



Maynilad

WOP in Practice

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Maynilad Water Services, Inc.

Knowledge Partnership Week

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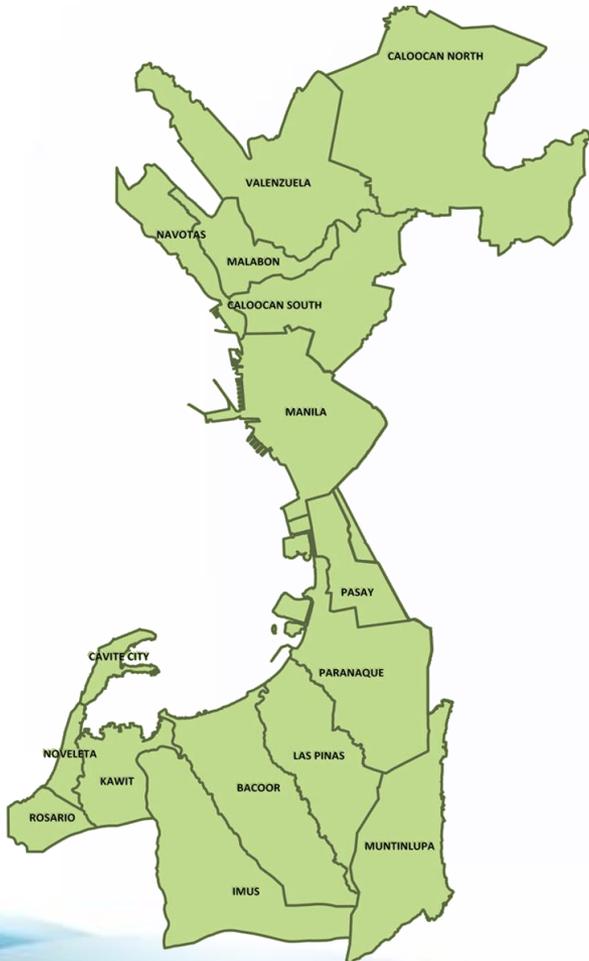
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Outline



1. Maynilad Water Services, Inc. (Maynilad) at a Glance
2. Current Maynilad WOPs
3. General WOP Process
4. Partnership with Khulna WASA, Bangladesh
5. Partnership with DWSS-CHRDU
6. Benefits of WOP

Maynilad at a Glance



- Largest water concessionaire in terms of customer base in the Philippines
- Provides water and wastewater services in the West Zone of Metro Manila area
- Re-privatized on January 24, 2007
- Owned and operated by Metro Pacific Investments Corp., DMCI Holdings Inc. and Marubeni Corp.

Maynilad at a Glance



Service Area: 540 sq km

Coverage: 17 cities and municipalities
in Metro Manila and Cavite

No. of Service Connections: 1,212,000

Key facilities:

- 3 water treatment plants
(2500 MLD combined capacity)
- 14 wastewater treatment plants
(493,817 cmd combined capacity)
- 21 pumping stations
- 20 reservoirs
- 6 mini-boosters
- 18 on-line boosters

Service Improvements

Service Coverage

77.80%



2006

97.6%



2014

Sufficient Water Pressure

At least 7psi

45%



2006

99.9%



2014

24-hour Availability

32%



2006

99.7%



2014

Non-Revenue Water

66.40%



2006

33%



2014



Maynilad

Partnership

**WATER
OPERATOR**

**WATER
OPERATOR**

Experts

Recipient

Mentor

Mentee

TWINS



Water Operators Partnership (WOP)

Current Maynilad WOPs facilitated by ADB

Program	Partner
Capacity Building and Non-Revenue Water	Central Human Resources Development Unit (CHRDU) of the Department of Water Supply and Sewerage (DWSS) of Nepal and Lekhnath Water Supply and Sanitation System (LWSSS)
Non-Revenue Water	Khulna Water Supply and Sewerage Authority (K-WASA) of Bangladesh

General WOP Process

Matching

Diagnostic/ Planning

Implementing

Closing

- Twins express interest and willingness
- Mentor's Expertise and recipient needs
- Acceptance of the twins

- Diagnostic Visit
- Work Plan
- Agreement
- MOU Signing

- Experts conduct training, give advice and guidance, sharing information and processes
- Recipients provide needed data and information, learn and apply to utility and fund related capital investments

- Evaluation
- Next Steps
- Possibility of replication
- Possibility of scaling up

COMMUNICATING (Remote consultation)

