

RIPPLES

THE OFFICIAL COMPANY NEWSLETTER OF MAYNILAD WATER SERVICES, INC.

VOLUME 18 | ISSUE 2 | JULY - DECEMBER 2025



SERVICE IN ACTION

- The road to better service
How Maynilad is delivering on its promise
- Maynilad earns Platinum status from Investors in People
- Beat obesity before it beats you
- People first, always
Inside the leadership style of our new COO

Walking the line

When I first learned that around 2,900 employees signed up for the WTL activities organized by our Central NRW Division, I was both surprised and impressed. I never imagined that even our desk-bound colleagues would eagerly take up listening sticks and walk along narrow streets, navigating potholes and less-than-pleasant surprises along the way, all while listening intently for that faint hiss of a leak somewhere beneath the pavement. It is not exactly glamorous work, but it speaks volumes about the *malasakit* our people have for the company and the communities we serve.

The results of those deployments were significant. In 2025, employee teams conducted WTL activities in 199 locations across 12 cities, covering more than 1,070 kilometers of pipelines and helping identify leaks that led to over 1,700 repairs. More importantly, these activities deepened our collective appreciation of the work involved in managing water losses and reinforced a culture of accountability and sustainability across the organization.

That spirit of shared responsibility is what this issue of Ripples celebrates. Whether through infrastructure upgrades, smarter technologies, stronger community partnerships, or improved customer service tools, the stories in these pages reflect how Maynilad continues to turn commitment into concrete action.

After all, reliable water service is never the result of one project or one team alone. It is the product of many hands working together—often quietly, often behind the scenes—to make sure that every improvement we pursue ultimately reaches the communities we serve.

Cheers!

Jen



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THE ROAD TO BETTER SERVICE: HOW MAYNILAD IS DELIVERING ON ITS PROMISE

Reliable water service is improving everyday life across the West Zone. Through upgraded infrastructure, smarter technologies, and stronger customer engagement, Maynilad is turning its commitment to better service into tangible results for households and businesses.

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What began as efforts to deliver reliable water has grown into partnerships that nurture livelihoods, protect the environment, and empower residents to take pride in their communities. Initiatives like Samahang Tubig ng Maynilad, Green Badge, and Sining Ipo show how water can become a powerful force for positive change.

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RIPPLES

Ripples is the official publication of Maynilad Water Services, Inc. for Maynilad employees and friends. *Ripples* welcomes contributions, letters, photos, and artwork for publication. However, these materials become *Ripples* property and are subject to editorial changes. Send contributions to the Corporate Communications Department, G/F Maynilad Bldg., MWSS Complex, Katipunan Avenue, Pansol 1119, Quezon City, Philippines; Tel. Nos. 981-3451 to 52; Email: jennifer.rufo@mayniladwater.com.ph and mayniladcorpcomm@gmail.com.

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THE ROAD TO BETTER SERVICE

How Maynilad is delivering on its promise

By Alpha B. Tamula

On a typical morning in Zone 18, Barangay 165 in Malibay, Pasay City, daily routines now unfold with a sense of ease that residents had long hoped for. Laundry gets done earlier, meals are prepared on time, and small neighborhood businesses are running smoothly again.

For carinderia owner Camille Fernandez, the change is most evident in the kitchen sink.

"Ngayon, hindi na kami nangangamba sa tubig. May tubig na sa gripo at tuloy-tuloy na ang takbo ng negosyo. Malaking ginhawa para sa aming lahat," she shared.

Just a few years ago, many households in the area struggled with weak water pressure that often failed to reach their homes. Some residents resorted to drawing water from shallow wells to cope with unreliable supply.

That changed after Maynilad carried out a network rehabilitation and pipe replacement project in the area, upgrading old pipelines and restoring reliable distribution across the barangay.

Today, residents enjoy steady piped-in water supply directly from their taps, allowing families and small businesses to go about their daily lives without worrying about interruptions.

Behind this transformation is a much larger story unfolding across the West Zone, where infrastructure upgrades, smarter technologies, and stronger customer engagement are working together toward one goal: better service for every community Maynilad serves.

Recovering water, restoring reliability

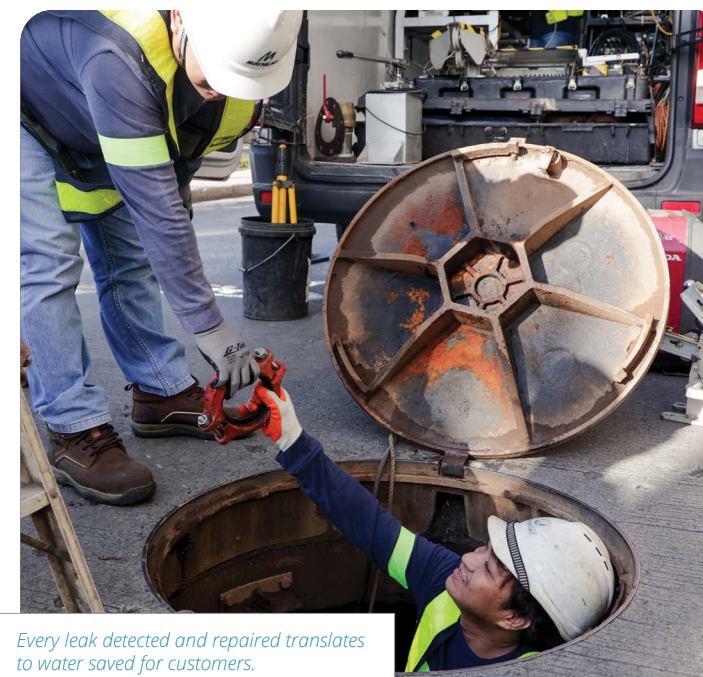
A major driver of improved service is Maynilad's intensified effort to reduce non-revenue water (NRW)—water lost through leaks, illegal connections, or meter inaccuracies before it reaches customers.

Across the network, teams conduct extensive leak detection surveys, repair damaged pipelines, and upgrade aging infrastructure to recover water that would otherwise be lost.

"Every leak we find and repair is water returned to our customers," said Engr. Ryan Zamora, Head of the Central NRW Division. "Our intensified NRW efforts have improved service levels by delivering more stable pressure and fewer service interruptions across communities."

Water recovered through these efforts is returned to the distribution system, allowing Maynilad to serve more households without needing additional raw water sources.

For communities like Barangay 165, the results are felt directly at the tap: stronger pressure, more reliable supply, and a return to normal daily routines



Every leak detected and repaired translates to water saved for customers.

Smarter systems behind the scenes

Improving water service is not only about repairing pipelines—it also requires smarter ways to monitor and manage the entire network.

Across Maynilad's operations, monitoring systems and data loggers installed at strategic points provide real-time visibility of water pressure, flows, and system conditions. These tools allow operators to detect potential issues early and dispatch crews before disruptions spread across larger areas.

At the same time, data-driven tools are helping engineers forecast water demand and allocate supply more efficiently across the distribution system.

Together, these capabilities allow Maynilad to operate more proactively, anticipating potential disruptions rather than simply reacting to them.

Technology supporting modern utilities

Technology is also transforming how Maynilad manages complex infrastructure systems.

In some areas, centralized control systems coordinate multiple sewer lift stations with nearby treatment and NEW WATER facilities, ensuring wastewater is efficiently captured and treated.

Smart monitoring devices now transmit operational data directly to the central control room, allowing engineers to track system performance in real time.

