

LARC Stream

A quarterly Newsletter providing the latest news, updates, and information in and around LARC

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Improvement project for Brgy. Putho-Tuntungin rolled out successfully



STP (Science and Technology Park) pump station located at Brgy. Putho-Tuntungin supplies areas at upper GK (Gawad Kalinga), Dairy Ville and Carabao Center

The water utility services run by Laguna Water District Aquatech Resources Corporation (LARC) --- a joint venture company between LWD and Equipacific Holdco Inc. --- recently completed its improvement project to resolve the water issue in Brgy. Putho-Tuntungin by installing new equipment to increase its capacity to supply water to more concessionaires.

Concessionaires of Purok 3, Brgy. Putho-Tuntungin, Los Baños, Laguna had been experiencing intermittent water supply since December 2015. Water interruptions reportedly started from 7:00 am to 11:00 am during weekdays and 7:00 am to 3:00 pm during weekends. The gap between water demand and water supply in the area

increased through the years but Laguna Water District (LWD) was not able to upgrade its existing infrastructure and undertake necessary extensions of its coverage then due to limited funds.

With LWD's decision to enter into a joint venture, its financing capacity and technical expertise increased and is able to implement necessary improvements for its infrastructures and facilities.

Engr. John Patrick A. Robles, LARC's Water Supply Operations Manager, explained that the service coverage of the

(Continued, page 5)

Straight from GM

Progress and updates for the second quarter of the year



We are delighted to share the second issue of LARC Stream. As our newsletter aims to promote interests concerning LARC's latest developments, our efforts focus on informing you about our progress and updating you on some of the most important improvements we have done to serve you better.

Most importantly, the present issue features updates concerning the improvement projects completed at Science and Technology pump station, CSAP Housing, Maahas, Los Baños and the installation of new equipment at Masaya Pump Station. With these recent developments, water services in the affected areas will now be more stable amid the growing number of concessionaires in the vicinities.

The LARC Stream updates also include news regarding LARC's opportunity to service UPLBCDC's housing project in Brgy. Puypuy, Bay, Laguna. UPLBCDC homeowners will have clean water at their homes as soon as the new water service lines are constructed. We also give you news on UNIDO's visit to one of our plant sites last May to observe LARC's energy efficiency efforts.

Lastly, we include news about our community outreach in some parts of Laguna like the Tree Planting Activity in Brgy. Casinsin, Pakil and the Medical Mission and Back to School Projects in Brgy. Masiit, Calauan, Laguna.

We hope that you will enjoy our second newsletter issue and we welcome you to send us feedback with your thoughts and comments. We highly anticipate your engagement with LARC via a range of channels, such as our social media page on Facebook: [Laguna Water District Aquatech Resources Corporation-LARC](#), as well as our website: www.larc.online, where you can leave questions, comments and suggestions. To contact us please send us an email at: larc.main@larc.online

LARC Alalay sa Barangay: Balik Eskwela Project inilunsad sa Barangay Masiit, Calauan



Mga magulang at estudyante ng Brgy. Masiit, habang naghihintay sa pagsisimula ng programa ng LARC

Bilang suporta sa mga batang mag-aaral, nagsagawa ng proyektong Balik Eskwela 2016 ang Laguna Water District Aquatech Resources Corporation (LARC) sa ilalim ng inilunsad na LARC Alalay sa Barangay Program noong nakaraang Mayo 27, 2016 sa Barangay Masiit, Calauan, Laguna. May 115 na mga batang papasok sa daycare at grade 1 ang dumalo at nakakuha ng libreng school bags at ilang gamit pampaaralan.

Bukod sa libreng gamit pang-eskwela, nagpalabas din ang LARC ng maiksi at masayang presentasyon tungkol sa ilang paraan kung papaano makakatipid sa paggamit ng tubig ang mga bata.

Kasama ng mga bata ang kanilang mga magulang na nakisaya at nakilahok sa munting patimpalak ng LARC. (Sundan sa pahina 4)

UNIDO Expert lauds LARC energy efficiency efforts

Last May 20, 2016, Mr. Harry Rosen, United Nations Industrial Development Organization (UNIDO) International Expert on Pump System conducted a plant visit at Laguna Water District Aquatech Resources Corporation (LARC). Mr. Rosen's visit to LARC is part of UNIDO's Industrial Energy Efficiency (IEE) Project to equip local energy efficiency experts, service providers, and the industry with the expertise, skills, methodologies, and tools required to develop and implement energy system optimization projects and practices. Engr. Emil Q. Puerto, LARC's Operations Group Head, along with LARC's key personnel met with Mr. Rosen and gave him a tour around LARC's pump stations and facilities.

