

ANNUAL REPORT 2023

Navigating a Year of Excellence:
Shaping Waves of Exceptional Transformations



MWSS
REGULATORY OFFICE



Meetings with the Concessionaires

MWSS REGULATORY OFFICE HISTORY

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. (Manila Water) for the East Zone and Maynilad Water Services, Inc. (Maynilad) for the West Zone. On 31 March and 18 May 2021, the Revised Concession Agreements (RCAs) 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 MWSS RO is mandated to monitor the performance of the Concessionaires with respect to their contractual obligations under the RCAs. 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.

The functions of the MWSS RO are further stated in Executive Order (EO) No. 149, Series of 2021(S.2021) (signed by President Rodrigo Roa Duterte on 27 September 2021), which transfers the administrative supervision of the Metropolitan Waterworks and Sewerage System from the Department of Public Works and Highways to the Office of the President; and in Republic Act Nos. 11601 and 11600 (signed by President Duterte on December 10, 2021), which grant 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.

On 27 April 2023, President Ferdinand “Bongbong” Romualdez Marcos Jr. signed Executive Order No. 22, establishing the Water Resources Management Office (WRMO) under the Department of Environment and Natural Resources (DENR) to integrate and harmonize water sector policies. The EO mandated the attachment of the MWSS RO to the DENR.

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 services to its stakeholders;
- ensure compliance with the provisions of the Concession Agreement 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 standard, 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

The year 2023 was pivotal for the Metropolitan Waterworks and Sewerage System Regulatory Office (MWSS RO). The significant achievements gained throughout the year reinforced the MWSS RO's role as a critical regulatory authority in the water sector. Despite facing numerous challenges, the agency demonstrated an unwavering commitment to its mandate, resulting in both local and international recognition.

One of the year's most notable accomplishments was the MWSS RO being named Public Water Agency of the Year at the 2023 Global Water Awards in Berlin, Germany. This accolade recognized the MWSS RO's instrumental role in driving substantial improvements in water and wastewater service provision across Metro Manila and adjacent provinces.

One of the critical factors in this recognition was the introduction of a new performance-based tariff system, which incentivizes Concessionaires to expand sewerage coverage. This system ensures that tariff increases are directly tied to measurable improvements in service coverage, effectively fast-tracking much-needed wastewater projects in one of the world's most densely populated urban areas.

On the home front, the MWSS RO received a bronze award at the GADtimpla Awards for its Gender and Development (GAD) initiatives, recognizing its gender-responsive programs, policies, and supporting mechanisms.

Additionally, the MWSS RO's dedication to transparency and public accountability was recognized when it was named first runner-up in the Freedom of Information (FOI) Awards, reflecting its efforts to maintain open governance and public trust.

Much like the previous years, the MWSS RO maintained a strong focus on customer satisfaction – a cornerstone of its regulatory approach. The agency's proactive stance in preparing for the 2024 El Niño, including the successful implementation of critical infrastructure projects, ensured that there were no major water disruptions during this period.

These efforts, which included reducing non-revenue water and developing new treatment plants using Laguna Lake as a raw water source, significantly contributed to maintaining a reliable water supply.

The MWSS RO also encouraged Maynilad to implement an enhanced lifeline tariff mechanism to ensure fair and equitable implementation of lifeline subsidy among qualified consumers. This initiative is pursuant to the power vested into the MWSS RO under RA 11600 to take into account the willingness to pay and equity considerations especially for vulnerable populations, such as those under the 4Ps program.

This was an important action to ensure that water remains accessible to those most in need.

Looking ahead, the MWSS RO remains dedicated to safeguarding consumer interests while ensuring that the Concessionaires operate sustainably. Focusing on preventing water crises through the development and timely execution of infrastructure projects, the MWSS RO is committed to addressing issues surrounding water supply and wastewater management.

Consistency, fairness, and transparency will continue to be the guiding principles in the MWSS RO's regulatory approach, ensuring that it maintains the trust and collaboration that have been essential to its success thus far.

Overall, 2023 was a year of exceptional progress for the MWSS RO, defined by strategic initiatives that have set new standards for water service provision. The agency's efforts in transparency, customer satisfaction, and environmental sustainability have not only addressed immediate challenges but also laid a strong foundation for continued success in the years to come.

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Message from the President of the Philippines

In our endeavor to provide safe drinking water and environment-friendly sewerage services to our citizens, the Metropolitan Waterworks and Sewerage System Regulatory Office (MWSS RO) has been a faithful sentinel in protecting the welfare of the consuming public even as it continues to balance the interests of the concessionaires and the other stakeholders that it oversees. Despite the challenges that come with fulfilling its mandate, the office has consistently demonstrated its commitment to uplifting the standards of water management, as evidenced by the innovative practices it has introduced in its coverage and by being recognized as the “Public Water Agency of the Year” at the 2023 Global Water Awards.

The release of its Annual Report for 2023 is a prime opportunity for the MWSS RO to highlight its accomplishments in the past year and deliver significant information about its operations. As a reflection of the agency’s collective effort, this publication sheds a well-deserved spotlight on the indelible impact of your work on the lives of our people and the progress of our nation.

May this report allow the officials and staff of the MWSS RO to recall those key moments of transformation, especially as it looks forward to the better and more sustainable water management solutions in the days and months ahead. I am certain that you will manage the coming year with a deeper sense of duty and accountability so every Filipino may enjoy a safe and reliable Bagong Pilipinas.

Congratulations and I wish you the best in your future endeavors.



FERDINAND MARCOS JR.
President of the Philippines



Message from the Chairperson of the Board of Trustees

As we review the achievement and progress presented in the MWSS RO Annual Report for 2023, I commend the Office for its outstanding contributions over the past year. Being recognized as the “Public Water Agency of the Year” at the 2023 Global Water Awards is a remarkable accomplishment, one that reflects the hard work and dedication of the MWSS RO officials and personnel in advancing water and sewerage services within the Concession Areas.

The successful execution of various programs, activities, and projects — including the pivotal 5th Rate Rebasing Exercise and preparations for El Niño — underscores the MWSS RO’s strategic approach to managing complex water resource challenges. Moreover, the MWSS RO has complemented the MWSS initiatives, such as the New Centennial Water Source, Angat Water Transmission Improvement Project, and efforts related to reforestation, sanitation, and community development.

These accomplishments are a testament to the MWSS RO’s unwavering commitment to improving service delivery while addressing critical environmental and resource issues.

The MWSS Board of Trustees remains proud to support the MWSS RO in its mission to oversee water supply, and sanitation services in the metropolis. We look forward to our continued collaboration, driving further advancements in water and sewerage services. May the exemplary efforts of the MWSS RO continue to inspire innovation and transformation across the water, wastewater, and sanitation sectors.

On behalf of the MWSS Board of Trustees, I congratulate the MWSS RO for its significant achievements. Together, let us continue working towards our AmBisyon Natin 2040 goals for long-term water security and governance reforms.

ELPIDIO J. VEGA

Chairperson of the Board of Trustees
Metropolitan Waterworks and Sewerage System



Message from the MWSS RO Chief Regulator

There is only one way to describe the MWSS RO's performance in 2023: truly historic!

As we look back on the past year, I am proud to report the remarkable achievements of our Office during a period marked by challenges. The MWSS RO Annual Report 2023 with the theme, "Navigating a Year of Excellence: Shaping Waves of Exceptional Transformations," will showcase how our personnel not only met but exceeded expectations.

A key milestone was our recognition as the "Public Water Agency of the Year" at the 2023 Global Water Awards in Berlin, Germany—the first time a Philippine government institution has received this prestigious accolade. This award, accorded to "the governmental agency or public body that made the biggest difference to water and wastewater service provision and utility management," is a tribute to our dedication. However, the true measure of our success as a world-class and independent regulator lies in the tangible improvements we have brought to the lives of our customers. From the thorough planning and execution of the 5th Rate Rebasing Exercise to our proactive measures in mitigating the effects of El Niño, we have ensured that millions of Filipinos continue to have access to safe and reliable water and an environmentally sound sewerage system.

Beyond these accomplishments in water and wastewater services, the MWSS RO was recognized in 2023 for its commitment to transparency and accountability, as demonstrated by our FOI Awards. We also made significant strides in promoting gender-responsiveness and women's empowerment in fulfilling our mandate, earning us two GADtimpala awards. These recognitions reflect our efforts beyond simply meeting targets; they signify our focus on building trust and making a positive, impactful difference in the lives of women and girls.

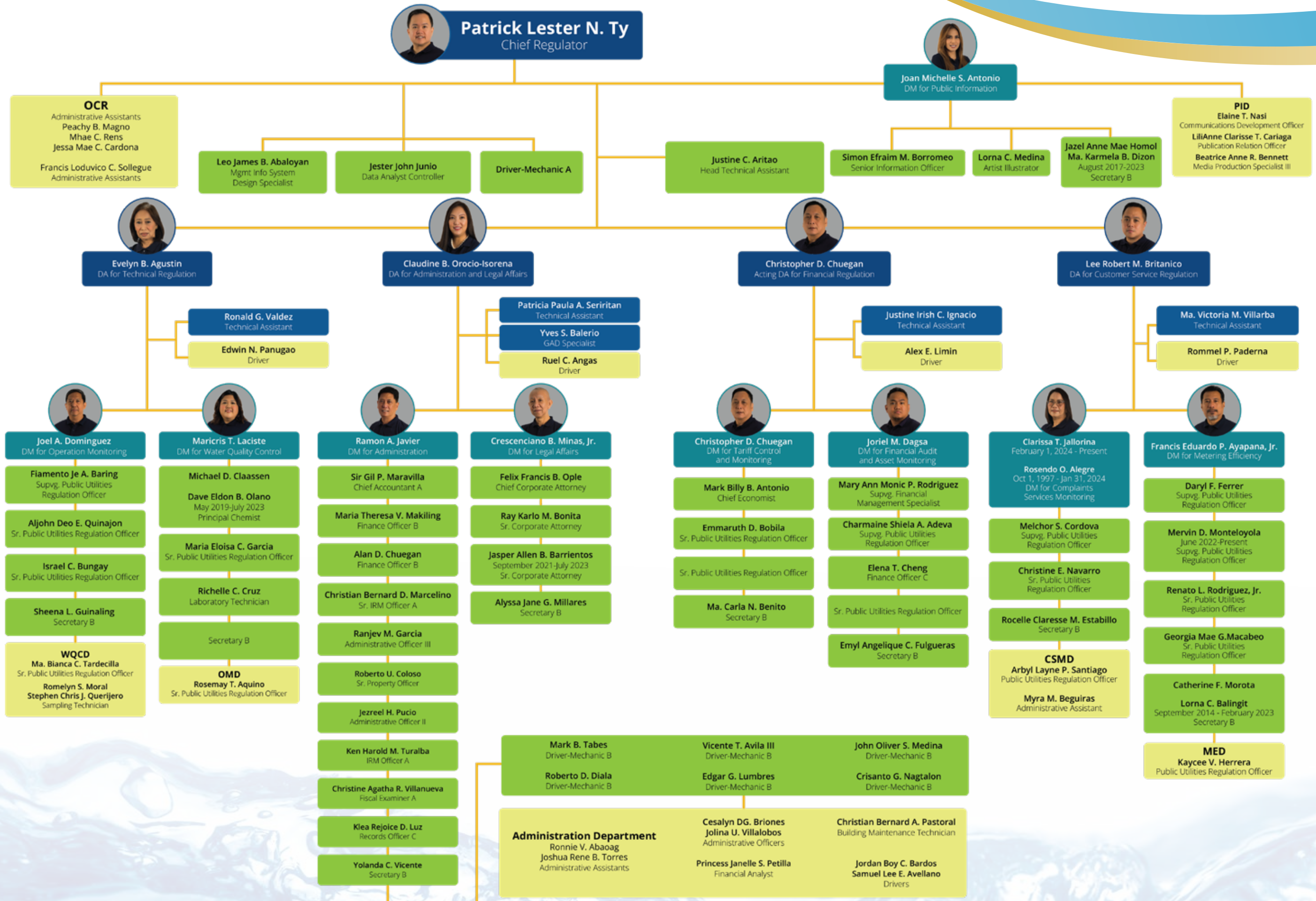
As we move forward, let us continue to build on these achievements with the same sense of purpose and dedication that has brought us this far. The road ahead is challenging, but I am confident that with the strength and expertise of this exceptional team, we will continue to lead in water regulation and services excellence.

To the men and women working tirelessly to fulfill the mandate of the MWSS RO, I extend my deepest gratitude. To our stakeholders, thank you for your continued support and valuable feedback.

May our partnerships continue to create lasting impacts for our future generations.

PATRICK LESTER N. TY
Chief Regulator

MWSS RO Talents Chart





MWSS RO REGULATION AREAS



Patrick Lester N. Ty
Chief Regulator

OFFICE OF THE CHIEF REGULATOR

The Office of the Chief Regulator (OCR) of the MWSS RO is the central authority responsible for overseeing and regulating water supply and sewerage services in Metro Manila and surrounding areas, including parts of Cavite and Rizal provinces.

Entrusted with the critical mandate to ensure that water services remain accessible, reliable, and of high quality, the OCR actively operates at the intersection of public interest and corporate accountability. The office provides direction and guidance to 4 regulation areas: Technical Regulation, Customer Service Regulation, Financial Regulation, and Administration and Legal Affairs.

As part of its mandate, the OCR is the lead office that oversees the performance of water Concessionaires, enforcing compliance with standards, protecting consumer rights, and ensuring that the financial practices and legal frameworks governing these entities align with public welfare.

Supporting the OCR in its mission are the Public Information Department (PID), the Management Information Systems (MIS), and the Central Records Office (CRO), each contributing to the overall effectiveness and transparency of the MWSS RO's regulatory functions.



Joan Michelle S. Antonio
Department Manager A, Public Information

Patrick Lester N. Ty
Chief Regulator

Marie Antoinette D. Manuel
Head Technical Assistant

PUBLIC INFORMATION DEPARTMENT



The Public Information Department (PID) plays a vital role in maintaining transparency and fostering public engagement within the MWSS RO's regulatory framework. Specifically, the PID is tasked with ensuring that information regarding water supply and sewerage services, as well as regulatory decisions, is communicated clearly and effectively to the public and stakeholders.

In 2023, the PID undertook a range of initiatives aimed at enhancing public awareness and involvement. Through strategic communication campaigns, public hearings, and media engagements, the department ensured that key regulatory activities were accessible and understandable to all concerned parties. The PID's efforts in managing the MWSS RO's social media platforms, website, and public consultations further strengthened the connection between the regulatory office and the communities it serves.



Joan Michelle S. Antonio
*Department Manager A,
Public Information*

Public Hearings and Consultation / Information Drives

The PID leads the conceptualization, planning, organization, implementation, documentation, monitoring, and evaluation of events of the MWSS RO, specifically Public Consultation Drives (PCDr), Public Information Drives (PIDr), and Public Hearings.

These require pre-implementation activities (such as the production and issuance/dissemination of Terms of Reference or TORs for procurement activities, concept notes, programs, host and tech scripts, speeches/messages, pre-activity social media announcements, letters of invitation, registration forms, program evaluation forms, inquiry and complaint forms, project tarpaulins, standees, advocacy merchandise, and AVPs); implementation activities (including program management and coordination, onsite and online responses to comments, inquiries, and feedback, onsite photo and video recording, online AV recording, and social media live streaming); and post-implementation activities (such as the preparation of comprehensive documentation reports for transparency and post-activity social media announcements).

Public Hearing on Concessionaires Manila Water and Maynilad's Application for Term Extension of the Revised Concession Agreement (RCA)

In December 2021, President Rodrigo Roa Duterte signed Republic Acts 11600 and 11601, which granted Maynilad Water Services, Inc. (Maynilad) and Manila Water Company, Inc. (Manila Water) a 25-year franchise to establish, operate, and maintain the waterworks and sewerage system in the West and East Zones Service Area of Metro Manila, and parts of Rizal and Cavite. Both Concessionaires submitted applications to extend the term of their Concession Agreements until 2047. The MWSS Board of Trustees directed the MWSS RO to study these applications. As part of the process, both Concessionaires were instructed to submit Position Papers justifying their applications, which were then published by the MWSS RO for public review.

To provide an avenue for further evaluation and stakeholder engagement, the MWSS RO conducted public hearings for each Concessionaire.

The Department Manager for PID Joan Michelle S. Antonio served as the Chairperson of the MWSS RO Technical Working Group for the Study of the Extension of the Term of Concession Agreement of Maynilad and Manila Water. The PID also spearheaded the planning, implementation, documentation and evaluation of the Public Hearings.



MWSS RO Technical Working Group for the Study of the Extension of the Term of Concession Agreement of Maynilad and Manila Water



Public Hearing for Manila Water (09 November 2023)

- » Held onsite at the MWSS Multipurpose Hall, Katipunan Avenue, Balara, Quezon City, and online via Zoom Webinar, the public hearing was attended by 333 onsite participants and 132 online participants. The event was also livestreamed, reaching 5,673 people on Facebook, with 98 Twitter impressions and 19 Twitter engagements.
- » Invitations were sent out starting 06 November through various channels, including emails to Chief Executives within the East Concession Area, media organizations, and government agencies.
- » During the hearing, discussions included compliance with jurisdictional requirements, presentation of the Position Paper by Manila Water, and public feedback.
- » Manila Water's key officials presented their application, addressing issues such as service improvements, management plans, and environmental sustainability commitments up to 2047.
- » Participants rated the hearing highly, with an overall rating of 4.82 out of 5.00 or "Outstanding."

Public Hearing for Maynilad (04 December 2023)

- » Conducted onsite at the Luna and Hidalgo Function Rooms, World Trade Center, Pasay City, and online via Zoom Webinar, the hearing attracted 593 onsite participants and 1,034 online attendees. The event was livestreamed, reaching 1,068 people on Facebook, with 108 Twitter impressions and 22 Twitter engagements.
- » Invitations were similarly distributed, ensuring broad participation from various stakeholders, including government agencies and civil society organizations.
- » The hearing involved discussions on Maynilad's compliance with jurisdictional requirements, presentation of their Position Paper, and public feedback.
- » Maynilad's officials presented topics such as current service challenges, future plans for service enhancement, and commitments for the 2023-2027 Rate Rebasing period.
- » The hearing received an overall rating of 4.84 out of 5.00 or "Outstanding."

Table 01: Registrants and Attendees of the Public Hearings on Concessionaires Manila Water and Maynilad's Application for Term Extension of the RCA

Public Hearing	Registrants		Attendees	
	Onsite	Online	Onsite	Online
09 November- Manila Water	215	197	333	132
04 December- Maynilad	357	640	593	1,034

Table 02: Social Media Performance of the Public Hearings on Concessionaires Manila Water and Maynilad's Application for Term Extension of the RCA

Public Hearing	Performance Metrics		
	Facebook Reach	Twitter Impression	Twitter Engagement
09 November- Manila Water	5,673	98	19
04 December- Maynilad	1,068	108	22

Public Information Drive (PIDr) on the Rebate Program for Affected Maynilad Customers within the Supply Zone of Putatan Water Treatment Plant

From December 2022 to January 2023, the MWSS RO closely monitored prolonged water service interruptions within the Supply Zone of Maynilad's Putatan Water Treatment Plant (PWTP). An investigation conducted by the MWSS RO found that Maynilad had violated its service obligations, particularly regarding the uninterrupted 24-hour supply of water. On January 19, 2023, the MWSS RO determined that Maynilad would provide a final rebate amounting to PHP27,477,617.12 to affected customers.

To inform the public about this rebate program, the PID organized a PIDr on 31 January 2023. The PIDr was held virtually via Zoom Webinar and involved 113 participants. The event was also live-streamed, reaching 2,164 social media users.

The PIDr provided detailed information on the rebate program, including eligibility, computation of rebates, and the implementation process. It also featured an open forum where participants could ask questions and receive clarifications directly from the MWSS RO officials.

Participants rated the PIDr with an overall rating of 4.13 out of 5.00 or "Very Satisfactory."

Public Consultation Drive (PCDr) on the Implementing Rules and Regulations (IRR) for the Imposition of Fines and Penalties for Failure to Meet Service Obligations under the RCA

As part of its regulatory mandate, the MWSS RO is responsible for ensuring compliance with the provisions of the Revised Concession Agreement (RCA), particularly regarding service obligations. To this end, the MWSS RO developed Implementing Rules and Regulations (IRR) for imposing fines and penalties on Concessionaires who fail to meet their service obligations.

The PID organized a PCDr on 07 June 2023, to discuss the draft IRR with stakeholders. The consultation was held online via Zoom Webinar and engaged 423 participants, with an additional 612 users reached through the live-stream. During the consultation, the MWSS RO officials presented the draft IRR, addressing key provisions such as penalties, rebates, and compliance mechanisms. Stakeholders were encouraged to provide feedback, and the suggestions received were used to refine the final version of the IRR.

The consultation received high marks from participants, with an overall rating of 4.43 out of 5.00 or “Outstanding.”

Public Consultation Drive (PCDr) on Maynilad’s Bulk Water Supply Project and Enhanced Lifeline Discount Program

The PID organized a PCDr on 17 November 2023, to discuss both the Bulk Water Supply Project and the Enhanced Lifeline Discount Program of Maynilad. The consultation, held online via Zoom Webinar, attracted 499 participants and reached an additional 1,434 social media users.

The event included presentations from Maynilad officials on the technical and financial assessments of the Bulk Water Supply Project, as well as discussions on the Enhanced Lifeline Discount Program. Participants were given the opportunity to ask questions and provide feedback during the open forum.

The consultation received high marks from participants, with an overall rating of 4.82 out of 5.00 or “Outstanding.”

Information, Education, and Communication (IEC) Campaigns

Production of the MWSS RO Annual Report 2022 and Commemorative Booklet

Building on the PID’s extensive efforts in managing the communication and information dissemination strategies of the MWSS RO, the department also spearheaded the comprehensive development and production of the MWSS RO Annual Report 2022. Themed “Ensuring Continual Progress through Sustainable Innovation,” this report not only documented the Office’s achievements but also encapsulated the essence of its 25-year journey toward excellence.

» Conceptualization and Strategic Procurement

In line with the MWSS RO’s commitment to transparency and stakeholder engagement, the PID meticulously prepared the TOR for the procurement of an Annual Report Service Provider.

Thrace Trading was selected to execute this significant project, ensuring that all deliverables were completed on time and met the high standards set by the MWSS RO. The final publication was distributed to a broad audience, including Local Government Units (LGUs) within the Concession Areas, government agencies, non-government organizations, and various other stakeholders.

» Content Development and Editorial Oversight

The Annual Report 2022 stands as a comprehensive record of the MWSS RO’s key programs, challenges, and accomplishments throughout the year. It also serves as a commemorative piece, celebrating the Office’s 25th year by highlighting its unwavering commitment to service and sustainable innovation. The PID was instrumental in ensuring the report’s content was both valid and relevant, leading the proofreading, editing, and enhancement processes. By coordinating closely with various Regulation Areas and stakeholders, the PID ensured that the report was rich in accurate information and was presented creatively, aligning with the MWSS RO’s branding standards.

» Publication and Distribution

The culmination of these efforts was the successful online publication of the MWSS RO Annual Report 2022. This digital release across all the MWSS RO social media platforms and the official website was a strategic move to enhance accessibility and reach, ensuring that the report was available to all relevant parties and the general public.

» Reprinting of the Commemorative Booklet

In addition to the Annual Report, the PID directed the reprinting of the special commemorative booklet titled “On the Waves of Continual Progress: Safeguarding Public Welfare.” Initially published to celebrate the MWSS RO’s 25th Anniversary, this booklet chronicles the Office’s history and milestones from its inception in 1997. It is a tribute to the relentless pursuit of excellence that has characterized the MWSS RO’s journey, reflecting on its growth, breakthroughs, and enduring commitment to public welfare.



Stakeholder and Speaking Engagements

The MWSS RO Chief Regulator engaged in various onsite and online speaking engagements as well as local and international stakeholder engagements throughout the year. The PID coordinated and prepared twenty-two (22) scripts/talking points, eighteen (18) speeches/messages, and twenty-four (24) presentation decks for these engagements. They also photo/video documented 169 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.



External Stakeholder Engagements

External Stakeholder Engagement activities are various local or international events attended by the Chief Regulator and/or a representative of the MWSS RO. These are also events organized by the Office and other organizations outside the MWSS RO, which cater to external stakeholders for 2023.



Below are the local and international external stakeholder engagements of the MWSS RO that were coordinated/documentated by the PID for 2023:

Date	Event Title/Description
27 January	Inauguration of Novaliches-Balara Aqueduct 4 (NBAQ4) <i>Organized by: MWSS Corporate Office in partnership with Manila Water Company, Inc.</i> Chief Regulator Patrick Lester N. Ty led the members of the MWSS RO Executive Committee (ExeCom) in participating in the inauguration and commissioning of the NBAQ4. The completion of this aqueduct is a significant achievement in ensuring the reliability and security of Metro Manila's water supply.
01 February	Information Forum on Water Security: Kaliwa Dam Project <i>Organized by: MWSS Corporate Office in partnership with Manila Water Company, Inc.</i> The MWSS RO officials, led by Chief Regulator Ty, attended the forum focusing on the Kaliwa Dam Project. The event aimed to strengthen public awareness on water security and enhance public confidence in the New Centennial Water Source.
24 February	FFCCCII Dinner Meeting with Filipino-Chinese Government Officials <i>Organized by: Federation of Filipino-Chinese Chambers of Commerce and Industry, Inc.</i> Chief Regulator Ty attended the dinner meeting, which paid tribute to the contributions of Filipino-Chinese government officials to the country's leadership, governance, and nation-building.
27 - 28 February	Benchmarking Visit of High-Level Officials from the Federal Democratic Republic of Nepal <i>Organized by: WaterLinks and Bill and Melinda Gates Foundation</i> Officials of the MWSS RO, led by Chief Regulator Ty, hosted high-level officials from the Federal Democratic Republic of Nepal, UN-Habitat, UNICEF Bangladesh, Bill & Melinda Gates Foundation, and WaterLinks for a benchmarking visit and knowledge exchange.
03 March	Manila Water Foundation Turns 18 - Partners Event <i>Organized by: Manila Water Foundation</i> Chief Regulator Ty was present during the Manila Water Foundation's (MWF) Partners Event with the theme "Celebrating Synergies, Expanding Reach" to celebrate the enterprise's 18th year. As the head of the agency, he also accepted the recognition awarded to the MWSS RO as a valued partner of MWF.

Date	Event Title/Description
06 March	Annual Million Tree Challenge Assessment and Planning Session <i>Organized by: Million Trees Foundation, Inc.</i> MWSS RO Environmental Committee Chairperson Renato L. Rodriguez and Public Information Department Manager Joan Michelle S. Antonio attended the Annual Assessment and Planning Session of the Million Trees Foundation, Inc. (MTFI) with the theme "Accelerating change in the restoration of our critical watersheds."
07 March	Italian Trade Mission in Manila <i>Organized by: Embassy of Italy in Manila, Italian Trade Agency (ITA), and Italian Chamber of Commerce in the Philippines (ICCPi)</i> Members of the MWSS RO ExeCom, led by Chief Regulator Ty, attended the second day of the Italian Trade Mission in Manila, which focused on the water sector.
16 March	1st Anniversary of Million Trees Nursery & Eco Learning Center <i>Organized by: Million Trees Foundation, Inc.</i> Deputy Administrator for Customer Service Regulation Lee Robert M. Britanico represented the MWSS RO in the celebration of the first anniversary of the Million Trees Nursery and Eco Learning Center and the blessing and inauguration of the Million Tree Foundation Inc.'s Phase 2 Projects.
22 March	Water Philippines 2023 <i>Organized by: Informa Markets Philippines</i> Technical Assistant for Technical Regulation Ronald G. Valdez and Public Utilities Regulation Officer Rosemay T. Aquino represented the MWSS RO at the WATER Philippines 2023, which welcomed over 10,000 delegates and visitors from professional profiles in all sectors of the water and energy industry.
22 March	World Water Day Awards 2023 <i>Organized by: Department of Environment and Natural Resources</i> Acting Deputy Administrator for Financial Regulation Christopher D. Chuegan and Operations Monitoring Department Manager Joel A. Dominguez represented the MWSS RO during the World Water Day Awards 2023 ceremony.
22 March	Philippine Water Challenge Awarding Ceremony <i>Organized by: USAID</i> Public Information Department Manager Joan Michelle S. Antonio and Communications Development Officer Elaine T. Nasi attended the Philippine Water Challenge Awarding Ceremony, which recognized ten (10) Filipino innovators and their solutions to address water scarcity, five (5) of whom were awarded a partnership fund in cash.
22 March	Philippine Water Challenge Knowledge Exchange <i>Organized by: Philippine Water Challenge and the Netherlands Embassy</i> Chief Regulator Ty represented the MWSS RO during the Knowledge Exchange entitled "How Innovations Can Address the Wicked Water Problem."
27 June	2022 Annual Million Tree Challenge (AMTC) Recognition and Awarding Ceremony <i>Organized by: Million Trees Foundation, Inc.</i> On behalf of the MWSS RO, Chief Regulator Ty accepted the recognition as one of the "Champion of Trees" at the 2022 Annual Million Tree Challenge (AMTC) Recognition and Awarding Ceremony.
25-26 July	Benchmarking Visit of Partido Sistema Camarines Sur <i>Organized by: Office of the Chief Regulator</i> The MWSS RO, headed by Chief Regulator Ty, hosted a benchmarking visit with the Camarines Sur-based Partido Development Administration (PDA)-Partido Water Supply System (PWSS).

Date	Event Title/Description
01 August	Courtesy Visit and Sharing of Best Practices with Energy Regulatory Commission <i>Organized by: Administration and Legal Affairs</i> MWSS RO officials, led by Chief Regulator Ty, paid a courtesy visit to the Energy Regulatory Commission (ERC) to discuss best practices concerning notice and hearing procedures, along with various administrative protocols.
09 August	Signing of Memorandum of Understanding between the MWSS RO and Manila Water Company, Inc. <i>Organized by: MWSS RO Gender and Development Focal Point System (GFPS)</i> Chief Regulator Ty represented the MWSS RO in the ceremonial signing of a Memorandum of Understanding (MOU) with Manila Water Company, Inc., exploring ways to promote GAD and emphasize the gender-water nexus.
14 - 17 August	Benchmarking Visit with Yokohama Water Company, Ltd. <i>Organized by: Maynilad Water Services, Inc.</i> The MWSS RO hosted an extensive benchmarking visit with Yokohama Water Company, Ltd. (YWC) to share industry-leading practices and explore potential collaborations. Heavy emphasis was placed on enhancing water and wastewater services within metro Manila, particularly on reducing Non-Revenue Water (NRW). Moreover, the two agencies formalized their partnership by signing a Memorandum of Understanding (MOU) to provide support to Maynilad's efforts in reducing and effectively managing NRW.
14 September	Commemoration of Partnership between the Local Government of Antipolo City and Manila Water <i>Organized by: Manila Water Company, Inc.</i> Chief Regulator Ty and Acting Deputy Administrator for Financial Regulation Christopher D. Chuegan participated in the commemoration of the partnership between Manila Water and the Local Government of Antipolo City.
13 October	Launching Ceremony of the Philippine Online Dispute Resolution System (PODRS) Consumer Complaints Assistance and Resolution System (CARE) <i>Organized by: Department of Trade and Industry-Consumer Protection and Advocacy Bureau</i> Chief Regulator Ty and Deputy Administrator for Customer Service Regulation Lee Robert M. Britanico attended the Launching Ceremony of the PODRS CARE System.
10 November	Ceremonial Signing of the Memorandum of Understanding between the MWSS RO and the UP Center for Women's and Gender Studies for the Conduct of the Sex Disaggregated Water Data Survey (SDWDS) <i>Organized by: MWSS RO GFPS</i> Chief Regulator Ty and Deputy Administrator for Administration and Legal Affairs (ALA-DA) and Gender and Development Focal Point System (GFPS) Chairperson Claudine B. Orocio-Isorena led the ceremonial signing of the MOU between the MWSS RO and the UP Center for Women's and Gender Studies.
19 November	MWSS RO Courtesy Visit regarding the Conduct of the Regulatory Financial Audit (RFA) <i>Organized by: Financial Regulation Area</i> Chief Regulator Ty and officials of the Financial Regulation Area paid a courtesy visit to the Commission on Audit (COA) to discuss the conduct of the Regulatory Financial Audit (RFA).
15 December	Poblacion Treatment Plant Inauguration <i>Organized by: Maynilad Water Services, Inc.</i> Chief Regulator Ty and members of the Executive Committee witnessed the inauguration of the Poblacion Water Treatment Plant.

