testing and inspection of 10 water meters from Manila Water and 243 from Maynilad through virtual or online platforms. Actual tests of suspected defective and tampered water meters conducted by the Concessionaires were witnessed by MED representatives inside the laboratories as requested by the concerned customers and/or Concessionaires. However, during onsite testing procedures, the presence of a third party observer from either the Local Government Unit (LGU) or barangay office is required.



Table 31: Water Meter Test Results as Witnessed by the MWSS RO in 2022

Test Results	Manila Water	Maynilad
Passed	7 (70.00%)	69 (28.00%)
Failed/Defective	3 (30.00%)	42 (17.00%)
Tampered	-	132 (55.00%)
Total	10	243

Water Meter Replacement

The accuracy of water meters is a primary concern for the Concessionaires and customers. Over-registering water meters can result in inequitable charges to customers while under-charging meters can lead to a reduction in the income of the Concessionaires. Deteriorating water meters have the potential to become inaccurate and are thus slated for replacement.

In accordance with MWSS-RO-OPP-052-01, water meters are scheduled for replacement every 5 to 7 years. Between 2016 and 2022, the Concessionaires replaced a total of 841,669 water meters out of 1,150,279 Water Service Connections (WSCs) for Manila Water. Additionally, a total of 1,023,221 water meters were replaced out of 1,726,105 for Maynilad during the same period.

Table 32: Water Meter Replacement in 2022

Item	Manila Water	Maynilad
Number of Water Meters Replaced	132,880	173,871
Total Number of Water Service Connection (WSC) as of 2022	1,150,279	1,726,105
% Replaced to Total WSC	11.55%	10.07%
Total Replaced: 2016: 2022 (7-year cycle)	841,669 (73.17%)	1,023,221 (59.28%)

Water Meter Purchases

In 2022, Manila Water purchased 257,072 brand new water meters, while Maynilad acquired 167,753. Notably, almost 100 percent of their total combined acquisitions were supplied by Aqua Jet.

Table 33: Water Meter Purchases in 2022

Meter Brand	Manila Water	Maynilad
Aqua Jet	255,118 (99.24%)	166,380 (99.18%)
Other Brands	1,954 (0.76%)	1,373 (0.82%)
Total	257,072	167,753

Monitoring of Water Meter-Related Complaints

Billing disputes are often attributed to over-registering defective water meters, which may lead to high water charges. In the monthly KPI report for 2022, Manila Water addressed 66,254 complaints and 3,813 of which were defective meter complaints, representing 5.76 percent. Subsequently, Maynilad responded to 86,972 complaints and 4,208 or 4.84 percent were attributed to faulty water meters.

Table 34: Complaints Related to Water Meter in 2022

Item	Manila Water	Maynilad
Number of complaints on defective meters	3,813	4,208
Total complaints received - Service + Billing	66,254	86,972
%	5.76%	4.84%



COMMITTEES HEADED BY THE CSRA

CSRA DA Britanico chaired the Committee on Anti-Red Tape, the Common Regulatory Issue Committee, and the Men Opposed to Violence Against Women Everywhere Committee.

CSMD DM Alegre handled the Bids and Awards Committee for 2022. Meanwhile, Supervising Public Utilities Regulation Officer Daryl F. Ferrer and Senior Public Utilities Regulation Officer Renato L. Rodriguez, Jr. served as the Chairperson for the Project Management Unit and the Officer-in-Charge for the Environmental Committee, respectively.

ADMINISTRATION AND LEGAL AFFAIRS

The MWSS RO's Administration and Legal Affairs (ALA) provides general administrative and legal support to the office. The major engagements of the Regulation Area include the overseeing of the core responsibilities of the MWSS RO in financial management, strategic planning, budgeting operations, human resources needs, and compliance to legal matters.

Equivalently, the ALA is responsible for the management of office properties and procurement of services and other goods. It also provides legal advisory services on matters involving interpretations of the provisions of the Concession Agreement (CA) and acts on other legal matters referred by the Office of the Chief Regulator and other Regulation Areas. The ALA is led by its DA, Claudine B. Orocio-Isorena. The DA is reinforced by DM for Legal Affairs Crescenciano B. Minas, Jr., and DM for Administration Ramon A. Javier.

The ALA sustains the operation efficiency of the MWSS RO through its exceptional efforts on strategic planning, constant monitoring, and objective assessment of its resources and activities. It also serves as the main pillar of the operations, internal affairs, and legal aspects of the MWSS RO.



"The ALA has to ensure that the health and well-being of the employees are being prioritized and considered. In 2022, the MWSS RO also made significant financial adjustments due to the issuance of EO 149, in which the ALA spearheaded the coordination with the relevant agencies and other stakeholders."

- Deputy Administrator Claudine B. Orocio-Isorena



RAMON A. JAVIER
Department Manager
for Administration

CLAUDINE B. OROCIO-ISORENA
Deputy Administrator for
Administration and Legal Affairs

PATRICIA PAULA A. SERIRITAN
Technical Assistant
for Administration and Legal Affairs

CRESCENCIANO B. MINAS, JR.
Department Manager
for Legal Affairs

ADMINISTRATION DEPARTMENT

The Administration Department (AD) manages the MWSS RO's human and financial resources. Supplemental with the budget allocation, the AD is also responsible for the maintenance of office properties and the procurement of goods, supplies, materials, and services which are viable to the operations of the agency. Furthermore, the Department is accountable for the systematic processing of payrolls and vouchers, maintaining administrative books of accounts, and providing financial reports.

HUMAN RESOURCES UNIT

Recruitment, Selection, and Placement (RSP)

The Human Resources (HR) Unit took the lead in assisting the Human Resource Merit Promotion and Selection Board (HRMPSB) and the Chief Regulator to select and to appoint two (2) original, three (3) reemployment, one (1) reappointment, one (1) transfer due to incidental promotion, and seven (7) promotion appointees. The HR also facilitated the engagement of personnel under nine (9) Contracts of Service (COS).

Competency Assessment

A total of 47 employees underwent competency assessment which were composed of 29 talents with established competency data and 18 talents with newly determined baseline data. The assessment was implemented to act in accordance with the MWSS RO-GCG Approved Performance Scorecard for CY 2022



Strategic Measure No. 13, "Percentage of Employees Meeting Required Competencies." The MWSS RO achieved 40.32 percent, which surpassed the Performance Target of 39.5 percent. The 62 talents were also engaged in 22 local and Four (4) international Learning and Development (L&D) strategies and activities.

Annual Physical Examination

The AD-HR Unit with the support of the Safety and Health Committee had engaged the services of a mobile medical laboratory and diagnostic service provider to conduct and implement its medical check-up program for the employees last 13 to 14 October 2022.



MWSS RO In-house Pre-employment Psychometric Services

The MWSS RO recognizes the importance of psychometric examination to assess the potential, competencies, and attitude of each applicant in selecting the most competent talent for the job. To ensure the integrity of each selection process, the HR Unit has established its In-house Pre-employment Psychometric Service to determine and compare the characteristics of each applicant. The HR Unit affirms that the establishment of the aforementioned service in the Office will measure up with its objective in the comprehensive selection of qualified and competent applicants for job vacancies.

Monitoring and Compliance to the Submission of Statement of Assets, Liabilities and Net Worth (SALN) of Employees

The AD-HR Unit spearheads the SALN Review and Compliance Committee (RCC). For compliance year 2021, the SALN RCC reported to the Chief Regulator 100 percent compliance, which means all 59 qualified MWSS RO filers diligently submitted their complete respective SALN forms on or before the scheduled deadline.

PROPERTY AND GENERAL SERVICES UNIT

General Services Unit

The General Services Unit was actively engaged in all specific maintenance aspects of the new MWSS RO building. The Unit also steered all necessary preventive maintenance of the MWSS RO infrastructures and service vehicles with an 87 percent success rate. This is an assurance that the systems and equipment were in excellent working condition to allow the employees to work efficiently. The Unit also provided assistance during engagements with external service providers.

Table 35: Preventive Maintenance of Facilities, Equipment, and Vehicles

ACTIVITIES	TARGET	ACTUAL	PERCENTAGE
Facilities			
Air Conditioning System	2	2	100.00%
Elevator	12	8	68.00%
Fire Extinguisher	12	8	68.00%
Electrical-Emergency Lights	2	2	100.00%
Electrical-Emergency Generator	52	32	62.00%
Plumbing Fixtures	2	2	100.00%
Termite Abatement	4	4	100.00%
Vehicles			
Engine Oil and other Lubricants	38	38	100.00%

Monitoring of Utilities

A. Power

The return of the full-scale workforce in 2022 prompted the power consumption to increase as more equipment and facilities were utilized. Moreover, some of the MWSS RO areas in the old building were still operational during the transitional stages of the transfer to the new building.

A 46.4 percent increase was experienced by the MWSS RO in electric consumption equivalent to 2980.7 kilowatt hours (Kwh) amounting to PhP890,561.42 in 2022.

- January to December 2021 - 250,821.23 Kwh = PhP1,920,305.34
- January to December 2022 - 253,801.60 Kwh = PhP2,810,866.76

B. Water

The relocation and transition of the MWSS RO to its own building allowed the agency to have full control on the implementation of water conservation measures to reduce the usage of water utilities. As the sole consumer, methodical strategies were formulated resulting in an enormous decrease in water utility expenses.

A 38.9 percent decrease in water consumption was sustained by the MWSS RO equivalent to 3,237 cubic meters amounting to PhP150,311.27

- January to December 2021 - 1,475 cubic meters = PhP386,661.04
- January to December 2022 - 4,565 cubic meters = PhP236,349.77

Fuel

The return of the full-scale work force in 2022 prompted the fuel consumption to increase as office service vehicles were utilized more frequently compared to the previous year.

- January to December 2021 - 23,760 liters = PhP1,151,979.80
- January to December 2022 - 26,539 liters = PhP1,914,523.05

Supplies

The General Services Unit ensured that the necessary quantity of service materials have been procured before for the year 2022, such as office supplies, building supplies, vehicle supplies, and disinfection supplies. To accommodate all distinct requirements of the Office, the unit utilized its inventory management system as a managing tool. This system effectively monitors and replenishes all office supplies. In 2022, the unit also prioritized the health, safety, and well-being of all employees by regularly disinfecting all areas and facilities.

Table 36: Procurement of Supplies

Category	No. of Purchase Orders	Total Amount
Office Supplies	44	PhP1,894,229.31
Disinfection Supplies	13	PhP330,279.80
Building Supplies	5	PhP163,919.25
Vehicle Supplies	7	PhP359,061.99

PROCUREMENT UNIT

The Procurement Unit plays a critical role in ensuring the availability and quality of supplies and services in compliance with the approved budget of the Annual Procurement Plan (APP) for 2022. Standard procedures are also pursued to abide by the Implementing Rules and Regulations of the Government Procurement Reform Act (IRRGPA).

For the fiscal year 2022, a total of 346 procurement requests were received and 159 of which were awarded through Contracts, Purchase Orders, or Memoranda of Agreement. Of the 159 purchase orders and contracts awarded in 2022, 154 were successfully delivered. The remaining five (5) contracts were cancelled due to failure of the supplier to meet the specifications or the procurement purpose.

Table 37: Procurement Activities in 2022

FY 2022 Requirements	No. of Procurement Requests	No. of Contracts Awarded	Amount of Contracts Awarded
Approved Procurement Requests	156 (45.00%)		
1. Public Bidding	4	7	
A. Water Quality Monitoring Program			PhP6,086,100.00
B. Wastewater Monitoring Program			PhP4,872,800.00
C. Customer Satisfaction Survey			PhP4,100,000.00
D. Design, Supply and Installation of Laboratory Furniture and Equipment			
Lot 1- Laboratory Furniture and Fixture			PhP1,671,072.00
Lot 2- General Laboratory Equipment and Instrument			PhP834,960.00
Lot 3- Microcystin Analysis Package			PhP1,900,000.00
Lot 4- Multimeter for Algae and Chlorophyll			PhP1,328,177.00
2. Alternative Methods			
A. Direct Contracting	8	8	PhP855,095.00
B. Repeat Order	2	2	PhP671,180.00
C. Shopping under 52.1 (b)	97	97	PhP5,407,046.75
D. Negotiated Procurement			
• Emergency Cases	1	1	PhP135,000.00
• Agency-to-Agency	1	1	PhP4,824,800.00
• Small Value Procurement	40	40	PhP6,190,108.50
• Lease of Real Property and Venue	2	2	PhP1,186,354.68
• Community Participation	1	1	PhP680,000.00
Petty Cash Transactions	151 (44.00%)		
Disapproved Purchase Requests	39 (11.00%)		
TOTAL	346	159	PhP40,742,693.93

The Procurement Unit also complied with all the requirements prescribed by the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems, and the Government Policy Board, such as, but not limited to the following:

FY 2022 Certificate of Compliance- Early Procurement Activities

FY 2022 Annual Procurement Plan (APP) for Non-Common-Use Supplies and Equipment (Non-CSE)

Results of the Agency Procurement Compliance and Performance Indicator (APCPI) System FY 2021 Procurement Transactions

Indicative FY 2023 App-non-CSE

FY 2023 APP Common-Use Supplies and Equipment (CSE)

Compliance Report for PhilGEPS Posting for FY 2022

FY 2021 Procurement Monitoring Report (PMR) for 2nd Semester

FY 2022 Procurement Monitoring Report (PMR) for 1st Semester

FINANCE UNIT

The Finance Unit is responsible for the continuous processing of claims and disbursements, preparing of Financial Statements and other Financial response, preparing and monitoring of Corporate Operating budget, and maintaining books of accounts and other financial reports of the MWSS RO which are all subject to review of the Administration Department DM, Administration and Legal Affairs DA, and Chief Regulator to ensure compliance with the existing COA and DBM rules and regulations. It also ensures that the procurement of services and goods are in accordance with the budget allocation.

On 10 February 2022, through Board Resolution No. 2022-008-RO, the MWSS RO BOT approved the PhP257,902,000.00 Corporate Operating Budget (COB) of the MWSS RO for Calendar Year (CY) 2022. This is subject to "written confirmation from the Office of the President, in coordination with the MWSS Corporate Office Finance Department, and the release of funds shall be in tranches."

The MWSS RO submitted the CY 2022 COB to the DBM on 22 February 2022. However, the DBM, in its letter dated 12 September 2022, was constrained to evaluate and to approve the

submission pending the clarification from the Office of the President (OP) on the source of funding. In compliance with the DBM's Corporate Budget Circular No. 22 dated 01 December 2016, the MWSS RO adopted the level of expenses only up to the extent of the previous year's approved budget level (DBM approved CY 2021 COB), net of non-recurring expenses.

With the pending clarification on the source of funding, the MWSS RO strictly managed its funds and in CY 2022, a total of PHP138,680,000.00 were disbursed on a comparable basis, which is only 54 percent of the total BOT approved for CY 2022 COB. It is below the CY 2021 actual, and within the limits of the DBM approved CY 2021 COB, pursuant to the DBM Corporate Budget Circular No. 22.

For CY 2022, 684 disbursement vouchers and 114 payrolls were audited and processed by the Finance Unit. Two hundred sixteen bank transmittals were produced for the salaries, allowances, and other benefits. A total of 612 checks were also issued for payment to suppliers, contractors, consultants, and other expenses incurred during the year.

All statutory liabilities were remitted to the Government Service Insurance System (GSIS), Philhealth, Bureau of Internal Revenue (BIR), and Pag-IBIG on the corresponding monthly schedules of each government agency within the prescribed period of time.

Accounting registers and journals were also prepared on a monthly basis which were also summarized and recorded in a computer software used to facilitate the Financial Statements (FS). All FS were submitted to COA every quarter of the year for review and auditing.

The following reports were announced, and uploaded in the MWSS RO website in Compliance with Section 43 of GCG MC 2012-07.

Quarterly Trial Balance
Quarterly Statement of Financial Position
Quarterly Statement of Comprehensive Income
Quarterly Statement of Cash Flows
Quarterly Consolidated Financial Statements
Annual Financial Report
Agency Action Plan and Status of Implementation as of 31 December 2022
Corporate Operating Budget
Ageing of Cash Advance
Statutory Liabilities

The Unit monitored the implementation of all MWSS RO's action plans in line with the COA's recommendations to address audit findings included in the CY 2021 Annual Audit Report (AAR).

As of 31 December 2022, the MWSS RO has 40 percent fully-implemented, 6.67 percent partially implemented, 46.66 percent on-going, and 6.67 percent - not implemented Non-Property, Plant, and Equipment (PPE) type COA audit recommendations which were subject to COA validation. This is above the at least 30 percent Sustained Compliance with Audit Findings requirement as prescribed by the GCG for the grant of the Performance-Based Bonuses (PBB). The MWSS RO also has 75 percent fully implemented and 25 percent partially implemented PPE type COA recommendations which were subject to validation.

RECORDS UNIT

In 2022, the Records Management Improvement Committee (RMIC) conducted a records inventory in compliance with the Records and Archives Management Program (RAMP) of the National Archives of the Philippines (NAP). The ALA participated in the RMIC Records Inventory assignment immediately after holding a consultation meeting with NAP in May 2022. With a better scheme, the filing and retrieval of documents have been more systemized. Thus, the following were accomplished:

Identification of all permanent records of ALA through inventory

Sorting and identification of 150 boxes for disposal from Legal, Records, HR, Finance, and Property from the 400 boxes of ALA Records

Transfer of more than 300 boxes of ALA Records from the old building to the new building in April 2022

Partially Digitized ALA Records

- Records Section: Office order from 1997-2012 and 2018-2022, Correspondence 2018-2022, COA AAR 1997-2008, and Consultancy Contracts
- Finance Section: Remittances: BIR 1997-2006 and GSIS 1997-2007, Financial Statement, and Budget
- Legal Department: COA Pleadings, AOM, Correspondence, Legal Opinion, ExeCom Minutes of Meetings in 2009, 2016-2018 and Arbitration files.

LEGAL AFFAIRS

The Legal Affairs (LA) administers legal advisory services on all matters involving the interpretations of the provisions of the Concession Agreement (CA) and acts on other legal matters referred by the different Regulation Areas.

The LA is entrusted to represent and prosecute or defend the organization during proceedings before the Appeals Panel. It is also committed to prepare contracts and render legal opinions on disputes which are relevant to the interests of the Office in conjunction with the issues related to the Concessionaires. Moreover, the LA provides legal assistance to the various Regulation Areas by representing, advising, and rendering legal opinions. The LA is likewise indulged in preparing Memoranda of Agreement (MOA), investigating and enforcing resolution of internal discipline matters, inter-agency consultations, as well as composing required documentary inputs. One of its designations is to also monitor the compliance of the Concessionaires with their obligations under the CA and is permitted to justifiably attend to all disagreements, disputes, controversies, or claims with regards to the provisions of the Concession Agreement.

In 2022, the LA abided by its function through consistent rendering of legal assistance to the Regulation Areas. The LA meticulously provided legal services in the form of representations, advisories, legal opinions, preparation of MOAs, and other legal-related documents. Investigating and resolving internal discipline matters were also one of its duties. The LA also formulated documentary inputs required by the Deputy Administrator of the ALA and the Chief Regulator.

The LA also continued to monitor the Concessionaires' compliance with the provisions of the CAs. This prompt action preceded recommendations to the MWSS Board of Trustees (BOT) or RO *en banc* to impose sanctions in the form of disallowances and rebates to the directly affected customers.

On behalf of the MWSS RO and for the ExeCom, the LA rendered adequate legal assistance to its Deputy Administrator who also functions as the Secretary and Adviser of the Regulatory Office. Included in this specific task were the preparation of agenda and minutes, enumeration of the actions required, and creation of the RO Resolutions during and after the ExeCom meetings.



Below are the issues addressed by the LA for and/or in behalf of the MWSS RO:

- Corporate Operating Budget for CY 2022 of the MWSS Regulatory Office
- Imposition of Financial Penalties on Maynilad Water Services, Inc. pursuant to Article 10.4 of the Concession Agreement
- Implications of the Legislative Franchise on the Value-Added Tax and Franchise Tax of the Concessionaires
- Amount of Financial Penalty to be imposed on Maynilad Water Services, Inc. due to Water Service Interruptions
- Imposition of Local Franchise Tax Rates contrary to the Rates approved by the MWSS Board of Trustees

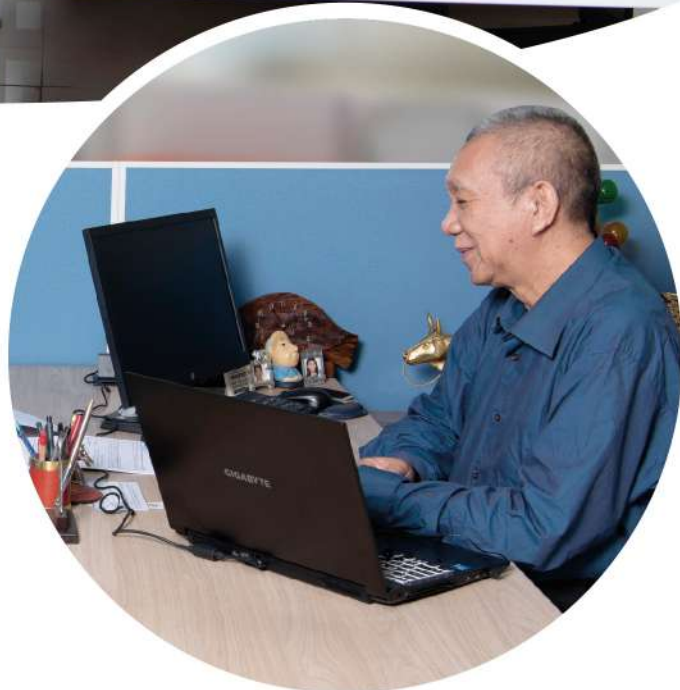




- Corporate Operating Budget for CY 2023 of the MWSS Regulatory Office
- Correction of Local Franchise Tax Rates
- Implementation of National and Local Franchise Tax Rates
- Rate Rebasing Determination for Manila Water Company, Inc. for Charging Years 2023 to 2027
- Rate Rebasing Determination for Maynilad Water Services, Inc. for Charging Years 2023 to 2027
- Manila Water Company, Inc.'s Standard Rates Proposal for Charging Year 2023
- Maynilad Water Services, Inc.'s Standard Rate Proposal for Charging Year 2023
- Revisions on Implementing Rules and Regulations No. 2021-01
- Change in Local Franchise Tax Rate in Imus City, Cavite
- Policy on Tariff Adjustments on Environmental Charge and Sewerage Charge

In cooperation with the concerned auditee from the Commission on Audit (COA), the LA actively participated in all liaison work, conferences, and preparation of written replies in relation to the Audit Observation Memoranda (AOM), and Notices of Suspension (NS) issued by the Resident Auditor. The LA filed the mandatory appeals and replies to the COA Cluster Director for the AOMs which became Notices of Disallowance. Petitions for Review were also submitted before the Commission Proper.

The LA persistently coordinated with the Office of the Solicitor General (OSG), Governance Commission for GOCCs (GCG),



Department of Finance (DOF), Department of Justice (DOJ), as well as the Office of the President (OP) for the budget of MWSS RO and the proper enforcement and implementation of EO No. 149.

The LA rendered opinions, comments, position papers, and recommendations to the Presidential Legislative Liaison Office (PLLO) under the OP and the House of Representatives. Extended efforts were also conveyed to the Chief Regulator and other Regulators before their appearances to the PLLO with reference particularly to the Department of Water Resources and Water Regulatory Commission.

Draft Executive Order entitled "Creating the Water Regulatory Board"

Position Paper on the Substitute Bill Creating the Department of Water Resources and Water Regulatory Commission

By the end of 2022, the LA consolidated all its reports and pledged to continue rendering appropriate legal services and to scrutinize all allocations that were disseminated by the other government agencies. Supplementarily, conventional advice and guidance were also bestowed upon the MWSS RO. The LA has also assured the MWSS RO that it will remain persistent in conferring advantageous legal services.