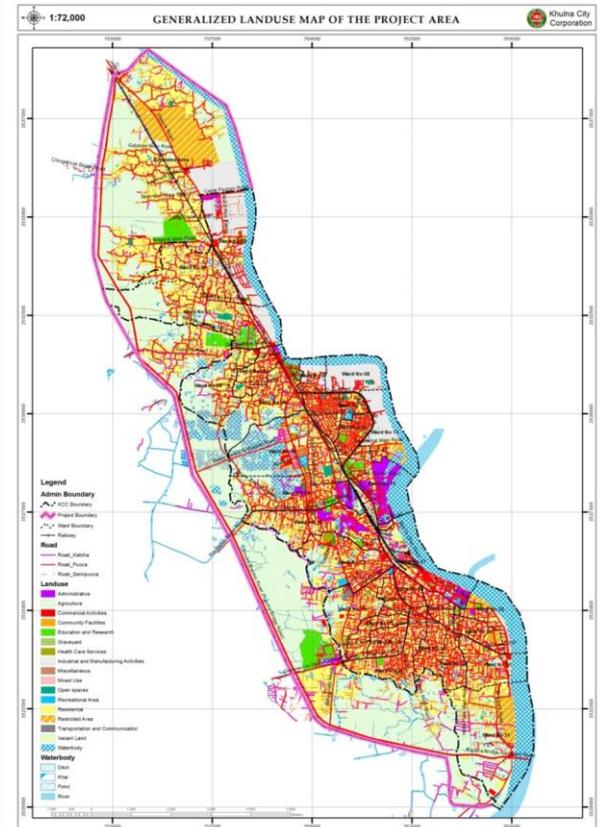
MONITORING

REPORTING

Partnership with Khulna WASA, Bangladesh

Background (June 2013)

No of active connection:	15,263
Estimated Production Supply: MLD	54
Converted Billed Consumption:	10 MLD
Computed NRW Volume: MLD	44
NRW:	81%
Liter/Con/Day:	2,883
Water Availability:	12 hrs
Ave Water Pressure:	5 psi



Partnership with Khulna WASA, Bangladesh

At the end of the WOP period, Khulna WASA will

- be able to measure customer consumption
- increase revenue from NRW reduction and reduce dependency in government subsidies
- improve in data management and proper documentation
- adapt a more effective standard procedure in customer service connection

Methodology/Action

- METERING (invested in initial 5,000 water meters)
- Pilot one area for metering and DMA establishment.
- Observation at Maynilad
- Training on NRW Assessment and Water Balance Analysis
- Advising
- Advising, observation
- Advising, observation



Partnership with DWSS-CHRDU, Nepal

The Department of Water Supply and Sanitation (DWSS) of Nepal intends to develop its Central Human Resources Development Unit (CHRDU) as a Water Supply and Sanitation Services Support Centre (WSSSSC) or as a training center to provide technical, financial and managerial advice to the water utilities

Twinning facilitated by ADB and supported by World Health Organization (WHO)

Maynilad-DWSS-CHRDU

Maynilad
Water
Academy,
Maynilad

Twinning

Areas of Cooperation:

1. Training
2. NRW
3. Water Quality

Curr. Dev.
Presentation Skills
NRW

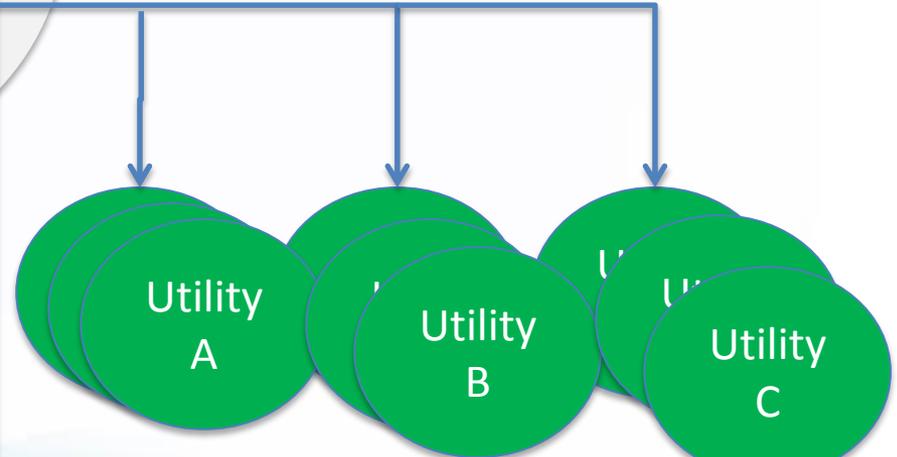
Training

DWSS

NWSSTC
ISO 9001:2008

**Replication
And Scaling Up**

LWSSS
(pilot)



NRW reduced from 45% to 28%

LWSSS - Lekhnath Small Town Water Supply and Sanitation System

NWSSTC - National Water Supply and Sanitation Training Center

Maynilad

Benefits of WOPs

- Provide venue to share best practices and knowledge in a different country/city
- Upgrade Maynilad's global competitiveness and reputation as expert and solutions provider in the field of water supply and sanitation;
- Exposure to potential markets
- Provide opportunity to develop new partners, peers and network in the local and international water and sanitation sector;
- Increased exposure of Maynilad employees and gain new perspectives in water supply and sanitation
- Capacity building of Maynilad employees in terms of dealing with international counterparts and assessing/implementing water supply and sanitation projects/programs;
- Job satisfaction and increase confidence level of staff
- Achieve corporate social responsibility

**To Twin
or
not to twin**



YES!!!

For more information:

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Thank you.