



# LARC Stream

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

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## Water pipelines relocated as Cambatoc Bridge widens

On March 08, 2021, the relocation of 4-inch and 8-inch steel pipe water lines along Cambatoc Bridge was done simultaneously with the rehabilitation of the old bridge by the Department of Public Works and Highways (DPWH). The relocation of water lines was completed before DPWH demolished the old structure. The completion of the relocation project at Cambatoc Bridge was riddled with challenges in terms of government permit approvals, procurement and delivery of materials and coordination with DPWH and their contractors. However, all of these were addressed properly and efficiently before the actual activity, which paved the way to its completion on March 09, 2021.

After the relocation at Cambatoc Bridge, LARC was still able to maintain the water pressure to ensure adequate supply of water to the same number of customers. Now that these waterlines are in safe, rigid, and improved location, it has become more accessible and easier for any emergency team to repair it when needed in the future.



Water service is temporarily interrupted during the improvement of Cambatoc Bridge in Paciano Rizal, Bay on March 8, 2021 due to the relocation and replacement of LARC pipe lines to keep abreast with the wider and better bridge.

## Pag-aaral para sa pagpapalawak ng serbisyo ng LARC

Bilang tagapamahala ng suplay ng tubig sa Los Banos, Bay, Calauan, Victoria at ilang parte ng Nagcarlan, ang LARC ay nagsagawa ng household survey ngayong simula ng taon sa mga piling barangay upang malaman kung may mga kabahayan sa mga lugar na pinagseserbisuhan ng LARC na wala pa ang suplay dito magpahanggang ngayon.

Bagama't marami ang nagnanais makabitan ng linya, kalimitan sa mga ito ay walang sapat na pambayad, lalung-lalo na ng installation fee. Naniniwala ang LARC na karapatan ng bawat tao na magkaroon ng malinis na tubig para sa kaniyang pang-araw-araw na pangangailangan para mabuhay at para na rin sa ikauunlad ng komunidad kung kaya't inihain ng LARC ang *staggered payment program* kung saan maaring makapagbayad sa loob ng apat (4) na buwan matapos ang downpayment at iba pang mga paraan para sila ay mabigyan ng pagkakataong magkaroon ng sapat, malinis at kalidad na tubig para sa kanilang pamilya....*Page 4*

### INSIDE THIS ISSUE

Straight  
from GM

Page 2

Continuing initiative with LARC's  
E-Waste Collection Drive 2021

Page 2

LARC's Payment Options Online  
Contest kickstarts in March

Page 3

From the President's Desk

Page 3

World Water Day 2021: LARC's  
#Water2Me Online Photo Contest

Page 4

# Straight from GM



## Going the extra mile for our customers

Even under tough times and difficult circumstances, LARC still gives its best effort to continue its efficient operations, as clean and reliable water is vital in fighting our common enemy nowadays, the COVID 19 virus. At a time when we had another round of community quarantine and with LARC's immediate shift to transact online due to exposure to the virus by some of its employees, it still ensured that its frontline services and vital facilities will continue to operate so that water services remain adequate especially during these critical times.

During the first quarter of 2021, despite these challenges, LARC still placed great value to environmental conservation as it continues with its E-Waste collection drive to educate and empower its employees, customers, and the whole community of the importance of practicing proper disposal of E-waste to lessen its negative impact on the environment. The e-waste collection is part of a bigger campaign which started in 2020, the Zero Waste Lifestyle, still, under its Dalayday program.

In terms of customer relations, LARC continues to amplify and broaden its efforts to reach out to its customers by engaging them with various activities, may it be for the environment or water operations. For this quarter, they were particularly involved with the efforts on raising and spreading awareness on the various payment partners and facilities that are made available by LARC for easier and simpler bill payment through LARC's online or virtual contest. You can read more about this on page 3.

This issue also includes story on the celebration of World Water Day 2021, where LARC also came up with an engaging online contest for customers where they could get a chance to win cash prizes. The details of the activity can be read on page 3. You can also read how LARC celebrated International Women's Day on the same page. Another important and interesting part of this issue is the FAQs segment with regards to water interruption. This can be found on page 4.

As we go through the second quarter, LARC will continue to update you with latest projects, activities and developments. We welcome you to help us improve our service by emailing us at [larc.main@larc.com.ph](mailto:larc.main@larc.com.ph) or messaging us at LARC's official Facebook Page: Laguna Water District Aquatech Resources Corporation -LARC.

## Continuing initiative with LARC's E-Waste Collection 2021

LARC in its own little way is helping to reduce our waste and minimize its negative impact to the environment, including our water resources by promoting waste reduction and less environmental footprint.

We are encouraging everyone especially the communities in our service areas to take an active part in the solution to this environmental concern by properly discarding their electronic waste (E-Waste). This can be of great help in

lessening the trace of toxic materials in our landfills and groundwater.