Below are the legal opinions prepared by the LA:

<p>Comments on Article 6.13(a) of the Revised Concession Agreement (RCA)</p>
<p>Comments on Draft Executive Order on CONSUMERNET for the institutionalization of networking among the government agencies with consumer protection mandates to promote and protect the consumers' welfare</p>
<p>Comments on the Conference Committee Report on the Act Amending the Commonwealth Act No.146, otherwise known as the Public Service Act as amended</p>
<p>Interpretation of Section 21 of the Legislative Franchises</p>
<p>Submission of Annual Reports Pursuant to Republic Act No, 11600 and 11601 otherwise known as the Franchise Law allowing Maynilad Water Services, Inc. to operate in portions of Metro Manila and Cavite and Manila Water Company, Inc. to operate in portions of Metro Manila and Rizal</p>
<p>Validity of the Undertaking Letter that alleged the failure of the Revised Concession Agreement to take effect due to the insertion of a certain provision issued by the Republic which deviates from the agreed form as provided in the RCA</p>
<p>Whether or not the MWSS RO may enter into contract in light of Memorandum Circular No. 3, Series of 2022</p>

For the various Regulation Areas and MWSS RO employees, the LA rendered assistance through the preparation, review of internal/ external documents and communications of the following:

<p>Processing of Leave Monetization</p>
<p>On-going and Completed Projects of Woodfields Consultants, Inc. and Addvalue Business Advisors, Inc.</p>
<p>Allowances, Benefits, and Incentives under the Compensation and Position Classification System and Standard Salary Standardization Law Frameworks</p>
<p>Transfer of Ownership of collaterals of vehicle loans</p>
<p>Review of Memorandum of Agreement between Manila Water Company, Inc. and Don Enrique Heights Water Philippines, Inc.</p>
<p>Engagement of Service Provider for Events Management Consultancy</p>

COMMITTEES HEADED BY THE ALA

ALA DA Orocio-Isorena headed the Gender and Development Focal Point System, Statements of Assets, Liabilities, and Net Worth Review Compliance Committee, and the Personnel Development Committee.

Meanwhile, AD DM Javier chaired the Personnel Selection Board and the Grievance Committee, while TA Seriritan headed the Committee on Decorum and Investigation.



A BINDING COMMITMENT AND OBLIGATION



The Beneficial Impacts to the Public of the Signing of the EO 149

In a strategic move in 2021, Former President Rodrigo Roa Duterte signed Executive Order (EO) No. 149, which transferred the supervision of the MWSS RO from the Department of Public Works and Highways (DPWH) to the Office of the President. Under EO 149, the MWSS RO has been tasked with the responsibility of delivering periodic progress reports directly to the Office of the President, ensuring the effective and efficient performance of the MWSS RO. At the core of EO 149 lies the commitment to safeguard the interest and uphold the welfare of the public.

Section 4 of the said EO introduced new provisions that consolidated the powers and functions of the MWSS RO. This amendment enhanced the regulatory objectives of the Office, specifically in managing the operations, projects, and engagements of the Concessionaires.

This development allowed the MWSS RO to be involved in the conventional implementation of the Extraordinary Price Adjustment provisions and Rate Rebasing frameworks. The MWSS RO's new roles also include monitoring contracts between the Concessionaires and the public, overseeing the production of audited financial information, and conducting inspections on the conditions of water and sewerage infrastructures owned by the Concessionaires.

The expanded jurisdiction of the MWSS RO now encompasses the review and approval of bilateral contracts and the facilitation of refunds for excessive billings. Additionally, the Office has been granted the authority to investigate matters, conduct inquiries,

take legal actions, oversee all Concession-related affairs, and disseminate information to the general public.

More importantly, the MWSS RO now can impose financial penalties on the Concessionaires, in the form of rebates, refunds, or credits, if feasible and practicable, or in any manner the MWSS RO deems appropriate, if they fail to comply with their Service Obligations (SO).

In 2022, the MWSS RO imposed two (2) financial penalties on Maynilad. Both of these penalties were returned to the affected customers within the Supply Zone of Putatan Water Treatment Plant in the form of rebates.

Rebate Program for affected Maynilad customers within the Supply Zone of Putatan Water Treatment Plant

March 2022

From December 2021 to February 2022, Maynilad implemented Water Service Interruptions (WSI) at the supply zone of its Putatan Water Treatment Plants (PWTP) in four (4) cities in Metro Manila (Parañaque, Las Piñas, Muntinlupa, and Pasay); and in five (5) cities/municipalities of the province of Cavite (cities of Bacoor, Imus, and Cavite; and municipalities of Rosario and Noveleta).

In January 2022, the MWSS RO conducted an investigation to determine whether there is ground to declare Maynilad to have failed contractually on its SO, and to impose the

appropriate penalties on the Concessionaire, in relation to the said WSIs.

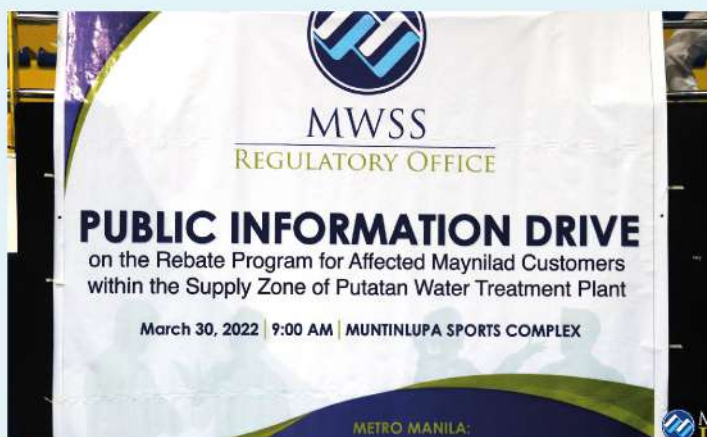
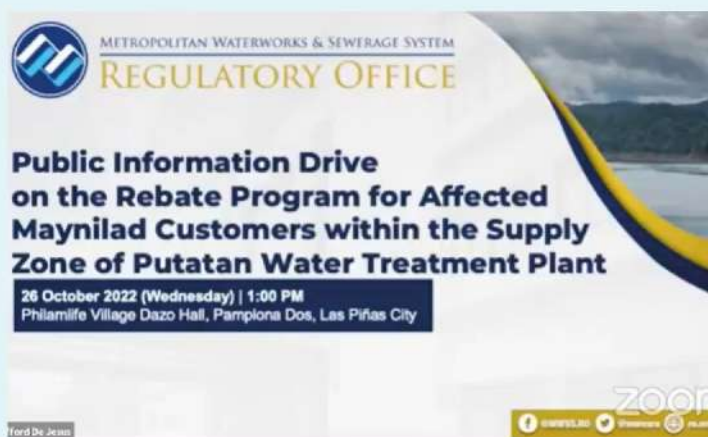
On 22 February, the MWSS RO through RO Resolution No. 2022-02-CA, resolved to impose a financial penalty amounting to Php63,973,362.00 on Maynilad for its unusual and prolonged WSIs from December 2021 to February 2022, attributable to the failure of its PWTPs.

Based on the evidence gathered from its investigation, the MWSS RO concluded that Maynilad failed to meet its SO of ensuring the availability of an uninterrupted 24-hour supply of water at seven (7) pounds per square inch (psi) minimum pressure to all connected customers in its Service Area. Customers within the PWTP Supply Zone were found to have been deprived of the water SO for at least 15 days, which adversely impacted their health and welfare.

The said penalty was implemented in the form of bill rebates to 198,060 affected water service connections (WSC). The rebate amount was Php323.00 per WSC.

October 2022

From May to July 2022, the MWSS RO monitored prolonged and recurring WSIs and water quality issues in the southern part of the West Concession Area. Based on the evidence gathered by the MWSS RO in its investigation into the prevailing WSC in the West Concession Area, Maynilad was found to have breached its SO of ensuring the availability of an uninterrupted 24-hour supply of water at seven (7) psi minimum pressure for more than 15 days to connected customers in parts of Las Piñas City, Muntinlupa City, Parañaque City, and Cavite Province's Bacoor City, Imus City, Cavite City, Noveleta, and Rosario.



In light of these findings, the MWSS RO, through RO Resolution No. 2022-12-CA, resolved to impose a financial penalty on Maynilad in the amount of PhP9,264,358.00 for the continued WSI within the PWTP Supply Zone.

The said penalty was implemented in the form of bill rebates to 143,167 affected WSCs. The rebate amount was PhP64.71 per WSC. The nature, scope, and other details of the Rebate Program were further discussed during the Public Information Drive (PIDr) that was conducted by the MWSS RO, in cooperation with Maynilad.

The Beneficial Impact of Granting the Legislative Franchises to Concessionaires

In 2021, the concessionaires Maynilad and Manila Water were granted legislative franchise through Republic Act Nos. 11600 and 11601. These legislative milestones served as the official nod, giving the green light for the establishment, operation, and maintenance of waterworks systems and sewerage and sanitation services in Metro Manila and parts of the Provinces of Rizal and Cavite. It also signified the government's recognition of the Concessionaires' critical role in delivering essential water, sewerage, and sanitation services to millions of Filipinos.

Under the direct supervision of the MWSS RO, the Concessionaires were given the right to exercise domain, and were obligated to provide annual reports to the Congress and the MWSS RO. For that matter, Concessionaires must ensure that service interruptions are minimal, all facilities are improved, and customers are assured of reasonable rates for its services.

With the enactment of the said legislations, the total current charges for water and wastewater services in the customers' Statements of Account (SOA) will no longer include the 12 percent Value-Added Tax (VAT). Instead, the SOA now comprises only the Other Percentage Tax (OPT), consisting of the two (2) percent National Franchise Tax (NFT) and the applicable rate of the Local Franchise Tax (LFT) implemented by the corresponding Local Government Unit (LGU). These changes have led to a reduction in the monthly water bills of the customers, with the OPT and LFT being reflected as "Government Tax" in the customers' SOA starting from 21 March 2022. Before the legislative franchises took effect, several issues such as the rapid increase in population, leading to a high water supply demand in the Concession Area were being raised to the lawmakers.

The legislative franchises require each Concessionaire to submit detailed plans outlining how they intend to achieve 100 percent coverage in water, sewerage, and sanitation by 2037. Furthermore, Maynilad and Manila Water must submit an annual report on their compliance with the franchise. Failure to do so will result in a fine of PhP1 million for each day of non-compliance.

Under the direct supervision of the MWSS RO, the franchise granted to the Concessionaires will benefit the public in terms of service quality and improvements within the Concession Areas. The Office is mandated to monitor and ensure consistent, high-quality services for the public. Additionally, the MWSS RO has been authorized to create policies and guidelines in adherence to service standards, subject to the President's approval. This enhances the Office's role in ensuring efficiency in the operations and projects of the Concessionaires.



TECHNICAL REGULATION AREA

The Technical Regulation Area (TRA) is accountable for ensuring water supply continuity, monitoring the operations of Umiray-Angat-Ipo System, evaluating Capital Expenditures (CAPEX), and monitoring water and wastewater quality. Its major function is to validate the technical performance of the Concessionaires to achieve the desired Service Obligation (SO) targets in providing the public with safe, potable, and continuous supply of water as stated in the RCA.

The TRA is headed by DA Evelyn B. Agustin. Under the TRA are two (2) Departments, the Operation Monitoring Department (OMD) and the Water Quality Control Department (WQCD) headed by DM Joel A. Dominguez and DM Maricris T. Laciste, respectively.



"We are very understanding because now is not the time to think about our self-interest, but to think of the greater majority of the public, especially those who are less privileged during this pandemic."

- TRA Deputy Administrator Evelyn B. Agustin

JOEL A. DOMINGUEZ
Department Manager
for Operation Monitoring

EVELYN B. AGUSTIN
Deputy Administrator
for Technical Regulation

MARICRIS T. LACISTE
Department Manager
for Water Quality Control

RONALD G. VALDEZ
Technical Assistant
for Technical Regulation

OPERATION MONITORING DEPARTMENT

The Operation Monitoring Department (OMD) is primarily tasked with monitoring the Concessionaires' compliance with their SOs. The Department monitors the continuity of supply, to ensure that the water being supplied by the Concessionaires is always available at the approved minimum pressure, securing the system against the entry of contaminants. This includes a yearlong monitoring of the Angat, Ipo, and La Mesa Dams' water levels, and Water Treatment Plant (WTP) production and efficiency.

The OMD also monitors the status of the Concessionaires' CAPEX programs to ascertain that the projects will be implemented as planned. The Department evaluates the projects' physical progress to ensure attainment of the Concessionaires' commitments and SOs as specified in their respective Approved Business Plans.

Likewise, the Department is also in-charge of the supervision of asset management. In coordination with the Financial Regulation Area (FRA) and with the support of a third-party independent consultant, the OMD also enacts audits and assessments of prudence and efficiency of CAPEX projects undertaken by the Concessionaires.

MWSS WATER CONVEYANCE SYSTEM

The Umiray-Angat-Ipo River System supplies approximately 91 percent of Metro Manila's total water requirements. The core of the system is the Angat Dam which serves as a multi-purpose dam for power, water supply, and irrigation. This facility allocates 4,000 million liters per day (MLD) of raw water supply to MWSS. For the supply allocation, 2,400 MLD (60 percent) is distributed to Maynilad and 1,600 MLD (40 percent) to Manila Water. Furthermore, the Angat Reservoir holds a capacity of 850 million cubic meters (MCM) with an operating level range of 180–214 meters and a low level outlet of 101 meters.



DAM ELEVATIONS, ANGAT RELEASE, PORTAL FLOW, AND WATER TREATMENT PLANT PRODUCTION

In terms of elevation, Angat Dam started at 202.75 meters (amsl) in January and ended at 210.16 meters in December with an equivalent rise of 7.41 meters for the year 2022. Angat elevation dropped in the beginning of the year until the third month at an average rate of 18.10 cm/day, 3.53 cm/day and 17.45 cm/day, respectively. This may be due to the absence of rainy seasons occurring during the said months. However, it can be observed that there is a significant increase in Angat elevation in the month of April at an average rate of 12.23 cm/day. This can be correlated to Typhoons "Agaton" and "Basyang," which were experienced around the aforesaid date.



Throughout the summer season, Angat elevation experienced a drop at an average rate of 17.19 cm/day, 24.47 cm/day, and 11.06 cm/day for May, June, and July, respectively. However, during the course of the wet seasons from the months of September to December, the dam elevations drastically rose at 33.83 cm/day, 30.84 cm/day, 29.83 cm/day, and 8.42 cm/day, respectively. It is noteworthy that the latter months of 2022 experienced several heavy rainfalls and typhoons, which resulted in a positive variance of 7.52 meters relative to the previous end year elevation of the dam at 202.64 meters.



Table 38: Summary of Dam Elevation, Angat Release, and WTP in 2022

Month	Dam Elevation (m)			Rise/(Drop) in Angat (cm/day)	Angat Release (MLD)	Portal Flow (MLD)	Ave. Production (MLD)		
	Angat	Ipo	La Mesa				MWCI	MWSI	Total
Jan 1-31	202.75-197.14	98.66-98.72	79.35-79.02	(18.10)	4,155	3,950	1,479	2,460	3,939
Feb 1-28	197.14-196.15	98.69-98.55	79.01-78.43	(3.53)	4,154	3,839	1,519	2,449	3,968
Mar 1-31	196.19-190.78	98.55-98.90	78.40-78.54	(17.45)	4,310	3,905	1,574	2,494	4,065
Apr 1-30	190.76-194.43	98.91-100.17	78.54-78.77	12.23	4,288	3,915	1,574	2,524	4,098
May 1-31	194.29-188.96	100.15-100.36	78.76-78.98	(17.19)	4,265	3,951	1,602	2,545	4,146
Jun 1-30	188.78-181.44	100.38-99.69	78.97-78.96	(24.47)	4,239	4,025	1,617	2,517	4,135
Jul 1-31	181.19-177.76	99.52-100.11	78.99-79.21	(11.06)	4,040	3,921	1,389	2,565	4,135
Aug 1-31	177.61-177.29	100.42-100.35	79.30-79.48	(1.03)	3,937	3,787	1,572	2,592	4,163
Sep 1-30	177.11-187.26	100.78-100.58	79.42-79.16	33.83	3,812	3,676	1,565	2,565	4,130
Oct 1-31	188.41-197.97	100.05-100.93	79.15-79.47	30.84	4,342	3,861	1,560		4,127
Nov 1-30	198.34-207.29	100.88-99.91	79.53-78.39	29.83	4,144	3,756	1,571	2,648	4,220
Dec 1-31	207.55-210.16	99.87-99.38	78.36-77.61	8.42	4,318	3,690	1,585	2,611	4,196
AVERAGE					4,167	3,857	1,567	2,545	4,112

In terms of raw water supply, the 2022 average Angat Dam release to MWSS was 4,167 MLD or 48.23 cubic meters per second (CMS). The average flow in the Portal, which was being shared by Maynilad and Manila Water was 3,857 MLD or 44.64 CMS; 310 MLD or 3.59 CMS less than the Angat Dam release. The National Water Resources Board (NWRB)-approved raw water allocation for MWSS was 48 CMS (inclusive of the Bulacan Province allocation) for the whole duration of 2022. In terms of WTP production, the 2022 average production of the two (2) Concessionaires was recorded at 4,112 MLD (1,567 MLD for Manila Water and 2,545 MLD for Maynilad). Production includes WTPs sourcing from Angat Dam, Laguna Lake, and deep wells.

DAM ELEVATIONS

Angat Dam

The Angat dam's operational storage is divided into three (3) zones following the operational curves from the NWRB:

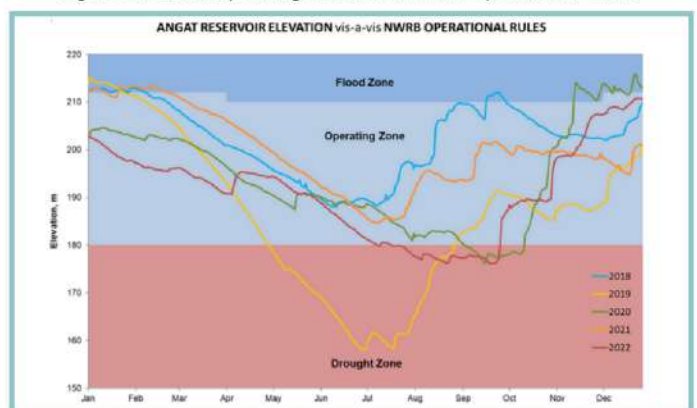
- **Flood Control Zone** – is the reservoir storage above the normal high water levels (NHWL) which is set at elevation 212 meters (01 December to 30 April) during non-flood season and elevation 210 meters during flood season (01 May to 31 October)
- **Operating Zone** – is the reservoir storage bounded by the NHWL and the minimum water level which is set at elevation 180 meters
- **Drought Zone** – is the reservoir storage from elevation 180 meters and below

As exhibited by the trend in Figure 02, Angat Dam's water level for CY 2022 started at 202.75 meters last 01 January 2022, which is 9.25 meters below the NHWL of 212 meters and ended at 210.1 meters last 31 December 2022, which is 1.84 meters below the NHWL. The low starting level of the dam for the year 2022 can be comparable to the low starting level in 2020, correlated to the absence of heavy rainfalls and typhoons that entered the Angat watershed. The first three (3) months of the year have similarly followed the trend of the previous years. However, there was a slight increase in the dam elevation in April, attributed to Typhoons "Agaton" and "Basyang" simultaneously, which occurred around 06 April until 15 April 2022.

The elevation dropped during the summer season, which began in May and ended in late August. Several typhoons have been experienced during the aforementioned months. Most of them were not factors on the substantial volume in the watershed due to its distance from the typhoons' eyes.

On 25 to 26 September 2022, the water level in Angat Dam substantially increased from 179.70 to 185.37 meters. This was due to the occurrence of Typhoon "Karding," which was experienced by most of the provinces in Luzon from 24 to 26 September 2022, including the Province of Bulacan where Angat Dam is located. After the short period of rainfall absence, the dam once again experienced a significant increase in elevation from 189.70 to 198.34 meters from 28 October to 01 November 2022 due to Typhoons "Paeng" and "Queenie," which brought heavy rains in the watershed from 26 October to 01 November 2022. Dam elevation continually rose due to the aftermath of several typhoons and specifically, Typhoon "Rosal," which devastated the country from 10 to 12 December 2022. The above-mentioned typhoons significantly increased the water levels of both Angat and Ipo watersheds. Consequently, by year end, the elevation of the dam was slightly lower than the 2020 trend which was considered as the closest to the 2022 trendline for the last five (5) years.

Figure 01: Summary of Angat Elevation NWRB Operational Curve



Ipo Dam

Raw water from Angat Dam flows down to Ipo Dam, which is located approximately eight (8) kilometers downstream. From Ipo Dam, raw water is conveyed through the four (4) tunnels to Bicti basins, which then flows through six (6) aqueducts to the Novaliches Portal. Ipo Dam has a capacity of 5.90 MCM with spilling level of 101 meters.

As illustrated by the trend in Figure 03, the water level of Ipo Dam started at 98.66 meters last 01 January 2022 and it ended at 99.38 meters last 31 December 2022, which is 1.62 meters considerably lower compared to the 101-meter normal level of the infrastructure.

The first quarter of 2022 recorded almost stagnant values of elevations ranging from 98.57 to 100.25 meters. This can be attributed to the absence of the usual rainfall brought about by typhoons and tropical depressions. However, it can be observed that starting from the first week of April until the second week of May, elevations of Ipo Dam rose to as high as 100.49 meters. This effect was due to the heavy rainfall brought by the Typhoons "Agaton" and "Basyang." Moreover, a downward trend can be recognized from the latter days of June to mid-week of July, which eventually reoccurred around the early days of August. This can be compared with the summer season and the simultaneous reduction on Angat Dam release. It can also be noted that a drastic increase in elevation occurred on 29 October to 09 November 2022 due to Typhoons "Paeng" and "Queenie" and increase in the water volumes released by the Angat Dam.

Figure 02: Ipo Dam Elevation

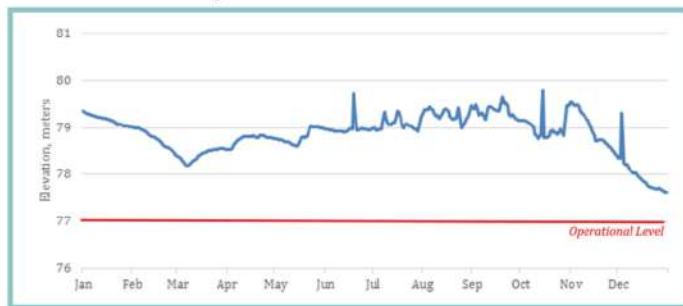


La Mesa Dam

La Mesa Dam is an impounding dam currently being managed by Manila Water. It has a capacity of 38 MCM with an operating level of 77 meters based on the current La Mesa Dam operational protocol and an overflow elevation of 80.15 meters. It has four (4) intakes for the three (3) WTPs of Manila Water, namely Balara Filter Plant 1 (BFP 1), Balara Filter Plant 2 (BFP 2), and East La Mesa Treatment Plant (ELMTP).

The trend in Figure 04 shows that the La Mesa Dam water level started at 79.35 meters and ended at 77.61 meters, which is 2.35 meters and 0.61 meters above the current operating level of 77 meters, respectively. The downward trend started from 29 December of the previous year up until the mid-week of March due to the continuous extraction of Manila Water's deficit in the Portal sharing to assist Maynilad in maintaining their 24-hour water availability.

Figure 03: La Mesa Dam Elevation

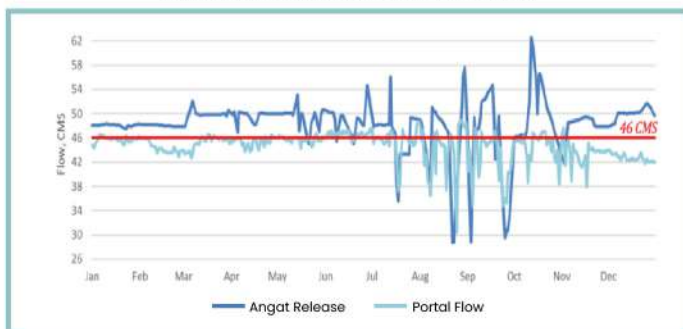


ANGAT RELEASE AND PORTAL FLOW

The NWRB sets and approves the Angat Dam release. Normally, the MWSS allocates a combined 46 CMS to its Concessionaires, Maynilad and Manila Water. Additionally, the MWSS also provides raw water supply to its other major stakeholders with 1.90 CMS for Luzon Clean Water, 0.72 CMS for San Jose Del Monte Water District, and 0.09 CMS for other Bulacan raw water users. The revised supply proportion is based on the letter from MWSS Administrator Lt. Gen. Emmanuel Salamat (Ret.) last 09 December 2019. Figure 05 below shows the Angat releases and Portal flow trend.

