



LAGUNA WATER
A MANILA WATER
PHILIPPINE VENTURES COMPANY

OFFICIAL NEWS CHANNEL OF

Daluyan

VOLUME 5 | ISSUE 1 | SEPT 2020



PAYING IT FORWARD:

Laguna Water relives "Bayanihan" spirit amid disaster and pandemic

TSEK NG BAYAN SUMMIT:

Bringing back the vibrance of Laguna Lake

EMBRACING THE NEW NORMAL:

Laguna Water dealing with Covid-19 pandemic

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ABOUT THE COVER



Photo shows the different frontline workers of Laguna Water who are ready to accept the challenge brought by the pandemic and the “new normal” life. Regardless of job title, gender, role, and circumstances, Laguna Water talents are trained to serve and fulfill the mission in creating an exceptional customer experience in the provision of sustainable solutions vital to health and life.

MESSAGE FROM LAGUNA WATER

To our valued stakeholders,

The year 2020 has been tough to everyone not only to us in Laguna Water, but also in the whole world. In January, we experienced the threat of Taal volcano where in the blink of an eye, everything turned into ashes and gray. Thousands of families were greatly affected by this unfortunate event particularly our brothers and sisters in CALABARZON area.

Nevertheless, let us remember that every cloud has a silver lining. These challenges can, and should be, treated as opportunities for growth and improvements. Coping with the current situation, I believe that we can withstand whatever problems we are encountering now.

Highlighting on how the company recovers and adapts to new protocols, this issue of Daluyan centers on the theme, “Embracing the new normal: Laguna Water dealing with Covid-19 pandemic.” This features our new office procedures; frontline workers who continue to work despite the virus threat; and the company’s assistance to the different entities affected by Covid-19. It also features some of the company’s initiatives and projects that will continue to help and improve our service to the public.

Let us park our worries on what will happen in the next days, months or years. This “new normal” is a reality. Let us start moving forward and continue reaching our goals. Despite the distance, let us maintain good communication with our colleagues and families. Technology has been very helpful during these trying times since most of our transactions are online. Working together, with the power of teamwork and collaboration, we will rise again and soon we will put an end to this pandemic journey.


Shoebe Hazel B. Caong
General Manager and COO

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PAYING IT FORWARD:

LAGUNA WATER RELIVES “BAYANIHAN” SPIRIT AMID DISASTER AND PANDEMIC

Exhibiting the spirit of Bayanihan, Laguna Water extended its services to affected individuals by the recent chaos in the country – volcanic eruption and Covid-19 pandemic.

TAAL VOLCANO ERUPTION AFTERMATH

Citizens all over the country were shocked when Taal volcano spewed ashes in the afternoon of January 12, 2020. Communities, particularly those in nearby towns of CALABARZON, were extremely affected. There were no food, no shelter, and no water. Along with its mother company, Manila Water, Laguna Water reached out to those communities and provided them with safe, clean, and potable water.

"There were nearly a million people affected by the Taal Volcano's eruption. After its eruption, many residents living around Taal needed to evacuate, and many experienced power outage and water service interruption. From that moment, we did not hesitate to extend our help even though some of these places are outside our service areas because

we knew how important water is to everybody," said Laguna Water General Manager and COO Shoebe Hazel Caong.

On his Facebook account, Hon. Aidel Paul G. Belamide, Vice Mayor of Silang, Cavite, expressed his gratitude to Manila Water and Laguna Water for providing water to his constituents.

"Sa pamamagitan po ng Manila Water at Laguna Water, nakapagdala po tayo ng tubig sa Brgy. Poooc 1, Poooc 2, Tartaria, at Pasong Langka! Maraming Salamat, Manila Water at Laguna Water sa inyong kabutihang loob at pakikipagkapwa," posted Hon. Belamide.

With the help of its employee volunteers, the company created a schedule for water tankering in identified affected areas. Laguna Water and Manila Water deployed at least ten 10-cubic-meter water tankers to Batangas, Cavite, and Laguna. A total of 914,000 liters of potable water was provided to around 9,500 families affected by Taal's volcanic activity.





In-photo (upper left) Media partner from DZIV Calamba, (lower left) stakeholders from Binan City Hall, (right) with Vice Governor Katherine C. Agapay.

“We are all in this fight together and I take this opportunity to encourage everyone, in your own simple ways, to do the same. Let us support each other and show the world that the Filipino “bayanihan” spirit still lives on.”

- Shoebe Hazel B. Caong

DEALING WITH COVID-19 PANDEMIC

Few weeks after the volcanic eruption, the Philippines was put under a new threat – COVID-19 pandemic. To prevent the spread of the virus, Metro Manila was placed under Enhanced Community Quarantine (ECQ) and this was later expanded to cover the entire island of Luzon including Laguna. With the rapid increase of COVID-19 cases in the province, Laguna Water received requests from various sectors, leaders, and citizens for water and sanitation aid.

A total of 500 gallons of Healthy Family drinking water along with nine water dispensers, were given to a Covid Referral Facility in Santa Rosa City, Laguna. Laguna Water also provided a water service connection to Hotel La Corona in Pagsanjan (used as COVID facility in the municipality) at no cost.

In addition, more than 500 liters of disinfectant solutions were also given to government and private offices in Santa Rosa, Biñan, Cabuyao, Victoria, Santa Cruz, Calamba, Los Baños and Pagsanjan.

“Most of our employees are from the province, that is why the company feels deeply connected to the people in Laguna. The health and safety of the people have always been the priority of Laguna Water. Hence, we donated drinking water and disinfectant solutions to our hardworking frontliners in Laguna,” said Laguna Water COO and General Manager Shoebe Hazel B. Caong.

TSEK NG BAYAN SUMMIT: BRINGING BACK THE VIBRANCE OF LAGUNA LAKE

Laguna Lake is the largest lake in the Philippines and third in Southeast Asia traversing the provinces of Laguna and Rizal, and parts of Metro Manila. It serves as an important source of livelihood for communities residing near the area. However, due to urbanization and abuse over the decades, the former clean and clear Laguna Lake is now muddy and polluted. After the massive efforts in cleaning Boracay and Manila Bay, Laguna Lake should now be next in line.

