

LARC Stream

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

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Major Improvements underway for Bay Garden Homes

Laguna Water District Aquatech Resources Corporation (LARC) remains true to its commitment to continue in improving the water supply to its service coverage areas. After numerous endeavors to solve the persistent water supply problem in Bay Garden Homes (BGH), LARC undertook a pipe laying project along the streets of Brgy. Sto. Domingo, Bay to accommodate supply of clean, safe and reliable water for BGH customers.

Prior to LARC's takeover of the water supply system in the area, its existing pipelines were below the standard specifications, which resulted in unreliable water supply.

The pipelaying project which is approximately 700 meters long is designed to handle the present and future water demands of the said area. The construction started on June 2, 2020 and is expected to become fully operational by next month. This project is part of LARC's priority to enhance water supply and provide safe and reliable water 24/7 to its concessionaires.

Lingkod Barangay, karagdagang serbisyo ng LARC

Patuloy ang Laguna Water District Aquatech Resources Corporation (LARC) sa paghahatid ng serbisyo para sa mga nasasakupan nitong komunidad sa gitna ng kasalukuyang pandemya na ating kinakaharap. Hinikayat ng LARC ang mga kustomer na gawin ang pagbabayad sa pamamagitan ng online transaction katulad ng GCash at Landbank online upang hindi na lumabas ng bahay para makapagbayad ng tubig at makatulong sa tuluyang pagpigil sa paglaganap ng COVID-19.

Bukod pa rito, minabuti ng LARC na bumisita sa mga opisina ng ilang mga barangay upang mapadali ang pagbabayad ng mga kustomer. Ito rin ay ginawa upang maiwasan ang pagdagsa ng mga tao sa opisina ng LARC at mapanatili ang kaligtasan ng bawat-isa.

Nagsagawa ng Lingkod Barangay ang LARC sa labing limang (15) barangay sa Los Banos at Bay kung saan ay hindi na kinailangan pang lumayo sa pagbabayad ng tubig ang mga kustomer habang pinapanatili ang pagkakaroon ng social distancing at pagsusuot ng face mask ng mga empleyado ng LARC, gayunarin ng mga kustomer.



Inside this issue

Straight from GM

Page 2

Pagpapaliban ng bayad sa tubig para sa ECQ ipinatupad

Page 2

LARC celebrates Arbor Day 2020 with online contests

Page 2

From the President's Desk

Page 3

More digital transaction methods offered by LARC

Page 4

Straight from GM



Taking actions in response to crisis

We are already halfway through this challenging year and here we are recognizing the important role of our frontline workers in protecting our community, safeguarding everyone's health and making sure that our necessities are being provided to us in this trying times.

Laguna Water District Aquatech Resources Corporation (LARC) has not lost sight of its commitment to serve you with clean, safe and reliable water that has a crucial role in maintaining proper sanitation and hygiene. As you can see in this second quarter issue of LARC Stream, LARC is doing its best to address our invisible enemy, the novel corona virus, as well as the challenges posed by the subsequent implementation of community quarantine albeit the limited manpower due to the skeletal workforce.

Despite the quarantine, LARC frontliners were able to conduct a pipelaying project for the benefit of our customers in Bay Garden Homes, seen on page 1. We also celebrated and promoted Earth Day and Arbor Day 2020, the safest way possible, through various online contests that can be read on pages 2 and 4 of this newsletter.

We are one with our nation in looking after our community and taking serious steps to ensure the safety of our customers. Hence, payments for water bills during enhanced community quarantine were extended. Details are on this page. For easier and more convenient ways to pay bills without visiting and queuing in LARC offices more online payments are made available, see page 4. Also, LARC's Lingkod sa Barangay was conducted in various barangays, see page 1.

At this time being, we are all trying to adapt and learn ways in order to adjust to the "new normal." Nevertheless, LARC will continue to update you with latest projects, activities and developments regarding our work as your water service provider.

We welcome you to help us improve more our service by emailing us your suggestions and queries at larc.main@larc.com.ph or messaging us at our official Facebook Page: Laguna Water District Aquatech Resources Corporation -LARC. We are thankful for your continued support. We will overcome these challenges together. Let us all stay safe and hope for better days!

Climate action for Earth Day 2020

For this year's Earth Day celebration, Laguna Water District Aquatech Resources Corporation (LARC) conducted an online contest dedicated in raising awareness about the causes of climate crisis and engaging the community to take action on the issue. Earth Day, a day of political action and civic participation, is an event every year celebrated through various activities to demonstrate support for environmental protection.

