



Maynilad
WATER
ACADEMY
THE THOUGHT LEADER IN WATER AND SANITATION

Ladderized Training on Water Operations For ADB Staff

February 14, 2018, ADB, Metro Manila

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Outline

- **Who we are (About Maynilad and the Academy)**
- **Program for ADB**

The first academy in the Philippines dedicated to the advancement of the water and wastewater capacity development

Vision

We are a world-class center of excellence in water, sanitation and hygiene training, capacity development and education

Mission

We provide quality training and develop competencies in water, sanitation and hygiene; advocate in nation-building and create an environment for learning and benchmarking of practices in the Philippines and across Asia.

About Maynilad

- Largest water concessionaire in terms of customer base in the Philippines
- Has exclusive rights to provide water and wastewater services in the West Zone of the greater Metro Manila area until year 2037
- Owned and operated by Metro Pacific Investments Corp., DMCI Holdings Inc. and Marubeni Corp.



Maynilad Service Improvements

	2007	2011	Q4 2017
Coverage (%)	80.5	84.9	93.4
24-hour service (%)	46	84	98.3
Average 7 psi pressure (%)	53	96	100
Number of connections in '000	704	1,005	1,359
Population served (million)	6.5	8.0	9.4



Wastewater Management



Sewerage	2007	2011	Q4 2017
Population served	530,228	623,738	1,455,920
Volume of wastewater treated, million liters, cumulative since 2007	45,967	216,422	517,721
Septic tanks cleaned, cumulative since 2007	42,686	241,595	578,924

MWA Customers

- Water Districts
- Water Service Providers
- Local Government Units
- Government Employees
- Private Companies
- Teachers
- Students
- Non-government Organizations
- Local and International Organizations



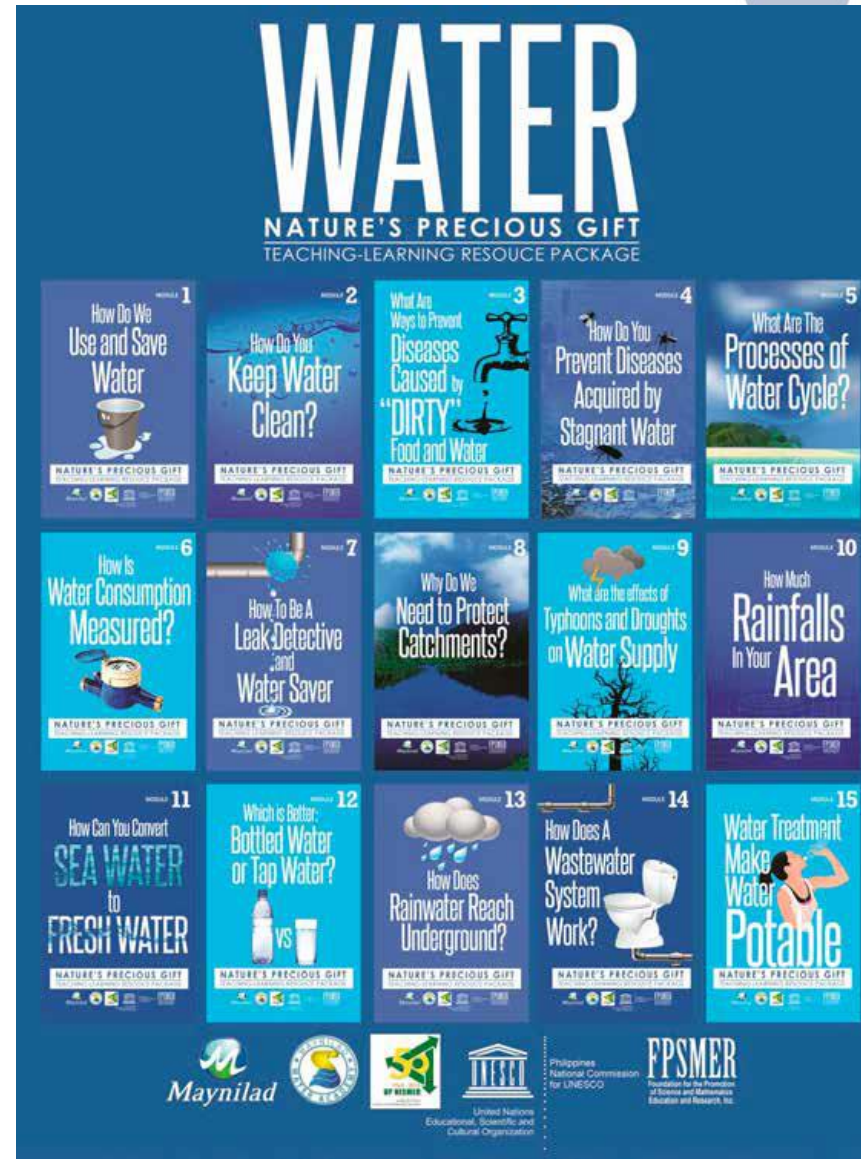
MWA Activities

Children and Youth	Water Modules for the K - 12 program
	Appreciating Water Modules
	Study Tours
	Student Immersion Program
	Water and Wastewater Education Campaign
Professionals	Technical Trainings (Water Supply Operations, Wastewater Management, Non-Revenue Water, Commercial Practices)
	Non-Technical Trainings (Business Planning, Powerspeak, Coaching Skills, Customer Service, etc.)
	Plant Visits
	Twinning program/Exchange Program with water operators and local government
	Technical Assistance to Small Water Utilities
Internal (Maynilad)	Faculty Development for Maynilad speakers
Research	Partnership with universities on research and development
Linkages and Partnerships	Partnerships with government, utilities and organizations on trainings and conferences

Water Modules

15-module Teaching-Learning Resource Package on Water and Sanitation

- indicates the entry points
- learning competencies
- Duration
- lectures and activities that may be used by teachers of Science and Math programs.