Answering the call for its rehabilitation, Laguna Water in partnership with the Provincial Government of Laguna, recently conducted a used water management summit titled Tamang Sanitasyon Equals Kalusugan, Kalinisan at Kaunlaran (TSEK) ng Bayan Summit: Bringing Back the Vibrance of Laguna Lake held at the Development Academy of the Philippines (DAP), Tagaytay City.

Around 150 government leaders and representatives from the 30 cities and municipalities of Laguna together with Laguna Lake Development Authority (LLDA), Department of Environment and Natural Resources (DENR), and Department of the Interior and Local Government (DILG) gathered for the TSEK ng Bayan Summit to discuss the different actions needed to rehabilitate and protect the Laguna Lake.

“We are doing this not just for compliance with the laws and regulations but to ensure the sustainability of our natural resources, not only for us but more importantly for the future generations,” said Laguna Provincial Administrator Atty. Dulce H. Rebanal.

Highlighting the importance of used water management in bringing back Laguna Lake to its former state, Laguna Water and the PGL invited experts from different government agencies to share their knowledge and experience.



LLDA Department Manager III Adelina Santos-Borja, who served as the keynote speaker of the Summit, talked about the current status of Laguna Lake. She presented relevant data on used water, which is one of the major contributions of pollution in Laguna Lake.

DILG – Laguna Provincial Director Engr. John Cerezo centered on the role of local government units relative to the implementation of Manila Bay Cleanup, Rehabilitation, and Preservation program; while PENRO Ronilo L. Salac focused on the adverse impacts of used water to the environment.

Laguna Water General Manager and COO Shoebe Hazel B. Caong presented the company’s journey in providing sanitation solutions to the Province of Laguna. She highlighted the company’s capability to deliver reliable used water services which would enable local government units address the concerns on used water and sanitation.

“We are doing this not just for compliance with the laws and regulations but to ensure the sustainability of our natural resources, not only for us but more importantly for the future generations,”

Atty. Dulce H. Rebanal
Laguna Provincial Administrator





Meanwhile, River Parks Authority Head Engr. Felix Romeo Maderal talked about Marikina's best practices in the successful implementation of their used water and water quality management program.

"Our subject matter experts shared relevant data and information that is valuable in creating policies and programs that champions sustainable development," said Laguna Water President Virgilio C. Rivera, Jr. He added that the government could always tap Laguna Water in implementing initiatives with regard to water, sanitation, and environment.

In his closing remarks, Laguna Governor Ramil L. Hernandez called for cooperation and active participation of all the cities and municipalities in the Province of Laguna in protecting Laguna Lake and other water bodies. He also thanked the company for organizing the summit and looks forward to continued partnership with the Laguna Water for other programs and activities.

"Isang probinsya, sama-sama para sa lawa ng Laguna," utters Gov. Hernandez in his closing.

The TSEK ng Bayan Summit ended with a signing of a pledge of commitment to protect the environment.

***"ISANG PROBINSYA,
SAMA-SAMA PARA SA
LAWA NG LAGUNA."***

**HON. RAMIL L. HERNANDEZ
GOVERNOR, PROVINCIAL
GOVERNMENT OF LAGUNA**

CREATING PUBLIC AWARENESS AND ENVIRONMENTAL EDUCATION: LAKBAYAN AND SANITATION TREATMENT PROCESS VIDEO RECOGNIZED AT THE 55TH ANVIL AWARDS



Laguna water scored two awards at the 55th Anvil Awards Gabi ng Parangal, organized by the Public Relations Society of the Philippines (PRSP), last February 28 held at the Manila Hotel.

The company's Lakbayan program won a Silver Anvil under the PR programs category. The said program was recognized for increasing awareness of key stakeholders and decision-makers on the entire water and used water management processes employed by Laguna Water. This has been influential in strengthening the company's relationship to its stakeholders and has also helped in positioning the company as a reliable and credible partner for water and used water services.



The company received another Silver Anvil for its Sewage and Septage Treatment Process Video under the PR Tools category. The said audiovisual tool was commended for providing information about the tedious process of used water treatment and for encouraging the public and decision-makers to practice and support proper used water management.

"We are very grateful and proud that our public relations initiatives have been recognized once again at the Anvil. These citations inspire us to develop and implement more effective communication strategies that would be beneficial to our growing number of customers," said Shoebe Hazel Caong, Laguna Water General Manager and COO.



Presented by the PRSP, the 55th Anvil Awards received around 550 submissions nationwide, the highest number of entries in the history of PRSP. The Anvil Award is given to select public relations tools and programs that showcased exemplary performance in the field.

PROVIDING SANITATION SOLUTION TO THE COMMUNITY: LAGUNA WATER AND MANILA WATER FOUNDATION COLLABORATE TO IMPROVE ACCESS TO ADEQUATE SANITATION



In celebration of the 2019 World Toilet Day, Laguna Water and Manila Water Foundation donated a 3-cubicle public toilet in Barangay Malaban in Biñan, Laguna. The said sanitation facility was inaugurated during the World Toilet Day celebration in the said barangay last November 29, 2019.

"As part of our mission to end open defecation, we provide marginalized communities with public toilets to help them improve their sanitation situation," said Manila Water Foundation Executive Director Reginald Andal.

Attending the World Toilet Day celebration were around 150 residents of Barangay Malaban. Adding value to the program is Laguna Water's presentation of its Tamang Sanitasyon Equals Kalusugan, Kalinisan, at Kaunlaran ng Bayan (TSEK ng Bayan) advocacy program.



Through TSEK ng Bayan, Laguna Water educates people that regular cleaning of septic tank should be practiced in order to achieve proper sanitation, which would lead to healthier and more sustainable communities.

Laguna Water General Manager and COO Shoebe Hazel Caong shared that the company has already started its septic tank cleaning or desludging services in 2018.