During the time when almost everyone is working and staying at home in our effort to flatten the curve brought about by the COVID-19 pandemic, LARC's Earth Day 2020 Like, Comment, and Tag to Win Contest encouraged everyone to do their part in restoring the earth as the world needs actions to combat the biggest challenge to the future of humanity that is climate change.

LARC's LIKE, COMMENT, and TAG to win contest 2020

WINNERS:

1. Lorelie Liwanag
2. Graciebelle Capunitan Cura
3. Erlinda Capili Ocampo
4. Che Alusaba

Congratulations!



Winners of LARC's Like, Comment, and Tag to win contest receive Php 2,000 and LARC freebies.

More than 300 Facebook users participated in the said contest. Winners were announced in LARC's FB Page on April 22, 2020.

Pagpapaliban ng bayad sa tubig para sa ECQ ipinatupad

Batid ng lahat ng miyembro ng ating komunidad ang hirap sa paglabas ng bahay gayunarin ang pagkukunan ng panggastos sa kawalan ng pagkakakitaan dala ng pandemya na COVID-19. Nagkaroon ng panukala ang ating gobyerno ukol sa enhanced community quarantine (ECQ) kung saan naging limitado ang paglabas sa kanya-kanyang tahanan upang mapigilan ang paglaganap ng virus.

Dahil dito ay minabuti ng Laguna Water District Aquatech Resources Corporation (LARC) na ipagpaliban ang paniningil sa halaga ng konsumo ng tubig noong panahon ng ECQ para sa Marso, Abril at Mayo na walang kaakibat na penalty charge. Gayundin ay ipinagpaliban ng LARC ang pagsasagawa ng pagpuputol ng linya para sa mga overdue accounts hanggang matapos ang ECQ.

Sa kasalukuyan ay tuluyang inalis ng LARC ang penalty charge para sa mga magbabayad ng kanilang water bill noong ECQ para sa buwan ng Marso, Abril at Mayo. Para sa mga nakapagbayad na ng kanilang water bills sa mga nabanggit na buwan, ang ibinayad na penalty charges ay magsisilbing advance payment at ito ay ibabawas sa mga susunod na singil sa tubig.



LARC celebrates Arbor Day 2020 with online contests

Arbor Day is an annual environmental event that has been institutionalized in the Philippines to be observed every June 25 wherein individuals or group of people are encouraged to plant and care for trees. Along with this, Laguna Water District Aquatech Resources Corporation (LARC) is in one with promoting a healthier ecosystem through local reforestation and greening efforts.

Thus, in celebration of Arbor Day amidst the general community quarantine, LARC conducted two online contests to promote healthier ecosystems through spreading awareness about the Arbor Day celebration and encourage people in planting trees.

"LARC's Arbor Day - Like, Comment and Tag to Win Contest"

This contest was held from June 2 to June 12, 2020, wherein all LARC FB Page followers and likers, 18 years old and above, were invited to join. All they had to do was comment "Let's plant at least one tree every year for a healthier ecosystem!" to create awareness and encourage everyone to work hand in hand in preserving and nurturing our environment. More than 350 facebook users participated in the said contest. Winners were announced in LARC's FB Page on June 25, 2020.

LIKE, COMMENT, and TAG TO WIN Contest 2020

ARBOR DAY 2020

WINNERS

1. Christine Bantilan
2. Mailla Malaban Bidon
3. Queenie Belle Peralta
4. Anavi Alcara

Winners of LARC's Arbor Day - Like, Comment, and Tag to win contest receive Php 1,000 and LARC freebies.

"Reminisce and Post Photo Contest"

Reminisce and Post PHOTO CONTEST

WINNERS

1. FAIRLYN PADUA
2. MARK CHRISTIAN AGONCILLO GIRA
3. ANNALYN DELOS REYES VILLAFUERTE
4. CHRISTINE VILLEGAS

Winners of LARC's Reminisce and Post Photo Contest are announced in LARC FB Page on June 25, 2020.

In this contest, participants of 18 years old and above reminisced and shared their outdoor photos with trees and included a brief explanation on the importance of trees. Four lucky winners were randomly selected out of the 30 contest participants and won Php 2,000 with LARC freebies. The contest ran from June 2 to June 24, 2020.

