



MANILA WATER

CARE IN EVERY DROP

Septage Management in Eastern Manila: The Manila Water Experience

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The Situation in 1997



3% of Population
Connected to
Sewerage Systems



85% of Homes
Using Only
Septic Tanks



58% of Pollution
Contributed by
Domestic Sources

1997 Regulatory Reform “PPP”

NATIONAL WATER CRISIS ACT



Metropolitan Waterworks and Sewerage System (MWSS)

CONCESSION AGREEMENT

WEST ZONE

EAST ZONE

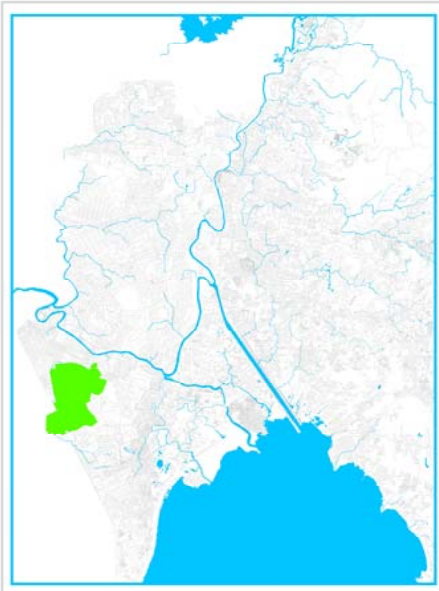


PPP Objectives



Increase Operating Efficiency

Challenges in Sanitation



Low Coverage

Operational
Issue

Organizational
Constraints

Customer
Acceptance



Septage Management Programs

Fast Track Sanitation Plans

Proactive Technical Solutions

Structure Transformation

Strengthen Relationship and Involvement



Sanitation Plans

Communal
Septic Tanks

Septage
Management

COMBINED
SEWER-
DRAINAGE
SYSTEMS



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Proactive Technical Solutions

