

3rd World Water Forum: Water and Poverty Initiative

Multi-stakeholders Dialogue on Water Services for the Urban Poor

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Manila Water Company, Inc.

VIRGILIO C. RIVERA, JR.

**Group Director
Regulatory and Planning**

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Outline

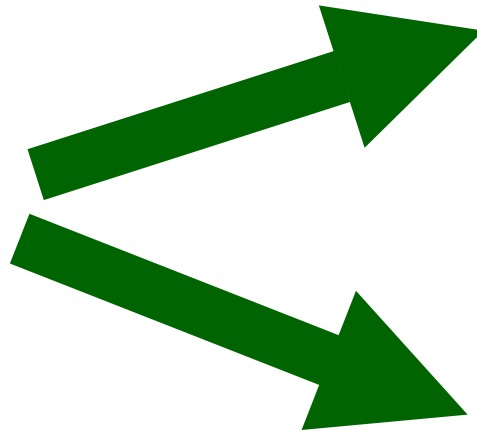
- 💧 **The Water System before Privatization**
- 💧 **Background on MWSS Privatization**
- 💧 **Manila Water's Performance**
- 💧 **Doing Business with a Social
Conscience: "Tubig para sa Barangay"**
- 💧 **Key Messages**

The Water System before

- 💧 **High Rate of Illegals**
- 💧 **Leaks**
- 💧 **Poor Supply Conditions**
- 💧 **Poor Network Maintenance**
- 💧 **Dirty Water**
- 💧 **Depressed Areas, hardly served**

1997 Takeover

Metropolitan
Waterworks
and
Sewerage
System
(MWSS)