Meanwhile, new automation programs are tested in virtual environments before deployment in actual treatment plants. These simulations help engineers identify potential issues early and ensure smoother operations once systems are implemented.

While these digital innovations often operate quietly in the background, they play a crucial role in maintaining reliable service across the network.

Putting customers at the center

Beyond infrastructure and technology, Maynilad continues to strengthen how it serves and communicates with customers.

Service teams have enhanced call-handling processes, strengthened service recovery mechanisms, and introduced new digital tools designed to make customer interactions faster and more convenient.

Customer satisfaction remains strong, with the majority of residential customers expressing confidence in Maynilad's services.

The company is also preparing to launch the Maynilad mobile application, which will allow customers to access billing information, receive service advisories, and submit service requests more easily.

Service that reaches every community

From repairing leaks underground to monitoring networks through advanced systems, improving water service requires the coordinated work of teams across Maynilad.

Engineers, field crews, analysts, and frontline representatives all contribute to the same mission: ensuring that safe, reliable water reaches the communities that depend on it.

For residents like Camille Fernandez, the results are simple but meaningful.

The steady flow from the tap in her kitchen represents more than improved infrastructure; it reflects the collective effort behind Maynilad's commitment to better service.

And across the West Zone, stories like hers are becoming more common—one resident, one household, and one community at a time.



THE WORK BEHIND EVERY DROP

How NRW projects are improving water service

By Ma. Patricia S. Alejandrino



Maynilad PPM Business Area Zone Management Head Billy Satumba and Barangay 165 Captain Larry M. de Castro brief residents of Malibay, Pasay City on the long-term benefits of improved water infrastructure.

Access to reliable water is something many customers depend on every day—but for years, aging pipes, leaks, and illegal connections have made consistent supply a challenge in some communities across Metro Manila. Addressing these issues is at the heart of Maynilad's ongoing efforts to reduce Non-Revenue Water (NRW), ensuring that water produced reaches homes and businesses where it is needed most.

The work behind every improvement happens on the ground—project by project, barangay by barangay. The stories below reflect how Maynilad's sustained NRW initiatives, built through years of infrastructure investment and stakeholder collaboration, continue to translate into better service and tangible improvements in customers' daily lives.

Turning leaks into lasting solutions

NRW refers to water that is produced but not billed due to leaks, illegal connections, or technical losses. Reducing NRW is not just a technical exercise—it is essential to improving water pressure, extending service hours, and ensuring long-term water security.

Maynilad addresses NRW through a combination of pipe replacement, network rehabilitation, removal of illegal connections, and the use of smarter technologies such as automated meters and pressure-regulated systems. But just as critical to success is collaboration with local government units and residents before any work begins.

Working hand in hand with communities

In Barangay 165, Malibay, Pasay City, coordination with local leaders played a key role in resolving long-standing water supply issues. Barangay Captain Larry de Castro shared how illegal connections and weak water pressure had affected residents for years.

"Matagal na po kasing may problema sa mahinang tubig dito sa barangay. Marami din po kasing illegal connections dito bago po ako maupo. Kaya nakipagtulungan kami sa Maynilad para guminhawa ang buhay ng aming mga ka-barangay."

Before construction began, Maynilad teams conducted consultations to explain the scope of work, timelines, and expected benefits—helping build trust and cooperation within the community.

Service gains felt at home

Infrastructure upgrades and the removal of leaks have led to noticeable improvements in daily life for residents. In Barangay 180, Miramonte Park Subdivision in North Caloocan, customer Geronimo Susano recalled the challenges of relying on water tankers before the project.

"Dati, nagpupunta pa kami doon sa malayo para mag-igib ng tubig... Pero simula nung inayos na yan, meron ng tubig kahit kailan namin gusto, nakakapaglaba pa nga ako."

For small business owners, the difference has been equally meaningful. Aling Theresa, who runs a sari-sari store in Barangay 165, Malibay, Pasay, shared how improved supply eased everyday routines.

"Minsan, kailangan gumising nang maaga para pumila sa poso... Buti na lang ngayon, inayos na ng Maynilad, nakakapag-shower pa ako."

These improvements reflect what NRW work ultimately aims to achieve: more stable water pressure, fewer interruptions, and greater reliability for customers.



Aling Theresa of Barangay 165 recounts how improved water service has made daily life easier following Maynilad's infrastructure works.



New water meters support improved monitoring and more reliable service delivery across communities.

Sustaining progress, securing water

Beyond pipe replacement and repairs, Maynilad continues to strengthen NRW management through technology, monitoring, and education. Community engagement and information campaigns help reinforce responsible water use and support long-term gains.

According to Carl Aldrin Tagbago, Head of Zone Management in the North Business Area, improvements have remained sustainable even as customer numbers grow.

"Kahit mas marami na ang customers ngayon, hindi na nagkakaproblema sa tubig. Tuluy-tuloy na ang supply at tumaas na rin ang water pressure—umaabot na sa second floor ang tubig."

Every drop, every day

Reducing NRW is a continuous effort—one that requires investment, coordination, and shared responsibility. As Maynilad builds on the progress achieved so far, collaboration with communities and local governments remains central to delivering reliable, sustainable water service across the West Zone.

Every drop saved strengthens service today—and helps secure water for the future.



Maynilad North Business Area Zone Management Head Carl Aldrin Tagbago and Barangay 180 Kagawad Mareizel Baguisi underscore their partnership in delivering reliable and sustainable water service in North Caloocan.



WHERE WATER CHANGES LIVES

by: Ma. Patricia S. Alejandrino

Water sustains life—but when managed with purpose, it can do much more. It can help communities grow, encourage people to care for the environment, and bring people together with a shared sense of pride. For Maynilad, water is more than a service; it is also a catalyst for change.

What often begins as a response to a basic need has evolved into community-led initiatives that empower residents, protect the environment, and strengthen local pride. These stories from community champions show how collaboration can turn water into a force for lasting change.

I recently had the opportunity to participate in this unique activity and witness firsthand how our collective efforts impact the quality of service we deliver to our communities.



FROM RESIDENTS TO WATER STEWARDS THROUGH STM

In urban communities, providing water is not only a technical undertaking but also a social one. Recognizing this early on, Maynilad developed a program that places communities at the center of managing their own water systems. This awareness gave rise to Samahang Tubig ng Maynilad (STM), a community development program that not only delivers water but also promotes responsible water stewardship.

STM is a pro-poor water service delivery program wherein informal settlers are organized into cooperative-based water associations and trained to manage small-scale water systems in their respective areas. From its humble beginnings serving waterless households in Tondo, Manila, the program has grown into a model for inclusive and sustainable water access.

Beyond infrastructure, STM emphasizes empowerment. Through values formation, leadership training, and capacity-building activities, residents gain skills and confidence to take responsibility for their own water systems. Over time, these initiatives foster stronger leadership, accountability, and self-reliance within the community.

Today, STM continues to expand, bringing dependable water services to thousands of families in previously underserved areas while helping communities take ownership of a resource once beyond their reach.

RECYCLE, REBUILD, RENEW THROUGH GREEN BADGE

When Maynilad entered the Riverview community through STM, it also introduced a livelihood opportunity known as the Green Badge Program. Through this initiative, retired company uniforms are upcycled into tote bags, neck pillows, toys, and other items that are later distributed by Maynilad during relief operations or given as tokens during corporate events.

For one seamstress, a solo parent of two, the opportunity came at the right time.

