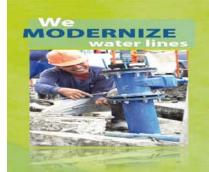


MAYNILAD WATER SERVICES. INC. (PHILIPPINES)

Roel S. Espiritu Head, Labor Relations Maynilad Water Services, Inc.



Delivering Potable Water and More

















AND DESCRIPTIONS









Our Corporate Profile (as of August 2011)



Service Area 540 SQ KM

Population 9.5 M

Service Connections 937,578

Service Coverage 89.2%

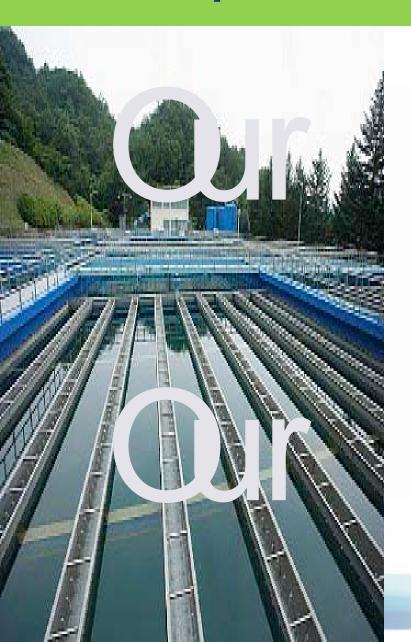
Business Areas

Hydraulic Systems 135

District Meter Areas 761



Our Corporate Profile (as of August 2011)



Treatment Plants

3

Pumping Stations

17

Distribution Lines

6,690km

Production

2,149MLD

Non-Revenue Water

47.8%

24hr Service

82%

7psi Pressure

92%



Our Corporate Profile (as of August2011)



Headcount 2,123

Average Age 39.04

people



Our Past

Privatization of Metropolitan
 Waterworks and Sewerage System
 (MWSS) in 1997

Maynilad Water Services, Inc. (MWSI) – West Zone Manila Water Company, Inc. (MWCI) – East Zone

 MWSI awarded to Benpres Holdings Corporation and Ondeo Water Services, Inc.



Our New Beginnings

- Metro Pacific
 Investments
 Corporation (MPIC)
 and DMCI Holdings,
 Inc. (DMCI) consortium
 (2007)
- Paid off outstanding debts of the company







Reducing Non-Revenue Water (NRW)

 2007 – 66% NRW or 1,500 MLD wasted





Reducing Non-Revenue Water (NRW)

- Drivers of change:
 - Management Changes
 - *more aggressive NRW reduction programs
 - Customer dissatisfaction
 - *high tariffs shouldered by customers



Green Jobs Approach to NRW

- 1. Institutional will and new recruitment
 - acquisition of modern technology
 - manpower reinforcement
- 2. Investment
 - 51% of CAPEX budget for NRW programs
- 3. Establishment of District Metered Areas (DMAs)
- 4. Restructuring NRW Departments



Green Jobs Approach to NRW

5. New technologies

- sophisticated leak detection technologies
- pipe inspection and replacement
- Pressure–Reducing Valves (PRVs)
- Hydraulic modelling
- New data management programs/tools
- 6. Trainings and new jobs



Green Jobs Approach to NRW

7. Social Dialogue and Union-Management Partnerships

- *Maynilad Water and Sewerage Union-Philippine Transport and General Workers Union (MWSU-PTGWO)
- *Maynilad Water Supervisors' Association (MWSA)
- CBA provisions on Social Dialogue
 - *Labor-Management Committee (LMC)
 - *Grievance Machinery
- CBA provisions on environmental protection and occupational health and safety

Our Achievements



- NRW reduction from 66% in 2007 to 47.8% at present
- 33% more billed vol.
- 29% increase in total revenue (from P8.1 to P10.6 billion)



Our Achievements

Factors to success:

- strong management support
- sufficient funding
- reinforced manpower
- new technology and equipment
- world-class advisors
- strong union-management partnership through social dialogue

Triple Bottom Benefits/Impacts

- Employment opportunities and improved business productivity and efficiency
 - generation of more than 87,000 jobs since 2007
 - CAPEX financing from different institutions for operational and network improvement



Triple Bottom Benefits/Impacts

2. Social Impact of NRW reduction

- customer satisfaction
- network expansion
- clean and potable water for affordable price
- participatory approach of management and unions/employees and other stakeholders



Triple Bottom Benefits/Impacts

3. Environmental Impact of NRW reduction

- water is conserved
- lower energy consumption by the company
- 560MLD of water saved and redistributed





Thank you.