

# Daluyan

VOLUME 10 | ISSUE 2 | JANUARY 2026



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## ABOUT THE COVER



The photo captures Laguna Water being recognized as one of the awardees at the 2025 International Water Association (IWA) Awards. In the image, Mr. Constantine O. Uy, General Manager of Laguna Water proudly receive the honor, highlighting the company's commitment to sustainable water management and its ongoing efforts to deliver innovative, climate-resilient solutions for the communities it serves.

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## MESSAGE FROM THE GENERAL MANAGER



As we step into 2026, I want to sincerely thank everyone who journeyed with Laguna Water throughout 2025. The past year brought meaningful progress, strong partnerships, and a shared commitment to delivering reliable and sustainable water services for our communities.

Over the course of 2025, Laguna Water continued to strengthen its operations, guided by our commitment to environmental care, regulatory responsibility, and community engagement. None of this would have been possible without the trust of our customers, the support and guidance of our government partners and regulators, and the dedication of our employees who work hard behind the scenes every day.

To our customers, thank you for your continued trust and for sharing your feedback—it plays an important role in helping us improve. To our stakeholders and partners, your collaboration allows us to carry out projects that protect public health, care for the environment, and support a sustainable future.

As we move forward into 2026, Laguna Water remains focused on delivering dependable services, making thoughtful investments, and advancing initiatives that help our communities grow.

On behalf of the Laguna Water management team, we look forward to continuing this journey together toward a water secure and sustainable Laguna.

CONSTANTINE O. UY  
General Manager





## SUSTAINABILITY IN ACTION

### Laguna Water repurposes old uniforms to support circular economy

Laguna Water, the largest water and wastewater services provider in the Province of Laguna, launched its uniform repurposing initiative which aims to creatively transform end-of-life corporate employee uniforms into high-quality, unique, and eco-friendly furniture.

This project was made possible in cooperation with Manila Water Foundation, Manila Water Company's social development arm. Their network and expertise in collaborating with social enterprises facilitated the partnership with Junknot, an organization focused on green design and transforming recyclable materials into fashion accessories and furniture.

Laguna Water began the collection of materials in September as part of its 16th anniversary. Employees were encouraged to donate their old uniforms to effectively manage the repurposing of the materials.



As part of corporate benefits, we provide uniforms to our employees. Since these clothing bear our company's logo, employees are not allowed to dispose or donate the items. Instead, they end up being kept for years unseen and forgotten. This project with Manila Water Foundation and Junknot allows us to give a new life into these materials which are often seen as waste. We could not be prouder to be part of this project and support circular economy,

Constantine Uy, Laguna Water General Manager, shared.



Aside from helping minimize textile waste, the project also supports communities in Batangas previously affected by the Taal volcano eruption. Junknot provides them with livelihood opportunities by employing them in the sewing and processing of collected recyclable materials.

During the launch of the project, Laguna Water employees took part in the weaving process involved in the creation of lounge chairs to be deployed in Manila Water offices. Manila Water Foundation also eyes to replicate the project with Manila Water company and other business units across the country.



Turning scraps into statement pieces, Laguna Water talents transformed old uniforms into beautifully woven furniture.





## IN FOCUS

### Laguna Water recognized as a 2025 Climate Smart Utility by IWA

Laguna Water has been named one of the International Water Association’s (IWA) Climate Smart Utilities for 2025, a recognition that highlights its strong leadership in climate adaptation, mitigation, and proactive stakeholder engagement toward building a water-wise and climate resilient future.

The award was given during the IWA Water and Development Congress & Exhibition held on December 8–12, 2025, in Bangkok, Thailand. The Climate Smart Utilities Programme honors water and sanitation service providers worldwide for their efforts to address climate change through innovative and sustainable practices.

This year, Laguna Water earned an outstanding distinction for spotlighting its climate-resilient technologies in its application. These innovations were presented by General Manager Constantine Uy during the Utility Leaders Forum, attended by leading water sector executives from around the world. In his presentation, Uy highlighted Laguna Water’s ongoing initiatives to reduce environmental impact across its operations. In 2024, the company achieved an 18% reduction in carbon emissions.



To strengthen climate adaptation, Laguna Water continues to invest in resilient and adaptive infrastructure, combining both centralized and decentralized systems. The company also focuses on optimizing energy use to cut greenhouse gas emissions and advance mitigation efforts.