Internal Stakeholder Engagements

Internal Stakeholder Engagement activities involve various events spearheaded by the MWSS RO Regulation Areas, Departments, or Committees for the Office and its employees. Below are the internal stakeholder engagements of the MWSS RO for this year:



Date	Event Title/Description
March	Celebration of National Women's Month <i>Organized by: MWSS RO Gender and Development Focal Point System (GFPS)</i>
31 March	Gender and Development (GAD) Kapihan <i>Organized by: MWSS RO GFPS</i>
June	Celebration of Pride Month <i>Organized by: MWSS RO GFPS</i>
10 August	Tree Planting 2023: 26K Trees for the 26 Years <i>Organized by: MWSS RO Environmental Committee</i>
September	Tree Planting at Mount Purro Nature Reserve <i>Organized by: MWSS RO Environmental Committee</i>
November - December	18-Day Campaign to End Violence Against Women and Children (VAWC) <i>Organized by: MWSS RO GFPS</i>

International Speaking Engagements

Chief Regulator Ty together with Deputy Administrator for Administration and Legal Affairs (DA-ALA), and Chairperson of the Gender and Development Focal Point System Claudine B. Orocio-Isorena participated in several international speaking engagements, sharing knowledge and expertise on topics such as urban sanitation regulation challenges, the future of SDG 6, and innovative solutions for water sustainability. These engagements highlighted the MWSS RO's leadership role in water regulation both locally and globally:

Date	Event Title/Description
08 February	<p>SanitAction: Understanding Urban Sanitation Regulation Challenges <i>Organized by: International Water Association (IWA) in partnership with Waterlinks</i></p> <p>Chief Regulator Ty served as one of the speakers in a webinar, presenting the case of the Philippines' regulatory approach to achieving Citywide Inclusive Sanitation in Metro Manila.</p>
13 -17 February	<p>Water and WASH Futures 2023 <i>Organized by: International Water Centre in partnership with the World Bank, Australian Department of Foreign Affairs and Trade, Australian Water, Water for Women Fund, Asian Development Bank</i></p> <p>Chief Regulator Ty participated in this conference in Brisbane, Australia, sharing insights on expanding water and wastewater coverage in Metro Manila and discussing the challenges in regulating water utility services.</p>
20 February	<p>African Water and Sanitation Association (AfWA) Congress and Exhibition in Abidjan, Republic of Côte d'Ivoire <i>Organized by: International Water Association (IWA)</i></p> <p>Chief Regulator Ty gave a short video message to give a glimpse on how the MWSS RO improved City Wide Inclusive Sanitation (CWIS) within its Concession Area.</p>
04 April	<p>United Nations 2023 Water Conference Flagship Event: Accelerating Women's Inclusion in Water <i>Organized by: Asian Development Bank</i></p> <p>Deputy Administrator for Administration and Legal Affairs (DA-ALA), and Chairperson of the Gender and Development Focal Point System Claudine B. Orocio-Isorena served as a resource speaker at the United Nations (UN) 2023 Water Conference Flagship Event: Accelerating Women's Inclusion in Water held in New York City, USA.</p>
08 -10 May	<p>Global Water Summit: "Creating a Climate for Growth" <i>Organized by: Global Water Leaders Group</i></p> <p>Chief Regulator Ty shared his knowledge and insights on the effective regulation of water and sewerage services in various conference sessions at the Global Water Summit held in Berlin, Germany.</p>
10 July	<p>ADB-IRC Podcast re: WASH System Strengthening <i>Organized by: Asian Development Bank</i></p> <p>Chief Regulator Ty participated in an interview for a mini podcast series which will be used to develop a course on WASH System Strengthening.</p>
23 August	<p>Breaking with Business as Usual: Sanitation Innovations in the Asia-Pacific <i>Organized by: Asian Development Bank, Japan Sanitation Consortium, Asia-Pacific Water Forum, and Bill and Melinda Gates Foundation</i></p> <p>Chief Regulator Ty served as a panelist for the session on Sanitation Innovations in the Asia-Pacific.</p>
07 -08 September	<p>Water and Sanitation (WATSAN) Regulatory Conference for South Asia <i>Organized by: WaterLinks Management Council, Inc. and Bill and Melinda Gates Foundation</i></p> <p>During the two-day event in Nepal, Chief Regulator Ty provided an overview of the MWSS RO's history, mandate, Concession Areas, and the Revised Concession Agreements with Manila Water and Maynilad Water Services, Inc.</p>
02 November	<p>Online Book Launch of Accountability Mechanisms for Inclusive City-Level Public Services in Asia <i>Organized by: Asian Development Bank</i></p> <p>Chief Regulator Ty represented the MWSS RO as a panelist for the online book launch of the publication titled "Accountability Mechanisms for Inclusive City-Level Public Services in Asia."</p>



Local Speaking Engagements

Date	Event Title/Description
05 January	PBM Water Talks: Available Best Practices in Water Technology <i>Organized by: PBM Law</i> Chief Regulator Ty served as one of the guest speakers at the “Parreño Bolastig Munsayac (PBM) Water Talks: Available Best Practices in Water Technology” held in Bonifacio Global City, Taguig.
20 March	Ceremonial Signing of the SALIN: Lakbayan para sa mga Guro Program <i>Organized by: Manila Water Company, Inc.</i> Acting Deputy Administrator (ADA) for Financial Regulation Christopher D. Chuegan delivered a message of support at the ceremonial signing of the “SALIN: Lakbayan para sa mga Guro Program” Memorandum of Agreement between Manila Water and the DepEd Tayo PRIME NCR.
20 March	Manila Water GAD Celebration <i>Organized by: Manila Water Company, Inc.</i> Department Manager (DM) for Public Information Joan Michelle S. Antonio served as one of the panel speakers in Manila Water’s National Women’s Month Celebration (NWMC).
25 April	Seminar-workshop on the Current Issues Involving Water District (WD) with Joint Ventures (JV) <i>Organized by: Bacolod City Water District (BACIWA)</i> Acting Deputy Administrator for Financial Regulation Area (FRA-ADA) Christopher D. Chuegan served as a resource speaker at the “Seminar-workshop on the Current Issues Involving Water District (WD) with Joint Ventures (JV)” held in Bacolod City, Negros Occidental.
20 June	Soft Launch of Anabu Modular Treatment Plant <i>Organized by: Maynilad Water Services, Inc.</i> Chief Regulator Ty represented the MWSS RO in the launching of the Anabu Modular Treatment Plant in Imus City, Cavite.
07 July	Plant for Life Tree Planting Kick-off <i>Organized by: Maynilad Water Services, Inc.</i> Deputy Administrator (DA) for Administration and Legal Affairs Claudine B. Orocio-Isorena and Senior Public Utilities Regulation Officer and Environmental Committee Chairperson Engr. Renato L. Rodriguez represented the Office in the Tree Planting Kickoff.
14 August	GADtimpala Awards <i>Organized by: Philippine Commission on Women</i> Chief Regulator Ty, along with the MWSS RO Gender and Development Focal Point System (GFPS), accepted the GADtimpala Bronze Award for Outstanding Gender-Responsive Agency and the GADtimpala Silver for exemplary GFPS
20 October	Ensuring Water Flow <i>Organized by: ACCIONA Agua</i> Chief Regulator Ty served as one of the keynote speakers in the knowledge-sharing activity titled, “Exploring Solutions for Water Sustainability in the Philippines.”



Campaign of the MWSS RO for the Global Water Awards 2023

Through the nomination efforts of the PID, the MWSS RO was honored as the “Public Water Agency of the Year” at the 2023 Global Water Awards (GWA) during a ceremony held on 09 May 2023 at the Global Water Summit in Berlin, Germany. This accolade marked a historic achievement as it was the first time a Philippine government institution received such recognition, which is accorded to “the governmental agency or public body that made the biggest difference to water and wastewater service provision and utility management.”

The campaign for this prestigious recognition began in early 2023, with the PID gathering necessary information, drafting narratives, and preparing various verification methods to support the nomination. GWA nominations were open to all, allowing anyone to nominate a company, project, plant, technology, deal, or initiative. By the end of February 2023, the Department formally submitted the required documentation and means of verification for the 2023 Global Water Awards.

In March 2023, the MWSS RO was announced as one of the shortlisted nominees. The GWA organizers, along with a panel of independent experts, examined the nominees, compiling them into award categories. From 27 March to 20 April 2023, the PID spearheaded a campaign to publicize and garner support for the MWSS RO’s shortlisting as the “Public Water Agency of the Year.”

Management of MWSS RO Website Content and Social Media Platforms

The MWSS RO recognizes the critical importance of effective communication in its mission to regulate water, sewerage, and sanitation services within its Concession Areas. In accordance with the Philippine Constitution’s mandate to ensure public access to information, the MWSS RO, through the PID, actively manages its website and social media platforms to keep stakeholders informed and engaged. These platforms serve not only as a means of disseminating vital information but also as tools for fostering public understanding and participation in water conservation efforts.

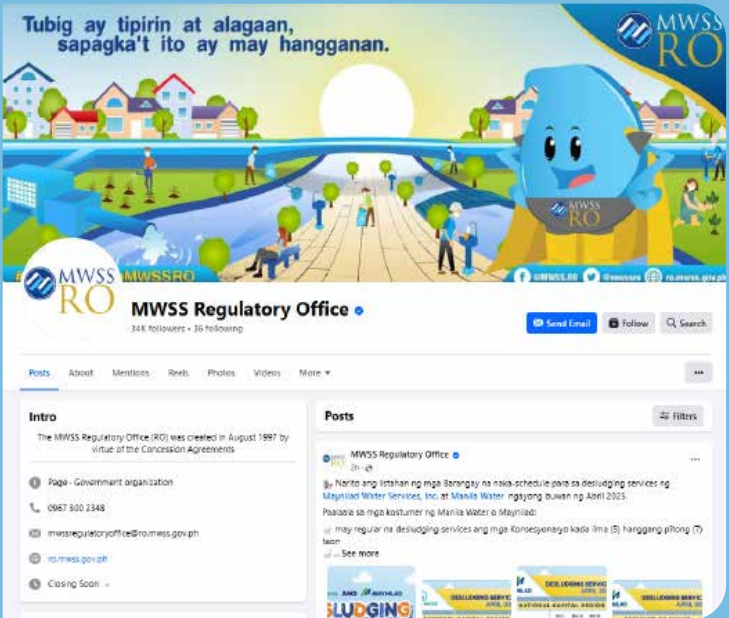


Table 03: Increase in the MWSS RO’s Facebook Page Followers, Reach, Impressions, and Engagements

Performance Metrics	Target Increase (500% increase from baseline data)	Actual Increase
Followers	6,710	8,201 (511%)
Reach	138,895	2,409,282 (8,573%)
Impressions	1,840,810	31,562,108 (8,472%)
Engagements	6,710	36,613,313 (8,471%)

Water Conservation Campaign (WCC):

» The WCC was implemented to promote responsible water use among the general public. This initiative served as a key component of the MWSS RO’s broader efforts to address the growing concern over water scarcity. Through the PID, the campaign sought to raise awareness about the importance of water conservation and to encourage behavioral change in water consumption practices. It aimed to engage communities and stakeholders in the promotion of sustainable water use. By disseminating educational materials and practical conservation tips, the campaign played a critical role in supporting the agency’s long-term goal of ensuring a reliable and sustainable water supply for the region.

- ♦ **Content Creation and Distribution:** A total of 55 digital posters and videos were produced under this campaign, each tailored to educate and engage the public on various aspects of water conservation. The content was strategically designed to resonate with a diverse audience, from households to businesses, encouraging them to adopt water-saving practices.
- ♦ **Boosting on Social Media:** Of the 55 materials produced, 40 were boosted on Facebook and promoted on X (formerly Twitter). The decision to boost these posts was driven by the need to reach a broader audience and maximize the impact of the campaign. The boosted content saw significant engagement, helping to spread the conservation message far and wide.
- ♦ **Engagement with Influencers:** The PID also recognized the power of influencer marketing in amplifying their message. They collaborated with local celebrities and influencers who were known for their advocacy in environmental causes. By leveraging their reach, the PID was able to disseminate the water conservation message to a wider and more diverse audience. Additionally, the PID was proactive in engaging with the public by posting comments on 241 social media posts related to water conservation. This approach not only promoted the campaign but also fostered a dialogue on water conservation practices.

Desludging Awareness Campaign (DAC):

» The DAC focused on educating the public about the critical importance of regular desludging of septic tanks. The campaign aimed to ensure public health and environmental safety by promoting proper septic tank maintenance.

- ♦ **Content Creation and Distribution:** Under this campaign, 59 digital posters and videos were created. These materials were crafted to highlight the risks associated with neglecting septic tank maintenance, such as environmental contamination and public health hazards.
- ♦ **Social Media Promotion:** Similar to the WCC, 40 of the DAC materials were boosted on Facebook and promoted on X. The goal was to reach as many residents in the Concession Area as possible, ensuring they were informed about the necessity of regular desludging and the benefits it brings to community health and the environment.
- ♦ **Key Messaging:** The DAC emphasized the importance of maintaining a regular desludging schedule to prevent the overflow of septic tanks, which could lead to water contamination and other environmental issues. The campaign was particularly focused on educating the public about the role of desludging in protecting water quality and the overall ecosystem.

Table 04: Increase in the MWSS RO’s X Followers, Reach, Impressions, and Engagements

Performance Metrics	Target Increase (500% increase from baseline data)	Actual Increase
Followers	910	2,729 (1,399%)
Impressions	94,605	97,469 (515%)
Engagements	617,650	8,787,110 (7,013%)

The success of these initiatives was driven by a series of strategic content deployments, including 40 Water Conservation Campaign (WCC) posts and 40 Desludging Awareness Campaign (DAC) posts. These campaigns were further supported by targeted ads on both platforms, significantly amplifying the MWSS RO’s digital footprint.

Additionally, the PID and Carbon Digital Inc. (CDI) worked together to verify the MWSS RO’s Facebook and X accounts, enhancing the credibility and authenticity of the Office’s online presence. By June 2023, the Facebook page received its blue check verification, and the X account was verified with a gray badge.

Content Creation and Online Engagement

Throughout 2023, the PID focused on generating content that resonated with the public and stakeholders alike. This included digital posters, videos, and press releases tailored to discuss the MWSS RO’s mandate, functions, policies, Public Accountability and Participations (PAPs) and highlight the importance of water conservation and the necessity of regular desludging.



Type of Content	Quantity Produced
WCC-IECs (digital posters, videos, stakeholder engagements/photo-collection)	55
DAC-IECs (digital posters, videos, stakeholder engagements/photo-collections)	59
Press Releases/Press Statements	5
IECs related to PIDr, PCDr, and Public Hearing (digital posters, recorded videos, and livestreams)	26
Notices of Job Vacancies	24
External Engagement photo-collections, and other related content	25
Internal Engagement photo-collections, and other related content	3
IECs on National Observances	6

Social Media Performance

» Every quarter, the PID prepares a Social Media Analytics Report to track the performance of the MWSS RO's digital platforms. These reports provide insights into how well the organization is engaging with the public and where there's room for improvement.

Table 05: 2023 Performance of the MWSS RO Facebook Page

Quarter	Followers	Reach	Engagements	Impressions
Q1	25,173	4,195,106	74,123	2,136,895
Q2	27,107	4,683,422	4,683,422	6,378,106
Q3	28,060	1,882,154	82,830	3,682,551
Q4	32,927	144,086	14,594	152,482

Table 06: 2023 Performance of the MWSS RO X Account

Quarter	Followers	Engagements	Impressions
Q1	1,064	19,635	1,994
Q2	1,855	440,147	3,915
Q3	2,931	32,411	1,588
Q4	2,807	10,017	1,010

Monitoring of Complaints, Concerns, and Inquiries on Social Media

- » In a world where social media has become a primary channel for public feedback, the PID has taken on the critical task of monitoring complaints and concerns raised on these platforms in assistance to the Complaints Services Monitoring Department (CSMD) of the Customer Service Regulation Area (CSRA).
- » This proactive approach to complaint management is part of the MWSS RO's commitment to maintaining high standards of service. By closely monitoring and responding to feedback, the PID assists the CSRA-CSMD in ensuring that the Concessionaires are held accountable and that the public's voice is heard.

Media Relations

- » The PID's role extends into the realm of media relations, where it coordinates and manages the MWSS RO's interactions with the press. In 2023, the department organized four (4) press conferences, each addressing critical issues such as water security and customer rebates.



» Additionally, the PID facilitated 56 media interviews, ensuring that the Chief Regulator’s messages were clearly communicated and accurately reported. The department also monitored 153 news releases to safeguard against misinformation, maintaining the integrity of the information shared with the public.



Table 07: 2023 Organized Press Conferences

Date	Topic
25 January	MWSS RO Determines Final Rebate Amount for Maynilad Customers
17 April	Joint Water Conference on the Water Security Situation
28 July	MWSS Press Conference hosted by the Philippine Information Agency on Water Security
13 December	2024 Standard Rates

Table 08: 2023 Published Press Releases/Statements

Press Release Date	Title of Press Release
11 January	Maynilad to Rebate Customers Affected by Prolonged Water Service Interruptions
24 January	MWSS RO Determines Final Rebate Amount for Maynilad Customers
12 May	MWSS RO: 2023 Public Water Agency of the Year
17 July	Water Service Challenges in the West Zone
9 November	MWSS RO Investigation on Poor Aesthetic Quality of Maynilad Water

News Monitoring

» Throughout 2023, the PID diligently monitored over 3,094 online news stories and 416 newspaper clippings. This effort was crucial in keeping the MWSS RO informed about public perception and media coverage, allowing the organization to respond swiftly and effectively to emerging issues.

Design and Production of Other IEC Materials

» The PID’s creativity and commitment to clear communication were also evident in the design and production of various project collaterals. From slide decks to corporate branding materials, the department produced a range of IEC materials that supported the MWSS RO’s initiatives and messaging.

Table 09: 2023 IEC Materials Produced

Type of Collaterals	No. of Output
Slide Decks	15
"Clean Water Saves Lives" (Water Quality) Flyer	1
Corporate Branding Materials	9
Collaterals to Support Gender and Development Advocacies	7
Collaterals to Support Other Governments Agencies' Advocacies	1
Collaterals for Internal Stakeholders Activities	6
Supporting Digital Posters and Videos used in PIDr, PCDr, and Public Hearing	3



CENTRAL RECORDS OFFICE AND MANAGEMENT SYSTEMS UNIT



Central Records Office

The OCR is supported by the Central Records Office (CRO) and the Management Information System (MIS) unit. These departments play a vital role in ensuring the accurate management of records, the seamless operation of information systems, and the overall technological infrastructure of the MWSS RO.

The CRO was established to comply with Republic Act No. 9470, known as “The National Archives of the Philippines Act of 2007.” Its primary responsibility is the efficient management, preservation, and eventual disposal of public records. The CRO is tasked with maintaining the integrity and accessibility of essential documents, ensuring that the MWSS RO’s operations are supported by a robust archival system.



Marie Antoinette D. Manuel
Head Technical Assistant

The CRO’s key responsibilities include:

- » Conducting inventories of public records
- » Establishing and implementing records disposition schedules
- » Authorizing the disposal of records in compliance with regulatory guidelines
- » Overseeing the System of Registration and Accreditation

In 2023, the CRO managed the receipt of 4,367 documents from various agencies and individuals, forwarding 543 documents to relevant areas within the MWSS RO and other organizations. The CRO also oversaw the disposal of records deemed valueless after 26 years, following approval from the National Archives of the Philippines (NAP).

The office remains committed to further enhancing its records management system by 1. expanding digitization efforts to encompass additional record types and volumes; 2. improving the online records portal for improved citizens engagement; 3. and ensuring the continuous evaluation of records management policies and procedures to adapt to evolving needs and regulatory requirements.

Table 10: Filed Communications between MWSS Board of Trustees and MWSS RO

Type of Communication	Quantity Recorded
Memorandum to the Board of Trustees	36
MWSS Regulatory Office Resolutions	54
MWSS Board Resolutions	8
Letters to the Board of Trustees	11
MWSS Board Directives	5

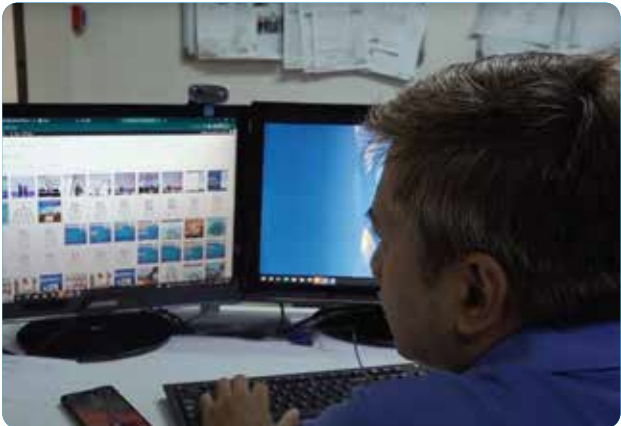
Management Information Systems (MIS) Unit

The MIS unit is responsible for the maintenance and management of the MWSS RO’s Information and Communication Technology (ICT) infrastructure. This includes the administration of software, hardware, and various information systems critical to the office’s operations. The MIS also provides technical support for all ICT-related activities, ensuring that the MWSS RO remains at the forefront of technological advancements.

The MIS unit’s core functions include:

- » Conducting corrective and preventive maintenance of Information Technology equipment and information systems of MWSS RO
- » Administering the official MWSS RO website and GovMail systems
- » Implementing the Information System Strategic Plan (ISSP)
- » Performing technical assistance for events and meetings, and technical consultation

In 2023, the MIS unit developed and launched the eService Request Form (eSRF), which centralized the processing of ICT concerns, website updates, and other related technical assistance. The MIS also rolled out the MIS application.



Corrective Maintenance

The unit, through the portal and application, was able to handle 170 ICT concerns, 230 website updates, and 223 technical assistance requests throughout the year.

Table 11: ICT-Related Concerns that were addressed CY 2023

Problems Encountered:	Number of Requests
CPU / System Unit (No Power, No Display, Freezing, Blue Screen)	15
Printer / Scanner (Paper Jam, Connection Issues)	91
Internet / Network (No Connection, Slow Connection)	28
Software / Application Issues	27
Peripherals (Mouse, Keyboard, Monitor, Power Supply, etc.)	9
Total	170

Table 12: 2023 Website Updates

Problems Encountered:	Number of Requests
Posting of articles, press releases, notices, etc.	181
Printer / Scanner (Paper Jam, Connection Issues)	16
Compliances to Transparency Seal	24
Freedom of information	7
Website Improvement / Enhancement	2
Takedown of Website Posts/Pages	0
Total	230

Table 13: 2023 Technical Assistance

Assistance Needed:	Number of Requests
Audio and Video Equipment Setup	8
Conference / Meeting Room Setup	76
Audio Visual Presentation Assistance	12
GovMail Assistance	11
HRIS Concerns	14
eSignature Requests	44
Time In / Time out Verification Requests	2
Digital Design Requests	23
Technical Consultations	33
Total	170

Preventive Maintenance Plan Schedule

To ensure the optimal functioning of IT equipment, the MIS conducted preventive maintenance across various areas of the MWSS RO:

Table 14: 2023 Preventive Maintenance Schedule

Area	Schedule
Office of the Chief Regulator (OCR)	January and July
Financial Regulation Area (FRA)	February and August
Technical Regulation Area (TRA)	March and September
Customer Service Regulation Area (CSRA)	April and October
Administration and Legal Department (ALA)	May and November
Server Room, Security Camera, and AV Equipment	June and December

The MIS also addressed a range of other concerns, including website updates, technical assistance, and maintaining connectivity and compliance with government standards.





Lee Robert M. Britanico

*Deputy Administrator,
Customer Service Regulation*

CUSTOMER SERVICE REGULATION AREA

The Customer Service Regulation Area (CSRA) plays a critical role in safeguarding customer satisfaction by monitoring the services and performance of the two Concessionaires—Manila Water and Maynilad. CSRA’s mandate is carried out through two key departments: the Complaints Services Monitoring Department (CSMD) and the Metering Efficiency Department (MED).

In 2023, the CSRA continued its mission to protect customer welfare through diligent monitoring and implementation of various service-related initiatives. Despite the gradual easing of the COVID-19 pandemic, the CSRA maintained its monitoring functions through a hybrid model of face-to-face and virtual platforms, ensuring continued efficiency in complaint resolution and service performance verification.



Clarissa T. Jallorina
Department Manager A,
Complaints Services Monitoring

Lee Robert M. Britanico
Deputy Administrator,
Customer Service Regulation

Ma. Victoria M. Villarba
Technical Assistant

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

Training on Water Meter Test Bench Operation

In line with its commitment to technical excellence, the MED sent three of its engineers to attend a 5-day Administrator Level 2 Training in Xylem Sensus, Slovakia in June 2023. This advanced training equipped the engineers with the necessary skills to operate and maintain the Water Meter Test Bench (WMTB), which plays a critical role in verifying the accuracy of water meters used by both Concessionaires.

One of the key outcomes of this training was learning how to configure the Test Bench Program (TBP) to create new test profiles tailored to different types of Water Meters (WMs). Additionally, MED engineers took the opportunity to conduct tests on four (4) water meters at the Slovakia Legal Metrology (SLM) laboratory. These meters were then tested again using the MWSS RO's own WMTB for comparison, and the results from both laboratories demonstrated consistent accuracy, underscoring the reliability of the MWSS RO's testing procedures. This training is expected to further strengthen the MWSS RO's ability to ensure accurate and fair billing for customers.

Progress Toward ISO 17025 Accreditation

In 2023, the MWSS RO made significant progress toward obtaining ISO 17025 accreditation for its Regulatory Office Metrology Laboratory (ROML), targeted for 2025. By the year's end, 49.80% of the necessary documentation and preparations were completed, including nine (9) Process Manuals, ten (10) Work Instructions, and thirteen (13) Laboratory Forms. These efforts, in line with the Philippine Accreditation Bureau (PAB), position the MWSS RO as a leading authority in water meter testing in the Philippines.

The detailed table below illustrates the progress toward fulfilling the ISO 17025 requirements:

Table 15: 2023 Progress Toward ISO 17025 Accreditation

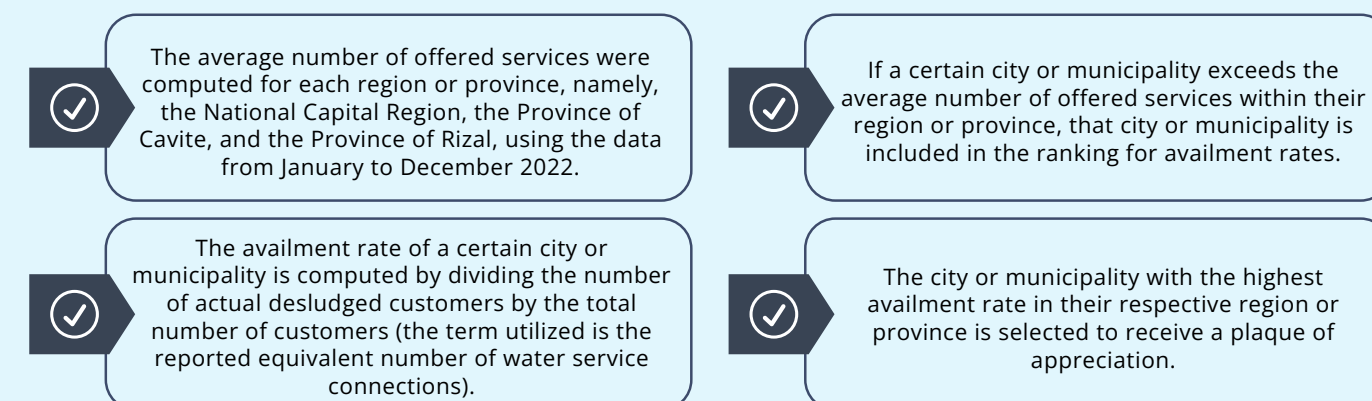
PAB Application Requirements for ISO 17025 Laboratory Accreditation	Timeline	% Value	% Completed	Overall % Completion
System Documentation	2025	50.00%	70.00%	35.00%
Legal Identities	2023	0.50%	100.00%	0.50%
Organizational and/or Functional Structure	2023	0.50%	100.00%	0.50%
Records Related to Risk Analysis	2024	3.00%	0.00%	0.00%
Confidentiality Records	2024	0.50%	0.00%	0.00%
Latest Internal Audit	2024	15.00%	0.00%	0.00%
Records of Nonconforming Work and Corrected Actions	2024	1.00%	0.00%	0.00%

PAB Application Requirements for ISO 17025 Laboratory Accreditation	Timeline	% Value	% Completed	Overall % Completion
Latest Management Review	2024	5.00%	0.00%	0.00%
Complaints/Appeals	2024	1.00%	0.00%	0.00%
Personnel Records	2024	1.00%	80.00%	0.80%
Records of Complete Process	2025	5.00%	0.00%	0.00%
Monitoring of Environmental Conditions	2023	5.00%	100.00%	5.00%
Equipment Records	2024	5.00%	80.00%	4.00%
QA/QC Records (Internal Quality Control)	2024	1.50%	0.00%	0.00%
Latest Records of Proficiency Testing Participation	2025	1.00%	0.00%	0.00%
Measurement Uncertainty	2024	5.00%	80.00%	4.00%
Total		100.00%	49.80%	49.80%

Gawad Para sa Kaagapay sa Kalusugan at Kapaligiran Program

The MWSS RO honors Local Government Units (LGUs) through the Gawad Para sa Kaagapay sa Kalusugan at Kapaligiran Program for their outstanding efforts in promoting septic tank desludging. This program raises awareness about desludging's importance and fosters collaboration with local stakeholders to uphold public health and environmental standards.

CRITERIA FOR THE GAWAD PROGRAM



In 2023, the program continued its success by awarding cities that exceeded the average desludging availment rates. This initiative not only contributed to higher sanitation standards but also encouraged a stronger partnership between the MWSS RO, LGUs, and other key stakeholders.

Table 16: 2023 Gawad Para sa Kaagapay sa Kalusugan at Kapaligiran Awardees

City/Municipality	Award Presented By	Recipient
Mandaluyong City	Chief Regulator Patrick Lester N. Ty	Hon. Mayor Benjamin S. Abalos
City of Manila	Mr. Lee Robert M. Britanico, Deputy Administrator for CSRA	Hon. Mayor Maria Sheilah Honrado Lacuna-Pangan
Caloocan City	Chief Regulator Patrick Lester N. Ty	Hon. Mayor Dale Gonzalo R. Malapitan
Antipolo City	Mr. Francis P. Ayapana, Dept Manager for MED	Hon. Mayor Casimiro A. Ynares III, MD
Bacoor City	Mr. Lee Robert M. Britanico, Deputy Administrator for CSRA	Hon. Mayor Strike B. Revilla



Sanitation Initiatives and Challenges

During the Gawad Program awards, the MWSS RO and LGUs discussed key provisions of local ordinances, including mandatory septic tank desludging and upgrading tanks to meet sanitation guidelines. They also focused on septage management principles and their importance in protecting public health.

Additionally, the MWSS RO and LGUs addressed challenges and areas for improvement in local sanitation efforts. The MWSS RO is currently reviewing the Department of Health Administrative Order No. 2019-0047 to assess recommendations made by Manila Water and Maynilad on maintaining a five-year desludging cycle in the Concession Area.

Monitoring of Concessionaires' Compliance to Service Obligations

In 2023, the CSRA monitored the performance of Manila Water and Maynilad to ensure compliance with their agreed Key Performance Indicators (KPIs) related to water and sewerage services, complaint resolution, and customer service.

The process included monthly, midyear, and annual reviews to validate the Concessionaires' data, ensure consistency, and detect discrepancies. Any irregularities were promptly referred to the Concessionaires for corrective action, maintaining transparency and accountability in service delivery.

For 2023, the CSRA produced 10 monthly reports, one midyear, and one annual evaluation covering the following KPIs:

- 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 population coverage
- KPI-C1**

Response to service complaints
- KPI-C2**

Response to billing complaints
- KPI-C3**

Response to applications for new water service connections
- KPI-C4**

Installation of new water service connections

Review and Evaluation

As part of its rigorous evaluation process, the CSRA ensured that the data reported by both Concessionaires was assessed against their contractual targets.

The following tables illustrate the KPI performance of Manila Water and Maynilad for 2023:

Table 17: KPI Report: 2023 - Manila Water

	Key Performance Indicator	Actual	2023 Target
W1	No. of New Water Domestic Connections	24,568	19,898
W1B	Water Service Population Coverage	7,649,760 (94.19%)	93.00%
S1	No. of New Sewer Domestic Connections	12,486	10,191
S1B	Sewer Service Population Coverage	1,835,026 (25.04%)	23.00%
S2	No. of Septic Tanks Desludged	98,996	92,005
S2B	Sanitation Service Coverage (5-year cycle)	5,048,584 (64.99%)	77.00%
C1	Response to Customers' Service Complaints	99.76%	95.00%
C2	Response to Customers' Billing Complaints	99.18%	92.00%
C3	Response to Application for New Water Service Connections	99.66%	95.00%
C4	Installation of New Water Service Connections	100.00%	95.00%



Table 18: KPI Report: 2023 - Maynilad

	Key Performance Indicator	Actual	2023 Target
W1	No. of New Water Domestic Connections	23,554	14,805
W1B	Water Service Population Coverage	9,689,705 (89.47%)	89.20%
S1	No. of New Sewer Domestic Connections	75,620	41,961
S1B	Sewer Service Population Coverage	2,216,688 (22.74%)	21.00%
S2	No. of Septic Tanks Desludged	67,893	61,170
S2B	Sanitation Service Coverage (5-year cycle)	6,233,469 (64.41%)	60.00%
C1	Response to Customers' Service Complaints	98.55%	95.00%
C2	Response to Customers' Billing Complaints	99.85%	90.00%
C3	Response to Application for New Water Service Connections	99.23%	95.00%
C4	Installation of New Water Service Connections	99.13%	95.00%

Both Manila Water and Maynilad exceeded their targets for 2023 across all monitored KPIs, as outlined in the detailed 2023 Annual KPI-BEMs Evaluation Report.

Verification

To ensure the accuracy of reports submitted by the Concessionaires, the CSRA conducted customer verifications through random phone interviews. Verification forms were used to assess how well Manila Water and Maynilad addressed service-related issues. Sample customers were randomly selected from lists provided by both Concessionaires. These verifications not only validated the data but also measured the effectiveness of their customer service and infrastructure performance.

When discrepancies or inconsistencies were found, the Concessionaires had to submit additional documentation or explanations to resolve the issues in their initial reports. Below are the 2023 verification results for Manila Water and Maynilad:



Table 19: Findings of KPI Verification: 2023 - Manila Water

Key Performance Indicator	No. of Sample Customers Interviewed	Findings (Based on Interview with Customer)	Findings (Based on Justification of MWCI)	Remark/s
S1 No. of New Sewer Domestic Connections	41	21	32	32/41 (78.05%) confirmed to have new sewer connections
S2 No. of Septic Tanks Desludged	144	127	129	129/144 (89.58%) confirmed to have availed of the desludging service of Manila Water
C1 Response to Service Complaints (within 10 days)	162	147	92,005	147/162 (90.74%) complaints resolved within 10 days
C2 Response to Billing Complaints (within 10 days)	156	122	124	124/156 (79.49%) billing issues resolved within 10 days
C3 Response to New Water Service Connections (within 5 days)	147	106	139	139/147 (94.56%) applications responded to within 5 days
C4 Installation of New Water Connections (within 7 days)	146	131	142	142/146 (97.26%) installations completed within 7 days

Table 20: Findings of KPI Verification: 2023 - Maynilad

Key Performance Indicator	No. of Sample Customers Interviewed	Findings (Based on Interview with Customer)	Findings (Based on Justification of MWCI)	Remark/s
S1 No. of New Sewer Domestic Connections	50	27	42	42/50 (84.00%) confirmed to have new sewer connections
S2 No. of Septic Tanks Desludged	153	141	146	146/153 (95.42%) confirmed to have availed of the desludging service of Maynilad
C1 Response to Service Complaints (within 10 days)	156	120	121	121/156 (77.56%) complaints resolved within 10 days
C2 Response to Billing Complaints (within 10 days)	154	108	123	123/154 (79.87%) billing issues resolved within 10 days
C3 Response to New Water Service Connections (within 5 days)	146	121	135	135/146 (92.47%) applications responded to within 5 days
C4 Installation of New Water Connections (within 7 days)	144	131	133	133/144 (92.36%) installations completed within 7 days

COMPLAINTS SERVICES MONITORING DEPARTMENT



The Complaints Services Monitoring Department (CSMD) plays a crucial role in driving service quality improvements by developing and recommending policies, rules, and regulations for both Concessionaires. It establishes service standards and conducts performance evaluations to ensure that customer complaints are addressed effectively.

