

LARC Stream

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

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LARC strengthens water supply in San Isidro and Tagumpay, Bay

LARC has completed the pipelaying activity and road restoration traversing the barangays of San Isidro and Tagumpay, Bay with 1280 meters long by 4 inches diameter pipes. The completion of the project enables LARC to provide improved water supply and water pressure from Puypuy water tank to these barangays.

This pipelaying project, which commenced in the last month of the second quarter of 2020, was completed last July 29, 2020. The restoration works needed fast-tracking for completion before the rainy days set in and to mitigate minor traffic congestion in the area. To be able to meet the timeline, LARC necessitated to work round the clock on the San Isidro-Tagumpay Reinforcement Project.

LARC greatly appreciates the support accorded by the stakeholders and customers in carrying out the said project. The company also extends their gratitude especially to the affected residents in Brgy. San Isidro and Tagumpay, Bay throughout the duration of this pipelaying work. Moreover, LARC will continue to be committed to making improvements and maintenance of pipelines in their service areas in order to provide reliable and accessible water supply to their customers.



LARC water now available at Arella Residences



In less than a month, LARC was able to complete the pipelaying activity in Bay National Highway, which aims to provide water supply in the newly established Arella Residences. LARC worked hand in hand with the AXEIA Development Corporation for the project, which was done from August 3-24, 2020 expanding 350 meters long pipes.

The activity aims to provide reliable water supply at strong pressure for the homeowners of Arella Residences. They are now being supplied with water by LARC coming from Puypuy water tank in Bay. The homeowners can now apply for their service connection and further installation of water meters in their households. Once connected to the LARC system, homeowners can enjoy potable, piped-in water supply at all times.

Inside this issue

Straight from GM

Page 2

Luto ni Nanay Masarap na, Masustansya pa!

Page 2

LARC nakilahok sa taunang Bañamos Festival

Page 3

From the President's Desk

Page 3

LARC supports Brigada Eskwela in the new normal

Page 4

Straight from GM



We are now in the third quarter of this challenging year of 2020 and here we are moving forward and continuing to work very hard to meet our growth targets and exceed our customers' expectations. In this issue of LARC Stream, you can see that we are upholding our commitment for active participation and efforts in our community despite the challenges through our various engagements in socio-civic activity such as Banamos Festival (page 4) that was held virtually as well as our very own online activities and contests wherein our local youth, families and customers (page 2) benefitted from.

LARC also continuously strives to serve our customers better. We have additional payment centers and online payment options that are made available for our customers. Also, we suspended disconnection of accounts and extended the non-collection of penalty charges up until this quarter as our ways to help our customers. The details of this can be read on page 4.

Our CSR activities this quarter included Brigada Eskwela 2020 that was normally held before the opening classes in which LARC donates for the beautification of schools and distribution of school supplies. But as we are facing a pandemic, we prioritized to give sanitation and hygiene materials that you can read on page 4.

Moving forward, we will continue to be on the lookout for creating projects and programs to improve our services and operations in our service areas. You can read on page 1 that we have conducted pipelaying works to facilitate better access to water supply. All of this was possible through your support and cooperation with us.

As we are about to enter the last quarter of the year, LARC will continue to update you with the latest projects, activities and developments regarding our work as your water service provider. We welcome you to help us improve our service by emailing us your suggestions and reports at larc.main@larc.com.ph or messaging us at our official Facebook Page: Laguna Water District Aquatech Resources Corporation -LARC.

Luto ni Nanay Masarap na, Masustansya pa!

Nakiisa ang LARC sa pagdiriwang ng Nutrition Month 2020 sa buwan ng Hulyo na may temang, "Batang Pinoy, SANA

TALL, Iwas Stunting, SAMA ALL."



Naglunsad ng "Luto ni Nanay Masarap na, Masustansya pa" Nutrition Month Online Contest 2020 ang LARC kung saan hinikayat na magtulungan ang bawat isa upang ang mga bata ay magkaroon ng

pagkaing magbibigay sustansiya sa kanilang mga katawan nang sa gayon ay maiwasan ang pagkakasakit.

Ang mga kalahok ay nagpadala ng mga larawan ng masusustansyang luto ng kanilang mga Nanay na siyang dahilan ng kanilang malakas na resistensya at magandang kalusugan.

Nakatanggap ang apat (4) na masusuwerteng nanalo sa palahok ng 2,000php cash prizes at LARC souvenirs.

Mobile tablets papremyo ng LARC para sa Linggo ng Kabataan

Bilang bahagi sa pagdiriwang ng Linggo ng Kabataan sa buwan ng Agosto kung saan layunin na mahikayat at mahubog ang mga kabataan na maging responsableng mamamayan sa pamamagitan ng pagbibigay ng oportunidad sa kanila na makilahok sa mga gawain sa kanilang komunidad, nagsagawa ang LARC ng "Share your youth pledge online contest" kung saan inanyayahan ang lahat ng mga kabataan na may edad 13-18 na taong gulang na dumalo at makiisa para sa naturang pagdiriwang.

Mahigit na 400 na kabataan ang sumali sa palahok na ito kung saan sila ay nangako na bilang isang



kabataan, sila ay magsisilbing tagapag-ingat ng ating yamang-tubig dahil ito'y mahalaga lalo't ngayong tayo'y nasa gitna ng pandemya. Mula sa aktibong partisipasyon na ito ng ating mga kabataan, 10 ang mapalad na nakapag-uwi ng mobile tablet na maari nilang magamit sa kanilang mga online classes ngayong taon.