Laguna Water’s facilities employ advanced wastewater treatment technologies such as the Moving Bed Bioreactor (MBBR), Food Chain Reactor (FCR), and Biological Nutrient Removal (BNR) systems to ensure domestic wastewater is treated safely before being discharged back into natural water bodies. These initiatives are complemented by the company’s solar energy program, which generated 295,372 kW of clean energy over the past two years, significantly reducing carbon emissions.

Laguna Water also highlighted its continued progress in managing non revenue water through data automation, upgraded systems, and more energy efficient operations. These efforts have strengthened the company’s overall water supply and improved service reliability.

To lessen reliance on groundwater, Laguna Water expanded its surface water sources and advanced its bulk water initiatives. The company also maintained full compliance with national drinking water standards and successfully renewed its Water Safety Plan certification, reinforcing its commitment to safe and sustainable water services.

Laguna Water remains committed to expanding its climate smart initiatives as it builds more resilient, sustainable, and future ready services for its customers and communities.





## HIGHLIGHTS

### Laguna Water, Biñan, and Santa Rosa CENRO Champion Proper Sanitation Through TSEK ng Bayan Campaign

Laguna Water, together with the City Environment and Natural Resources Offices (CENRO) of Biñan and Santa Rosa, successfully conducted the TSEK ng Bayan Information, Education, and Communication (IEC) campaign in separate sessions held last August and November.

TSEK ng Bayan, short for Tamang Sanitasyon Equals Kalusugan, Kalinisan, at Kaunlaran ng Bayan, aims to educate communities on the value of clean water, proper sanitation, and the importance of regular septic tank desludging.

The initiative forms part of Laguna Water's broader commitment to strengthening sustainable sanitation practices across its service areas. Local officials from various barangays in Biñan and Santa Rosa participated in the activity, reflecting strong support for the campaign's goals.

**“Sanitation is a shared responsibility, and it's encouraging to see our local leaders actively involved. We appreciate the opportunity to work closely with our communities in championing health and environmental protection,**

said Ms. Camille B. Orbeso, Business Operations Head of Laguna Water, during the Biñan session.

Residents and stakeholders responded positively, confirming that the practical guidance, especially on the role of regular desludging in maintaining a cleaner and safer environment, was highly informative and relevant.

**“This may not be our first discussion on sanitation with the community, but what sets this campaign apart is its hands-on and localized approach,** shared Mr. Rodel T. Lee, Head of Biñan CENRO.

**“By bringing the conversation straight to the barangays, Laguna Water makes sure the message truly connects with people's day-to-day realities. This initiative not only informs but also empowers communities to take meaningful action,** added Engr. Amor Salandanan, Head of Santa Rosa CENRO.

Laguna Water is one of the accredited desludging service providers in the province. The company continues to advocate for proper sanitation habits to help build healthier and more resilient communities.

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This effort also supports the United Nations Sustainable Development Goal No. 6, which promotes clean water and sanitation for all. Laguna Water aims to expand the campaign to more areas, working closely with LGUs and environmental offices to sustain its impact.



Ms. Princess Coloma, Desludging Manager at Laguna Water, shared insights on the current status of the desludging operations in Biñan City.



Ms. Camille B. Orbeso, Business Operations Head, delivered a message emphasizing the vital role of collaboration in achieving successful sanitation and desludging efforts within the city.



CENRO Heads, Mr. Rodel Lee (Biñan) and Engr. Amor Salandanan (Santa Rosa), reminded barangay officials that Laguna Water is the sole accredited provider of desludging services and encouraged everyone to take advantage of its offerings.



Group photos of Binan and Santa Rosa sessions to commemorate the event



## HIGHLIGHTS

### Laguna Water Receives Dual Recognition for Environmental Excellence from LLDA and the City of Santa Rosa

Laguna Water has received two major environmental awards from the Laguna Lake Development Authority (LLDA) and the City Government of Santa Rosa, acknowledging the company's consistent leadership in responsible water management and sustainable practices.

LLDA honored Laguna Water through the Bantayog ng Lawa Awards in recognition of the company's strong compliance with environmental regulations and its sustained initiatives to protect the Laguna de Bay Region. The award underscores Laguna Water's efforts in wastewater treatment, water quality enhancement, and broader environmental management, reflecting its commitment to helping maintain a cleaner and safer watershed.