As indicated by the trend in Figure 05, the average actual Angat release to MWSS for CY 2022 was 48.23 CMS, while the average actual Portal flow was 44.64 CMS. From 27 August to 06 September 2022 and from 24 September to 01 October 2022, heavy rainfalls caused by a series of tropical depressions and typhoons were experienced in Luzon. To prevent Ipo Dam from overflowing, the MWSS implemented reduction of Angat release, resulting in a lower Portal flow. Subsequently, Manila Water was also able to increase its raw water share in La Mesa Dam, which prompted its water elevation to rise. To avoid Angat Dam from spilling, a high volume of raw water supply from the dam was discharged from 26 October to 01 November 2022.

Figure 04: Angat Release and Portal Flow



PORTAL SHARING

The original scheme for the Portal sharing is that 60 percent of the flow that passes through the portal goes to Maynilad, while 40 percent goes to Manila Water. For the year 2022, it can be observed that in most of the months, Maynilad exceeded its allocation in terms of percentage share, which can be attributed to low Portal flow, various operational deficiencies in its WTPs, and

several force majeure events. Manila Water's deficit in the Portal sharing was extracted from La Mesa Dam.

To calculate the raw water flow to each Concessionaire, the summation of flow that passes through the open channels going to La Mesa Treatment Plant (LMTP) 1 & 2 is for Maynilad, while the summation of flow via Aqueduct (AQ) 1 and 2, AQ 3, and Bypass is for Manila Water. Furthermore, there is no flow passing through the AQ 1 & 2 since both were decommissioned on 07 April 2020.

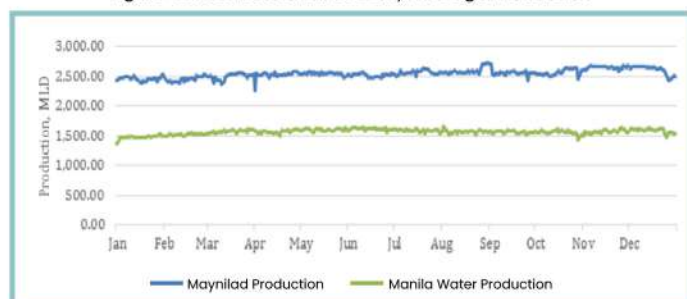
Looking at Table 39, the average Portal Flow and Allocation Sharing as of CY 2022 are 62 percent and 38 percent with 2,407 MLD and 1,449 MLD allocated to Maynilad and Manila Water, respectively. Maynilad mostly acquired its constant share of 2,400 MLD in the Portal. Despite exceeding its share allocation, Maynilad reported that the 2,400 MLD supply is inadequate to provide potable water to its customers without implementing Water Service Interruptions (WSI).

Table 39: Portal Flow and Allocation Sharing

Month	Maynilad		Manila Water	
	Flow, MLD	Allocation	Flow, MLD	Allocation
Jan	2,406	61%	1,544	39%
Feb	2,391	62%	1,448	38%
Mar	2,377	61%	1,528	39%
Apr	2,379	61%	1,536	39%
May	2,393	61%	1,558	39%
Jun	2,409	60%	1,616	40%
Jul	2,408	62%	1,513	38%
Aug	2,412	64%	1,375	36%
Sep	2,410	66%	1,267	34%
Oct	2,416	63%	1,445	37%
Nov	2,447	65%	1,309	35%
Dec	2,442	64%	1,249	36%
Ave	2,407	62%	1,449	38%

WATER TREATMENT PLANT PRODUCTION AND EFFICIENCY

Figure 05: Concessionaires' Daily Average Production



From the north, the Angat Dam supplies raw water to 1,500 MLD LMTP 1 and 900 MLD LMTP 2 for Maynilad. It also distributes raw water to 470 MLD BFP 1, 1,130 MLD BFP 2, 150 MLD ELMTTP, and 20 MLD Luzon Treatment Plant (LTP), which are operated by Manila Water.

From the south, Laguna Lake provides raw water to the 150 MLD Putatan Water Treatment Plant 1 (PWTP 1) and 150 MLD PWTP 2 for Maynilad; and to the 100 MLD Cardona Treatment Plant (CTT) for Manila Water.

On the part of Manila Water, it was able to sustain its production as raw water deficit in the Portal was extracted from the La Mesa Dam. The average production of Manila Water for 2022 is 1,567 MLD with a daily minimum of 1,367 MLD which occurred in the month of January, and a daily maximum of 1,658 MLD which occurred in the month of August.

For Maynilad, the plant efficiencies of LMTP 1 and 2 which have the same conventional water treatment process are 96 percent and 94 percent, respectively. The slight decrease in the average efficiency of LMTP 2 in October 2022 may be correlated to the malfunctioning of the seven (7) bottom scrapers of the basins which resulted in sludge build-up. For PWTP 1 and PWTP 2 which both have membrane filtration technology, the plant efficiency is 93 percent and 91 percent, respectively. The low efficiencies recorded are mostly attributed to the alleged prolonged occurrence of high algal count and turbidity in Laguna Lake.

For Manila Water, the plant efficiencies of BFP 1, BFP 2, and ELMTTP which have conventional water treatment process are 100 percent, 97 percent, and 99 percent, respectively, while LTP which utilized membrane filtration technology is 89 percent. The 100 percent average plant efficiency of BFP 1 will be subject to further investigation by OMD in its subsequent reports in order to obtain more accurate results. This was already conveyed to Manila Water for clarification/justification. Conversely, it is worthy to note that on 22 June 2022, LTP was shut down by Manila Water for maintenance purposes as reported in their service updates, however, there was no specific timeline given regarding its operational resumption. For CTT which has the same technology as the latter, the plant efficiency is recorded at 95 percent.

Table 40: Efficiency of Maynilad's WTP Sourcing Raw Water from Angat Dam, MLD

Month	LMTP 1			LMTP 2		
	Inlet	Outlet	Eff	Inlet	Outlet	Eff
Jan	1,471	1,415	96%	935	883	94%
Feb	1,414	1,344	95%	978	923	94%
Mar	1,415	1,341	95%	962	902	94%
Apr	1,426	1,359	95%	953	895	94%
May	1,441	1,376	95%	951	889	93%
Jun	1,457	1,395	96%	952	889	93%
Jul	1,462	1,396	96%	946	888	94%
Aug	1,477	1,400	95%	936	873	93%
Sep	1,483	1,401	94%	926	862	93%
Oct	1,513	1,438	95%	903	825	91%
Nov	1,534	1,494	97%	912	854	94%
Dec	1,490	1,434	96%	952	908	95%
Ave	1,465	1,399	96%	942	883	94%

Table 41: Efficiency of Maynilad's WTP Sourcing Raw Water from Laguna Lake and Deepwells, MLD

Month	PWTP 1			PWTP 2			DW Yield
	Inlet	Outlet	Eff	Inlet	Outlet	Eff	
Jan	95.10	88.59	93%	88.02	75.26	86%	0.58
Feb	81.58	85.66	95%	104.05	95.01	91%	1.05
Mar	132.69	121.52	92%	143.76	127.15	88%	1.88
Apr	142.03	134.34	95%	145.05	142.95	99%	1.46
May	136.69	135.06	99%	149.79	142.99	95%	1.52
Jun	137.96	121.10	88%	134.90	110.82	82%	1.87
Jul	156.30	140.11	90%	150.98	138.83	92%	1.49
Aug	155.27	145.05	93%	155.79	148.72	95%	0.57
Sep	157.69	149.63	95%	150.13	140.99	94%	0.25
Oct	161.01	152.69	95%	158.32	150.90	95%	0.46
Nov	162.67	153.58	94%	160.59	146.08	91%	0.88
Dec	159.98	135.30	85%	159.43	132.87	83%	0.75
Ave	139.92	130.22	93%	141.73	129.38	91%	1.06



Table 42: Efficiency of Manila Water's WTP Sourcing Raw Water from Angat Dam, MLD

Month	BFP 1			BFP 2		
	Inlet	Outlet	Eff	Inlet	Outlet	Eff
Jan	353.73	349.64	99%	985.37	959.15	97%
Feb	342.77	356.30	96%	981.80	960.19	98%
Mar	353.88	357.46	99%	1,013.66	993.04	98%
Apr	371.40	360.43	97%	1,034.43	1,015.75	98%
May	381.57	369.54	97%	1,060.21	1,032.07	97%
Jun	388.30	376.32	97%	1,076.36	1,052.75	98%
Jul	380.78	369.27	97%	1,070.55	1,046.86	98%
Aug	375.90	365.33	97%	1,070.54	1,043.29	97%
Sep	377.13	368.74	98%	1,067.97	1,041.63	98%
Oct	375.97	368.84	98%	1,058.67	1,034.51	98%
Nov	369.79	386.01	96%	1,050.64	1,011.72	96%
Dec	366.21	392.91	93%	1,007.72	973.99	97%
Ave	369.79	368.40	100%	1,039.83	1,013.75	97%

Month	ELMTP			LTP		
	Inlet	Outlet	Eff	Inlet	Outlet	Eff
Jan	84.55	83.93	99%	14.62	13.56	93%
Feb	90.65	90.10	99%	14.36	13.48	94%
Mar	76.17	75.59	99%	14.60	13.44	92%
Apr	82.80	82.43	100%	13.07	12.18	93%
May	94.03	93.75	100%	7.69	6.56	85%
Jun	94.61	94.27	100%	7.72	4.76	62%
Jul	92.70	92.26	100%	0.00	0.00	0.00
Aug	91.68	91.23	100%	0.00	0.00	0.00
Sep	91.17	90.73	100%	0.00	0.00	0.00
Oct	90.91	90.32	99%	0.00	0.00	0.00
Nov	84.05	83.77	100%	0.00	0.00	0.00
Dec	74.61	74.30	100%	0.00	0.00	0.00
Ave	87.33	86.89	99%	6.00	5.33	89%

The average plant efficiency of BFP 1, which is at 100%, takes into account the volume of the recovered backwash water.

Table 43: Efficiency of Manila Water's WTP Sourcing Raw Water

Month	CIP			DW Yield
	Inlet	Outlet	Eff	
Jan	73.62	69.53	94%	3.46
Feb	85.60	81.57	95%	17.83
Mar	102.51	97.64	95%	36.86
Apr	80.29	75.34	94%	27.55
May	89.80	85.12	95%	14.84
Jun	81.83	78.93	96%	10.26
Jul	77.73	74.05	95%	7.00
Aug	67.36	63.81	95%	7.92
Sep	63.85	59.17	93%	4.67
Oct	63.77	60.49	95%	5.50
Nov	73.25	70.02	96%	19.94
Dec	105.71	100.94	95%	43.02
Ave	80.44	76.38	95%	16.57

CONTINUITY OF SUPPLY

The MWSS RO evaluates the Concessionaires' level of performance with their SOs on Continuity of Supply (KPI W2/W3), requiring pressure data loggers to serve as a tool to continuously monitor and validate the prevailing field conditions of the water supply service in the Service Areas with 24-hour water service availability at minimum 16-psi water service pressure. It was established that the loggers are to be installed strategically within the District Metering Areas (DMAs) based on hydraulic considerations, as follows:

Customers located on elevated areas

Customers located on the extremities of the distribution system

Customers located far from any source/pumping or booster station

Customers located at critical points identified in the hydraulic analysis.

In 2013, both Concessionaires installed workstations at the TRA to allow the MWSS RO to efficiently monitor the pressure data transmitted by the loggers to their central servers through wireless SMS/GSM network. Maynilad uses a field monitoring user system software called "FieldMOUS;" a technical data repository that monitors their field data including water pressure. On the other end, Manila Water uses a similar software which also stores pressure data from the loggers. As of year 2022, both repositories are web-based and can be easily accessed via web browsers.



WATER PRESSURE MONITORING

As agreed by the MWSS RO and the Concessionaires during the 2002 Rate Rebasing Exercise, the RCA requirement of 16 psi minimum water service pressure was reduced to an interim of seven (7) psi, subject for review every Rate Rebasing Exercise. The interim pressure will be adopted in the RR 2023 - 2027 period.

With regards to the installation, Maynilad's loggers were installed at the tertiary distribution lines called Pressure Monitoring Points (PMPs). Manila Water's loggers were installed at the customer's side of the water meter and regarded as Regulatory Benchmark Customers (RBCs). PMPs were considered as temporary validation points of MWSS RO as Maynilad uses these devices in their water supply operations. The MWSS RO maintained its position that water pressure should be measured in the customer meter as stipulated in Article 5.1.2 of the RCA. Maynilad shall install pressure loggers in the customer side of the meter this rebasing period.

Validation Criteria

The MWSS RO selects 160 loggers annually (96 PMPs & 64 RBCs) or 40 loggers quarterly (24 PMPs & 16 RBCs) to validate the water service availability and pressure reports submitted by the Concessionaires.

Table 44: General Criteria in the Evaluation of Water Service

Water Service Availability and Pressure Condition during the Period	Rating
Pressure is greater than or equal to 7 psi	Passed
Pressure is less than 7 psi due to planned water service interruptions	Passed
Pressure is less than 7 psi but not more than 24 hours, without planned water interruption	Passed ¹
¹ Concessionaires must report any of its unplanned water service interruptions during the quarter in review, subject to the ROs' validation for exclusion in the 'Failed' rating.	

CONCESSIONAIRES' PERFORMANCE

For year 2022, Manila Water was able to exceed their target of 98 percent, while Maynilad was not able to meet their target mainly due to WSIs caused by delays in the implementation of NRW-reduction programs, and operational problems being experienced at PWTs due to alleged high turbidity and/or algal count, which were still under the plant's design capacity.

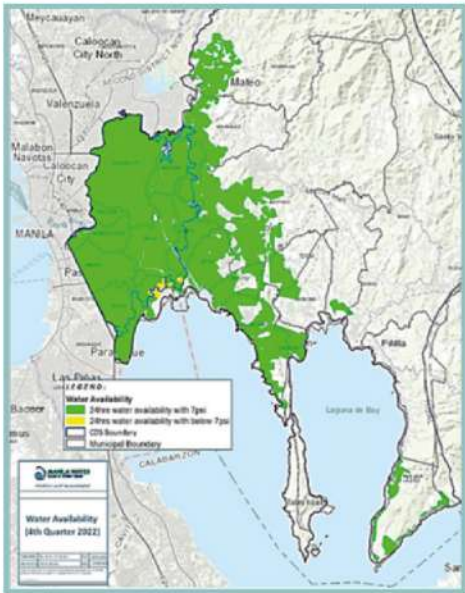
Table 45: Summary of Concessionaires' Performance in 2022

2022	Manila Water		Maynilad	
	Target	Accomplishment	Target	Accomplishment
Jan	98%	99.2%	100%	71.9%
Feb		99.1%		68.7%
Mar		98.8%		53.8%
Apr		99.2%		51.2%
May		99.2%		50.9%
Jun		99.2%		48.5%
July		99.3%		52.3%
Aug		99.2%		56.1%
Sep		99.2%		54.3%
Oct		99.3%		57.9%
Nov		99.2%		73.7%
Dec		99.1%		80.4%

Manila Water

Manila Water was able to exceed their target of 98 percent water supply continuity, because they were able to get their 40 percent raw water allocation from the Portal. In cases when the Portal allocation is less than 40 percent, Manila Water was able to compensate for the deficit by extracting raw water from the La Mesa Dam.

Figure 06: Manila Water Performance on Continuity of Supply in December 2022

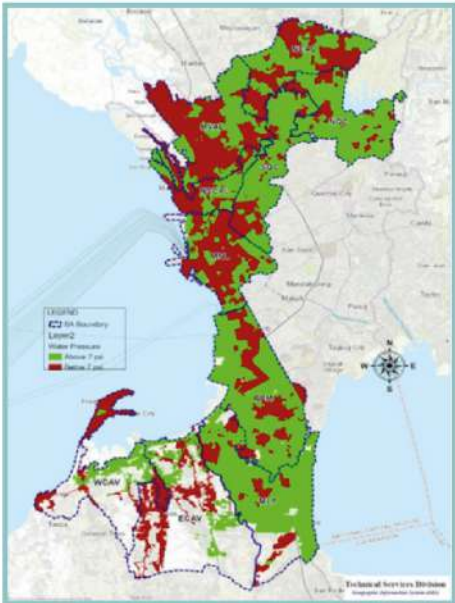


Maynilad

Delayed implementation of NRW programs starting 2019 affected Maynilad's performance on continuity of supply. Likewise, operational challenges in PWTs allegedly due to high turbidity and/or algal count resulted in several WSIs in the south. It is worthy to note based on MWSS RO's investigation that the alleged high turbidity and/or algal count are within the maximum design capacity of the plants. Such validation of the MWSS RO resulted in two instances of financial penalty to Maynilad due to failure to meet their SO. An amount of Php64,000,000.00 affecting 198,315 water service connections (WSC) was imposed in March 2022 and Php9,000,000.00 affecting 143,167 WSCs was imposed in September 2022. Customers from the affected areas in Muntinlupa, Las Piñas, parts of Parañaque, and parts of Cavite were rebated Php323.00 and Php65.00, respectively.

During the duration of summer season from March to May, Maynilad also implemented daily night time (10PM-4AM) water interruption in the supply zone of LMTs due to increase in demand. Despite receiving more than 60 percent allocation at the Portal, Maynilad's raw water allocation is less than 2,400 MLD with a flow of 2,377 MLD in March, 2,379 MLD in April, and 2,393 MLD in May.

Figure 07: Maynilad Performance on Continuity of Supply in December 2022



RESULTS OF VALIDATION

In line with the MWSS RO's Performance Evaluation System (PES), a total of 160 samples were validated in 2022. Forty samples were tested on a quarterly basis. Twenty-Four PMPs of Maynilad and 16 RBC's of Manila Water were validated every quarter to determine their compliance with the set target for Strategic Measure 2 (SM2). The number of samples being validated per Concessionaire are in line with MWSS RO's PES target for SM2: Percentage of Domestic Water Service Connections with 24-hr Water Supply and 7-psi Minimum Water Pressure. A summary of validation results for both Concessionaires as of year 2022 is shown in the table below:

Table 46: Summary of Validation Result in 2022

Quarter	Manila Water		Maynilad	
	RBCs Passed	WSCs Passed	PMPs Passed	WSCs Passed
Q1	15/16 (94%)	13,119/13,467 (97%)	17/24 (71%)	14,095/20,063 (70%)
Q2	15/16 (94%)	11,841/12,252 (97%)	17/24 (71%)	19,699/29,019 (68%)
Q3	14/16 (88%)	9,848/10,512 (88%)	21/24 (88%)	21,142/22,602 (94%)
Q4	15/16 (94%)	9,018/10,298 (88%)	12/24 (50%)	9,507/22,015 (43%)
Total	59/64 (92%)	43,826/46,529 (94%)	67/96 (70%)	64,443/93,699 (69%)

CAPITAL EXPENDITURE MONITORING

Part of the SO of both Concessionaires under the supervision of the MWSS RO is to continually improve the water, sewerage, and sanitation services in the Concession Area. With the growing population and increasing demand for a more efficient water supply and wastewater treatment, the Concessionaires shall follow their SOs to expand, build, and upgrade water, sewerage, and sanitation facilities.

Table 47: Summary of CAPEX Inspections

CAPEX PROJECT	Date Started	First Visit		Second Visit		Actual/Revised Completion Date
		Target	Accomplishment	Target	Accomplishment	
MANILA WATER						
Design and Build of Calawis Booster Station Package 3D	01 February 2021	71.81%	68.11%	100%	97.03%	09 February 2023
Design and Build of 7.4 MLD Reservoir in Morong, Rizal	22 March 2021	46.68%	64.45%	70.18%	82.77%	10 January 2023
Design and Build of 5 MLD UP Sewage Treatment Plant with Biological Nutrient Removal (BNR)	09 May 2018	100.00%	93.24%	100%	93.92%	22 November 2023
Mandaluyong West San Juan South-Quezon City South Sewerage Project (Package 1)	11 January 2021	65.07%	38.12%	100%	97.89%	22 December 2023
MAYNILAD						
Seismic Resiliency Enhancement of 40 ML Magdiwang Reservoir	10 July 2019	99.38%	87.87%	100%	95.09%	31 July 2022
Construction of Las Piñas Conveyance System Package 1A	12 September 2019	21.93%	22.83%	100%	96.09%	07 April 2024
Cavite City Sewerage Interceptor	14 August 2017	70.38%	29.88%	-	-	For termination
Design and Build of 150 MLD Laguna Lake (Poblacion) Water Treatment Plant	14 February 2020	28.63%	32.31%	100.00%	96.09%	09 November 2024

Manila Water

Sixteen RBCs per quarter for a total of 64 RBC's annually were selected to validate the submissions of Manila Water. The Passing Grade is 98.89 percent for the first quarter, 98.90 percent for the second quarter, and 98.91 percent for the third and fourth quarters.

For the first and second quarters, 94 percent (15 out of 16) passed the criteria on Continuity of Supply, 88 percent (14 out of 16) for the third quarter, while 94 percent (15 out of 16) for the fourth quarter.

Maynilad

Twenty-four PMPs per quarter for a total of 96 RBCs for the year were selected to validate the submissions of Maynilad. The Passing Grade is 98.89 percent for Q1, 98.90 percent for Q2, 98.91 percent for Q3, and 98.90 percent for Q4.

For Q1 and Q2, 71 percent (17 out of 24) passed the criteria on Continuity of Supply, 88 percent (21 out of 24) for Q3, while 50 percent (12 out of 24) for Q4.

CAPEX Accomplishment Report Monitoring

For 2022, the OMD evaluated a total of eight (8) CAPEX Accomplishment Reports or four (4) quarterly reports each per Concessionaire.

Table 48: CAPEX Disbursement for CY 2022

Concessionaire	Actual (M Php)	Target ABP (M Php)	Accomplishment (%)
Manila Water	16,976	21,190	80.11
Maynilad	12,319	19,397	63.51

Manila Water's CAPEX Program has four (4) main pillars:

Service Continuity Pillar – projects geared towards the improvement of water service delivery and operational efficiency

Service Accessibility Pillar – projects that aim to sustain the coverage in terms of water service provision

Water Security Pillar – projects that aim to ensure water supply availability to the entire Service Area

Environmental Sustainability Pillar – projects that aim to provide and improve used water treatment services

Table 49: Annual Financial Accomplishment per Pillar for CY 2022 (in PhP Million)

Pillar	2022 Target	2022 ACTUAL (VAT EX.)					Variance (-/+)
		Q1	Q2	Q3	Q4	Total	
Service Continuity	1,817	703	696	791	1,282	3,473	(+) 1,656
Service Accessibility	6,026	2,566	540	773	1,282	5,081	(-) 945
Water Security	1,858	1,007	738	942	1,202	4,362	(+) 2,504
Environmental Sustainability	11,488	660	1,008	823	1,675	4,066	(-) 7,429
Total	21,190	4,936	2,982	3,330	1,569	16,976	(-) 4,214

*2022 Targets are exclusive of both VAT and CPI adjustments.

The actual disbursement of Manila Water for the year is PhP16.98B, which is 80 percent of its target of PhP21.19B, adjusted to current prices and VAT exclusive. This is 14 percent higher than the financial accomplishment for CY 2021.

The largest underspending is still attributed to the Environmental Sustainability at PhP7.43B, which also has the largest disbursement target among the pillars for 2022. Manila Water's actual disbursement on this pillar was PhP4.06B, which translated to a financial accomplishment of only 35 percent. Most projects under this pillar were delayed mainly due to late issuance and processing of permits and clearances by different agencies, as well as issues on Right-Of-Way and land acquisition. Projects with significant negative variance include, among others, the Design and Build of 50 CMD Pinugay Septage Treatment Plant with 59.84 percent slippage, and Hinulugang Taktak Sewerage System Project Package 3 Sewer Network Gravity with 55.33 percent slippage.

It is also worth mentioning that Manila Water has exceeded its target disbursement for the Water Security and Service Continuity Pillars at PhP2.50B and PhP1.66B, respectively. The overspending is attributed

to the East Bay CAPEX related projects which are not included in the 2018 Approved Business Plan of Manila Water.

Maynilad's CAPEX program has four (4) key programs. The inclusions under each program are given below:

Water Sources Program – includes projects of Maynilad and CPF for construction or rehabilitation of facilities providing raw water.

Operations Support Programs – includes projects that will ensure and enhance delivery of treated water to Maynilad's customers such as water treatment plants and pumping stations.

NRW Management and Service Expansion Program – includes projects aimed at reducing Maynilad's non-revenue water and additional pipelaying for Maynilad's water network.

Wastewater Program – includes projects that aim to provide and improve used water treatment services.

Customer Service and Information – include projects of Maynilad in improving access to customer services through the improvement of telecommunication infrastructure such as telephone lines, internet services, and information technology.