Mr. Rosen observed the energy efficiency measures being practiced throughout LARC's operation. In Mr. Rosen's Site Visit Report, he wrote, "[LARC] should be applauded for their commitment to reducing wastage, and being the best run water district in terms of energy efficiency that the author has visited to date in the Philippines."

LARC's energy efficiency efforts are part of its commitment in creating sustainable water solutions which can be achieved in a safe and environmental manner.



From the Towards better Customer Service

As we, Laguna Water District Aquatech Resources Corporation (LARC), move to define our position in the water industry, we focus on innovation, improvements, and better customer service to maximize what we can offer to our current and future concessionaires. During the second quarter of the year, we continued to execute our growth strategy by benchmarking, developing and maximizing employee's potential, and focusing on customer needs and operational efficiency to address the level of expectations of our concessionaires.

Improving the water service standard is one of LARC's commitments to its stakeholders. To fulfill this, it is only appropriate



LARC employees listen to the Maynilad speaker during the benchmarking workshop at Maynilad office

that we conduct benchmarking to be able to compare our efforts to the best in the industry, know the latest trends in technology and practices, and move forward to a better operation that will benefit not just the company but the concessionaires as well. As our initial step to benchmarking, LARC employees, specifically heads and leaders of Human Resources, Operations, Finance, Commercial, and Corporate Management Services visited one of the top water utility service companies in the country--- Maynilad Water Services, Inc. The objective of the visit is for the employees to learn from among the best and take inspiration on Maynilad's improved network, organizational efficiency, customer service, and IT systems. This also paved the way for employees to advance their knowledge by getting familiar with the latest developments and technology within the Maynilad business operation. In addition, we recruited competent personnel to fill in key positions in the organization to provide our concessionaires with better and faster service.

LARC continues to focus on delivering the best customer experience. We are constantly upgrading ageing facilities to provide safe and reliable water supply to the growing number of concessionaires. As of the second quarter, we have completed upgrading the Masaya Pump Station, and the Science and Technology Pump Station in Los Baños, Laguna. We are also expanding our service coverage to provide safe water to more people. We have successfully completed the service line for the residents of Core Shelter Assistance Project (CSAP) at Brgy. Maahas in Los Baños last April 6, 2016. New service line is being constructed at Masiit, Calauan, and will be commissioned on August 8, 2016. We are also building a new water facility for the University of the Philippines Los Baños Credit and Development Cooperative (UPLBCDC) Housing located at Puypuy, Bay, Laguna, which we expect to be completed on September 6, 2016.

As we are committed to giving a positive customer experience, we are planning to utilize various platforms that will attend to our concessionaires' needs. To speed up transactions and minimize long queues for water bill payments, we plan to utilize electronic commerce or ECPay collection centers on October 17, 2016 that will be located in selected parts of Los Baños, Calauan, and Victoria. Our Facebook page [Laguna Water District Aquatech Resources Corporation – LARC](#) will now include notifications that alert customers to service outages, and other helpful information and tips to provide our concessionaires a digital customer experience.

All these undertakings are necessary steps towards achieving our goal to improve our customer service and operation. With continuous improvement, LARC hopes to gain more satisfied and engaged concessionaires in the next years to come. 🌊



Maynilad representatives and LARC employees together with LARC COO Rodrigo O. Yabut (right) visits the Maynilad facilities



We, at **LARC Stream** appreciate your comments and feedbacks. Please let us know what you think about this issue, e-mail us at larc.main@larc.online.

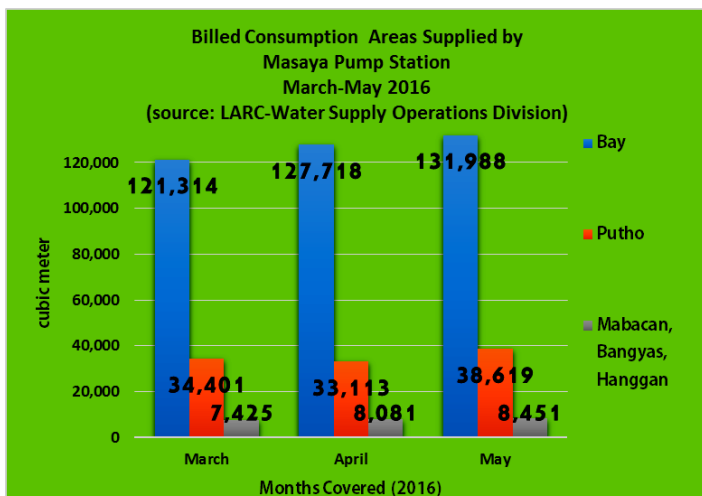
Masaya pump station enhances water supply in service areas