East Zone
2,200 employees

West Zone
3,100 employees

25 Year Concession awarded to 2 winning bidders

MWSS Service Area

Area **1,400 sq km**

**Total
Population:** **5 Million**

**Population
Served:** **4 Million**

**Water
Production:** **1,600 mld**

Adopted New Corporate Value

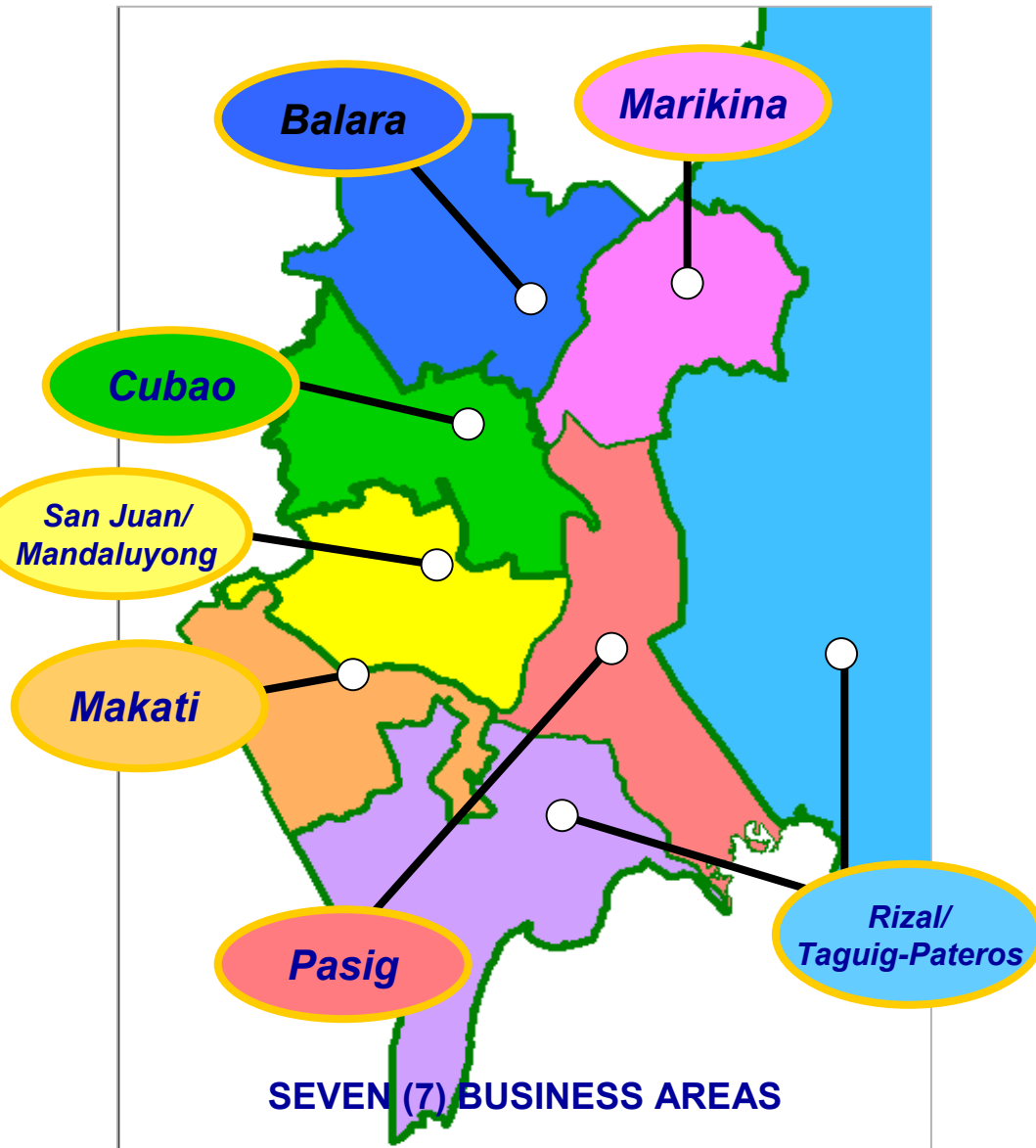
WE CARE for

Customers

Company

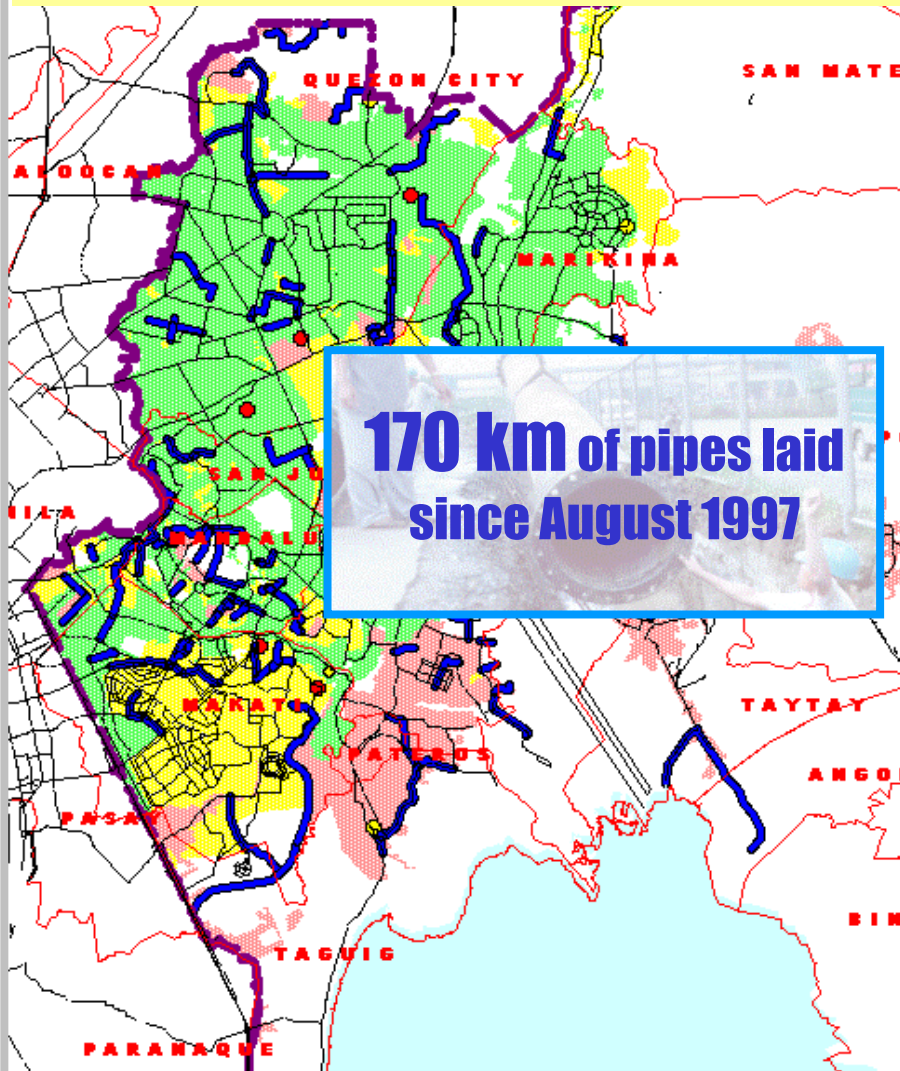
Employees

The Territory Business Management Approach

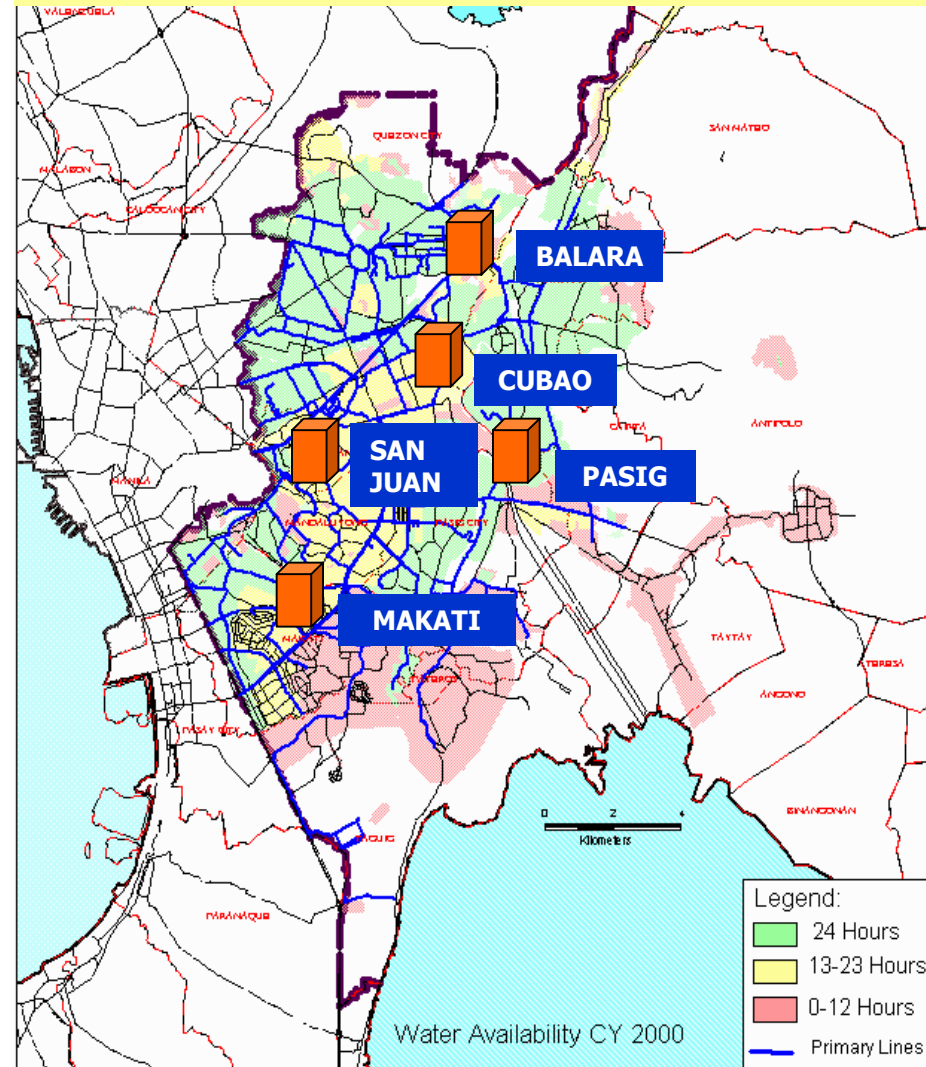


