



# Liveable Cities Lab:

Water for All – Ensuring Equitable Water Access

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**JO KRISTINE GERONA CELERA**

*Director, Regulatory Affairs Group – East Zone*



THE URGENT QUESTION:

*“How do we  
**bridge the gap**  
between those who  
have **clean, reliable**  
**water** and those who  
still **wait, walk, or**  
**worry** every day  
about it?”*

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**27 years of building quality**  
water & environmental solutions

**Aligned with MWSS's vision**  
for sustainable, inclusive service



**Expanding reach across the Philippines:**  
Boracay • Laguna • Clark • Cebu • Davao

**Sharing Filipino expertise abroad:**  
Vietnam • Thailand • Indonesia • Saudi Arabia





*“We remain **unwavering**  
in our mission to deliver  
**world-class,**  
**sustainable** services –  
supporting **better lives**  
and **resilient economies**  
through critical  
infrastructure.”*

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*“Water is a **finite resource** –  
under growing pressure from  
**rising demand** and a **changing  
climate**.”*

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## KEY CHALLENGES IN WATER SECURITY

### INCREASING DEMAND & FINITE SUPPLY

- Metro Manila relies on **Angat Dam** for **97%** of its water
- Urbanization and population growth stretch current resources

### CLIMATE VULNERABILITY

- **El Niño** and extreme weather disrupt water availability
- Prolonged dry spells and erratic rainfall threaten both supply and quality

### RISK OF INACTION

- Critical moments in our water supply history underline the need for **sustainable, long-term strategies**



# PROVEN AND EFFICIENT OPERATIONAL EXCELLENCE

(1997 – Present)

## 1997: A Turning Point

MWSS engaged the private sector to address challenges in **access, reliability, and system efficiency.**

- Only 3.1 million people served
- Intermittent supply
- 1 wastewater facility
- High system losses



## Progress Highlights



**7.8 Million** people served



**98.85%** service availability



**24/7** water supply



**13.5%** Non-Revenue Water (*down from ~63% in 1997*)



**26 Wastewater Facilities** (*from just 1*)



**390 MLD** wastewater treated daily



**₱166.9 Billion** in private capital investments\*

Figures as of FY 2024

\*Private Capital pertains to Capital Expenditures deployed in the East Zone



# HELPING COMMUNITIES THRIVE

Through Equitable Water Access



## MASTERPLANNING FOR RESILIENCE

### Water Source Development

- Regulator-approved **Four-Water System Masterplan**
- Sources: Angat-La Mesa, Antipolo, Laguna Lake, East Sources
- **23% raw water buffer** achieved in 2024

## MAXIMIZING EVERY DROP

### Non-Revenue Water (NRW) Reduction

- Leak detection, pipe replacement, meter calibration
- **13.5% NRW in East Zone** (vs. World Bank benchmark of 25%)
- **Each 1% NRW reduction = 80,000 more customers served**
- Night-time repairs, stakeholder coordination for minimal disruption

## WATER EQUITY & ACCESSIBILITY

- **8,229 km of pipelines** as of Dec 2024 (↑229% from 1997)
- **1.8M Filipinos** reached via Tubig Para sa Barangay (TPSB)
- **418,436 individuals** reached via Lingap Program
- 2025: Expanded Lifeline Coverage for 4Ps families: Up to **₱200/month discount** for consumption up to 20m<sup>3</sup>





*“Water access isn’t just about infrastructure – it’s **empowerment, equity,** and **resilience** for every Filipino, especially the **most vulnerable.**”*

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# PROTECTING THE ENVIRONMENT



## RETURNING WATER RESPONSIBLY TO NATURE

- 100% wastewater coverage target through sewerage & sanitation
- Three-River System Master Plan (to 2047)
- STPs expansion ensures safe discharge into water bodies
- Septic tank desludging in unsewered areas



## COMMUNITY STEWARDSHIP & EDUCATION

- Toka-Toka: 1st wastewater advocacy campaign
- SALIN: Lakbayan Para sa mga Guro
- Lakbayan Tours: Water cycle immersion experiences
- Manila Water Foundation (MWF): Integrated WASH Program; Lingap; Agapay; Ahon



