



MANILA WATER

CARE IN EVERY DROP

United Nations Office for Sustainable Development

*2022 Sustainable Development Transformation Forum:
Accelerating the Recovery from COVID-19 and the Full
Implementation of the 2030 Agenda for Sustainable
Development at all Levels*

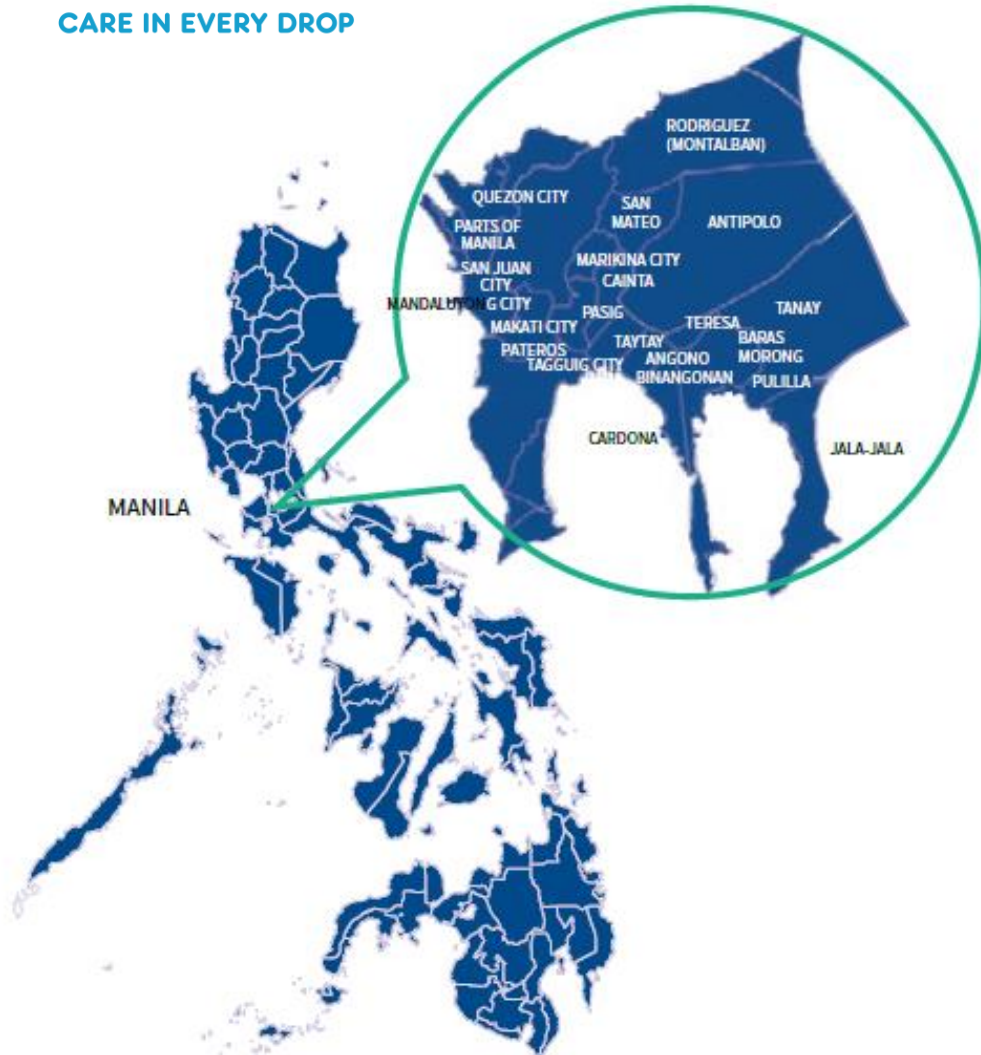
25 October 2022 | 1:30 – 3:00 PM |
Incheon, Republic of Korea

**Atty. Kaye Celera, Enterprise Regulatory
Affairs Director**





SDG 6 Global Acceleration Framework: a unifying initiative that aims to deliver fast results, at an increased scale, towards the goal of ensuring the availability and sustainable management of water and sanitation for all by 2030 (UN Water).



ABOUT MANILA WATER COMPANY

Manila Water is part of two of the biggest infrastructure companies in the Philippines, both committed to national development.