Implemented Major Capital Programs

Laying of Mains and Distribution Lines

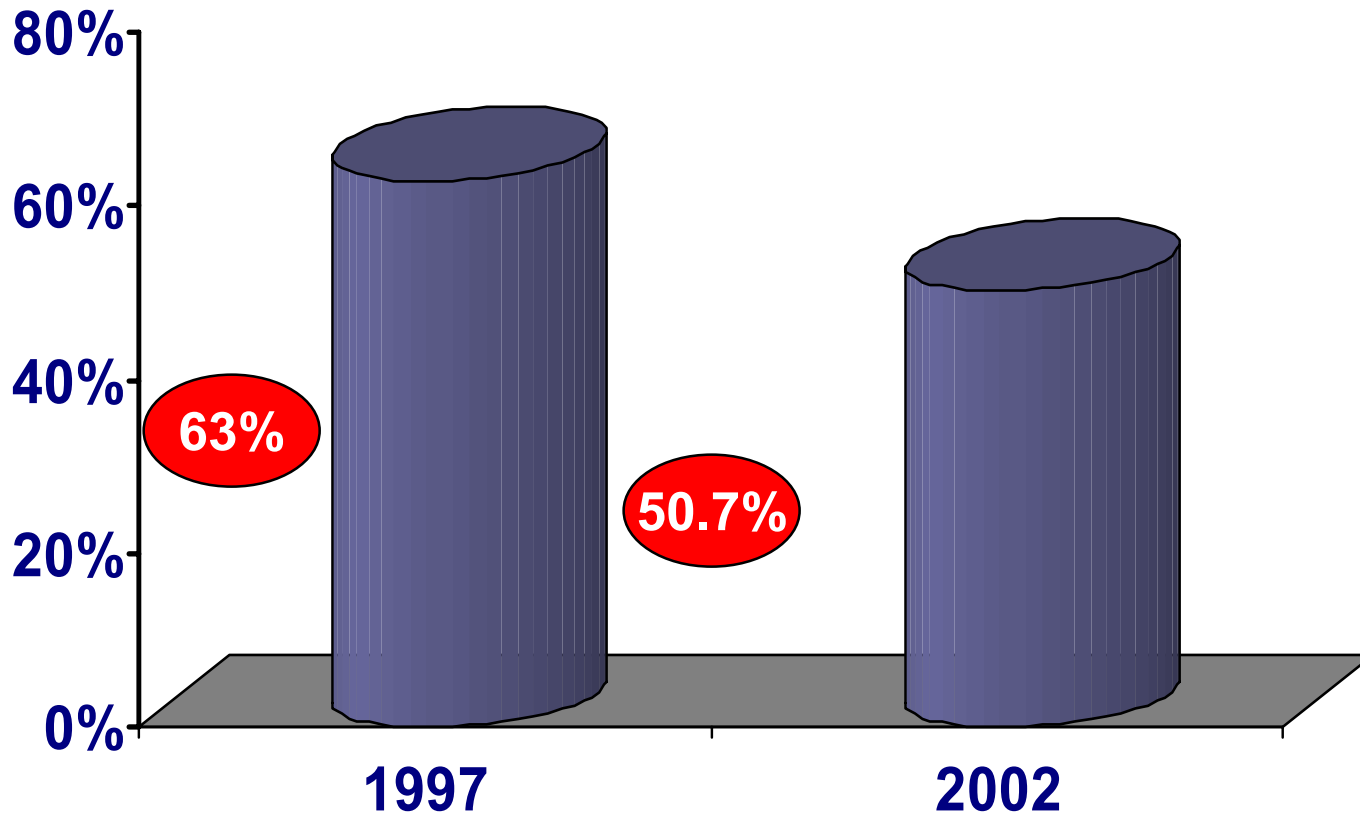


Rehabilitation of Pumping Stations



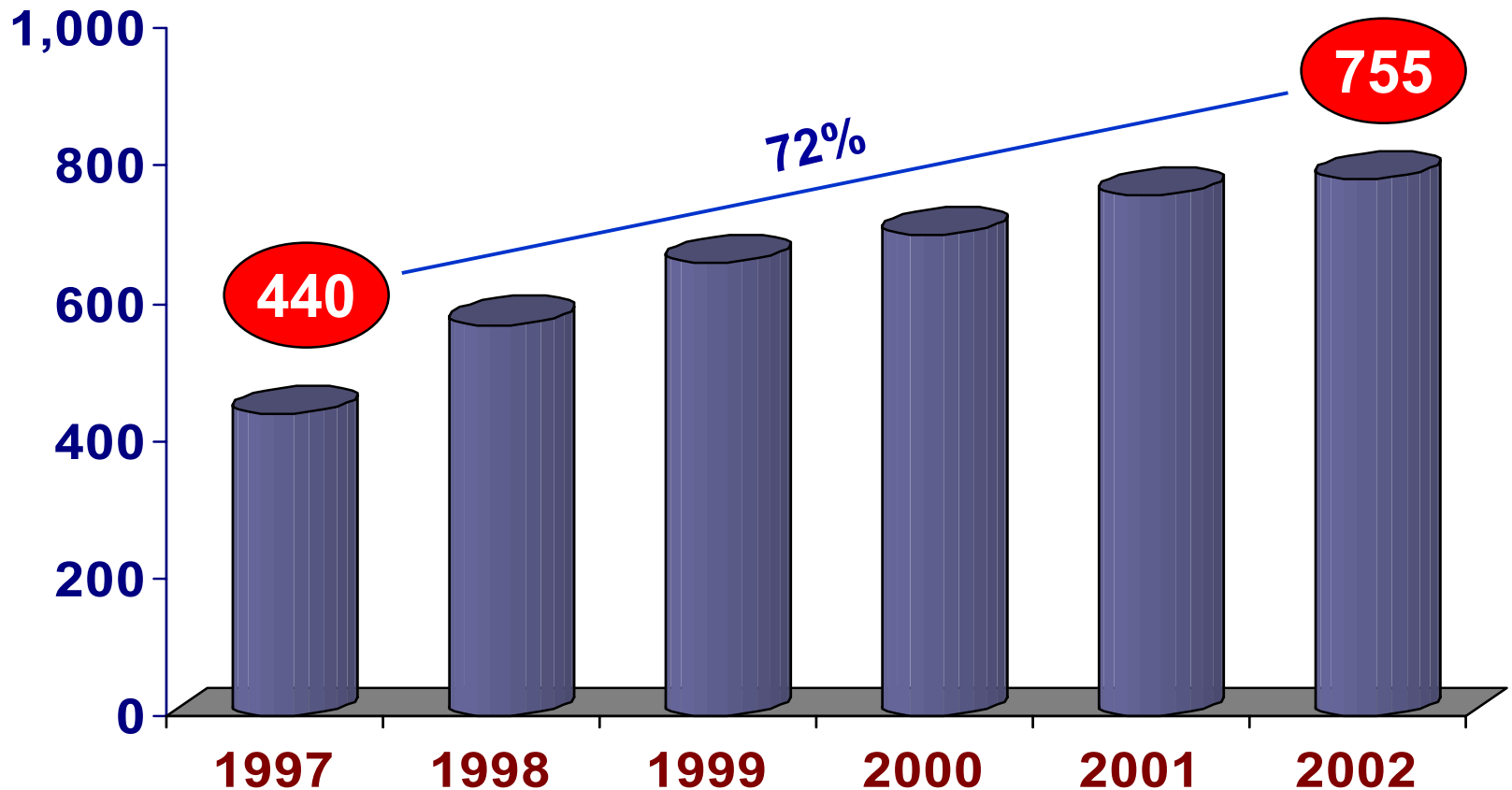
Reduced Water Losses

in % Non-Revenue Water (NRW)