Furthermore, CSMD closely monitors the Concessionaires' compliance with their service obligations, such as providing alternative water supplies and adhering to customer service standards.

The department also facilitates the establishment of an efficient feedback system, enabling the smooth handling and faster resolution of issues raised by customers and other interested groups.



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Department Manager A,
Complaints Services
Monitoring

Monitoring and Resolution of Customer Complaints

Before endorsing a complaint to the appropriate Concessionaire, the CSMD conducts a pre-assessment to ensure that the complaint is complete and valid. Once verified, the complaint is forwarded to the Concessionaire for appropriate action.

As shown in the table below, the CSMD received a total of 1,080 valid complaints in 2023, with 225 complaints coming from Manila Water customers and 855 complaints from Maynilad customers. All of the received complaints (100%) were endorsed to the concerned Concessionaire within three days.

Table 21: Status of Complaints Received by CSRA

Item	Manila Water	Maynilad	Total	Target
Received (Valid Complaints)	225	855	1,080	-
Endorsed to the Concessionaires within 3 days	225	855	1,080	-
Responded/Acted upon by the Concessionaires	180	843	1,023	-
% Responded	80%	98.60%	94.72%	-
Conciliation meetings conducted	9	30	39	-
With agreement (successful)	5	18	23	-
No agreement reached (unsuccessful)	4	12	16	-
Success rate (%)	55.56%	60.00%	58.98%	-
Complaints submitted for resolution	148	774	922	-
Complaints resolved	148	774	922	-
% Resolved w/in 10 working days	100.00%	100.00%	100.00%	100%

Resolution

The Concessionaires are required to resolve complaints within ten (10) calendar days from the date of endorsement, as per the agreed KPI standards. If a customer is dissatisfied with the Concessionaire's action, a Conciliation Meeting (CM) is held to reach a final agreement. In line with the Governance Commission for GOCCs (GCG) requirements, complaints must be resolved within ten (10) working days after being submitted for final resolution.

In 2023, 1,080 complaints were received, with 922 submitted for resolution. All 922 complaints (100%) were successfully resolved and closed within the 10 working-day period.

Customer Complaints Received Through the 8888 Citizen’s Complaint Hotline

The 8888 Citizen’s Complaint Hotline, managed by the Office of the Executive Secretary, addresses citizen complaints across government agencies. The CSMD works with the Concessionaires to ensure timely resolution of customer complaints received through the 8888 Hotline, with a target of providing feedback within 72 hours.

As shown in the table below, the CSMD endorsed 325 complaints via the 8888 Hotline, with 25 from Manila Water customers and 300 from Maynilad customers. All complaints were resolved and closed within the 72-hour timeframe.

Table 22: 2023 Status of Complaints Received Through 8888

Item	MWCI (Manila Water)	MWSI (Maynilad)	Total	Target
Received	25	300	325	-
Endorsed	25	300	325	-
% Endorsed within 72 hours	100.00%	100.00%	100.00%	100%
Closed with 8888	25	300	325	-
% Closed to Received	100.00%	100.00%	100.00%	100%

Monitoring of Concessionaires’ Response to Water Service Interruptions

Under Section 5.4(ii) of the Revised Concession Agreement (RCA), the Concessionaires must notify customers at least forty-eight (48) hours in advance of any planned water service interruptions. These notices must include details on affected areas and be shared across various media channels to ensure maximum outreach.

The CSRA, through the CSMD, ensures compliance with the Presidential directive on timely Water Service Interruption (WSI) announcements. This includes keeping an inventory of all notices from the Concessionaires, forwarding them to PTV4 for airing, and monitoring their broadcast. The CSMD also ensures these advisories are posted on social media for broader dissemination.

Performance Target for Timely Dissemination of Notices

The CSMD set a performance target to ensure that 100% of the WSI notices are forwarded to PTV4 within 3 hours of receipt from the Concessionaires.

As shown in the table below, the CSMD forwarded a total of 87 WSI notices to PTV4 in 2023—21 from Manila Water and 66 from Maynilad—with all notices being forwarded within the 3-hour timeframe.

Table 23: Number of WSI Notices Sent to PTV4 for Airing

Item	MWCI (Manila Water)	MWSI (Maynilad)	Total
Received and Endorsed	21	66	87
Within 3 hours	21	66	87
More than 3 hours	-	-	-
% Endorsed within 3 Hours	100.00%	100.00%	100.00%



Aside from PTV4, advisories were posted on the Concessionaires’ social media (Facebook, Twitter), published in newspapers, and shared with other media outlets. Customers were also notified via call centers, local government/barangay coordination, public address systems, emails, and text blasts.

Planned and Unplanned Water Service Interruptions

As shown in the table below, a total of 7,565 water service interruption advisories were issued by the Concessionaires in 2023. Manila Water issued 1,840 advisories (1,089 planned and 751 unplanned), while Maynilad issued 5,725 advisories (2,000 planned and 3,725 unplanned).

Table 24: 2023 Number of WSI Advisories

Item	MWCI (Manila Water)	MWSI (Maynilad)	Total
Planned	1,089	2,000	3,089
- <= 24 hours	1	45	46
- > 24 hours	1,088	1,860	2,948
- Rotational	-	95	95
Unplanned	751	3,725	4,476
- <= 24 hours	1	196	197
- > 24 hours	750	3,241	3,991
- Rotational	-	288	288
Total	1,840	5,725	7,565

Water service interruptions in Manila Water’s East Zone were mostly localized, often caused by leak repairs and network maintenance activities, and were generally scheduled during off-peak hours to minimize customer inconvenience.

In Maynilad’s West Zone, the interruptions were largely due to network maintenance and pipe breakages. Additionally, Maynilad experienced major interruptions caused by:

- High water demand that depleted water supply at Bagbag Reservoir, Patindig, and Bacoor Pumping Stations
- Operational inefficiencies at the Putatan Water Treatment Plant
- Frequent power outages at the La Mesa Pumping Station

Verification of Water Service Interruption Adherence

The CSMD conducted phone interviews with customers affected by water service interruptions to verify adherence to the posted WSI schedules. For Manila Water, 77 customers were interviewed, and 72 (99.51%) confirmed the interruptions occurred as scheduled. For Maynilad, 806 customers were interviewed, with 653 (81.01%) confirming adherence to the issued advisories, as detailed in the table below:

Table 25: 2023 Findings of Verification on Adherence to WSI Schedules

Item	MWCI (Manila Water)	MWSI (Maynilad)	Total
Total Interviewed	77	806	-
Adherent	72	653	-
Not Adherent	5	153	-
% Adherent	93.51%	81.01%	-

Notices to Explain Issued to Maynilad

Throughout 2023, the MWSS RO issued four (4) Notices to Explain to Maynilad for non-compliance with WSI schedules:

- 12 April 2023** Non-adherence to the WSI schedule as announced to customers from 1 April 2023
- 18 May 2023** Prolonged seven-day water service interruption, raising concerns over public health and customer welfare
- 26 June 2023** Prolonged 13-hour daily interruptions over 41 days, with potential risks to public health
- 10 July 2023** Failure to inform MWSS RO of a 9-hour daily water interruption due to reduced raw water allocation, as announced by the National Water Resources Board (NWRB) following low water levels at **Angat Dam**



METERING EFFICIENCY DEPARTMENT



The Metering Efficiency Department (MED) focuses on ensuring the technical accuracy and reliability of water service delivery. It recommends policies, rules, and regulations to enhance the Concessionaires' customer service, particularly in the areas of metering, water supply, sewer, and sanitation services. The MED closely monitors the Concessionaires' compliance with service obligations related to water supply, sewerage, and sanitation coverage. Additionally, the MED oversees the Concessionaires' metering programs, ensuring that water meters meet stringent technical standards and are regularly tested for accuracy to guarantee fair and equitable billing for customers.



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Department Manager A,
Metering Efficiency

Monitoring of Water Meter Accuracy

The MWSS RO requires the Concessionaires to submit quarterly and annual reports on water meter testing, which include the list of meters tested, test results, and other relevant details for evaluation. MED's oversight ensures water meter accuracy, safeguarding customer interests by preventing over-billing and protecting the utility from under-collection due to faulty meters.

Water Meter Test Results

In 2023, Manila Water tested 1,630 water meters suspected of being defective or tampered with. Of these, 84.17% passed the flow accuracy test, 15.58% were defective, and 0.25% were tampered with. Similarly, Maynilad tested 5,663 water meters, with 67.31% passing the accuracy test, 26.26% found defective, and 6.43% tampered, as shown in the table below.

Table 26: 2023 Water Meter Test Results

Test Results	MWCI (Manila Water)	MWSI (Maynilad)	Total
Passed	1,372 (84.17%)	3,812 (67.31%)	-
Failed/Defective	254 (15.58%)	1,487 (26.26%)	-
Tampered	4 (0.25%)	364 (6.43%)	-
Total	1,630	5,663	7,293

Water Meter Replacement

Water meter accuracy is crucial as it affects both the Concessionaires' revenue and customer billing. Under-registering meters reduce utility revenue, while over-registering meters lead to higher charges for customers. Regular meter replacement is essential to maintain accuracy, as meters degrade over time due to wear and tear.

In 2023, Manila Water replaced 99,441 meters, more than doubling its target of 49,558. Maynilad replaced 193,258 meters, surpassing its target of 166,132.

Table 27: 2023 Water Meter Replacement

Item	MWCI (Manila Water)	MWSI (Maynilad)	Total
Target Number of Water Meters	49,558	166,132	215,690
Actual Total Number Replaced	99,441	193,258	292,699
% Actual Replaced to Target	200.66%	116.33%	-

Water Meter Purchases

To meet its operational requirements, Maynilad purchased 252,624 water meters in 2023, all of which were from the Aqua Jet brand. However, Manila Water did not make any purchases during the year as it had sufficient water meter supplies in its inventory.

Table 28: 2023 Water Meter Purchases

Meter Brand	MWCI (Manila Water)	MWSI (Maynilad)	Total
Aqua Jet	0	252,624 (100%)	252,624
Other Brands	0	0	0
Total	0	252,624	252,624

Monitoring of Water Meter Testing Conducted by Concessionaires

The MED closely monitors water meter testing by the Concessionaires to ensure compliance with accuracy standards. In 2023, MED representatives witnessed the testing and inspection of 22 water meters for Manila Water and 389 for Maynilad, either onsite or via online platforms.

For suspected defective or tampered meters, MED representatives must witness testing at the Concessionaires’ laboratories. Onsite testing also requires a third-party witness, preferably a Barangay Official, to ensure transparency.

Table 29: 2023 Water Meter Testing Conducted by Concessionaires

Test Results	MWCI (Manila Water)	MWSI (Maynilad)	Total
Passed	14 (63.64%)	99 (25.45%)	-
Failed/Defective	8 (36.36%)	88 (22.62%)	-
Tampered	0 (0.00%)	202 (51.93%)	-
Total	22	389	411

Monitoring of Water Meter Related Complaints

Water meter accuracy is essential in preventing billing disputes, as defective meters can lead to over-registration and higher charges. Both Concessionaires monitor complaints about defective meters through their monthly KPI reports, while MED tracks and ensures prompt resolution of these issues.

In 2023, Manila Water received 4,957 complaints about defective meters, making up 6.38% of the 77,704 total complaints for the year. Maynilad reported 5,859 complaints, accounting for 4.95% of their 118,483 total complaints, as shown below:

Table 30: 2023 Complaints on Defective Meters


Test Results	MWCI (Manila Water)	MWSI (Maynilad)	Total
Number of complaints on Defective Meters	4,957	5,859	10,816
Total Complaints Received (Service + Billing)	77,704	118,483	196,187
% Complaints on Defective Meters	6.38%	4.95%	-

Many of the defective water meters tested were linked to customer billing complaints. However, most of these meters were found to be in good working condition upon testing.




Management of CSRA Databases


The CSRA manages several databases to streamline data collection, analysis, and monitoring. These tools track performance, complaints, and operational data, enabling the CSRA to generate summary statistics for evaluation. Regular updates and optimizations ensure the databases remain efficient and effective.



KPI Monitoring Database
Managed by the CSMD and MED, this database stores data from the CSRA’s customer interviews, sample verifications, and feedback gathered during performance monitoring.



Customer Complaint Database
Overseen by the CSMD, this database contains comprehensive records of all complaints received by the MWSS RO, including complaint status and details, ensuring efficient tracking and resolution of customer issues.



Metering Database
Managed by the MED, this database contains critical information about water meters (WMs), including data submitted by the Concessionaires and results from water meter testing observed by MED representatives.



Claudine B. Orocio-Isorena

*Deputy Administrator,
Administration and Legal Affairs*

ADMINISTRATION AND LEGAL AFFAIRS

The Administration and Legal Affairs (ALA) is a pivotal unit within the MWSS RO, responsible for providing comprehensive administrative and legal support. The ALA, through its dual functions—Administration and Legal Affairs—ensures operational efficiency, strategic resource management, and legal compliance across the MWSS RO.

In 2023, ALA’s strategic contributions included facilitating collaboration with various government agencies and supporting key regulatory initiatives, which significantly bolstered the MWSS RO’s capacity to uphold regulatory excellence. Notable innovations were implemented to enhance compliance measures and streamline administrative processes. These efforts were critical in driving accountability and transparency, allowing the MWSS RO to maintain its high standards of service delivery.

Moreover, the ALA played a crucial role in crisis management, particularly in addressing regulatory challenges. Through strengthened inter-agency collaboration and continuous support of regulatory functions, the ALA fortified the MWSS RO’s mission to safeguard public welfare and regulatory integrity.



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Technical Assistant

ADMINISTRATION DEPARTMENT



The Administration Department (AD) is a key component of the MWSS RO, responsible for managing its human, financial, and physical resources. Overseeing property management, general services, procurement, and employee welfare, the AD provides essential operational support to ensure the MWSS RO functions smoothly.

By aligning internal resources with the agency's mission of regulatory excellence, the AD ensures that all administrative activities enhance the MWSS RO's effectiveness. Through strategic planning, continuous monitoring, and resource evaluation, the AD maintains operational sustainability and administrative efficiency across the organization.



Ramon A. Javier
Department Manager A,
Administration

Human Resource Unit

As part of the Recruitment, Selection, and Placement (RSP) process, the Human Resource (HR) Unit played a vital role in ensuring a fair and transparent assessment of applicants. Serving as a Psychometrician, the HR Unit successfully administered, scored, and interpreted the results of the In-house Pre-employment Psychometric Examination. This facilitated an objective evaluation of candidates' competencies. Additionally, the HR Unit served as the Secretariat for the Human Resource Merit Promotion and Selection Board (HRMPSB), further strengthening the merit-based selection process.

Table 31: Recruitment, Selection, and Placement (RSP) CY 2023

Particulars	No. of Vacant Positions	Applicants	Shortlisted Applicants	Psychometric Examinees
Plantilla	8	126	89	49
Contract of Service	9	224	104	50
Total	17	350	193	99

In 2023, the HRMPSB, led by the HR Unit filled the 8 Plantilla positions and 9 Contract of Service (COS) positions. The HR Unit received 350 applications, and identified a total of 193 shortlisted applicants for both COS and Plantilla positions, with 99 applicants succesfully took the In-house Pre-employment Psychometric Examination.

MWSS RO Talent Complement

The HR Unit's efficient hiring strategies resulted in a 92% fill-up rate for Plantilla positions. Additionally, the balanced sex distribution among Plantilla and COS hires reflects HR's commitment to diversity, inclusivity, adherence to equal employment opportunity principle.

Table 32: MWSS RO Talent Complement CY 2023

Particulars	Females	%	Males	%	Total	Filled-up Percentage
Plantilla	28	43%	37	57%	65	92%
Contract of Service	16	57%	12	43%	28	N/A
Total	44	47%	49	53%	93	

The HR Unit successfully filled 92% of Plantilla positions (65 out of 71), with 43% female (28) and 57% male (37) hires. For COS, 57% are female (16) and 43% are male (12), totaling 28. Overall, the workforce is 47% female and 53% male, indicating a nearly balanced workforce.

Learning and Development

The HR Unit played a pivotal role in enhancing workforce capabilities by spearheading the procurement of both local and international training programs. Additionally, the Unit facilitated the implementation of in-house training initiatives, aligning them with identified competency requirements and the specific training needs of various regulatory areas. These efforts ensured the continuous development of personnel, fostering a highly skilled and competent workforce to support the organization's regulatory functions.

Local Trainings

The HR unit organized a diverse range of local trainings, spanning topics such as legal education, climate change resilience, gender-responsive agency practices, financial modeling, engineering, psychology, and sanitation, among others.

Notably, participation in conventions and seminars related to government auditing, accounting, water management, and environmental issues was substantial.

There were twelve (12) local trainings and forty (40) attendees outside Metro Manila and fifteen (15) local trainings and forty-one (41) attendees in Metro Manila.

In-House Trainings

The HR unit initiated ten (10) in-house trainings focusing on public service ethics, gender sensitivity, legal compliance (such as the Solo Parents Welfare Act and procurement regulations), organizational development (e.g., MWSS GPB formulation), and occupational safety.

Foreign Trainings

The HR unit facilitated the participation in various international conferences and workshops related to water management, sanitation, and gender equality.

The foreign trainings covered critical areas such as achieving Sustainable Development Goals (SDGs), UN initiatives, water testing laboratory standards, and gender inclusivity in water management.

Table 33: List of Learning and Development (local) Trainings CY 2023

No.	Learning and Development Trainings	Training Hours	No. of Talents Attended
Local Trainings Outside Metro Manila			
1	19th National Convention of Lawyers	20	3
2	Water Safety Plan Training	24	2
3	2023 Philippine Association of the Government Budget Administration, Inc. (PAGBA)	32	5
4	Participation to the 5th Philippine Engineering Summit	16	3
5	Participation to the 64th Annual National Convention of the Association of Government Internal Auditors, Inc.	32	5
6	Participation to the Annual Convention-Seminar of the Association of Government Accountants of the Philippines, Inc. (AGAP)	32	5
7	Participation to the 59th Annual Convention of the Psychological Association of the Philippines	24	1
8	Attendance to the Philippine Records Management Association, Inc. Seminar-Workshop	32	4
9	2nd Philippine Identity Summit and 3rd National Convention on Civil Registration and Vital Statistics	24	2
10	17th National Convention of the Water Environment Association of the Philippines, Inc. (WEAP)	24	3
11	Environmental and Sanitation Workshop	32	2
12	Women's and Gender Studies Association of the Philippines (WSAP) Annual International Conference 2023	24	5

No.	Learning and Development Trainings	Training Hours	No. of Talents Attended
Local Trainings in Metro Manila			
13	Freedom of Information Boot camp for New FOI Officers	20	3
14	Mandatory Continuing Legal Education	24	2
15	Microalgae Workshop	32	5
16	Special Topic on Climate Change and Disaster Risk Resilience (Module on Building the Resilience of PPP Projects to Climate Change and Disaster Risks)	16	3
17	Geodetic Engineers of the Philippines 33rd Annual Regional Convention	32	5
18	OCBA on Introductory Course on the Fundamentals of Unsolicited PPP Projects in Philippines	32	5
19	2023 PCW GAD Webinar 3 - Towards A Gender-Responsive Agency: The 7 Steps in Formulating A GAD Agenda	24	1
20	74th Financial Modeling Masterclass Live Online Training	32	4
21	2023 Public Sector HR Symposium	24	2
22	Participation to the International Association of Schools and Institutes of Administration (IASIA) 2023 Conference	24	3
23	Regulatory Impact Assessment (RIA) Manual On-Line Training	32	2
24	Attendance to the Philippine Commission on Women's Gender Mainstreaming Monitoring System (GMMS)	24	5

No.	Learning and Development Trainings	Training Hours	No. of Talents Attended
Local Trainings in Metro Manila			
25	Special Topic on PPP Project Development: Mainstreaming Gender Equality, Disability and Social Inclusion (GEDSI) Analysis in PPP Projects	8	1
26	Participation to the Knowledge Sharing and Training Workshop on Advancing a Transformative Agenda for Gender Mainstreaming	16	3
27	Leading Safe Spaces: The Role of Good Governance in Ending Violence Against Women	4	6

Table 34: List of Learning and Development (in-house) Trainings CY 2023

No.	Learning and Development Trainings	Training Hours	No. of Talents Attended
In-House Trainings			
1	Public Service Ethics and Accountability Seminar-Workshop	16	61
2	Gender Sensitivity Training (GST)	8	29
3	BAC In-House Webinar on RA No. 9184 and Its 2016 Revised IRRs	24	41
4	Orientation on the Expanded Solo Parents Welfare Act	4	67
5	Training Workshop on the Formulation of the MWSS RO GPB for FY 2024	16	15
6	Psychological First Aid Orientation	4	
7	Orientation and Workshop on Gender and Development (GAD) Monitoring and Evaluation	16	17
8	Philhealth Orientation	4	80
9	Social Security System (SSS) Orientation	4	80
10	Fire Safety and Disaster Preparedness Seminar/ Drill	8	70

Table 35: List of Learning and Development (foreign) Trainings CY 2023

No.	Learning and Development Trainings	Training Hours	No. of Talents Attended
Foreign Trainings			
1	Water and WASH Futures Conference 2023: Achieving SDG6 in a Changing Climate		2
2	2023 United Nation (UN) Water Conference		3
3	Foreign Training Requirement on Procurement, Supply, Installation, and Commissioning of Water Meter Testing Laboratory		3
4	Operational Workshop of the Multi-Stakeholder Coalition on Water and Gender		1
5	9th International Water Association - Asia Pacific Region (IWA-ASPIRE) Conference and Exhibition 2023		2
6	Quantiplate for Microcystin-High Sensitivity		3

2023 Competency Report

For 2023, 40 talents underwent competency assessment, comprising 33 talents with established competency data and 7 talents with newly determined baseline data. The competency assessment report also indicated 5 talents who achieved 100% profile match of their positions. This brought the number of talents who achieved profile match to 28, which translated to 44.44% improvement of employees meeting required competencies by year 2023, which is higher than the committed target of 43% employees meeting required competencies under SM No. 13 of the 2023 MWSS RO Performance Scorecard negotiated with the Governance Commission for Government-Owned or -Controlled Corporations (GCG).

The above figures were accomplished through formal and non-formal Learning and Development strategies that paved way for the development of MWSS RO Talents.

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

The HR Unit spearheads the SALN Review and Compliance Committee. For 2022 compliance year, the SALN RCC reported to the Chief Regulator 100 percent compliance, translated into 61 qualified RO SALN filers submitting their SALN forms on time and in complete and proper form.

Employee Engagement Activities

To support the employees of the MWSS RO, the HR Unit successfully coordinated with various government agencies to conduct orientations. These orientations aimed to update employees on the services offered by these agencies, ensuring they maximize available benefits. The table below provides a list of government agencies that participated in the employee engagement activities:

Table 36: List of Government Agencies That Participated in the Employee Engagement Activities CY 2023

Government Agency	Date Conducted	Topic Discussed	No. of Talents Attended
PAG-IBIG Fund	11 April 2023	Modified Pag-Ibig II Savings (MP2), Short-Term Loans (STL), and Housing Loans	All RO Talents
Government Insurance System (GSIS)	13 June 2023	Multi-purpose Loan Plus Program or MPL Plus Program	
Philippine Health Insurance Corporation (PhilHealth)	11 September 2023	Universal Health Care Law and Konsulta Package	
Social Security System (SSS)	04 October 2023	Membership, Benefits, and Loan Programs	

Health and Wellness

Employee Annual Physical Examination

In compliance with Administrative Order No. 402, s. 1998, titled "Establishment of the Annual Medical Check-up Program for Government Personnel," and the DOH-DBM-PHIC Joint Circular No. 01, s. 1998, the MWSS RO will conduct its Annual Physical Examination (APE) for employees on 16 January 2024. This initiative aligns with Civil Service Commission (CSC) Resolution No. 33, dated December 22, 1997, which mandates government offices to provide annual medical, mental, and physical examinations for their personnel.

The HR Unit, in coordination with the Safety and Health Committee, will arrange a mobile medical laboratory and diagnostic service provider to conduct the APE at the MWSS RO premises. The APE will include comprehensive medical examinations and diagnostic tests, ensuring that MWSS RO employees maintain optimal physical health and well-being. A total of 53 employees is expected to avail the said services, demonstrating a high level of employee engagement in health and wellness initiatives.

This initiative highlights HR’s continuous efforts in implementing health and wellness programs for MWSS RO employees, thereby supporting a productive and healthy workplace environment.

Psychological First Aid (PFA) Orientation

The Psychological First Aid (PFA) Orientation for MWSS RO Committee members took place on 7 December 2023, in the MWSS RO Consultant’s Room. The Human Resource (HR) Unit, in collaboration with committee representatives, organized and led the PFA orientation. The primary objective of this program was to equip each committee member with the skills and knowledge necessary to handle employee concerns and sensitive information. It aimed to empower them to deal with highly sensitive information objectively while providing assistance to employees in need. Dr. Francine Rose DC Bofill, a distinguished Mental Health Professional with licenses in Psychology, Guidance Counseling, and Psychometrics, served as the keynote speaker for this significant event. Dr. Francine and her team facilitated the main PFA session and conducted an icebreaker activity. The core topics covered included crisis events, Psychological First Aid, Mental Health Crisis, Mental Health First Aid, and Self-Care. Through this initiative, participants learned how to provide immediate psychological support, fostering a culture of empathy and understanding within the organization.

123rd Philippine Civil Service Anniversary

As part of the 123rd Philippine Civil Service Anniversary (PCSA) celebration, the HR Unit played a crucial role in encouraging employee participation in various activities aimed at promoting holistic wellness. These activities included an Online Zumba Session conducted last 01 September 2023, and an Online Film Showing from 01 to 30 September 2023 via the Film Development Council of the Philippines (FDCP) channel. These activities were participated by two RO Talents together with the HR representatives.

In collaboration with committee representatives, the HR Unit successfully organized and implemented health and wellness initiatives. By prioritizing mental and physical well-being, these programs significantly contributed to employee morale, engagement, and overall workplace productivity. Moving forward, the HR Unit aims to continue developing and enhancing wellness programs to support employees’ holistic well-being.

Student Training Program

The HR Unit successfully facilitated the Student Training Program (STP), providing students with valuable practical work experience, through mentorship, hands-on tasks, and professional development opportunities. The program equips students with essential skills to prepare them for their future careers.

In 2023, a total of three students successfully completed their internships at MWSS RO—two under the HR Unit and one under the MIS Unit. Their training experience allowed them to gain firsthand exposure to workplace operations and develop a deeper understanding of their respective units. The HR Unit is dedicated to supporting young talent and growing the workforce by offering programs like the STP that promote learning and growth.

HR Administrative Functions

The HR Unit remains committed to supporting the agency by managing employee concerns, attendance and leave records, salary adjustments, overtime pay, and monetization requests. It also facilitates organizational cohesion activities such as the weekly Flag Raising Ceremony and monthly General Assembly. It also prepared important reports like the Sex-Disaggregated Data and Monthly Talent Complement Reports and issued necessary certifications, employee documents, contracts, and memoranda. The unit also provided support to various committees such as HRMPSB, Performance Management Team (PMT), Committee on Decorum and Investigation (CODI), Gender and Development Focal Point System (GFPS), Grievance, Personnel Development, Rewards and Recognition, Safety and Health, and SALN Review and Compliance.

Table 37: Processed HR Documents

Particulars	Numbers
Office Order	155
HR Certifications (Certificate of Employment, Service Record, Travel Authority, Leave Without Pay, Certificate of No Pending Case, and other Certifications)	80
Resolution	8
Memorandum	12
Contracts	28

Procurement Unit

The Procurement Unit is vital to the MWSS RO’s operational efficiency, ensuring timely and cost-effective acquisition of essential supplies and services. Guided by the Annual Procurement Plan (APP) and the budget for Early Procurement Activities (EPA), the unit oversees the procurement process in strict compliance with the Implementing Rules and Regulations (IRR) of the Government Procurement Reform Act. By maintaining transparency, fairness, and accountability, the Procurement Unit upholds the MWSS RO’s commitment to efficient resource management and regulatory excellence.

The Annual Procurement Plan (APP)

In 2023, the Procurement Unit addressed fiscal constraints by strategically adjusting the APP. Initially set at PhP76.31 million, the budget was reduced to PhP16.10 million by rescheduling, deferring, and reallocating procurement projects. This allowed the MWSS RO to reserve PhP60.20 million (64% of the original budget), ensuring operational stability despite funding challenges.

From the adjusted budget, the Procurement Unit processed 123 Procurement Requests (PRs) and successfully awarded 119 contracts totaling PhP11.47 million. Additionally, they secured PhP4.63 million in savings, representing 40% of the total Approved Budget for the Contract (ABC), achieved through effective supplier and contractor management.

Table 38: Breakdown of the Procurement Performance for 2023

Particulars	APP Budget	Deferred	ABC	Awarded Contracts	Savings
1. Public Bidding	32,739,698	25,755,458	6,984,240	4,018,385	2,965,855
2. Alternative Methods of Procurement (AMP)	43,569,095	34,450,350	9,118,745	7,456,956	1,661,789
Sub-total	76,308,793	60,205,808	16,102,985	11,475,341	4,627,644
Early Procurement Activity FY2024	18,317,230	0	18,317,230	7,815,889	10,501,341
Total	94,762,524	60,342,308	34,420,215	19,291,230	12,443,533

Procurement Activities in CY 2023


Throughout 2023, the Procurement Unit received 123 PRs, including 3 through public bidding, 116 through Alternative Methods of Procurement (AMP), and 4 EPA requests. The team awarded 117 contracts, covering 95% of all PRs. The remaining 6 PRs were canceled due to non-compliance with specifications, the procurement purpose no longer being necessary, or bid failure. The savings from the EPA will be utilized to fund the rebidding of the Analytical Services for the Water Quality Monitoring Program, estimated at PhP6.63 Million.

Table 39: Percentage of Awarded Contracts

Particulars	PR	Contracts Awarded	%
1. Public Bidding	3	3	100%
2. Alternative Methods of Procurement (AMP)	116	111	96%
3. EPA FY 2024	4	3	75%
TOTAL	123	117	95%

FY 2023 Agency Accountability Requirements

The Procurement Unit successfully met all the deadlines set by the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information, and Reporting Systems, and the Government Procurement Policy Board. These submissions included:

 FY 2024 Certificate of Compliance for Early Procurement Activities	 FY 2024 APP for Common-Use Supplies and Equipment (CSE), ensuring standard supplies are accounted for
 FY 2023 Annual Procurement Plan (APP) for Non-Common-Use Supplies and Equipment (Non-CSE)	 PhilGEPS Posting Compliance Report for FY 2023, which detailed all procurement activities posted on the government’s electronic procurement platform
 APCPI results for FY 2022 Procurement Transactions, tracking the agency’s procurement performance	 FY 2022 Procurement Monitoring Report (PMR) for the 2nd semester
 Indicative FY 2024 APP for Non-CSE, projecting the agency’s needs for the coming year	 FY 2023 Procurement Monitoring Report (PMR) for the 1st semester, ensuring proper tracking of procurement activities

Finance Unit

The Finance Unit ensured fiscal integrity for the MWSS RO in 2023 by processing claims, preparing Financial Statements (FS), monitoring the Corporate Operating Budget (COB), and maintaining accounts. All activities adhered to Commission on Audit (COA) and Department of Budget and Management (DBM) guidelines. Financial reports were reviewed by the Administration Department, the Deputy Administrator, and the Chief Regulator to ensure proper budget allocation and procurement efficiency.

Calendar Year (CY) 2023 Corporate Operating Budget (COB)

On 13 March 2023, the MWSS RO en banc approved a Php338.67 million COB for CY 2023, which was submitted to the DBM on 22 March 2023. However, the DBM deferred its evaluation pending clarification from the Office of the President on funding sources. To maintain stability, the MWSS RO operated under the previous year's budget. By the end of 2023, Php176.94 million (52% of the approved COB) was disbursed, keeping spending within DBM limits.

Fiscal Year (FY) 2024 Budget Proposal

On 27 April 2023, the MWSS RO en banc approved a Php189.977 million budget proposal for the FY 2024 National Expenditure Program (NEP). However, on 13 June 2023, the DBM recommended a reduced budget of Php165.15 million, Php24.83 million lower than the original proposal. In response, the MWSS RO submitted modifications to the House Committee on Appropriations through the DENR, requesting the inclusion of the MWSS RO budget under the DENR and an additional Php3.25 million for the Regulatory Financial Audit.

Following budget hearings, the MWSS RO secured a total appropriation of Php168.397 million in the FY 2024 General Appropriation Act. The FY 2024 Budget Execution Documents (BED) were submitted and posted on the MWSS RO website as per DBM guidelines.

Budget Execution Documents (BED) Included for FY 2024

① BED No. 1 Financial Plan

② BED No. 2 Physical Plan

③ BED No. 3 Monthly Disbursement Program

Disbursement for CY 2023

In CY 2023, the Finance Unit audited and processed 590 disbursement vouchers and 131 payrolls, preparing 224 bank transmittals for salaries, allowances, and benefits. A total of 526 checks were issued for payments to suppliers, contractors, consultants, and other operational expenses. All statutory liabilities were promptly remitted to GSIS, PhilHealth, BIR, and Pag-IBIG, following the prescribed schedules.