Beyond regulatory compliance, LLDA also acknowledged Laguna Water's active involvement in community-driven environmental programs. Over the years, both organizations have partnered on several corporate social responsibility activities, including LLDA's Abot Kamay Para Sa Laguna Bay initiative, which promotes community engagement, environmental awareness, and stewardship of the lake.

Laguna Water's participation in these programs further demonstrates its dedication not only to operational excellence but also to supporting collaborative efforts that safeguard Laguna de Bay and uplift surrounding communities.

Meanwhile, Laguna Water also received a GREEN Award from the City Government of Santa Rosa. The GREEN Awards, which stands for Gearing towards Robust, Engaging, and Eco-Friendly Nature, honor partners that significantly contribute to environmental protection and sustainable development in the city. Laguna Water has been a long-time partner of the LGU, supporting programs for community development and environmental protection through its water and wastewater services and its corporate social responsibility initiatives.

In previous years, Laguna Water worked closely with the City Environment and Natural Resources Office (CENRO) - Santa Rosa on watershed conservation programs such as tree planting and nurturing, cleanup drives, and information campaigns on water, sanitation, and hygiene. The Save Silang Santa Rosa River (S3R2) Foundation, which Laguna Water is part of, was also recognized for its ongoing efforts to protect the Silang Santa Rosa River.



These recognitions reflect the dedication of Laguna Water and its partners to building healthier and more sustainable communities. They also encourage the company to continue strengthening its initiatives for environmental protection, climate resilience, and water security.

Laguna Water remains committed to long term sustainability through efforts such as watershed rehabilitation, community education, energy efficient operations, and innovative wastewater treatment solutions.

These initiatives support the protection of natural resources and ensure the delivery of safe and reliable services to the public.

With these awards, Laguna Water reaffirms its role as an important partner in promoting environmental sustainability in Laguna and throughout the Laguna de Bay Region.



The City of Santa Rosa, Laguna has recognized Laguna Water as one of its Sustainable Development partners during the city's Green Awards 2025.

The company has been a constant ally of the LGU in pushing for community development and environmental protection through its water and wastewater services and corporate social responsibility programs.

In the past, Laguna Water partnered with the City Environment and Natural Resources Office of Santa Rosa for watershed conservation initiatives such as tree planting and nuturing, cleanup drives, and information, education, and communication campaigns on water, sanitation, and hygiene.

Community Alert:  
**Let's Keep Our Water System Safe!**

According to the **National Water Crisis Act of 1995 or RA 8041**, tampering with any part of the water connection, including water meters without notice is a violation of the law. To ensure the integrity of our water supply and protect our community, please adhere to the following guidelines.



- 1. Report Theft or Tampering and Suspicious Activities:** If your water meter has been stolen or tampered with, as well as any suspicious activities or individuals claiming to be associated with Laguna Water, report it to Laguna Water within 24 hours.
- 2. Verify credentials:** Always verify the credentials of anyone claiming to be a Laguna Water representative or contractor. Authorized personnel will have proper identification and documentation.
- 3. Install CCTV Cameras:** Place security cameras in areas where meters are installed to monitor for unauthorized access.
- 4. Water Meter Payment:** Make all payments to our accredited payment facilities. Contractors & employees are not allowed to receive payments.



# LATEST EVENTS IN AND OUT OF LAGUNA WATER

Sportsfest, September 2025



Family Day, September 2025



Environmental Awareness Month, November 2025



Prime Infra's Got Talent, December 2025





# LATEST EVENTS IN AND OUT OF LAGUNA WATER

YEGA, December 2025



PCO Year End Assembly, December 2025



Volunteer Recognition, December 2025



Daloy ng Saya, December 2025



JAD's Send-off Ceremony, December 2025







## FEATURE STORY

### Discovering New Horizons: Lessons from My Immersion with Laguna Water

Stepping into this cross-learning experience felt like opening a new chapter, filled with curiosity, excitement, and a hint of nervous anticipation. Over the past two weeks, I've engaged in an environment that encouraged me to share my experience while gaining fresh insights and refining skills beyond my usual scope.

I am an environmental engineer based in San Diego, California, specializing in water and environmental sustainability. My fascination with water began at a young age, shaped by early memories of the Pasig River and a growing awareness of how water quality and environmental conditions directly influence communities. What started as curiosity gradually developed into a commitment to environmental engineering and water resource management.