Maynilad further breaks down the Wastewater Program into Sewerage Program and Sanitation Program.

Sewerage Program – includes projects of Maynilad pertaining to sewage treatment plants and conveyances.

Sanitation Program – includes projects of Maynilad for cleaning of septic tanks as well as the removal and treatment of sludge from septic tanks.

Table 50: Maynilad Annual Financial Accomplishment per Pillar for CY 2022 (in PhP Million)

Pillar	2022 Target	2022 ACTUAL (VAT EX.)					Variance (-/+)
		Q1	Q2	Q3	Q4	Total	
Water Sources Program	5,088	832	694	505	1,118	3,149	(-) 1,939
Operations Support Program	1,635	259	438	352	826	1,873	(+) 238
NRW Management	3,356	638	643	429	1,082	2,792	(-) 564
Service Expansion Projects	624	16	17	15	-	48	(-) 576
Sewerage Program	7,613	441	1,419	594	1,493	3,946	(-) 3,668
Sanitation Program	-	15	15	31	-	61	(+) 61
Customer Service Information	709	97	79	140	134	451	(-) 258
Spillover	371	-	-	-	-	-	(-) 371
Total	19,397	2,297	3,304	2,065	4,653	12,319	(-) 7,078

*2022 Targets with 5.80% Inflation Rate and VAT-inclusive

Maynilad has disbursed a total amount of PhP2.32B or 64 percent of its target disbursement in the ABP for 2022 at PhP19.40B, adjusted to current prices. Maynilad obtained a negative variance amounting to PhP7.08B, indicating that Maynilad has failed to reach its target disbursement in the ABP for CY 2022. The Wastewater Program of Maynilad, composed of Sewerage and Sanitation projects, contributed most to its underspending at PhP3.61B with a disbursed amount of PhP4B or only 53 percent of its target of PhP7.6B. It must be noted, however, that Maynilad spent PhP61,000,000.00 for the Sanitation Program for the year, which has no target disbursement for CY 2022.

KEY PERFORMANCE INDICATORS AND BUSINESS EFFICIENCY MEASURES

The OMD monitors and evaluates the Concessionaires' Key Performance Indicators (KPI) on Continuity of Supply, Response to Disruptive Mains, and Non-Revenue Water (NRW). These are measured by how the Concessionaires comply with the standard water supply requirements, responsiveness in infrastructure dilemmas, and efficient implementation of CAPEX projects geared towards NRW-reduction.

Continuity of Supply (W2/W3)

Manila Water was able to exceed their target of 98 percent from the 40 percent raw water allocation from the Portal. In cases when the Portal allocation is less than 40 percent, Manila Water was able to compensate for the deficit by extracting raw water from the La Mesa Dam.

However, the review of the CA and the COVID-19 pandemic further amplified the delay in the implementation of NRW programs which affected Maynilad's performance. WSIs due to alleged high turbidity and/or algal count in Laguna Lake also affected its Concession Area throughout the year.

Table 51: Summary of Concessionaires' Performance for W2/W3 in 2022

Concessionaire	Target	Jan	Feb	Mar	Apr	May	Jun
Manila Water	98%	99.2%	99.1%	98.8%	99.2%	99.2%	99.1%
Maynilad	100%	71.9%	68.7%	53.8%	51.2%	50.9%	48.5%
Concessionaire		Jul	Aug	Sep	Oct	Nov	Dec
Manila Water		99.3%	99.2%	99.2%	99.3%	99.2%	99.1%
Maynilad		52.3%	56.1%	54.3%	57.9%	73.7%	80.4%

Response to Disruptive Mains (C5)

Manila Water surpassed its target of 95 percent with a total of 529 pipe bursts repaired within 24 hours in 2022.

For Maynilad, a total of 151 pipe bursts were recorded in 2022. However, only 114 or 75 percent were repaired within 24 hours with several reports on damaged pipes. Maynilad was ordered to strengthen its NRW-reduction efforts as the decreasing trend in pipe bursts may imply non-compliance by the Concessionaire.

Table 52: Summary of Concessionaires' Performance for C5 in 2022

Description	Manila Water	Maynilad
No. of confirmed pipe burst	529	151
No. of pipe bursts repaired within 24 hours	529	114
Repaired within 24 hours	100%	75%
Target	95%	95%
Remarks	Passed	Failed

Non-Revenue Water (NR1)

This indicator aims to measure the Concessionaire's efficient operation of the system and its facilities as well as the efficient implementation of CAPEX projects geared towards NRW-reduction.

In 2022, Maynilad had an average NRW level of 43.43 percent or equivalent to 1,105 MLD of volume compared to 12.69 percent or equivalent to 199 MLD of volume for Manila Water.

For Maynilad, NRW-reduction projects were delayed due to CA review and COVID-19 pandemic, which limited the implementation of its NRW-reduction programs.

Table 53: Summary of Concessionaires' Performance for NR1 in 2022

Concessionaire	Jan	Feb	Mar	Apr	May	Jun	Jul
Manila Water	13.77%	13.33%	12.36%	12.91%	13.02%	13.26%	12.41%
Maynilad	44.70%	44.43%	43.27%	43.17%	42.93%	42.24%	42.65%
Concessionaire	Aug	Sep	Oct	Nov	Dec	Ave.	Target
Manila Water	12.77%	12.27%	11.46%	12.60%	12.15%	12.69%	12%
Maynilad	43.29%	42.49%	42.93%	44.87%	44.18%	43.43%	27%

OTHER ACTIVITIES OF OMD

Determination of grounds, scope, and calculation of financial penalty for Maynilad's failure to comply with the 24-hour/7-psi Service Obligation

The OMD determined the grounds, scope, and calculation of two (2) instances of financial penalties imposed on Maynilad, which amounted to PhP63,973,362.00 in March 2022 for 198,315 affected WSCs and PhP9,264,358.00 in September 2022 for 143,167 affected WSCs. Customers from the affected areas in Muntinlupa, Las Piñas, parts of Parañaque, and parts of Cavite were rebated PhP323.00 and PhP65.00, respectively which were reflected in the water bills.

Reports on Facilities Breakdowns

The OMD investigated breakdowns in various facilities and other related issues concerning the delivery of water, sewerage, and sanitation services. The following incidents are enumerated hereunder:

- WSIs from December 2021 to February 2022 due to high algal count and turbidity issues in PWTP 2
- WSIs on October 2022 due to defective bottom scrapers in LMTP 1
- WSIs from December 2022 to January 2023 due to defective surface scrapers in PWTP 2

For WSIs last December 2021 to February 2022, an on-site inspection and assessment of PWTPs was undertaken by OMD to determine the challenges the plants incurred leading to the unusual, prolonged WSIs at their supply zone on 06 to 22 December 2021, and 27 December 2021 to 15 January 2022, which further extended to 28 February 2022. Upon investigation, the OMD found that there was lack of evidence supporting Maynilad's claim of prolonged high algal count and turbidity. There was also a lack of evidence on algae as causative agent for the recovery of Ultrafiltration (UF) membranes and/or fouling of Biological Aerated Filter (BAF) membranes, and as per the signed PWTP bidding documents, the Sludge Treatment Facility (STF) should have been able to accommodate the backwashing of PWTP 1 and PWTP 2. Therefore, TRA recommended the imposition of penalty due to violation of its SO under CA Article 5.1.2 – Continuity of Supply. The agreed penalty was recommended to be in the form of rebates to the service accounts affected by the prolonged WSIs.

In October 2022, Maynilad initially announced that it will be implementing WSIs to customers in portions of Bacoor City, Las Piñas City, Manila, Malabon City, Caloocan City, Makati City, Parañaque City, Pasay City, Quezon City, Cavite City, Imus City, Kawit, Noveleta, and Rosario from 29 October to 01 November 2022 due to the cleaning of four (4) out of seven (7) basins at LMTP 1 following the accelerated accumulation of sludge in the basins due to the impact of the Typhoon "Karding." The TRA concluded that the water interruption was mainly due to the defective bottom scrapers. As a result of the malfunctioning of the scrapers, LMTP 1 experienced inefficiency in treating raw

water during Typhoon "Paeng." Moreover, no alternative control measures were specified by the contractor in case of recurrence of the same issue with bottom scraper for the reinforced design. Thus, Maynilad has to ensure that the rectification of the bottom scrapers by the contractors be thoughtfully designed and proactively planned in order to prevent occurrence of the same issue considering that bottom scrapers are a critical mechanism for the sedimentation process.

From December 2022 to January 2023, notices of WSI under PWTP's supply zone were posted in Maynilad's various social media outlets from 20 December 2022 until 15 January 2023. Maynilad noticed the mechanical scrapers were loosening from where the mounting of the chain and the scraper was fastened, which in effect, affected the efficiency of PWTP 2's Dissolved Air Flotation (DAF). The mechanical scrapers' main function is to skim the floating sludge layer in the surface via application of dissolved air bubbles, assisted by the addition of a coagulant to cluster the sludge particles. This issue reduced the production of PWTP 2 to an average of 133 MLD. Maynilad attributed the WSI to the Laguna Lake's raw water quality, particularly the turbidity. However, it must be emphasized that based on the designs of PTWP 1 and 2, both plants are capable of handling the peak design value of 200 Nephelometric Turbidity Units (NTU) for turbidity. Although the raw water turbidity exceeded the 200 NTU, it was observed that the exceedances were only noted for certain instances from 26 to 27 December 2021 and not "prolonged" as Maynilad claimed, with the average turbidity during such period still below its design criteria of 200 NTU.



WATER QUALITY CONTROL DEPARTMENT

The Water Quality Control Department (WQCD) validates the compliance of the Concessionaires with drinking water standards set by the Department of Health (DOH) and environmental regulations issued by the Department of Environment and Natural Resources (DENR).

Aside from its obligations to external stakeholders and other involved government agencies, it also monitors and verifies the quality of water delivered by the Concessionaires to the customers bound by the Philippine National Standards for Drinking Water (PNSDW). Subject for assessment is the quality of wastewater discharged from the sewerage treatment plants (STP) and septicage treatment plants (SpTP) following the standards imposed by the DENR.

WATER QUALITY

The PNSDW requires the Concessionaires to conduct regular water quality testing from the raw water sources down to the water distribution networks and facilities. Water samples from the customers' taps are also subject for testing to guarantee that water supply in the distribution systems is safe and uncontaminated.

The TRA created the SO and KPI Guidance Document on Water Supply, commonly called the WS Guide Doc. It contains the requirements on the number of determinations to be conducted for a particular water quality parameter, the location of sampling points, and the notifications necessary in case of incidents that may impact the quality of water supply and health of the customers. It also includes guidelines for the Water Treatment Works (WTW), supply zones, and service reservoirs of the Concessionaires.

On an annual basis, the required number of Regulatory Sampling Points (RSPs) at the customer's taps are calculated based on the served population, such that supply zones with a higher population have a higher number of RSPs. These RSPs are identified by the Concessionaires, subject to the review and evaluation of the WQCD in collaboration with the Metro Manila Drinking Water Quality Monitoring Committee (MMDWQMC), the committee tasked to monitor the quality of the water supplied by Maynilad and Manila Water in Metro Manila. Moreover, RSPs are also assigned at the WTWs and in service reservoirs and are located at the outlet of these facilities before the treated water supply leaves for distribution.



Since the assessment of water quality is based on reports submitted by the Concessionaires, the WQCD validates these reports through regular random water sampling in the supply zone and the treated water at the major WTW outlets. Technical audit and proficiency testing of the Concessionaires' laboratories are also carried out to monitor compliance with the provisions of the WS Guide Doc to ensure a high standard of quality control in the various analyses they conducted. The purpose is to provide public reassurance that the robustness and integrity of the Concessionaires' test results are beyond question.





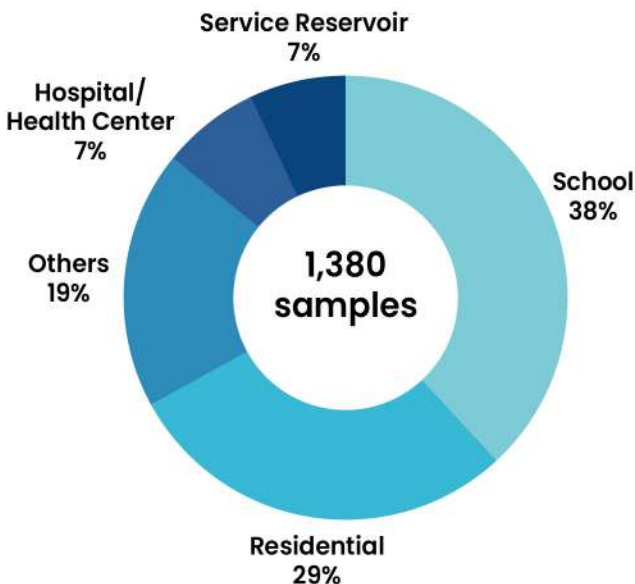
GCG TARGET ACCOMPLISHMENT

The WQCD has been consistent in over-performing its target to the GCG for the PES SM3, Water Supply Quality Compliance with PNSDW on Bacteriological Quality even with COVID-19 pandemic restrictions during the first quarter of 2022 causing sampling suspensions and alternate work arrangements. SM3 includes quantity which is based on the number of samples collected by the MWSS RO and quality performance measures for the average performance of the samples collected by both the MWSS RO and Concessionaires.

104.55%
Quantity Performance

98.29%
Quality Performance

WATER DISTRIBUTION SAMPLES



KPI W4 PERFORMANCE

W4 intends to provide an overall measure of the effectiveness of the treatment process and the treatment plant's day-to-day management regardless of the quality of the raw water source. The target of both Concessionaires is set at 100 percent.

CONCESSIONAIRE WTW PERFORMANCE*

100% on all sites:
Balara Filter Plant 1
Balara Filter Plant 2
East La Mesa Treatment Plant
Cardona Treatment Plant
Luzon Treatment Plant
La Mesa Treatment Plant 1
La Mesa Treatment Plant 2
Putatan Water Treatment Plants

*Major WTWs

MWSS RO VALIDATION (KPI W4 PERFORMANCE)

Water quality variability at the WTP outlet demonstrates the stability of the treatment process relative to the water quality parameter measured. A larger range or the difference between the maximum and minimum value with that of the mean indicate instability in the process.

Both Concessionaires passed W4 with a compliance rating of 100 percent. The annual variability of the water quality data at the WTP outlet is also an indication of performance.

MWSS RO VALIDATION

100% on all sites:
Balara Filter Plant 1
Balara Filter Plant 2
East La Mesa Treatment Plant
Cardona Treatment Plant
Luzon Treatment Plant
La Mesa Treatment Plant 1
La Mesa Treatment Plant 2
Putatan Water Treatment Plants
Parañaque Modular Treatment Plant (Parañaque ModTP)



KPI W5 PERFORMANCE

W5 intends to provide an overall indicator of the quality of water in the distribution system as it arrives at the point of delivery to the consumer. The target of both Concessionaires is set at 95 percent.

Table 54: Concessionaires' Supply Zone Performance

Site	Percentage
Balara Filter Plant 1	100.00%
Balara Filter Plant 2	99.90%
East La Mesa Treatment Plant	99.90%
Cardona Treatment Plant	100.00%
Luzon Treatment Plant	100.00%
La Mesa Treatment Plant 1	100.00%
La Mesa Treatment Plant 2	100.00%
Putatan Water Treatment Plants	100.00%

MWSS RO VALIDATION (KPI W5 PERFORMANCE)

Table 55: MWSS RO Validation

Site	Percentage
Balara Filter Plant 1	98.00%
Balara Filter Plant 2	96.90%
East La Mesa Treatment Plant	90.80%
Cardona Treatment Plant	100.00%
Luzon Treatment Plant	85.70%
MWCI and MWSI Service Reservoirs	100.00%
La Mesa Treatment Plant 1	96.20%
La Mesa Treatment Plant 2	97.60%
Putatan Water Treatment Plants	97.50%

KPI W6 PERFORMANCE

W6 gives a measure on the performance of the Concessionaires to comply with the sampling frequency requirement (1) at the treatment works, (2) in the supply zone, and (3) in service reservoirs. The target score for both Concessionaires is set at 100 percent.

CONCESSIONAIRE PERFORMANCE



DRINKING WATER RESULTS

Bacteriological Quality

The highest priority of protecting the public is ensuring the bacteriological quality of drinking water. Pathogens can result in serious health risks with the presence of coliforms as the most reliable indicator for water potability. The Concessionaires are expected to comply with all requirements in the WS Guide Doc and PNSDW. Thus, microbiological standards must be met at each point of compliance to protect public health.

The overall bacteriological quality at the WTWs is at 100 percent compliance, while the overall bacteriological quality from the WTWs outlet down to the customers' taps remained very high at 97.51 percent. The Performance Evaluation Scorecards in the supply zones which is the basis for the SM3 garnered a high rating of 97.21 percent.

Table 56: Bacteriological Quality

2017 PNSDW Requirement		Number of Tests		Number of tests not meeting the standard	
		Manila Water	Maynilad	Manila Water	Maynilad
Water supply leaving WTWs		198	138	0	0
Fecal Coliform (FC)	<1,1 MPN/100 mL	66	46	0	0
Coliform bacteria	<1,1 MPN/100 mL	66	46	0	0
Turbidity	5 NTU (max)	66	46	0	0
Compliance, WTW		100%	100%	-	-
		100%			
Water supply sampled at the Customer's taps		1,248	1,512	38	39
FC	<1,1 MPN/100 mL	624	756	15	15
Coliform bacteria	<1,1 MPN/100 mL	624	756	23	24
Compliance, supply zone		96.96%	97.42%		
		97.21%			
Total		1,446	1,650	38	39
Compliance per Concession Area		97.37%	97.64%	-	-
Overall Compliance		97.51%			

¹Turbidity is a critical control parameter for water treatment works and disinfection

²MPN - Most Probable Number

The presence of total or fecal coliforms (TC/FC) at the customers' taps is an indication of coliform contamination. For 2022, 47 out of 1,380 samples tested for TC. The failed samples were then investigated and resampled. Fortunately, the laboratory results of the resamples provided satisfactory ratings implying that the failure is localized. TC is usually attributed to unmaintained water filters and outdated water supply equipment.

Physico-chemical Quality

The WS Guide Doc sets out the minimum testing for all chemical and physical parameters required from the Concessionaires. This section presents the results for the parameters from the WQCD monitoring where there has been a failure to meet national standards. It should be noted that WQCD conducts additional tests for those parameters of most concern in a water supply that undergoes advanced treatment processes to ensure that the applied operational processes by the Concessionaires are effective and efficient.

Table 57: Physico-chemical Quality

2017 PNSDW Requirement		Number of Tests		Number of tests not meeting the standard	
		Manila Water	Maynilad	Manila Water	Maynilad
Acceptability					
Turbidity	5 NTU (max)	70	42	0	0
Iron	1mg/L	14	14	0	0
Manganese	0.4mg/L	14	14	0	0
Total Dissolved Solids (TDS)	600mg/L	14	14	0	0
Inorganic chemical with health significance					
Nitrate	50mg/L	14	14	0	0
Chemicals used in treatment, disinfection, and disinfection by-products					
Residual Chlorine (Res Cl)	0.3-1.5mg/L	70	42	0	0
Total		196	140	0	0
Compliance per Concession Area		100%	100%		
Overall compliance in the Region		100%			

For the West Concession Area, five (5) WTWs were monitored: the LMT 1 & 2, PWTP 1 & 2, and Parañaque ModTP. Since PWTPs' raw water is sourced from Laguna Lake and Parañaque ModTP is sourced from treated effluent (New Water), TDS, iron, manganese, and nitrates were also tested for compliance with the PNSDW standards.

For the East Concession Area, five (5) WTWs were monitored which included BFP 1 & 2, ELMT, LTP, and CTT. Like PWTP, CTT's raw water is sourced from Laguna Lake, and the aforementioned additional water quality parameters were also monitored for compliance.

No contraventions were identified at the WTWs. Hence, the overall compliance rating within the Concession Area is at 100 percent.

Residual chlorine and turbidity are the usual on-site parameters being tested in the supply zone. However, additional parameters were tested specifically for Maynilad's PWTP and Manila Water's CTT to safeguard the quality of the supplied water sourced from Laguna Lake. These parameters include TDS, nitrate and nitrite, and trihalomethanes (THMs).

Total Dissolved Solids

Total Dissolved Solids (TDS) refers to any minerals, salts, metals, cations, or anions dissolved in water. It's mainly inorganic salts such as calcium, magnesium, potassium, sodium, bicarbonates, chlorides and sulfates, and small amounts of organic matter. TDS in drinking water originates from natural sources, sewage, urban runoff, and industrial wastewater, and may vary considerably in different geological regions owing to differences in solubility of minerals.

Generally, the palatability of water with a TDS level of less than 600 mg/L is considered acceptable, while drinking water becomes significantly and increasingly unpalatable at TDS levels greater than 1,000 mg/L according to the World Health Organization (2003).

Trihalomethanes

The Concessionaires are required by regulation to disinfect water at treatment works before distribution to ensure the microbiological safety of public water supplies. Compliance with minimal disinfection-by-products (DBPs) is crucial, as specified in the PNSDW. The key method for DBP regulation involves extracting organic precursors from raw water before disinfection. Water supplied by the PWTP and CTT is sourced from Laguna Lake, known for its eutrophic nature containing natural and anthropogenic organic contaminants. THMs are recognized as a predominant DBP in the supply zones of PWTP and CTT, with chlorine used as a disinfectant.

All samples from PWTP and CTT supply zones met PNSDW standards, resulting in a 100 percent conformance rating.

Microcystin

Microcystin, a prevalent cyanobacterial toxin, is produced by the microcystis aeruginosa, a common bloom-forming genus found in Laguna Lake. Known for being chemically stable, heat-resistant, and potent liver toxins, microcystins pose risks as human carcinogens and animal toxins. In 2022, the WQCD consistently monitored microcystin levels at PWTP, where algal blooms from the raw water source extended to the product water at the WTWs.

Ten samples from the PWTP and CTT were collected in 2022, all meeting the guideline value for Microcystin, set at 1 ug/L.

Residual Chlorine

Chlorination is a crucial, practical, and cost-effective disinfection method in water treatment facilities, ensuring the elimination of pathogenic microorganisms. Residual chlorine serves as a key parameter in safeguarding against viruses like SARS-COV-2, maintaining constant disinfection in the distribution system, and preventing re-contamination. The demographic of Residual Chlorine levels in Metro Manila Cities reveals that Quezon City exceeded the maximum standard level of 1.5 mg/L, while several areas fell below the minimum allowable limit of 0.3 mg/L, including Baras, Binangonan, Montalban, Muntinlupa, Parañaque, San Juan, and Antipolo. Although high residual chlorine did not pose significant health risks, it may have affected the taste and odor of treated water. Instances of low residual chlorine were attributed to chlorine dissipation in stagnant pipeline water due to low demand at the sampling point, indicating a risk of microbiological recontamination. However, the contraventions were not deemed health hazards, serving only as indicators of the potential risk of recontamination. Both TC and FC yielded satisfactory results, indicating no observed microbial recontamination in samples not conforming to the residual chlorine standard.

Turbidity

Turbidity, a crucial aesthetic parameter, influences the appearance and acceptability of drinking water to customers, although it does not directly pose public health risks. It results from suspended biological and chemical particles, serving as an indicator for microorganism habitation with potential particle attachments that can hinder the disinfection process.

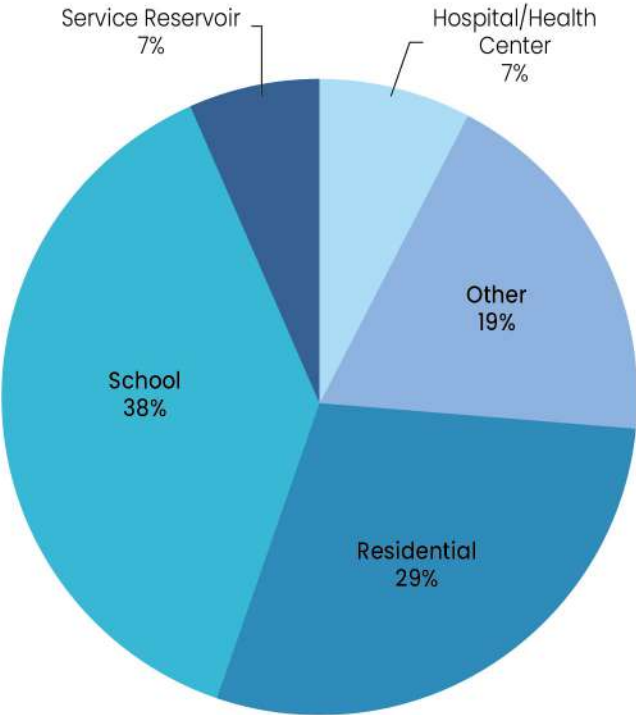
In the WS Guide Doc, the recommended turbidity level is not to exceed five (5) NTU at the WTWs and supply zone. Of the 112

samples at the WTWs, and 1,379 out of 1,380 samples at the supply zone, all were compliant. However, a sample from Maynilad exceeded the maximum turbidity level at 5.76 NTU, prompting advice to RSP customers to inspect internal pipelines for leaks due to ongoing construction in one of the school's buildings.