MWA in Numbers

TOTAL PARTICIPANTS IN 5 YEARS
TOTAL NUMBER OF ACTIVITIES IN 5 YEARS

1,041/7

Resource Speaking Engagements

4,504/141

Study Tours

4,466/32

Partnership, Twinning, Conference
Conventions

2,900/97

Internal Training

1,626/19

External Training

89/7

Other Learning Activities

MWA Trainings recognition

MWA trainings can be used for their PDS and promotion of government –
Civil Service Commission



January 16, 2018

RODORA N. GAMBOA
Executive Director
Maynilad Water Academy (MWA)
Maynilad Water Services, Inc.
MWSS Compound
Katipunan Road
Balara, Quezon City

Dear **Exec. Dir. Gamboa**,

In connection with your inquiry dated November 24, 2017, I would like to cite the provisions of the Accreditation of Learning & Development (L&D) Institutions under Section III.3 of the Civil Service Commission (CSC) Resolution No. 1600770, promulgated on July 13, 2016 which are as follows:

“Learning and development interventions received from the institutions mentioned in III.2 herein shall be recognized provided that the same are relevant to the position for which the Qualification Standard is being satisfied or aligned to the strategies and development goals of the agency. In the case of private and non-government institutions offering highly technical and/or specialized interventions, the Head of Agency is given the discretion to determine the competent and credible institutions.”

In connection with this, we affirm that the completion of L&D from your institution by the government employees shall be recognized as training hours which can be included in their Personal Data Sheet (PDS) and can be used to apply for promotion.

We hope that this has answered your inquiry.

Thank you.

Very truly yours,


ARTHUR LUIS P. FLORENTIN
Executive Director IV
Civil Service Institute

Programs for ADB

- Ladderized program
- Specializations
 - Water Supply Operations
 - Non-Revenue Water Management
 - Wastewater Management
 - Commercial Practices

Methodologies

- Lectures
- Case studies
- Simulation exercises
- Learning checks
- Field Visit to related facility
- Workshops

Coverage per Curricular Track and Levels of Expertise

Basic (Entry Level)

Basic knowledge and awareness on water and wastewater operations and management. One day only with examination.

Common (Associate Level)

Provides definitive and conceptual understanding on water and wastewater operations and management. This will run for 5 days with examination.

Core (Professional Level)

Provides competencies utilizing technical knowledge and skills in diagnostic assessment and creation of work plans for the water sector and industry. This will run for 5 days with examination.

Specialized (Expert Level)

Provides opportunities for immersion and actual problem solving in the water sector. Trainees are expected to come up with implementation work plan, pilot study and thesis.

MWA Certification Matrix

Specialization Curricular Track	Water Supply Specialist	Non-Revenue Water Specialist	Wastewater Specialist	Commercial Specialist	Level of Expertise	Certification Level	Course Description
Specialized	Case Study, Problem Solving, Application, Thesis	Case Study, Problem Solving, Application, Thesis	Case Study, Problem Solving, Application, Thesis	Case Study, Problem Solving, Application, Thesis	Expert	Certificate of Participation, Completion and/or Proficiency	Problem solving/ Application
Core	<p>WSO301: Water Sources</p> <p>WSO302: Water Quality</p> <p>WSO303: Water Treatment</p> <p>WSO304: Water Transmission and Distribution</p>	<p>NRW301: DMA Establishment, Optn & Maintenance</p> <p>NRW302: Pressure Mngt</p> <p>NRW303: Active Leakage Mngt</p> <p>NRW304: Hydraulic Modeling & Calibration</p> <p>NRW305: Commercial Losses</p>	<p>WWM301: Wastewater Collection</p> <p>WWM302: Wastewater Treatment</p> <p>WWM303: Septage Management</p> <p>WWM304: Process Control</p>	<p>COM301: Commercial Operations</p> <p>COM302: Meter Reading & the Billing Process</p> <p>COM303: Collection Improvement</p> <p>COM304: Customer Handling</p> <p>COM305: Technical Support</p> <p>COM306: Billed Volume & Target Setting</p>	Professional	Certificate of Participation, Completion and/or Proficiency	Technical
Common	COM200: Introduction to Water Supply Operations, Non-Revenue Water Management, Wastewater Management and Commercial Practices				Associate	Certificate of Participation, Completion and/or Proficiency	Conceptual
Basic	BAS100: Appreciating Water and Basic Water and Wastewater				Entry	Certificate of Participation, Completion and/or Proficiency	Definitive

General Requirements

- Pre-requisite of COM200 is BAS100
- Pre-requisite to Core Tracks is COM200
- Participants are required to attend at least 80% of the training hours
- Grades shall be based on examinations, homework/assignments and activities
- Trainees should at least attain a grade of 75 to qualify for the next level

Certificates

Certificates will be given based on the following:

- ✓ **Certificate of Participation**

Participant attended at least 80% of the training hours

- ✓ **Certificate of Completion**

Participant attended at least 80% of the training hours and has attained a grade of at least 75.

- ✓ **Certificate of Proficiency**

Participant attended at least 80% of the training hours and attained a grade of at least 85.

Thank you