Through the International Water Association's Leadership Programme (IWA LeAP), I was fortunate to be mentored by Sir Virgilio "Perry" Rivera, Jr., former President of Laguna Water. His extensive experience in the Philippine water sector and his guidance inspired me to reconnect with water-related initiatives in the Philippines. With his support, I was introduced to Laguna Water, paving the way for this meaningful cross-learning immersion.

### First Impressions of Laguna Water's Operations and Culture

From the moment I arrived, I was struck by how approachable, collaborative, and professional everyone was. The openness to learning, sharing knowledge, and even listening to my thoughts as a visitor made the culture feel warm and team-oriented.

At the office, I noticed how close everyone was. The office setup encouraged easy communication and teamwork. I spent most of my time in the laboratory and the field, and in both settings, I saw how knowledgeable and efficient the team was. Despite the limited space, everyone worked quickly and seamlessly together. In the field, I really appreciated the staff's confidence and enthusiasm, I think that the team genuinely enjoyed explaining processes and educating others.

### Immersion Experience and Most Memorable Moment

My immersion combined technical learning with hands-on activities. Through site visits and discussions with staff, I gained insight into how operational decisions are implemented in practice. Thanks to the Technical Operations team's well-organized plan, my immersion was both educational and inspiring. I learned about local regulations governing water and wastewater operations and compared them with what we have in San Diego, California.

The highlights were visiting the on-site facilities and learning how the treatment systems work. The LTI Sewage and Septage Treatment Plant fascinated me, especially the Moving Bed Bio Reactor (MBBR) and Food Chain Reactor (FCR) systems, for their efficient and sustainable approach within space-constrained facilities. Another unforgettable experience was seeing the Matang Tubig Spring, a pristine natural source that requires minimal treatment.

### Laguna Water's Approach to Sustainability and Community Engagement

Sustainability lies at the heart of Laguna Water's operations, guided by strict compliance with national environmental regulators such as the Laguna Lake Development Authority (LLDA), National Water Resources Board (NWRB), and Department of Environment and Natural Resources (DENR).

Beyond delivering safe and reliable water services, the company champions awareness through initiatives like facility tours, IEC campaigns and publication, *Daluyan* magazine, a platform that connects and informs the community.

### Interactions with Stakeholders and Key Insights

While I did not directly observe stakeholder interactions, I gained a clear understanding of Laguna Water's strong emphasis on regulatory compliance. Even within the laboratory, I saw how proper permitting and documentation are essential to daily operations. During my time there, I experienced firsthand how the team handles inquiries with professionalism and care. Their approach showed me how seriously they take public concerns and how committed they are to delivering accurate and reliable results. I also learned that there are plans for a new and more spacious laboratory in the future, which would further support the team's work and improve operational efficiency.

### Looking Back

There's always room to grow and Laguna Water is on the right track. With a highly skilled and dedicated workforce, strengthening communication and transparency, both within the team and with customers, can create even greater impact. I also believe that partnerships with universities and researchers could open additional opportunities for innovation and knowledge-sharing. Laguna Water is already doing great things, and these steps can help further advance its commitment to sustainability and community care.

My immersion was more than a learning experience; it was a transformative one. It gave me a clearer vision of my career goals, strengthened my professional skills, and deepened my appreciation for teamwork and continuous learning. I am truly grateful to everyone at Laguna Water who welcomed me, took the time to share their knowledge, and were open and receptive to my ideas throughout the immersion.

Being part of *Daluyan* and sharing my journey is rewarding because it allows me to encourage others to explore similar learning opportunities. At Laguna Water, it's not just about learning, it's about contributing to meaningful work that protects the environment and uplifts communities.

Looking back, this immersion carried a deeper personal meaning for me. Having grown up in Santa Rosa, Laguna, returning to the area as a water professional made the experience feel like a full-circle moment. It allowed me to reflect on how my early experiences shaped my interest in water and environmental work, and how that passion has come full circle through this immersion with Laguna Water.

As I move forward, I carry with me not only technical knowledge but also the mindset that growth happens when you step outside your comfort zone. This was my first step and I'm excited to see where the next ones will lead.



**Federick Pinongcos**

An environmental engineer based in San Diego, California, with expertise in water treatment and water quality monitoring. His work spans multiple countries, including the United States, Trinidad and Tobago, South Africa, and Mexico, where he has contributed to various water and environmental initiatives. As part of the inaugural global cohort of the International Water Association's Leadership Programme (IWA LeAP) and a co-founder of FLOW RIPPLE, he is committed to promoting climate-resilient, sustainable, inclusive, and community-driven water solutions.