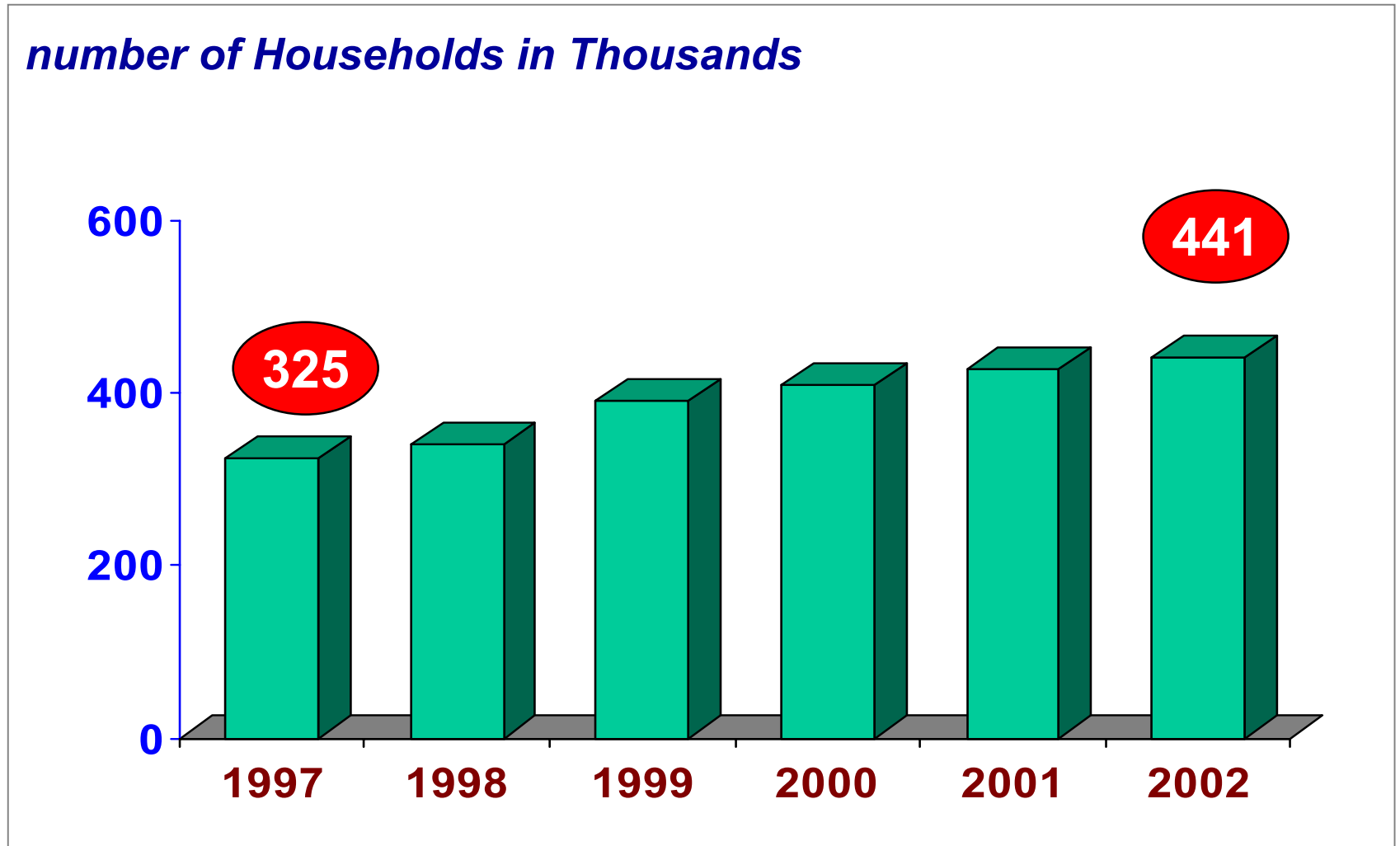
Delivered More Water to Customers

in Million Liters per Day

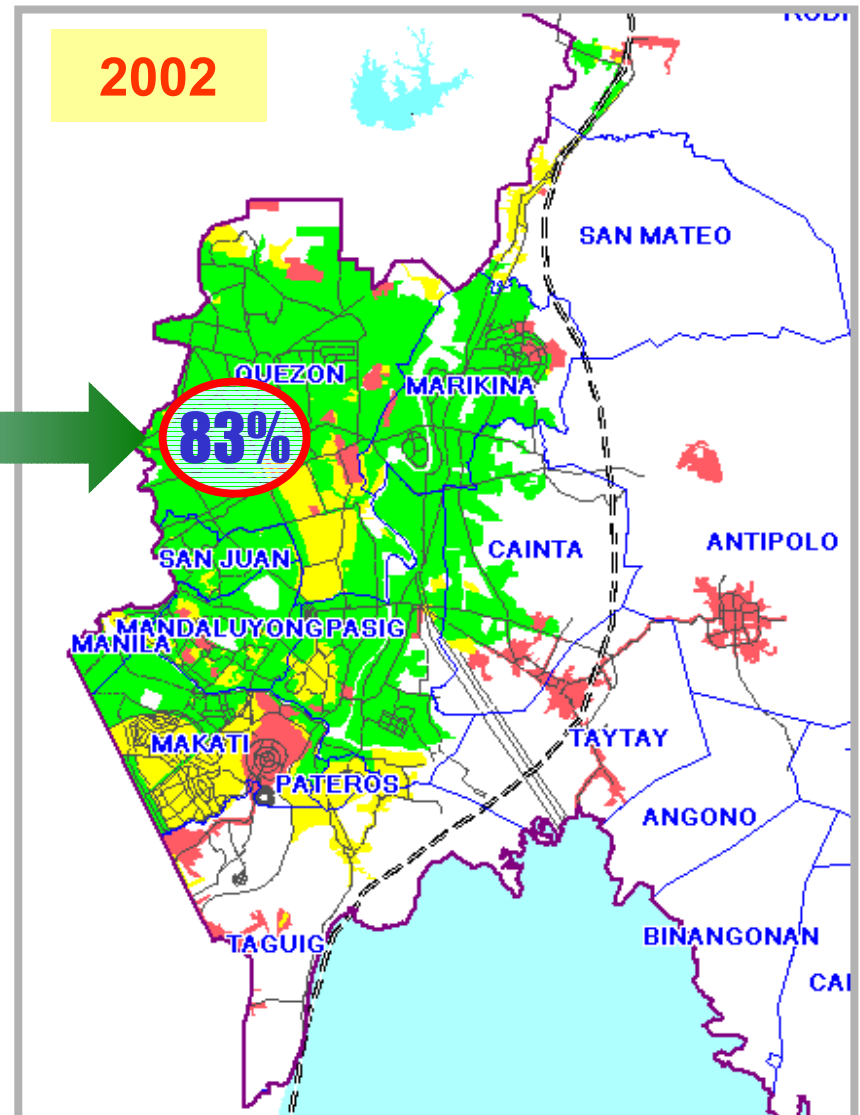
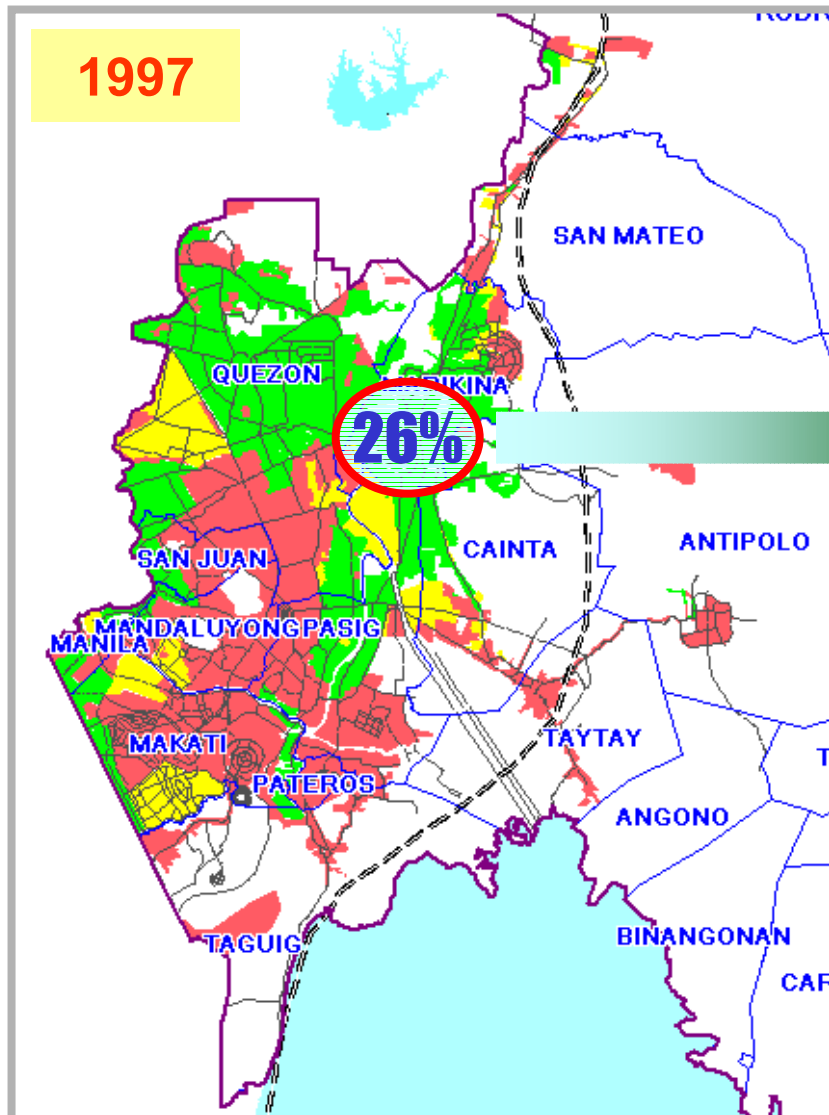