Masaya pump station located at Bay, Laguna has been providing water for more than a decade to its surrounding areas including those from Municipality of Bay, Brgy. Putho-Tuntungin in Los Baños, and Brgys. Mabacan, Hanggan, and Bangyas in Calauan, among other water sources. On March 26, 2016, it experienced system breakdown due to ageing assets. During this period, water rationing to affected concessionaires was done via water delivery tankers.



Masaya Pump Station which supplies water to most of the communities at Bay, Laguna

Engr. John Patrick A. Robles, LARC's Division Manager of Water Supply Operations, said that major parts of the pump station were already dilapidated due to years of usage and required refurbishment. LARC decided to replace and upgrade the parts to ensure a full long term operating condition and substantial improvement in water supply. *(Continued, page 5)*



MOA with UPLBCDC executed to supply housing residents

The Laguna Water District Aquatech Resources Corporation (LARC), with the assistance of Laguna Water District (LWD), was able to successfully gain a new group of potential concessionaires. On April 6, 2016, LARC formally signed a Memorandum of Agreement with UPLB Credit and Development Cooperative (UPLBCDC), a multipurpose cooperative with the largest co-op in the Laguna Province, to connect its housing project to LARC's water network service.

The UPLBCDC Housing project is located at Puypuy, Bay, Laguna. In the same location, UPLB CDC provided a parcel of lot for LARC's water source development and other water system facilities. According to Engr. Jayson Balota, LARC's Engineering Manager, the project will entail tapping from LARC's existing 100 mm diameter water distribution line in Puypuy. The project is expected to begin two months after receiving UPLBCDC's notice to proceed with the project.



From left to right: Engr. Emil Q. Puerto (LARC), GM Mat Wilson B. Ramos (LARC), Chairman of the Board Danilo M. Mendoza (UPLBCDC) and Board Member Joselito R. Barile (UPLBCDC) signs the MOA for the housing project

According to a UPLBCDC Representative, "the cooperative opted to request LARC to supply water at the Housing Project because it does not have the expertise to maintain and operate a water system, as well as to provide the beneficiaries with safe and potable water." There are currently 18 households in the housing project but potential households could reach up to 35. New houses are expected to rise in the area once LARC's water system facilities are operational. 🌐

LARC Alalay sa Barangay

Mula sa pahina 2

Naging katuwang ng LARC ang mga opisyal ng Barangay Masiit sa pangunguna ng kanilang Barangay Chairman Ernesto Carpio upang maisakatuparan ang nasabing proyekto. Ang Balik Eskwela 2016 ay bahagi ng programang Alalay sa Barangay ng LARC na naglalayong maghatid ng tulong sa mga piling barangay sa Laguna. 🌐

Improvement project

From page 1



Discharge line of STP pump station that gets water from the well for its concessionaires

Science and Technology Park (STP) pump station which assisted in the flow of water supply to Purok 3 was too big for its capacity given the growing number of concessionaires in the area.

The STP pump station also functioned as primary water supply source for Upper Gawad Kalinga Village, Dairyville Subdivision, and Carabao Center and used as secondary water supply source for LA Subdivision, Pleasant Village, Collegeville Subdivision and Sitio Buot.

Water shortage due to El Niño also exacerbated the problem. Engr. Robles said that LARC opted to allocate the STP pump station exclusively to Gawad Kalinga Village, Dairyville Subdivision, and Carabao Center concessionaires while water supply for Purok 3 is now being provided by the recently upgraded Masaya pump station.