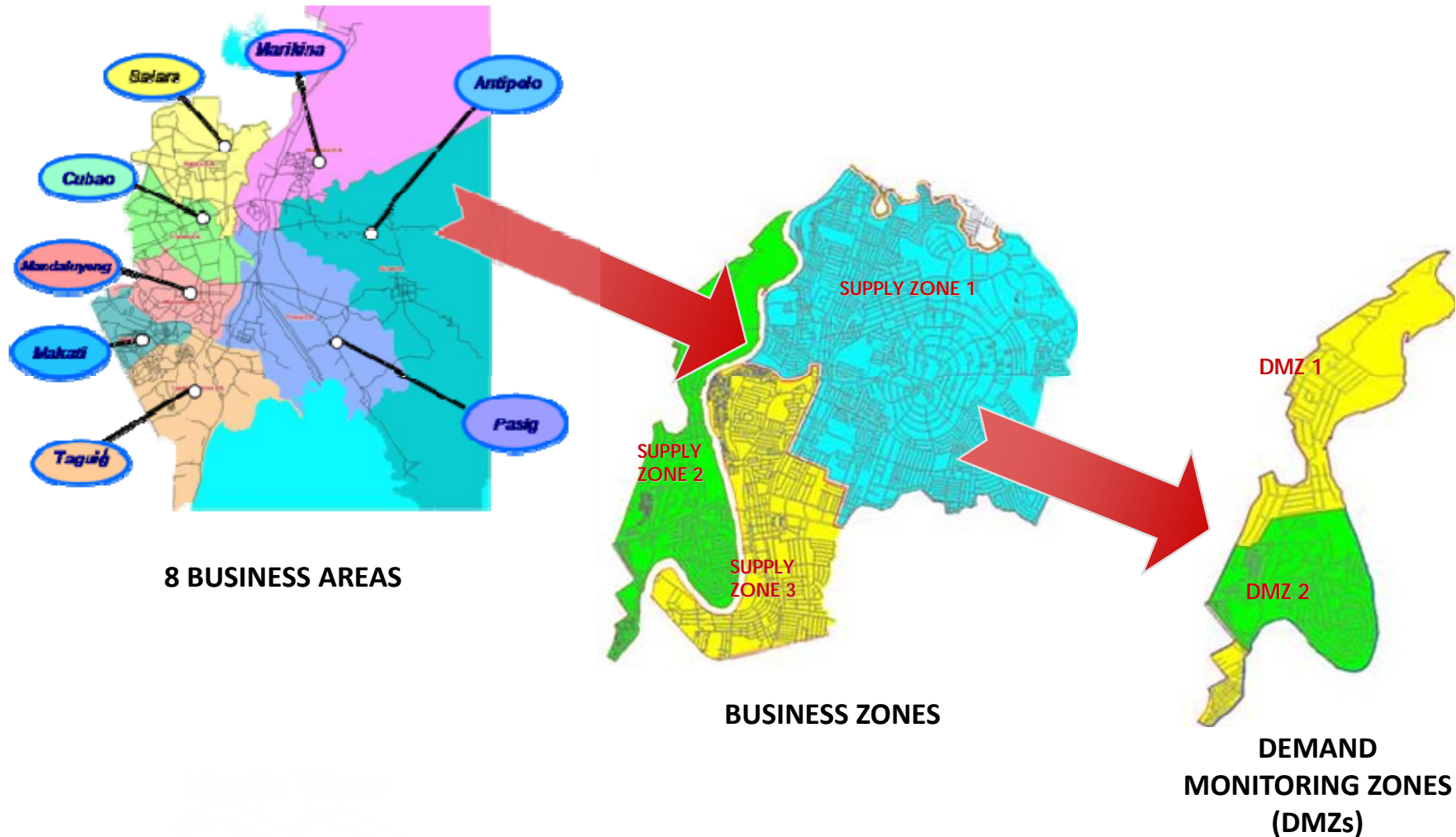


- Larger capacity trucks - for wide roads
- Smaller capacity – for areas with difficult or narrow access
- Vacuum Trucks Capacity:
 - 10m³
 - 5m³
 - 1.5m³

- **78** Vacuum Tankers for Desludging
- **2** Septage Treatment Plants (SpTP)
- **1,005,128** Households Desludged

Structure Transformation

Decentralization, Empowerment, Accountability



CARE IN EVERY DROP

Wastewater Advocacy



Goal

Social Awareness
on Used Water
Management



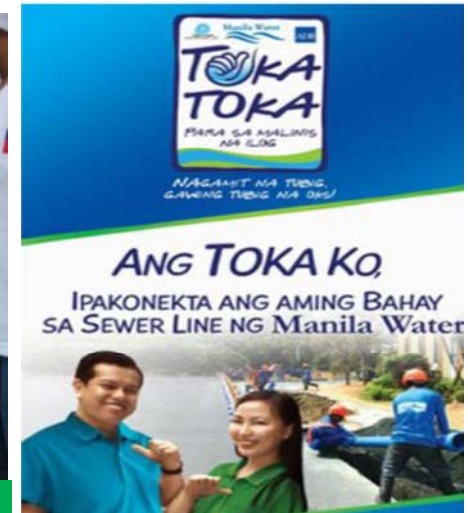
Solid Waste Campaign

Drainage and
River Clean-up



Water Trail Program

Tour and
Education
Program



“Toka Toka” Campaign

Everyone has a
Responsibility to
the environment



Performance Monitoring and Evaluation by the MWSS Regulatory Office

Service Levels

- Coverage Area
- Population Served
- Households Desludged
- Effluent Compliance

Operational Efficiency

- Unit Costs for Desludging, Hauling, Treatment & Disposal

Customer Service

- Response Time
- Public Assessment of Sanitation Services by MWSS and 3rd party



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www.manilawater.com

Customer Service Hotline 1627