From the President's Desk



Continuing service in time of pandemic

We are currently facing a global situation brought by COVID-19, in which people in all walks of life are affected. In Laguna Water District Aquatech Resources Corporation (LARC), we are taking as many precautions as we can in order to "flatten the curve," reduce transmission of this virus, and protect our staff, employees and customers. It is no doubt that the subsequent implementation of the enhanced community quarantine (ECQ) posed unexpected challenges to the company.

LARC is imperative to continue its operations even with the lockdown situation as clean, safe and reliable water is a vital factor in fighting against COVID-19. With the given ECQ guidelines, we have responded with urgency towards our flexible work arrangement schemes. Nearly half of our employees are practicing "social distancing" by working from home until further notice. We ensured that our vital facilities continue to operate so we can assure that the water supply remains adequate, especially during these critical times.

As we understand the economic impact of this pandemic on our customers, we announced for the extension of deadline for bill payments and waived the penalty charges during the ECQ months. Also, we have suspended disconnection during this time to keep your families safe and protected through proper hygiene with sufficient water supply.

At a time of great uncertainty, I'm inspired by the energy, resilience, and commitment of our employees. We have moved promptly to adapt, continuing to advance work while balancing commitments to our family and ourselves. Many of our partner organizations and customers also reached out to us with words of support, recognizing that some projects and deliverables will inevitably change in timeline; we thank you for your understanding and continued support.

While this pandemic has forced us into a challenging new reality, together we will get through this and we will continue to serve you better. May you and your family remain safe always!

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.com.ph.





Para sa aming mga bayaning frontliners,

Maraming salamat sa sakripisyo at walang sawang paglilingkod. Para mapanatiling ligtas ang bawat isa sa araw-araw. Kami ay taos pusong nananalangin sa inyong kaligtasan at kalusugan. Bilang pasasalamat ang LARC ay nagpaabot ng tulong, para maibsan ang inyong pagod at hirap sa pamamagitan ng pagbibigay ng abot sa aming makakaya. Ito ay mga sumusunod:



1,650
face masks



8,660 L
disinfectants



13,388
tablets of vitamins



400
bars of soap



410 L
alcohol



730
face shields



790
foodpacks



410+
gallons of water



3
Disinfection Showers at
Los Baños, Bay, and Calauan

Ang LARC ay lubos na nagpapasalamat sa inyo. Walang susuko. Sama-sama tayo sa laban na ito. Saludo kami sa inyo!

More digital transaction methods offered by LARC

In response to customers' requests for easier and more convenient ways to get updates on their current water bills, Laguna Water District Aquatech Resources Corporation (LARC) has launched its bill viewer online utilizing the LARC website, www.larc.com.ph, to provide billing information to customers. Consumers can now view their bill details two to four days after their scheduled meter reading.

Aside from this, customers can settle payments without leaving the comfort of their homes through online payment on the same website.

Meanwhile, at LARC main office located at Modemar Bldg., Lopez Ave., Batong Malake, Los Baños, Laguna, LARC is now accepting cashless payment - making use of all major credit and debit cards with Visa, MasterCard, Bancnet, Megalink and Expresslink when paying water bill.

Practice of social distancing, wearing of face masks and observance of all protocols when visiting LARC Main office is strictly being implemented.

**MAAARI NANG
MAKITA ANG IYONG
BILL ONLINE!**

**MAGBAYAD NG
INYONG BILL SA
LARC WEBSITE
NGAYON!**

**PAY YOUR BILLS USING YOUR
DEBIT/CREDIT CARD!**

All major credit cards and debit cards will be accepted.

1234-5678, 9876-543210, 1234-5678, 9876-543210
www.larc.com.ph



NEW OFFICE SCHEDULE

LARC Main Office Los Baños
Monday to Friday - 7am to 5pm
Saturday - 8am to 12nn

LARC Calauan Ext. Office
Monday to Friday - 8am to 5pm
Saturday - 8am to 12nn

While we are still undergoing quarantine, LARC's office schedule is from Monday to Friday, 7 am to 5 pm in LARC Main Office and 8 am to 5 pm in LARC Calauan Office, to avoid overcrowding during the payment of water bills.

Still, we highly encourage our customers to pay thru LARC's online payment centers to avoid leaving the comforts and safety of their homes. When outside, always wash or sanitize hands, wear mask, and observe social distancing. Keep safe!