METRO MANILA DRINKING WATER QUALITY MONITORING COMMITTEE

The Metro Manila Drinking Water Quality Monitoring Committee (MMDWQMC) is composed of health units from the 17 Metro Manila Local Government Units, DOH National Reference Laboratory (NRL), DENR Environmental Management Bureau (EMB), DENR NWRB, the two (2) MWSS Concessionaires (Manila Water and Maynilad), and the MWSS RO represented by the WQCD. It is primarily tasked to monitor the quality of water supply distributed to customers in Metro Manila. The MWSS RO submits monthly reports on the results of the random samplings. The Committee holds a monthly meeting to assess the quality of water in the region derived from the outcomes of tests to resolve dilemmas.

SAMPLING POINTS DISTRIBUTION BASED ON CLASSIFICATION



WATER SAFETY PLAN REVIEW

In the 2020 Field Health Service Information Systems (FHSIS) steered by the DOH, 75.07 percent of Filipino households benefit from safe and clean water supply. However, many Filipinos are still exposed to unsafe water in spite of the high rate of service coverage. The DOH bolstered the campaign to promote the Water Safety Plan (WSP) introduced by the WHO to eliminate

anthropogenic, risky environmental factors, and water-borne diseases. Through the DOH Administrative Order No. 2014-0027 and Code of Sanitation of the Philippines Presidential Decree 856, the Concessionaires were required to formulate WSPs to minimize water contamination and provide the public with clean and safe water supply.



On 08 August 2022, Manila Water presented its revised WSP from its original submission on 01 October 2021 which attained an 83.97 percent score. Separately, Maynilad was also ordered to revise its WSP that was submitted on 14 October 2021. Considering some internal factors, Maynilad resubmitted on 16 June 2022 and earned an 83.10 percent score.

MANILA WATER

83.97%

(Very Good)

Manila Water 2021 Water Safety Plan (second revision)

MAYNILAD

78.20%

(Very Good)

Maynilad 2021 Water Safety Plan

83.10%

(Very Good)

Maynilad 2021 Water Safety Plan Addendum (second revision)

WATER QUALITY ISSUES

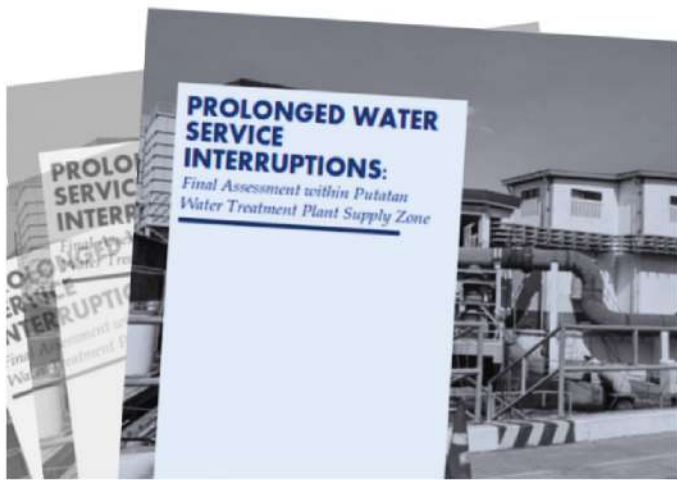
In 2022, the WQCD led the investigation regarding the raw water quality issues of the PWTs, which caused and extended WSIs in the area.

In the executive summary of the report entitled “Prolonged Water Service Interruptions: TRA Final Assessment within Putatan Water Treatment Plant Supply Zone,” an onsite inspection and assessment were conducted by the TRA to identify the factors that caused the prolonged WSIs which started on 6 December 2021 and lasted until 28 February 2022. It was stated in the report that there was no clear indication of prolonged high algae count and prolonged high turbidity. Maynilad also had insufficient evidence to prove that algae was a factor for the sluggish recovery of the UF membranes and the fouling of BAF media. The backwash of PWTP 1 and 2 should have been sheltered by the STP. A hypothesis pertaining to that operational inefficiencies at the DAF due to the

operational condition of 100-145 NTU, BAF, and the Final Acceptance Certificate, should not have been issued if the Functional Guarantees were not reached. Imposition of penalties were then recommended by the TRA following the violation of the SO under the CA Article 5.1.2- "Continuity of Supply." Penalties in the form of rebates for all affected service accounts were also imposed. One of the major solutions endorsed was the expansion of the proposed STF to be reviewed by the MWSS RO during the Rate Rebasing Period.

Water quality complaints in June and December 2022 forwarded by the Customer Service Regulation Area (CSRA) were also addressed by the WQCD through immediate sanitary inspection/ surveillance, on-site water quality tests, and collection of samples for further testing.

The complaints on odor and turbidity were within the PWTP supply zone. All laboratory tests on samples collected passed the maximum allowable limits.



WASTEWATER QUALITY

Required under the CA are the collection and proper treatment of the customer's wastewater. It involves the Concessionaires' compliance to all national and local laws and regulations pertaining to the operation of sewerage and sanitation facilities. The WQCD validates all technical reports submitted by the Concessionaires on a monthly basis for all STPs and SpTPs. The performances of the Concessionaires are evaluated through the results of wastewater sampling and findings from all technical audits in laboratories of all treatment facilities. The purpose of the audits is to confirm compliance on sampling frequency and ensure that the correct analytical methods were used as prescribed by the regulations.



GCG TARGET REACHED (SM5)

During the pandemic, the WQCD has been consistent in exceeding its target set by the GCG for the PES SM5 Delivery of Environmentally Safe Sewerage System.

101.33%
Quantity Performance

99.53%
Quality Performance

This comprises both quantity and quality performance measures. Quantity is based on the number of samples collected and quality is based on the average performance of the samples collected by the MWSS RO and Concessionaires. In 2022, 608 samples were collected above the 600 target for the year, which was equivalent to 101.33 percent Quantity Performance. In the same year, the WQCD exhibited 99.53 percent Quality Performance, exceeding the target of 90.50 percent.

WASTEWATER FACILITIES UTILIZATION

The WQCD is also assigned to monitor the utilization of the Concessionaires' treatment facilities as it also serves as an indicator in the operating efficiencies and may predetermine the necessity of a new project for full utilization of specific wastewater treatment facilities.

Figure 08: Maynilad Wastewater Facilities

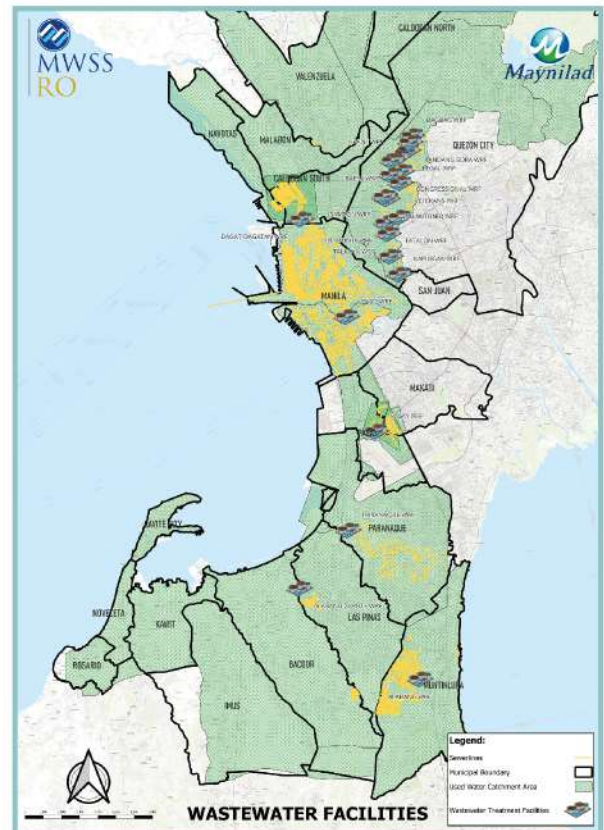


Figure 09: Manila Water Wastewater Facilities

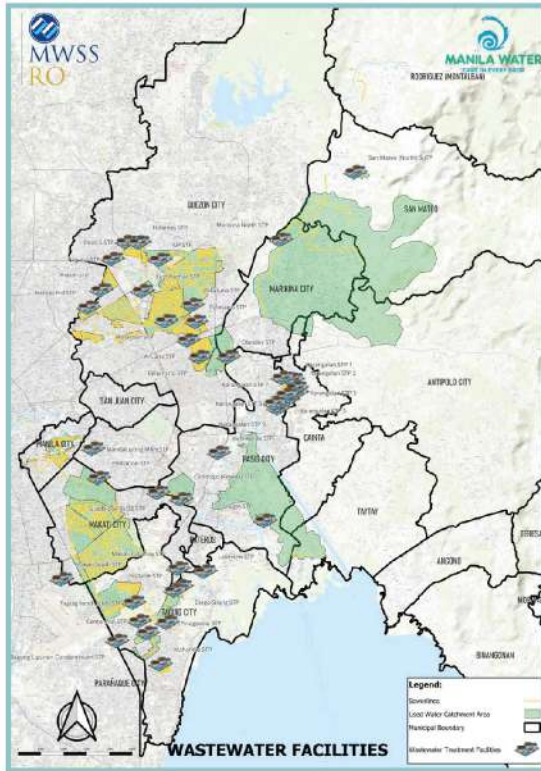


Table 59: Maynilad's Wastewater Performance

Site	Percentage
Alabang STP	100.00%
Alabang Zapote SpTP	90.80%
Baesa STP	99.60%
Bagbag STP	100.00%
Bahay Toro STP	100.00%
Congressional STP	100.00%
Del Monte STP	100.00%
Grant STP	100.00%
Kapiligan STP	100.00%
Legal STP	100.00%
Paco STP	97.10%
Paltok STP	100.00%
Paranaque STP	100.00%
Pasay STP	100.00%
Project 7 STP/SpTP	100.00%
Samson STP	100.00%
San Antonio STP	100.00%
Talayan STP	100.00%
Tandang Sora STP	100.00%
Tatalon STP	100.00%
Tondo Sewage Pumping Plant	99.30%

KPI S3 PERFORMANCE

Table 58: Manila Water's Wastewater Performance

Site	Percentage
Belarmino STP	100.00%
Capitolyo STP	100.00%
Diego Silang STP	100.00%
East Avenue STP	100.00%
FTI STP/SpTP	100.00%
Guadalupe STP	99.60%
Heroes Hill STP	100.00%
Ilugin STP	100.00%
Kalayaan STP	100.00%
Karangalan 1 STP	100.00%
Karangalan 2 STP	100.00%
Karangalan 3 STP	100.00%
Karangalan 4 STP	100.00%
Karangalan 5 STP	100.00%
Karangalan 6 STP	100.00%
Karangalan 7 STP	100.00%
Karangalan 8 STP	100.00%
Karangalan 9 STP	100.00%
Magallanes STP	99.90%
Marikina North STP	100.00%
Olandes STP	100.00%
Pinagsama STP	99.60%
Poblacion STP	100.00%
Road5 STP	100.00%
San Mateo SpTP	100.00%
Taguig North STP	100.00%
UP STP	100.00%

TECHNICAL AUDITS

Technical Audits are conducted to verify the Concessionaires and third-party laboratory's processes. This allows regulators to assess the reliability of the submitted reports and to ensure that the laboratories' performance is within a certain standard of quality control. The Concessionaires' test results and sampling requirements are validated against the applicable guidance documents. This also includes assessment of the third-party laboratory conformance with its contractual obligation, primarily on the accuracy and reliability of the results submitted to MWSS RO.



MANILA WATER	
— GOOD PRACTICE/ OBSERVATIONS	4 OPPORTUNITIES FOR IMPROVEMENT (OFIs)
Date of Audit: 25 to 26 October 2022	



MAYNILAD

3

GOOD PRACTICE/
OBSERVATIONS

3

OPPORTUNITIES FOR
IMPROVEMENT (OFIs)

Date of Audit: 17 to 18 October 2022



CRL ENVIRONMENTAL CORPORATION

3

GOOD PRACTICE/
OBSERVATIONS

4

OPPORTUNITIES FOR
IMPROVEMENT (OFIs)

Date of Audit: 15 to 26 February 2022

AWARDED CONTRACTS: LABORATORY EQUIPMENT FURNITURE AND FIXTURES

Spearheaded by the WQCD, the Contract for Supply, Delivery, and Installation of Laboratory Equipment, Furniture, and Fixtures was successfully accomplished.

The various sets of equipment delivered by the suppliers are the following:

Lot 1: Laboratory Furniture and Fixtures

Lot 2: General Laboratory Equipment and Instruments

Lot 3: Microcystin Analysis Package

Lot 4: Multimeter Algae and Chlorophyll

These newly acquired equipment aim to capacitate the MWSS RO to conduct rapid tests such as, but not limited to, Microcystin analysis, Membrane Substrate Technique (Colilert) for the determination of presence and absence of TC, In-Situ Chlorophyll and Algal Count measurements, Salinity, Turbidity, and Residual Chlorine for the assessment of water and wastewater quality.

MAINTAINED ISO 9001: 2015 CERTIFICATION



On 10 October 2022, TÜV Rheinland Philippines presided over the surveillance audit and covered the MWSS RO's core process on the "Provision of Regulatory Services on Service Obligations Monitoring for Water Supply and Wastewater Effluent based on the Concession Agreement." The WQCD who is in-charge of the core process was inspected in two (2) parts to warrant that the Quality Management System (QMS) was still compliant with the provisions of the ISO 9001:2015. The first part was the review of documents where the quality of manual and procedures were examined. For the other part, the auditors joined the team in collecting samples in the field to find out if all protocols were strictly followed. The outcome of the audits showed that both water and wastewater processes received zero (0) Non-conformance and one (1) Opportunity for Improvement.

COMMITTEES HEADED BY THE TRA

TRA DA Agustin chaired the Key Performance Indicators + Business Efficiency Measures (KPI+BEMs) Committee, Water Safety Plan (WSP) Review Committee, and Performance Evaluation Scorecard (PES) Committee. Meanwhile, OMD DM Dominguez served as the Committee Head for the RRMC and Co-Chairperson for the KPI+BEMs Committee; while WQCD DM Laciste was the head for the Planning Office of the Performance Management Team, and Safety and Health Committee.

Moreover, TRA Supervising Public Utilities Regulation Officer Fiameto Je A. Baring and Senior Public Utilities Regulation Officer Aljohn Deo E. Quinajon headed the Environmental Committee and the Sports Committee, respectively.

FINANCIAL REGULATION AREA

Under Executive Order No. 149, the Financial Regulation Area (FRA) is responsible for regulatory accounting, rate adjustment, and economic functions. The main function of the Regulation Area is to implement the provisions of the Concession Agreement (CA) which involve the financial operations of the Concessionaires. These assignments are managed by its two (2) Departments, Financial Audit and Asset Monitoring Department (FAAMD) and the Tariff Control and Monitoring Department (TCMD).

The Financial Regulation Area is steered by Acting DA Christopher D. Chuegan. He is assisted by FAAMD DM Joriel M. Dagsa, and Acting TCMD DM Mark Billy B. Antonio who also serves as the Chief Economist of the MWSS RO.



"The stakeholders, especially the public, are reassured that we will continue to uphold the highest level of accountability in terms of the financial regulation aspect, especially the tariff calculations. We will make sure that the water remains affordable in the coming years."

- Acting Deputy Administrator Christopher D. Chuegan of the FRA

JORIEL M. DAGSA
Department Manager
for Financial Audit and Asset Monitoring

JUSTINE IRISH C. IGNACIO
Technical Assistant
for Financial Regulation

CHRISTOPHER D. CHUEGAN
Acting Deputy Administrator
for Financial Regulation

MARK BILLY B. ANTONIO
Acting Department Manager
for Tariff Control and Monitoring



RATE REBASING

During the Rate Rebasing Determination, the FRA actively participated in auditing conducted by consultants and evaluating the financial models used for Rate Rebasing Adjustments. Additionally, the FRA reviewed the proposed Standard Rates for 2023, incorporating the determined adjustments, which were subsequently approved by the MWSS Board of Trustees (BOT) for implementation on 01 January 2023.

Section 9.4 of the Revised Concession Agreement (RCA) outlines the Rate Rebasing Exercise processes, including the audit and evaluation of the Concessionaires' historical cash flows. This involves assessing the efficiency and prudence of incurred Operating Expenses (OPEX) and Capital Expenditure (CAPEX) to determine possible disallowances and tariff adjustments, ensuring that the Concessionaires earn a reasonable rate of return.

As part of the Rate Rebasing activities, the FAAMD ensured that the audit adhered to procedures outlined in the Concession Accounting and Auditing Guidelines (CAAGs), Concession Agreement (CA), MWSS BOT, and MWSS RO policies. Simultaneously, the TCMD evaluated the reasonableness of the economic assumptions and ensured compliance of the established Rebasing Adjustments from the financial models with the provisions set in the RCA. Both Departments provided input and comments on the Rate Rebasing consultants' reports and the Concessionaires' Business Plans.

FINANCIAL AUDIT AND ASSET MONITORING DEPARTMENT

The Financial Audit and Asset Monitoring Department (FAAMD) monitors and evaluates the financial performance and status of the Concessionaires through the analysis of financial statements, monitoring of financial obligations, auditing of books and records, and determination of cash flows.

FINANCIAL ANALYSES

Table 60: Financial Scorecard as of 31 December 2022

RATIO	REFERENCE	BENCHMARK	MANILA WATER	MAYNILAD
MARKETABILITY				
Water Sales per Billed Volume	2018 RR Model	≥ 27.17 ¹ ≥ 43.37 ²	27.04 ↓	41.78 ↓
Water Sales per Water Service Connection	2018 RR Model	$\geq 16,685$ ¹ $\geq 16,883$ ²	14,139 ↓	14,456 ↓
COLLECTION				
Collection Efficiency Rate	2018 RR Model	$\geq 98.00\%$ ¹ $\geq 99.50\%$ ²	102.35% ↑	99.68% ↑
	PWWA	$\geq 95.00\%$		
	LWUA	$\geq 94.00\%$		
PROFITABILITY				
Return on Equity ²	Investopedia	14.00%	9.72% ↓	9.51% ↓
Return on Assets ²	AWWA	$\geq 2.50\%$	4.08% ↑	4.33% ↑
Net Profit Margin	Company, Sector, Industry and Market Analysis	27.70%	32.02% ↑	25.94% ↓
COST CONTROL				
Operating Ratio based on Revenue	Investopedia	$\leq 0.60-0.80$	0.42 ↑	0.38 ↑
	2018 RR Model	≤ 0.40 ¹ ≤ 0.30 ²		
Operating Ratio based on Billed Volume (mcm)	2018 RR Model	≤ 13.43 ¹ ≤ 13.46 ²	14.26 ↑	16.56 ↑
	LWUA	≤ 16	↓	
LIQUIDITY				
Current Ratio	AWWA	$\geq 1.5 - 2.1$	0.46 ↓	0.59 ↓
	Ready Ratios	≥ 0.9		
LEVERAGE				
Debt to Equity	AWWA	$\leq 2.1 - 3.1$	1.51 ↓	1.27 ↓
	Ready Ratios	≤ 2.01		
FINANCEABILITY				
Distress Score	NRRI	≥ 4	17.03 ↑	14.21 ↑
Funds from Operations Interest cover	ESC	$\geq 1.5 - 3x$	-4.47x ↓	0.66x ↓
	IPART	$> 1.4x$		
Funds from Operations to Debt	ESC	$\geq 1.5 - 3.00\%$	-9.56% ↓	-0.90% ↓
	IPART	$> 1.40\%$		
Debt Service Coverage ratio	Investopedia	1.25	1.33 ↑	2.03 ↑

¹ Manila Water

² Maynilad



Article 6.5.1 of the RCA provides that "During the term of the Concession, the Concessionaire shall: (iii) ensure that at all times the Concessionaire has sufficient financial, material and personnel resources available to it to meet its obligations under this Agreement." Pursuant to this, the FAAMD conducts Quarterly and Annual Financial Analyses to assess the financial performance of the Concessionaires and to certify their financial viability.

The FAAMD primarily focuses on the financial ratios such as marketability, collection efficiency, profitability, cost control, liquidity, leverage, and financeability. Results of financial ratios are compared against available benchmark/ranges of benchmark. As of 31 December 2022, a thorough analysis which indicates the viable financial performance of both Concessionaires shows that a majority of the ratios fall within the established benchmarks.





BUSINESS EFFICIENCY MEASURES (BEMS)

Business Efficiency Measures (BEMs) refers to a monitoring tool following Article 6.5.1 of the RCA intended to facilitate in evaluating the efficiency of the operations of the Concessionaires. The article provides that "During the term of the Concession, the Concessionaire shall: (ii) *“ensure that at all times the Concessionaire has sufficient financial, material and personnel resources available to it to meet its obligations under this Agreement.”*

The FAAMD prepares a monthly trending report for the following BEMs:

1. Collection Efficiency (IN2)
2. Controllable Operating Expenses such as Labor (OP1), Power (OP2), and Other Controllable OPEX (OP3)
3. Total Capital Expenditures (CAI)

Monitoring these measures provides a picture of the financial health of the Concessionaires and how they are efficient with their operations relative to the delivery of water, wastewater, and sewerage and sanitation services.

For CY 2022, the FAAMD presented a total of 20 monthly trending reports. Additionally, the Department submitted two (2) semi-annual and two (2) annual evaluation reports on Business Efficiency Measures (BEMs) to the KPI+BEMs Committee. These reports contribute to the Final KPI+BEMs Evaluation Report.

REVIEW OF CONCESSION ACCOUNTING AND AUDITING GUIDELINES (CAAGS)

The CAAGs rules and principles shall govern the treatment of Regulatory Accounts for the purpose of determining each of the Concessionaires' Opening Cash Position. The CAAGs ensure that the Receipts and Expenditures declared by Concessionaires are both valid and in compliance with the provisions of the CA.

Compliant with the legislative franchise, the Concessionaires shifted from VAT-registered entities into VAT-exempt. In line with this, the Concessionaires proposed amendments on the CAAGs regarding the taxes, which the MWSS RO, based on the evaluation of FAAMD, denied the proposed amendments of the Concessionaires because the current guidelines provide flexibility on auditing and already incorporates relevant laws and accounting standards pertaining to taxes.

TARIFF CONTROL AND MONITORING DEPARTMENT

The Tariff Control and Monitoring Department (TCMD) conducts assessments on the proposed tariff adjustments, verifies proper implementation of tariff rates, and monitors key economic and financial indicators relevant to tariff rate setting.

ANNUAL INFLATION

Under the Concession Agreements, the average inflation indicated in the officially-released figures from the Philippine Statistics Authority (PSA) shall be used for the annual adjustments of certain charges and thresholds.

On 07 January 2022, the FRA issued a Memorandum to the ExeCom informing that the PSA has officially published and released the Average Inflation Rate (percentage change in the annual average CPI) of 4.5 percent for the year 2021 (base year = 2012). The table below shows the Annual Adjustments of all CPI-based items in the Concession Agreement:

Table 6i: Annual Adjustment of CPI-Based Item in the Concession Agreement

Particulars	2021	2022
Annual Inflation Rate ¹	2.60%	4.50%
Annual Budget (Art. 6.4 & 11.2)	PhP1,153,311,246.00	PhP1,205,210,253.00
Connection Charge (Art. 9.5 (i))	PhP8,649.83	PhP9,039.07
Connection Charge ² (IRR No. 2008-06)	PhP2,883.28	PhP3,013.02
Reconnection Charge (IRR Nos. 2008-01 & 2013-01)	PhP235.71	PhP246.32
Procurement of Goods and Services (Art. 6.10)	PhP720,820.00	PhP753,256.00
Appeals Panel per diem (Art. 12.6(ii))	PhP7,208.00	PhP7,533.00
Low Income Household (Art. 1)	PhP144,146.00	PhP150,651.00

¹ Annual Inflation Rate applied is the average inflation rate of the previous calendar year. For CY- 2019 onwards, 2012- based CPI was used.