SAME PRODUCTION

Served More Households

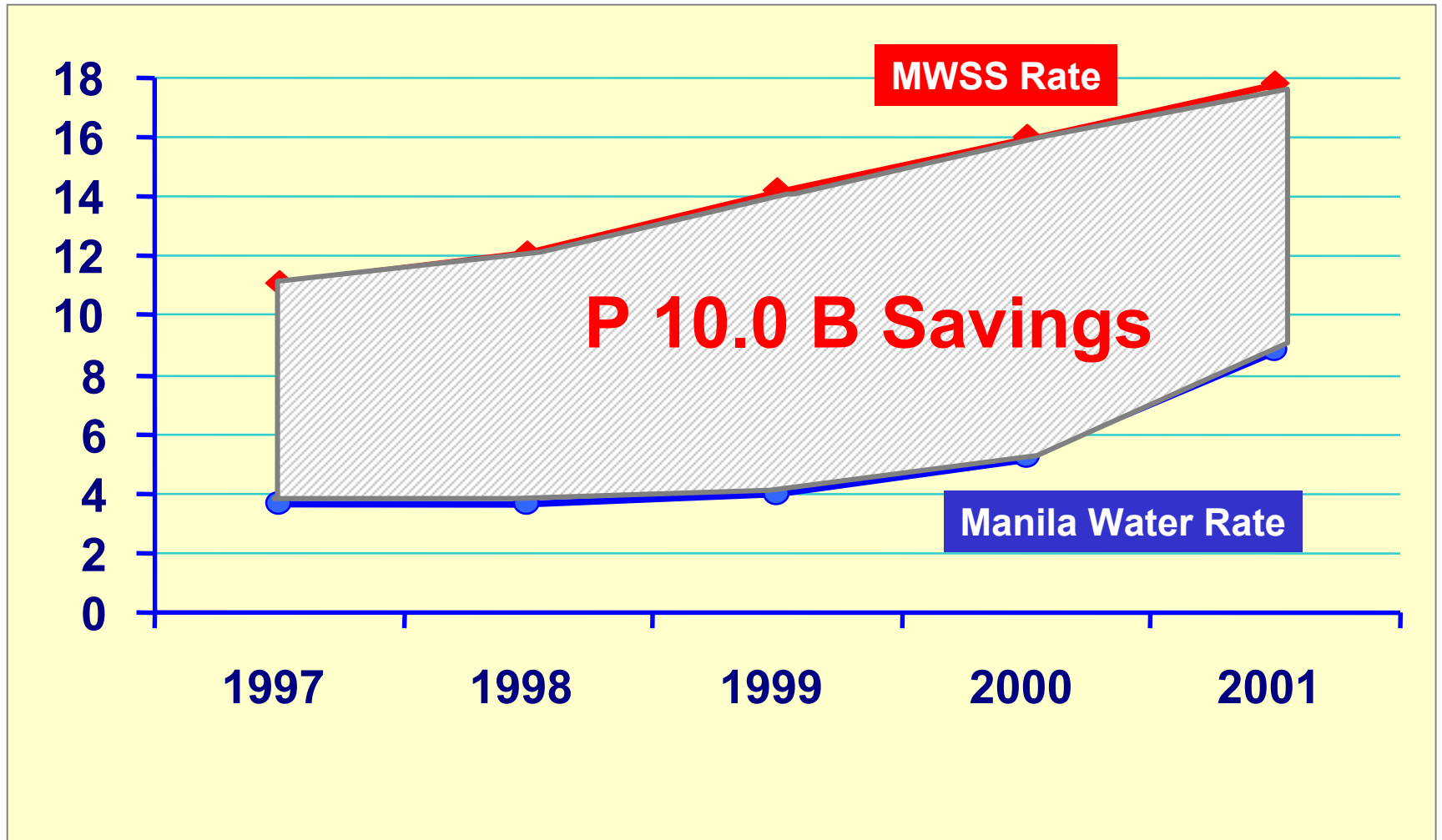


Improved Water Availability



Consumer Savings in Water Bills

In Peso per cu.m.



MWC Rates vs. Other Sources

**Price
per cu.m.**

Vended Water

1 drum (200 liters) = P 20.00
5 drums = 1 cu.m.

P 100.00

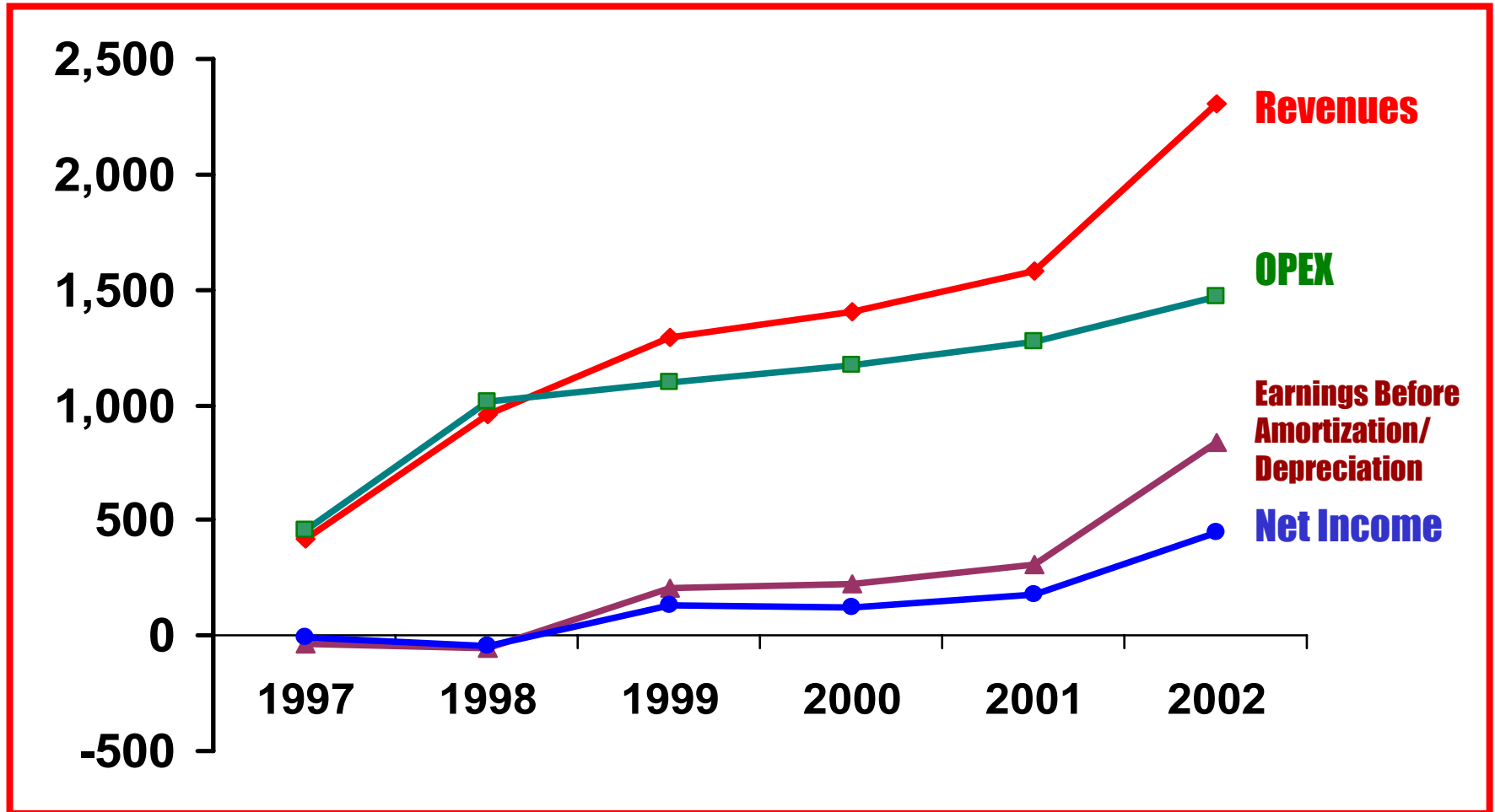
**Manila Water is at least 12 times
cheaper than vended water.**

