

The Metropolitan Waterworks and Sewerage System Regulatory Office (MWSS RO) was created in August 1997 by virtue of the Concession Agreements signed between the MWSS and the two Concessionaires: Manila Water Company, Inc. for the East Zone and Maynilad Water

Services, Inc. for the West Zone.

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



CLEAN WATER SAVES LIVES

The MWSS RO regularly conducts water quality testing at Manila Water and Maynilad's water treatment plants and the customers' taps to ensure that the quality of water being supplied by the Concessionaires meets the Philippine National Standards for Drinking Water (PNSDW) set by the Department of Health (DOH). It also performs regular audits on the Concessionaires to ensure that they maintain good laboratory practices and comply with national standards in the delivery of their services.

> Know more about the PNSDW here: https://tinyurl.com/PNSDW2017



The MWSS RO ensures water quality for you and your family's health and safety!

If you have inquiries or concerns regarding the quality of your water supply, contact Manila Water Hotline 1627 or Maynilad Hotline 1626 for immediate action. Customers may also escalate their inquiries for immediate action to the MWSS RO Customer Service Regulation Area at csr@ro.mwss.gov.ph for appropriate assistance and / or investigation.

If your inquiries or concerns have not been satisfactorily addressed or resolved by either of the two Concessionaires, you may escalate these to the MWSS RO for appropriate assistance and investigation.

#SaveH2OwithMWSSRO

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MWSS RO

METROPOLITAN WATERWORKS & Sewerage System Regulatory Office



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EXISTING MWSS WATER SOURCE AND WATER CONVEYANCE SYSTEM

WHERE DOES THE WATER FROM OUR TAPS COME FROM?

Raw water coming from the Sierra Madre mountains flows to the Umiray-Angat-Ipo River System. This is where approximately 91% of East and West Concession Areas' total water requirements come from. At the center of the system is the Angat Dam - a



multi-purpose dam for power, water supply, and irrigation.

Raw water from the Angat Dam flows down to the Ipo Dam and is then conveyed through tunnels to the Bigte basins. The water then flows through six aqueducts to the Novaliches Portal where it is allocated to Maynilad and Manila Water.

The allocated raw water for Manila Water is impounded in the La Mesa Dam, which is then treated by the Balara Filter Plant 1 (BFP 1), Balara Filter Plant 2 (BFP 2), and East La Mesa Treatment Plant, East La Mesa Treatment Plant (ELMTP). A Quezon City portion of raw water supply for Manila Water

from the Angat Dam also heads directly to the Luzon Treatment Plant. On the other hand, raw water allocated to Maynilad is treated at the La Mesa Treatment Plant (LMTP) 1 and LMTP 2.

A portion of the water requirements of the East and West Concession Areas also comes from the Laguna Lake. Maynilad treats the raw water at the Putatan Water Treatment Plant (PWTP) 1 and PWTP 2, while Manila Water does the same process at



Angat Dam, Bulacan

the Cardona Water Treatment Plant.

The treated water is then distributed to Manila Water and Maynilad customers.

DID YOU KNŶW?

'Women and girls are disproportionately affected by poor water, sanitation and hygiene services and facilities' (unwater.org, 2019).

HOW IS WATER TREATED TO **MAKE IT POTABLE?**

Water Treatment is the process of removing biological and chemical contaminants from water sources to provide safe and potable water in the distribution system.





STEP 2: Sedimentation Settling flocs at the bottom of the tank Removing flocs as sludge





STEP 3: Filtration

Removing smaller particles that have not settled during the sedimentation process by passing the water through porous filters such as gravel, sand, and anthracites

STEP 4: Disinfection

Adding chlorine in the water to deactivate or kill pathogenic microorganisms before the water is distributed or stored



Water goes through a long and tedious treatment process before it becomes potable. The MWSS RO is determined to protect your health and safety by monitoring and ensuring that the water that flows from your tap is safe for drinking.