² For Open/Depressed Communities



The MWSS RO issued a letter to the MWSS Administrator which contained the Annual Budget for the year 2022 for both the MWSS CO and MWSS RO. Separate letters were sent to Manila Water and Maynilad with relevance to the proposed Connection/Reconnection Charges for the year 2022, specifically for customers connected within a 25-linear meter range.

MONITORING OF ECONOMIC AND FINANCIAL INDICATORS

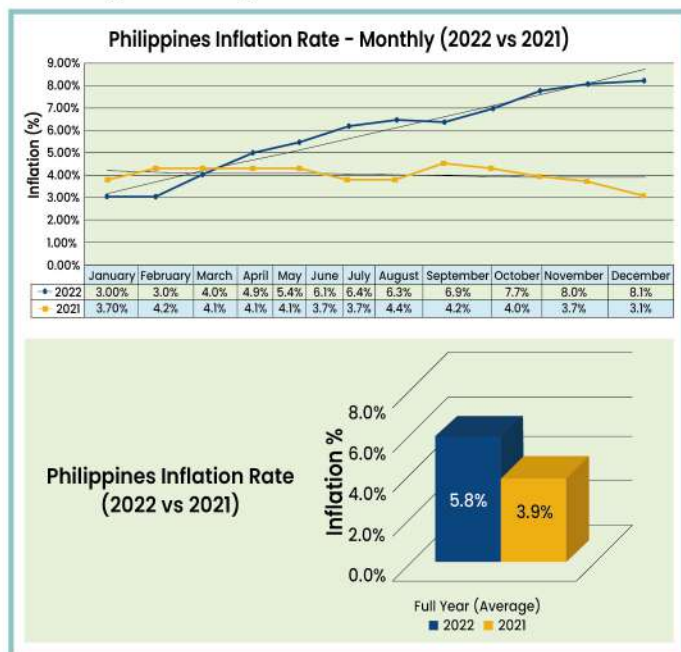
The TCMD monitors key economic and financial indicators, such as Inflation Rate, Foreign Exchange Rate, and Water Rate Affordability Data, and other elements relevant to the adjustments of standard



water and sewer rates. Furthermore, basic price information such as average residential rates of the Concessionaires are also monitored.

The TCMD acquires Consumer Price Index (CPI) data from the Philippine Statistics Authority (PSA) and annual inflation targets and foreign exchange rates from the Bangko Sentral ng Pilipinas (BSP). In return, the TCMD provides the PSA and BSP with quarterly data on water tariff adjustments which is vital in the estimation of economic factors.

Figure 10: Average Inflation Rate as of 1st Semester 2022



Source: PSA Summary Inflation Report Consumer Price Index (2015=100). December 2022

Table 62: Philippine Peso Cross Rates-End-of-Period 2nd Semester 2022

Currency	One Unit Amount Conversion to Peso (Php)		
	2nd Sem 2022	1st Sem 2022	2nd Sem 2021
US Dollar	56.1200	55.0210	50.7740
Yen	0.4174	0.4030	0.4413
Euro	59.5545	57.4584	57.5117

In 1996, the International Bank for Reconstruction and Development under the World Bank, conducted a study for the MWSS and provided a percentage of total water expenditure to total household income which was equivalent to five (5) percent. Likewise, the Asian Development Bank (ADB) uses five (5) percent as an affordability threshold in evaluating water supply project proposals and the National Water Resource Board (NWRB) provides that the minimum charge should not exceed five (5) percent of the family income of low income customers. In view of these, the TCMD adopted five (5) percent as the affordability threshold of the average household income in the NCR and the low-income households. Data on income of average households in NCR is sourced from the PSA, while income for low-income households is computed pursuant to Article I of the RCA.

The findings of the TCMD reflect that the monthly total water bills of an average household consuming 30 cubic meters and low-income households consuming 10 cubic meters are below the five (5) percent affordability threshold, as shown in tables below.



Table 63: Water Affordability for Average Households in NCR in 2022

	Monthly Household Income	Monthly Water Expenditure Threshold	Monthly Total Water Bill- Residential 30 cu.m.	
			Manila Water	Maynilad
PhP	36,840.44	1,842.02	622.17	919.40

Table 64: Water Affordability for Low-Affordability Households in NCR in 2022

	Monthly Household Income	Monthly Water Expenditure Threshold	Monthly Total Water Bill- Residential 10 cu.m.	
			Manila Water	Maynilad
PhP	12,554.27	627.71	79.32	119.51

MONITORING OF TARIFF ADJUSTMENT COMPLIANCE

The TCMD monitors the correct implementation of the approved water rates to the water bills. This is done by gathering a minimum of 10 water bill samples for each Concessionaire once every quarter. These water bills are evaluated to determine if the approved rates were implemented and applied correctly. If there are "observed non-compliance," concerned Concessionaires are notified and explanations are sought to clarify the cause of the findings. The water bills collected from the 1st Quarter to 4th Quarter of 2022 were verified correct and in accordance with the appropriate rates.

Aside from the quarterly tariff monitoring activities, the TCMD also conducts verification of bills when rebates are implemented. On 21 September 2022, the MWSS RO *en banc* issued RO Resolution No. 2022-12-CA requiring Maynilad Water Services, Inc. to provide rebates to customers affected by the water interruptions in areas being served by the Putatan WTPs, particularly in the Cities of Parañaque, Muntinlupa, Las Piñas, Pasay, Imus, and Bacoor. The TCMD gathered water bills from affected customers and verified that charges and rebates were correct and in accordance with the approved rates.

STANDARD RATES FOR CY 2023

The Standard Rates for water and sewerage services are adjusted each year, effective 01 January, according to the Rates Adjustment Limit (RAL) pursuant to Section 9.2 of the RCA.

Article 1 of the RCA defines the RAL as the percentage, either positive or negative, equal to the sum of C, E, and R:

- "C," equal to two-thirds (2/3) of the percentage change in the Consumer Price Index between the month immediately preceding the current Charging Year and the month immediately preceding the start of the following Charging Year
- the Rebasing Convergence Adjustment ("R") as determined under Section 9.4.2 of the RCA

The Concessionaires submitted their proposed Standard Rates for CY 2023 using the following RAL:

Table 65: Rates Adjustment Limit (RAL) for CY 2023

Maynilad Water Services, Inc.	
Rate Adjustment Limit	13.10%
"C" Factor	3.73%
"R" Factor	9.37%
2022 Pre-rebased Basic Charge, Php/ cu.m.	35.10
Adjustments in Php/ cu.m.	4.60
"C" Factor	1.31
"R" Factor	3.29
2023 Basic Charge, Php/ cu.m.	39.70

Manila Water Company, Inc.	
Rate Adjustment Limit	33.73%
"C" Factor	3.73%
"R" Factor	30.00%
2022 Pre-rebased Basic Charge, Php/ cu.m.	26.81
Adjustments in Php/ cu.m.	9.04
"C" Factor	1.00
"R" Factor	8.04
2023 Basic Charge, Php/ cu.m.	35.85

Manila Water's proposal contained the adjustment on Environmental Charge of 25 percent and Sewer Charge of 32.85 percent.

The TCMD verified that the proposed Standard Rates were compliant with the Concessionaires' respective RAL. The MWSS BOT, as recommended by the MWSS RO, issued BOT Resolution Nos. 2022-159-RO and 2022-160-RO which approved the Concessionaires' Standard Rates for CY 2023.

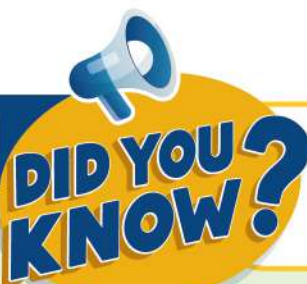
VERIFICATION OF GOVERNMENT TAX

In line with the grant of legislative franchise to the Concessionaires under RA Nos. 11600 and 11601 and in accordance with the National Internal Revenue Code and the Local Revenue Code, the Concessionaires proposed to remove the VAT and implemented a Government Tax, composed of the National Franchise Tax (NFT) and Local Franchise Tax (LFT). The TCMD verified that the proposed NFT and LFT were correct. The MWSS BOT, as recommended by the MWSS RO, issued BOT Resolution Nos. 2022-025-RO and 2022-075-RO which approved the removal of the VAT and imposition of Government Taxes effective on 21 March 2022.

COMMITTEES HEADED BY THE FRA

FRA ADA Chuegan headed the Performance Management Team while FAAMD DM Dagsa served as the Chairperson of the Bids and Awards Committee.

DESLUDGING 101



Have your septic tanks desludged regularly to protect your family's health and preserve our environment.

Here are the things that should not be disposed in our lavatories, toilets, and shower drains according to the Department of Health (DOH) Administrative Order No. 2019-0047: a National Standard on the Design, Construction, Operation and Maintenance of Septic Tank Systems.



EXECUTIVE COMMITTEE



CHRISTOPHER D. CHUEGAN
Acting Deputy Administrator
Financial Regulation

EVELYN B. AGUSTIN
Deputy Administrator
Technical Regulation

PATRICK LESTER N. TY
Chief Regulator
Office of the Chief Regulator

CLAUDINE B. OROCIO-ISORENA
Deputy Administrator
Administration and Legal Affairs

LEE ROBERT M. BRITANICO
Deputy Administrator
Customer Service Regulation

MANAGEMENT COMMITTEE

Patrick Lester N. Ty
Chief Regulator

Joan Michelle S. Antonio
Department Manager A,
Public Information

Justine C. Aritao
Head Technical Assistant

Claudine B. Orocio-Isorena
Deputy Administrator,
Administration and Legal Affairs

Ramon A. Javier
Department Manager A,
Administration

Crescenciano B. Minas, Jr.
Department Manager A,
Legal Affairs

Evelyn B. Agustin
Deputy Administrator,
Technical Regulation

Maricris T. Laciste
Department Manager A,
Water Quality Control

Joel A. Dominguez
Department Manager A,
Operation Monitoring

Lee Robert M. Britanico
Deputy Administrator,
Customer Service Regulation

Rosendo O. Alegre
Department Manager A,
Complaints Services Monitoring

Francis Eduardo P. Ayapana, Jr.
Department Manager A,
Metering Efficiency

Christopher D. Chuegan
Acting Deputy Administrator,
Financial Regulation

Mark Billy B. Antonio
Acting Department Manager A,
Tariff Control and Monitoring

Joriel M. Dagsa
Department Manager A,
Financial Audit and Asset Monitoring



MWSS RO COMMITTEES



BIDS AND AWARDS COMMITTEE (BAC)

The MWSS RO Bids and Awards Committee (BAC) holds functions in line with Republic Act 9184 including receiving and evaluating bids, organizing pre-procurement and pre-bid meetings, assessing bidder eligibility, receiving bids, evaluating bids, overseeing post-qualification procedures, addressing reconsideration requests, recommending contract awards to the Procuring Entity Head or their representative, proposing the utilization of Alternative Procurement Methods, and performing other necessary tasks. Additionally, the BAC has the authority to create a Technical Working Group (TWG) composed of technical, financial, and legal experts to provide support in eligibility screening, bid evaluation, and post-qualification processes.

The BAC Members, TWG Members, End-user Members, and Secretariat attended the in-house training, as well as webinars offered by the Government Procurement Policy Board (GPPB), in order to update their familiarity and knowledge on the most recent issuances, guidelines, and laws regarding procurement.

The webinars attended included topics on the following:

- Government Procurement 101 (Key Features of GPRA and Procurement Organizations)
- Efficient Procurement Measures during a State of Calamity or Implementation of Quarantine or Similar Restriction
- Simplified Posting and Electronic Submission of Procurement Reports
- Green Public Procurement, Procurement Planning and Budget Linkage including Early Procurement Activities
- Standard Bidding Procedures for Goods and Infrastructure Projects
- Alternative Methods of Procurement

In 2022, seven (7) procurement contracts were awarded through competitive bidding. In total, the MWSS RO approved a budget of PHP22,685,550.00 for these contracts. Actual contracts awarded only amounted to PHP20,803,526.00, which resulted in savings of PHP1,882,024.00. One of the notable contracts awarded is the Laboratory Furniture and Equipment (Water and Wastewater Clean Rooms), which equipped and capacitated the MWSS RO in conducting rapid tests for the assessment of water and wastewater quality.



COMMITTEE ON ANTI RED TAPE (CART)

In compliance with the Anti Red Tape Authority (ARTA) Memorandum Circular No. 2020-07, providing for the Guidelines in accordance with the designation of a Committee on Anti-Red Tape (CART) in the Agencies concerned in implementing Republic Act No. 11032 otherwise known as the Ease of doing Business and Efficient Government Service Delivery Act of 2018, the MWSS RO-CART was constituted on 26 May 2021 as per Office Order No. 083 Series of 2021.

The CART shall ensure the Office's compliance with the requirements of RA No. 11032, which pertains to the execution of the following functions:

1. Set up the most current and updated service standards and indicate in the Citizen's Charter in accordance with the prescribed template issued by ARTA, and submit the same to the Authority to populate its Electronic Management Information System (ARTEMIS)

2. Monitor and periodically review the MWSS RO's Citizen's Charter, specifically procedures, steps, time, and documentary requirements

3. Ensure that an updated Citizen's charter, should there be any changes, is posted not later than March 31st of each year

4. Ensure the compliance of the MWSS RO's external and internal services with the prescribed processing time as mandated by RA 11032 or the MWSS RO's mandate under special law

5. Report to the Authority not later than the last working day of January of each year the results of the Client Satisfaction Survey for each service based on the guidelines to be issued by the Authority

6. Establish and manage a public assistance complaints desk or ARTA Helpdesk to effectively receive complaints and feedback, and monitor customer satisfaction via hotline numbers, Short Message Service (SMS), information and communication technology, or other mechanisms where clients may adequately express their complaints, comments, or suggestions

7. Ensure that complaints endorsed by the Presidential Complaint Center (PCC), Civil Service Commission (CSC) Contact Center ng Bayan, and by other government agencies are acknowledged, received, responded to, and/or acted upon within the designated period by the intended recipient within the RO

8. Coordinate with the MWSS RO's Public Information Department (PID) for the dissemination of ARTA information, education, and communication materials for public consumption

For 2022, the CART was able to monitor, respond to, and act on complaints through the CSRA, which were received through different platforms endorsed by the PCC, Department of Trade and Industry (DTI), and other government agencies. The table below shows the summary of the monitoring activity:

CUSTOMER COMPLAINTS RECEIVED BY THE CSRA

For the Period Covering: 01 January to 31 December 2022

Table 66: Complaints Filed to MWSS RO

SUMMARY	MANILA WATER	MAYNILAD
LETTER EMAIL	198	1,053
FACEBOOK	0	0
WALK-IN	0	0
PHONE-IN	0	0
OTHERS	0	0
TOTAL RECEIVED	198	1,053

Table 67: Complaints Endorsed by Other Agencies to MWSS RO

SUMMARY	MANILA WATER	MAYNILAD
PRESIDENTIAL COMPLAINT CENTER	38	158
DEPARTMENT OF TRADE AND INDUSTRY	9	31
MANILA HEALTH DEPARTMENT	0	0
CIVIL SERVICE COMMISSION	0	0
OTHER AGENCIES	0	5
TOTAL	47	194

Table 68: Concerned Concessionaires Based on the Complaints Received

SUMMARY	MANILA WATER	MAYNILAD
TOTAL - Endorsed by other Agencies	47	194
Endorsed to Manila Water/Maynilad	47	194
ACTED UPON/RESPONDED	43	190
% RESPONDED	91.49%	97.94%

The CART also provided internal services which included responses to the requests of service records, certification of leave of absence without pay, certificate of employment/compensation, and terminal pay. The table below shows the number of issued services per area:

Table 69: Administration Department Internal Service CY 2022

Administration Department Internal Service CY 2022	
Services	Number Processed/Issued
Service Record	8
Leave Without Pay Certification	2
Certificate of Employment/Compensation	25
Terminal Pay	5



COMMITTEE ON DECORUM AND INVESTIGATION (CODI)

The MWSS RO Committee on Decorum and Investigation (CODI) was built in amenability with the Section 4 of Republic Act No. 7877 known as The Anti-Sexual Harassment Act of 1995. The CODI served as an independent grievance system that spearheads the investigation and resolution of cases involving gender-based sexual harassment in the workplace. Their function is executed through receiving, responding, and ensuring the protection of complaints, conducting investigations in line with prescribed procedures, delivering decisions within ten (10) working days (excluding appeal time), submitting findings and recommendations to the disciplining authority, protecting complainants from retaliation without compromising their job security or benefits, ensuring confidentiality, leading discussions on harassment prevention, upholding due process, and complying with the Civil Service Commission (CSC) standards and guidelines.

With its leadership's dedication to promoting camaraderie, pursuing equality through gender awareness development programs, and maintaining a positive work environment, the Office was able to eliminate similar incidents.

Below is the summary of data prepared by the MWSS RO CODI from the date of the Reconstitution of the Committee from 05 September to 29 December 2022:

Number of Cases Filed - 0
Nature of CODI Charges - NA
Sex-Disaggregated Information - NA
Decisions Rendered - NA
Decisions for Reconsideration - NA
Appeals - NA
Informal Reports Received - NA



ENVIRONMENTAL COMMITTEE

In compliance with GCG Memorandum Circular No. 2015-07 requiring Government Owned or Controlled Corporations (GOCCs) to have Sustainability Section/Report or a Social Responsibility Section/Report, the Environmental Committee spearheaded the tree planting activities of the MWSS RO. This activity is in support of the MWSS Administrator's Program, "A Million Tree Challenge," and in accordance with the Expanded National Greening Program of the Government under Executive Order No. 193 s. 2015.

The functions of the Committee include identifying the planting site and leading efforts to protect and maintain it in collaboration with the DENR – Community Environment and Natural Resources Office (CENRO). Additionally, the services of community-based organizations will be enlisted related to the Tree Planting Project, such as supplying native seedlings, site preparation, transporting seedlings, nurturing, replacing dead ones, and other related tasks. It is important to prevent permanent structures in the area with the help of the People's Organization. Regular monitoring, inspection, and evaluation of the site are essential to ensure seedling survival. Furthermore, assistance in conducting

Environmental Protection/Campus Awareness Programs through tree planting for students and NGOs is expected. Lastly, coordination with government agencies and NGOs for coastal clean-up activities is crucial.

The Environmental Committee successfully implemented activities for 2022. They organized the Kick-off of the MWSS RO 25th Anniversary by planting 1,000 seedlings of Narra at the La Mesa Watershed. Additionally, the MWSS RO held three (3) days of tree planting activities in September at the Ipo Dam Watershed in Norzagaray, Bulacan. A total of 25,000 seedlings of Narra, Dungon, Palosapis, Guijo, and Amisan was planted in the National Greening Program (NGP) site (12-031408-0224- 0100) under the Protected Area commodity covering a total of 50 hectares. This is in coordination and partnership with the DENR Bulacan, Briquetters Association of the Philippines, Inc., and the Dumagat Tribe. Also, members of the IECEP NCR North-East Chapter/Quezon City Chapter, a private organization, participated during the last day of the activity. The 25,000 planted seedlings were validated by Mr. Edmar Gallardo, NGP Focal Person.



FREEDOM OF INFORMATION (FOI) COMMITTEE

In compliance with EO No. 2, series of 2016 on Freedom of Information (FOI), the MWSS RO FOI Committee was created to provide information and data about the Office to the public by acting on information requests.

The Committee prepares and submits an updated MWSS RO Peoples' FOI Manual, Agency Information Inventory, and FOI Reports (Summary, Registry, and FOI Request Feedback Report), accomplishes the AID-FOI Tool, and fulfills other FOI requirements for the MWSS RO. These documents are prepared and published under the Transparency Seal, either quarterly or annually, and submitted to the Freedom of Information - Project Management Office (FOI-PMO) in January or February of each year.

The MWSS RO's Chief Regulator Ty, is the designated FOI Champion. He is responsible for creating the MWSS RO FOI Committee, headed by a Chairperson, with members acting as FOI Receiving Officer/s ("FRO/s") and FOI Decision Maker/s ("FDM/s"). He also designates the members of the Central Appeals and Review Committee ("CARC"). The functions of the FOI Champion also include overseeing the implementation and compliance of the Office in the FOI program; supervising, leading, directing, and administering the creation and operation of the MWSS RO FOI Committee; and representing the MWSS RO in various boards, commissions, committees, and task forces dealing with FOI policy matters.

On the other hand, the functions of the FROs include receiving on behalf of the MWSS RO all requests for information and forwarding the same to the primary FDM or the appropriate agency that has custody of the records; monitoring all FOI requests and appeals; providing assistance to the FDM/s; providing assistance and support to the public and staff with regard to the FOI; compiling statistical information as required; conducting an initial evaluation of the request and advising the request party whether the request will be forwarded to the FDM/s for further evaluation; and referring or denying the request.

The MWSS RO's FDMs are tasked to evaluate the Request for Information (RFI) and have the authority to grant or deny the request.

The CARC reviews and analyzes the denial of the RFIs and provides expert advice to the Chief Regulator as regards such denials. The CARC may recommend new guidelines for denial of RFIs.

PID Department Manager Joan Michelle S. Antonio serves as the Chairperson of the Freedom of Information (FOI) Committee.

Throughout 2022, the MWSS RO received a total of 39 FOI requests, 38 of which were eFOI requests and one (1) was a standard request. Out of the 39 lodged requests, the Office had 18 successfully released information, and three (3) partially but successfully released information. Twelve (12) requests were referred to another government agency, and three (3) requests were denied since the information requested were not maintained by the Office, and one (1) was closed since the clarification raised by the Decision Maker was not responded to by the requestor. By the end of the year, the MWSS RO had one (1) ongoing request. The said request has been accepted (acknowledged by the FRO and forwarded to an FOI Decision Maker or FDM)

The 2022 FOI Reports revealed a further decrease in information requests compared to the 44 received in 2021 and 47 received in 2020, albeit higher than the 33 FOI requests in 2019, and 20 information requests in 2018. All RFIs were forwarded to the primary FDM for acceptance or denial within 24 hours of receipt.

The reports also showed that the average processing time for eFOI requests was 11.44 days, and the processing time for the one standard request received was one (1) working day.

22 MARCH	Virtual Learning Session with the Consejo para la Transparencia de Chile
22 MARCH	#InfoDataQuest: "A Launch Event and Data Storytelling Workshop"
26 APRIL	Virtual Symposium on Freedom of Information and Archives and Records Management
06 MAY	Orientation on FOI Requirements for PBB FY 2022
14 JUNE	FOI Receiving Officers Hang outs
22 JULY	6th FOI Anniversary Webinar "FOI@6: Navigating the Digital Landscape"
08 AUGUST	Transparency Webinar
14 SEPTEMBER	FOI Talks Pilot Episode: "Pioneering Access to Information for the Business Sector"
19 SEPTEMBER	FOI Bridging Program for PWDs Webinar
21 to 23 NOVEMBER	FOI Pre-Summit Webinar
24 NOVEMBER	FOI Summit
20 DECEMBER	FOI Philippines Stakeholders' Event



GENDER AND DEVELOPMENT (GAD) FOCAL POINT SYSTEM (GFPS)

The MWSS RO is committed to achieve its vision to become a world class and independent Regulatory Office that equitably protects the interests of the consuming public and other stakeholders to continuous, sustainable, and accessible supply of potable and affordable water and environmentally sound sewerage system. Thus, the MWSS RO has been actively promoting gender equality and women empowerment by integrating GAD perspective in all its programs, projects, and activities through provisions of policies and enabling mechanisms that institutionalize gender-mainstreaming efforts to ensure equal opportunities and participation for both women and men.

In line with this, the MWSS RO has implemented, supported, and attended various activities in 2022, supporting the gender mainstreaming and gender development in the agency, as it is committed to achieve gender equality and women's empowerment in the country.

Reconstitution of the GAD Focal Point System (GFPS)

The reconstitution of the GAD Focal Point System is considered as one of the accomplishments of the MWSS RO, as it strengthened the involvement of the MWSS RO employees in mainstreaming GAD. Its function was to lead the agency in mainstreaming GAD and Gender Equality and Women Empowerment (GEWE) by keeping gender and water policies efficient and relevant.

Reconstitution of Committee on Decorum and Investigation (CODI) and Creation of the Men Opposed to VAW Everywhere (MOVE) MWSS RO Chapter

The CODI serves as an independent internal mechanism to address and investigate complaints of sexual harassment, while MOVE is an organization of men who committed themselves to be actively involved in the elimination of VAW.