LARC expects that with the installation of the modern equipment in Masaya pump station and allotting STP pump station to specific areas, affected concessionaires will now have 24 hours water supply. 🌊

Masaya pump station

From page 4

Effective April 1, 2016 areas being supplied by the pump station showed significant increase in water consumption after the said improvements. According to Engr. Robles, the billed consumption of the influence area of Masaya pump station from March 2016 to May 2016 showed an increase of 10,674 cubic meters (Bay), 4,218 cubic meters (Putho-Tuntungin), and 1,026 cubic meters (Bangyas, Hanggan, and Mabacan). The aggregate increase of 15,918 cubic meters in water consumption shows that the improved pump station is able to produce more water and as a result, supply water to more households in the service areas covered. The improvement project is designed to handle the present and future water demands of the areas being supplied by the pump station. In addition, LARC assures reliable and sustainable water supply for the next coming years because of the modernized equipment installed. 🌍



A portion of the Masaya pump station filtration system that removes unwanted materials before it is delivered to the concessionaires

LARC at DSWD nagtulong para sa patubig sa CSAP

Isang policy orientation tungkol sa pagpapakabit ng tubig ang isinagawa ng Laguna Water District Aquatech Resources Corporation (LARC) noong Abril 23, 2016, sa Core Shelter Assistance Project o CSAP, Maahas Los Baños, Laguna. Ang aktibidad ay dinaluhan ng mga naninirahan sa CSAP na nagnanais na magpakabit ng linya ng tubig sa kanilang mga kabahayan.


Ang aplikasyon sa serbisyong patubig ay hiniling ng mga taga-CSAP sa Laguna Water District (LWD), sa pakikipagtuwang sa Department of Social Welfare and Development (DSWD) ng Region IV-A noong nakaraang taon sapagkat wala pang patubig sa nasabing lugar. (Sundan sa pahina 6)

LARC at DSWD

Mula sa pahina 5

Ayon kay Engr. Jayson Balota, Engineering Manager ng LARC, natapos ang proyekto ng LARC na pagsasagawa ng distribution line para sa CSAP noong Marso 2016, sa pagtutulungan ng LARC at LWD.

Kinailangang dumalo sa LARC policy orientation ang mga taga-CSAP kagaya ng ibang mga bagong aplikante kaya't nagsagawa ng naturang aktibidad noong nakaraang Abril. "Para sa mga malalaking grupo ng aplikante tulad ng CSAP, ang LARC ay maaring bumisita sa lugar upang magsagawa ng policy orientation," dagdag ni Engr. Balota.

Ang CSAP ay proyekto ng lokal na gobyerno sa pangunguna ng Municipal Urban Development and Housing Office (MUDHO) ng Los Baños para sa mga informal settlers na lubhang naapektuhan ng mga nakaraang bagyo. Ito ay isinakatuparan ng DSWD-Region IV-A sa ilalim ng Administrative Order No. 76, Series 1998. 



Ang CSAP Housing sa Maahas, Los Baños, Laguna ay isang proyektong pabahay ng DSWD para sa mga residente na nasalanta ng bagyo

LARC bottled waters ipinamahagi sa tree planting sa Brgy. Casinsin, Pakil




Pagtanggap ni Kap. Jose M. Aguirre (gitna), kasama ang LARC representatives, ng 270 pirasong bottled water

Ang Laguna Water District Aquatech Resources Corporation (LARC) ay namahagi ng 270 na pirasong bottled water para sa mga lumahok sa Tree Planting Activity na ginanap sa Casinsin, Pakil, Laguna noong Abril 16, 2016 upang maibsan ang kanilang pagod habang sila ay nagtatanim. Lubos na nagpasalamat si Kap. Jose M. Aguirre sa ipinaabot na tulong ng LARC para sa nasabing aktibidad.

Ang Tree Planting Activity ay dinaluhan ng may 300 na mga mag-aaral at kanilang mga magulang mula sa Casinsin. Sila ay nagtanim ng mahigit 280 na punla ng acacia mangium at bakawan sa kanilang tabing-ilog at gilid ng bundok.

Layunin nito na maunawaan ng mga kabataan at ibang mamamayan ang epekto ng pagbabago ng panahon sa buhay ng tao, at himukin silang lumahok sa mga gawain tungkol sa

climate change. Ang mga itanim na punla ay makatutulong at magsisilbing proteksiyon sa kapaligiran upang labanan ang climate change at ang pag-iinit ng mundo bunga ng polusyon.

Magkatuwang itong isinagawa ng Laguna Climate Change Office at opisina ng Barangay Casinsin, Pakil, Laguna. Ang Climate Change Office ay sangay ng Department of Environment and Natural Resources (DENR) na nagsisilbing focal point pagdating sa mga isyu tungkol sa climate change, Clean Development Mechanism (CDM), at Kyoto Protocol. 