Financial Reporting

The Finance Unit consistently prepared monthly accounting registers and journals, which were recorded in software to facilitate the preparation of Financial Statements (FS). All FS were submitted quarterly to the COA for review and auditing. The Year-End FS for CY 2023, along with required documents, were submitted to the COA on time.

In compliance with Section 43 of the GCG Memorandum Circular No. 2012-07, the following reports were posted on the MWSS RO website:

- » 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 2023
- » Corporate Operating Budget
- » Ageing of Cash Advance
- » Statutory Liabilities

Agency Action Plan and Status of Implementation

In 2023, the Finance Unit closely monitored the MWSS RO's action plans addressing the audit findings from the CY 2022 Annual Audit Report (AAR). These plans aimed to implement COA recommendations and improve organizational processes.

By year-end, the MWSS RO had fully implemented 50% of the recommendations related to Non-Property, Plant, and Equipment (Non-PPE) matters, with 37.50% in progress and 12.50% unimplemented, pending COA validation. These results exceeded the 30% compliance threshold required for the Performance-Based Bonus (PBB).

For Property, Plant, and Equipment (PPE) recommendations, 33.33% were fully implemented, 33.33% partially implemented, while 16.67% were ongoing and 16.67% unimplemented, awaiting COA review.

Records Unit

The Records Unit, following the National Archives of the Philippines (NAP) Records and Archives Management Program (RAMP), participated in a Records Inventory led by the Records Management Improvement Committee (RMIC) and the 1st Records Disposal Activity with NAP from 12 to 14 December 2023.

Additionally, Records Officers and secretaries managed documents for various sections within ALA. These efforts resulted in a more organized filing system, improving document retrieval and enhancing efficiency.

Property and General Services Unit

The Property and General Services Unit plays a key role in maintaining the MWSS RO's physical assets and infrastructure, ensuring operational efficiency and office safety. In 2023, the unit focused on maintaining facilities, managing the vehicle fleet, and implementing cost-saving energy and resource measures.

The unit successfully handled corrective and preventive maintenance for critical office systems, including air conditioning, elevators, fire safety equipment, electrical systems, plumbing, and lighting. These efforts improved workplace safety and comfort while extending the life span of office equipment and infrastructure.

Logistical Support

The Property and General Services Unit maintained the office's 14-vehicle fleet, which covered 220,479 kilometers in 2023. All vehicles were kept in top condition, with insurance and registrations renewed for compliance and readiness. The unit provided logistical support for Capital Expenditure (CAPEX) inspections, water sampling, Water, Sanitation, and Hygiene (WASH) programs, GAD activities, procurement surveys, remittances, letter deliveries, and various key initiatives.

The unit also reported a reduction in fuel consumption, using 24,000 liters in 2023, down from 26,539 liters in the previous year. This decrease saved PhP1,133,933.00, demonstrating effective resource management.

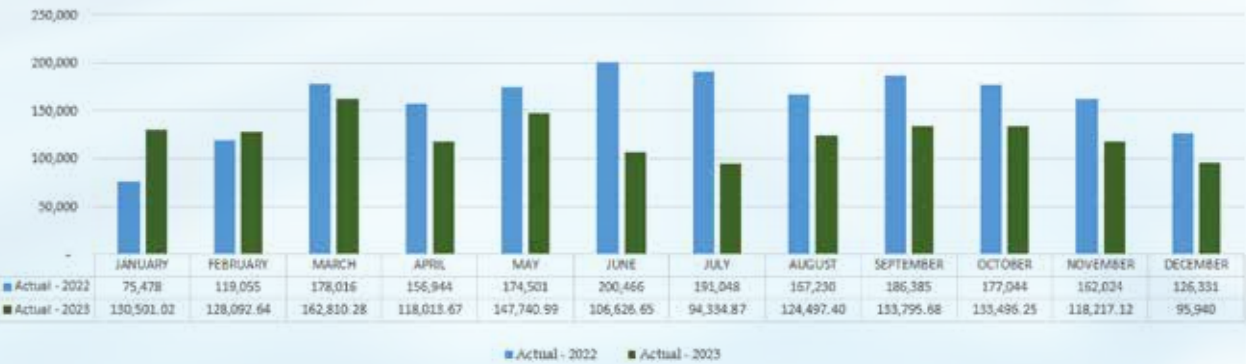
Comparative Fuel Consumption Report CY 2023

The Comparative Fuel Consumption Report for CY 2023 details the Property and General Services Unit's success in managing fuel efficiency across the MWSS RO vehicles. Key highlights include:

- » Total mileage: 220,479 kilometers
- » Total fuel consumption: 24,000 liters, down from 26,539 liters in 2022
- » Savings: PhP1,133,933.00, a 43.15% improvement in fuel efficiency

The unit closely monitored monthly fuel consumption, with significant reductions in June (51% savings) and July (57% savings), contributing to the overall savings for the year.

Figure 01: Comparative Monthly Cost for the Year 2023



Electricity Consumption

In CY 2023, the MWSS RO achieved a significant reduction in electricity costs and kilowatt-hour usage compared to 2022. Total consumption dropped from 274,267 kWh in 2022 to 194,122 kWh in 2023, while costs decreased from PhP2,810,866.76 to PhP2,419,451.87, resulting in savings of PhP 391,415.

Figure 02: Monthly Electricity Consumption



Water Consumption

In 2023, the MWSS RO achieved a notable reduction in water consumption, reflecting improved resource management. Total consumption dropped to 2,433 cubic meters from 2,813 cubic meters in 2022, demonstrating ongoing efforts to conserve water and manage operational costs.

A breakdown of the data shows significant savings, especially in February (58% reduction) and March (53% reduction) compared to 2022. Overall, the agency saved PhP21,499.95 in water expenses for the year.

Figure 03: Monthly Water Consumption



LEGAL AFFAIRS



The Legal Affairs provides crucial legal services to support all regulatory areas within the MWSS RO. Its duties include offering legal representations, advisories, and opinions, preparing agreements, conducting investigations, and resolving internal disciplinary issues. It also engages in inter-agency consultations and ensures the preparation of essential documents for the MWSS RO.

In addition to its internal functions, Legal Affairs monitors Concessionaire compliance with the Concession Agreements (CA) and may recommend sanctions, such as disallowances or customer rebates, to the MWSS Board of Trustees or RO en banc in cases of non-compliance.

In 2023, Legal Affairs upheld regulatory compliance and legal integrity, providing comprehensive support aligned with the MWSS RO's mission of regulatory excellence.



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

In 2023, Legal Affairs played a crucial role in supporting the MWSS RO by delivering extensive legal services across various areas. These services included representation, advisory, and drafting, which were instrumental in regulatory and operational decision-making.

Legal Support for Management Committees

The Legal Affairs assisted the Deputy Administrator for Administration and Legal Affairs in her role as Secretary and Advisor for the MWSS RO, particularly in the Management Committee (ManCom) and Executive Committee (ExeCom) meetings. The team prepared agendas, minutes, and actionable items resulting from these meetings. Some of the critical issues addressed during these discussions include:

- » Approval of the Corporate Operating Budget (COB) for CY 2023 and CY 2024
- » Publication of Implementing Rules and Regulations (IRR) 2023-02, 2023-03, and the MWSS RO Resolution 2023-2013-CA in the Official Gazette via the Alternative Method of Procurement- Negotiated Procurement: Agency-to-Agency
- » Annual adjustments of CPI-Based Items in the Concession Agreements
- » Determining the final amount of penalty imposed on Maynilad Water Services, Inc. (Maynilad)
- » Development and approval of the IRR on Temporary Disconnection/Reconnection of water services
- » Approval of the final business plans for both Maynilad and Manila Water for the Rate Rebasing Period 2023 to 2027
- » 2023 revisions to the provisions of the 2013 Implementing Rules and Regulations (IRR).
- » Implementation of the IRR on Fines and Penalties for failure to meet service obligations under the Revised Concession Agreement (RCA)
- » Determining the effectivity dates for Revised 2021 IRR Nos. 2021-01, 2021-02, and 2021-03
- » Evaluation of Maynilad's Proposed Enhanced Lifeline Discount Program
- » Approval of long-term and short-term borrowings for Manila Water
- » Evaluation of Manila Water's application to extend its Concession Agreement from 2037 to 2047
- » Evaluation of Maynilad's application to extend its Concession Agreement from 2037 to 2047
- » Review of the Concessionaires' loans of Maynilad for CY 2024

Audit Representation

The Legal Affairs worked closely with the COA to ensure compliance and resolve audit concerns. The team, in cooperation with the relevant auditee, actively engaged in liaison work, attended conferences, and prepared written replies in response to Audit Observation Memoranda (AOM) and Notices of Suspension issued by the Resident Auditor. In cases where AOMs escalated to Notices of Disallowance, Legal Affairs took responsibility for drafting and filing appeals before the COA Cluster Director and submitting petitions for review before the COA Commission Proper.

Coordination with Government Agencies

Legal Affairs actively worked with multiple government agencies, including the Office of the President (OP), Department of Justice (DOJ), Department of Finance (DOF), and the Office of the Solicitor General (OSG), to clarify key regulatory and legal matters. One significant request involved clarifying the source of funding for the MWSS RO and its classification under Executive Order No. 149, s. 2021, which transferred the MWSS RO's administrative supervision to the Office of the President.

Additionally, Legal Affairs ensured the proper enforcement and interpretation of EO No. 149 by coordinating with the Governance Commission for GOCCs (GCG), the DOJ, the DOF, the OSG, and the OP. This collaboration helped resolve various legal and regulatory questions regarding the MWSS RO's operational funding and oversight.

Legislative and Legal Contributions

Legal Affairs also provided key legal opinions and recommendations to the Presidential Legislative Liaison Office (PLLO), the Office of the President, and the House of Representatives. This included preparing position papers, opinions, and comments on legislative and regulatory matters, such as:

- The implications of Executive Order No. 22, s. 2023.
- Proposed amendments to Republic Act No. 9184.
- Position papers on Senate Bill Nos. 158, 439, 1987, and 2114.
- An inquiry into the potential benefits of granting Legislative Franchises to Maynilad and Manila Water in relation to MWSS RO's regulatory functions.
- A position paper on the Substitute Bill creating the Department of Water Resources and Water Regulatory Commission.

In support of the MWSS RO's leadership, Legal Affairs also assisted the Chief Regulator and other Regulators during their appearances before the PLLO, further strengthening the agency's alignment with government policies and legislative priorities.

Throughout 2023, Legal Affairs closely monitored government issuances from various agencies to ensure that the MWSS RO effectively implemented new directives. This proactive approach helped the MWSS RO stay compliant with updated regulations and policies, reinforcing its regulatory functions.

Legal Opinions and Guidance Issued

The Legal Affairs provided crucial legal opinions and guidance on a wide range of matters that affected both internal operations and external regulatory actions. Some of the key legal opinions issued included:

- ✓ Applicability of the Government Procurement Reform Act on the engagement of Contract of Service and Job Order personnel.
- ✓ Imposition of Penalties for the inefficient operation of Common Purpose Facilities to ensure operational standards were upheld.
- ✓ Rate Rebasing Petitions to ensure regulatory compliance in accordance with the Concession Agreements.
- ✓ Reportorial Requirements for Maynilad and Manila Water regarding submissions to the Congress and Senate.
- ✓ Implementation of Commission on Audit Order of Execution No. 2016-097 regarding audit findings.
- ✓ Clarification on the scope of actions allowed under the Public Service Act in response to a potential water crisis.
- ✓ Issuance of OP Memorandum Circular No. 22 and WRMO Bulletin No. 002, both concerning water conservation measures in preparation for the El Niño phenomenon.

Year-End Report and Outlook

By the end of 2023, Legal Affairs had successfully consolidated its reports and reaffirmed its commitment to providing timely and effective legal services. Moving forward, the unit pledged to continue its dedicated efforts to support the MWSS RO in fulfilling its mandate, mission, and vision, particularly in navigating the evolving legal and regulatory landscape.

Legal Affairs Support for MWSS RO Regulation Areas and Committees

In 2023, Legal Affairs provided crucial support to various Regulation Areas and Committees within the MWSS RO, including the OCR, ALA, CSRA, TRA, and FRA. This assistance involved preparing, reviewing, and drafting internal and external documents, ensuring the smooth execution of regulatory responsibilities and addressing key operational matters.

Key Legal Contributions and Assistance Provided:

- » Conduct of the 2023 Regulatory Financial Audit.
- » Securing approval from the Board of Trustees (BOT) on the engagement and preparation of a Memorandum of Understanding between MWSS RO and Yokohama Water Co., Ltd.
- » BOT approval for the implementation of the Enhanced Lifeline Program, aimed at providing equitable access to water services.
- » Assistance with the Collective Negotiation Agreement (CNA) Incentive for FY 2023.
- » Legal guidance on the computation of liquidated damages for regulatory breaches.
- » Review of the applications submitted by Manila Water and Maynilad for the extension of the concession agreement term.
- » Legal review and facilitation of the Public Consultation Drive regarding the IRR for the imposition of fines and penalties under the Concession Agreement.
- » Revisions on the provisions of the Revised IRR 2023.
- » Review and assistance on new water connections for Filinvest Development Corporation.
- » Legal review of comments and recommendations on the Water and Sewerage Services

Contract.

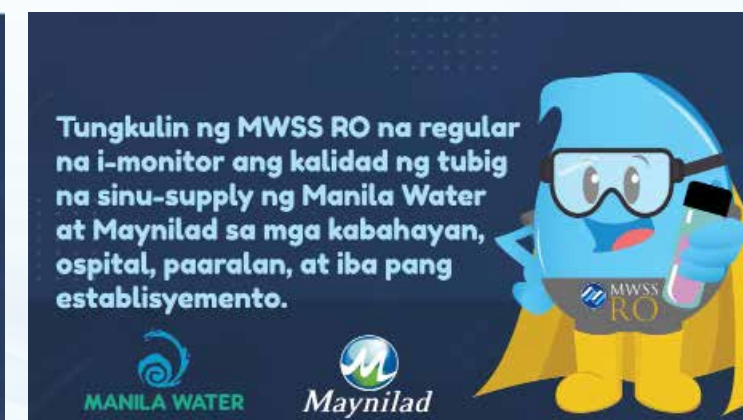
- » Drafting of the Memorandum of Agreement (MOA) and Supplemental MOA between the MWSS RO and the UP Center for Women's and Gender Studies (UPCWGS).
- » Guidance on Maynilad's Targets for sewerage expansion and the reduction of Non-Revenue Water (NRW).
- » Handling of water service complaints from various agencies, customers within the concession areas, and local organizations.
- » Review and assistance in Maynilad's Nanostone and Wawa Bulk Water Projects.
- » Legal support in the implementation of Foreign Currency Differential Adjustments for the Concessionaires.

The Legal Affairs consistently provided guidance and assistance to the different Regulation Areas within the MWSS RO. This unwavering support helped address regulatory challenges, ensure compliance, and resolve issues raised by various departments during the year.

Legal Support to MWSS RO Committees

Throughout 2023, Legal Affairs played a key role in supporting special committees within the MWSS RO, ensuring compliance with legal standards and regulations.

- » HRMPSB: Legal Affairs reviewed contracts, MOAs, and Data Privacy Agreements for new hires and OJTs, ensuring compliance with CSC regulations, particularly regarding data privacy.
- » Procurement Committee: A Legal Affairs lawyer, as part of the TWG, provided legal guidance on procurement activities, ensuring alignment with the Government Procurement Reform Act (RA 9184).
- » New MWSS RO Building Project: Legal Affairs reviewed bidding and contract documents, advised on negotiations, and coordinated with Quezon City officials for occupancy permits.
- » ARTA and FOI Committees: Legal Affairs ensured compliance with anti-red tape policies and FOI laws, reviewing processes and handling FOI requests while protecting sensitive information.
- » SALN Review Committee: Lawyers reviewed employee SALN submissions to ensure accuracy and compliance with CSC rules.
- » Rate Rebasing Management Committee: Legal Affairs reviewed documents to ensure compliance with Concession Agreements and relevant laws, supporting transparency in the rate rebasing process.
- » Term Extension TWG: Legal opinions were provided on documents related to the extension of Concession Agreements for Manila Water and Maynilad, ensuring compliance with OGCC and BOT requirements.
- » QMS Committee: Legal Affairs conducted an in-house orientation for the Internal Quality Audit team, covering essential legislative frameworks.
- » GAD Committee: Legal opinions were provided on agreements related to gender mainstreaming and WASH activities, ensuring alignment with gender equality laws.
- » This comprehensive legal support was vital in maintaining regulatory integrity and operational efficiency across the MWSS RO.





TECHNICAL REGULATION AREA

Evelyn B. Agustin
*Deputy Administrator,
Technical Regulation*



The Technical Regulation Area (TRA) ensures that Manila Water and Maynilad comply with their service obligations under the Concession Agreements (CA), focusing on continuity of supply, drinking water and wastewater quality standards, reduction of non-revenue water, and asset management. The Operation Monitoring Department (OMD) monitors water availability and Capital Expenditure (CAPEX) programs, while the Water Quality Control Department (WQCD) ensures compliance with water quality and wastewater standards set by the DOH and DENR respectively.

In 2023, the TRA faced challenges in monitoring the Concessionnaires due to operational issues affecting delivery of services. Despite this, continuous coordination with the Concessionnaires minimized interruptions and maintained service quality. Key infrastructure projects, including treatment plants and pipelaying, were implemented to enhance service delivery in Metro Manila, Rizal, and Cavite.

Looking ahead, the TRA remains committed to regulatory excellence by overseeing service continuity, quality, and compliance, ensuring equitable water and protection of the environment and public health.



Joel A. Dominguez
Department Manager A,
Operation Monitoring

Evelyn B. Agustin
Deputy Administrator,
Technical Regulation

Maricris T. Laciste
Department Manager A,
Water Quality Control

Ronald G. Valdez
Technical Assistant

OPERATION MONITORING DEPARTMENT



The Operation Monitoring Department (OMD) ensures that the Concessionaires meet their service obligations, particularly in maintaining Continuity of Supply. The OMD monitors water availability at the approved minimum pressure, protecting the system from contaminants. It also tracks water levels at Angat, Ipo, and La Mesa Dams, along with the production and efficiency of water treatment plants. Additionally, the OMD oversees the Concessionaires' CAPEX programs, ensuring that projects are executed as planned and commitments in the Approved Business Plans (ABP) are met.



Joel A. Dominguez
*Department Manager A,
 Operation Monitoring*

MWSS Water Conveyance System

The TRA, through the OMD, ensures the Concessionaires' compliance with water supply and infrastructure requirements, focusing on the reliability and safety of the water supply. The Umiray-Angat-Ipo River System, which supplies 91% of Metro Manila's water, is managed by Maynilad and Manila Water, who are allocated raw water from this system.

TRA monitors the Concessionaires' adherence to service obligations, particularly maintaining water availability at required pressure levels. This oversight includes reviewing data on water levels at Angat, Ipo, and La Mesa Dams. By tracking these Dams, TRA ensures that the Concessionaires deliver safe, continuous water to consumers as required.

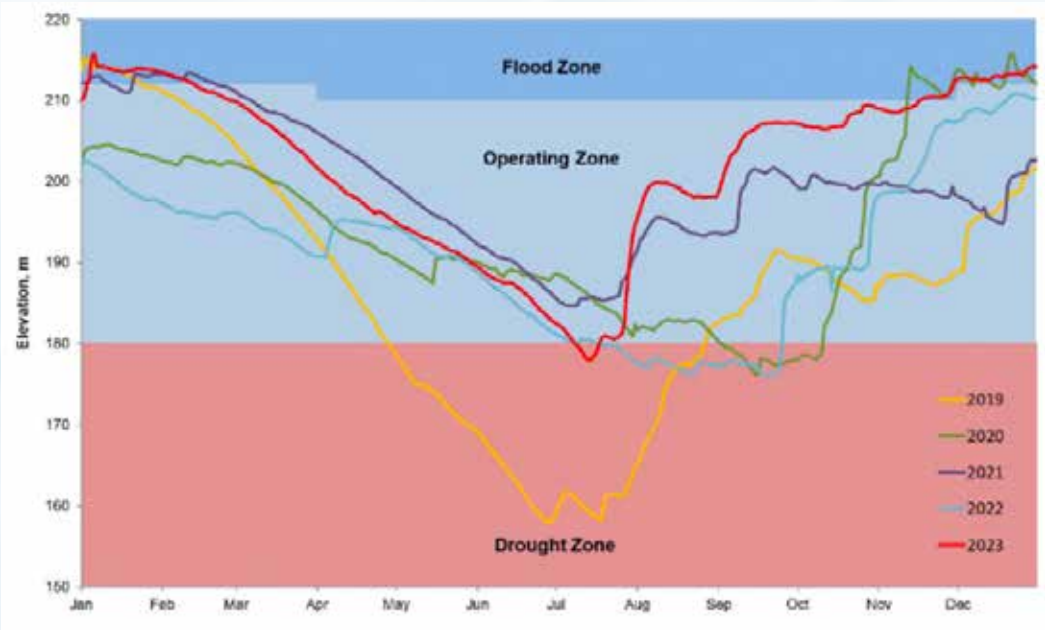
Monitoring Angat Dam

In 2023, low water levels at Angat Dam posed a significant challenge for ensuring a continuous water supply. Although the Concessionaires managed water treatment and delivery, the TRA, through the OMD, closely monitored system performance to ensure compliance with regulatory standards. The year began with Angat Dam at a concerning level of 202.75 meters, raising potential supply issues for the dry season.

As water levels declined further during the summer, TRA maintained vigilance. Despite several typhoons, their distant paths limited their impact on water reserves. However, Typhoon Karding in September, followed by rainfalls in October and November, helped raise water levels, bringing the dam to 210.1 meters by year-end—an improvement, though still below the normal high-water mark.

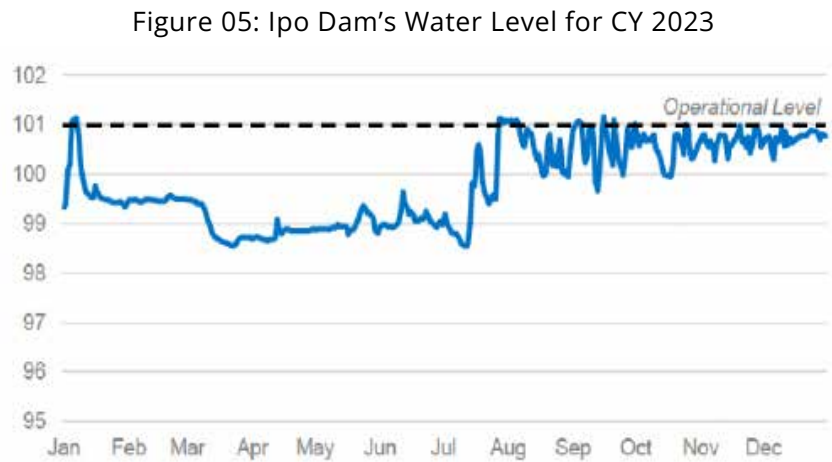
The OMD monitored the Concessionaires' operational adjustments to maintain water supply, ensuring that service obligations were met. This included assessing measures to minimize water interruptions and verifying that customers were kept informed about water availability. Through this oversight, TRA ensured that the Concessionaires took necessary actions to stabilize water distribution and adhere to regulatory standards despite the challenges posed by Angat Dam's fluctuating levels in 2023.

Figure 04: Angat Dam's Water Level for CY 2023



Monitoring Ipo Dam

Raw water from Angat Dam flows to Ipo Dam, a crucial facility in Metro Manila’s water conveyance system, with a storage capacity of 5.90 million cubic meters (MCM) and a spilling level of 101 meters. Ipo Dam regulates water flow to the Novaliches Portal and, ultimately, the Concessionaires’ water treatment plants.

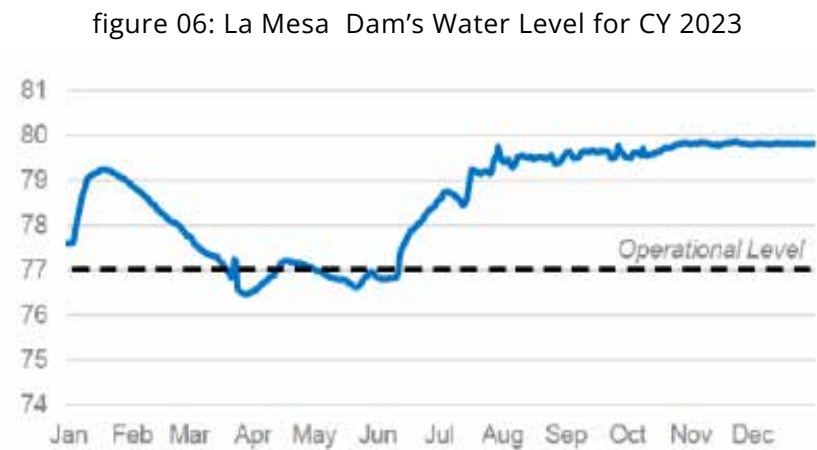


At the onset of 2023, the water level of Ipo Dam was at 98.66 meters, below the normal operating level of 101 meters. Early months saw fluctuations between 98.57 meters and 100.25 meters due to limited rainfall. Typhoons Agaton and Basyang briefly raised the water level to 100.49 meters in April and May, but a downward trend followed due to reduced releases from Angat Dam. Later, Typhoons Paeng and Queenie in October and November helped restore levels closer to operational standards.

Monitoring La Mesa Dam

La Mesa Dam, managed by Manila Water, has a capacity of 38 MCM and operates at a standard level of 77 meters, with an overflow elevation of 80.15 meters. In 2023, its water level started at 79.35 meters and dropped to 77.61 meters by year-end.

The decline, observed from late December 2022 to mid-March 2023, was largely due to increased water extraction by Manila Water to assist Maynilad in maintaining their 24-hour water supply, as Maynilad faced production challenges at its Putatan Water Treatment Plants. These issues were linked to elevated turbidity and algal growth in Laguna Lake, impacting overall water availability.



Angat Release and Portal Flow

In 2023, the OMD closely monitored water releases from Angat Dam to Metro Manila. The National Water Resources Board (NWRB) allocated 48 cubic meters per second (CMS) to MWSS, supplying Maynilad, Manila Water, and other Concessionaires. The actual release averaged 48.23 CMS, with 44.64 CMS flowing into the Novaliches Portal, which provided raw water to the Concessionaires’ treatment plants.

During periods of heavy rainfall, particularly from August 27 to September 6 and September 24 to October 1, water releases were adjusted to prevent overspill at Ipo Dam. These reductions resulted to lower portal flow. As such, Manila Water compensated by drawing additional water from La Mesa Dam. Later, from October 26 to November 1, the OMD monitored increased releases from Angat to prevent spilling, ensuring a balanced water supply and reservoir management.

Portal Sharing

In 2023, the water flow sharing at the Novaliches Portal between Maynilad (60%) and Manila Water (40%) faced challenges. Maynilad often exceeded its allocation due to operational issues and natural events like typhoons, leading Manila Water to extract additional water from La Mesa Dam to compensate.

The average portal flow allocation for 2023 was 62% for Maynilad (2,407 MLD) and 38% for Manila Water (1,449 MLD). Despite this, Maynilad reported that its allocation was insufficient to prevent service interruptions. The OMD monitored this imbalance, ensuring both Concessionaires adjusted operations and managed supply disruptions.

Water Treatment Plant Production and Efficiency

In 2023, water treatment plants operated by both Maynilad and Manila Water were crucial in processing the raw water supplied by Angat Dam and Laguna Lake. The La Mesa Treatment Plants 1 and 2 (LMTP 1 and LMTP 2) of Maynilad had respective raw water capacities of 1,500 million liters per day (MLD) and 900 MLD. Manila Water, on the other hand, managed the Balara Filter Plants 1 and 2 (BFP 1 and BFP 2), which collectively processed 1,600 MLD of water. Additionally, Manila Water operated the East La Mesa Treatment Plant (ELMTP) and the Luzon Treatment Plant (LTP), with capacities of 150 MLD and 20 MLD, respectively.

The water treatment plants supplied by Laguna Lake were Maynilad’s Putatan Water Treatment Plants 1 and 2 (PWTP 1 and PWTP 2), each with a capacity of 150 MLD; and Manila Water’s Cardona Water Treatment Plant (CTP) with a capacity of 100 MLD.

Maynilad’s Treatment Plant Performance

Throughout 2023, the average daily production of Maynilad’s treatment plants was 2,545 MLD, with a peak production of 2,736 MLD in August and a low of 2,254 MLD in January. The efficiency of LMTP 1 and LMTP 2 was high at 96% and 94%, respectively, despite some challenges, such as the malfunction of bottom scrapers in LMTP 2’s basins, which caused sludge buildup and a reduction in efficiency in October.

The efficiency of Putatan Water Treatment Plants was affected by persistent high turbidity and algal concentration in Laguna Lake, leading to efficiencies of 93% for PWTP 1 and 91% for PWTP 2.

Table 42: Maynilad Treatment Plants’ Production and Efficiency

Month	LMTP1			LMTP2		
	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%

Month	PWTP1			PWTP2			DW
	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

Manila Water’s Treatment Plant Performance

Manila Water achieved an average production of 1,567 MLD in 2023. The highest daily production was recorded in August at 1,658 MLD, while the lowest was in January at 1,367 MLD. BFP 1, BFP 2, and ELMTP demonstrated efficient operations at 100%, 97%, and 99% respectively.

However, the LTP had a lower efficiency of 89%, which could be linked to maintenance shutdowns, such as the one reported on June 22, 2023. The CTP recorded an efficiency of 95%.

The OMD continuously monitored these efficiencies and conveyed concerns, such as the 100% efficiency claim by Manila Water’s BFP 1, which will be further investigated in future reports.

Table 43: Manila Water Treatment Plants’ Production and Efficiency

Month	BFP1			BFP2		
	Inlet	Outlet	Eff	Inlet	Outlet	Eff
Jan	353.73	349.64	99%	985.37	959.15	97%
Feb	342.77	356.30	104%	981.80	960.19	98%
Mar	353.88	357.46	101%	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	104%	1,050.64	1,011.72	96%
Dec	366.21	392.91	107%	1,007.72	973.99	97%
Ave	369.79	368.40	100%	1,039.83	1,013.75	97%

Month	ELMTP			LTP			CTP			DW
	Inlet	Outlet	Eff	Inlet	Outlet	Eff	Inlet	Outlet	Eff	
Jan	84.55	83.93	99%	14.62	13.56	93%	73.62	69.53	94%	3.46
Feb	90.65	90.10	99%	14.36	13.48	94%	85.60	81.57	95%	17.83
Mar	76.17	75.59	99%	14.60	13.44	92%	102.51	97.64	95%	36.86
Apr	82.80	82.43	100%	13.07	12.18	93%	80.29	75.34	94%	27.55
May	94.03	93.75	100%	7.69	6.56	85%	89.80	85.12	95%	14.84
Jun	94.61	94.27	100%	7.72	4.76	62%	81.83	78.93	96%	10.26
Jul	92.70	92.26	100%	0.00	0.00	0.00	77.73	74.05	95%	7.00
Aug	91.68	91.23	100%	0.00	0.00	0.00	67.36	63.81	95%	7.92
Sep	91.17	90.73	100%	0.00	0.00	0.00	63.85	59.17	93%	4.67
Oct	90.91	90.32	99%	0.00	0.00	0.00	63.77	60.49	95%	5.50
Nov	84.05	83.77	100%	0.00	0.00	0.00	73.25	70.02	96%	19.94
Dec	74.61	74.30	100%	0.00	0.00	0.00	105.71	100.94	95%	43.02
Ave	87.33	86.89	99%	6.00	5.33	89%	80.44	76.38	95%	16.57

Continuity of Supply

To ensure the Concessionaires’ compliance with their service obligation of providing 24/7 water supply at a minimum pressure of 7 psi, the OMD monitored the Concessionnaires’ data loggers strategically placed across the service area. These loggers continuously record water service availability and pressure levels, aligning with the Key Performance Indicators (KPI W2W3) for water supply continuity.

The placement of loggers follows a hydraulic analysis to cover critical points in the distribution system, ensuring that even customers in challenging locations receive adequate water service. The strategic placement includes:

Elevated Areas
Customers situated in high-altitude locations

Extremities of the Distribution System
Customers at the farthest ends of the water distribution network

Areas Distant from Sources or Pumping Stations
To ensure even distant customers receive consistent supply

Critical Hydraulic Points
Identified based on system pressure analysis

Water Availability and Pressure Monitoring

For 2023, the OMD randomly validated 160 loggers, consisting of 64 Regulatory Benchmark Customers (RBCs) and 96 Pressure Monitoring Points (PMPs), to assess water availability and pressure compliance. This validation is aligned with the MWSS RO’s Performance Evaluation System (PES), ensuring transparency and accountability in reporting to the GCG.

Based on these loggers, the validation covered a total of 42,095 Water Service Connections (WSCs) for Manila Water and 74,258 WSCs for Maynilad. Both Concessionaires were measured against their ability to maintain the required 24 water availability with a minimum pressure of 7 psi.

Summary of Validation Results

Manila Water

- » 94% of the RBCs passed the pressure and availability requirements.
- » A total of 93% of the validated WSCs passed, with the remaining 7% falling short in maintaining the required standards.

Maynilad

- » Maynilad’s PMPs had a passing rate of 69%, suggesting operational challenges in maintaining the required service standards across various areas.
- » Only 67% of the validated WSCs passed the requirements, indicating areas for improvement in maintaining continuity of supply.

Table 44: Water Availability and Pressure Monitoring Validation Results

Quarter	Manila Water RBCs Passed	Manila Water WSCs Passed	Maynilad PMPs Passed	Maynilad WSCs Passed
Q1	15/16 (94%)	9,414/9,771 (96%)	9/24	4,363/17,390 (25%)
Q2	16/16 (100%)	11,322/11,322 (100%)	12/24	5,375/15,194 (35%)
Q3	14/16 (88%)	9,104/10,854 (84%)	21/24	20,686/22,456 (92%)
Q4	15/16 (94%)	9,350/10,148 (92%)	24/24	19,218/19,218 (100%)
Total	60/64 (94%)	39,190/42,095 (93%)	66/96	49,642/74,258 (67%)

CAPEX Monitoring

The OMD plays a critical role in overseeing the physical and financial progress of the Capital Expenditure (CAPEX) projects undertaken by the Concessionaires. This ensures that projects are being implemented as committed, while also verifying that they deliver services services consistent with the Concessionaires’ contractual obligations.