Capacity Building

1. Gender Sensitivity Training
 - 1st batch – 03 to 04 March 2022
 - 2nd batch – 02 to 03 December 2022
2. Deepening Session on Harmonized GAD Guidelines
3. Assessment using the Enhanced Gender Mainstreaming Evaluation Framework
4. GAD Planning and Budgeting
5. GAD Agenda for 2023-2028
6. Sex Disaggregated Data Training
7. GAD Planning Session: GFPS Functionality Assessment Tool

National Women's Month 2022

The 2022 National Women's Month Celebration (NWMC) observation traces its roots back to different movements in the 1900s, particularly in the United States, where women garment workers fought for fair work hours, better pay, and voting rights. The NWMC endeavors to highlight the gains achieved for women and girls, assess actions towards gender equality, and look forward to steps that must be taken to ensure progress in empowering women. With the country still reeling from the COVID-19 pandemic, studies and data show that the health crisis stalled movements towards gender equality, worsening inequalities, further exposing gender gaps, and exacerbating vulnerabilities in social and political, and economic aspects.

The MWSS RO supported, attended, and conducted various activities that promoted women empowerment and gender equality. To cap the six-year recurring theme, the 2022 NWMC focused on the sub-theme: "Agenda ng Kababaihan, Tungo sa Kaunlaran." It was a celebration of women exercising their choices, taking chances to make their voices heard, and benefitting from and trailblazing changes. It is a celebration of Filipino women's power to take the narrative, raise priority issues that matter to them, and call for concrete actions.

Pride Month Celebration 2022

Pride Month marks the start of a huge change within the LGBTQ+ community, as well as the wider societal implications. Although attitudes and injustice still remain, the LGBTQ+ community has come a long way since the Stonewall riots of 1969 and by continuing in this long-standing tradition, they continue to raise awareness, improve the attitudes of society, and encourage inclusiveness. For the very first time, the MWSS RO employees joined the nation in celebrating the Pride Month with various activities conducted, which were participated in by 41 female and 50 male MWSS RO employees.

The whole pride month celebration aimed to:

- Raise awareness among MWSS RO employees and other stakeholders about various concepts and concerns related to Sexual Orientation, Gender Identity and Expression (SOGIE), and the rights of the persons of diverse SOGIE
- Shed light on the LGBTQ+ issues in the Philippines
- Increase the knowledge of MWSS RO employees and other stakeholders on the SOGIE bill, its status and implications, and other SOGIE-related policies
- Provide a discussion on the importance of diversity and inclusion in the workplace

This was a remarkable celebration for the MWSS RO—being part of the Pride Month celebration was a great venue for a meaningful conversation and creating a safe space for the LGBTQ+ community, which means that the MWSS RO is gearing towards gender inclusivity and achieving gender equality.

Family Thanksgiving 2022

In observance of the Family Thanksgiving Day pursuant to Proclamation No. 847 dated 12 August 1996 and the Implementing Rules and Regulation (IRR) of the Magna Carta of Women (RA 9710), the MWSS RO, through its GFPS, conducted the Annual Family Thanksgiving Day on 24 September 2022.

This was a celebration of the importance of strengthening and promoting the unity, solidarity, and stability of the Filipino family as the basic unit of society and for whose well-being, all national development efforts are directed, the MWSS RO Family Thanksgiving Day also sought to raise awareness on gender issues within the family such as the promotion of gender equality and sensitivity in order to prevent gender-based disadvantages and limitations which deny or restrict women's access to enjoyment of opportunities, benefits, or privileges.

18-Day Campaign to End Violence Against Women (VAW)

Violence Against Women (VAW) continues to be one of the country's pervasive social problems and grave manifestations of gender inequality. The 2008, 2013, and 2017 National Demographic Health Survey, released by the Philippine Statistics Authority, showed that one (1) in four (4) Filipino women aged 15 to 49 had experienced physical, emotional, or sexual violence from their husband or partner.

The MWSS RO has implemented various activities in observance of the 18-Day Campaign to End VAW which majority of its employees attended and participated in the conduct of both in-house and external activities. The year 2022 marks the start of our new six-year (2022-2027) recurring theme for the campaign: "UNITED for a

VAW-free Philippines." It aims to highlight the powerful impact of harnessing and consolidating individual efforts towards the goal of having a VAW-free Philippines. This chosen theme also supports the United Nations' UNITE by 2030 to End VAW Campaign (UNITE).

As a Regulatory Office that continuously pushes for a VAW-free community, the MWSS RO engaged its employees to various activities which aimed to gain insights as to where the country stands in terms of understanding and acting on VAW. The major activities endeavored to gauge the awareness of citizens on VAW and its forms and manifestations as well as underscore the gains attained in the journey towards a VAW-free community.

Year-End Assessment 2022

The MWSS RO conducted the Year End Assessment led by the GFPS in order to strengthen the working relationship among 51 men and 40 women of the MWSS RO. It also aimed to attain a high-level of teamwork and productivity, assess the GAD programs, activities, and projects conducted throughout the year, and recognize the efforts of the MWSS RO employees in the attainment of committed targets in the 2022 Performance Scorecard and in sustaining the MWSS RO's ISO Certification under 9001:2015 Standards. All of these are the testament of the MWSS RO's unwavering support and continued commitment to gender and development mainstreaming of activities to achieve gender equality and women empowerment.

GAD Facilities

In 2022, the MWSS RO built GAD facilities such as (1) GAD Office with library; (2) All Gender Restroom; and (3) Lactation Room. These facilities addressed the gender needs of the MWSS RO talents in terms of access to GAD learning materials, closing the gender gaps and embracing inclusivity within the agency, and providing a safe, welcoming place for nursing mothers to pump milk or breastfeed.

Information, Education and Communication (IEC)

One of the effective channels in disseminating IEC is through video and television platforms. In 2022, the MWSS RO in partnership with University of the Philippines' Internet TV Network or TVUP produced a GAD animated video on the importance of water conservation and a documentary/profile video of MWSS RO GAD mainstreaming. These videos served as part of the IEC materials of the MWSS RO in promoting water conservation and GAD.

GAD Kapihan

The GAD Kapihan is one of the mechanism efforts of the MWSS RO GFPS which seeks to explore the synergies between and among different national government agencies and institutions, in order to support, embody, and achieve Sustainable Development Goals (SDGs) number 5 (Gender Equality) and 6 (Clean water and sanitation for all). This was launched in July 2022 as one of the activities during the celebration of the 25th anniversary of the MWSS RO.

Sex Disaggregated Water Data Project

The 2023 Sex Disaggregated Water Data (SDWD) Project was also formalized last December 2022. The project aims to gather and provide baseline information on the basic water statistics in the Concession Area covering Metro Manila and parts of Cavite and Rizal. The information being provided by the residential survey respondents in the areas covered by the two Concessionaires should provide gender-responsive and transformative water assessments. The Survey Instrument uses the UNESCO World Water Assessment Programme (WWAP) Toolkit on Sex-Disaggregated Water Data which was first published in 2015 and revised in 2019.



HUMAN RESOURCE MERIT PROMOTION AND SELECTION BOARDS (HRMPSBs)

The HR Unit serves as the Secretariat of the HRMPSBs, providing secretariat and technical support functions to the MWSS RO HRMPSBs in the end-to-end process of hiring plantilla positions.

The following were the accomplishments of the HRMPSBs for the FY 2022:

- A total of 13 vacant positions were processed by the HRMPSB including one (1) co-term permanent position and two (2) positions that were deferred. A total of 11 signed appointments were processed accordingly.
- As to the demographics of the 11 appointed plantilla positions for the year 2022, a total of seven (7) or 64 percent were male, and four (4) or 36 percent were female. On the same data, 10 or 91 percent from the appointees were holding second level rank-and-file positions while only one (1) appointee or nine (9) percent fell to the first level position. Likewise, 10 or 91 percent of the appointees held technical positions and only one (1) appointee or nine (9) percent held an administrative role.

- Further, the HRMPSB was able to create a revised Merit Selection Plan and Onboarding Plan for approval and comments.

The HR Unit, as part of the Selection Committee, acted as a secretariat to facilitate the end-to-end hiring process of individuals engaged in Contract of Service (COS).

The following were the accomplishments of the Selection Committee for the FY 2022:

- The Selection Committee was able to process a total of nine (9) COS vacant positions in the following Units/Regulation Areas, where 5 talents (56 percent) are from ALA; 3 talents (33 percent) are from OCR; and one (1) talent (11 percent) is from TRA.
- In the COS talents engaged, five (5) or 56 percent of them are male, and four (4) or 44 percent are female.



KEY PERFORMANCE INDICATORS + BUSINESS EFFICIENCY MEASURES (KPI+BEMS) COMMITTEE

As an integral part of the First Rate Rebasing Exercise in 2002, the MWSS RO has established the Key Performance Indicators and Business Efficiency Measures (KPIs+BEMs) system of performance and efficiency measurement for the two (2) Concessionaires. The Office's interest is threefold: (a) to secure a measure of the performance of each Concessionaire, both in relative and absolute terms, against the principal requirements of the Concession Agreement (CA); (b) to provide information about the efficiency of Concession management and operations; and (c) to facilitate a common reporting format on the progress of the Concessions to stakeholders such as local and national government, customers, and the public at large.

The functions of the Committee is performed through the following: (1) formulate guidelines on the review and evaluation of KPI+BEMS submissions, (2) update data registry monthly, (3) submit semi-annual and annual evaluation reports, and (4) coordinate or set meetings with the Concessionaires to discuss the submissions.

The Committee submitted two (2) Evaluation Reports for the Concessionaires' 2022 KPI+BEMS Performance: Semi-Annual and Annual Reports. Both reports were submitted ahead of the GCG target deadline. The Committee submitted the Semi-Annual Report last 30 September 2022, while the Annual Report is due for submission in March 2023.

The two (2) evaluation reports are the output of the consolidation of the reports from the Regulation Areas, as follows:

Table 70: From the Technical Regulation Area

	KPI/ BEM	Description
1/2	W2, W3	Continuity of Supply
3	W4	Water Quality At Plant Outlet
4	W5	Water Quality in the Distribution
5	W6	Sampling
6	S3	Wastewater Effluent Quality
7	C5	Response to Disruptive Mains
8	IN1	Billed Volume
9	CA2	Physical and Financial Accomplishment
10	NR1	Non-Revenue Water

Table 71 From the Customer Service Regulation Area

	KPI/ BEM	Description
1	W1	Water Service Connection
2	S1	Sewer Connections
3	S2	Sanitation
4	C1	Response to Customer Service Complaints
5	C2	Response to Customer Billing Complaints
6	C3	Response for New Connections
7	C4	Installations of New Water Service Connections

Table 72: From the Financial Regulation Area

	KPI/ BEM	Description
1	IN2	Revenue Collection Rate
2	OPI	Labor
3	OP2	Power
4	OP3	Total Controllable OpEx
5	CA1	Total CapEx

The KPI+BEMS Committee also issued a tripartite agreement with Manila Water and Maynilad, "Guidelines in reporting service obligations on Water, Sewer and Sanitation," which shall serve as a guide to the Concessionaires in providing the MWSS RO with structured, accurate, and consistent information beginning 2022.

In these guidelines, a 'connection to connection' approach was adopted for computing coverages. Furthermore, the document includes the required templates and formats for tables and annexes, which are set as the minimum requirements for Concessionaires. These templates and formats shall form part of the KPI+BEMS submissions and must be fully complied with during the Rate Rebasing Period 2022 to 2026.



PERSONNEL DEVELOPMENT COMMITTEE (PDC)

The MWSS RO Personnel Development Committee (PDC) is a vital body responsible for the planning and execution of Learning and Development (L&D) initiatives. The PDC is tasked with a range of crucial functions aimed at enhancing the competencies of the MWSS RO employees.

The HR unit, in coordination with the PDC, has accomplished meeting the MWSS RO-GCG Approved Performance Scorecard for CY 2022 Strategic Measure No. 13, "Percentage of Employees Meeting Required Competencies." A total of 47 personnel underwent competency assessment, comprising 29 personnel with established competency data and 18 personnel with newly determined baseline data. As of 31 December 2022, 25 out of 62 or 40.32 percent of personnel complement achieved 100 percent profile match which surpassed the Performance Scorecard target of 39.5 percent. This was accomplished through formal and non-formal L&D strategies.

Learning and Development Strategies

A total of 22 local and four (4) international L&Ds were participated in by 62 personnel.

62

No. of Local Training
Beneficiaries

9

No. of International
Training Beneficiaries

The PDC has consistently promoted the establishment of a coaching culture, with a primary focus on enabling talents to learn while actively performing their job responsibilities.



PERFORMANCE EVALUATION SYSTEM (PES) COMMITTEE

According to the submitted GCG-approved Performance Scorecard for FY 2021, the overall performance based on the Strategic Measures (SMs) was 91.65 percent. The evaluation was determined based on the Strategic Objectives (SOs) of the MWSS RO.

SO1: Increased Number of Domestic Customers with Continuous and Safe Water Supply

- **SM1: Incremental Number of Domestic Water Service Connections (WSC).** There were 66,199 Incremental Number of Domestic Water Service Connections (WSCs)

- **SM2: Percentage of Domestic WSC with 24-hour water and 7-psi minimum water pressure.** The MWSS RO validated 160 RBCs and PMPs, and the results revealed that 2,394,139 out of 2,369,543 target domestic WSCs had 24/7 water supply service, thus meeting the target for SM2.

- **SM3: Compliance of MWSS RO and Concessionaire samples with PNSDW on bacteriological quality (i.e., 95 percent and above).** The MWSS RO exceeded its sample collection at 104.55 percent with a total of 1,380 collected samples against its 1,320 target, in which 1,333 passed for 96.59 percent. A total of 22,939 out of 22,942 samples collected passed, giving both Concessionaires a compliance rate of 99.99 percent.

SO2: Environmentally-Safe Sewerage System

- **SM4: Cumulative Number of Domestic Sewer Connections.** There were 424,509 domestic connections, which exceeded its target of 399,700 connections.

- **SM5: Percentage of samples from STPs compliant with DENR Administrative Order No. 2016-08 (excluding nutrients).** Compared to its annual target of 90.50 percent, the MWSS RO and Concessionaires achieved an overall quality of 99.53 percent. The MWSS RO Quantity result was at 101.33 percent, collecting 606 samples which exceeded the 600 target.

- **SM6: Number of Septic Tanks Desludged.** The MWSS RO desludged a total of 179,351 septic tanks which is far more than its annual target of 142,100.

SO3: Empowered Stakeholders

- **SM7: Percentage of Satisfied Customers.** The consultant submitted its report on 05 December 2022, but since the conduct of the Customer Satisfaction Survey (CSS) 2nd round for 2022 is still ongoing, the final rating is yet to be determined.

SO4: Ensure Accurate Water and Wastewater Charges

- **SM8: Fifth Rate Rebasing Exercise.** The consultant submitted its Inception Report on 21 March 2022, which was approved by the Chief Regulator on 08 April 2022. Both Concessionaires scored a milestone of 1 percent each for the Inception Report.
- Business Plan Evaluation Reports were submitted by the MWSS RO Rate Rebasing Management Committee on 03 August 2022, which were also ACCEPTED/APPROVED by the MWSS RO Executive Committee on 08 August 2022 wherein both Concessionaires scored 1 percent apiece.
- The annual target for the Conduct of Public Consultation is eight (8). The MWSS conducted a total of eight (8) PCDs in 2022, four (4) for each phase of the Rate Rebasing Exercise.
- The Rate Rebasing Report for the Fifth Rate Rebasing was posted on the official MWSS RO website on 29 December 2022.

SO5: Improve Regulatory Monitoring Functions to Ensure Compliance to Service Obligation Targets

- **SM9: Percentage of complaints resolved within the prescribed timeline from the submission for resolution.** Out of the 1,135 received complaints, 1,132 were acted upon within 10 working days which is 99.74 percent
- **SM10: KPI+BEMs Evaluation Reports (within 60 days from Concessionaires' Submission).** The 2021 Annual and Mid 2022 evaluation reports were submitted to the Chief Regulator on time on 30 March and 30 September, respectively.
- **SM11: Number of Big CAPEX Projects Inspected.** Four (4) Big CAPEX Projects per Concessionaire were inspected twice in 2022, i.e., 16 inspection reports as targeted.
- **SM12: Budget Utilization Rate.** With an annual target of 90 percent, the MWSS RO accomplished a rate of 54 percent, net of PS for the year ended on 31 December 2022.

SO6: This SO defines the accomplishments of the Attract, Develop, and Retain Highly Competent Workforce of the MWSS RO.

- **SM13: Percentage of Employees Meeting Required Competencies.** 40.32 percent of the talents achieved a 100 percent profile match exceeding the annual target of 39.35 percent.

SO7: Develop and Implement Quality Management System

- **SM14: ISO 9001:2015 Certification.** The MWSS RO passed the first (1st) Surveillance Audit conducted by an External Certifying Body on 10 October 2022.



QUALITY MANAGEMENT SYSTEM (QMS) TEAM



INTERNAL QUALITY AUDIT (IQA) COMMITTEE



The Quality Management System (QMS) Team of MWSS RO was established, in compliance with EO No. 605 directing all departments and agencies of the Executive branch, including all Government-Owned or Controlled Corporations (GOCCs) and Government Financial Institutions, to adopt ISO 9001:2000 Government Quality Management Systems Standards (GQMSS) as part of the implementation of Government-wide Quality Management Program (GQMP).

A QMS Team composed of Quality Management Representatives, Internal Quality Audit (IQA), Document Control Custodian, and Process Owners for both operations and support processes was instituted in the MWSS RO. The Internal Quality Audit Team is composed of the Audit Program Manager, Audit Team Leader, and Audit Team Members.

In 2022, the MWSS RO conducted two (2) major activities related to QMS and learning and development intervention. One of these was the Internal Quality Audit for CY 2022 conducted by the Internal Audit Team from 23 to 26 August 2022.

Table 73: Results of Internal Audit for CY 2022

Particular	Audit Results
Positive Observations Eight (8) commendable behaviors were given to different Units or Departments	<ul style="list-style-type: none"> • Top Management - OCR • Corrective/Preventive Maintenance DEV Procedure - MIS Unit (OCR) • Internal and External Communication Management Procedure - PID (OCR) • Legal Services Management Procedure - Legal Affairs (ALA) • Website Development and IT Maintenance Procedure - MIS Unit (OCR)
OFIs A total of 78 opportunities for improvement were given to different Unit or Department sites	<ul style="list-style-type: none"> • Top Management • Water Quality Control • Wastewater Quality Control • Cash Disbursement Procedure • Control of Documents Procedure and Control of Records Procedure • Corrective Maintenance FEV • Corrective Maintenance IT • Website and Development and Maintenance Procedure • Preventive Maintenance FEV • Preventive Maintenance for IT Infrastructure • Corrective Maintenance for IT Infrastructure • Customer Complaint Management • Customer Satisfaction Measurement Procedure • Fiscal Reporting Procedure • Gathering and Review of Service Requirement, and Handling Stakeholder Complaint Procedure • Internal and External Communication Management Procedure • Learning and Management Procedure • Legal Service Management • Procurement, Recruitment, Selection and Placement Procedure
Nonconformity	No nonconformity was noted.

Secondly, The MWSS RO engaged the services of a third party consultant, TÜV Rheinland Philippines, Inc. to conduct the first surveillance audit of the existing 9001:2015 certificate on 10 October 2022. Following the pandemic, the management system effectiveness was verified on site by means of random sampling

by an appropriately selected audit team. The process includes both interviewing and document inspections. The audit team of TÜV-R composed of John Francis Faustorilla Jr. and Elisa Cruz. Below is the result of the audit conducted:

Table 74: Results of First Surveillance Audit

Particular	Audit Results
Positive Observations Eight (8) commendable behaviors were given to different Units or Departments	This was noted to be a major change implemented in the management system documentation since the last audit. - OCR
Awards and Recognitions	<p>The MWSS RO was awarded as the Champion in the 2021 FOI Awards for its exceptional and significant contribution to the Freedom of Information (FOI) Program's progress and development under the Government-Owned and/or Controlled Corporation Category, which was given on 25 November 2021, by the Presidential Communications Operations Office.</p> <p>The FOI Golden Touch Award conferred to Joan Michelle Antonio for her ability to institutionalize Freedom of Information (FOI) with Compliance in the various agencies she has handled is commendable. This award was given on 24 November 2021 during the FOI Program Director's Award by the FOI Philippines - PID (OCR)</p>
OFIs Two (2) opportunities for improvement were given to different unit or department sites	<ul style="list-style-type: none"> • Internal Audit • Technical Regulation Area Water Quality Control Department
Nonconformity	The current audit revealed 0 major nonconformities and 0 minor nonconformities

Lastly, the QMS also conducted a learning and development intervention through In-House Learning and Development Intervention in July, to enhance the skills and talents of the existing and new QMS Committee members. It also included the topics of "Understanding the Requirements of a QMS using the ISO 9001:2015 Standard" and "Conducting QMS Audit using ISO 9001:2015 Standard based on ISO 19011:2018 Audit Guidelines."

On 27 September 2022, the Quality Management Representatives convened a Writeshop on the revised Risk Management Procedure. This was attended by the Process Owners.



RECORDS MANAGEMENT AND IMPROVEMENT COMMITTEE (RMIC)

The MWSS RO Records Management and Improvement Committee (RMIC) was established in 2018 to address the challenges in organizing and managing the records within the office. Its primary function is supervising and implementing the Document Management System (DMS), conducting inventory and record retention schedules, and recommending improvements in the Records Control Procedure.

In 2022, the RMIC was able to accomplish various activities in line with the betterment of records management. The RMIC conducted consultations with the National Archives of the Philippines (NAP) Office to clarify submissions of the NAP forms

and to identify the scope of records management needs. As a result, the Committee was able to craft a comprehensive Records Management Policy, a Records Retention Schedule, and Electronic Records Management System (ERMS) to manage the MWSS RO's electronic records. Secondly, the RMIC took part in the swift transition to the new MWSS RO Building which started in April 2022, in coordination with the Transfer Team and the Project Management Unit (PMU). Lastly, representatives from the Committee attended a seminar on Records Management Principles and Function organized by the Government Records Officers' Association of the Philippines, Inc. from 06 to 09 December 2022.



SAFETY AND HEALTH COMMITTEE (SHC)

The Safety and Health Committee (SHC) primarily ensures, oversees, and enhances the safety and well-being of the people in the workplace. This year, the SHC implemented various projects and programs that effectively ensures the goal and functions of the Committee in fortification of the safety and health of the MWSS RO workforce.

Below are the list of activities and accomplishments of the Safety and Health Committee for CY 2022:

Procurement of Personal Protective Equipment (PPE) in June 2022

The SHC distributed hard hats, reflective vests, safety shoes, ear muffs, and safety goggles for RO talents, especially those working in the field. These specialized gears are designed to shield employees from potential health and safety hazards in various settings. Each equipment is tailored to offer specific protection against physical, chemical, biological, or airborne risks. PPE plays a crucial role in safeguarding the MWSS RO Talents, ensuring their well-being and minimizing the potential for injury or exposure to harmful elements.

Bloodletting Activity in partnership with DOH-PBC

On 15 July 2022, the MWSS RO, through its SHC and in partnership with the Philippine Blood Center - Department of Health (PBC - DOH), organized a bloodletting activity in commemoration of its 25 years of public service. This activity, which coincided with the National Blood Donor's Month, aimed to promote public consciousness on the importance of blood donation in saving lives.

The MWSS RO, represented by Chief Regulator Atty. Patrick Lester N. Ty, and the Philippine Blood Center (PBC), represented by PBC Head Dr. Dennis Dayao L. Ordoña, also signed a "PBC-Kabalikat Partner Agency" Memorandum of Agreement for voluntary non-remunerated blood donation.

The MWSS RO is grateful for the participation of the MWSS Corporate Office, Local Water Utilities Administration, National Anti-Poverty Commission, and other partner agencies in this worthwhile activity.



Procurement of First-Aid Kits in August 2022

The SHC provided first aid kits in every Regulation Area and vehicle of the MWSS RO to provide essential medical supplies and equipment to offer initial assistance and care in case of minor injuries, medical emergencies, or accidents in the office. First aid kits are designed to be readily available in the workplace to ensure that prompt and appropriate medical attention can be administered before professional medical help arrives.