Water Supply in the East Zone (1997 vs. 2021)

3.1M

Customers

7.3M

Customers

310K

Water Service Connections

1.1M

Water Service Connections

26%

with 24/7 Water Supply

99.8%

with 24/7 Water Supply

63%

Non-Revenue Water

12%

Non-Revenue Water

3%

Sewer Coverage

33.5%

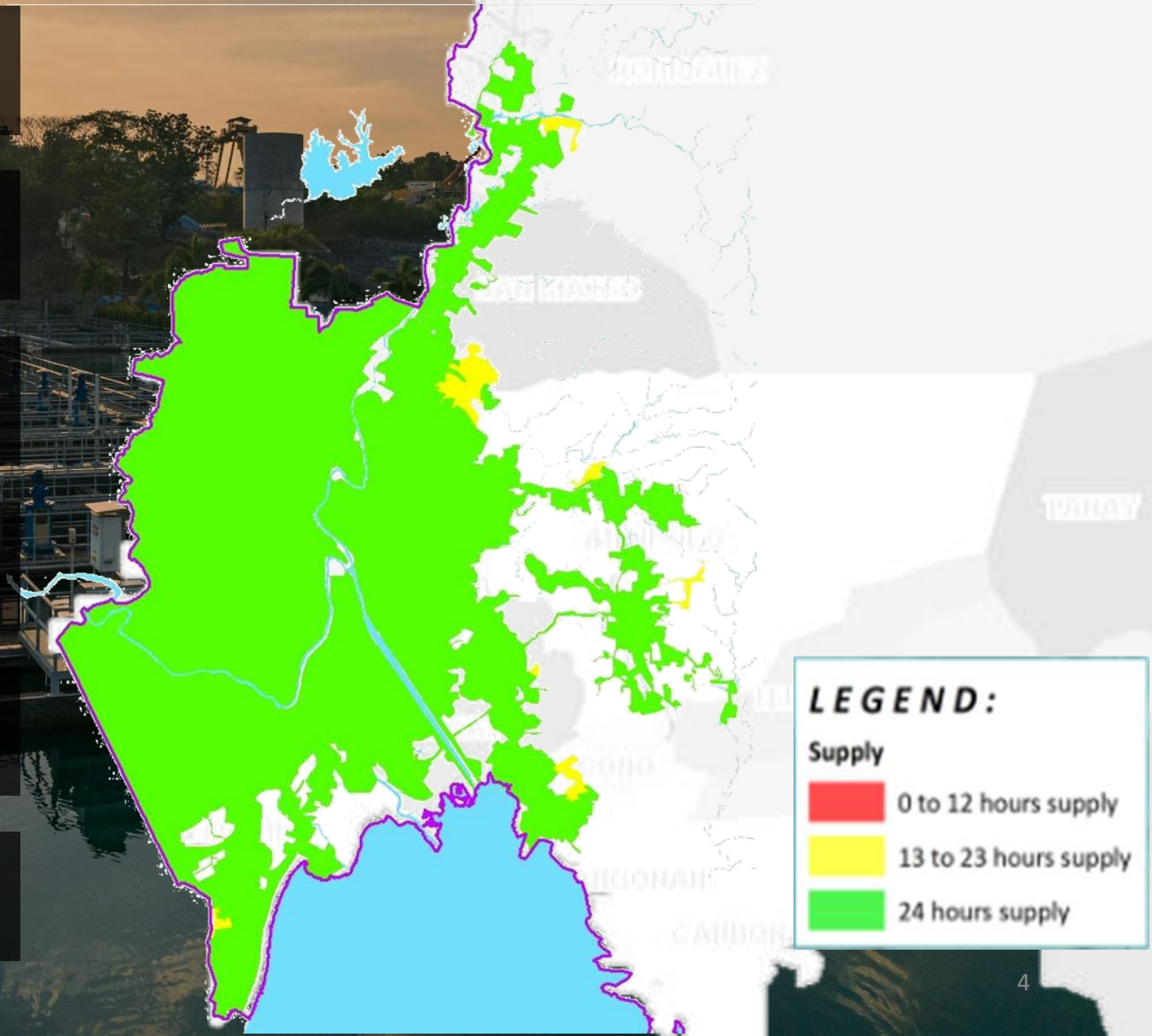
Sewer Coverage

PHP 0

Private Capital Investments

PHP 111B

Private Capital Investments



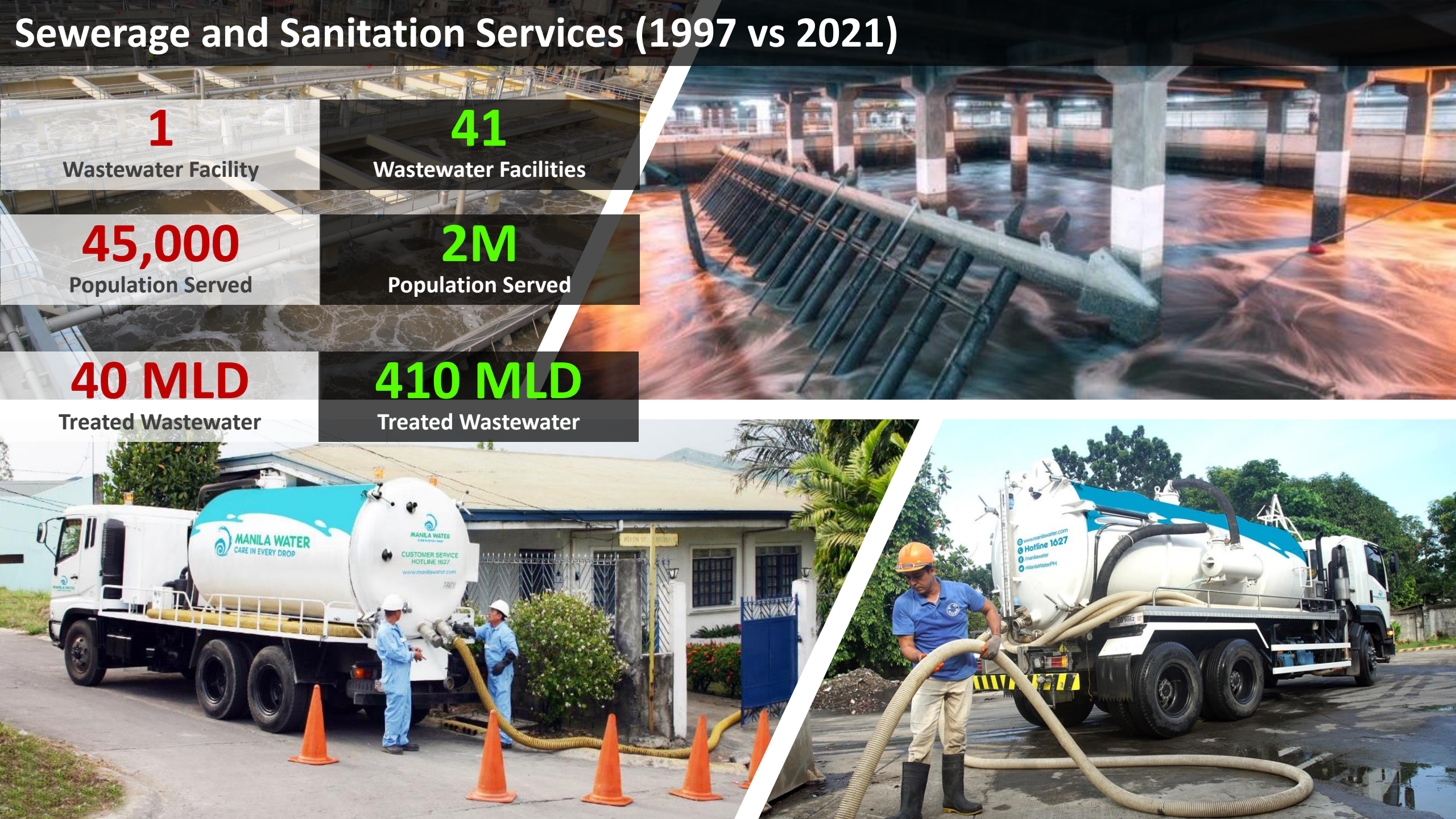
LEGEND:

Supply

0 to 12 hours supply

13 to 23 hours supply

24 hours supply



Sewerage and Sanitation Services (1997 vs 2021)

1
Wastewater Facility

41
Wastewater Facilities

45,000
Population Served

2M
Population Served

40 MLD
Treated Wastewater

410 MLD
Treated Wastewater





World Bank cites Manila Water's commitment to become a **UTILITY OF THE FUTURE**

*A future-focused utility committed to providing efficient,
resilient, and sustainable water supply and wastewater services*



2021
UoF

PROGRAM
UTILITY OF THE FUTURE
TAKING WATER & SANITATION UTILITIES BEYOND THE NEXT LEVEL

RECOGNITION TO:

Manila Water Company, Inc.

For its commitment to become a Utility of the Future.