"Our septic tank cleaning or desludging service is instrumental in protecting Laguna's natural resources such as Laguna Lake. Moreover, it will help prevent families from acquiring diseases caused by contaminated water," said Caong.

Established by the World Toilet Organization in 2001, World Toilet Day was made an official UN day in 2013 and is celebrated every 19th of November. It aims to inspire people to address the global sanitation crisis. Hence, these two organizations implemented programs and other initiatives that promote importance of safely managed sanitation to marginalized sectors.

World Toilet Day 2019 theme is drawing attention to those people being left behind without sanitation and the social, economic and environmental consequences of inaction. A toilet is not just a toilet; it's a life saver, dignity protector and opportunity maker. We must expand access to safe toilets and leave no one behind.

EMBRACING THE NEW NORMAL:

LAGUNA WATER DEALING WITH COVID-19 PANDEMIC

In a matter of seconds, daily routines of people around the world immediately turned upside down. In the Philippines, it was on January 30 when the Department of Health (DOH) reported the first case of coronavirus disease (COVID-19) in the country followed by the confirmation of the first local transmission on March 7. As a precautionary measure, the Philippine government immediately announced strict home quarantine measures, shut down transport networks and ordered businesses to close or operate with minimal workforce.

In line with the government's approach, Laguna Water temporarily closed its office to the customers but continued its operations under a skeletal workforce; strictly following precautionary measures to ensure the health and safety of the employees with critical roles.

REINFORCING NEW PROTOCOLS

Following the guidelines released by the government on workplace prevention and control of COVID-19, Laguna Water immediately implemented health and safety protocols in its offices and facilities. The company installed clear barriers in the customer service area to lessen face-to-face transmission and rearrange the office setup to ensure physical distancing among employees. All customers, employees and visitors must undergo temperature checks and required to fill out the log sheet and health declaration form for easier health screening and monitoring. The company also imposed a "No mask, No entry" policy and installed alcohol station and foot bath in office entrance to maintain proper sanitation. Working areas inside and outside the office were also disinfected from time to time.





CARING FOR THE EMPLOYEES

In times of crisis, Laguna Water puts its people first. Since the company's most valued resources are its employees, Laguna Water came up with a working arrangement that would minimize exposure of its people to the virus. For non-critical roles, a work-from-home set-up was devised while making sure that deliverables are still met. Meanwhile, critical roles were identified as part of skeletal workforce who will continue to work at the site or office to ensure that uninterrupted service is provided to the customers despite the pandemic. While they are at work, complete Personal Protective Equipment (PPE) is provided to the talents to make sure that they are protected from the virus. They also receive continuous supply of vitamins to keep them strong and healthy. The management also encouraged virtual conferences instead of personal meetings among employees and stakeholders to limit the exposure to virus. Talents were also required to undergo rapid testing before going back to work. Call tree and health declaration were also being strictly monitored daily; and of course, daily health and safety reminders whether in the office or at home were also circulated to all employees everyday.

ENGAGING EMPLOYEES TO ENTERTAINING AND INTERACTIVE ACTIVITIES

Covid-19 was not a hindrance in implementing employee engagement activities. The management created a routine can help employees feel some sense of normalcy during this time of chaos. These activities include: Safety Monday (for Covid-19 safety reminders), Thinking Tuesday (online learning platform), Wellness Wednesday (health tips and exercise), Inspirational Thursday (inspirational messages) and We Sing Friday (online singing challenge).



MOVING FORWARD, STEPPING ONE AT A TIME

Despite the pandemic, Laguna Water ensures that all its facilities are working well so that provision of reliable water supply is continuous specially during these times when it is needed the most. Facility improvement and pipelaying projects immediately resumed as soon as the enhanced community quarantine was lifted. Installation of new service connections is also ongoing. Keeping everyone's safety, Laguna Water came up with online payment options and encouraged customers to use these when paying bills.

"Our current and future situation is giving everybody the chance to rethink and reflect. We must transform ourselves and our actions, and become agile and flexible to move forward successfully," said Shoebe Hazel B. Caong, Laguna Water General Manager and COO.

While Covid-19 has brought negative impacts, it also encouraged the people to become creative and innovative in searching ways to recover one's self and the economy. We know that adjusting to change can be challenging, but it is a must. Change is unavoidable and very much part of human lives.

This is the time to work and heal as one – employers and employees should come together and support each other in moving forward, beating Covid-19. In trying times like this, Laguna Water will show the world that proximity is not a hindrance in building its goals for the company, the employees, and the people of Laguna.



SENDING HELP ACROSS BOUNDARIES: LAGUNA WATER AIDS WATERLESS COMMUNITY IN CALACA, BATANGAS



In partnership with the Manila Water Foundation and GMA Kapuso Foundation, Laguna Water delivered a 10-cubic meter water tanker with clean and potable water to supply the needs of the 470 households residing in Sitio Matala, Barangay Cahil in Calaca, Batangas. The residents are currently relying on rainwater and spring as sources of water.

Engr. Eleno Ontangco, Municipal Engineer of Calaca Batangas admitted that while the community has two springs as water sources, they are prone to bacteria and not guaranteed potable. The elevation of Sitio Matala is relatively high and it is difficult to extract water from the ground.

“Given the tough situation of our fellow brothers and sisters in Sitio Matala, we hope that through our simple effort, we are able to help and ensure the health and safety of the community,” said Laguna Water COO and General Manager Shoebe Hazel B. Caong.

Laguna Water is committed in contributing to the achievement of the sustainable development goals. As a socially responsible organization, the company is true to its mission of creating an exceptional customer experience in the provision of sustainable solutions vital to health and life.