Emergency Evacuation Plan in August 2022

The SHC crafted the emergency evacuation plan for the MWSS RO Building. This plan outlined a structured and well-thought-out strategy for guiding MWSS RO employees to safety during such emergencies, specifically focusing on the flow of exits in cases of fire and earthquake.

Meanwhile, during the Earthquake Drill, Fire Officer III (FO3) Ryan P. Ostulano demonstrated and engaged the employees in an exercise that included basic emergency response during and after an earthquake, and steps in putting out a fire using a fire extinguisher.


Fire Safety and Prevention Seminar on 01 and 08 September 2022

In line with its commitment to safeguard the employees' safety and welfare in times of calamities and untoward incidents, the MWSS RO, through its SHC, conducted a Fire Safety and Prevention Seminar and participated in the Nationwide Simultaneous Earthquake Drill on 01 and 08 September 2022, respectively. Both activities - spearheaded by the MWSS RO Safety and Health Committee, were held in coordination with the Bureau of Fire Protection.

Senior Fire Officer II (SFO2) Mark Roderick C. Lu gave a lecture on fire safety and risk reduction, with emphasis on fire hazard and prevention awareness. SFO2 Lu also discussed the proper use of a fire extinguisher, and highlighted the importance of having knowledge on first-aid in case of injuries following an emergency.

Since the eminence of the COVID-19 that brought about the fragile health risk to the community and the world, it is important for the MWSS RO, through the SHC, to monitor and subdue the virus. Whenever there is a confirmed case of COVID-19 within the office premises, the SHC takes immediate action by organizing Antigen Testing. This testing process is carried out in collaboration with our Administration Department (AD) through the Human Resources (HR) Unit and is conducted in partnership with the Delos Santos Medical Center. The primary objective of this testing is to identify and assess the health status of individuals who have had close contact with the employee who tested positive for COVID-19.

Finally, the SHC implemented swift action after an earthquake rattled the city through a proactive approach to conduct building inspections in the aftermath of the earthquake. Once the inspections were complete, the SHC compiled its findings and shared it with the MWSS RO personnel. Fortunately, the MWSS RO building had withstood the earthquake, thus structurally safe and sound. The SHC then requested approval from the Chief Regulator for the MWSS RO talents to safely return to work.





STATEMENT OF ASSETS, LIABILITIES AND NETWORTH (SALN) REVIEW AND COMPLIANCE COMMITTEE (RCC)

The MWSS RO Statement of Assets, Liabilities and Net Worth (SALN) Review and Compliance Committee (RCC), created by virtue of Office Order No. 24, Series of 2021, is authorized by the Chief Regulator to perform the following functions: (1) evaluate the filled-up SALN forms submitted by the employees to determine the timeliness of submission and the completeness of the information required using the official form; (2) transmit all copies of SALNs to the Civil Service Commission (CSC) on or before 30 June of every year or as may be set by the CSC; and (3) perform such other functions as may be necessary to ensure compliance by the employees with all the SALN-related concerns. The MWSS RO SALN RCC is composed of one (1) Chairperson, two (2) members, and a Secretariat.

Accomplishments:

- 1. Revised Guidelines and Instructions:** Reviewed and updated the guidelines and instructions for completing the SALN form to reflect the latest legal requirements and changes in regulations.
- 2. Awareness and Education:** Distributed informational materials and resources to raise awareness about SALN-related concerns and its significance in promoting transparency and accountability.
- 3. Data Validation and Cross Verification:** Cross-verified information provided in SALNs against existing records to identify possible discrepancies and inconsistencies.
- 4. Review and Audit:** Implemented a rigorous data validation process to ensure accuracy and completeness, and to address discrepancies and inconsistencies in the SALNs.
- 5. Reporting to Relevant Authorities:** Prepared and submitted timely reports to relevant external authorities, as required by law.

The SALN RCC, for compliance year 2022, has worked diligently to achieve its mandate of overseeing the accurate, timely, and transparent submission of SALNs. The SALN RCC remains committed to upholding integrity, accountability, and compliance within the organization and will continue to refine its processes for even greater effectiveness in the future.



SPORTS COMMITTEE

The MWSS RO Sports Committee is crucial in managing and administering various aspects of sports and recreational activities within the MWSS RO. It nurtures the well-being, physical conditioning, and health of employees by providing convenient access to a fitness facility. In line with this, the Sports Committee headed the procurement of gym equipment in August and December.

This year, the Sports Committee was able to implement and spearhead various programs, activities:

Teambuilding 2022: The MWSS RO, through its Sports Committee, conducted a Team Building Activity on 08 July 2022 at Quest Adventure Camp as part of its 25th Anniversary Celebration. The Team Building Activity aimed to help build a professional culture which will not only enhance competency and efficiency but also encourage cooperation, interaction, camaraderie, and socialization among the management and personnel.

Support in Celebration of the 25th Anniversary of MWSS RO (Sports Uniform): To promote team unity, create a sense of identity, enhance performance and professionalism, and establish a recognizable presence in various inter-agency activities, the MWSS RO Sports Committee spearheaded the production and procurement of the sports uniform.

Procurement of Gym Equipment (August and December 2022): Gym facilities in an office hold significant importance as it promotes employee well-being and health by providing convenient access to fitness facilities. Regular exercise has been proven to boost productivity, reduce stress, and enhance mental focus, leading to improved job satisfaction and overall performance. It also fosters a positive work culture by encouraging a healthy lifestyle and work-life balance.

Mini-Carriedo Cup: Bowling Tournament (September 2022): The Carriedo Cup is an annual sporting event organized by the Metropolitan Waterworks and Sewerage System (MWSS) and hosted by different agencies within the MWSS Complex each year. It brings together athletes from different divisions and promotes sportsmanship, teamwork, and friendly competition. The tournament showcases various sports and fosters a sense of camaraderie among participants while highlighting MWSS's commitment to a healthy and active lifestyle.

In September 2022, the MWSS RO joined the mini-Carriedo cup as a way to re-establish connections and solidarity between employees of different agencies and companies within the MWSS Compound. The representatives from the Office joined four (4) sports namely Bowling, Chess, Badminton, and Mobile Legends.

COA-PhilGASEA Bowling Tournament (October 2022): The Philippine Government Audit Services Employees Association (PhilGASEA), the organized association of rank-and-file employees of the Commission on Audit (COA), celebrated its 32nd Founding Anniversary. As part of their advocacy on the improvement of the physical well-being not only of the employees of the Commission but also of our fellow civil servants, they invited the MWSS RO to participate in an Inter-Agency Bowling Tournament on 07, 11, and 14 October 2022 at Commonwealth Lanes, Ever Gotesco Mall, Commonwealth Avenue, Quezon City. The MWSS RO representatives participated in the 3-day tournament.

In-house Tournaments

In-house E-sports Tournament (Mobile Legends and Crossy Road): As the popularity of E-sports continues to grow, benefits from competitive gaming have started to be studied. These benefits include improvement in teamwork or collaboration, hand-eye coordination, strategic planning, problem-solving, and pro-social values such as sportsmanship, fairness, and respect. This is also a way to conduct competitive group games in an enclosed setting without compromising the health and safety protocols as we are still in the pandemic. The aforementioned values practiced and honed as part of being in an effective team may apply equally to not just any team-oriented sport but also in a professional work environment.

Two (2) mobile games were played which were open to all MWSS RO personnel. 1) "Mobile Legends: Bang Bang" (commonly referred to as ML or MLBB) and 2) "Crossy Road." ML is a mobile multiplayer online battle arena consisting of two teams of five against each other in real-time while "Crossy Road" is a single-player endless arcade hopper game. Both games can be played via mobile devices. The tournament kicked off last 21 September 2022 and game days were scheduled on the succeeding weekdays which was subject to the participant's availability and schedule of other important activities.

In-house Bowling Tournament (September and November 2022): A Ten-pin Bowling tournament served as a venue for relaxation, socialization, and stress relief among the personnel. The ideal number of players per team was six (6); with six (6) competing teams: one (1) team from CSRA, FRA, OCR, and TRA while two (2) teams from ALA. This was held at the Commonwealth Lanes in Ever Gotesco Commonwealth, Quezon City.

MWSS RO AND CONCESSIONAIRES' 2022 JOINT ACTIVITIES AND EVENTS

The MWSS RO supported Manila Water and Maynilad's significant activities and events for the CY 2022.

The Office showed its support for its Concessionaires by appointing representatives to participate in and document these engagements. These undertakings were primarily established to benefit the welfare of the public in terms of improving their services, safeguarding health, and preserving the environment. The MWSS RO communicated to the public the outcome of these events on its social media platforms, website, media publications, radio broadcasts, and TV stations.



08 April 2022 Maynilad WaterLab Inauguration

On 08 April 2022, the MWSS RO, represented by Chief Regulator Patrick Lester N. Ty, participated in the inauguration of Maynilad's 1,800 sq.m. Water Analytics, Testing, Experimentation, and Research Collaboration (WATERLab) facility, located at the La Mesa Dam Compound in Greater Lagro, Quezon City. The MWSS RO supports projects such as the Maynilad WATERLab, which allow both the government and the Concessionaire to achieve the common goal of safeguarding the welfare of the consuming public.



28 June 2022 Maynilad Water Reuse Launch

Present at the ceremonial launch were MWSS RO Chief Regulator Patrick Lester N. Ty, Deputy Administrator for Administration and Legal Affairs Claudine B. Orocio-Isorena, Deputy Administrator for Customer Service Regulation Lee Robert M. Britanico and Acting Deputy Administrator for Financial Regulation Christopher D. Chuegan.

The MWSS RO supports Maynilad's "New Water" project – a groundbreaking solution to augmenting the limited supply of clean water in the West Concession Area. The Office believes in the success of this project, and it is confident that this will signal the start of other breakthrough solutions to

finding new raw water supply sources for drinking. The Office will make sure that the "New Water" that will be distributed through the customers' taps will comply with the Philippine National Standards for Drinking Water set by the Department of Health.



14 July 2022 Maynilad Plant for Life 2022

The MWSS RO participated in Maynilad's kick-off event for its annual tree-planting activity, "Plant for Life," which aims to rehabilitate and reforest the watersheds that supply raw water for Metro Manila and neighboring provinces. This was a series of activities for the year 2022 where the Office joined tree planting events to reforest the watershed in Angat, Ipo, and La Mesa Dams.



#SafeWASH Activities

From August to September 2022, the MWSS RO took part in the inauguration of Manila Water Foundation and P&G Safeguard Philippines' #SafeWASH projects in several schools in the East Concession Area.

10 August	Ricardo P. Cruz Sr. Elementary School
16 August	Rafael Palma Elementary School
17 August	San Juan Elementary School
18 August	Pineda Elementary School
02 September	Eulogio Rodriguez Integrated School



The MWSS RO also attended the following inauguration activities in the West Concession Area, which were done through the partnership of Manila Water and Maynilad.

09 August	Pasay City West High School
08 September	Kapitbahayan Elementary School
22 September	Las Piñas National Science High School

MWSS RO Chief Regulator Patrick Lester N. Ty, Deputy Administrator for Administration and Legal Affairs Claudine B. Orocio-Isorena, Deputy Administrator for Technical Regulation Evelyn B. Agustin, and Deputy Administrator for Customer Service Regulation Lee Robert M. Britanico represented the Office in the said activities. In their remarks, the MWSS RO Officials emphasized the importance of proper hygiene and sanitation practices, particularly as the schools return to implementing face-to-face classes amid the pandemic. They also enjoined the students, teachers, and school staff to conserve our limited water supply.



11 and 22 November 2022 Manila Water Foundation, Inc. Project Katig and Lingap Eskwela Turnover Activities

On 11 and 22 November 2022, the MWSS RO took part in launching Manila Water Foundation's (MWF) "Project Katig" and "Lingap Eskwela" in Cardona, Rizal and General Nakar, Quezon. MWF's "Project Katig" provides fishing gears and equipment to fisherfolks, while "Lingap Eskwela" provides hygiene facilities, supplies, and Information, Education, and Communication (IEC) materials to learning institutions.

MWSS RO Chief Regulator Patrick Lester N. Ty and Department Manager (DM) for Public Information Joan Michelle S. Antonio represented the Office in the said activities. In their remarks, Chief Regulator Ty and DM Antonio lauded Manila Water for initiating projects that will further improve the quality of life of our fellow countrymen apart from providing continuous, sustainable, and accessible supply of safe and affordable drinking water and environmentally safe sewerage system. They also emphasized the importance of proper hygiene and sanitation practices, especially now that schools are already conducting face-to-face classes amid the pandemic. The MWSS RO Officials also highlighted the role that everyone plays in conserving water, and reminded the attendees on the importance of hygiene and sanitation as the country bounces back from the COVID-19 pandemic.

THRIVING BEYOND BORDERS



Anchored by its vision of becoming a 'world-class and independent Regulatory Office,' the MWSS RO actively engaged in numerous international speaking events throughout 2022. This initiative aimed to benchmark against other water regulatory bodies worldwide and to share the best practices of the MWSS RO with international stakeholders.

In 2022, there was an upturn in international engagements and speaking opportunities for the MWSS RO as represented by Chief Regulator Ty, fulfilling the thrust of the MWSS RO to become a world-class and independent Regulatory Office and further enhancing the exemplary reputation of Chief Regulator Ty in water governance.

These engagements took place virtually, on-site, and overseas, providing a platform to share valuable insights on water supply, sewerage, and sanitation regulation, including the gender mainstreaming of these services. Embracing its commitment to continual progress through sustainable innovation, the Office also adopted new concepts and systems to systematically enhance the distribution quality of water supply, sewerage, and sanitation services in our country.





09

February 2022,
via Zoom

Event Title: Meeting for the Accountability Mechanism Call for Paper Project

30

June 2022,
via StreamYard

Event Title: Lagos International Water Conference: Unlocking Investments and Sustainable Access to Clean Water and Sanitation Services: The Regulatory Imperative

Presentation Title: Presentation on How Regulation of Urban Water Supply & Wastewater Management can Pave Way for Investment Opportunities in the Sector: The Private Sector Example

10

March 2022,
via Zoom

Event Title: Improving the Accessibility of Safe Drinking Water in Southeast Asia to Achieve the SDGs

Presentation Title: Making Potable Water Available, Accessible, and Affordable for All: Effective Regulation of Water, Sewerage, and Sanitation Services in the Concession Area

12

September 2022,
Copenhagen
Denmark

Event Title: Roundtable Dialogue of Regulators on Inclusive Urban Sanitation

Presentation Title: Roundtable/ Dialogue of Regulators on Inclusive Urban Sanitation

06

April 2022,
via Zoom

Event Title: Country Policy Dialogue on Citywide Inclusive Sanitation (CWISS)

Presentation Title: Accountability Mechanisms for Citywide Inclusive Sanitations (CWIS)

12 to 15

September 2022,
Copenhagen,
Denmark

Event Title: 7th International Water Regulators Forum (IWRF)

Presentation Title: Changing Regulatory Climate Amidst Political Instability: The Case of Metro Manila

05

May 2022,
via Zoom

Event Title: Manila Concessions: 25 Years Past + 25 Years Future

Presentation Title: Worldbank Internal Session on MWSS Concessions 2022

29

October 2022,
Clark, Pampanga,
Philippines

Event Title: 7th International Water Regulators Forum (IWRF)

Presentation Title: Towards a World-Class & Innovative Regulation of Water and Wastewater Services in the Metropolis

30

November 2022,
via Zoom,
World Bank

Event Title: Water Can't Wait: Accelerating Innovation for Water Security

Presentation Title: No presentation

These engagements have earned Chief Regulator Ty a place as a member of the 7th International Water Regulators Forum (IWRF) Program Committee and Inclusive Urban Sanitation Initiative Advisory Board of the International Water Association (IWA) - the largest membership association for the global water sector.



AMIDST THE CHALLENGING WORK ARRANGEMENTS, AND HEALTH AND SAFETY CONCERNS THAT THE ONGOING PANDEMIC POSED, THE MWSS RO STRIVED HARDER TO FULFIL ITS MANDATE AND ACCOMPLISH ITS FUNCTION FOR AN EFFECTIVE REGULATION OF WATER AND SEWERAGE SERVICES IN THE CONCESSION AREA.

Every employee adapted with the necessary adjustments, and strictly adhered to their responsibilities and obligations as public servants. Armed with dedication and institutional knowledge, each personnel of the MWSS RO is ready to handle the tasks ahead inspired by the remarkable milestones achieved in 2022.

Thanks to the perseverance of the MWSS RO officials and employees, the 2022 Rate Rebasing Exercise was more than a success, as the results are expected to be beneficial to both the demands of the Concessionaires and the customers. In this same year, the MWSS RO celebrated its 25th Anniversary of establishment. To commemorate how the Office became a world class and independent Regulatory Office, a series of stakeholder engagements, projects, and activities were carried out to mark the MWSS RO's silver anniversary. Each event was spearheaded passionately by Regulation Areas, Departments, and Committees. These are just some of the initiatives that proved how capable and competent the MWSS RO is.

For the next years of its operations, the MWSS RO will keep pushing forward to accomplish its responsibilities outlined in the Revised Concession Agreement, Executive Order No. 149, and the Legislative Franchises of Manila Water and Maynilad.

While doing its identified tasks, the MWSS RO will also aim to revolutionise how to perform its regulatory functions, and ascribe to sustainable innovation, ensuring continual progress in order to maintain its reputation as a world-class and independent regulatory body. The collective efforts and unwavering support from other government offices, Concessionaires, and stakeholders have played a pivotal role in the MWSS RO's success. As it continues to safeguard the interests of the consuming public, this formidable collaboration has propelled the Office toward excellence, laying a strong foundation for future expansion.

With unwavering optimism and steadfast leadership, the MWSS RO eagerly anticipates to continuously serve as it navigates the challenges ahead. Fueled by passion, resilience, and a shared purpose, the Office believes that the best days lie just ahead for the Filipino people. The MWSS RO is thrilled to be at the helm of this remarkable voyage, exploring new territories and charting a course toward a brighter future.





2022 GALLERY OF ACTIVITIES AND EVENTS

This compilation unveils a year marked by strategic initiatives, transformative projects, and impactful engagements.

As we reflect on the past year, join us in celebrating the milestones, innovations, and collaborative efforts that have played a pivotal role in shaping the water, sewerage, and sanitation landscape for 25 years.

From regulatory advancements to community outreach, this gallery captures the essence of MWSS RO's commitment to sustainable water, sewerage, and sanitation management and service excellence.

Step into the diverse array of events and achievements that define the narrative of MWSS RO in 2022.







GLOSSARY

AAR Annual Audit Report	DP Data Privacy	LMD La Mesa Dam
ABP Approved Business Plans	DPWH Department of Public Works and Highways	LMTF La Mesa Treatment Plant
AD Administration Department	DTI Department of Trade and Industry	ManCom Management Committee
ADB Asian Development Bank	DV Disbursement Voucher	Mbps Megabits per second
ALA Administration and Legal Affairs	ELMTP East La Mesa Treatment Plant	MCM Million Cubic Meters
APCPI Agency Procurement Compliance and Performance Indicator	EO Executive Order	MCW Magna Carta of Women
APP Annual Procurement Plan	EMB Environmental Management Bureau	MED Metering Efficiency Department
ARTA Anti-Red Tape Authority	EPA Extraordinary Price Adjustment	MIS Management Information Systems
BAC Bids and Awards Committee	ERMS Electronic Records Management System	MLD Million Liters per Day
BEMs Business Efficiency Measures	ExeCom Executive Committee	MOA Memorandum of Agreement
BFP Balara Filter Plant	FAAMD Financial Audit and Asset Monitoring Department	MWCI Manila Water Company, Inc.
BIR Bureau of Internal Revenue	FC Fecal Coliform	MWSI Maynilad Water Services, Inc.
BOT Board of Trustees	FHSIS Field Health Service Information Systems	MWSS CO Metropolitan Waterworks and Sewerage System Corporate Office
BSP Bangko Sentral ng Pilipinas	FOI Freedom of Information	MWSS RO Metropolitan Waterworks and Sewerage System Regulatory Office
BTP Balara Treatment Plant	FRA Financial Regulation Area	NAP National Archives of the Philippines
CA Concession Agreement	FY Fiscal Year	NBA Novaliches-Balara Aqueduct
CAAGs Concession Accounting and Auditing Guidelines	GFPS GAD Focal Point System	NRL National Reference Laboratory
CAPEX Capital Expenditure	GCG Governance Commission for GOCCs	NRW Non-revenue Water
CARFA Conduct of the Annual Regulatory Financial Audit	GMEF Gender Mainstreaming Evaluation Framework	NWRB National Water Resources Board
CART Committee on Anti-Red Tape	GOCC Government-owned and Controlled Corporations	NTE Notice to Explain
CARC Central Appeals and Review Committee	GPPB Government Procurement Policy Board	NTU Nephelometric Turbidity Unit
CCM Customer Complaint Management	GQMP Government-wide Quality Management Program	OCR Office of the Chief Regulator
CMS Cubic Meter per Second	GQMSS Government Quality Management Systems Standards	OFI Opportunities For Improvement
CPI Consumer Price Index	GWT Government Web Template	OGCC Office of the Government Corporate Counsel
CSS Customer Satisfaction Survey	GSIS Government Service Insurance System	OSG Office of the Solicitor General
COA Commission on Audit	HDMF Home Development Mutual Fund	OMD Operation Monitoring Department
COB Corporate Operating Budget	HR Human Resources	OPEX Operating Expenditure
CODI Committee on Decorum and Investigation	HRMPSB Human Resources Merit Promotion and Selection Board	PBB Performance-Based Bonus
COS Contract of Service	HTA Head Technical Assistant	PCC Presidential Complaint Center
CPF Common Purpose Facility	ICT Information and Communication Technologies	PCOO Presidential Communications Operations Office
CRO Central Records Office	IEC Information, Education and Communication	PES Performance Evaluation System
CSE Common-Use Supplies and Equipment	IRRGPR Implementing Rules and Regulations of the Government Procurement Reform Act	PID Public Information Department
CSC Civil Service Commission	ISO International Organization for Standardization	PCDr Public Consultation Drive
CSMD Complaints Services and Monitoring Department	ISP Internet Service Provider	PCW Philippine Commission on Women
CSRA Customer Service Regulation Area	ISSP Information Systems Strategic Plan	PIDr Public Information Drive
CWA Clean Water Act	IT Information Technology	PLLO Presidential Legislative Liaison Office
CY Calendar Year	IWRF International Water Regulators Forum	PM Preventive Maintenance
DAC Desludging Awareness Campaign	IQA Internal Quality Audit	PMO Project Management Office
DA Deputy Administrator	Kwh Kilowatt Hours	PMP Preventive Maintenance Plan
DAO DENR Administrative Order	KPI Key Performance Indicator	PMPs Pressure Monitoring Points
DAP Development Academy of the Philippines	LA Legal Affairs	PMR Procurement Monitoring Report
DBM Department of Budget Management	LGU Local Government Unit	PMU Project Management Unit
DENR Department of Environment and Natural Resources	LGBTQIA+ Lesbian, gay, bisexual, transgender, queer, intersex or asexual	PNSDW Philippine National Standards for Drinking Water
DICT Department of Information and Communications Technology		PSA Philippine Statistics Office
DM Department Manager		PSI Pounds per Square Inch
DMA District Metering Area		PSRC Philippine Survey and Research Center
DMS Document Management System		PWTP Putatan Water Treatment Plant
DOH Department of Health		QMS Quality Management System
		RAMP Records and Archives Management Program

RBC	Rotating Biological Contactor
RBCs	Regulatory Benchmark Customers
RCA	Revised Concession Agreement
RCC	Review and Compliance Committee
RFI	Request for Information
RMIC	Records Management and Improvement Committee
RSP	Recruitment Selection and Placement
RSPs	Regulatory Sampling Points
RR	Rate Rebasing
SALN	Statement of Assets Liabilities and Net worth
SC	Sports Committee
SDWD	Sex Disaggregated Water Data
SHC	Safety and Health Committee
SM	Strategic Measure
SO	Service Obligation
SOs	Strategic Objectives
SOGIE	Sexual Orientation, Gender Identity and Expression
SP	Service Provider
STP	Sewerage Treatment Plant
SZ	Supply Zones
TA	Technical Assistant
TC	Total Coliforms
TCMD	Tariff Control and Monitoring Department
TRA	Technical Regulation Area
TSS	Total Suspended Solids
TWG	Technical Working Group
VAW	Violence Against Women
WCC	Water Conservation Campaign
WQCD	Water Quality Control Department
WSC	Water Service Connection
WSP	Water Supply Point
WSI	Water Service Interruption
WTP	Water Treatment Plant
WTW	Water Treatment Works

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