Josie Amar Nilo (simply called “Ate Josie”) by family and friends, had long been sewing for a living, but the income was inconsistent and insufficient to cover daily expenses and her children’s school needs. Through Green Badge, she received her own sewing machine from Maynilad and began working on regular projects that strengthened both her skills and financial stability. “Life-changer,” she said when asked to describe the livelihood program. “Hindi namin in-expect na mapupunta sa amin ito. Kahit nasa laylayan kami, naabot kami ng Maynilad.”



The women of the Green Badge Program gather for a photo, representing the dedicated team behind every upcycled piece.

“Pag binigyan ka ng Lord ng isang bagay na aalagaan, alagaan mo at huwag pabayaan,” she reflected. “Kagaya ng Green Badge, matagal mo siyang mapapakinabangan lalo na sa hirap ng buhay ngayon.”

ART THAT SPEAKS THROUGH SINING IPO

Another initiative that reflects Maynilad’s commitment to communities and the environment is Sining Ipo, a program that provides the Dumagat community in the Ipo Watershed with a sustainable alternative to slash-and-burn farming.

Through driftwood crafts, the Dumagats transform fallen wood found around the watershed into artistic and functional pieces, including the signature Sungka boards and other handcrafted items that Maynilad distributes as corporate giveaways.

The artisans carefully select, carve, and shape driftwood, turning their skills into products that help support their families while protecting the forest around them. Beyond livelihood, Sining Ipo empowers the Dumagats to take an active role in environmental stewardship—connecting culture, creativity, and conservation.

In recent years, Sining Ipo’s creations have reached a wider audiences through select auctions and exhibitions in Metro Manila, where their works are appreciated not only as crafts but also as expressions of indigenous heritage.

Through these partnerships, the artisans continue to find new opportunities while contributing to the protection of the Ipo Watershed, a vital water source for Metro Manila.



The Sining Ipo group gathers for a photo with their finished artworks, including the signature Sungka board.

MOVING FORWARD TOGETHER

The success of initiatives such as STM, Green Badge, and Sining Ipo lies in their shared foundation: partnership.

These programs demonstrate Maynilad’s commitment to working alongside communities to improve access to water, promote environmental care, and empower residents to shape their own futures.

As these initiatives continue to evolve, so does Maynilad’s approach—listening, adapting, and strengthening ties at the grassroots level. By keeping people at the heart of water service, Maynilad moves closer to a future where safe, reliable water is not only accessible, but valued and protected by the communities it serves.



CJL enjoying relaxation time with his family and their four fluffy companions.

People first, Always

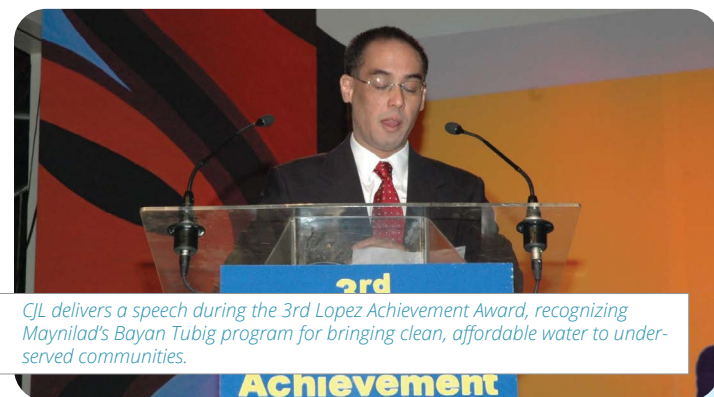
By Alpha B. Tamula

After more than two decades with Maynilad, Christopher Jaime Lichauco has stepped into the role of Chief Operating Officer—marking both a personal milestone and a pivotal moment for the company's operations. Having spent most of his career on the front lines of Customer Experience and Retail Operations, he brings not only deep institutional knowledge but also a leadership perspective shaped by years of navigating change, pressure, and growth. Taking over from a well-regarded predecessor, he inherits strong foundations alongside ambitious targets that will define the company's next chapter.

In this interview, he reflects on the journey that led him here, the leaders and lessons that shaped his approach, and his vision for an operations organization grounded in collaboration, accountability, and people-first leadership.

You've been with Maynilad for over two decades, but stepping into the COO role is still a major milestone. How did it feel to officially take on the role?

I was overwhelmed at first because I'm stepping into the big shoes left by Randy (Estrellado), whom I really credit for the strong foundations he established here in Maynilad. But I also welcome it as a challenge. I've been Head of CXRO for 18 years, and this is a new chapter for me. I'm excited to lead the operations team—they're hardworking and talented. I call them my dream team. Together, we'll get the job done.



CJL delivers a speech during the 3rd Lopez Achievement Award, recognizing Maynilad's Bayan Tubig program for bringing clean, affordable water to underserved communities.



In 1999, CJL joins Malabon City Mayor Amado S. Vicencio in awarding a Bayan Tubig water connection in North West Business Area, bringing safe and reliable water to local residents.

For me, upliftment means caring not only about your own success but also about the successes and struggles of others across operations.

What was the first thing you prioritized when you assumed the COO position?

The first thing I prioritized was humanizing myself to the organization. While the CXRO teams already knew me well, taking on six divisions was different—marami sa kanila ang may preconceived notions about me, whether I'm strict or masungit, pero mahiyain lang talaga ako.

I held "Starting Right" sessions with each division, with no filters and no limits on the questions they could ask. I shared my story, even personal aspects of my life, so they could see that I face the same challenges and aspirations they do. Breaking down those walls early helped build trust and made collaboration easier from the start.

At the same time, I want to sustain the momentum we've already built by fostering a culture of upliftment. For me, upliftment means caring not only about your own success but also about the successes and struggles of others across operations. I encourage teams to learn the "language" of other divisions—not fluently, but enough to understand, connect, and help. I want our people to look at where they are today and, three years from now, see themselves more equipped and fulfilled—both professionally and personally. *Kinikilig nga ako kapag may nagkukwento sa akin na nakabili sila ng sasakyan, lote, o nakapagpatayo ng bahay*—that means a lot to me.

In the next couple of years, I'd like to see us expand responsibly into new areas, particularly in wastewater and desludging services for non-commercial and non-domestic accounts.

You've taken the reins from Sir Randy, who held this role for many years. What lessons from working with him are you bringing into your leadership style?

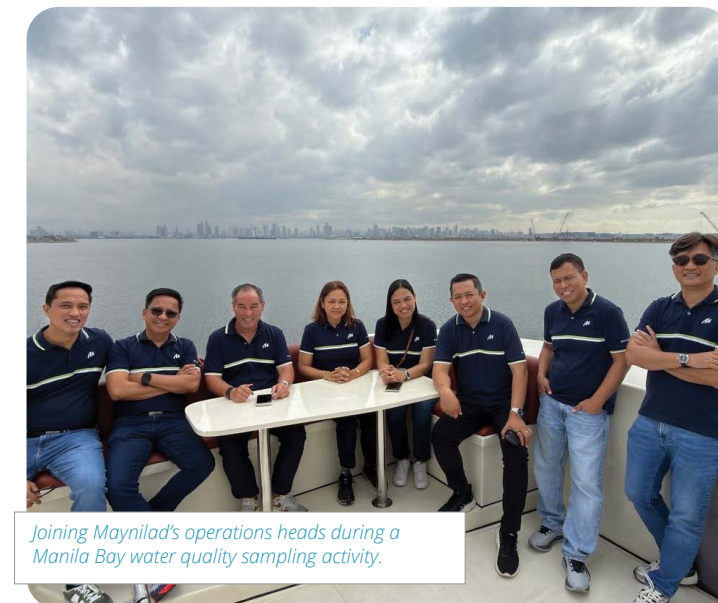
What I bring from Randy's leadership is his openness and transparency, and his ability to bring people together. In 2022, we faced a major challenge in meeting our service-level targets. At the start of the year, we weren't sure we could hit them. But because of the culture he built—one that encouraged collaboration—we achieved the target. The same happened in 2023 with our NRW goals.