INFLOW

OUTFLOW

WHAT'S HAPPENING IN AND OUT OF LAGUNA WATER



Laguna Water 2020 Execution Planning
at Sonoma Premier Clubhouse, Santa Rosa City,
Laguna (Dec 2019)



Laguna Water welcomes the newly-appointed
member of the LW Board of Directors, Vice
Governor Katherine C. Agapay, (Dec 2019)



Successful Lakbayan of Cabuyao City Brgy Captains
(Feb 2020)



Energization of Victoria, Laguna Facility
(Mar 2020)



Laguna Wellfield Line SLEX Crossing
Ceremonial Groundbreaking (Oct 2019)



WAVE: Laguna Water 2019 Christmas Concert Party
at West Wing Residences Clubhouse (Dec 2019)



Estero cleanup at Mayapa, Calamba, Laguna with
DENR and other government agencies
(Feb 2020)



Blessing of the new Cabuyao satellite office
(Feb 2020)



Laguna Water team's courtesy visit to Dr. Seville
David, Jr., Executive Director of National Water
Resources Board (Mar 2020)



Concession Fee turnover with Gov. Ramil Hernandez,
Cong. Ruth Hernandez, and Atty. Dulce Rebanal
(June 2020)

OVERFLOWING HAPPINESS: LAGUNA WATER BRINGS SMILES TO 600 SCHOOL CHILDREN IN LAGUNA

More than 600 school children in Laguna were all smiles as they received early Christmas presents from the leading water and used water services provider in the Province of Laguna, Laguna Water.

The company has been spreading the Christmas spirit across different towns and cities in the Province through its annual Christmas gift-giving program-- Daloy ng Saya. Now on its fourth year, Daloy ng Saya was celebrated in four schools namely: Kabulusan Elementary School in Pakil, Pinagsanjan Elementary School in Pagsanjan, Marinig Elementary School in Cabuyao, and Concepcion Elementary School in Lumban.



Laguna Water received overwhelming support from the Provincial Government of Laguna and local government units of the chosen beneficiary schools. Mayors and representatives of these LGUs made time to join the Daloy ng Saya program, thus, adding more color to the Christmas program.

"We would like to thank Laguna Water for bringing smiles to the children of Pinagsanjan Elementary School. We are giving our full support to these kinds of initiatives," said Mayor Peter Casius Trininad of Pagsanjan, Laguna.

"Daloy ng Saya brings joy not only to the kids but also to Laguna Water employees. It really touches our hearts whenever we see smiles on their faces. We will continue this tradition of spreading joy every Christmas season."
— Sol N. Dimayuga

Launched in 2016, Laguna Water's Daloy ng Saya has put smiles to thousands of children in Laguna and as its name suggests, the program aims to bring joy to the children in Laguna. Aside from gift-giving, it also includes activities that are centered on instilling people's responsibility in ensuring environmental sustainability.

COMMEMORATING A DECADE OF EXCELLENCE, LOYALTY, AND INNOVATION: LAGUNA WATER CELEBRATES ITS 10TH YEAR ANNIVERSARY IN THE PROVISION OF WATER AND WASTE WATER SERVICES

Laguna Water reached another milestone as the company recently celebrated its 10th year anniversary in the water and waste water industry. With the theme “Decade in a Decade: Delivering Exceptional Customer Experience, Amplifying Development and Excellence,” employees participated in the different activities such as trivia quiz games, blood donation drive, dengue awareness discussion, financial literacy seminar, facebook games and raffle, gift hunt, and thanksgiving mass. Highlight of the month-long celebration was the awards night held at the Angelfields Nature Sanctuary, Silang, Cavite.

HONORING DISTINCT LAGUNA WATER TALENTS

The company recognized 27 employees for 2019 Huwaring Manggagawa (HM) and President’s Pride due to Performance (P3) awarding ceremony. Laguna Water established this employee recognition program in 2010, covering all levels in the corporate hierarchy. The award is given to both employees in rank and file (HM) and managerial (P3) positions who have shown outstanding functional skills, consistent excellent performance and admirable work values which have contributed to the company’s growth and expansion.

“Despite all the challenges, Laguna Water continues to serve its customers and stakeholders for 10 years now. A big part of this success is brought by the passion, vision, and ideas of Laguna Water talents. Each of you was able to contribute to the transformation of the company,” said Shoebe Hazel B. Caong, General Manager and COO of Laguna Water.

Recipients of the 2019 HMP3 Awards were the following:

2019 P3	
Bryan Bunagan	Accounting Manager
Marion Datu	Business Development Manager
Von Dimaculangan	Business Development Manager
Jenifer Pajarito	Cash Management Specialist
Robert Gutierrez	Customer Case Manager
Shiela Jaramiel	Design Engineer
Marco Silverio	Distribution Efficiency Manager, Acting
Danilo Barundia	Facility Manager
Willy Macasaet	Fleet Manager
Olga Madlangbayan	HR Officer
Jennefer Austria	HR Officer
Haven Garcia	Key Accounts Manager
Karla Gutierrez	Laboratory Analyst
Erevic Saguin	Network Maintenance Manager
Lheizel De Jesus	Regulatory Planning and Compliance Manager
Ana Martir	Stakeholder Relations Manager
Benjie Siscon	Territory Manager
Ava Camille Bejemino	Territory Manager
Paul Mikel Atienza	Used Water Operations Manager
Mike Cambel	Water Supply Operations Manager

2019 HM	
Renz Bato	Acting Customer Case Manager
Joland Razos	Business Support Officer
Edgar Martinez	Heavy Equipment Operator
Orlando Lazaro	Network Operator
Juwanie Bantical	Network Unit Manager
Ferdinand Depante	Used Water Facility Operator
Orly Campana	Water Facility Operator



APPRECIATING A DECADE OF SERVICE AND LOYALTY

In addition to the HMP3 awarding, Laguna Water also honored the efforts of employees serving the company for at least ten years. A total of 40 employees were given special token for their continuous satisfactory service in the company. Recipients of the token were the following:

Name	Tenure	Position
Madlangbayan, Olga C.	10 Year, 10 Months	HR Officer
Barrinuevo, Maria Lanie C.	10 Year, 3 Months	Customer Service Specialist
Mencias, Melvin C.	10 Year, 3 Months	Territory Manager
Ganacan, Den Harold C.	10 Year, 6 Months	Territory Manager
Verzosa, Criselda G.	10 Year, 8 Months	Territory Manager
Barundia, Danilo	10 yrs	Reliability and Maintenance Services Manager
Castro, Rufino M.	11 Year, 10 Months	Water Facility Operator
De Matta, Jose Rino V.	11 Year, 3 Months	Admin Assistant
Pizarro, Rogelio F.	12 Year, 0 Months	Water Facility Operator
Cocamas, Tarciso L.	12 Year, 2 Months	Network Operator
Goyala, Arline L.	12 Year, 2 Months	Field Specialist
Adriano, Jerome M.	12 Year, 8 Months	Asset Management Manager
Verzosa, Benedict Jason V.	13 Year, 0 Months	Information Technology Manager
Barcela, Jeany L.	13 Year, 10 Months	Procurement, Logistics and Contracts Manager
Lira, Efren S.	13 Year, 3 Months	Heavy Equipment Operator, Acting
Soriano, Michael D.	13 Year, 3 Months	Water Facility Operator
Driza, Bernard L.	13 Year, 5 Months	Financial Modeler
Dona, Aaron Patrick D.	13 Year, 7 Months	Territory Manager
Pacheco, Frankie C.	13 Year, 9 Months	Customer Case Manager
Dela Rosa Jr. Bruno L.	14 Year, 1 Months	Network Unit Manager
Abucayon, Alex P.	14 Year, 10 Months	Fleet Operations Specialist
Mayuga, Teodorico L.	14 Year, 10 Months	Water Facility Manager
Pantig, Jose Antonio V.	14 Year, 10 Months	Administration Assistant
Reyes Jr. Francisco T.	14 Year, 10 Months	Water Facility Operator
Casalme, Ferdinand A.	14 Year, 11 Months	Field Specialist
Gutierrez, Roberto A.	14 Year, 11 Months	Customer Case Manager
Lanting Sr., Ferdinand P.	14 Year, 11 Months	Water Facility Operator
Ramos, Janeth F.	14 Year, 11 Months	Customer Case Manager
Requina, Joie C.	14 Year, 11 Months	Safety Specialist
Escueta, Rochelle M.	14 Year, 4 Months	Territory Manager
Siscon, Bengelber M.	14 Year, 6 Months	Territory Manager
Bandaes, Noriel H.	14 Year, 7 Months	Network Operator
Catindig, Mitchell D.	14 Year, 7 Months	Business Zone Manager
Alcanar, Ernesto S.	14 Year, 9 Months	Network Operator
Belludo, Lorna C.	14 Year, 9 Months	Territory Manager
Perez, Diosdado A.	14 Year, 9 Months	Field Specialist
Rivera, Carmen E.	14 Year, 9 Months	Territory Manager
Vierneza, Andres C.	15 Year, 0 Months	Water Facility Manager
Macasaet, Wolfredo	20 yrs	Fleet Manager
Martir, Ana Lisa	20 yrs	Stakeholder Relations Manager



"In behalf of the Manila Water management team, I would like to congratulate everybody, for all the accomplishments that you have done for Laguna Water. I am extremely proud of this team. Through the ups and downs, you, the employees are always there for the company. You are indeed the foundation of Laguna Water," shared Rene Almendras, Manila Water President and CEO.

INNOVATING SOLUTIONS FOR 10 YEARS

Another focus of the anniversary celebration was the unveiling of the Daluyan Magazine special edition and the Laguna Water's 10 years of service video featuring the company's milestones from 2009 to 2019.

In her anniversary message, Laguna Provincial Administrator and Laguna Water Chairman of the Board, Atty. Dulce H. Rebanal mentioned that the company had brought major developments in terms of water service and non-revenue water since it took over the operations 10 years ago.

"The province of Laguna is indeed thankful for the partnership and services provided by Laguna Water. We are beyond grateful for the improvements you brought to our province," utters Atty. Rebanal.

Started in 2009, Laguna Water has been very eager in implementing projects that would improve not only the quality of service of the company but also the lives of its employees and customers.



EMPLOYING TECHNOLOGY TO ANSWER THE NEEDS OF CUSTOMERS: LAGUNA WATER IMPROVES MORE LIVES THROUGH MICRO TUNNELING



Enhancing the company's service, Laguna Water completed the South Luzon Expressway (SLEX) Pipe Crossing project by using a micro-tunneling technology. Key stakeholders of the company gathered last October 2019 to formally commence with project through a ceremonial groundbreaking ceremony. Present in the event were Vice Governor Katherine C. Agapay, Mayor Arlene Arcillas, Vice Mayor Arnel Gomez and Laguna DPWH District Engineer Juliana Vergara. The SLEX Pipe crossing project is the 1000 mm diameter transmission lines of Laguna Well Field project laid along the Sta. Rosa-Tagaytay Road. The Laguna Wellfield is the centralized water source of Laguna Water which aims to provide a reliable supply of water to the cities of Sta. Rosa, Biñan, and portions of Cabuyao.

"The SLEX Pipe Crossing was done thru micro tunneling or trenchless method using a Tunnel Boring Machine (TBM) to avoid traffic interruption along the highway during construction. The pipe tunnel was bored five meters below the SLEX highway road surface with around eight to 13 meters depth for pipe entry pit. Entry and exit pits were constructed at both sides to complete the insertion of the pipe crossing," said Jun Fradejas, the Head of the Project Management Department, Laguna Water.

Completed last December 2019 and the SLEX Pipe crossing project was energized and commissioned this February. Currently, more than 100,000 households from the cities of Santa Rosa, Biñan and Cabuyao have already been connected to Laguna Water. Employing this technology helped Laguna Water realize its mission to provide exceptional water service to its customers.