P 8.52

**The monthly bill of Manila Water's residential
customers (consuming 30 cu.m.) is P 162.00**

Financial Performance

In Million Pesos



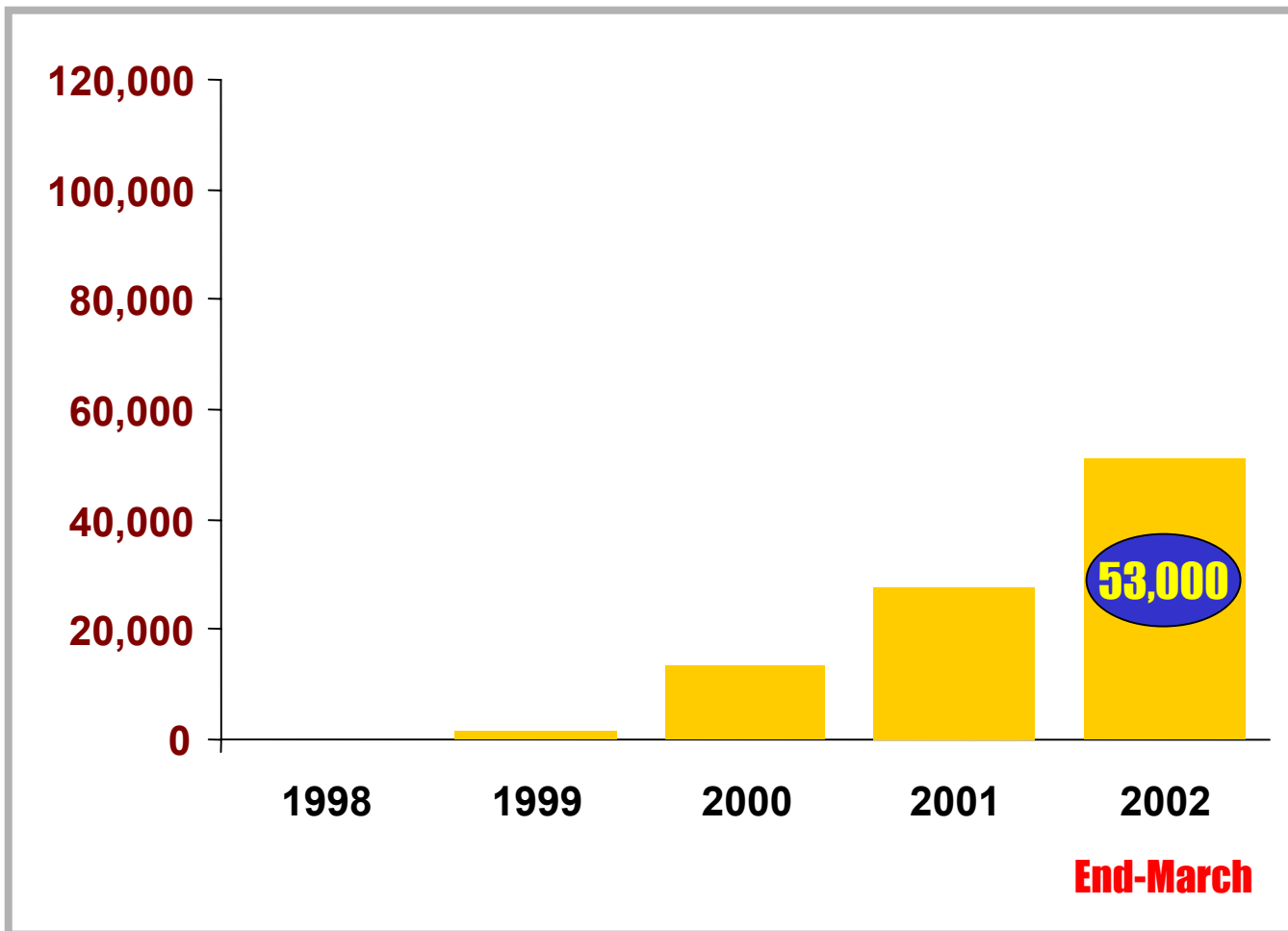
Implemented Social/ Developmental Projects

- 💧 **Save the La Mesa Watershed**
- 💧 **Cleaning and Greening of La Mesa Perimeter**
- 💧 **Habitat for Humanity**
- 💧 **Blood Donation**

Provided Better Service to the Poor

“Tubig Para Sa Barangay”