Above all, it's his transparency and work ethic that I try to emulate.

At the same time, you had to prepare someone to step into your former role. How did you help Rudy "Daboy" Baylas transition smoothly?

I gave Daboy a heads-up early on. We have a relationship where I'm very firm and brutally honest with him. I tell him the things he needs to improve and polish. It's a good thing he takes everything constructively.

I also exposed him to high-level meetings. He's very capable—in fact, I think he's even better than me. We've been working together since 2012—about 13 years now.



Joining Maynilad's operations heads during a Manila Bay water quality sampling activity.

From where you sit now, what are the most critical challenges or opportunities you see for Maynilad's operations in the next few years?

Water security stands out as the most critical challenge we must address. At the same time, aside from NRW and wastewater expansion, I also see opportunities for growth beyond our current footprint. In the next couple of years, I'd like to see us expand responsibly into new areas, particularly in wastewater and desludging services for non-commercial and non-domestic accounts. That's a significant market, and organizing ourselves to serve it well is a priority.



With the Operations team, working to grow the business beyond the concession and ensure water security.

If there's one thing employees across the organization can expect from you as COO, what would it be?

I always come back to the people. As COO, my priority is to uplift the operations team and foster a culture where people genuinely care about one another. With the ambitious targets ahead, we can't afford to work in silos—success depends on how closely we collaborate and support each other.

Encouraging teams to learn the “language” of other divisions keeps them curious and engaged. When people understand challenges beyond their own area, they grow faster and contribute more meaningfully to the organization.



CJL and his wife with Maynilad retirees, Cora and Bang.

Outside of work, what helps you reset or recharge?

I like going to my farm in Silang. That's where I revitalize. Even if I'm alone—just me and my driver—I feel recharged. My wife joins me if we stay longer, but even a short trip helps. I spend time tending to the plants and trees. That's my happiness.

My routine is simple. I wake up at 4:30 a.m., work out at 5 a.m., leave home at 6 a.m., and arrive at the office by 7 a.m. I usually head home around 5:30 p.m. I don't usually go out for dinners because I sleep at 8:30 p.m. Spending time with my family is important to me. When I get home, I check in on what they're doing. On occasion, we travel together. My life is simple.



Beyond the boardroom, CJL unwinds at their family farm with his wife and their loyal German Shepherd, Zooley.

I always come back to the people. As COO, my priority is to uplift the operations team and foster a culture where people genuinely care about one another.



Sharing joy as they celebrate their son's personal achievements.



The loving couple as they celebrate CJL's birthday.

How has your family influenced the kind of leader you are today?

Uplifting each other. We celebrate successes together, and if there are things that need improvement, we talk about them. Above all, communication is most important. That's something I bring to work as well.

I don't usually go out for dinners because I sleep at 8:30 p.m. Spending time with my family is important to me. When I get home, I check in on what they're doing. On occasion, we travel together. My life is simple.



The Lichauco family members enjoying each other's company.

I also pray to God for a better version of myself day in and day out.

What's one value you try to embody as a leader?

“To thine own self, be true.” Just be true to yourself. That's a principle I try to embody—something I also learned from Randy. When you're true to yourself, you don't carry baggage. You can set an example for your peers, your colleagues, and your family. If something bothers you, say it. If you don't feel well, say it. Transparency starts there.

I also pray to God for a better version of myself day in and day out.



Standing on one rock together—steady, unbreakable, and grounded in love.



Pinoy hits through the decades light up Maynilad's Year-End Party

by: Ma. Patricia S. Alejandrino

Maynilad closed out 2025 with a lively Year-End Party that brought together employees from across the organization for a night of music, dance, and celebration. Held at SMX Convention Center, the event turned into a showcase of Filipino hits through the decades, with each division taking the stage to perform songs and dance numbers from their assigned era.

From disco classics to 2000s pop-rock and today's P-Pop, teams stepped out of their usual roles and into the spotlight. It was an evening filled with friendly competition, nostalgic throwbacks, and plenty of laughter—an opportunity for colleagues to celebrate the year's milestones and enjoy one another's company beyond the workplace.

This photo essay captures some of the highlights from the night, from spirited performances to raffle wins and moments of well-earned fun.



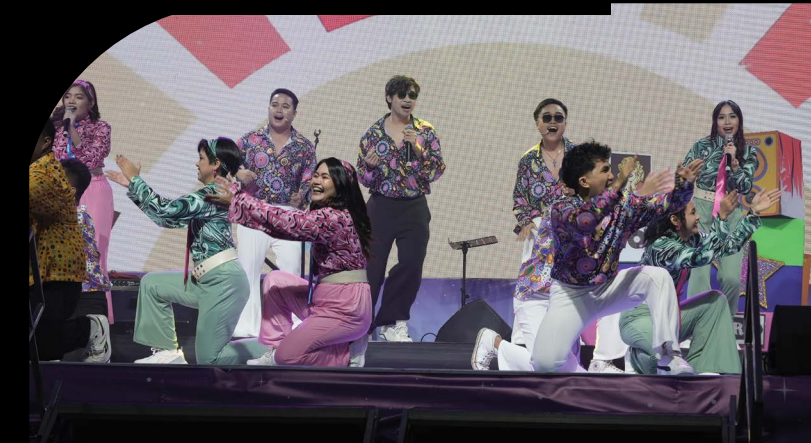
The celebration opens with the emcees taking the stage, setting the tone for the night's musical throwbacks.



Chief Operating Officer Chris Lichauco welcomes employees and officially opens the evening's program.



Project Management Division brings the 1970s to life with vibrant costumes and classic dance moves that had the crowd grooving.

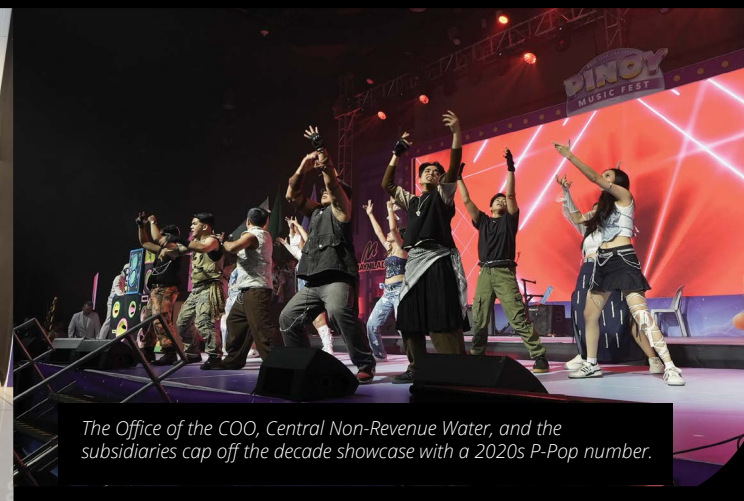




FEATURES



Wastewater Management Division and Technical Resource Management Division revisit the 1980s with synth-driven hits and colorful throwback flair.