## CLIMATE CHANGE MITIGATION

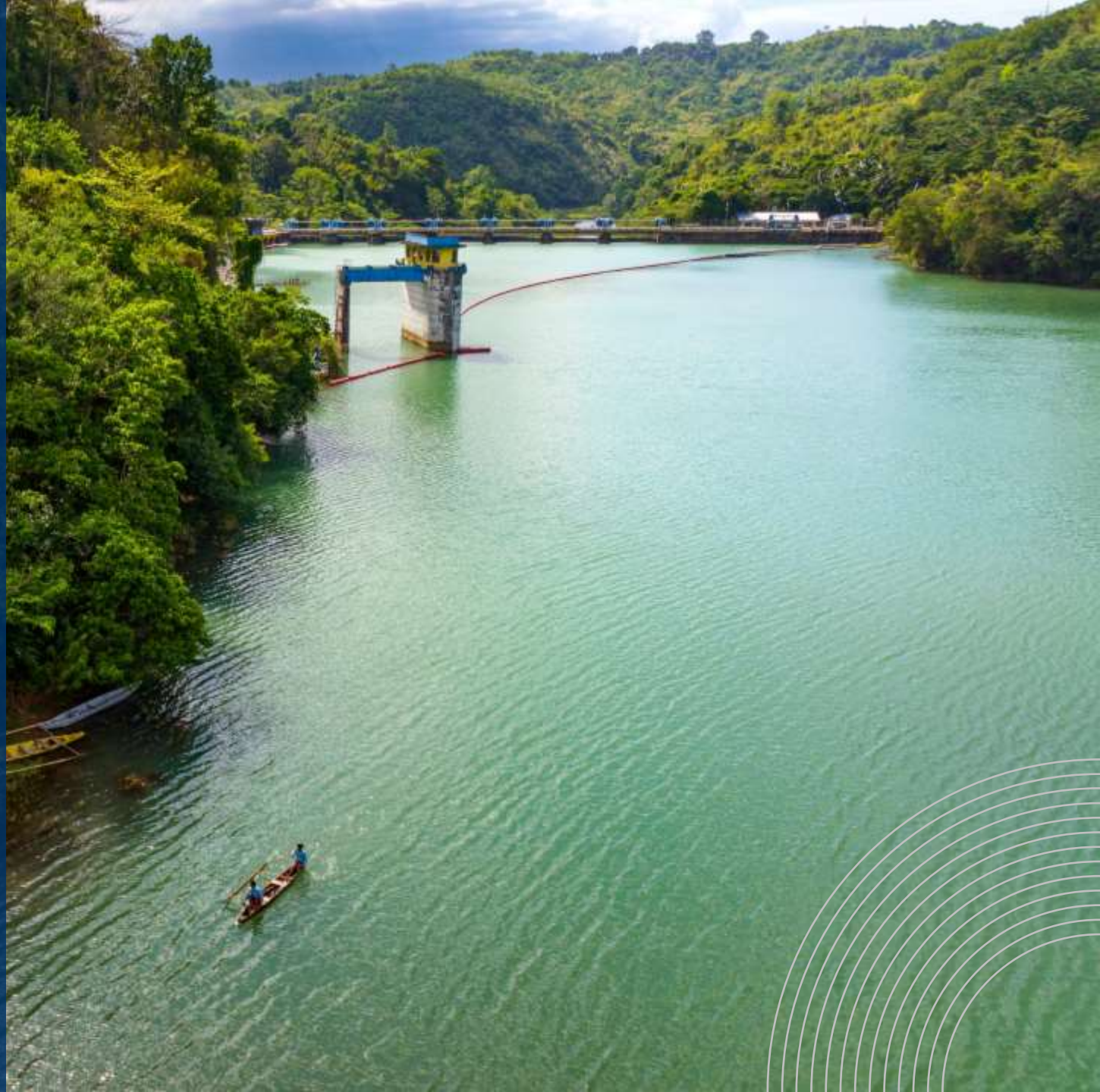
- 80% of raw water comes from surface water → watershed protection = water security
- Collaboration with DENR, MWSS, LGUs, IPs, communities
- Key Programs: Protection, Reforestation, Community Dev
- 195,727 hectares protected
- 131,051 trees planted in 2024
- 1.7M trees nurtured since 2006





*“We don’t just deliver water – **we protect the source, empower the user, and restore the environment.**”*

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# MAKING SUSTAINABILITY REAL

## Progress and Results

### WATER SECURITY

*Securing supply today and tomorrow*

- ✓ **Raw Water Buffer:**  
Target: 15% | 2024 Result: **23.19%**
- ✓ **Non-Revenue Water (NRW):**  
Target: <15% | 2024 EZ Result: **13.51%**
- ✓ **Compliance with PNSDW:**  
Target: 100% | 2024 Result: **99.59%**

### ENVIRONMENTAL STEWARDSHIP

*Restoring ecosystems through action*

- ✓ **Emissions & Energy Reduction via Renewables & Wastewater Treatment**  
Goal: 60% | 2022: 36% → 2024: **44.38%**
- ✓ **Watershed Reforestation**  
Target: 1,000 ha | 2024: **975 ha**  
Trees Target: 580K | 2024: **442,000+** trees planted