PROMOTING COST-EFFICIENT ENVIRONMENT – FRIENDLY TECHNIQUES: LAGUNA WATER PRODUCES ITS SODIUM HYPOCHLORITE ONSITE



Laguna Water started producing its own Chlorine, which is used as disinfectant to ensure cleanliness and safety of water, with MIOX Corporation's On-site Sodium Hypochlorite Generator (OSHG). With this new technology, the company ensures safe, economical, and effective solution is being employed for water treatment.

Chlorination is a water treatment process, wherein chlorine is injected to water to disinfect and kill germs. This is an important step taken by water service providers to protect public health by ensuring that the water they provide to their customers are free from any disease-causing organisms.

"OSHG technology requires only electricity, water, and table salt (or brine) to create chlorine (sodium hypochlorite). It does not produce any by-products; hence, it is very safe and will not have any health or environmental concerns," said Laguna Water Technical Operations Head, Melissa Alcasid.

Aside from eliminating health and environmental risks, the on-site generated sodium hypochlorite is proven to be a very effective disinfectant and biocide. It also offers other advantages such as improved bacterial control and water quality, reduced capital and operation costs, and low carbon footprint.

With the use of OSHG, chlorination is now centralized and done automatically, which is more convenient and efficient in terms of water treatment. Further, it helps ensure that the amount of chlorine being applied is accurate. "Before OSHG, commercially available liquid chlorine was used and being dosed to our water sources manually. Hence, our operators need to go to the deep wells that we manage, to adjust and monitor the chlorine that is being injected. Now, with OSHG, dosing and monitoring of chlorine is done automatically at the Laguna Well Field, our Centralized Water Distribution System," said Ms. Alcasid.

Since production of chlorine is now done on-site and only needs salt as raw material, OSHG technology increases the company's reliability and efficiency in terms of water treatment. Further, it also addresses the risk of exposure to chlorine since the company need not to transport and store large amount of liquid chlorine in its facilities.

Currently, Laguna Water produces 17,000 liters of chlorine per day using the OSHG.

Laguna Water, the leading water and used water services provider in Laguna, continues to look for innovative ways and solutions that further improve its operations benefitting the environment and its growing number of customers.

BATTLING THE CRISIS: THE INVISIBLE HEROES OF PANDEMIC

It's almost the end of the year and since March, our frontliners are making it to the headlines. You watch and hear the nation's admiration to medical and health practitioners; police officers; and government officials doing their best to serve and protect the public. Often forgotten, are the men (and women) behind the essential public services like the utility sectors. With almost all provinces under the quarantine, round-the-clock access to clean and potable water is what everyone needs now since frequent proper handwashing is the first line of defense protection against the virus.

Laguna Water proudly introduces to you some of the company's hardworking frontline workers from the Technical Operations Department whose roles are vital to the company and the customers. They are among the invisible heroes of the Covid-19 crisis, working to maintain the public's water operations throughout the day.

Orly Campana has been working in Laguna Water for three years. As Water Facility Operator, he maintains water quality and power efficiency of the facilities. He is also in-charge with the facility maintenance and improvement. The implementation of the Enhanced Community Quarantine (ECQ) did not stop Orly to do his tasks as Water Facility Operator.

"I want to continue serving the people and the community. I understand that they need enough water supply while staying and working at home.

Yes, there is fear; but the fear of coronavirus is nothing compared to the satisfaction of the customers whenever they see water coming out of their faucets," said Orly.

He is also thankful for the trust and support given by Laguna Water; that amid the crisis, he is fortunate that he still has a fulfilling job to sustain his needs and secure his family's future.

"In order to perform my job properly, I wear protective gears and strictly follow health and safety protocols. After all, I am responsible for my own health and for my family's welfare. Being my source of strength and inspiration, my family's health is also my top priority," added Orly.

Aside from Orly, Ferdinand Depante also chose to face the Covid-19 battlefield. Prior to becoming the Used Water Operator in 2018, Makoy, as called by many, was an outsourced facility operator for four years. Assigned in Laguna Water's Sewage and Septage Treatment Plant at Laguna Technopark (LTI-SSTP), Makoy manages the equipment and controls the processes in treating the effluent coming from the locators. He also collects water samples and monitors water parameters.

"I feel proud that I am still able to do my responsibilities despite the pandemic.

Covid-19 is not a hindrance in doing my mission to serve the people and protect the environment," shared Makoy.

Makoy is also one of the best basketball players of Laguna Water. As an athlete, health is the most important thing to protect right now. And since he frequently works outside the facility to gather water samples, he is prone to virus transmission.

"Following the safety protocols, I make sure to sanitize and clean my hands all the time. I also wear the proper personal protective gears whenever I am out doing field works. Let us remember that we can't stop the virus yet, but we have ways avoid it," said Makoy.





Meanwhile, in his five-year stint in Laguna Water, Juvani Bantical described year 2020 as the hardest year so far. Working as the Network Unit Manager, he shared some of his lockdown experiences.

“It was difficult for our team to conduct leak detection since curfew was strictly imposed in areas under lockdown. We usually walk around at night to locate water leaks,” said Juvani.

Aside from appreciating the importance of managing time for work and family, boosting the immunity system and staying healthy are also some of his realizations during this pandemic season. He is also thankful for the guidance and support given by Laguna Water.

“The fear of getting infected with coronavirus is always there. In order to protect myself, I wear personal protective equipment properly and follow health and safety protocols regularly.

Beating coronavirus while at work may be tedious and complex but let us remember that a little sacrifice from our end can make a big difference to the world,” added Juvani.

Completing the list is Edgar Elquero, working as the Maintenance Technical Operation Support for almost two years. Assigned to perform critical tasks in the company’s deep well facilities both in the base and outside base business, Gary accepted the pandemic challenge bravely and passionately.

“Upon knowing that I was identified as one of Laguna Water’s skeletal workforce during the quarantine period, my initial concern was my health and my family’s welfare. Since my duty involves transferring to the different facilities of Laguna Water, the possibility of getting the virus is very high. My defenses to combat the virus are faith in God and strict compliance to health and safety protocols,” shared Gary.