Manila  Philippines

www.worldbank.org/uof  WORLD BANK GROUP





GLOBAL
WATER
AWARDS

Manila Water Company, Inc.

2022 WATER COMPANY OF THE YEAR

*A historic win for Manila Water
as the first water company
from the Philippines and
from any developing country
to be given the
prestigious distinction*



WINNER
Water Company
of the Year 2022
Manila Water



GLOBAL WATER
AWARDS 2022
Recognising Excellence

GLOBAL WATER INTELLIGENCE

Water Company of the Year

Manila Water

'Making technology count in the carbon fightback'

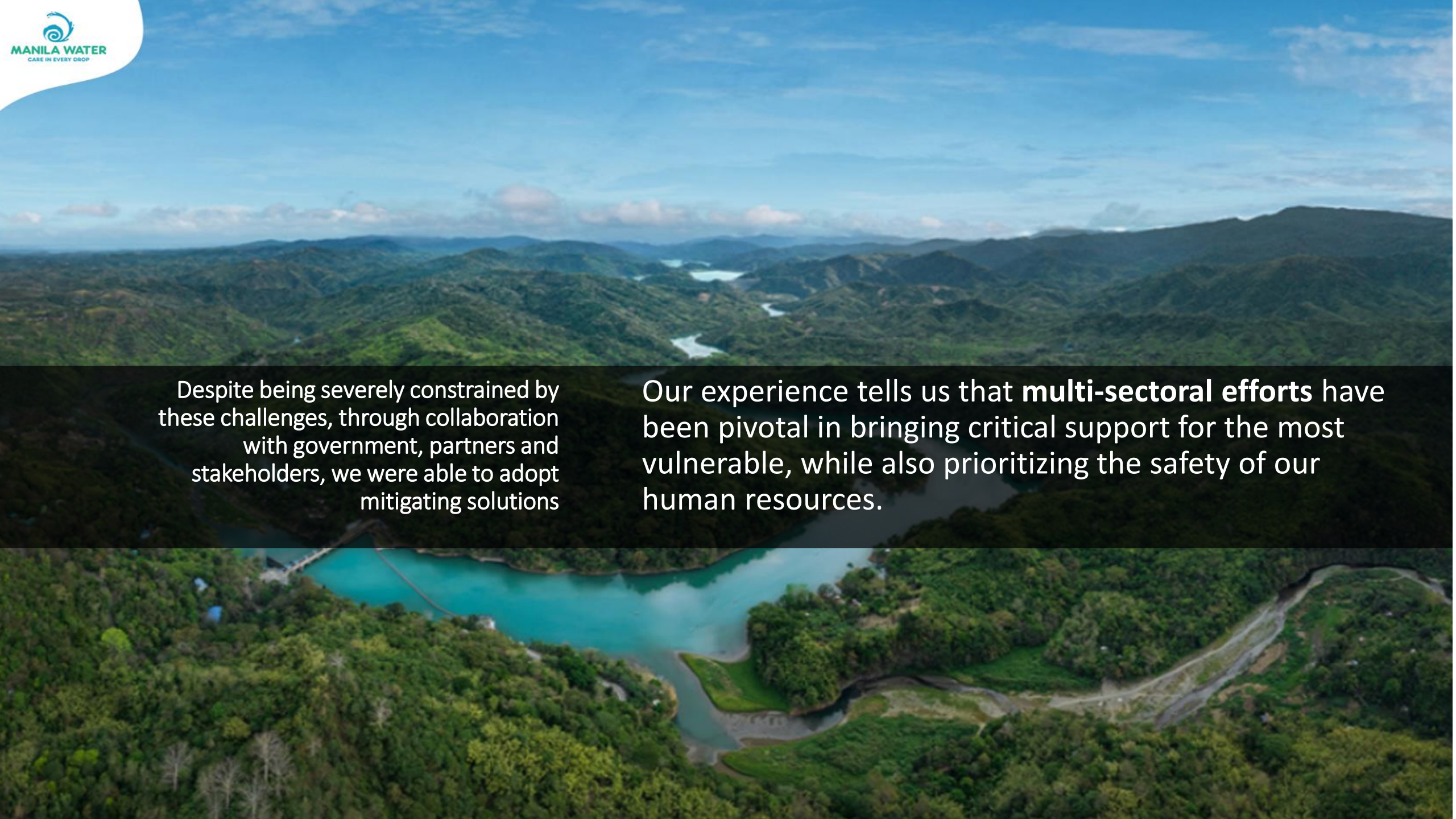
Christopher Gasson
Publisher, Global Water Intelligence

www.globalwaterintel.com





Amid the backdrop of climate change, ecosystems and communities becoming more vulnerable due to alterations in the natural environment, and constraints brought about by the increasing needs of an increasing population, we also have the continuing challenges of the COVID-19 pandemic.