CAPEX Projects Inspection

In 2023, the OMD successfully inspected 16 CAPEX projects in compliance with the GCG requirements for the MWSS RO Performance Scorecard.



Table 45: List of Project Inspected

Project Name	Concessionaire	First Visit	Second Visit
East Bay Phase 1 – 50MLD Water Treatment Plant	Manila Water Company Inc.	20 Mar 2023	24 Aug 2023
Design and Build of 16MLD Hinulugang Taktak Sewage Treatment Plant (STP)	Manila Water Company Inc.	24 Mar 2023	29 Sep 2023
Mandaluyong West (Aglipay) STP	Manila Water Company Inc.	04 May 2023	20 Nov 2023
San Mateo-Rodriguez STP	Manila Water Company Inc.	02 Jun 2023	26 Oct 2023
Design and Construct of 205MLD South Caloocan-Manila-Navotas Water Reclamation Facility	Maynilad Water Services Inc.	01 Mar 2023	31 Aug 2023
Design and Build of 150MLD Laguna Lake (Poblacion) Water Treatment Plant	Maynilad Water Services Inc.	15 Mar 2023	21 Sep 2023
Upgrading of 46.6MLD Pasay WRF to comply with DAO-2016-08 General Effluent Standards	Maynilad Water Services Inc.	27 Apr 2023	05 Dec 2023
Design and Build of 20MLD Tunasan Muntinlupa STP & Integration of BNR Process	Maynilad Water Services Inc.	25 May 2023	24 Nov 2023

OMD's CAPEX monitoring ensures that both Manila Water and Maynilad meet their CAPEX commitments, contributing to the timely completion of critical infrastructure projects.

CAPEX Accomplishment Report Monitoring

The OMD evaluated eight CAPEX Accomplishment Reports (CAR) for the year 2023—four for each Concessionaire. The total reported disbursements for Manila Water amounted to PhP17.08 billion, while Maynilad's total disbursement was PhP26.03 billion. Manila Water achieved 91.01% of its target of PhP18.76 billion, while Maynilad met its target disbursement of PhP26.03 billion at 100%.

Table 46: Summary of CAPEX Disbursement for CY 2023

Concessionaire	Actual (M PhP)	Target ABP (M PhP)	Accomplishment (%)
Manila Water	17,077	18,764	91.01
Maynilad	26,031	26,028	100.00

Manila Water Performance

In 2023, Manila Water exceeded its financial targets in key service pillars, specifically Service Continuity, Service Accessibility, and Water Security. They disbursed more funds than planned in these areas, which contributed to critical infrastructure upgrades and improvements.

However, challenges arose in the Environmental Sustainability pillar, where Manila Water underspent by PhP3.80B, achieving only 52% of its target. The delays were primarily caused by slower progress on essential wastewater treatment projects such as the Aglipay, San Mateo-Rodriguez, and Hinulugang Taktak STPs. These setbacks were mainly due to financial difficulties faced by contractors and site conditions that hampered construction timelines.

Table 47: Manila Water CAPEX Disbursement for CY 2023

Manila Water Pillars	2023 Target (M PhP)	2023 Actual (M PhP, VAT Inc.)	Variance (+/-)
Service Continuity	1,697	2,074	(+) 378
Service Accessibility	5,191	5,445	(+) 254
Water Security	3,940	5,420	(+) 1,480
Environmental Sustainability	7,936	4,139	(-) 3,797
Total	18,764	17,077	(-) 1,686

Maynilad Performance

In 2023, Maynilad exceeded its target disbursement of PhP26.028B by PhP3.44M, with a notable disbursement of PhP12.53B in the final quarter alone, which slightly surpassed its total disbursement for the entire year of 2022.





Key drivers of Maynilad’s CAPEX performance in 2023 included the Poblacion Water Treatment Plant and various pipelaying projects for the 300MLD Teresa (Kaliwa) Water Supply System under the Water Sources Program. The Operations Support Program saw significant expenditures due to process improvements at La Mesa Treatment Plants 1 & 2 and primary pipelaying works in areas like Muntinlupa and Cavite. Additionally, Maynilad accelerated its Non-Revenue Water (NRW) Management Program to address water loss within its distribution system.

However, the Service Expansion Projects experienced setbacks, leading to a disbursement shortfall of PhP617M.

Table 48: Maynilad CAPEX Disbursement for CY 2023

Maynilad Programs (Headlines)	2023 Target (M PhP)	2023 Actual (M PhP, VAT Inc.)	Variance (-/+)
Water Sources Program	928	1,184	(+) 256
Operations Support Program	1,142	3,441	(+) 2,298
NRW Management	1,513	2,213	(+) 700
Service Expansion Projects	624	7.76	(-) 617
Sewerage Program	1,796	3,389	(+) 1,593
Sanitation Program	-	-	-
Customer Service Information	709	625	(+) 85
Subtotal	6,713	10,860	(-) 4,146
Spill-over Projects	19,315	15,172	(-) 4,143
Total	26,028	26,031	(+) 3.44

Under the Wastewater Program, four significant sewerage projects, all currently under construction, disbursed substantial amounts in December 2023:

-  205MLD South Caloocan-Malabon-Navotas (SCAMANA) Water Reclamation Facility (WRF): A total of PhP199M was disbursed for the project.
-  Muntinlupa Stage 2 (Tunasan) STP: Disbursements reached PhP110M.
-  Las Piñas WRF: A considerable PhP566M was disbursed.
-  Central Manila Sewerage System (CMSS): This project, which includes contracts for civil, process, instrumentation, and electro-mechanical works, saw a total disbursement of PhP2.014B.

These projects represent the ongoing commitment of Maynilad to expand and upgrade its wastewater infrastructure, significantly contributing to its overall CAPEX performance for 2023.

Both Concessionaires, Maynilad and Manila Water, successfully implemented their planned CAPEX projects for the calendar year 2023, meeting or exceeding their goals for critical infrastructure development.

Asset Monitoring

The OMD also inspects major existing assets managed by Manila Water and Maynilad. These inspections, as required by Article 6.5.1 of the Concession Agreement, ensure the Concessionaires meet their obligations for maintaining and operating their infrastructure. This monitoring ensures the safety, functionality, and quality of existing water and sewerage facilities.

Existing Facilities Inspection

The OMD inspected eight key facilities in 2023 for both Concessionaires, using tailored checklists for each site. These inspections assessed asset conditions, identified maintenance needs, and evaluated the Concessionaires’ performance in managing their facilities to deliver the expected services.

Table 49: Manila Water Facilities Inspected in 2023

FACILITY	DATE OF VISIT
Cardona Water Treatment Plant (WTP)	27 Feb 2023
Balara WTP II (BTP 2)	12 May 2023
Calawis WTP Phase I (80MLD)	23 Aug 2023
San Mateo (North) Septage Treatment Plant (SpTP)	13 Dec 2023

Table 50: Maynilad Facilities Inspected in 2023

FACILITY	DATE OF VISIT
Putatan Water Treatment Plant (WTP) I & II	22 Feb 2023
La Mesa WTP II	28 Apr 2023
Alabang-Zapote Septage Treatment Plant (AlaZap SpTP)	12 Sep 2023
PAGCOR Pumping Station (PS) and Reservoir	23 Nov 2023



WATER QUALITY CONTROL DEPARTMENT



The Water Quality Control Department (WQCD) ensures that the Concessionaires consistently meet the Philippine National Standards for Drinking Water (PNSDW). It also checks that the wastewater treated and released from the Concessionaires' treatment plants meets the Department of Environment and Natural Resources' (DENR) effluent standards, ensuring environmentally safe practices.



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Water Quality Control

Water Quality

The PNSDW mandates that water supply operators conduct regular water quality tests from the source to the distribution network, including sampling at customer taps to ensure safe, high-quality water.

Key Guidelines

The Water Supply Guidance Document (WS Guide Doc), formulated by the TRA and agreed upon by both Concessionaires and MWSS RO, provides specifics on:

- Number of tests required for various water quality parameters
- Locations of sampling points
- Required notifications in case of water quality issues
- Parameters monitored at **Water Treatment Works (WTWs), Supply Zones (SZs), and Service Reservoirs (SRs)**

Sampling and Validation

Annual Regulatory Sampling Points (RSPs) are calculated based on population size, with more RSPs in larger SZs. These RSPs are reviewed by the WQCD and Metro Manila Drinking Water Quality Monitoring Committee (MMDWQMC).

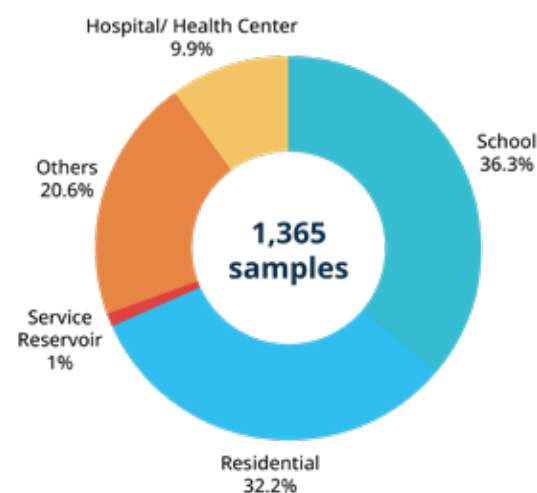
WQCD validates water quality reports from Concessionaires through:

- Random sampling at SZs, SRs, and major WTWs
- Technical audits and proficiency tests of the Concessionaires' laboratories to ensure compliance

Performance Highlights

Despite delays in the procurement of a third-party laboratory for Analytical Services, WQCD exceeded its target on water quality compliance set by the Governance Commission for Government-Owned and Controlled Corporations (GOCCs) (GCG).

✓ **Quantity:** WQCD collected 1,365 samples, surpassing the target of 1,343 (101.64%)



✓ **Quality:** Concessionaires' samples achieved a 99.99% compliance rate, and WQCD's samples had 96.56% compliance, leading to an overall compliance rate of 98.28%, exceeding the 95% target.

Table 51: Summary of Water Testing Results for both the Manila Water and Maynilad concession areas CY 2023

Month	Concessionaires' Sampling (Collected)	Concessionaires' Sampling (Compliant)	MWSS RO Collected	MWSS RO Compliant
Jan	2,119	2,119	78	72
Feb	2,133	2,133	106	104
Mar	2,133	2,133	86	83
Apr	2,147	2,147	52	52
May	2,147	2,147	194	192
Jun	2,147	2,147	103	100
Jul	2,143	2,143	111	108
Aug	2,148	2,147	60	58
Sep	2,142	2,142	119	116
Oct	2,148	2,148	148	139
Nov	2,141	2,141	178	172
Dec	2,141	2,141	130	122
Total	25,689	25,688	1,365	1,318
Quality Performance	99.99%		96.56%	
Overall Quality Performance			98.28%	
Target	95.00%		101.64%	

Drinking Water Quality

Ensuring the safety and quality of drinking water is of utmost importance for public health, as harmful pathogens can pose serious health risks. To evaluate whether drinking water is safe, specific indicators known as total and fecal coliforms are regularly monitored. These indicators serve as reliable measures of microbial contamination in water.

To uphold public health standards, both Concessionaires are required to meet microbiological criteria at key points: WTWs, SRs, and SZs. Adhering to the guidelines outlined in the WS Guide Doc and the PNSDW is essential.

Recent monitoring efforts by the WQCD revealed impressive results:



Overall bacteriological compliance at the WTWs reached **99.17%**.



Compliance within the Supply Zones, which is a key metric for the MWSS RO's Performance Evaluation Scorecard (SM2), was recorded at **97.76%**.



The compliance rate from the WTW outlets to consumers' taps stood at **97.86%**.

Table 52: Concessionaires' Bacteriological Compliance

2017 PNSDW Requirement		Manila Water		Maynilad	
		Samples Tested	Failures	Samples Tested	Failures
Water supply leaving the WTWs		120	2	115	0
Total coliform	absent or <1.1MPN/100mL	41	1	39	0
Fecal coliform/E.coli	absent or <1.1MPN/100mL	41	1	39	0
Turbidity	5 NTU (max)	38	0	37	0
Compliance , WTW		98.33%		100%	
		99.17%			
Water supply sampled at the Customer's taps		1,318	20	1,412	42
Total coliform	absent or <1.1MPN/100mL	657	7	706	8
Fecal coliform/E.coli	absent or <1.1MPN/100mL	657	13	706	34
Compliance , SZ		98.48%		97.03%	
		97.76%			
Total		1,438	22	1,527	42
Compliance per Concession Area		98.47%		97.25%	
Overall Compliance			97.86%		

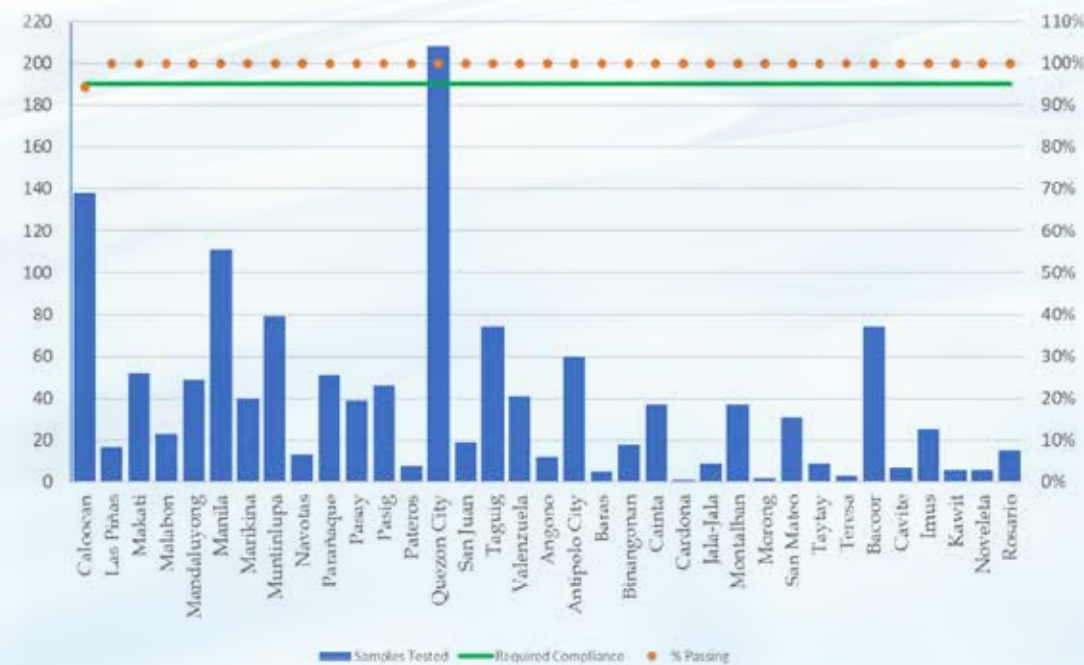
Water Quality Compliance to PNSDW on Bacteriological Quality

The presence of total and fecal coliforms in customer taps indicates potential water contamination, requiring prompt action to safeguard public health. In 2023, the WQCD tested 1,365 water samples, with 47 testing positive for total coliforms (TC). Following standard protocols, WQCD conducted resampling at original and nearby taps, resulting in 39 complying results.

Customers with TC failures received guidance on maintaining safe tap water, including filter replacement and hygiene practices. Plastic taps that failed were upgraded to stainless steel or brass for improved disinfection.

Eight TC failures were connected to an incident in Alvarez, Brgy. 66, Caloocan City, from November 23 to December 19, 2023, which is subject to penalties. Compliance rates were 97.48% for Manila Water and 97.02% for Maynilad, leading to an overall rate of 97.25% across the MWSS service area. Most municipalities, including Quezon City, met or exceeded the 95% compliance threshold for bacteriological quality, with Caloocan being the exception.

Figure 07: Bacteriological Quality Compliance per City and Municipality Cy 2023



Water Quality Compliance on Chemical and Physical Quality

The WS Guide Doc outlines the minimum testing requirements for various chemical and physical parameters that the Concessionaires must adhere to. This section highlights the results for parameters monitored by the WQCD, focusing on any instances where national standards were not met. WQCD also performs additional tests for critical parameters to ensure the Concessionaires' treatment processes are effective and efficient.

Typically, water samples are collected monthly; however, due to restrictions in the third quarter and limited personnel, sampling at the WTWs was reduced.

► **Manila Water** monitored six (6) WTWs, including:

- Balara Filtration Plant 1 (BF1)
- Balara Filtration Plant 2 (BF2)
- East La Mesa Treatment Plant (ELMTP)
- Cardona Treatment Plant (CTT)
- Calawis Treatment Plant (CLT)
- East Bay Treatment Plant (EBTP)

The raw water from CTT, CLT, and EBTP is classified as Class C, necessitating tests for total dissolved solids (TDS), iron, manganese, and nitrates to comply with the PNSDW.

► **Maynilad** monitored six (6) WTWs:

- La Mesa Treatment Plant 1 (LMTP1)
- La Mesa Treatment Plant 2 (LMTP2)
- Putatan Water Treatment Plant 1 (PWTP1)
- Putatan Water Treatment Plant 2 (PWTP2)
- Parañaque Modular Treatment Plant (PQTP)
- Anabu Modular Treatment Plant (AMTP)

The raw water for PWTP and AMTP is sourced from Class C, while PQTP uses treated effluent. Additional parameters, including TDS and trihalomethanes (THMs), were tested to ensure the quality of water sourced from Laguna Lake.

While the only identified contraventions at the WTWs were related to residual chlorine levels at PWTP and PQTP, the overall compliance rating within the Service Coverage Area stands at **98.86%**. Regular testing in the Supply Zone typically includes residual chlorine and turbidity, with enhanced monitoring for specific water sources to maintain safe drinking water standards.

Table 53: Concessionaires' Physical and Chemical Quality Compliance at the WTW

Chemical and Physical Parameters at the WTWs	2017 PNSDW Requirement	Manila Water		Maynilad	
		Samples Tested	Failures	Samples Tested	Failures
Acceptability					
Turbidity	5 NTU (max)	38	0	37	0
Iron	1mg/L	17	0	22	0
Manganese	0.4mg/L	17	0	22	0
Total Dissolved Solids	600mg/L	17	0	22	0
Inorganic Chemicals with health significance					
Nitrate	50mg/L	17	0	22	0
Microcystin	-	14	0	13	0
Chemicals used in treatments, disinfection and disinfection by-products					
Residual Chlorine	0.3 - 1.5 mg/L	38	0	37	4
Total		158	0	175	4
Compliance per Concession Area			100%		97.71%
Overall Compliance			98.86%		

Table 54: Concessionaires' Physical and Chemical Quality Compliance at the SZ

Chemical and Physical Parameters at the SZ	2017 PNSDW Requirement	Manila Water		Maynilad	
		Samples Tested	Failures	Samples Tested	Failures
Acceptability					
Turbidity	5 NTU (max)	659	0	37	0
Total Dissolved Solids	600mg/L	16	0	41	0
Inorganic Chemicals with health significance					
Nitrate	50mg/L	16	0	41	0
Nitrite	-	15	0	20	0
Chemicals used in treatments, disinfection and disinfection by-products					
Residual Chlorine	0.3 - 1.5 mg/L	659	20	706	39
Bromodichloromethane	60 µg/L	16	0	15	0
Bromoform	100 µg/L	16	0	15	0
Chloroform	200 µg/L	16	0	15	0
Dibromochloromethane	100 µg/L	16	0	15	0
Total		1,429	20	1,574	39
Compliance per Concession Area		98.60%		97.52%	
Overall Compliance			98.06%		

Percentage of Customers Drinking from the Tap

The MWSS RO aims to encourage more customers to drink water directly from the tap by gathering data on the practice during its regular monitoring of RSPs. According to the gathered data, only 44% of customers across the service areas of both Manila Water and Maynilad currently drink tap water. Manila Water customers showed a higher percentage of tap water consumption, with 49% drinking from the tap, compared to only 39% in Maynilad's service area. However, it's important to note that the sample size is small and may not fully represent the broader customer base.



The graphs illustrate the percentage of customers drinking from the tap in various cities and municipalities within the service areas of both Concessionaires.

Figure 08: Manila Water Customers Drinking from the Tap

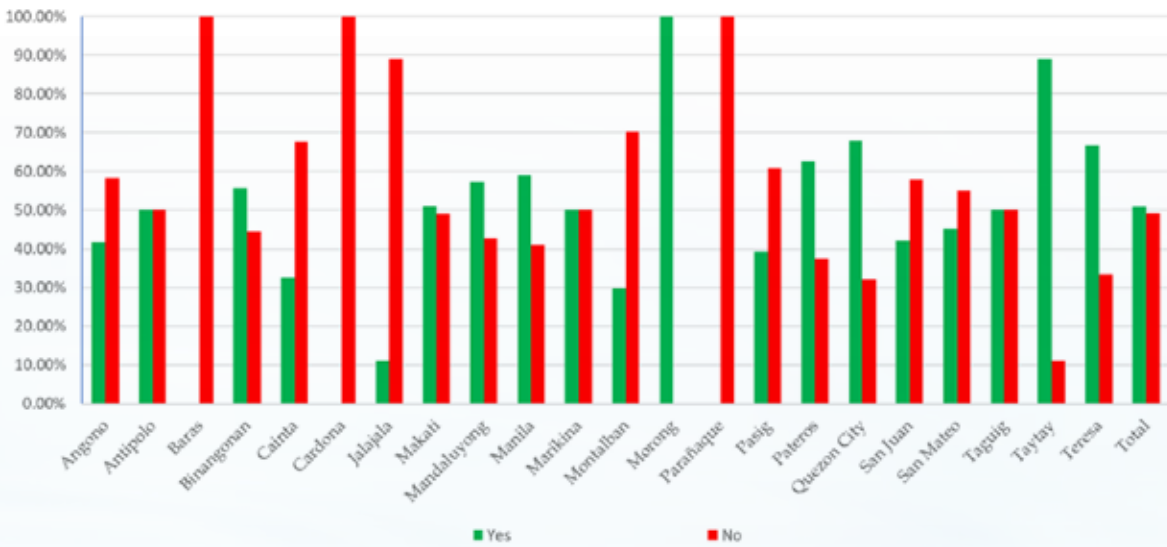
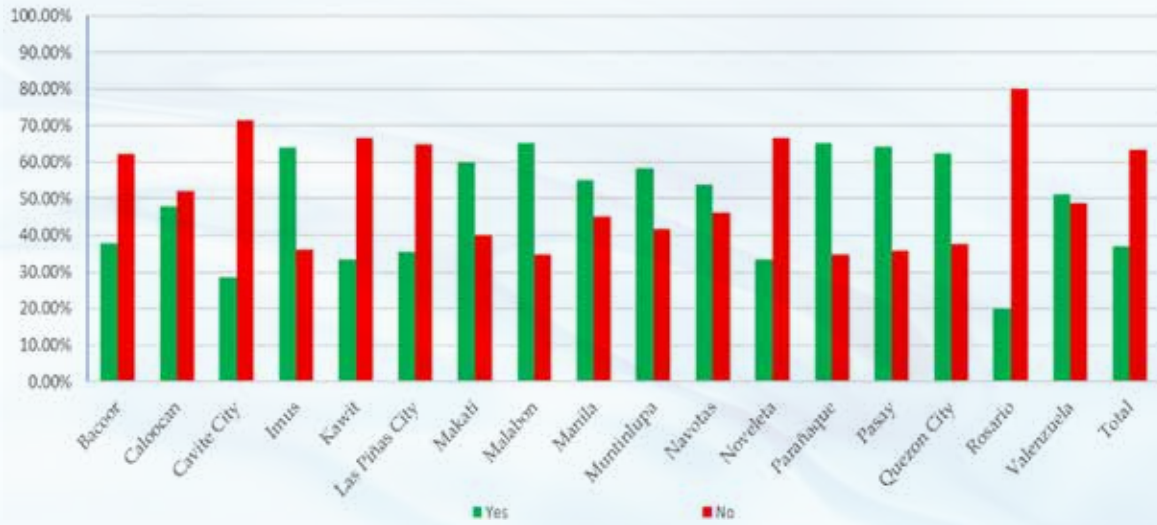


Figure 09: Maynilad Customers Drinking from the Tap

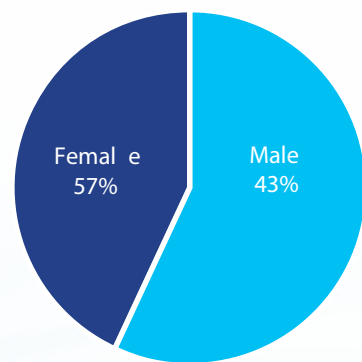


Sex-Disaggregated Data

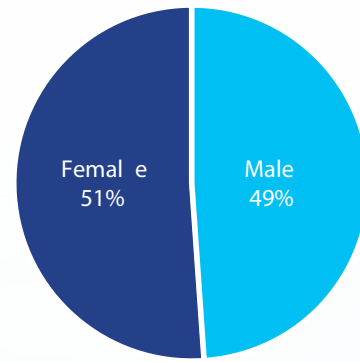
In line with the MWSS RO's Gender and Development Mainstreaming efforts, the TRA gathers sex-disaggregated data during water quality monitoring to understand which gender predominantly manages water consumption in households. This data collection helps inform gender-sensitive policy and program development.

According to the findings, women manage water use in 57% of households across the service area. In households served by Manila Water, the role is nearly equally shared between men and women, while for Maynilad, women are responsible for managing water consumption in 63% of households.

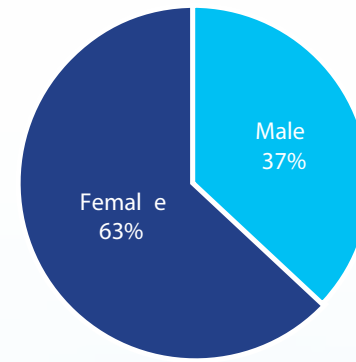
Sex-Disaggregated Data



Manila Water Sex-Disaggregated Data



Maynilad Sex-Disaggregated Data



This information provides critical insights into the gender dynamics of water usage, aiding in the formulation of targeted and inclusive water management initiatives.

Figure 10: Manila Water Customers Sex-Disaggregated Data

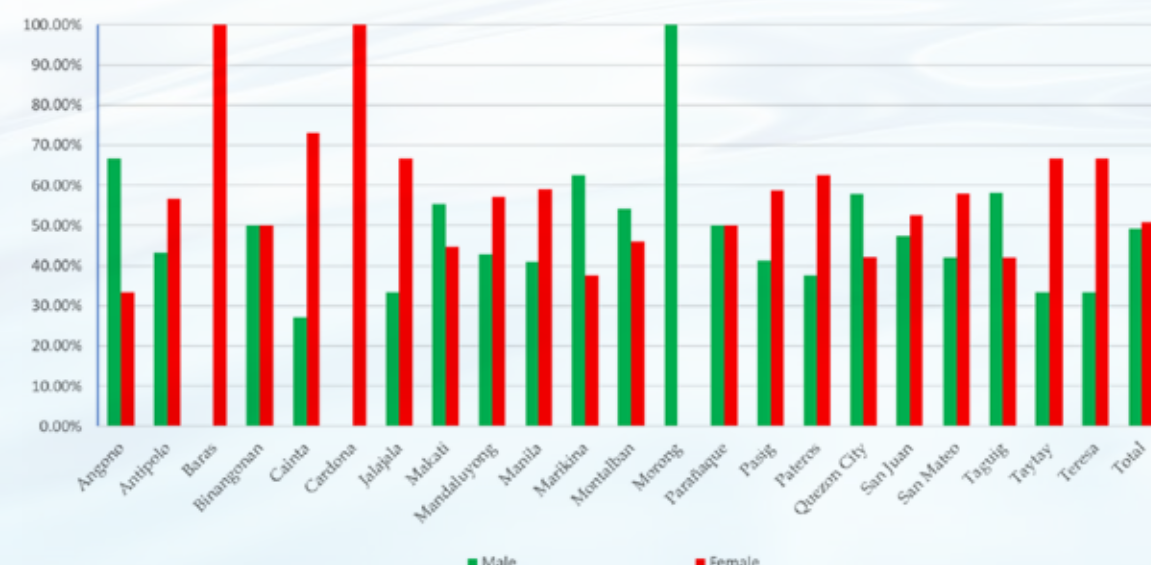
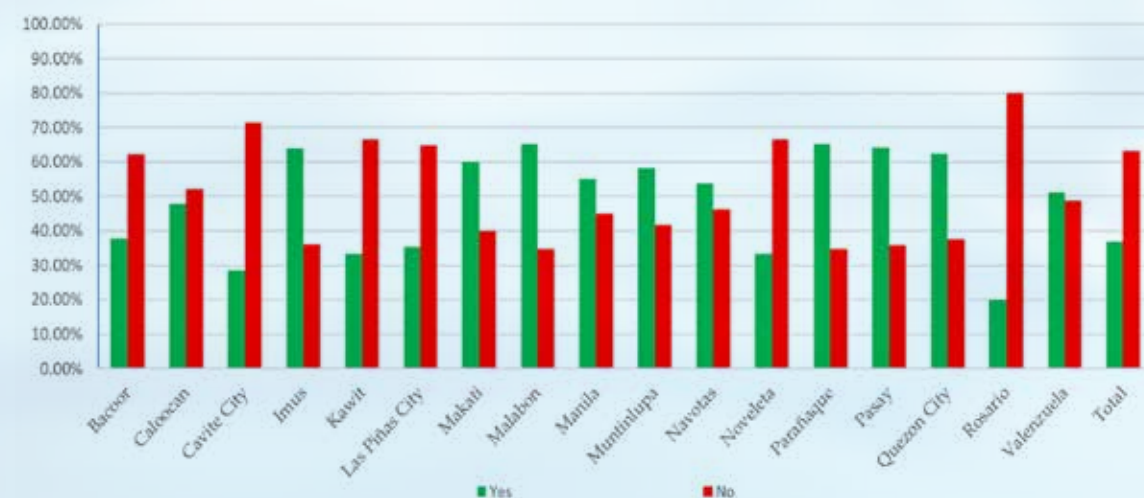


Figure11: Maynilad Customers Sex-Disaggregated Data



Water Quality Issues

In 2023, the WQCD led investigations into several significant water quality issues reported via social media and customer complaints. These included widespread water discoloration in supply zones served by the LMTP1 & LMTP2, total coliform issue in Caloocan City, and residual chlorine and color non-conformances within the Anabu ModTP supply zone.

Water Discoloration at LMTP 1 & 2 Supply Zones

On 9 November 2023, the WQCD responded to reports of water discoloration in various cities across Metro Manila, and samples collected from LMTP 1 & 2 breached the color standard. The affected areas included Valenzuela, Quezon City, Malabon, Navotas, Manila, and Caloocan.

The WQCD traced the issue to Maynilad's insufficient preparation for the scheduled opening of the low-level outlet (LLO) at Angat Dam. This led to higher manganese levels in the raw water, which in turn caused discoloration in the treated water. Maynilad has since made adjustments to its processes during LLO openings to prevent future incidents.

Total Coliform Issue at Caloocan City

The water quality issue in Alvarez St., Brgy. 66, Caloocan City, began with a TC failure in samples collected at an RSP on 23 November 2023. The contamination spread downstream and persisted until 19 December 2023. WQCD's investigation found that the area was at the end of the water system.

Maynilad corrected the issue on 16 December 2023 by installing a blow-off and conducting repeated flushing. Since the problem lasted over three (3) days, the TRA recommended imposing penalties due to Maynilad's failure to meet the service obligations outlined in the Revised Concession Agreements.

Water Quality Failure at Anabu ModTP Supply Zone

A water quality complaint from a Maynilad customer at the Elysian Subdivision, Imus, Cavite, on 19 December 2023, prompted an investigation into the Anabu Modular Treatment Plant (AMTP) Supply Zone.

On 29 December 2023, the WQCD conducted sampling and confirmed the water quality failure through both customer reports and laboratory tests. The samples collected failed to meet the PNSDW standards for residual chlorine and color. The TRA continued monitoring the site and the AMTP throughout January 2024 until the issue was resolved. Full details of the incident will be provided in the 2024 Annual Report, as the majority of monitoring and investigation activities took place in 2024.

Implementation of the IRR on the Imposition of Fines and Penalties

The Implementing Rules and Regulations (IRR) on the Imposition of Fines and Penalties for Failure to Meet the Service Obligations Under the Revised Concession Agreements came into effect on 1 July 2023. This regulation enhances the authority of the WQCD in ensuring compliance with water quality standards.

During the first six (6) months of the IRR’s implementation, the WQCD issued 13 and 21 Notices of Nonconformance to Manila Water and Maynilad respectively. These notices were issued for failing to meet the standards set by the PNSDW, Local Drinking Water Quality Monitoring Committees, or the MWSS RO.

Additionally, Notices to Explain (NTE) are issued when the failure is not considered an isolated incident. Manila Water received 1 NTE, and Maynilad received 5 NTEs. In cases where ongoing failures are identified, such as the Total Coliform (TC) issue in Caloocan City, fines and penalties are imposed in accordance with the IRR.