LARC nakilahok sa taunang Bañamos Festival

Muling nakibahagi ang LARC sa selebrasyon ng Bañamos Festival at ika-405 na anibersaryo ng pagkakatatag ng Los Baños sa gitna ng kinakaharap na pandemya sa pamamagitan ng pagmimmigay ng mga bottled water sa mga taong naging abala upang maisakatuparan ang payak na pagdiriwang.

Ito ay matagumpay na idinaos sa pamamagitan ng Zoom at Facebook livestreaming na ipinalabas sa Official Bañamos Festival Facebook page. Ito ang ginamit na paraan ng pagdiriwang upang makasigurong ang lahat ng mamayan ng Los Baños ay mapanatiling ligtas sa paglagaanap ng COVID-19.

Nagkaroon ng sama-samang pasasalamat sa paraan ng pagsasagawa ng Thanksgiving Mass ang mga piling opisyal ng Municipal Government ng Los Baños.

LARC donates COVID-19 protection & prevention kits to LB's hardworking frontliners



The 100 protection and prevention kits donated by LARC are distributed to selected frontliners during the Pista ng Kapaligiran Program.

LARC has been an active partner of the Municipality of Los Baños in the celebration of the Pista ng Kapaligiran for the past years. In this year's celebration, the Los Baños Municipal Environment and Natural Resources Office conducted a simple Pista ng Kapaligiran program honoring Los Baños' garbage collectors and street sweepers in their

their utmost efforts.

LARC continued to support the celebration by donating COVID-19 protection kits composed of reusable face masks, alcohols, soaps, and towels as well as bottled

water and cash incentives. The protection kits will be given to the garbage collectors and street sweepers in Los Baños.

More than a hundred of them benefitted from the donations that will help them to improve their working conditions, particularly their health and safety especially during the pandemic.



LARC donates bottled water for the participants of Pista ng Kapaligiran online program (Photo taken by Randolph Tolentino).

From the President's Desk



New office space, better customer experience

It is a great pleasure to welcome everyone to LARC's new home - the LARC CORPORATE CENTER (LCC) located at Km. 65, Manila South Road, Maahas, Los Baños, Laguna. This marks another beginning of a fresh phase in the development of our operations and intensification of efforts to provide service to our customers. I am particularly gratified, because this represents a translation into the concrete reality of LARC's determination to meet the challenge of the times, and foster advancement for all our stakeholders.

The LCC is a major accomplishment and a step towards LARC's corporate vision to be recognized as a leader in the water industry in Region IV, providing excellent customer service, efficient operations while protecting the environment and ensuring water sustainability.

The new LCC will expedite the consolidation of our operations, personnel, and facilities for effective communications and logistics management. It will also enhance the coordination with other development partners in the industry, as well as provide support to LARC personnel. Providing professional and comfortable workspaces in a stimulating fresh and contemporary environment will add value and improve the productivity of the LARC Team.

The New LCC will also be an exciting place for a high level and exceptional customer experience. It boasts a bigger receiving area for customers to alleviate customers' discomfort during queues, which also follows the government's recommended measures to prevent the spread of COVID-19. These will underscore outstanding client care creating lasting impressions that fit LARC's brand and image.

The New LCC will not just be a landmark edifice but most importantly it will showcase LARC's DNA ingrained in its ethos and corporate values. Another motive is to think about the spirit of hope and optimism despite the challenges and embrace forward-looking progress for the years to come. I am confident that LCC will prove a positive boost towards continued development and modernization of LARC's operations, and therefore contribute to the overall uplift of our community.

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.



LARC supports Brigada Eskwela in the new normal

Every year, LARC supports the Brigada Eskwela and Balik Eskwela as part of its Alalay sa Barangay Program. The activities normally include donations of paints and cleaning materials for the beautification of schools within LARC's service area. LARC also distributes school supplies and provides free haircuts to students who attend turnover ceremonies.

This year's Brigada Eskwela and Balik Eskwela activities include the donation of alcohol, vitamins, face masks, alcohol dispensers, infrared thermal



From L to R clockwise: Principals of Tuntungin-Putho, Bagong Silang, and Mayondon Elementary Schools and Custodian of Calauan District Office receive LARC's donations for Brigada Eskwela 2020.

scanners, and hygiene kits. As we are facing a pandemic, these materials will help teachers in minimizing the spread of COVID-19. The materials will also help the schools promote proper hygiene and sanitation practices; especially in times of health crisis caused by the pandemic.

LARC hopes that these humble donations can help ease the burden of the teachers and students on their preparation for the upcoming online classes for this school year.

LARC continues to reprieve from payment of penalty charges

As we all continue to work together to prevent the spread of Covid-19, the welfare of our customers is our primary concern. We still encourage everyone to follow the safety protocols to stay home and for our customers not to go out and risk their health just to pay for their bills.

Suspension of the disconnection of overdue accounts in addition to the normal grace period are still in effect due to extension of community quarantine. Collection of March to August penalty charges is also suspended to lessen their burden while in the midst of the pandemic.

LARC encourages customers to settle their bills through online payment channels. Numerous online payment options like GCash, Robinsons Online Banking, and LandBank Online Banking are made available for customers' convenience.



WALANG PENALTY CHARGE

JUNE
X

JULY
X

AUGUST
X

EXTENDED

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