Despite being severely constrained by these challenges, through collaboration with government, partners and stakeholders, we were able to adopt mitigating solutions

Our experience tells us that **multi-sectoral efforts** have been pivotal in bringing critical support for the most vulnerable, while also prioritizing the safety of our human resources.



Developing Our Employees

Talent Engagement

~2,463 Employee Base, 2021

92% Employee Satisfaction Rating

Secure employment and engaged workforce despite the pandemic

Talent Development

~48,000 Total Training Hours, 2021

29 batches of new graduated trained under the CADETSHIP PROGRAM, 2022

Manila Water University

Manila Water Technical School (hybrid learning)

Employee Health and Wellbeing Programs

Employee Vaccination Program

Employee Care Calls

Mental Wellness Counselling

Professional Friend Program

A man wearing a blue long-sleeved shirt and a white hard hat is operating a yellow fire hydrant. He is using a yellow wrench to turn the handle. Water is spraying out of the hydrant. A large group of children, mostly of Asian descent, are gathered around him, many with their arms raised in the air, cheering and giving thumbs up. In the background, there are other people, including a woman in a blue shirt holding a clipboard, and some buildings. The scene is set outdoors in what appears to be a community area.

We are committed to helping build communities, protecting people's health, and restoring our natural environment with the principle of sustainability embedded in all aspects of our operations.



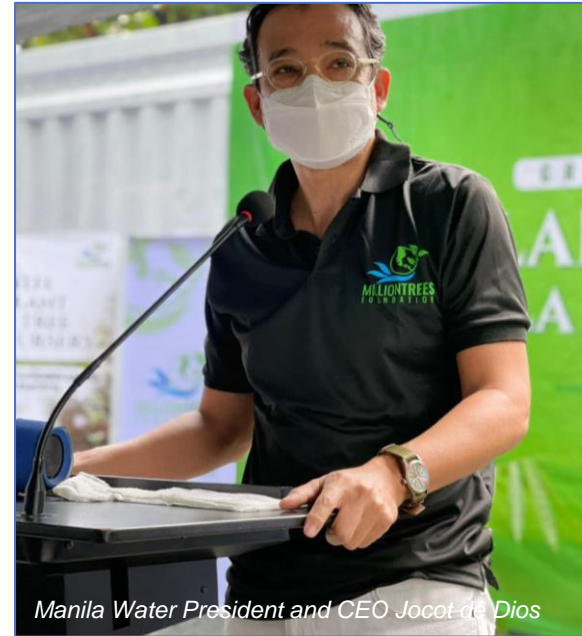
"Our efforts to remain resilient and deliver on our service commitments in the face of challenges has yielded benefits for our customers and stakeholders."

Manila Water's Operations Management Center providing a purview of facilities' status and customer experience

Integration of Digital and Advanced Technologies

The application of digital technology and its integration into our Operations Management Center is a pivotal pillar that allowed us to better manage incidents based on the real-time status of our facilities





Manila Water President and CEO Jocot de Dios

Groundbreaking event for the planned construction of a Plant and Tree Nursery in a 5-hectare site in the La Mesa Watershed area (30 September 2021)