### SERVICE ACCESSIBILITY & CONTINUITY

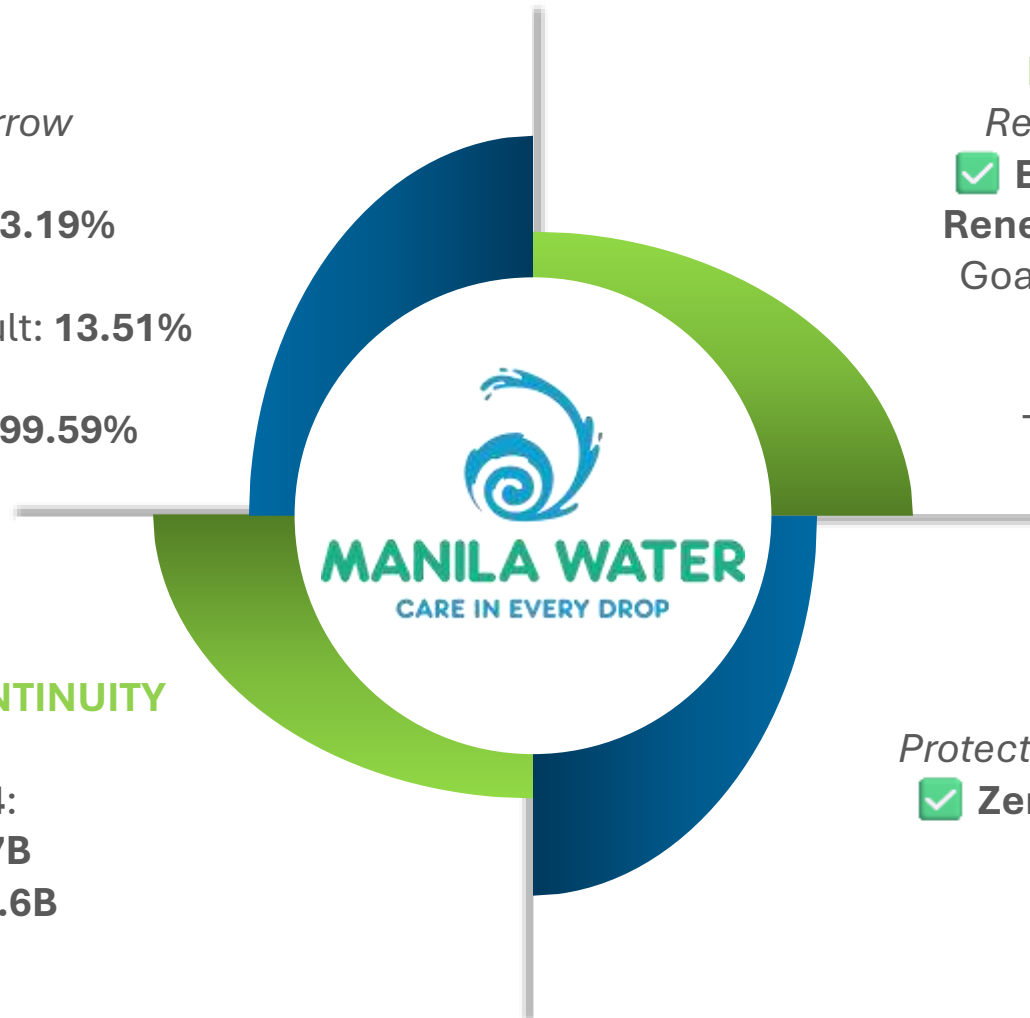
*Investing in reliability and equity*

- 💧 **Capital Investments in 2024:**  
Enterprise-wide: **PHP 25.57B**  
East Zone Projects: **PHP 23.6B**  
(90% of total)

### PEOPLE AND SAFETY

*Protecting the people behind the progress*

- ✓ **Zero Lost Time Due to Injuries (LTIR)**  
2024 Result: **0 LTIR**





# LEADING THE WAY IN WATER STEWARDSHIP

MWC: The First Philippine Company to Enter CDP's Corporate A List for Water

## Historic Achievement

First Philippine company on CDP's Corporate A List for Water.

## Significant Improvement

Upgraded from 'A-' to 'A' in 2024.

## Leadership in Water Stewardship

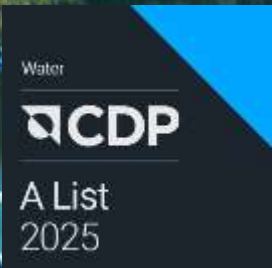
Recognized among 22,700 companies.

## Commitment to Sustainability

Serving over 12 million people globally.

## Climate Efforts

Maintained a 'B' score in climate assessment.







*“**Sustainability** is integrated in everything we do at Manila Water. It informs our long-term vision and commitment to responsible water management.”*

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**J.V. EMMANUEL A. DE DIOS**  
MWC President and CEO



**MWSS and Regulators:** Enabled long-term planning, transparent tariffs, and goal alignment.

**LGUs as Key Enablers:**

Facilitate community engagement; Champion desludging, conservation, and advocacy programs

**LONG-STANDING PARTNERSHIPS**

**Strengthening  
Partnerships  
for Equitable  
Water Access**



**COMMUNITY COLLABORATION**

**National and Local Governments:** Local partnerships drive scalable impact, even in complex or underserved areas.

**Mutual Trust = Sustainable Solutions:**

Programs succeed because of you – our partners.





Let's **continue** this  
dialogue. Let's **strengthen**  
**partnerships**.  
Let's deliver lasting impact  
– **together**.

Manila Water is  
**committed** to walking this  
journey with **you**.

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**MANILA WATER**  
CARE IN EVERY DROP

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# Thanks.

*Thank you for your attention and support.*

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