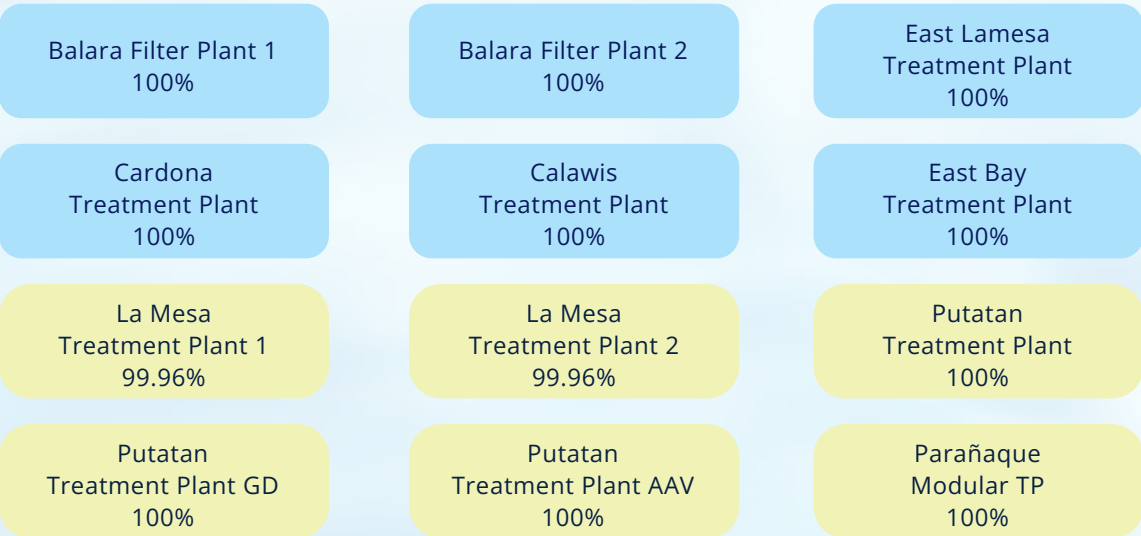
Water Quality Key Performance Indicators Monitoring

KPI W4

KPI W4 measures the effectiveness of the Concessionaires’ treatment processes and plant management throughout the year, regardless of raw water quality. The target for both Manila Water and Maynilad is 100% compliance.

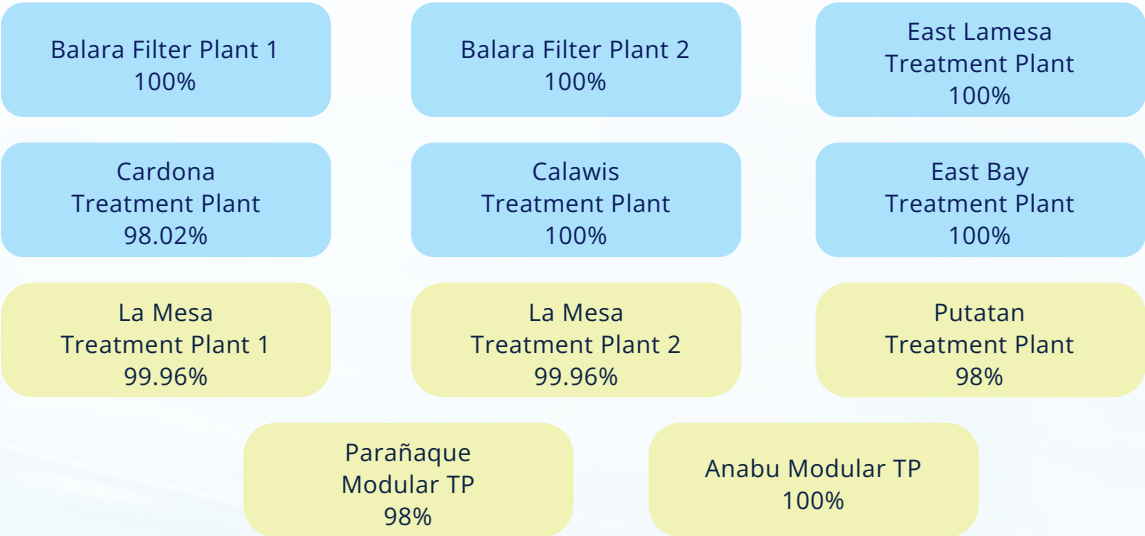
Performance

Both Manila Water and Maynilad maintained high performance, with most plants achieving 100% compliance, and minor deviations noted at La Mesa Treatment Plants (99.96%).



Validation

Validation of water treatment plants showed consistent performance across the board, with most plants achieving 100% compliance. A few plants, including Cardona Treatment Plant, Putatan Treatment Plant, and Parañaque Modular Treatment Plant, showed slight deviations, achieving over 98% compliance.



KPI W5

KPI W5 measures the overall monthly quality of water within the distribution system, ensuring it meets standards by the time it reaches consumers. The target compliance for both Manila Water and Maynilad is set at 95%.

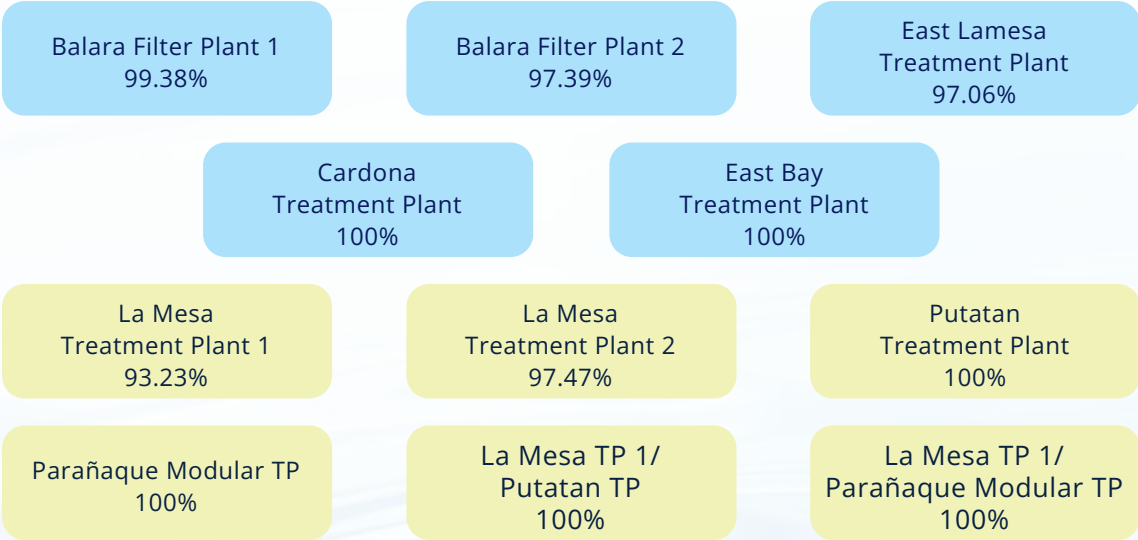
Performance

Most treatment plants achieved 100% compliance under KPI W5, with La Mesa Treatment Plants 1 and 2 slightly below at 99.96%.



Validation

The validation results show that while most plants reached 100% compliance, some like La Mesa Treatment Plant 1 (93.23%) and La Mesa Treatment Plant 2 (97.47%) fell short of the target under KPI W5.



KPI W6

KPI W6 tracks how effectively the Concessionaires meet the required sampling frequency in three critical areas: at treatment works, in the supply zones, and at service reservoirs. Both Manila Water and Maynilad are expected to achieve a target compliance rate of 100%.

Performance

Both Manila Water and Maynilad achieved 100% compliance in the water quality sampling requirements across three key areas: Water Treatment Works, Supply Zones, and Service Reservoirs, indicating full adherence to the mandated sampling frequencies.



The Metro Manila Drinking Water Quality Monitoring Committee

The MWSS RO collaborates monthly with the MMDWQMC to review water quality across various sampling points in the region. This committee, which includes local health units, the Metro Manila Center for Health Development (MMCHD), Manila Water, Maynilad, and other agencies, evaluates water test results to identify any water quality issues and determine corrective actions.

The committee’s findings are publicly shared through a monthly Water Quality Pronouncement, signed by the MMCHD Director, and published in both English and Filipino in national newspapers and on the DOH MMCHD website.

The table provides a summary of water quality testing results for both the Manila Water and Maynilad concession areas in 2023. The overall compliance rate for Metro Manila was 99.6%, demonstrating a high level of water quality across the service areas.

Table 55: Summary of Water Testing Results for both the Manila Water and Maynilad concession areas CY 2023

	NUMBER OF SAMPLE TEST	INITIAL FAILED FOR TC/FC	FAILED TC/FC AFTER RESAMPLING	PERCENTAGE SATISFACTORY
Manila Water Concession Area	435	8	0	100.0%
Makati	47	0	0	100.0%
Mandaluyong	49	0	0	100.0%
Manila	22	0	0	100.0%
Marikina	40	1	0	100.0%
Parañaque	2	0	0	100.0%
Pasig	46	3	0	100.0%
Pateros	8	0	0	100.0%
Quezon City	128	2	0	100.0%
San Juan	19	1	0	100.0%
Taguig	74	1	0	100.0%
Maynilad Concession Area	573	15	6	99.0%
Caloocan	138	5	6	95.7%
Las Piñas	17	0	0	100.0%
Makati	5	0	0	100.0%
Malabon	23	1	0	100.0%
Manila	89	3	0	100.0%
Muntinlupa	79	0	0	100.0%
Navotas	13	1	0	100.0%
Parañaque	49	1	0	100.0%
Pasay	39	1	0	100.0%
Quezon City	80	2	0	100.0%
Valenzuela	41	1	0	100.0%
TOTAL (for Metro Manila)	435	23	6	99.4%
Rizal	224	5	0	100.0%
Cavite	133	13	0	100.0%
Grand Total	1365	41	6	99.6%

Wastewater Quality

The WQCD plays a critical role in ensuring that the Concessionaires adhere to the wastewater standards set forth under the Concession Agreement, as well as national and local environmental laws. The WQCD achieves this by conducting regular, randomized spot sampling at the Concessionaires' sewage and septage treatment plants, at least once a month, to monitor compliance with wastewater discharge standards.

In 2023, the WQCD exceeded its target under SM4 for the Delivery of an Environmentally-safe Sewerage System, set by the GCG. WQCD collected 575 samples, surpassing its target of 564, with a 101.95% accomplishment. Additionally, the quality of the samples met a compliance rate of 98.74%, well above the 90.5% target, ensuring that wastewater discharged meets the DENR's effluent standards.



Wastewater Sampling

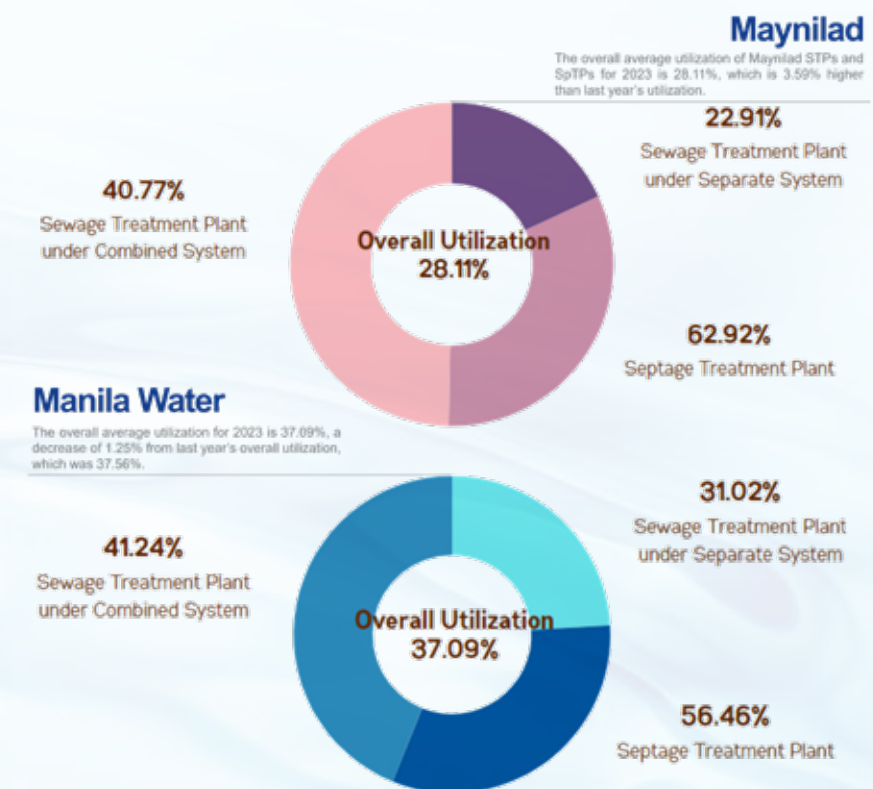
The wastewater sampling graph shows the total number of samples collected by the WQCD for both Concessionaires throughout 2023. A total of 269 samples were collected for Maynilad, while 306 samples were collected for Manila Water. Sampling was conducted across the year to monitor the compliance of each Concessionaire with wastewater standards. This regular sampling ensures both Concessionaires maintain compliance with environmental regulations.



Wastewater Facilities Utilization

In addition to ensuring compliance with national wastewater standards, the WQCD also tracks the utilization of the wastewater treatment facilities operated by the Concessionaires. The utilization rates are key indicators of operational efficiency, reflecting how well these facilities are performing. High utilization can indicate optimal use of capacity, while lower rates may suggest the potential for infrastructure developments and sewer coverage expansion. Monitoring utilization also helps identify areas where future projects could enhance performance or lead to the full operational capacity of these treatment facilities.

The diagram illustrates the utilization rates for Manila Water and Maynilad's treatment facilities during 2023:

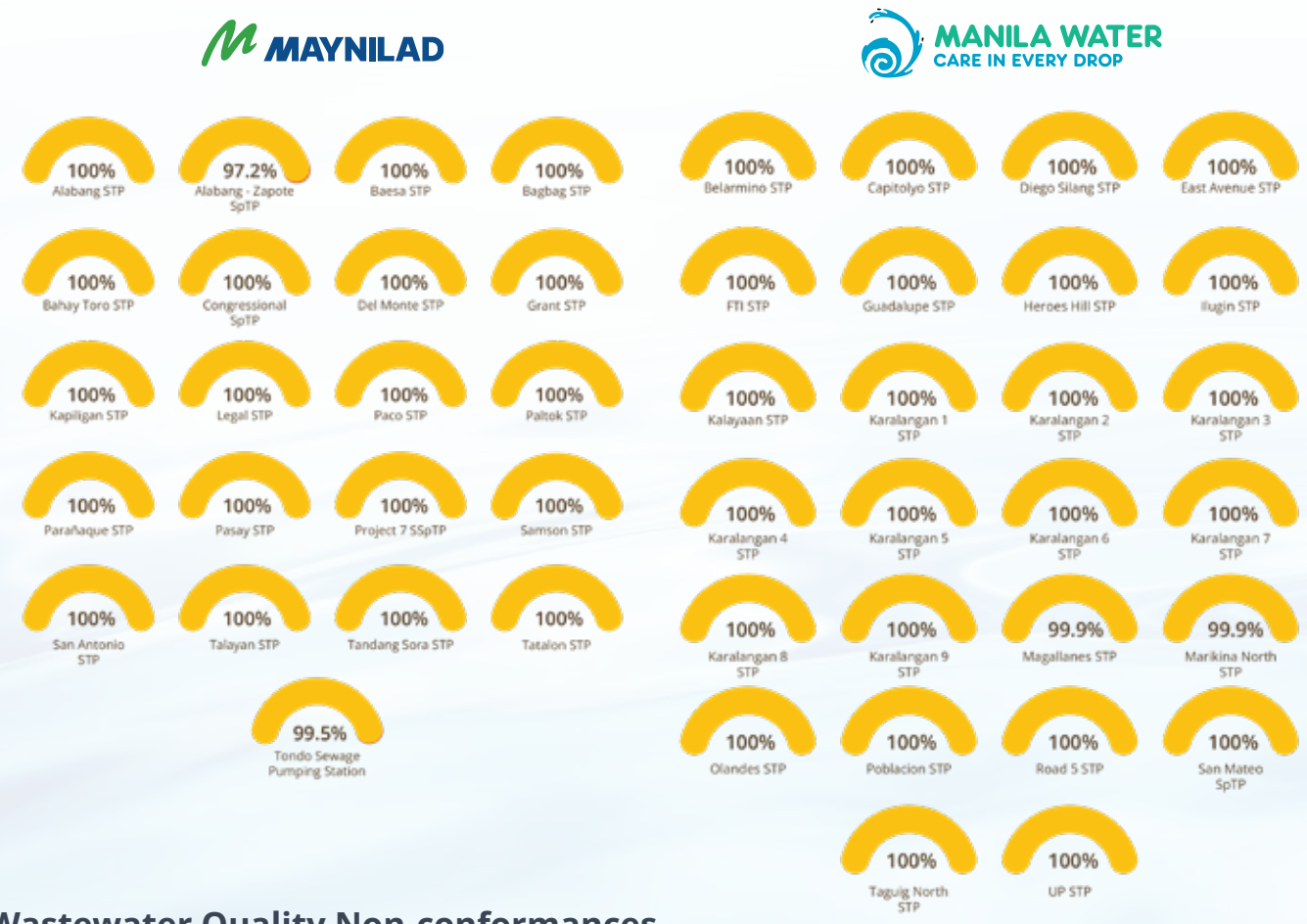


In 2023, **Maynilad** demonstrated an overall utilization rate of **28.11%** for its sewage and septage treatment plants. This was a **3.59% increase** compared to the previous year. Notably, Maynilad's **Septage Treatment Plants** had the highest utilization at **62.92%**, while its **Sewage Treatment Plants** under the combined system achieved **40.77%** utilization.

Manila Water showed a slightly higher overall utilization rate at **37.09%**, though this marked a **1.25% decrease** from last year's figure of 37.56%. Manila Water's **Sewage Treatment Plants** under the combined system reached 41.24% utilization, while the **Septage Treatment Plants** reported a utilization rate of **56.46%**.

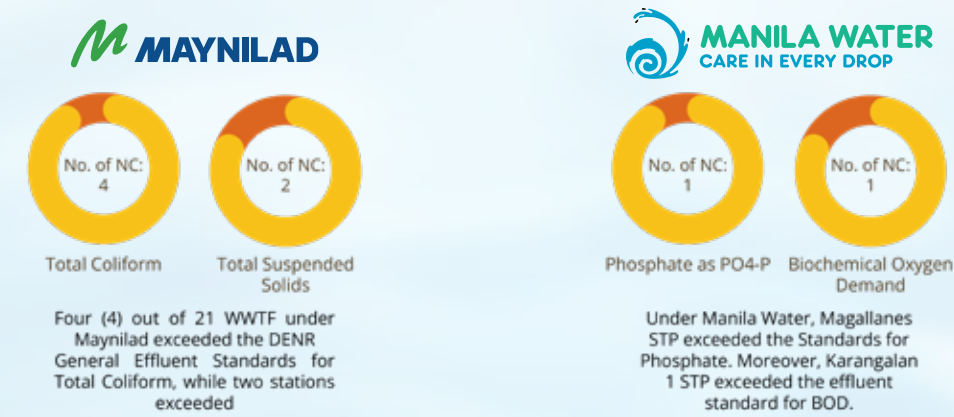
KPI S3

KPI S3 evaluates how effectively the Concessionaires treat sewage discharged from various sewerage systems, including separate, community, and combined systems.



Wastewater Quality Non-conformances

The results of the annual water quality monitoring of all Wastewater Treatment Facility (WWTF) showed exceedances for several parameters in compliance with DAO 1990-35 and DAO 2021-19.



The diagram highlights the non-conformances for both Maynilad and Manila Water. Maynilad had four non-conformances for Total Coliform and two for Total Suspended Solids. Manila Water had one non-conformance each for Phosphate as PO4-P and Biochemical Oxygen Demand (BOD), with Magallanes STP and Karalangan 1 STP exceeding effluent standards.

Technical Audit

Technical audits are conducted to verify the processes of the Concessionaires' and third-party laboratories. These audits ensure that their reports, documentation, and performance adhere to the required quality control standards and the applicable guidance documents. The reliability and integrity of the Concessionaires' test results are also validated, along with the conformance of third-party laboratory results to relevant contracts.

- ✓ **Manila Water** (audit on **May 16-17, 2023**) recorded **1 Good Practice** and **5 Opportunities for Improvement (OFIs)**.
- ✓ **Maynilad** (audit on **May 18-19, 2023**) recorded **1 Good Practice** and **2 OFIs**.
- ✓ **CRL Environmental Corporation** (audit on **May 18-19, 2023**) recorded **1 Good Practice** and **8 OFIs**.

Capacity Building

As part of the MWSS RO's ongoing commitment to improving core activities and programs, capacity-building efforts, including specialized training programs, are crucial for enhancing the skills and knowledge of the WQCD staff. These programs ensure that the technical team is well-equipped to develop, implement, and regulate efficient water and wastewater treatment systems.

Table 56: Trainings Attended by WQCD Staff

Name of Training	Date Conducted	Participant/s
Public Service Ethics and Accountability Training	February 7-8, 2023	Technical Regulation Area Staff
In-situ Multiparameter AT500 Training	February 1, 2023	WQCD Staff
Gullibem Multimeter Training	March 6, 2023	WQCD Staff
Microalgae Workshop	March 14, 2023	Mr. Dave Olarco and Engr. Eloisa Garcia
Training on the Review of Water Safety Plan	July 25-28, 2023	Ms. Richelle Cruz
Training on Water / Wastewater Sampling	November 13, 2023	WQCD Staff
Training on Microcystin Extraction and Analysis	October 14-20, 2023	Engr. Evelyn Agustin, Engr. Maricris Laceste, Engr. Eloisa Garcia
Environmental and Sanitation Workshop	October 24-27, 2023	Ms. Richelle Cruz and Engr. Bianca Trancada



FINANCIAL REGULATION AREA



Christopher D. Chuegan
*Acting Deputy Administrator,
Financial Regulation*



The Financial Regulation Area (FRA) oversees the financial operations of the Concessionaires as outlined in the Concession Agreements (CA), focusing on regulatory accounting, rate adjustments, and economic responsibilities. The FRA consists of the Tariff Control and Monitoring Department (TCMD) and the Financial Audit and Asset Monitoring Department (FAAMD). In 2023, the FRA conducted independent financial audits, reviewed financial statements, and contributed to strategic projects like evaluating the Concessionaires' term extension applications, Maynilad's Enhanced Lifeline Discount Program, and the Bulk Water Supply Project. Other key achievements included assistance on the formulation of the IRR for penalties on non-compliance, developing the FCDA Guidelines, and assessing debt applications and performance bonds. Additionally, the FRA ensured that water tariffs remained affordable, keeping rates below 5% of household income for both average and low-income families.



Justine Irish C. Ignacio
Technical Assistant

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



Concessionaires' Application for Term Extension

The MWSS RO established a Technical Working Group (TWG) to study the Concessionaires' term extension applications, including representatives from the FRA. The FRA evaluated the financial aspects, confirming that projected water bills remain affordable for low-income customers and align with the 2023 ABP. An FRA representative participated in the MWSS Corporate Office Review Committee to provide assistance related to the financial aspect of the review of the applications for term extension. During the public hearings, FRA raised questions, sought clarifications, and requested additional supporting documents from the Concessionaires.

Maynilad's Bulk Water Supply Project

On 29 August 2023, Maynilad submitted a proposal for Alternative Water Sources to the MWSS RO to mitigate El Niño's impact and ensure a sustainable water supply. The plan includes a 20 MLD Modular Treatment Plant ("Nanostone Project") and 192 MLD from the Wawa Bulk Water Supply Project. The FRA assessed the proposal's consistency with Maynilad's 2023 ABP, operating costs, and the impact on water tariffs and customer bills, presenting findings at the Public Consultation Drive on 17 November 2023.

IRR on the Imposition of Fines and Penalties for Failure to Meet Service Obligations under the RCA

Pursuant to EO No. 149, the MWSS RO established a TWG to formulate an Implementing Rules and Regulations (IRR) on imposing fines and penalties for the Concessionaires' failure to meet service obligations under the Revised Concession Agreement (RCA), which included FRA representatives. The FRA contributed to the methodology for calculating penalties.

FCDA Guidelines

Section 9.8 of the Amended RCA provides that the MWSS RO shall issue a more detailed guidelines on the determination and application of the FCDA to the Concessionaire Loans, with assistance by the DOF and approval by the MWSS.

The FRA collaborated with the Department of Finance (DOF) Privatization and Corporate Affairs Group (PCAG) and the Concessionaires to draft these guidelines. On 27 October 2023, the MWSS RO submitted the draft to the DOF for confirmation, which agreed to assist and accept the guidelines. On 14th November 2023, the DOF confirmed its' assistance in the drafting of the guidelines and acceptability in the context of the amendment to the RCAs, subject to DOF's additional comments, if any, after the public consultation.

FINANCIAL AUDIT AND ASSET MONITORING DEPARTMENT



The Financial Audit and Asset Monitoring Department (FAAMD) oversees the monitoring and evaluation of the financial performance and status of the Concessionaires. Its responsibilities include analyzing financial statements, monitoring financial obligations and cost allocations, auditing books and records, and assessing cash flows to ensure the Concessionaires’ financial compliance and stability.



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

Evaluation of Concessionaire Debt Applications

In 2023, the MWSS RO received two loan applications from Maynilad and one from Manila Water. The FAAMD evaluated these applications as compliant with the borrowing plan in the Approved Business Plan for the Fifth Rate Rebased Period, which was approved by the MWSS RO en banc. The FAAMD is also working on developing a comprehensive guideline for Concessionaire Debt, which will formalize the process and information requirements for the approval of Borrowing Plans and contracting of Concessionaire Loans.

Evaluation of Concessionaires’ Performance Bond

Article 6.10 of the RCA requires for the Concessionaires are required to post and maintain a “Performance Bond” as part of their obligation under the RCA. This serves as a guarantee on which MWSS may draw upon in case of penalties, remedial works, default on payment, and non-fulfillment of service obligations. The FAAMD evaluated the Concessionaires actual performance bond as of December 31, 2023 and results can be cited as follows:

Table 57: Evaluation of Concessionaires’ Performance Bond

RR23 ABP (Amount in PHPM)	Maynilad*		Manila Water**	
	Per ABP	Per RO	Pero ABP	Per RO
Operating Expenditures		56,360.87	75,085.18	75,085.18
Capital Expenditure (with VAT)		163,251.09	94,763.98	94,763.98
Working Capital		(8,581.86)		
Concession Fees		7,974.95	4,459.45	4,459.45
Total Project Cost	219,528.00	219,005.05	174,308.61	174,308.61
Irrevocable letter of credit (2%)			3,486.17	3,486.17
Surety Bond (10&)	21,952.80	21,900.50		
Actual Performance Bond Issued	21,953.00	21,953.00	3,486.18	3,486.18
Variance	0.20	52.50	0.01	0.01

**Cash Flow Approach*
***Expenditure Approach*

Financial Analyses

One of the FAAMD's core functions is to conduct financial analyses to assess the Concessionaires' financial viability in accordance with Article 6.5.1 (iii) of the RCA, which requires the Concessionaires to maintain sufficient financial resources. The FAAMD conducted both quarterly and annual financial reviews, comparing financial ratios to industry benchmarks from IPART, OFWAT, LWUA, AWWA, and the Approved Business Plans for the Fifth Rate Rebasing Period. The following Financial Scorecard demonstrates that the Concessionaires remained financially viable, with most ratios meeting benchmark standards:

Table 58: Financial Scorecard as of 31 December 2023 (Audited)

Ratio	Reference	Benchmark	Manila Water		Maynilad	
MARKETABILITY						
Water Sales per Billed Volume	2023 Approved Business Plan	$\geq 30.41^1$ $\geq 45.87^2$	35.64	↑	48.83	↑
Water Sales per Water Service Connection	2023 Approved Business Plan	$\geq 18,567.92^1$ $\geq 17,355^2$	19,648	↑	17,154	↓
COLLECTION						
Collection Efficiency Rate	2023 Approved Business Plan	98% ¹		↑		↓
		100% ²				
	PWWA	95%	99.23%	↑	99.67%	↑
	LWUA	94%		↑		↑
PROFITABILITY						
Return on Equity ²	Investopedia ³	13.29%	15.25%	↑	13.69%	↑
Return on Assets ²	AWWA	2.50%	5.65%	↑	6.18%	↑
Net Profit Margin	Company, Sector, Industry and Market Analysis	22.78%	36.41%	↑	33.28%	↑
COST CONTROL						
Operating Ratio based on Revenue	Investopedia	0.60-0.80		↓		↓
	2023 Approved Business Plan	0.41 ¹ 0.33 ²	0.29	↓	0.37	↑
Operating Ratio based on Billed Volume (mcm)	2023 Approved Business Plan	15.26 ¹ 15.51 ²		↓		↑
			13.58		19.78	
	LWUA	16		↓		↑
LIQUIDITY						
Current Ratio	AWWA	1.50-2.10		↓		↓
	Ready Ratios	0.90	0.34	↓	0.43	↓
LEVERAGE						
Debt to Equity	AWWA	≤ 2.10 -3.10		↓		↓
	Ready Ratios	2.01	1.89	↓	1.39	↓
FINANCEABILITY						
Distress Score	NRRI	4	18.87	↑	15.38	↑
Funds from Operations	ESC	$\geq 1.5x$ -3x	1.94x	↑	(1.57x)	↓
Interest cover	IPART	$> 1.4x$		↑		↓
Funds from Operations to Debt	IPART	10%-15%		↓		↓
	OFWAT	15%	2.00%	↓	-6.14%	↓
Debt Service Coverage Ratio	Investopedia	1.25	1.59	↑	3.08	↑

Business Efficiency Measures (BEMs)

The FAAMD is responsible for monitoring Business Efficiency Measures (BEMs) in line with Article 6.5.1 (iii) of the RCA, which helps assess the operational efficiency of the Concessionaires. The FAAMD monitors key BEMs, including Collection Efficiency (IN2), Controllable Operating Expenses such as Labor (OP1), Power (OP2), and Other Controllable OPEX (OP3), and Total Capital Expenditures (CA1).

These BEMs were monitored monthly in 2023, with semi-annual and annual evaluations reported to the KPIs+BEMs Committee. This contributed to the MWSS RO's KPIs+BEMs Evaluation Report for 2022 and the first half of 2023.



TARIFF CONTROL AND MONITORING DEPARTMENT



The Tariff Control and Monitoring Department (TCMD) is tasked with evaluating proposed tariff adjustments, ensuring the proper implementation of tariff rates, and recommending adjustments based on Consumer Price Index (CPI)-related items in the Concession Agreements (CA). The TCMD also monitors key economic and financial indicators that influence tariff rate setting, ensuring accurate and fair pricing for consumers.



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

Maynilad's Enhanced Lifeline Discount Program

The MWSS RO, in its commitment to enhance consumer welfare encouraged Maynilad to implement a program that will provide additional discount to lifeline customers. Maynilad proposed the Enhanced Lifeline Discount Program, which was approved through RO Resolution No. 2023-15-CA on 03 November 2023. The program will provide a Low Income Lifeline Rate for residential customers who only consume 10 cu.m. or less per month that is only subjected to adjustments in "C" Factor and exempted from adjustments in "R" Factor.

Customers who avail of the Enhanced Lifeline Discount Program will enjoy the Low Income Lifeline Rate has a discount of 49% for 2024 from the regular rate. On the other hand, the Regular lifeline discount of 41% for 2024 from the regular rate will continue to be enjoyed by residential customers who only consume 10 cu.m. or less per month, regardless of their economic status.

During a Public Consultation Drive on 17 November 2023, the TCMD presented the estimated tariff impact and potential savings, encouraging customers to participate in water conservation efforts.

Standard Rates for CY 2024

The Standard Rates for water and sewerage services are adjusted annually, effective 1 January, based on the Rates Adjustment Limit (RAL) in accordance with Section 9.2 of the Revised Concession Agreement (RCA). The RCA was amended on 10 May 2023 which revised the definition of the "C" factor, among others. Article 1 of the Amendment now defines the RAL as the sum of the following:

- » **C:** 75% of the percentage change in the Consumer Price Index (CPI) for the Philippines, as published by the Philippine Statistics Authority, between July of the Weighting Year and July of the Prior Year.
- » **E:** Any Extraordinary Price Adjustment, as determined under Section 9.3 of the RCA.
- » **R:** The Rebasing Convergence Adjustment, as determined under Section 9.4.2 of the RCA.

The TCMD verified that the proposed Standard Rates complied with the Concessionaires' respective RAL. The MWSS BOT, upon the MWSS RO's recommendation, approved the Concessionaires' Standard Rates for CY 2024 through Resolution Nos. 2023-146-RO and 2023-145-RO.

Table 59: Rates Adjustment Limit and Basic Charge for CY 2023 and 2024

Factors	Manila Water	Maynilad
Rates Adjustment Limit	17.88%	19.83%
C Factor	3.53%	3.53%
E Factor	0.00%	0.00%
R Factor	14.35%	16.30%
2023 Basic Charge	PhP35.85	PhP39.70
Adjustments (PhP/cu.m.)		
C Factor	1.41	1.61
E Factor	0.00	0.00
R Factor	5.00	6.26
2024 Basic Charge	PhP42.26	PhP47.57

Monitoring of Tariff Adjustment Compliance

The TCMD monitors the implementation of approved water rates by gathering and evaluating at least 10 water bill samples per Concessionaire each quarter. If any discrepancies are found, the Concessionaire is notified for clarification. In 2023, all water bills collected from the 1st to 4th quarters were verified as correct and aligned with the approved rates.

Additionally, the TCMD verifies water bills when rebates are issued. On 19 January 2023, the MWSS RO en banc through RO Resolution No. 2023-04-CA a PhP27,477,617.12 financial penalty on Maynilad, to be rebated to customers serviced by the Putatan Treatment Plants. The TCMD confirmed that the rebates were accurately applied to affected customers' bills.

Annual Adjustment of CPI-Based Items in the RCA and IRRs

Under the RCA, the average inflation rate from the Philippine Statistics Authority (PSA) is used for the annual adjustments of specific charges and thresholds. On 5 January 2023, the FRA issued a Memorandum to the ExeCom, reporting that the PSA officially released an average inflation rate of 5.8% for 2022 (base year = 2018).

Next is a summary of the annual adjustments for CPI-based items in the RCA:

Table 60: Annual Adjustment of CPI-Based items in the RCA and IRRs for CY 2022-2023

Particulars	2022	2023
Annual Inflation Rate ¹	4.5%	5.8%
Annual Budget (RCA Art. 6.4)	PhP1,205,210,253.00	PhP1,275,112,447.16
Connection Charge (RCA Art. 9.6(ii))	PhP9,039.07	PhP9,563.34
Connection Charge ² (IRR No. 2008-06)	PhP3,013.02	PhP3,187.78
Reconnection Charge (IRR Nos. 2008-01 & 2013-01)	PhP246.32	PhP260.61
Procurement of Goods and Services (RCA Art. 6.9)	PhP753,256.00	PhP796,945.00
Low-Income Household (RCA Art. 1)	PhP150,651.00	PhP159,389.00

¹ The Annual Inflation Rate applied is the average inflation rate of the previous calendar year.