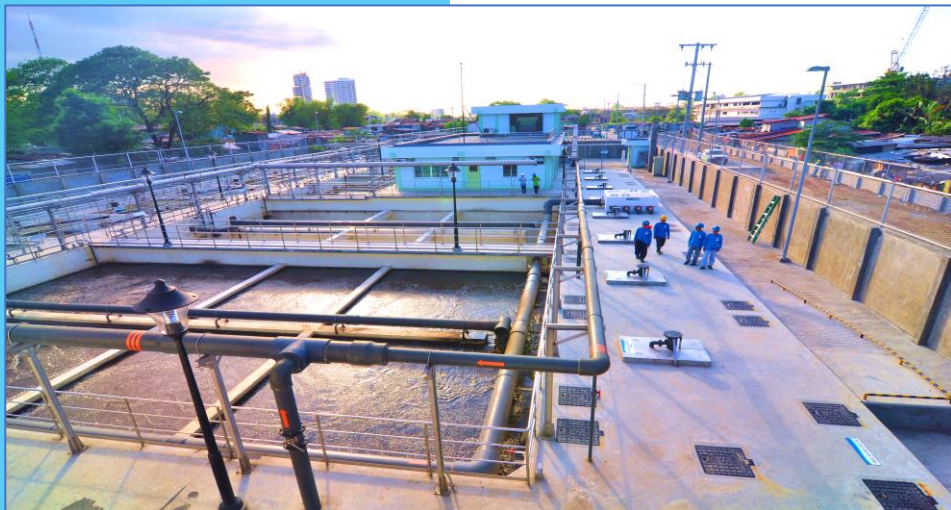
ERAG Head Atty. Kaye Celera

Manila Water signs the Pledge of Commitment as advocates for environmental sustainability



Environmental Protection through Watershed Management and Advocacies

It is more than just an obligation on our part because our vital dependency on ecosystem services calls upon us to become responsible stewards of nature.



Ilugan Wastewater Treatment Plant



Marikina North Wastewater Treatment Plant



Olandes Sewage Treatment Plant

Efficient Wastewater Treatment

At the end of the water value chain, we would see our intensified efforts to improve wastewater treatment and management within regulatory standards



Manila Water installed solar panels in FTI Septage Treatment Plant, Marikina North Sewage Treatment Plant and Delos Santos Pumping Station that have a total capacity of 222.5 kWp.

Energy Efficiency Initiatives

Manila Water is also gearing towards Net Zero. The company recently approved and launched Project Net Zer0, an initiative to reduce the company's GHG emissions and balance out any remaining emission by removing or capturing an equivalent amount.



Supporting Innovation Platforms

Manila Water supports platforms to harness stakeholder-led innovations for generating solutions and improvements in the country's water and sanitation sector.

USAID PDRF MANILA WATER CARE IN EVERY DROP Maynilad

PHILIPPINE WATER CHALLENGE | A Virtual Launch Event July 29, 2021

MWC COO Abelardo Basilio MWC GDCO Arnold Mortera USAID Acting MD Sean Callahan

NEDA ASec Eric Planta USAID SW COP Alma Porciuncula PDRF President Butch Meily Maynilad SAVP Roel Espiritu

Platinum Sponsor Coca-Cola Foundation Philippines Gold Sponsors ISREI Smart EBO Ideospace

Manila Water Sustainability Agenda

Aligns with UN SDGs and ESG Framework



Manila Water’s purpose is to build the critical infrastructure to build better live and resilient economies.



Developing Our Employees.

Manila Water cares for its people, equipping them with the skills to ensure they are always inspired to give their best in fulfilling their mission of serving the communities.



Manila Water seeks the safety, health, and wellbeing of every stakeholder it reaches from the water source to service delivery.



Manila Water stands as a vanguard for the environment, protecting the natural resources critical to life now and in the future.



Manila Water believes that water is a basic human right and it strives to always deliver clean water and sanitation services to all customers from all walks of life.

The **Four Pillars of Sustainability** are the guideposts of Manila Water's commitment



**WATER
SECURITY**



**SERVICE
ACCESSIBILITY**



**SERVICE
CONTINUITY**



**ENVIRONMENTAL
SUSTAINABILITY**



*Manila Water also continues to **help lower the barrier to access** to water through its Water for the Community program.*

Beyond COVID-19, climate change is another challenge that concerns everyone. Hence, adopting mitigation and resiliency measures in our business processes have become much more necessary.

Sustainability means being resilient in our operations so that the communities will have the basic services that they need in every situation.



Contributing to Local and National Economies

Asset Investment

16.9B Consolidated CAPEX, 2021

40% increase in investment spending

Sustainable Financing

US\$495M Sustainable Funds Issued, 2020

90% Allocated, 1H2022

Supply Chain Management

707 vendors engaged, 2021

Support to local vendors and small
and medium enterprises (SMEs)





Research and Development

Manila Water accelerates on nature-based solutions with pilot projects of our R&D team now in full swing to explore the scaling-up of these innovations to complement conventional treatment processes.



The pandemic has exposed the water sector to profound challenges and with the hard lessons learned, we must adapt to the new normal and implement innovative ways towards inclusive recovery.



COVID-19 affected every aspect of our lives, from how we normally do things, to how we strategically incorporate human values into our systems and processes. In all this, I am confident that the water sector shall proactively continue moving forward to sustain the path to recovery.



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