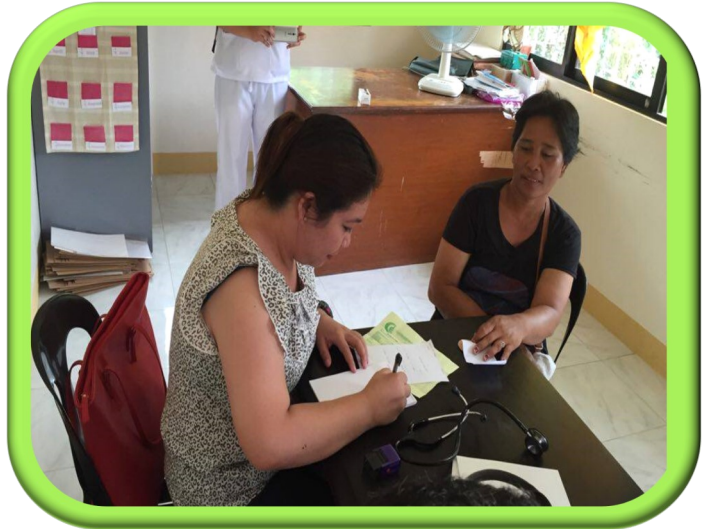
Medical Mission ipinagkaloob ng LARC sa mga residente ng Brgy. Masiit

Ang Laguna Water District Aquatech Resources Corporation (LARC) ay nagtungo sa Barangay Masiit, Caluan, Laguna noong Mayo 23, 2016 upang magsagawa ng Medical Mission o libreng check-up para sa ilang residente.

Libre ang pangunahing gamot at konsultasyon ng lahat ng nagpatingin sa dalawang duktur na inimitahan ng LARC para sa proyekto. May mahigit 100 na residente ang nagpunta sa Masiit Barangay Health Center upang masuri nina Dra. Coleen Faye Dela Cruz at Dra. Melissa Malihan.

Ang isinagawang Medical Mission ay parte ng programang Alalay sa Barangay ng LARC. Nilalayan ng ganitong aktibidad ng LARC na mapangalagaan ang kalusugan ng mga residente ng barangay na kapos ang budget para magpatingin sa duktur.


Matagumpay na naisakatuparan ang Medical Mission sa pakikipagtulungan ng LARC at Pamahalaan ng Barangay Masiit sa pamumuno ni Barangay Chairman Ernesto Carpio at kanyang mga barangay kagawad. 🌿



Paano mag-apply para sa Bagong Koneksyon ng Tubig sa LARC?

Ang bawat sambahayan ay kinakailangang magkaroon ng sariling metro ng tubig. Hindi pinahihintulutan ng Laguna Water District Aquatech Resources Corporation (LARC) ang pagta-tap sa metro kahit na ang naki-tap ay kabilang sa isang compound upang maiwasan ang pagkakaroon ng illegal na koneksyon.

Ito ang mga hakbang para sa pag-aapply ng bagong metro ng tubig:

1. Magsadya sa Customer Care Section sa tanggapan ng LARC para kumuha ng application form.
2. Matapos mapunan ang LARC application form, ihanda ang:
 - a. 2x2 na litrato
 - b. Cedula
 - c. Kopya ng Deed of Absolute Sale/Land Title
 - d. Lease of Contract kung inuupahan ang isang ari-arian
 - e. Clearance mula sa Axeia para sa Bay Garden Homes at Cambria
3. Matapos maisumite ang kumpletong LARC application form, dumalo sa LARC Policy Orientation (ito ay ginaganap sa LARC Office tuwing Martes at Huwebes, 2 pm)
4. Bayaran ang new service connection fee
5. Lumagda sa Memorandum of Agreement (MOA)
6. Magdala ng Special Power of Attorney (SPA) kung hindi makakapunta ang mismong aplikante
7. Hintayin na makabitan ng linya sa loob ng isa hanggang dalawang linggo mula ng makapagbayad para sa new service connection. 



Customer Care Service

10 Tips to Conserve Water



- 1 Check and fix leaks. This could save around 110 grams each month.



- 2 Schedule a laundry day. This could save on soap and water.



- 3 Use a basin when washing your dishes.



- 4 Invest in a water-efficient flush toilet.



- 5 Use a water and energy saving faucets.



- 6 Shut-off the tap while brushing and shaving.



- 7 Schedule watering the plants early in the morning or late in the evening. Evaporation is least during the coolest time of the day.



- 8 Limit shower for only 5 minutes.



- 9 Prefer using a broom rather than a hose when cleaning driveways and sidewalks.



- 10 Wait for an hour to thaw food outside the refrigerator instead of using water.