From CY-2022 onwards, the 2018-based CPI is used.

² For Open/Depressed Communities.

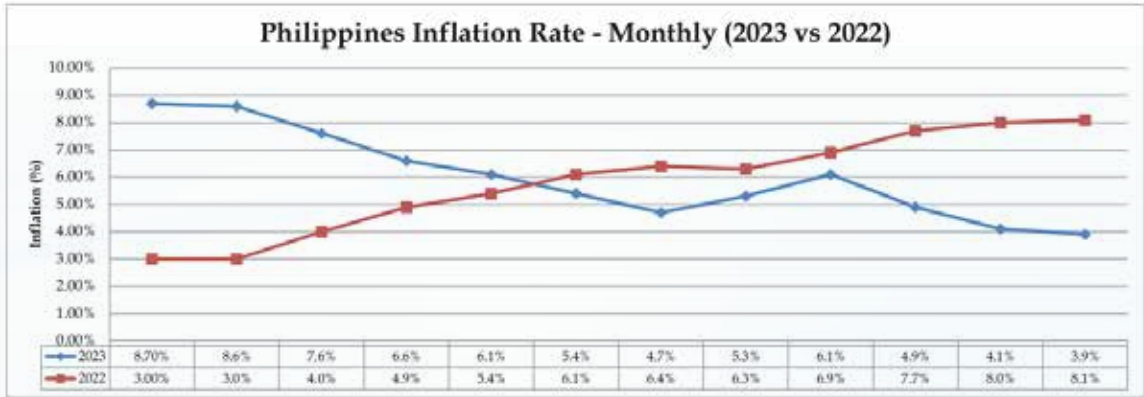
On the same date, the MWSS RO issued a letter to the MWSS CO regarding the 2023 Annual Budget. On 12 January 2023, the MWSS BOT approved connection and reconnection charges for customers connected within 25 linear meters, open communities, and depressed areas. Concessionaires were notified regarding the approval on 16 January 2023.

Monitoring of Economic and Financial Indicators

The TCMD tracks key economic and financial indicators such as Inflation Rate, Foreign Exchange Rate, Water Rate Affordability Data, and other factors relevant to water and sewer rate adjustments. It also monitors basic price information, including the average residential rates of the Concessionaires.

Data on CPI is sourced from the Philippine Statistics Authority (PSA), and inflation targets and foreign exchange rates are obtained from the Bangko Sentral ng Pilipinas (BSP). In return, the TCMD provides the PSA and BSP with quarterly data on water tariff adjustments, which are essential for estimating economic factors.

Figure 12: Average Inflation Rate as of 2nd Semester CY 2023



*based on 2018 = 100



Table 61: Philippine Peso Cross Rates – End-of-period 2nd Semester 2023

Currency	One Unit Amount	Conversion to Peso (PhP)
	2nd Sem 2023	1st Sem 2023
US Dollar	55.5670	55.3620
Yen	0.3930	0.3825
Euro	61.4738	60.1563

In 1996, the International Bank for Reconstruction and Development under the World Bank conducted a study for the MWSS and determined that water expenditure should not exceed 5% of total household income which aligns with National Water Resources Board (NWRB) policies. Similarly, the Asian Development Bank also used the 5% affordability threshold when evaluating water supply projects for financing.

In line with this, the TCMD adopted the 5% affordability threshold for both average and low-income households in the NCR. Data on average household income is sourced from the PSA, while low-income household income is computed pursuant to Article 1 of the RCA.

Table 62: Water Affordability for Average Household in NCR in 2023

	Monthly Household Income	Monthly Water Expenditures Threshold	Monthly Total Water Bill - Residential 30 cu.m.	
			Manila Water	Maynilad
PhP	39,051	1,953	866.03	1,039.64

Table 63: Water Affordability for Low Income Household in NCR in 2023

	Monthly Household Income	Monthly Water Expenditures Threshold	Monthly Total Water Bill - Residential 10 cu.m.	
			Manila Water	Maynilad
PhP	13,282.42	664.12	85.59	135.70

As shown in the table, the monthly water bills for an average household consuming 30 cu.m. and a low-income household consuming 10 cu.m. remain below the 5% affordability threshold.

Request for Information from Local Government Units (LGUs)

Table 64: TCMD Provided Information as Requested by LGUs

LGU	Information Provided
City of Antipolo	- Tariff rates for commercial and industrial customers (2022) - Average Water Tariff, Water Production, Billed Volume, and Billed Amount (2018-2022)
Quezon City	- Average Water Tariff and Tariff Rates for commercial customers (2022)

This data reflects the TCMD’s ongoing cooperation with LGUs to ensure transparency in water service and tariff details.



MWSS RO COMMITTEES

EXECUTIVE COMMITTEE



REGULATORS



MANAGEMENT COMMITTEE



DEPARTMENT MANAGERS

BIDS AND AWARDS COMMITTEE

The MWSS RO Bids and Awards Committee (BAC) chaired by the Department Manager for Financial Audit and Asset Monitoring Joriel M. Dagsa, is responsible for advertising procurement opportunities, evaluating bids and quotations submitted by suppliers, conducting post-qualification proceedings to ensure compliance, and resolving requests for reconsideration related to the bidding process. Additionally, the BAC recommends the award of contracts to the Head of Procuring Entity (HOPE) and regularly assesses procurement processes to enhance efficiency and transparency.

Activities and Accomplishments

In 2023, the BAC successfully conducted competitive biddings, leading to the approval of award recommendations by the MWSS RO En Banc for the following procurements:

- » **Analytical Services for the Water Supply Monitoring Program** (Lots 1 and 2)
- » **Analytical Services for the Wastewater Effluent Monitoring Program**

The BAC also facilitated Early Procurement Activities, resulting in the MWSS RO En Banc approving award recommendations, subject to the budget approval for 2024, for:

- » **Janitorial Services Provider for FY2024**
- » **Security Services Provider for FY2024**
- » **Analytical Services for the Wastewater Effluent Monitoring Program**

To support procurement personnel development, the BAC coordinated with the Government Procurement Policy Board to conduct an in-house seminar on RA No. 9184 and its 2016 RIRR. This seminar took place in two batches: 18-20 April 2023 and 09-11 May 2023, with participation from 57 MWSS RO personnel.



COMMITTEE ON ANTI-RED TAPE

The Regulatory Office-Committee on Anti-Red Tape (RO-CART) chaired by the Deputy Administrator for Customer Service Regulation Lee Robert M. Britanico, was formed on 26 May 2021 and reconstituted on 20 June 2023 to comply with the Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2020-07, which implements Republic Act No. 11032, the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

The CART actively ensures adherence to RA No. 11032 and its IRR. It establishes service standards for the Citizen's Charter, monitors its content, and makes sure updates are posted by 31 March each year. The CART also confirms that the RO meets processing times and reports results from the Client Satisfaction Survey. The committee manages a complaints desk, addresses concerns raised by other agencies, coordinates the dissemination of ARTA materials, and implements the Harmonized Client Satisfaction Measurement (CSM).

Key Activities and Accomplishments in 2023

1 Monitoring and Updating the RO's Citizen's Charter:

- » The CART reviewed and updated the MWSS RO's Citizen's Charter, producing the 2023 1st Edition. This Charter serves as a guide to the public on the services provided by the MWSS RO, including the specific steps, timeframes, and requirements for each service.
- » The updated Citizen's Charter was posted on the MWSS RO's website and submitted to the ARTA along with a Certificate of Compliance on 29 September 2023.

2 Complaint Monitoring and Resolution

- » The CART actively monitored, responded to, and acted on complaints against Manila Water and Maynilad through the CSRA. Complaints were received through various platforms, including those endorsed by the Presidential Complaint Center (PCC), the Department of Trade and Industry (DTI), and other government agencies. The CART ensured that all complaints were addressed within the designated periods, which contributed to improved service delivery and client satisfaction.



Complaints Filed Directly to the RO

Source of Complaints	Manila Water	Maynilad
Letter/Email	213	845
Facebook	0	0
Walk-In	12	10
Phone-In	0	0
Others	0	0
Total Received	225	855

Complaints Endorsed by Other Agencies to the RO

Source of Complaints	Manila Water	Maynilad
Presidential Complaint Center (PCC)	17	69
Department of Trade and Industry (DTI)	9	19
Manila Health Dept	0	0
Civil Service Commission	0	0
Other Agencies	2	16
Total - Endorsed by Other Agencies	28	104

Status of Endorsed Complaints

Status	Manila Water	Maynilad
Endorsed to CI/SI	28	104
Acted Upon / Responded	75.00%	100.00%

3 Implementation of the Harmonized Client Satisfaction Measurement (HCSM)

» From October to December 2023, the CART conducted the 2023 Harmonized Client Satisfaction In-House Survey, as directed by ARTA and the Governance Commission for GOCCs (GCG) under Joint Memorandum Circular (JMC) No. 2023-01.

Service Quality Dimension (SQD) Rating

Service Quality Dimension (SQD)	Rating
SQD 0 - Overall Satisfaction	94.41%
SQD 1 - Responsiveness	91.54%
SQD 2 - Reliability	95.27%
SQD 3 - Access and Facilities	93.77%
SQD 4 - Communication	93.31%
SQD 5 - Cost	Not applicable
SQD 6 - Integrity	94.62%
SQD 7 - Assurance	94.60%
SQD 8 - Outcome	92.68%
Average (SQDs 1 to 8)	93.68%

Satisfaction Ratings by Service

Specific services, such as receiving incoming documents and processing payments of claims, received very high satisfaction ratings, such as 99.47% and 100%, respectively. However, areas such as filing complaints and hiring personnel showed relatively lower satisfaction levels, with ratings of 84.69% and 86.67%, respectively.

Service	No. of Transactions	No. of Respondents	SQD 0 (Overall)	Average (SQDs 1 to 8)
Receiving of Incoming Documents	373	189	99.47%	99.31%
Filing of Rate Adjustment Application	2	2	100.00%	100.00%
Hiring of Personnel (Plantilla and Contract of Service)	15	15	86.67%	86.54%
Processing of Payments of Claims	17	17	100.00%	99.15%
Filing of Complaints (Onsite and Online)	128	98	84.69%	81.89%

Citizen's Charter Results

The survey also included an assessment of the Citizen's Charter, focusing on client awareness, visibility, and the helpfulness of the information provided.

Item	Rating
Total Number of Transactions (N)	536
Total Number of Respondents (n)	322
Response Rate (n/N)	60.07%
Citizen's Charter Results:	
- Awareness	86.65%
- Visibility	87.41%
- Helpfulness	84.36%

COMMITTEE ON DECORUM AND INVESTIGATION

The Committee on Decorum and Investigation (CODI) chaired by ALA technical Assistant Patricia Paula A. Seriritan, was established to comply with Republic Act No. 7877, also known as the Anti-Sexual Harassment Act of 1995, which prohibits sexual harassment in the workplace and mandates preventive measures by employers. The MWSS RO issued Office Order No. 090 Series of 2022 to reconstitute the CODI as an internal grievance mechanism for handling gender-based sexual harassment cases.

The committee receives and investigates complaints, ensures proper notification to respondents, and makes decisions within ten working days. It also protects complainants from retaliation, maintains confidentiality, and leads discussions on gender-based harassment to foster understanding and prevention.

In 2023, the CODI Manual underwent important revisions to ensure compliance with the latest laws and guidelines. On 18 May 2023, Atty. Judie Rose T. Dimayuga, the CODI Resource Person, submitted an Evaluation Report, which led to the finalization of the CODI Manual on the same day.

On 20 July 2023, The MWSS RO Office Order No. 090 Series of 2022 was amended to incorporate feedback from the employees' association, RO TUBIG. This amendment, detailed in Office Order No. 075 Series of 2023, designated alternate representatives for CODI members and made necessary replacements due to personnel changes.

By 29 September 2023, 200 printed copies of the CODI Manual were delivered to the office, and all MWSS RO talents received their copies by 11 October 2023. Additionally, on 7 December 2023, CODI members participated in a Psychosocial First Aid Orientation to enhance their skills.



ENVIRONMENTAL COMMITTEE

The Environmental Committee chaired by CSRA Sr. Public Utilities Regulation Officer Renato L. Rodriguez Jr., is responsible for spearheading the MWSS RO's tree planting activities in compliance with GCG Memorandum Circular No. 2015-07 and supports the MWSS Administrator's "A Million Tree Challenge" as part of the government's Expanded National Greening Program.

The Committee identifies planting sites and oversees the protection and maintenance of these areas in coordination with the DENR – PENRO. It engages local community organizations for support in the Tree Planting Project, including the provision of endemic seedlings and assistance with site preparation and nurturing.

Additionally, the Committee monitors and evaluates planting sites to ensure seedling survival and prevents the establishment of permanent structures in planting areas. They also coordinate with government agencies and NGOs for coastal cleanup activities, ensuring comprehensive environmental stewardship.

Activities and accomplishments

In 2023, the Environmental Committee organized a kickoff event and a MOA signing at Mt. Purro Nature Reserve within the Upper Marikina River Basin Protected Landscape. The event was conducted in partnership with KAPISANANG BALIK KALIKASAN (KABALIKAT) INC.

Following this, the MWSS RO held three days of tree planting activities on September 15, 22, and 29 within the same protected area in Antipolo, Rizal. A total of 26,000 seedlings, including Narra, Guyabano, Cashew, Banaba, and Kupang, were planted across 52 hectares in National Greening Program sites. This initiative was executed in collaboration with the DENR PENRO-Rizal and KABALIKAT. The success of the planting effort was validated by Forester Nestor P. Arriola Jr., the NGP Focal Person.



FREEDOM OF INFORMATION COMMITTEE

In 2023, the MWSS RO Freedom of Information (FOI) Committee chaired by Department Manager for Public Information Joan Michelle S. Antonio, upheld its commitment to transparency by effectively managing and processing information requests from the public. The Committee's diligent efforts were recognized at the national level, as the MWSS RO was awarded 1st Runner Up in the Government-Owned and Controlled Corporations (GOCCs) category at the 2023 FOI Awards. This award, received by Chief Regulator Ty and FOI Committee on 21 November 2023, in Pasay City, highlighted the agency's dedication to ensuring public access to information. Additionally, Simon Efraim M. Borromeo, the FOI Receiving Officer, was recognized as one of the Best FOI Receiving Officers of 2023, further emphasizing the effectiveness of the MWSS RO's FOI program.



FOI Request Handling and Monitoring

Throughout the year, the FOI Committee efficiently managed a total of 84 FOI requests. The breakdown of these requests is as follows:

- » **eFOI Portal Submissions:** 83
 - » **Standard Request Form:** 1
- The Committee ensured that all requests were promptly forwarded to the primary FOI Decision Maker (FDM) within 24 hours of receipt. The outcomes of the 84 requests were:
- » **successfully released:** 16
 - » **denied (information not held by MWSS RO):** 17
 - » **successfully but partially released:** 3
 - » **closed due to non-response from requestors:** 33
 - » **referred to other government agencies:** 9
 - » **pending by year-end:** 5 (4 awaiting clarification, 1 forwarded to FDM)

The average processing time for eFOI requests in 2023 was 7.49 days, while the single standard request was processed within one working day. This efficiency underscores the Committee's commitment to timely and transparent information dissemination.

Training and Capacity Building

To maintain high standards in FOI request handling, the Committee conducted multiple training sessions for the MWSS RO staff. These sessions focused on the proper procedures for managing FOI requests, ensuring data privacy, and understanding the legal obligations under the FOI framework. These training initiatives were crucial in enhancing the capacity of the staff to efficiently handle FOI requests and uphold the agency's commitment to transparency.

Compliance and Reporting

The FOI Committee ensured full compliance with FOI regulations by regularly updating the MWSS RO People's FOI Manual and submitting quarterly and annual FOI reports to the Presidential Communications Office (PCO). The Committee also actively participated in FOI forums and workshops throughout the year, ensuring that the MWSS RO remained aligned with national FOI policies and practices.



1st Runner-Up for Government-Owned and Controlled Corporations (GOCCs) at the 2023 FOI Awards

GENDER AND DEVELOPMENT FOCAL POINT SYSTEM

The MWSS RO's Gender and Development Focal Point System (GFPS) chaired by Deputy Administrator for Administration and Legal Affairs Claudine B. Orocio-Isorena, is all about promoting gender equality and empowering women in the workplace. In 2023, the GFPS rolled out various initiatives that highlighted the agency's commitment to gender mainstreaming.

One key achievement was the endorsement of the 2023 Annual GAD Plan and Budget (GPB) by the Philippine Commission on Women (PCW). This plan allocated PhP21,201,480.00, making up 9.60% of the MWSS RO's total budget. The GFPS is focused on ensuring that the workplace is inclusive and safe for everyone, tackling gender issues head-on and supporting a culture of respect and equality.



GADTIMPALA Awards

The GADtimpala Awards, initiated by the Philippine Commission on Women, recognize organizations and individuals for their outstanding contributions to promoting gender equality, empowering women, and integrating gender and development perspectives into policies, programs, and projects.

On August 14, 2023, the MWSS Regulatory Office celebrated the 14th Anniversary of the Magna Carta of Women at the GADtimpala Awarding Ceremony. During this event, the MWSS RO received two prestigious awards: the GADtimpala Bronze for Outstanding Gender-Responsive Government Agency and the GADtimpala Silver for Exemplary GAD Focal Point System (AlaGAD). This recognition inspires the MWSS RO to continue driving meaningful and transformational change in gender equality initiatives.

Capacity Building

In 2023, the MWSS RO made significant strides in GAD activities, focusing on capacity building and awareness. The agency conducted two batches of Gender Sensitivity Training, with sessions in March and December, and assessed its progress using the Enhanced Gender Mainstreaming Evaluation Framework. It also provided training on GAD planning and budgeting, along with seminars on the Expanded Breastfeeding Promotion Act (RA No. 10028) and the Expanded Solo Parents Welfare Act (RA No. 11861). Additionally, a Psychosocial First Aid Orientation was held to support employee well-being, reinforcing the MWSS RO's commitment to fostering a gender-responsive workplace.

GFPS Supporting Mechanisms

The GAD Focal Point System has established additional mechanisms, including the reconstitution of the CODI and the formation of the Men Opposed to Violence Against Women (MOVE) group. The CODI functions as an independent internal body to address and investigate sexual harassment complaints, led by Chairperson Ms. Patricia Paula A. Seriritan, with no reports of sexual harassment since its reconstitution. Meanwhile, the MOVE MWSS RO Chapter, headed by Deputy Administrator Lee Robert M. Britanico, consists of male employees dedicated to actively combating violence against women (VAW).

Information, Education, and Communication (IEC) Materials

The MWSS RO promotes GAD initiatives in the water sector through various IEC materials, including brochures, flyers, and videos. The MWSS RO through its GAD AV-IEC Committee led by Chairperson Joan Michelle S. Antonio and in partnership with the University of the Philippines Internet Television Network (TVUP), produced an animated video on water conservation and a documentary highlighting its GAD efforts. These materials were launched in March 2023 during the National Women's Month celebration.

GAD Corner/GAD Facilities

The MWSS RO has launched the GAD Corner to promote gender equality and empowerment in the workplace. This initiative provides a safe space for women and girls, offering access to support services and opportunities for leadership development. Additionally, the GAD Corner serves as a resource center for information and advocacy on gender equality and women's empowerment.

During the 2023 National Women's Month Celebration, the MWSS RO launched several GAD Facilities, including a GAD Multipurpose Office with a library, an All Gender Restroom, and a Lactation Room. These facilities cater to the gender needs of the MWSS RO talents by providing access to GAD learning materials, promoting inclusivity, and offering a safe space for nursing mothers to pump milk or breastfeed.

GAD Initiatives and Celebrations in 2023

The MWSS RO has actively participated in various celebrations and initiatives to promote gender equality and inclusivity throughout 2023.

National Women's Month 2023: The MWSS RO engaged in the celebration of National Women's Month, following the Philippine Commission on Women's theme, "WE for gender equality and inclusive society." This theme reaffirms the commitment to women's rights and emphasizes the need for supportive networks to foster gender equality and women empowerment (GEWE). The agency organized numerous activities to highlight the contributions of women and address the challenges they encounter, fostering meaningful discussions about inclusivity and equality.

Pride Month Celebration 2023: To honor Pride Month, the MWSS RO formed a Technical Working Group (TWG) with various agencies within the MWSS Complex. Under the leadership of the Office of the Government Corporate Counsel (OGCC) and its Gender and Development Focal Point System (GFPS), the TWG organized the inaugural MWSS Complex Pride March and Festival. This event aimed to raise awareness about Sexual Orientation, Gender Identity, and Expression (SOGIE) issues while providing a platform for discussing the SOGIE bill and promoting diversity and inclusion in the workplace.

Family Thanksgiving 2023: In September 2023, the MWSS RO celebrated the Annual Family Thanksgiving Day, following Proclamation No. 847. This event, organized by the GFPS, brought together 40 women and 50 men to emphasize the importance of unity and stability within the Filipino family. The celebration aimed to raise awareness about gender issues within families, promoting gender equality and sensitivity to prevent disadvantages that limit women's opportunities.

18-Day Campaign to End VAW 2023: The MWSS RO also participated in the 18-Day Campaign to End Violence Against Women (VAW), themed "UNITED for a VAW-free Philippines." This initiative aligns with the UN Women's UNiTE Campaign to End VAW by 2030, emphasizing collaborative efforts to combat violence against women. The campaign aimed to inform the public about laws protecting women and girls, disseminate data on VAW, and gather support for advocacy efforts. The MWSS RO organized various activities, including a theater play titled "Sidhi't Silakbo: The Wild Woman Awakens," a Psychosocial First-Aid Orientation, and a logo-making contest by the MOVE group. These activities educated participants on creating safe spaces and eliminating violence in the workplace, with an average participation of 40 women and 50 men.

GAD Kapihan: The GAD Kapihan, initiated by the GFPS, aims to foster collaboration among national government agencies to achieve Sustainable Development Goals (SDGs) 5 (Gender Equality) and 6 (Clean Water and Sanitation for All). In 2023, two GAD Kapihan events were held.

The first GAD Kapihan, on 31 March 2023, centered on "Exploring Synergies towards Availability and Sustainable Management of Water and Sanitation for All to Achieve Gender Equality and Women Empowerment." It featured presentations from key officials, including Rolando Santiago from the Department of Health, Aldrin Jerk Tagao from the Department of Education, Rosmon Tuazon from Maynilad, Jubail Pasia and Henessy Rivera-Miranda from Manila Water, who shared their agencies' gender-responsive programs.

The second GAD Kapihan took place on 21 December 2023, focusing on "Recognizing and Strengthening Partnerships through Renewed Commitment towards Achievement of Gender Mainstreaming in the Water Sector." This event highlighted three main goals: recognizing longstanding gender mainstreaming partners, celebrating the MWSS RO's GADtimpala Awards, and committing to the international community.

The event was attended by former GFPS members, representatives from the water concessionaires, and partner organizations like the National Housing Authority, OGCC, UP Center for Women's and Gender Studies, and the Commission on Audit.

Public Information and Public Consultation Drive

The Public Information and Consultation Drive, led by the Public Information Department, incorporates GAD discussions and surveys to engage customers. This initiative promotes GAD in the water sector, emphasizing women's roles as water managers and gathering information to identify customers' gender needs.

Sex-Disaggregated Water Data Project

The Sex Disaggregated Water Data (SDWD) Project, formalized in December 2022 in partnership with UP CWGS, aims to collect baseline data on water statistics in Metro Manila and parts of Cavite and Rizal. The project utilizes the UNESCO World Water Assessment Programme Toolkit and is set to launch in August 2024, providing gender-responsive assessments based on survey data from residential respondents within the concession areas.

Partnerships with the Concessionaires

The MWSS RO has formalized its partnership with the Concessionaires to mainstream Gender and Development (GAD) and promote Gender-Responsive Water, Sanitation, and Hygiene (WASH) programs through signed Memoranda of Understanding (MOUs). The MOU for Manila Water was signed on 09 August 2023, and for Maynilad on 23 October 2023. These agreements serve as a framework for collaboration, aiming to promote GAD and highlight the gender-water nexus, particularly the crucial role women play as primary collectors and managers of water in their communities.

Additionally, the partnership includes identifying beneficiaries for the distribution of WASH kits, ensuring that essential hygiene supplies reach those in need, further supporting community well-being and gender equality.

Speaking Engagements

Several representatives from the MWSS RO participated in key speaking engagements throughout 2023, highlighting their commitment to gender equality and women's empowerment in the water sector.

Claudine B. Orocio-Isorena represented the MWSS Regulatory Office at the United Nations 2023 Water Conference Flagship Event, "Accelerating Women's Inclusion in Water," held in New York City on 23 March 2023. She also participated in the "Accelerating Gender Equality in the Water" event during Gender Week 2023 in Mexico City from September 18 to 22. Additionally, she attended an event organized by the Asian Development Bank on 2 November 2023, titled "Advancing a Transformative Agenda for Gender Equality in ADB Transport, Water and Urban Development Sectors," focused on gender assessments and action plans.

Joan Michelle S. Antonio participated in Manila Water's National Women's Month Celebration on 20 March 2023. This event emphasized the 2023 theme, "We for Gender Equality and Inclusive Society," fostering discussions among gender advocates and stakeholders on promoting women's empowerment and inclusivity.

Patricia Paula A. Seriritan presented at the International Association of Schools and Institutes of Administration (IASIA) 2023 Conference at the University of the Philippines - Diliman on 1 August 2023. Her presentation, "Gender Mainstreaming for Planning and Policymaking in the Water Sector: The Case of the Metropolitan Waterworks and Sewerage System Regulatory Office," was featured in the conference's Gender, Diversity, and Equity track.

Jezreel H. Pucio served as a resource person at the Water Environment Association of the Philippines' 17th National Annual Convention, themed "Sustainable Water and Sanitation: Access, Equity, and Environmental Resilience," held in Puerto Princesa, Palawan, on 21 September 2023.

HUMAN RESOURCE MERIT PROMOTION AND SELECTION BOARDS

The MWSS RO is committed to upholding merit-based principles to maintain a highly competent workforce dedicated to fulfilling the agency's mandate effectively. The HRMPSBs assist the Appointing Authority in the comprehensive evaluation of applicants for vacant positions within the agency. In 2023, the HRMPSBs processed a total of eight positions, including four from both first-level and second-level rank-and-file categories. Throughout the year, the HRMPSBs reviewed applications from a total of 126 individuals for various Plantilla positions.

The majority of applicants were female (77), comprising 61%, while male applicants (49) made up 39%. A higher percentage of applicants (71%, or 89 individuals) were shortlisted for the processing of Plantilla positions. In 2023, the Chief Regulator appointed eight (8) applicants to fill the eight (8) available positions. Of these appointees, 50% were female and 50% were male. In terms of position levels, 50% of the appointees came from first-level rank-and-file positions, while the other 50% held second-level positions. By the end of the year, the HRMPSBs successfully maintained a talent complement of 65 which is equivalent to 92% of the agency's workforce, compared to the previous year.



HRMPSB Executive/ Managerial

PERFORMANCE MANAGEMENT TEAM



HRMPSB First and Second Level

Contract of Service Selection Committee

As part of the Selection Committee for hiring Individual COS positions, the HR Unit serves as both the Secretariat and a committee member. In 2023, the COS Selection Committee processed a significantly higher number of applicants, totaling 224 for the twelve (12) vacant COS positions.

For COS positions, the gender distribution is more balanced, with male applicants (117) slightly higher at 52% and female applicants (107) at 48%. The COS Selection Committee has noted that less than half (104) of the applicants at 46.47% were shortlisted. In 2023, the Chief Regulator selected nine applicants for the nine vacant positions where 89% from the selected applicants were female and 11% were male.

The MWSS RO Performance Management Team (PMT) chaired by Deputy Administrator for Financial Regulation Christopher D. Chuegan, oversees the implementation of the Strategic Performance Management System (SPMS) in line with Civil Service Commission (CSC) guidelines. Its primary role is to ensure that individual and departmental performance aligns with the agency's goals.

The PMT holds consultations with department managers, reviews performance targets, and recommends performance ratings to the Chief Regulator. It also acts as an appeals body for performance issues and provides input on awards and incentives.

The Planning Office (PO), as the PMT's secretariat, manages performance reviews, consolidates assessments, and facilitates annual performance planning conferences. This ensures that department evaluations are aligned with organizational goals, forming the basis for individual staff assessments.

In 2023, the PMT, with the assistance of the Planning Office, reviewed and recommended the approval of several key performance documents to the Chief Regulator. These included the 2022 2nd Semester Office Performance Commitment and Review (OPCR) Ratings, the 2023 1st and 2nd Semester OPCR Targets, and the 2023 1st Semester OPCR Ratings.



PERSONNEL DEVELOPMENT COMMITTEE

The Personnel Development Committee (PDC) chaired by Deputy Administrator for Administration and Legal Affairs Claudine B. Orocio-Isorena, plays a crucial role in recommending learning and development (L&D) courses based on the competency needs of the MWSS RO talents. Working closely with the Human Resource Unit (HR), the PDC screens candidates for various training programs and ensures that the most suitable candidates are recommended to the Chief Regulator for approval.

The PDC organized a variety of local trainings in 2023, including legal education, climate change resilience, gender-responsive practices, financial modeling, engineering, psychology, and sanitation. In total, twelve local trainings were attended by 40 participants outside Metro Manila, and 15 trainings were held in Metro Manila with 41 attendees.

In-house trainings focused on topics such as public service ethics, gender sensitivity, legal compliance, and organizational development. Ten in-house sessions were conducted, with strong participation, particularly in public service ethics and employee benefits discussions. The PDC also arranged for international participation in water management, sanitation, and gender equality workshops. While fewer in number, these foreign trainings covered critical areas related to SDGs, UN initiatives, and water testing standards, with select talents attending due to the specialized nature of the events.



Key Accomplishments

Learning and Development Trainings

The PDC successfully organized and facilitated a comprehensive range of Learning and Development (L&D) trainings throughout the calendar year 2023. These trainings were categorized into three main types: local trainings, in-house trainings, and foreign trainings.

Competency Assessment and Development

In 2023, 40 MWSS RO talents underwent competency assessments, with 33 having established data and 7 setting new baselines. Five talents achieved a 100% profile match, bringing the total to 28 and resulting in a 44.44% improvement, surpassing the 43% target in the 2023 MWSS RO Performance Scorecard. This was achieved through both formal and non-formal Learning and Development strategies.

PERFORMANCE EVALUATION SYSTEM COMMITTEE



2023 PERFORMANCE SCORECARD

Objective/Measure		GCG-Approved CY 2023		MWSS RO CY 2023	
		Weight	Target	Actual	Rating
SO1	Increased Number of Domestic Customers with Continuous and Safe Water Supply				
SM1	Percentage of Domestic Water Service Connections (WSCs) with 24hr and 7psi Minimum Water Pressure	10%	87% RO: 160 PMPs/RBCS validated	107.45% (2,586,213 / 2,406,913 WSCs) 160 PMPs/RBCs validated	10%
SM2	Compliance of RO and Concessionaires Samples with PNSDW on Bacteriological Quality (i.e. 95% and above)	10%	Compliant (≥95%); RO: 1,343 samples	Compliant RO: 96.56% (1,318/1,365) MWCI + MWSI: 100% (25,688 / 25,689)	10%
SO2	Environmentally Safe Sewerage System				
SM3	Cumulative Number of Domestic Sewer Connections	10%	505,746	579,553	10%
SM4	Percentage of Samples from STPs Compliant with Applicable DENR Administrative Orders (DAO)	10%	90.5% RO: 564 samples	98.74% RO: 568 / 575 MWCI + MWSI: 1,473 / 1,492	10%
SM5	Number of Septic Tanks Desludged	10%	181,421	189,330	10%
SO3	Empowered Stakeholders				
SM6	Percentage of Satisfied Customers	5%	90%	93.68% per ARTA's evaluation	5%
SO4	Improved Regulatory Monitoring Functions to Ensure Compliance to Service Obligation Targets				
SM7	Percentage of Rate Petitions Resolved within 15 Calendar Days prior to Intended Implementation				
	a. Maynilad Water Services, Inc.	2.5%	100%	100% (1/1)	2.5%
	b. Manila Water Company, Inc.	2.5%	100%	100% (1/1)	2.5%
SM8	Percentage of Complaints Resolved within the Prescribed Timeline from Submission to Resolution	5%	100%	100% (922/922)	5%
SM9	KPI + BEMs Evaluation Reports (within 60 calendar days from Concessionaires' submission)				
	a. 2022 Annual				
	1. Maynilad Water Services, Inc.	4%	Submitted within 60 days from receipt of Concessionaires' submissions	Submitted on 29 March 2023	4%
	2. Manila Water Company, Inc.	4%			4%
	b. Mid-2023				
	1. Maynilad Water Services, Inc.	4%	Submitted within 60 days from receipt of Concessionaires' submissions	Submitted on 29 September 2023	4%
	2. Manila Water Company, Inc.	4%			4%
SM10	Number of Big CAPEX Projects Inspected	4%	16 inspection reports	16 inspection reports	4%
SM11	Budget Utilization Rate	5%	90%	80% net of PS	4.44%
SO5	Attract, Develop, and Retain Highly Competent Workforce				
SM12	Percentage of Employees Meeting Required Competencies	5%	43.00%	44.44%	5%
SO6	Develop and Implement Quality Management System				
SM13	ISO 9001:2015 Certification	5%	Passed 2nd Surveillance Audit	Passed 2nd Surveillance Audit on 04 September 2023	5%
TOTAL WEIGHT		100%	TOTAL RATING FOR CY 2023		99.44%

QUALITY MANAGEMENT SYSTEM COMMITTEE

In 2023, the Legal Affairs team supported the Quality Management System (QMS) led by Acting Deputy Administrator Christopher D. Chuegan and Department Manager for Water Quality Control Maricis T. Laciste, of the MWSS Regulatory Office by providing an in-house orientation for the Internal Quality Audit (IQA) Team. A lawyer was assigned to lead the orientation, focusing on the Franchise Bill and Executive Order No. 149. This session aimed to enhance the team's understanding of legal requirements and compliance standards, ensuring they are well-equipped to perform internal audits effectively.