Like the abovementioned frontliners, Gary is also thankful to Laguna Water for providing PPE and vitamins, and for disseminating information about the virus and ways to avoid it. He also mentioned that in this current condition, living in the “new normal” has changed human lives and behaviors.

“This pandemic gave me the opportunity to reflect and appreciate what truly matters – my family and our health and financial security. I am beyond grateful for the support from Laguna Water and for not giving up on their employees despite the economic challenges,” answered Gary when asked about his realizations during the quarantine period.



Orly, Makoy, Juvani and Gary are only some of the hardworking frontline workers around the globe. Despite the threat, they opted to go out and serve the nation. To all frontliners, whether you are in the medical field or in any service industry, we salute you and admire your dedication and sacrifices; and to you Orly, Makoy, Juvani and Gary, your Laguna Water family recognizes all your efforts for the company and the people. May your stories inspire everyone in performing duties at work and in serving the public selflessly.

GREEN CHRISTMAS: SIMPLE TIPS TO A SUSTAINABLE HOLIDAY SEASON PREPARATION

Christmas is just around the corner and even with the presence of Covid-19, there are still positive things to be thankful for and to look forward to the rest of the year. Christmas is inevitable; with or without the pandemic, it is the most celebrated event in the world.

This year may be a little different in terms of physical get-together, but the true meaning of Christmas should always remain – caring, loving and supporting each other and the environment. Christmas preparation should also be eco-friendly – from the decorations you use to the gifts you wrap.

Below are some tips to have a greener, more sustainable holiday season:



Choose gifts that last - Avoid buying too much items that will end up being thrown out or unused. Purchase gifts with value and purpose. How about potted indoor plants or herbs? Plants spark joy not only to your monito/monita but also to mother nature.



Create your own Christmas e-cards – Let us admit it. Christmas cards are thrown away by many after opening and reading the message. To lessen the volume of trash, you can create and send e-cards instead. There are available free design applications online where you can layout and edit your Christmas cards. But why give e-cards to your relatives and friends when you can greet them personally via video call instead?



Switch to eco-friendly wrapping paper - Try switching to brown eco-friendly paper or old magazines to help minimize the high levels of waste produced during holiday season. You can also convert used wrapping papers to Christmas cards or tags. You can also try Furoshiki, a traditional Japanese method of using cloth to wrap up gifts and other items. Fabric used as wrappers can also be worn as scarf or used as tablecloth. There are other materials to choose from instead of buying new wrappers. All you need is your 100% creativity.



Be resourceful in choosing your Christmas decorations - Why not use your existing ones? All you need to do is to clean that old Christmas tree and revamp the items available. If you really need new ones and you are into some crafty adventure, try using wool, wood, rattan, recycled materials, hemp and paper to create your own Christmas decors. No Christmas tree? Why not turn your existing houseplant into a modern looking Christmas tree.



Patronize local shops and their products - Supporting small businesses (food, clothes or any items) helps in boosting a strong and sustainable local economy. Oftentimes, products coming from these establishments were also personalized and created based on customer's preferences – which made them worth every penny.

These are some of the easiest and cheapest way you can try this coming holiday season. There are still other ways to celebrate Christmas without adding stress to the environment. Again, regardless of presents, clothes and other material things, the best thing we can provide and receive this holiday season is love and kindness for ourselves, for other people, and for mother nature.

QUARANTOUR: FUN IN PAGSANJAN!

Cancelled flights and rescheduled hotel bookings? Sounds familiar, right? Year 2020 has been very tough to our domestic and international travel goals. After the quarantine announcement, major airlines and local transportation system were put on hold. Restaurants, hotels, and other leisure-related amenities were also closed. Though the pandemic has shut down your vacation plans, it cannot not stop your desire to travel (even in the comfort of your own home). For now, let us be your tourist guide as we bring you to the Tourism Capital of Laguna – Pagsanjan!

SHOOTING THE RAPIDS

One of the main attractions in Pagsanjan is the “Shooting the rapids”. Adventure seekers will love the exciting 30-minute boat ride, passing through the 14 water rapids of Pagsanjan Falls. Famous since early times, the falls is categorized as a three-drop waterfall or a waterfall with three tiers. Water from the falls is coming from Pagsanjan River (locally known as Bumbungan River).

If you're interested to try this adventure, there are tour operators that already offer arranged packages with boat rides and skilled boatmen as navigators. However, if you wish to customize your own trip, you can ask the local tourism office directly to rent a boat. They handle the association of accredited boatmen that provide services for tourists.