The Office of the COO, Central Non-Revenue Water, and the subsidiaries cap off the decade showcase with a 2020s P-Pop number.



President and CEO Mon Fernandez enjoys the festive spirit from his seat, taking in the performances of various Maynilad divisions.



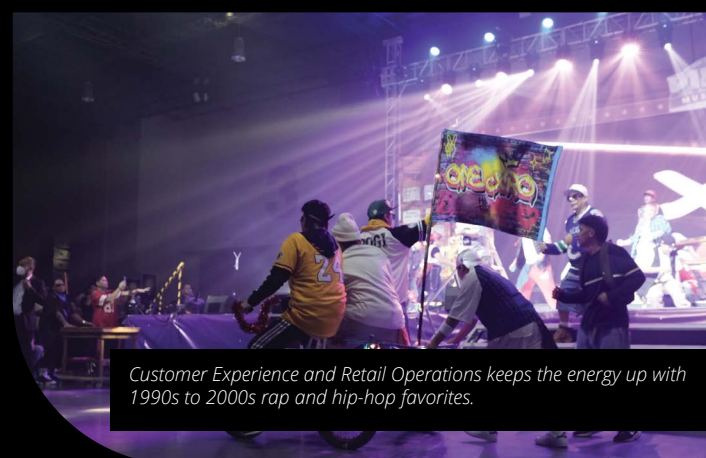
The Non-Operations group from Finance, Human Resources, Supply Chain Management, Quality, Sustainability & Resiliency, Legal and Regulatory Affairs, Enterprise Risk Management & Internal Audit, Process Excellence, Corporate Affairs & Communication, and Information Technology Services Divisions channel 1990s rock with an energetic set that had the audience on their feet.



Raffle winners pose with their prizes during the evening's most anticipated moment



Water Supply Operations delivers 2000s pop-rock anthems, drawing sing-alongs from the crowd.



Customer Experience and Retail Operations keeps the energy up with 1990s to 2000s rap and hip-hop favorites.



Employees dance and sing along as the Itchyworms bring the night to a lively close.

Swift aid delivered to communities hit by Habagat floods

Maynilad intensified its relief efforts for communities inundated by persistent southwest monsoon (Habagat) rains, deploying water tankers, mobile hygiene facilities, and distributing thousands of bottled water to evacuation centers across the West Zone.

In coordination with local government units (LGUs), the company delivered over 8,120 bottles of drinking water to key areas including Quezon City, Manila, Makati, Parañaque, Las Piñas, Caloocan, Bacoor, Imus and Muntinlupa. The relief included 5,310 bottles of 4-liter containers, 2,760 bottles of 350ml, and 50 bottles of 6-liter water—along with sacks of rice and other essential supplies for affected families.

Water tankers were dispatched to several evacuation centers to ensure continued access to safe water. An additional 4,000 pieces of 4-liter bottles were also distributed to highly affected areas.

Maynilad's technical teams likewise conducted drainage de-clogging operations in flood-prone communities, complementing the regular maintenance of wastewater facilities and sewer networks to help minimize overflows during heavy rains.



Residents line up at an evacuation center to receive bottled water from Maynilad, which conducted relief operations in flood-affected communities.

"Maynilad remains in close coordination with local and national government agencies to ensure timely support to affected families. We are committed to help our customers recover from this calamity," said Maynilad Head of Corporate Affairs and Communication Marie Antonette H. De Ocampo.

Renewable energy adoption gains momentum with Maynilad, MPower

Maynilad has entered into a new agreement with Meralco's retail electricity supplier, MPower, to supply power to the Poblacion Water Treatment Plant (WTP) in Muntinlupa City and 54 other water and wastewater facilities. The partnership supports the company's ongoing efforts to improve energy efficiency while accelerating its transition to cleaner power sources.

Under the agreement, the newly built Poblacion WTP—Maynilad's newest water treatment facility—has been enrolled in the Retail Electricity Supply (RES) program, through which MPower provides an energy mix composed of 90% non-renewable and 10% renewable power. MPower will also assist Maynilad in optimizing the plant's energy use as the company prepares to increase its renewable energy share in the future.

In addition, 54 Maynilad facilities, including pump stations, reservoirs, and wastewater treatment plants, are now part of MPower's Retail Aggregation Program (RAP). The program allows the consolidation of electricity accounts and bulk purchasing, resulting in improved operational efficiency.

These initiatives form part of Maynilad's broader goal of achieving carbon neutrality by 2037. The company aims to increase clean energy use to 15% of its total power requirements, with a long-term target of 35–50% by 2037, reinforcing its commitment to sustainability and responsible operations.

Five communication accolades secured at 21st Quill Awards



The Maynilad team celebrates its five wins at the 21st Philippine Quill Awards for outstanding communication initiatives. Joining them were members of the company's top management: Engr. Ronald Padua, Water Supply Operations Head; Martin De Guzman, Human Resources Head; Marie Antonette De Ocampo, Corporate Affairs and Communication Head; and Engr. Ryan Jamora, Central Non-Revenue Water Head.

Maynilad brought home five distinctions at the 21st Philippine Quill Awards, the country's premier awards program for business communication organized by the International Association of Business Communicators (IABC) Philippines.

Leading the company's wins is the Excellence Award for "Leak Warriors: Mobilizing Maynilad Employees for Water Recovery" under the Employee Engagement category. The program highlighted how the company empowered its own workforce to help curb water losses—a critical challenge in the sector.

Maynilad also earned Merit Awards for communications programs that strengthened employee engagement, customer connection,

and community awareness. These include: "Makialam, Makiisa, Magmalasakit: Rallying the Maynilad Organization Towards 88.3%", "Mark the 39%: Maynilad's 2024 NRW Reduction Campaign", "Crisis Response to the Osmeña Highway Pipe Leak", and "Mayni-LAD to the Rescue! Wastewater Video Episode 6". "These awards affirm how communication is central to our mission of delivering reliable water and wastewater services.

Through clear, purposeful, and timely communication, we are able to engage our employees, connect with customers, and respond effectively to challenges. This recognition inspires us to continue innovating in the way we tell our story and serve the public," said Maynilad President and CEO Ramoncito S. Fernandez.

Tree planting and water recovery efforts mark major breakthroughs

Maynilad advanced its environmental sustainability goals through significant gains in water loss reduction and reforestation, delivering measurable benefits to both customers and ecosystems.

Under its "Mark the 39 Percent" Non-Revenue Water (NRW) Program, Maynilad cut system losses to 38.4% in 2024 from 43% in 2023, completing 57,562 leak repairs with AI-assisted monitoring and acoustic sensors, while stricter enforcement reduced commercial losses and recovered millions of liters of treated water daily.

Meanwhile, the long-running Plant for Life initiative has planted over 1.4 million trees and mangroves across 1,968 hectares since 2007. The program rehabilitated critical watersheds and coastal areas while supporting local communities, including the Dumagat group, through sustainable livelihood opportunities.

"Our progress in cutting water losses and planting over a million trees proves how ESG principles translate into real benefits for customers and communities," said Maynilad Chief Sustainability Officer Atty. Roel S. Espiritu.



Maynilad's environmental programs were recognized at the Inquirer ESG EDGE Impact Awards 2025. Shown in the photo are Maynilad officers (from left): Benson Jhon Martin (Manager, Central NRW), Apple Joy Albero (Assistant Manager for Quality, Sustainability and Resiliency), and John Emmanuel Martinez (Sustainability Head).