The initiative helped the IQA team align with current regulatory expectations, strengthening the MWSS RO's commitment to maintaining quality standards in all its regulatory operations.



RECORDS MANAGEMENT IMPROVEMENT COMMITTEE

The Records Management Improvement Committee (RMIC) chaired by Head technical Assistant Justine C. Aritao, is dedicated to enhancing organizational efficiency and ensuring compliance with regulatory requirements through systematic records management practices. In 2023, the RMIC undertook several key initiatives that significantly advanced the MWSS RO's records management processes.



Key Accomplishments

Comprehensive Records Inventory

In 2023, the RMIC initiated a comprehensive inventory of records across various departments. This inventory systematically identified and categorized records, forming the foundation for efficient records management and disposal activities.

Implementation of 5S Methodology

The RMIC introduced the 5S methodology—Sort, Straighten, Shine, Standardize, and Sustain—to enhance the organization of records. This structured approach helped identify unnecessary records for disposal and established clear labeling and storage systems, improving retrieval processes and maximizing storage space.

Regulatory Compliance and Submission to NAP

The committee diligently prepared the required Records Inventory and Appraisal Form (NAP Form 1) and Request Authority to Dispose of Records (NAP Form 3). These forms were submitted to the National Archives of the Philippines (NAP) on 16 August 2023, showcasing the RMIC's commitment to compliance and transparency in record management practices.

Record Disposal Approval and Execution

On 20 September 2023, the RMIC received approval from NAP to dispose of records. Following this, on 14 December 2023, approximately 13.358 cubic meters of records were successfully disposed of. This event marked the first major record disposal activity conducted by the MWSS Regulatory Office, led by RMIC Chairperson Justine C. Aritao. It was witnessed by key stakeholders, including representatives from D'Lacoste Enterprise (NAP's official buyer), COA, and RMIC members.

Key Milestone and Future Commitment

The disposal activity represented a significant milestone in the MWSS RO's records management journey. The RMIC has optimized recordkeeping processes, ensuring compliance and accountability. Looking ahead, the committee remains committed to further enhancing records management practices to meet the evolving needs of the organization.

STATEMENT OF ASSETS, LIABILITIES, AND NET WORTH REVIEW & COMPLIANCE COMMITTEE

The MWSS RO Statement of Assets, Liabilities, and Net Worth (SALN) Review and Compliance Committee (RCC) chaired by Deputy Administrator for Administration and Legal Affairs Claudine B. Orocio-Isorena, is tasked with ensuring employees' adherence to SALN filing requirements, as mandated by Office Order No. 24, Series of 2021. The RCC evaluates SALN forms submitted by employees to ensure timeliness and completeness. Additionally, the RCC is responsible for transmitting all SALNs to the Civil Service Commission (CSC) by the designated deadline, typically before 30 June each year. The RCC may also perform other necessary functions to ensure full compliance with SALN-related regulations.

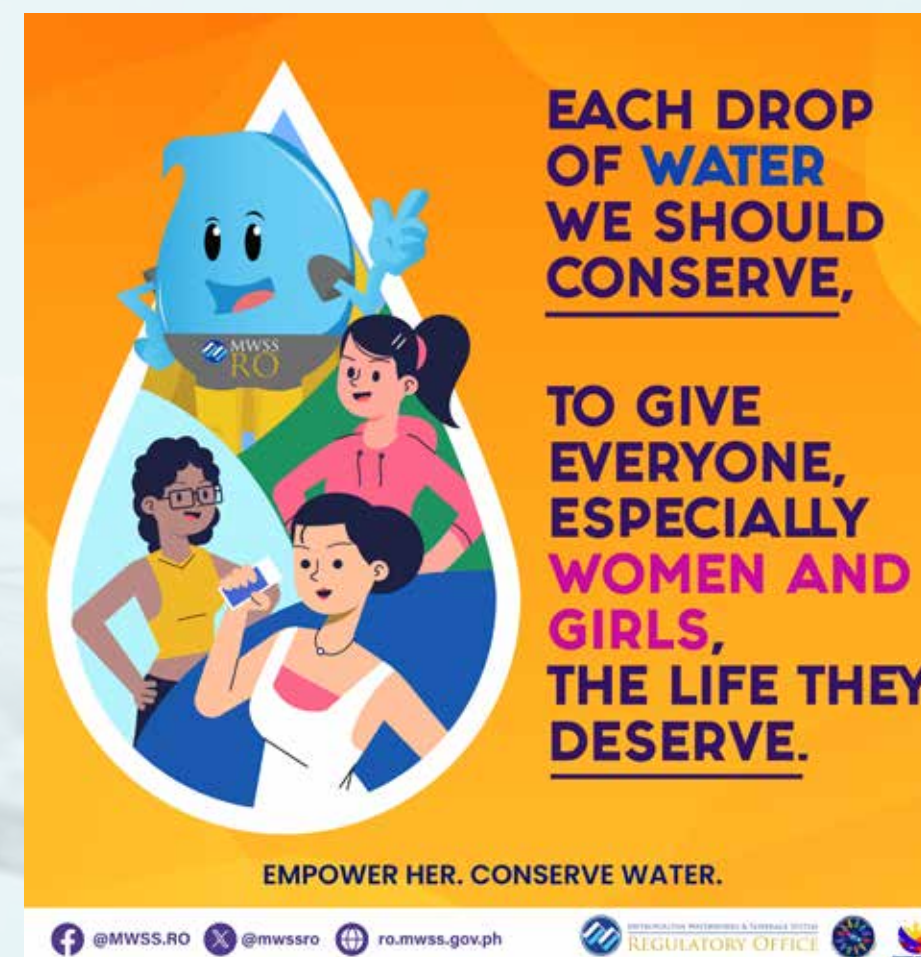


Key Accomplishments

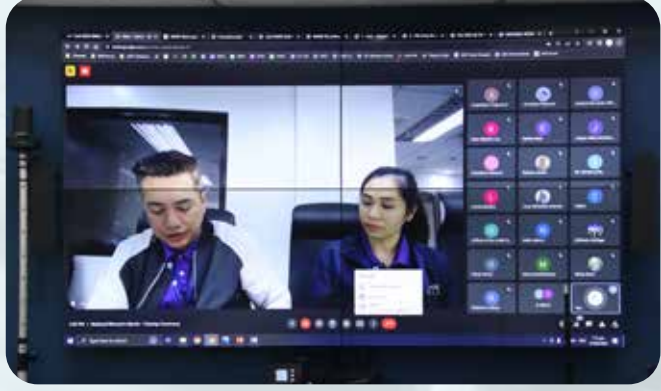
In 2023, the MWSS RO SALN Review and Compliance Committee (RCC) successfully carried out its mandate, ensuring accuracy and timeliness in the submission of SALN forms while promoting transparency and accountability. Key accomplishments for the year include:

- » Guidelines and Instructions Review: The RCC reviewed and updated the guidelines for completing the SALN forms, ensuring they reflected the latest legal requirements and changes in relevant regulations.
- » Awareness and Education: Informational materials and resources were distributed to raise awareness among employees about the importance of SALN submission and its role in promoting transparency and accountability.
- » Data Validation and Cross Verification: The RCC performed cross-verifications of SALN information against existing records, ensuring consistency and addressing any potential discrepancies.
- » Review and Audit: A comprehensive data validation process was implemented to ensure the completeness and accuracy of all SALN forms submitted. Discrepancies were addressed promptly to maintain the integrity of the process.
- » Reporting to Relevant Authorities: The RCC prepared and submitted timely reports to the Civil Service Commission (CSC) and other relevant authorities, complying with legal requirements.

Overall, the RCC ensured the accurate, transparent, and timely submission of SALNs for all qualified MWSS RO employees, fulfilling its obligations for the compliance year. The committee remains dedicated to upholding integrity and accountability within the organization, continually refining its processes to maintain high standards of compliance.



2023 GALLERY OF ACTIVITIES



2023 GALLERY OF ACTIVITIES



2023 GALLERY OF ACTIVITIES



MOVING FORWARD



As we move into 2024, the Metropolitan Waterworks and Sewerage System Regulatory Office (MWSS RO) stands proud of a year filled with remarkable achievements and transformative milestones. Our relentless pursuit of excellence has not only fortified our commitment to ensuring a resilient and sustainable water supply for Metro Manila and its surrounding provinces but has also earned us recognition on both national and international stages that set new benchmarks in public service and water management.

In 2023, the MWSS RO was honored with the prestigious Public Water Agency of the Year award at the Global Water Awards in Berlin. This accolade is a testament to our unwavering dedication to superior water regulation and our role as a global leader in the water sector. It reflects the hard work and innovation that have become the hallmarks of our agency.

Our commitment to transparency was further recognized when the MWSS RO was awarded 1st Runner-Up for GOCCs and Best FOI Receiving Officer (FRO) at the 2023 FOI Awards. Successfully managing 84 FOI requests with an impressive average response time of 7.49 days underscored our dedication to public accountability and open governance, reinforcing the trust of the communities we serve.

Our Gender and Development (GAD) initiatives also saw significant progress, earning us recognition at the GADtimpala Awards. These initiatives have not only promoted gender equity within our agency but have also influenced broader policies in the water sector, ensuring that inclusivity and fairness are at the core of our operations.

While these accolades highlight our achievements, our work has been deeply focused on preparing for future challenges, particularly the looming El Niño phenomenon. Recognizing the potential impact of this severe climate event, the MWSS RO has implemented critical infrastructure projects. These initiatives are designed to enhance our water system's capacity to withstand droughts and other environmental challenges, ensuring that we can continue to provide reliable water supply to millions of Filipinos.

As we build on the momentum of 2023, the MWSS RO remains focused on translating these achievements into sustained success. We are not merely responding to present needs but are actively shaping a future where water security is guaranteed for every Filipino. Through innovative technology integration, and a deepened focus on public service, we are prepared to meet the demands of tomorrow with excellence and resolve.

Our vision for the future is clear: to lead the way in water management innovation, ensuring that every drop of water is managed efficiently and equitably for the benefit of all.

Together with our partners, stakeholders, and the communities we serve, the MWSS RO is committed to ensuring that the foundation we have laid this year will enable us to continue shaping a future where water security is not just a goal but a reality for every Filipino. In doing so, we will continue to navigate a year of excellence, shaping waves of exceptional transformations for the benefit of generations to come.



SPECIAL FEATURES

GLOBAL EXCELLENCE: MWSS RO'S JOURNEY TO BECOMING THE PUBLIC WATER AGENCY OF THE YEAR

On 09 May 2023, the Metropolitan Waterworks and Sewerage System Regulatory Office (MWSS RO) was recognized as the “Public Water Agency of the Year” at the prestigious Global Water Awards in Berlin, Germany. This international recognition, accepted by Chief Regulator Patrick Lester N. Ty, celebrated the agency’s transformative achievements in water management and regulation, positioning the MWSS RO as a global leader in the field.

Strategic Leadership in Rate Rebasing: A Key Driver of Success

Central to the MWSS RO’s recognition was the successful implementation of the 2022 Rate Rebasing exercise. This was a critical process governing water tariffs for the period 2023 to 2027. The rate rebasing introduced a performance-based tariff structure that linked rate increases to improvements in water and wastewater services, particularly sewerage coverage. Chief Regulator Ty highlighted the significance of this initiative: “The rate rebasing for 2022 was critical in securing the future of water services in Metro Manila. We had to ensure that tariff adjustments were not only fair but also reflected our commitment to delivering quality services.”

The MWSS RO’s Financial Regulation Area (FRA) played a vital role in evaluating the financial investments proposed by Manila Water and Maynilad, ensuring that they were justified, prudent, and efficient. The Technical Regulation Area (TRA) was equally essential, overseeing the technical aspects of the water and wastewater infrastructure projects.

The collaborative efforts of all Regulation Areas ensured that both concessionaires would meet their targets and fast-track essential projects, particularly the expansion of sewerage coverage and the development of alternative water sources. Ty noted, “We made sure that the concessionaires deliver projects on time. This system has not only fast-tracked their work but also allowed us to ensure that consumers benefit from improved services.”

Preparing for El Niño: Forward-Thinking Solutions

The MWSS RO’s proactive planning for the 2024 El Niño season also played a crucial role in its award-winning year. The agency worked closely with its Concessionaires to ensure that the Concession Area would be well-prepared to handle potential water service shortages.

“We pushed the concessionaires to implement projects like reducing non-revenue water, finding alternative water sources, and developing treatment plants in Laguna Lake,” Ty explained. These forward-thinking measures helped Metro Manila avoid major water interruptions during the 2024 El Niño, underscoring the MWSS RO’s commitment to service reliability.



Transparency and Public Engagement: A Pillar of Success

The MWSS RO’s dedication to transparency and public engagement was another major factor in securing the Global Water Award. The Office of the Chief Regulator-Public Information Department (PID) spearheaded multiple public consultations during the rate rebasing process, ensuring that consumers were actively involved in key decisions.

“The goal of the agency is always transparency, accountability, and public participation,” said Ty. “We conducted public hearings to involve the community, especially during the rate rebasing process.”

The agency’s commitment to openness was further recognized when the MWSS RO earned the 1st Runner-Up spot in the 2023 Freedom of Information (FOI) Awards, reflecting its dedication to making information accessible to the public.

Innovation in Water Management: Leading the Way

The Global Water Awards also celebrated the MWSS RO’s innovative approach to water management. Through the Citywide Inclusive Sanitation initiative, the agency implemented solutions such as combined sewer systems that prevent septic tank overflow and ensure proper wastewater treatment. These efforts are part of the MWSS RO’s broader goal to improve water quality in major bodies of water, including Manila Bay, Pasig River, and Laguna Lake.

“We’ve been working to fast-track sewerage projects, including the construction of the largest sewage treatment plant in the Philippines,” Ty shared. “These efforts are critical for reducing pollution and improving sanitation services in Metro Manila.”

A Global Impact and Future Outlook

Winning the Public Water Agency of the Year award is a testament to the MWSS RO’s local and global influence. The agency’s work, particularly in rate rebasing and water infrastructure development, has become a model for other countries facing similar challenges. Ty emphasized that these accomplishments are only the beginning: “This award is just the start. We’re committed to leading the way in sustainable water management, not just in the Philippines, but globally.”

Looking forward, the MWSS RO plans to build on its achievements by continuing to expand sewerage coverage and improve water services. “We are ensuring that Metro Manila remains resilient against future challenges, particularly those related to water security and management,” Ty noted.

UNVEILING TRANSPARENCY: HOW MWSS RO LEADS THROUGH FOI EXCELLENCE

In an era where transparency and accountability are paramount, the Metropolitan Waterworks and Sewerage System Regulatory Office (MWSS RO) has firmly positioned itself as a trailblazer. Through its robust Freedom of Information (FOI) program, the agency has not only facilitated public access to crucial data but has also strengthened its relationship with the communities it serves. In 2023, the MWSS RO's efforts reached new heights, culminating in national recognition at the 2023 FOI Awards, where it secured 1st Runner-Up for Government-Owned and Controlled Corporations (GOCCs). But what truly sets the MWSS RO apart is not just its accolades—it's the story of an agency deeply committed to openness and public engagement.

FOI: More Than a Mandate

For the MWSS RO, FOI is not just a box to check—it's the heartbeat of its mission. It's the way the agency empowers citizens, encourages accountability, and ensures that its decisions are always transparent. "Transparency isn't just a buzzword for us; it's embedded in everything we do," said Chief Regulator Patrick Lester N. Ty, whose leadership has been pivotal in driving these efforts. "FOI allows us to engage with the public on a deeper level, providing them with the information that they need in order to be informed participants in discussions that impact their lives."

2023 was a year that exemplified this commitment. The FOI Committee, led by Chairperson Joan Michelle S. Antonio, managed a total of 84 information requests—covering everything from water tariff rates to the intricate details of the Reward and Penalties Policy. The agency's average response time for eFOI requests was an impressive 7.49 days, far exceeding expectations and setting a high standard for other agencies to follow.

"Our responsiveness reflects the seriousness with which we take our FOI obligations," Chief Regulator Ty noted. "Each request we handle is an opportunity to reaffirm our commitment to the public."

A Year of Achievement: FOI and Beyond

The MWSS RO's performance in 2023 didn't go unnoticed. At the FOI Awards held in Pasay City on 21 November 2023, the agency's efforts were recognized with the 1st Runner-Up award in the GOCC category. This accolade wasn't just a recognition of speed and efficiency—it symbolized the agency's deep-rooted dedication to transparency and public service.

Accepting the award, Chief Regulator Ty shared, "This recognition is more than just a win for the MWSS RO; it's a testament to the hard work and dedication of our team. It reflects the trust the public places in us and our responsibility to maintain that trust."

Adding to the agency's list of achievements, Simon Efraim M. Borromeo, the MWSS RO's FOI Receiving Officer, was honored as one of the Best FOI Receiving Officers of 2023. His dedication to ensuring that requests were handled promptly and accurately only further highlighted the agency's overall commitment to excellence.



Bringing Transparency to Life

At its core, the MWSS RO's FOI initiative is about more than simply processing requests—it's about building trust through transparency. The agency's proactive approach to sharing information has been especially crucial during critical moments, such as the 2022 water rate rebasing process. During this time, the MWSS RO ensured that the public had access to data on water tariff rates and the financial performance of Concessionaires like Manila Water and Maynilad.

"When we provide information, we're not just answering a request; we're educating the public," Ty explained. "By offering clarity on complex topics like water rates and financial performance, we help the public understand how these elements impact their daily lives."

Requests related to the Reward and Penalties Policy further exemplified this commitment. By offering transparent insights into how the MWSS RO ensures Concessionaires' accountability, the agency built a stronger rapport with the public, enhancing the community's understanding of regulatory processes.

Raising the Bar with FOI

What makes the MWSS RO's approach stand out is the agency's ongoing commitment to refining and evolving its FOI processes. Training and capacity-building efforts have been key to this journey. Throughout 2023, the FOI Committee organized several workshops to enhance the skills of the MWSS RO staff in handling requests, safeguarding data privacy, and staying abreast of legal obligations.

"We're constantly improving," said Ty. "Our team's dedication to staying on top of best practices ensures that our FOI processes remain top-tier."

The agency's approach has not only led to swift and efficient request processing but has also helped foster an environment of accountability—one where the public knows they can rely on the MWSS RO for accurate and timely information.

Bringing Transparency to Life

With eyes on the future, the MWSS RO is committed to taking its FOI practices to the next level. Plans to integrate new technologies will streamline how the public accesses information, making the process even more user-friendly and efficient.

"We're excited about the future," Ty shared. "As we continue to embrace transparency, we're also looking for ways to innovate and make it easier for the public to engage with us." The agency's achievements in 2023 serve as a powerful reminder that transparency isn't just about sharing data—it's about fostering trust, empowering citizens, and leading by example. As the MWSS RO continues to raise the bar for FOI excellence, its proactive approach to public engagement will undoubtedly inspire other institutions to follow suit.

MWSS RO: CHAMPIONING GENDER EQUALITY, CELEBRATED WITH GADTIMPALA AWARDS

In 2023, the Metropolitan Waterworks and Sewerage System Regulatory Office (MWSS RO) emerged as a leader in gender equality by earning two (2) prestigious GADtimpala Awards from the Philippine Commission on Women (PCW). These accolades—the GADtimpala Bronze for Outstanding Gender-Responsive Government Agency and the GADtimpala Silver for Exemplary GAD Focal Point System (AlaGAD)—mark a pivotal moment in the MWSS RO's journey toward integrating Gender and Development (GAD) principles into its daily operations.

The recognition, awarded during the 14th Anniversary of the Magna Carta of Women in August 2023, is a testament to the MWSS RO's transformative efforts in promoting gender equality and inclusivity in the workplace and the broader water sector.

Commitment to Gender Sensitivity

Central to the MWSS RO's success is its unwavering commitment to gender sensitivity, highlighted by various initiatives led by its GFPS. The agency doubled down on capacity-building initiatives by conducting two batches of comprehensive Gender Sensitivity Training for employees at all levels. These sessions, held in March and December, ensured that both leadership and frontline personnel were equipped to navigate gender issues within the workplace, transforming abstract policy into practical and actionable efforts.

In addition to training, the MWSS RO launched several gender-specific facilities during the National Women's Month celebration, including a GAD Multipurpose Office, all-gender restrooms, and lactation rooms. These efforts go beyond mere compliance, reflecting MWSS RO's vision of creating an inclusive and supportive work environment, particularly for women and nursing mothers.

"Gender equality is at the core of how we operate. By making gender responsiveness a part of our daily operations, we are not just changing our workplace, we are reshaping the water sector as a whole," said Chief Regulator Patrick Lester N. Ty during the award ceremony.

Breaking Barriers: Gender-Responsive Water Management

The MWSS RO's influence extends far beyond its internal culture. The agency has made significant strides in Gender-Responsive Water Management, exemplified by its pioneering work on the Gender-Responsive Water, Sanitation, and Hygiene (WASH) Program. In collaboration with the Concessionaires Manila Water and Maynilad, the MWSS RO signed a Memorandum of Understanding (MOU) to formalize gender mainstreaming efforts in water management.



This initiative highlights the gender-water nexus, particularly the role of women as primary water managers in many communities. "We recognize that women are at the heart of water management. It's essential to consider their unique needs when designing and implementing water policies," Chief Regulator Ty emphasized. The MOUs, signed in August and October 2023, solidified the MWSS RO's commitment to addressing the specific water needs of women and ensuring that gender equality is embedded in its external operations as well.

Fostering Dialogue: GAD Kapihan

One of the MWSS RO's most impactful initiatives in promoting gender equality is its GAD Kapihan. These events serve as platforms for meaningful discussions about gender issues, bringing together key stakeholders from the water sector and various government agencies. In 2023, the MWSS RO hosted two (2) GAD Kapihan sessions - the first in March, focused on sustainable water management and gender empowerment while the second, held in December, was dedicated to recognizing gender mainstreaming partners and celebrating the MWSS RO's GADtimpala Awards.

These discussions are more than just conversations—they inspire tangible action. By creating spaces where government and private sector leaders can exchange ideas and strategies, MWSS RO ensures that gender equality remains a priority in policy-making and implementation.

Data-Driven Solutions: The Sex Disaggregated Water Data Project

The MWSS RO's efforts in gender mainstreaming are further strengthened by its focus on data-driven decision-making. The agency's Sex Disaggregated Water Data (SDWD) Project, launched in partnership with the University of the Philippines Center for Women's and Gender Studies (UP-CWGS), aims to gather baseline data on water access and management, disaggregated by gender. This project, formalized in December 2022, is set to reveal crucial insights into how water policies affect men and women differently when the findings are unveiled in August 2024.

By using gender-specific data, the MWSS RO can continue refining its approach to water management, ensuring that its policies are inclusive and responsive to the needs of all.

A Future of Gender Equality

Looking ahead, the MWSS RO's vision for gender equality shows no signs of slowing down. The agency's plans to expand its partnership with water Concessionaires and its continued focus on gender-responsive initiatives underscore its commitment to being a driving force for change.

As the MWSS RO celebrates its GADtimpala achievements, Chief Regulator Ty reflects on the journey, "We've come a long way, but we know there is more work to be done. These awards inspire us to keep pushing for meaningful, lasting change in both our organization and the communities we serve."

The MWSS RO's journey toward gender equality isn't just a corporate initiative—it's a movement that promises to leave a lasting impact on the water sector and beyond. With every new policy, partnership, and initiative, the agency is redefining what it means to be truly inclusive, ensuring that gender equality remains at the forefront of its mission.

SECURING TOMORROW: MWSS RO'S STRATEGIC RESPONSE TO THE EL NIÑO CHALLENGE

As the looming threat of the El Niño phenomenon grips the Philippines, with experts predicting severe drought conditions in 2024, the Metropolitan Waterworks and Sewerage System Regulatory Office (MWSS RO) is stepping up to the plate with proactive measures aimed at ensuring a reliable water supply for Metro Manila and neighboring provinces. For an agency responsible for safeguarding the water needs of millions, this is more than just crisis management—it's a mission to secure the future.

El Niño, known for disrupting weather patterns and slashing rainfall levels, threatens to stretch the country's water supply to its limits. But for the MWSS RO, this isn't unfamiliar territory. The agency has long been preparing for the challenges ahead, and as the dry spell looms larger, its efforts are becoming the cornerstone of water security in the region.

Understanding the El Niño Threat

El Niño is not just a meteorological term for Filipinos—it's a real and recurring climate threat. The warming of ocean temperatures in the equatorial Pacific causes significant droughts, creating a ripple effect that can strain water systems. With Metro Manila's dense population and growing demand for water, the stakes couldn't be higher.

"This isn't just about surviving this season," says MWSS RO Chief Regulator, Patrick Lester N. Ty, in a candid conversation about the agency's El Niño preparations. "We're talking about ensuring the long-term security of water for millions of people, and that requires foresight, planning, and commitment."

A Multifaceted Approach to Water Security

The MWSS RO's battle plan against El Niño is built on a well-rounded approach, combining immediate measures with long-term investments. Central to this strategy are key partnerships with the water Concessionaires, Manila Water and Maynilad. Together, they're launching infrastructure projects that will make Metro Manila's water supply more resilient.

One of the biggest areas of focus is increasing water sources. This includes developing new treatment facilities, tapping deep wells, and deploying modular and portable water treatment plants across the metro. These initiatives are vital, not just for short-term relief but for building a more secure system that can withstand future environmental challenges.

"Ensuring that the water keeps flowing during El Niño isn't just about one solution—it's a combination of infrastructure, operational improvements, and constant vigilance," Ty explains, underscoring the agency's coordinated efforts.

Manila Water and Maynilad Leading the Way

Both Manila Water and Maynilad have been taking strides to bolster their water systems in anticipation of El Niño. Maynilad, for instance, has slashed Non-Revenue Water (NRW)—the water lost to leaks and inefficiencies—from a staggering 63% in 1997 to just 12.69% by 2022. This feat has unlocked more water for distribution, a critical factor during drought conditions.

Meanwhile, Manila Water has been hard at work on projects like the Wawa-Calawis Water Supply Project, which is set to deliver an impressive 518 million liters per day (MLD) by 2024. Another notable venture, the East Bay Project, is expected to add 250 MLD, further reducing the region's reliance on the Angat Dam. These projects ensure that water supply isn't left to chance in the face of unpredictable weather patterns.

The TRA's Unwavering Vigilance

Behind the scenes, the MWSS RO's Technical Regulation Area (TRA) plays a critical role in addressing the challenges posed by the erratic nature of El Niño. In 2023, the TRA was at the forefront of managing the complications caused by algal blooms in Laguna Lake—an issue that threw a wrench into Maynilad's Putatan Water Treatment Plants.

"Algal blooms were a significant challenge in 2023," recalls Deputy Administrator of TRA, Evelyn B. Agustin. "The blooms increased water turbidity, making it difficult for treatment plants to maintain the usual high standards of water quality. But through swift coordination and enhanced monitoring, we were able to minimize disruptions."

Agustin points to the ongoing optimization of the East La Mesa Water Treatment Plant as a key project that adds much-needed flexibility to the system. With El Niño lurking, having this plant optimized for peak efficiency will allow the MWSS RO to keep up with demand spikes or unexpected disruptions.

Keeping the Public Informed

It's not enough to just respond to water challenges—keeping the public informed is half the battle. The MWSS RO, through the Office of the Chief Regulator - Public Information Department, has taken its public awareness campaign to new heights, leveraging social media, traditional media, and community outreach to keep residents updated on water conservation tips and real-time developments.

"During times of crisis, communication is everything," says Ty. "The public needs to know that we're doing everything we can, and they need to understand the importance of conserving water."

This communication extends to the TRA's efforts in maintaining transparency. The agency's proactive sampling of water quality, particularly in vulnerable areas, has given the public confidence that even in tough times, the water coming out of their taps remains safe.

Looking Beyond the Horizon: Long-Term Gains

The El Niño of 2024 isn't just a test of the MWSS RO's current systems—it's a crucible for the future of water management in the region. The investments being made today, from modular treatment plants to deep well projects, will not only help Metro Manila navigate the upcoming drought but will also provide a more robust, diversified water supply for years to come.

These infrastructure improvements are already paying off. In the dry season of 2023, despite the early impacts of El Niño, Metro Manila avoided major water shortages. For families across the region, this meant that life went on without disruption—children bathed, meals were prepared, and everyday routines remained intact.

Future-Proofing Water Security

The MWSS RO's vision extends well beyond 2024. The agency is already exploring innovative collaborations with international organizations to integrate cutting-edge technologies into its water management strategies. Among these are advanced monitoring tools and data-driven platforms that will allow for real-time insights and more efficient decision-making.

"We're not just preparing for the next dry spell—we're preparing for the future," Ty states firmly. "Our ultimate goal is to create a water system that is resilient, sustainable, and future-ready."

As the threat of El Niño inches closer, the MWSS RO's proactive steps serve as a beacon of hope for Metro Manila. Through a combination of thoughtful planning, strategic investments, and a commitment to innovation, the agency is not only securing today's water supply but also laying the groundwork for a future where water scarcity no longer threatens the livelihood of millions.



Laguna de Bay



GLOSSARY

AAR Annual Audit Report
ABP Approved Business Plans
AD Administration Department
ADB Asian Development Bank
ALA Administration and Legal Affairs
APCPI Agency Procurement Compliance and Performance Indicator
ARTA Anti-Red Tape Authority
BAC Bids and Awards Committee
BEMs Business Efficiency Measures
BIR Bureau of Internal Revenue
BOT Board of Trustees
BSP Bangko Sentral ng Pilipinas
BTP Balara Treatment Plant
CA Concession Agreement
CAAGs Concession Accounting and Auditing Guidelines
CAPEX Capital Expenditure
CARFA Conduct of the Annual Regulatory Financial Audit
CART Committee on Anti-Red Tape
CARC Central Appeals and Review Committee
CCM Customer Complaint Management
CPI Consumer Price Index
CSS Customer Satisfaction Survey
COA Commission on Audit
COB Corporate Operating Budget
CODI Committee on Decorum and Investigation
COS Contract of Service
CPF Common Purpose Facility
CRO Central Records Office
CSE Common-Use Supplies and Equipment
CSC Civil Service Commission
CSMD Complaints Services and Monitoring Department
CSRA Customer Service Regulation Area
CWA Clean Water Act
CY Calendar Year
DAC Desludging Awareness Campaign
DA Deputy Administrator
DAO DENR Administrative Order
DAP Development Academy of the Philippines
DBM Department of Budget Management
DENR Department of Environment and Natural Resources
DICT Department of Information and Communications Technology
DM Department Manager
DMA District Metering Area

DMS Document Management System
DOH Department of Health
DP Data Privacy
DPWH Department of Public Works and Highways
DTI Department of Trade and Industry
DV Disbursement Voucher
ELMTP East La Mesa Treatment Plant
EO Executive Order
EMB Environmental Management Bureau
EPA Extraordinary Price Adjustment
ERMS Electronic Records Management System
ExeCom Executive Committee
FAAMD Financial Audit and Asset Monitoring Department
FC Fecal Coliform
FHSIS Field Health Service Information System
FOI Freedom of Information
FRA Financial Regulation Area
FY Fiscal Year
GFPS GAD Focal Point System
GCG Governance Commission for GOCCs
GMEF Gender Mainstreaming Evaluation Framework
GMEF Gender Mainstreaming Evaluation Framework
GOCC Government-owned and Controlled Corporations
GPPB Government Procurement Policy Board
GQMP Government-wide Quality Management Program
GQMSS Government Quality Management Systems Standards
GWT Government Web Template
GSIS Government Services Insurance System
HDMF Home Development Mutual Fund
HR Human Resources
HRMPSB Human Resources Merit Promotion and Selection Board
HTA Head Technical Assistant
ICT Information and Communication Technologies
IEC Information, Education and Communication
IRRGPA Implementing Rules and Regulations of the Government Procurement Reform Act
ISO International Organization for Standardization
ISP Internet Service Provider
ISSP Information Systems Strategic Plan

IT Information Technology
IWRF International Water Regulators Forum
IQA Internal Quality Audit
Kwh Kilowatt Hours
KPI Key Performance Index
LA Legal Affairs
LGU Local Government Unit
LGBTQIA+ Lesbian, gay, bisexual, transgender, queer, intersex or asexual
La Mesa Dam
LMTP La Mesa Treatment Plant
ManCom Management Committee
Mbps Megabits per second
MCM Million Cubic Meters
MCW Magna Carta of Women
MED Metering Efficiency Department
MIS Management Information Systems
MLD Million Liters per Day
MOA Memorandum of Agreement
MWCI Manila Water Company, Inc.
MWSI Maynilad Water Services, Inc.
MWSS CO Metropolitan Waterworks and Sewerage System Corporate Office
MWSS RO Metropolitan Waterworks and Sewerage System Regulatory Office
NAP National Archives of the Philippines
NBA Novaliches-Balara Aqueduct
NRL National Reference Laboratory
NRW Non-revenue Water
NWRB National Water Resources Board
NTE Notice to Explain
NTU Nephelometric Turbidity Unit
OCR Office of the Chief Regulator
OFI Opportunities for Improvement
OGCC Office of the Government Corporate Counsel
OSG Office of the Solicitor General
OMD Operation Monitoring Department
OPEX Operating Expenditure
PBB Performance-Based Bonus
PCC Presidential Complaint Center
PCO Presidential Communications Office
PES Performance Evaluation System
PID Public Information Department
PCDr Public Consultation Drive
PCW Philippine Commission on Women
PIDr Public Information Drive
PLLO Presidential Legislative Liaison Office
PM Preventive Maintenance
PMO Project Management Office

PMP Preventive Maintenance Plan
PMPs Pressure Monitoring Points
PMR Philippine Commission on Women
PMU Project Management Unit
PNSDW Philippine National Standards for Drinking Water
PSA Philippine Statistics Authority
PSI Pounds per Square Inch
PSRC Philippine Survey and Research Center
PWTP Putatan Water Treatment Plant
QMS Quality Management System
RAMP Records and Archives Management Program
RBC Rotating Biological Contractor
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 Asset Liabilities 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 Zone
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 Services Interruption
WTP Water Treatment Plant
WTW Water Treatment Works



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