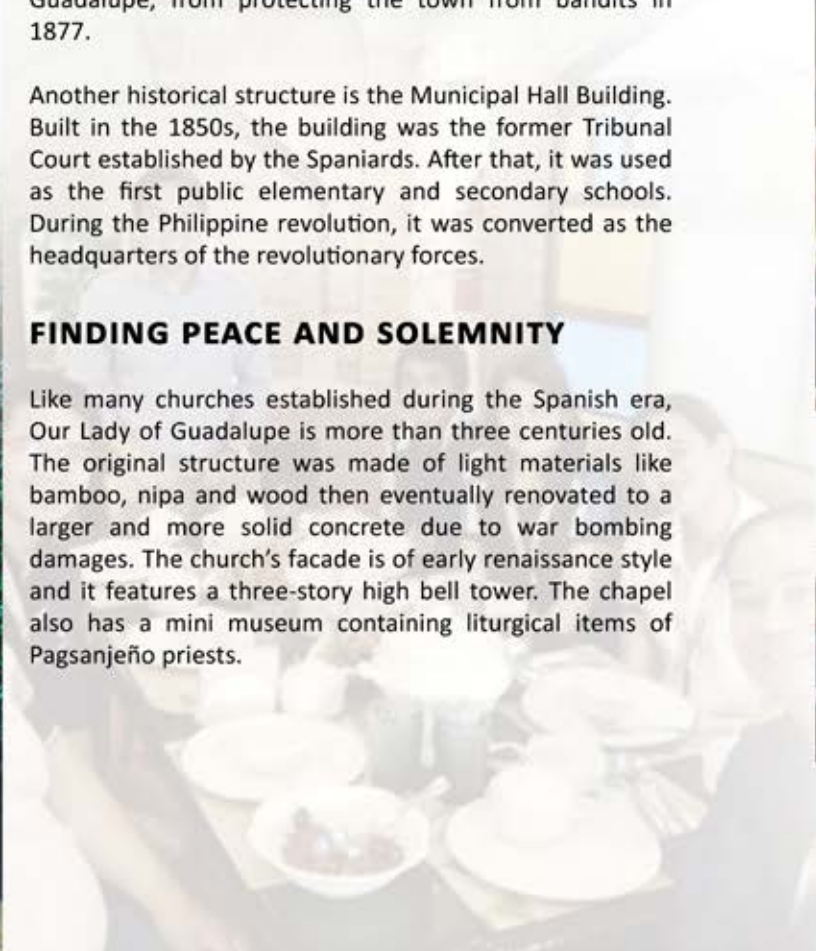
GOING DOWN MEMORY LANE

If you have the passion for historical buildings and heritage, Pagsanjan's rich history can be captured in some of the town's architecture. A good example is the town gate of Pagsanjan also known as Puerto Real or Arco Real. Constructed in 1880, the arch was built to express gratefulness to their patroness, the Our Lady of Guadalupe, from protecting the town from bandits in 1877.

Another historical structure is the Municipal Hall Building. Built in the 1850s, the building was the former Tribunal Court established by the Spaniards. After that, it was used as the first public elementary and secondary schools. During the Philippine revolution, it was converted as the headquarters of the revolutionary forces.

FINDING PEACE AND SOLEMNITY

Like many churches established during the Spanish era, Our Lady of Guadalupe is more than three centuries old. The original structure was made of light materials like bamboo, nipa and wood then eventually renovated to a larger and more solid concrete due to war bombing damages. The church's facade is of early renaissance style and it features a three-story high bell tower. The chapel also has a mini museum containing liturgical items of Pagsanjeño priests.



WITNESS THE BANGKERO FESTIVAL

If you want fun and parties, reserve your town visit in March to experience the “Bangkero Festival”. Dedicated to all bangkeros (boatmen) in Pagsanjan and in honor of the town’s patroness, Our Lady of Guadalupe, the festival aims to push the advocacy on environmental protection and promotion of the local tourism. There are different activities conducted like the traditional boat race or regatta, fluvial and land parade, street dancing, sports events and various competitions.

These are only some of the activities you can try when you visit Pagsanjan, Laguna. And if you still have free time, you can also explore the nearby towns to experience the things they can offer. Get your notepads ready and save these tips so that when the green light signal is up again, you are more than ready for your next adventure.



HUNGRY GUIDE:

Of course, a trip to Pagsanjan won't be complete without eating! So we've asked our teammates from Pagsanjan Business Zone to recommend restaurants offering good food in town.

“Visiting Pagsanjan won't be complete without dining in at Tita Del's Fiesta Cuisine. You will love the fusion of authentic and delightful Pagsanjeño flavors. They also offer dishes in large portions, with affordable prices. The polished interior of the restaurant makes the place very relaxing. Staffs are accommodating too. Their Inihaw na Tilapia sa Ginataang Puso ng Saging, Balaw balaw, Crispy Habhab and Oxtail Kare-kare are highly recommended! For the sweet ending, order their Minukmok and Sorbetes for desserts.” – May Leyros, Customer Service Manager

“Tayo nang mag Halo-Halo, sa mainit na araw kay Aling Taleng's na tayo! Samahan mo pa ng Puto Bumbong at maginhawa na ang maghapon mo!” – Frederick Mojado, Field Assistant

“Mura at masarap ba ang hanap nyo? Dito na tayo sa Emin and Mila's Kitchenette. Subukan nyo ang masarap nilang fried chicken at pansit canton. Presyong pang masa pero patok na patok sa lasa. Kain na!” – Jay Avellana, Territory Manager

“Terima Kasih is an old house converted to a nice dining abode. The ambiance is very homey. Great food at a very good price! Highly recommended dishes are dinakdakan, fried chicken and pancit sotanghon. You must give it a try whenever you visit Pagsanjan!” – Mel Macalalag, Business Support Officer





WHAT IS YOUR RESPONSE TO COVID-19 STRESS?

Life with pandemic is filled with uncertainties. While things remain beyond our control, our mindset and choices can help us cope with these difficulties. In Laguna Water, talents were trained to remain calm and perform even under pressure.

"Keeping myself busy by taking online courses provided by Manila Water. And of course, catch-up and e-numan session with friends."

Von Dimaculangan
New Business Development Manager

"Instead of being stressed by stress, I focused on boosting mine and my family's immune system by cooking and eating nutritious meals. In addition to that, we also exercise together to achieve stronger and healthier bodies."

Ana Martir
Stakeholder Relations Manager

"Binge-watching or rewatching my favorite Netflix shows and reading books!"

Danna Delalamon
Cadet Trainee

"I participated in MWF donation drive and supported Popburri QC campaign to help the homeless at the onset of lockdown. This time also allowed me to spend quality time with my daughter and redecorate our home."

Nofy Macasinag
Compliance Officer

Let's Fight COVID-19

Things to Remember Aside From Following the Enhanced Community Quarantine

Prepare and Always Bring Your COVID-19 Go Kit



Face Mask



Cap



70% Alcohol or sanitizer

**You may refill your alcohol container at OCC post*



Eyeglass or sunglass



Soap



Ponytail

(If needed)



Personal water bottle or tumbler



Vitamin C



Personal spoon, fork, straw and other utensils



Face Shield



Tissue



Personal ballpen

Keep safe and healthy,
Ka-Loveguna Water!

Laguna Water Safety and Health Guidelines Against COVID-19



LAGUNA WATER

A MANILA WATER
PHILIPPINE VENTURES COMPANY

Empowering People

Protecting the Environment

Enhancing Sustainable Development

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