These results were recently recognized at the Inquirer ESG EDGE Impact Awards 2025, a new platform honoring organizations with outstanding Environmental, Social, and Governance (ESG) performance. Maynilad's NRW program earned a Gold award in the "Environmental category", while its Plant for Life program received a Silver award for "Sustainable Ecosystems and Biodiversity Conservation."

Employee-volunteers join ICC 2025 cleanup



Maynilad employee-volunteers collect waste along SM By the Bay during the ICC 2025. Inset: Maynilad employees and media partners pose after gathering a total of 631 kilos of plastics, rubber, wood, and other debris.

Manila Bay near SM By the Bay in Pasay City, as well as other cleanup sites in Parañaque, Navotas, Manila, Quezon City, and Noveleta and Bacoor in Cavite.

To support participants across these cleanup sites, Maynilad provided 500 hydration jugs and set up handwashing stations, helping volunteers stay hydrated and maintain proper hygiene throughout the activity.

“Joining the ICC reflects our commitment to protect waterways and promote environmental stewardship,” said Maynilad Chief Sustainability Officer Atty. Roel S. Espiritu. “Beyond this annual event, Maynilad continues to implement programs that safeguard water sources, reduce waste, and encourage sustainable practices in the communities we serve.”

The ICC in the Philippines is led by the Department of Environment and Natural Resources (DENR) under Presidential Proclamation No. 470, which designates every third Saturday of September as ICC Day. The annual activity engages government agencies, private organizations, and community groups in removing debris from waterways and raising public awareness about marine pollution.

Maynilad mobilized 120 employee-volunteers and media partners for the International Coastal Cleanup (ICC) 2025, collecting a total of 631 kilos of plastics, rubber, wood, and other debris from

Cupang WRF upgraded and commissioned for stricter environmental compliance



The newly commissioned Cupang WRF is currently undergoing upgrades to comply with stricter environmental standards.

Maynilad has officially commissioned its Cupang Water Reclamation Facility (WRF) in Muntinlupa City, which is now treating wastewater from Barangays Alabang, Cupang, and Bayanan.

Located in Brgy. Cupang, the facility has a treatment capacity of 46 million liters per day (MLD), supporting Maynilad's long-term strategy to expand sewer coverage and protect local waterways by removing harmful pollutants from wastewater prior to safe discharge.

To ensure full alignment with evolving environmental regulations, Maynilad has also initiated the upgrading of the facility to comply with the stricter effluent standards set under Department Administrative Order (DAO) 2016-08, as amended by DAO 2021-19 of the Department of Environment and Natural Resources (DENR).

“We are not only expanding our wastewater treatment capacity—we’re also future-proofing our facilities to comply with the latest environmental standards,” said Maynilad President and CEO Ramoncito S. Fernandez. “These investments reflect our commitment to sustainability and regulatory compliance as our communities continue to grow.”

The Cupang WRF is one of two major wastewater treatment facilities recently completed in Muntinlupa. Along with the nearby Tunasan WRF, it significantly increases the city's sewerage treatment capacity, contributing to Maynilad's broader mission of improving sanitation conditions and promoting environmental protection across the West Zone.

New Tunasan WRF boosts wastewater services in Southern Metro Manila



Officials from Maynilad and government agencies lead the ribbon-cutting ceremony for the new Tunasan WRF. From left: Lorna B. Misa, OIC Head of ESC, EPNRO and LMO; Florencio G. Diwa Jr., OIC Director, DENR NCR MEO South; Atty. Patrick Lester N. Ty, Chief Regulator, MWSS RO; Engr. Leonor C. Cleofas, Vice-Chairman and Administrator, MWSS; Engr. Henry P. Pacis, Assistant Regional Executive Director, DENR-NCR; Elpidio J. Vega, Chairman, MWSS Board of Trustees; Ramoncito S. Fernandez, President and CEO of Maynilad; Christopher Jaime T. Lichauco, Chief Operating Officer of Maynilad; and Junn-Yeu C. Lock, Technical Assistant to the President, DMCI.

Maynilad has inaugurated the new Tunasan Water Reclamation Facility (WRF) in Muntinlupa City, expanding sewerage coverage in the south and supporting long-term efforts to protect Laguna de Bay.

The new WRF can treat up to 20 million liters of used water per day (MLD). Wastewater from Magdaong, Bubogan, and Tunasan Creeks is conveyed through 1.4 kilometers of sewer pipes into the facility, serving around 83,000 customers within the Tunasan catchment area.

The project was implemented in coordination with the Metropolitan Waterworks and Sewerage System (MWSS), the DENR, the Laguna Lake Development Authority (LLDA), and the Muntinlupa City Government.

The Tunasan WRF uses the Modified Ludzack-Ettinger (MLE) process—a modern biological treatment technology—to reduce pollutants before discharge. The facility complies with stricter effluent quality requirements under Department of Environment and Natural Resources (DENR) DAO 2016-08, as amended by DAO 2021-19, helping protect Laguna de Bay and the surrounding environment.

“Every wastewater facility we build is more than infrastructure—it is a commitment to public health, a step toward cleaner waterways, and an investment in a future where communities can thrive alongside a healthy environment,” said Maynilad President and CEO Ramoncito S. Fernandez. “By expanding sewerage coverage here in Muntinlupa and investing in modern treatment technologies, we help safeguard Laguna de Bay and strengthen responsible wastewater management in the West Zone.

Platinum status earned from Investors in People



Empowered teams, elevated performance. Maynilad earned IIP Platinum Accreditation for fostering a purpose-driven, high-performing, and people-centric workplace.

Maynilad has been awarded the Platinum Accreditation by Investors in People (IIP)—the highest recognition for excellence in people management.

It is the first and only water utility in the Philippines to achieve this distinction, underscoring the company's commitment to building a high-performing, purpose-driven, and people-centric organization.

“This Platinum accreditation is a testament to how far we’ve come in building a people-centric organization. It affirms that our leadership and culture of accountability position Maynilad as a benchmark for excellence in the water industry,” said Maynilad President and CEO Ramoncito S. Fernandez.

The IIP framework evaluates organizations against nine key indicators of success. Maynilad received the highest possible rating in seven areas, including leadership, values, empowerment, capability-building, and sustainable success—demonstrating that its people strategy directly drives business performance.

Beyond being an internal milestone, the accreditation also highlights how Maynilad's strong culture of innovation, adaptability, and accountability translates into better service for millions of customers across the West Zone.

With this achievement, Maynilad joins over 50,000 IIP-accredited organizations in 66 countries and sets a new benchmark for the local water industry.

MYNLD debuts on PSE



President Ferdinand R. Marcos Jr. leads the bell-ringing ceremony marking Maynilad's official listing on the Philippine Stock Exchange, joined by PSE President Ramon Monzon, Maynilad Chairman Manuel V. Pangilinan, President and CEO Ramoncito S. Fernandez, Chief Finance Officer Ricardo F. De los Reyes, and other company and exchange officials.

Maynilad marked a major corporate milestone with its successful debut on the Philippine Stock Exchange, trading under the symbol MYNLD. The listing forms part of the company's Initial Public Offering (IPO), undertaken in fulfillment of a key requirement of its legislative franchise and in support of its long-term growth plans.

Through the IPO, Maynilad offered 1.66 billion primary common shares to the public, alongside additional primary and secondary shares following the full exercise of the upsize option on October 24, 2025. An overallotment option of up to 249 million shares was also granted to the stabilizing agent.