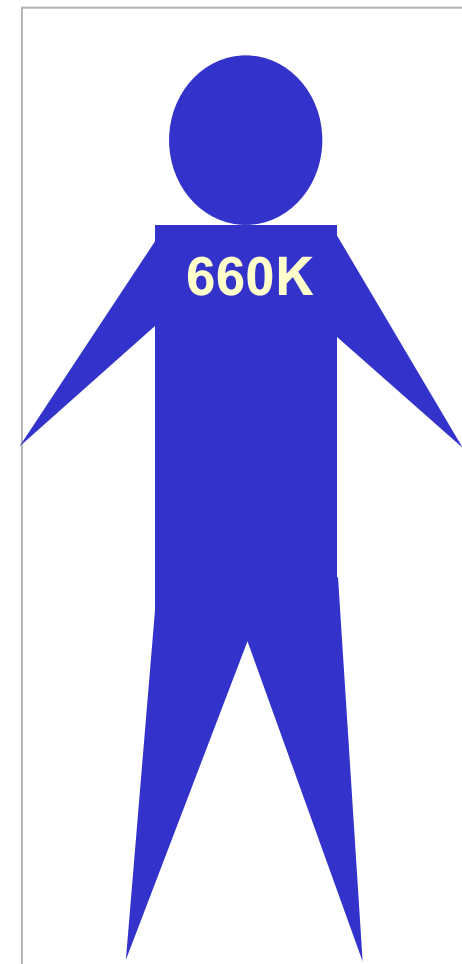
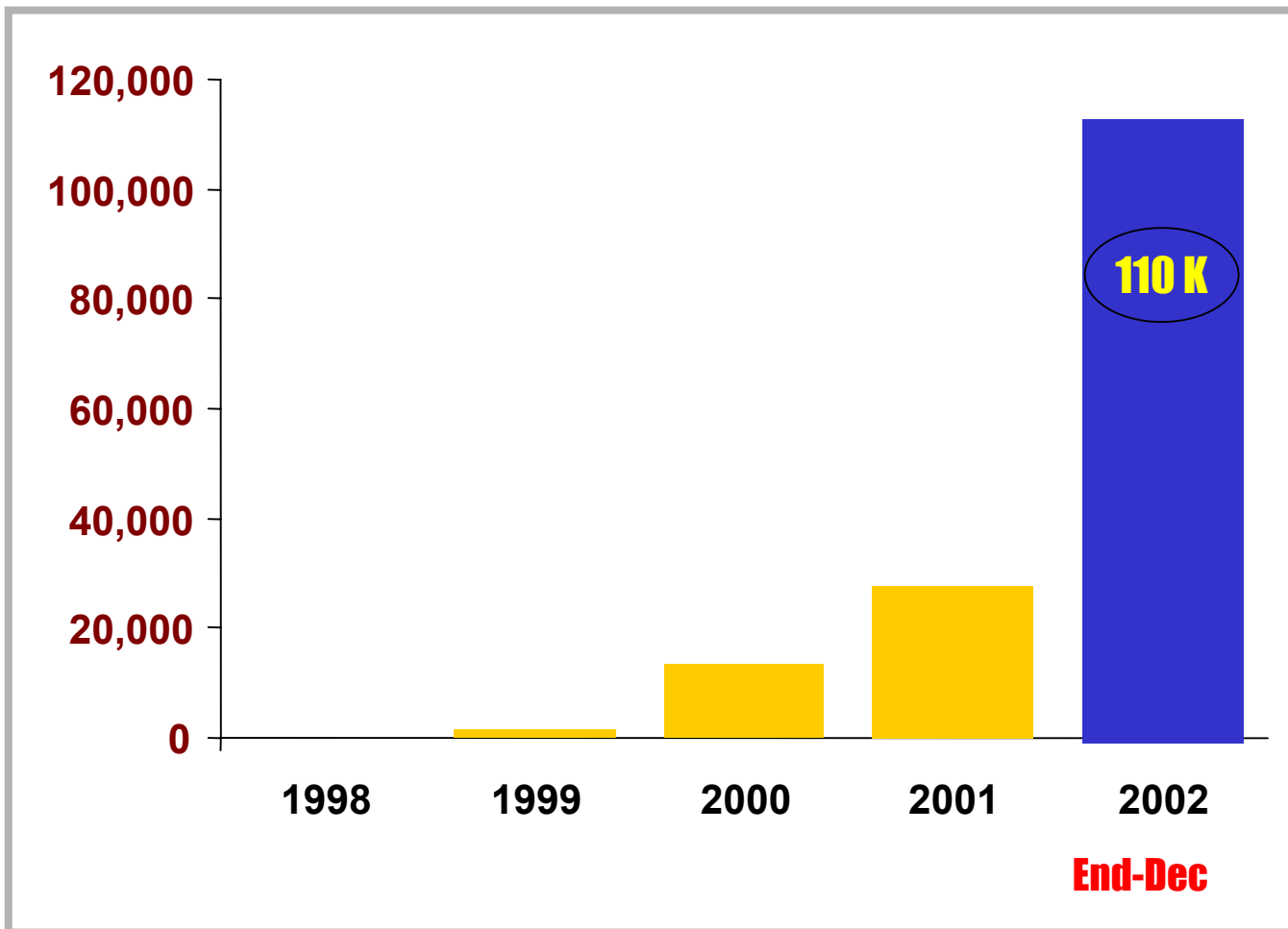
Number of HOUSEHOLDS **Equivalent POPULATION**



Provided Better Service to the Poor

“Tubig Para Sa Barangay”

Number of HOUSEHOLDS **Equivalent POPULATION**



Doing Business with a Social Conscience:

“Tubig Para Sa Barangay”

Focus

Depressed Communities

Objective

💧 To help build communities

Manila Water's Intervention

Walk the line: Territory Management

To customers

To the depressed areas

Along the streets

Manila Water's Intervention

Massive Leak Repair

Drive against illegal connections

Areas where project is applicable

- 💧 **Areas where there is a large number of clustered low income families**
- 💧 **Areas with a high rate of illegals**
- 💧 **Areas with very poor water quality**
- 💧 **Areas where roadway is wide enough to lay tertiary mainline**

Social Impact

1

Improved Quality of Life

2

Eradicated Illegal connections

3

Excellent Community Partnership

Business Results

 **No. of Water Service Connections**

15,944

 **No. of Families / Household Served**

52,795

 **Billed Volume**

45 mld

Completed Projects

| | NO. OF PROJECTS | NO. OF HOUSEHOLDS |
|------------------|----------------------------|------------------------------|
| Balara | 61 | 16,617 |
| Cubao | 25 | 1,780 |
| Marikina | 9 | 4,224 |
| Pasig | 10 | 12,613 |
| SJ/Mand | 23 | 8,015 |
| Makati | 22 | 2,629 |
| Riz-T/Pat | 21 | 6,897 |
| Total | 171 | 52,795 |

Ongoing & Future Projects

| | NO. OF PROJECTS | NO. OF HOUSEHOLDS |
|------------------|----------------------------|------------------------------|
| Balara | 3 | 4,600 |
| Cubao | 10 | 2,256 |
| Marikina | 4 | 1,615 |
| Pasig | 10 | 7,467 |
| SJ/Mand | 12 | 2,030 |
| Makati | 10 | 11,071 |
| Riz-T/Pat | 23 | 32,818 |
| Total | 72 | 61,857 |