Proceeds from the offering will be used to fund Maynilad's capital expenditure program and general corporate purposes—

supporting continued investments in water and wastewater infrastructure across the West Zone.

"This marks the beginning of a new chapter for Maynilad," said Ramoncito S. Fernandez, President and CEO. "Apart from fulfilling one of the terms of our legislative franchise, this IPO enables us to pursue our long-term expansion plans for our water and wastewater businesses."

The offering drew strong participation from both local and international investors, including twelve cornerstone investors led by the International Finance Corporation and the Asian Development Bank—reflecting broad confidence in Maynilad's strategy and long-term vision as a sustainability-focused water utility.

Sustainability leadership earns double honors at 2025 ACES Awards



Maynilad Chief Sustainability Officer Atty. Roel S. Espiritu receives the company's awards for Asia's Most Influential Companies and Top Green Companies in Asia at the 2025 Asia Corporate Excellence & Sustainability (ACES) Awards in Jimbaran, Bali, Indonesia.

Sustainability-driven water management took center stage at the 2025 Asia Corporate Excellence & Sustainability (ACES) Awards, where Maynilad earned two major distinctions—being named among Asia's Most Influential Companies and recognized as one of the Top Green Companies in Asia.

Organized by Malaysia-based MORS Group, the ACES Awards recognize organizations that demonstrate responsible leadership, strong governance, and measurable environmental and social impact. Maynilad was cited for its sustained focus on reducing Non-Revenue Water (NRW), helping recover over 400 million liters of potable water daily and improving system efficiency across its concession area.

These gains were driven by a mix of technology and people-led initiatives, including AI-assisted pipeline monitoring, acoustic sensors, predictive maintenance, and the replacement of 142 kilometers of aging pipes in 2024 alone. Employee-driven programs such as Grand Walk the Line also played a key role in strengthening accountability and collaboration on the ground.

"These initiatives demonstrate our commitment to sustainable water management aligned with global climate goals and the UN Sustainable Development Goal on Clean Water and Sanitation," said Atty. Roel S. Espiritu, Chief Sustainability Officer. "This recognition inspires us to continue investing in long-term solutions that help secure water access for future generations."

Maynilad was also recognized for pioneering NEW WATER, Asia's first direct potable reuse project, and for deploying modular treatment plants that expand access to alternative water sources—reinforcing the company's long-term focus on climate resilience and sustainable service delivery.

Beat obesity before it beats you!

By Dr. Camille Patricia T. De Castro

Obesity is more than just "gaining weight"—it's a serious health condition that can lead to diabetes, heart disease, high blood pressure, and even certain cancers. The good news? Obesity is preventable, and small lifestyle changes can make a big difference.

One of the main causes of obesity is the imbalance between the food we eat and the energy we burn. With today's busy schedules, it's easy to skip exercise, order fast food, and spend hours sitting. Over time, these habits add up.

Here's how you can start fighting obesity today:

- **Move more:** Aim for at least 30 minutes of physical activity daily. Walking, stretching, or even using the stairs can already help.
- **Choose wisely:** Go for balanced meals rich in fruits, vegetables, lean protein, and whole grains. Cut back on sugary drinks and fried foods.
- **Watch portions:** Eating slowly and stopping when you feel full prevents overeating.
- **Rest well:** Lack of sleep affects your hormones and increases cravings. Aim for 7 to 8 hours of sleep each night.
- **Manage stress:** Stress eating is real! Try deep breathing, journaling, or simple breaks instead of snacking when stressed.

Obesity doesn't happen overnight, and neither does prevention. But every healthy choice you make today protects your future. Let's take charge of our health—because a healthier weight means a stronger, more energetic, and happier you.

If you have concerns about your weight, diet, or overall health, don't hesitate to visit your Company Health Clinic. Our healthcare team from De Los Santos Medical Center is here to guide you with personalized advice and support.

Take the first step today—your health is worth it!



5 ways to recharge (even during year-end rush)

By Danica Pagarigan

The holidays are here—but instead of slowing down, many of us at Maynilad are still deep in year-end reports, budget deadlines, events, and overtime fieldwork. It's a familiar December scene: rushing paperwork, juggling family gatherings, and trying to sneak in some rest.

Before burnout becomes your year-ender, take a step back. Recharging doesn't always mean long vacations or spa days (though those help!). Sometimes, it's the small pauses—those quiet, mindful moments in between—that make the biggest difference.

Here are five doable ways to take care of yourself this season—whether you're spending long hours in the office, out in the field, or finally getting some downtime at home.

1. Do a focused 10-minute reset

Pause the spreadsheet. Set your phone on silent. Take 10 deep breaths, stretch your arms, or listen to calming music. Pair this break with your go-to coffee or favorite desk snack—it's like pressing the “refresh” button on your brain.

Ripples recommends: Try the “Insight Timer” app or YouTube's “10-minute grounding meditation”—perfect for a quick desk reset.

2. Schedule a mini digital detox

Give your eyes—and your mind—a break. Step away from your screens for 30 minutes (yes, even your group chats). Read a chapter of a book or just people-watch during lunch break. The world won't end if you miss that Viber ping for a bit.

Quick tip: Put your phone on airplane mode. You'll be surprised at how peaceful it feels.

3. Connect with people who lift you up

We all have that one teammate, friend, or family member who makes us feel lighter after a quick chat. Reach out. It doesn't have to be deep—just a lunch catch-up can already lift your spirits.

Bonus benefit: Laughing with your team = free stress relief.

4. Bring calm into your workspace

Even small touches can make a difference. A scented hand cream or a low-maintenance plant (hello, lucky bamboo!) can make your desk feel more personal and peaceful.

Ripples recommends: Desk-friendly plants like snake plant or pothos—low fuss, high chill.

5. Make time for one thing that's just for you

Not for work, not for the kids, not for anyone else. Just for you. Whether it's baking cookies, sketching, binge-watching your favorite sitcom, or simply walking in silence—protect that time. You've earned it.

No guilt allowed. Rest is productive, too.

Remember: You show up best—for others, for work, for life—when you first take care of **you**.

So this holiday season, find little pockets of peace wherever you can. May your December be both meaningful and manageable. Cheers to starting the new year with a full cup.



The OPEX Technical Working Group was recognized as a finalist in the 2023 Golden Meter Awards for their contributions to operational efficiency across Water Reclamation Facilities.

OPEX TWG DRIVES STRATEGIC GAINS THROUGH RAP

By Christopher Masiglat, CAMANAVA Catchment Management

In today's fast-evolving business environment, operational excellence is not just about efficiency—it is about foresight, innovation, and the courage to lead industry-first initiatives. The Operational Expenditure Technical Working Group (OPEX TWG), which includes representatives from the Wastewater Management Division (WMD), Supply Chain Management (SCM), and the Quality, Sustainability and Resiliency (QSR) Division, exemplified this spirit through its involvement in the Retail Aggregation Program (RAP). This energy optimization initiative continues to deliver transformative value to Maynilad.

Leading the way in energy innovation

Electricity is a cornerstone of operations, and with the rising fluctuations in energy costs, managing expenses has become increasingly important. In response to this challenge, the OPEX TWG spearheaded Maynilad's participation in RAP, a new framework developed by the Energy Regulatory Commission.

RAP allows multiple facilities to combine their electricity demand and collectively negotiate for more competitive supply rates. While the Retail Competition and Open Access (RCOA) program has long allowed large contestable customers to choose their suppliers, RAP extends this benefit to smaller facilities by allowing them to meet the 500-kW demand threshold through aggregation.

The first implementation milestone was reached in August 2025, when 17 Water Reclamation Facilities (WRFs) were successfully enrolled in the program—setting a bold benchmark for others to follow. This rollout was made possible through close coordination among members of the OPEX TWG.

Delivering high-value contributions

The program's impact has been both immediate and substantial. By aggregating demand and engaging with Retail Electricity Suppliers, the OPEX TWG has positioned Maynilad to capture significant cost savings.

This amounts to over ₱38 million in projected savings in just two years—an achievement that underscores the TWG's contribution to operational efficiency and financial resilience.

Beyond the numbers, the initiative also strengthens Maynilad's ability to manage volatile power rates while supporting its commitment to sustainability through smarter energy sourcing.

What's next?

The OPEX TWG continues to explore opportunities to scale RAP implementation. With Batch 2 of facilities already being prepared for enrollment—including those outside the wastewater segment—this cross-divisional initiative is poised to unlock even greater savings and efficiencies for the company.



Leslie Tubianosa (third from left) with members of the Maynilad Treasury team.

Behind the bonds

By Celeste S. Averilla, Cash Management

Long before the ratings were announced and the numbers finalized, Leslie M. Tubianosa was already hard at work behind the scenes—coordinating teams, aligning stakeholders, and navigating unfamiliar territory with calm resolve.

As Head of Loans Management, Leslie has long been instrumental in securing funding to support Maynilad's growth and capital expenditure programs. Known for her strong relationships with banks and her ability to negotiate favorable terms, she found herself facing a new challenge when the company embarked on its pioneering Blue Bond issuance—the first of its kind to pass through the Securities and Exchange Commission's newly approved Blue Bond framework.

With no prior experience in the bond market, Leslie immersed herself in the process, rallying operating units across the company to meet the framework's stringent requirements. "First time is always difficult," she recalls. "*Nakakakaba, nakakatakot* because of the unfamiliarity and lack of experience. But thank God, everything went well."

Her leadership paid off. Maynilad's maiden Blue Bond received a PRS Aaa rating with a Stable Outlook from Philippine Rating



Leslie at Maynilad's Initial Public Offering Listing Ceremony.

Services Corporation (PhilRatings) and earned multiple local and regional awards, cementing the company's credibility in the capital markets.

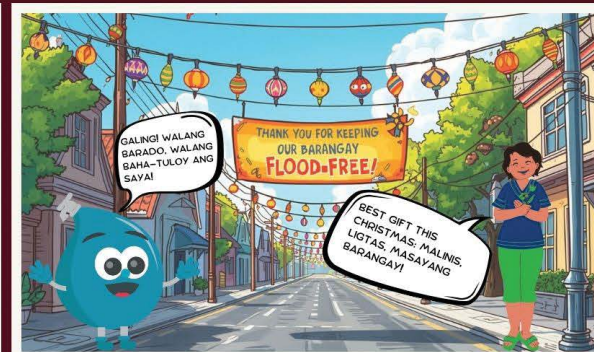
Building on this success, Leslie was later tapped to join Maynilad's IPO Core Team, once again playing a key role in coordinating stakeholders toward a common objective. "Not everyone gets to experience an IPO," she shares. "I'm grateful for the opportunity and the learnings."

Leslie's journey with Maynilad spans 23 years, beginning as a cashier fresh out of the Polytechnic University of the Philippines. She witnessed the company's early struggles firsthand. "In the past, *takot ang mga bank pautangin tayo*," she says. "Now, *nag-uuna-han sila*."

Beyond the boardroom, Leslie balances her professional responsibilities with raising two teenage sons, serving in her parish ministry in Marikina, and nurturing close friendships at work. Grounded, gregarious, and deeply committed, she exemplifies what it means to grow with the company—helping secure Maynilad's future while staying rooted in what matters most.

TUBEE COMICS

STORY AND ILLUSTRATION BY: TRICIA ALEJANDRINO



82 stops, endless memories

By John Emmanuel B. Martinez, Sustainability, QSR

In 2011, began my journey with a simple goal—to see more of the Philippines. A decade later, I have finally set foot in all 82 provinces of our beautiful country. What started as a few week-end trips slowly became a lifelong pursuit that shaped how I see the world and myself.

My favorite destinations are often the least travelled ones—Siquijor, which I first visited in 2011 with my Maynilad friends; the serene coasts of Dinagat Islands and Tawi-Tawi; and the remote provinces of Batanes and Sulu. There is something special about places where time feels slower and people still wave at strangers passing by. I often enjoy traveling solo, and while I'm not the type to easily start conversations, travel has a funny way of connecting you with kindred spirits.

Traveling is not a hobby for me, it is my stress killer, reset button, and source of quiet joy. Watching the world go by from a bus or boat window is magical. After visiting all 82 provinces, I've realized two truths: Pinoys are genuinely kind, and nothing beats a home-cooked meal shared with strangers who feel like family.

Now, my new goal is to visit as many countries as my age, treasuring moments that remind me how beautiful life can be when you keep moving.



Exploring the lush surroundings of Sulu—one of the many unforgettable stops in his 82-province journey.



Soaking in the raw beauty of the Philippines, one province at a time.





The 25% Environmental Charge Technical Working Group poses with the Top Management Team after being named Maynilad's 2025 Team of the Year at the Golden Meter Awards.

What it took to reach 25%

By Aldrin S. Magpantay, Sewer Network Management

The year 2024 was a breakthrough year for Maynilad. The company raised sewer coverage by 5% in just 12 months—reaching 25% by year-end. A feat once thought impossible.

Sewer expansion is notoriously slow. Even a 2% gain can take three to five years. Coverage typically hinges on capital expenditure (CAPEX) projects like new treatment facilities, which are often delayed by land acquisition, permitting, or contractor issues.

To complicate matters, sewer coverage is a moving target. It's calculated as sewer-connected customers over water-served customers. Since water service grows faster, the denominator increases—causing coverage percentages to dip even as more people are connected to the sewer network.

Rather than be discouraged, the Wastewater Management Division (WMD) joined forces with other key units through the Environmental Charge 25% Technical Working Group (EC25 TWG)—a multi-division team formed in response to the MWSS RO's 2025 coverage requirement for approving an Environmental Charge adjustment.

The EC25 TWG brought together experts from seven divisions: WMD, PMD, LRA, CA&C, CXRO, Finance, and TRM. WMD led the charge. PMD monitored projects like estero rehabilitation and interceptors. CA&C handled stakeholder coordination. LRA



Joint site inspection of estero projects with WMD and PMD to assess the condition of the waterways.

reviewed legal documents. CXRO validated vertical accounts. Finance verified connections, while TRM provided updated GIS maps.

By tapping hybrid systems, estero projects, sewer assessments, bulk accounts, and household updating, the team connected over 40,000 new households in one year. These efforts led to ₱481 million in CAPEX savings and ₱234 million in cost avoidance. Together with ongoing capital works, the 25% target was met.

This milestone also enabled Maynilad to secure a 5% Environmental Charge adjustment from MWSS RO—supporting future wastewater investments and operational sustainability.

For its achievement, the EC25 TWG was named 2025 Team of the Year at the 17th Golden Meter Awards.

Beyond the numbers, this story is a testament to trust, urgency, and shared purpose. It shows what's possible when people unite behind a common goal.