With this, we continue our initiative, which was launched last year – LARC's Zero Waste Lifestyle campaign, under the Dalayday Program where we spearheaded E-waste collection for our customers who wished to properly discard their E Waste at LARC lobby. For this year, we launched a modified E Waste Collection contest starting with LARC employees. We believe that we should start the action within ourselves and create a ripple effect to the community. For the phase two of this initiative, the E Waste Collection is extended to the Barangays of Los Baños, Bay and Calauan. Prizes will be given for exchange of the quantity of E-waste they will be providing; and our partner collecting agent, EnviroCycle will be the one to properly dispose all the E-wastes collected.

The main goal of this initiative is to educate and empower our employees, customers, and the whole community on how they can help save our environment by practicing proper disposal of E-waste, which includes keeping it out of landfills and responsible E-waste recycling.

For more information, contact your Barangays or message us at LARC official Facebook page.

*Editor's note: LGU E-waste drive contest has been extended until July 05 to August 28, 2021 due to the surge of Covid-19 cases and the improved local quarantines last March 2021.*

## Celebrating women in the new normal

In the midst of the health crisis, we continue to salute all the women who play vital roles in keeping our daily lives better in the new normal. LARC is one in celebrating women's contribution to all sectors of the society this International Women's Day 2021. This celebration served as a venue to highlight women's achievements and discuss continuing and emerging women's empowerment and gender equality issues and concerns, challenges and commitments ,most especially in this challenging new normal brought upon by the pandemic.

LARC remains in full support to this celebration by means of sponsoring and partnering with the Women sector of Los Baños LGU's meaningful activities catered for women all throughout the month of March. The theme "We make change work for women" truly highlighted the empowerment of women when it comes to the water use in the household and as active contributors to and claimholders of development.



**E-WASTE DRIVE 2021**

**LGU E-Waste Drive**

Open to all barangay offices of Los Baños, Bay, Calauan, Victoria (Masapang & Sto. Benito only), Nagcarlan (Wakat, Maravilla, Banca-Banca) and Sto. Tomas (Sta. Elena, San Felix, San Jose).

Your barangay office can get a chance to win the following prizes:

1st Place:	Php 10,000
2nd Place:	Php 7,000
3rd place:	Php 5,000

Contest Duration:  
**March 05, 2021 to March 31, 2021**

For inquiries, kindly send a private message thru LARC's official FB page at [www.facebook.com/larcph](https://www.facebook.com/larcph) or contact Ms. Phoebe Sumilon at 0998 987 2407.

*Join us in our efforts to dispose e-waste properly!*

## LARC's Payment Options Online Contest kickstarts in March

As we are all still currently living in a situation where we are being forced to stay in the corners of our homes for our own and our families' safety, it has become a hassle to go out to pay our monthly bills. This is the very reason why LARC provided various payment center options for easy bills payment for our customers. LARC encourages everyone to utilize these options for a worry-free bill payment.

In order to further boost the awareness of customers on LARC's alternative payment methods through our payment centers and other accredited payment options, LARC, thru its official Facebook Page, introduced "LARC's Payment options - Share and Tag to Win Online Contest," which ran from March 1 up to May 30, 2021. This contest aimed to encourage customers to pay through LARC's partner banks, payment facilities and mobile apps instead of heading to LARC office, especially during their due dates. Various IEC materials have been posted online and in the LARC Customer Service area to show the step by step processes on how concessionaires can pay their bills easier and faster; to be shared and tagged by the participants in their FB posts for the said contest.

LARC's Payment options - Share and Tag to Win Online Contest was a success in its first run this March. Five lucky winners received cash prizes and got to know more about LARC's various payment centers and share it with their FB friends. The second and final run of this contest will be in April and May 2021 respectively. LARC customers can still have the chance to join, win, and learn about LARC's Payment centers.

For more information, you can visit LARC's official FB page or <https://larc.com.ph/payment-centers/>.

## World Water Day 2021: LARC's #Water2Me Online Photo Contest



Photo entry of Mr. Marc Isleta garners 723 Facebook reacts making him the grand winner of LARC's #Water2Me online photo contest.

In this year's World Water Day celebration, LARC continues to put water at the heart of our action plans by promoting the importance of our water resources and the responsible use of water at home and in our community. Through working together, we can keep our clean water flowing for ourselves and for the future generations. Thus, LARC launched LARC's #Water2Me Online Photo Contest. This is in line with the theme of World Water Day 2021, "valuing water" that includes the environmental, social, and cultural value people place on water.

A number of LARC's Facebook followers participated and submitted their entries in the #Water2Me Online Photo Contest, which was later on narrowed down to 10. The top 10 were then posted at the LARC official Facebook page wherein the top 3 entries with the highest number of combined Facebook LIKES, HEART, and WOW reacts at the end of the voting period each won 2,500 pesos.

The Online Photo Contest winners based on the Facebook likes were **Mr. Marc Isleta, Mr. Vince Louie Resurreccion Septimo, and Mr. Mike Kendrick Vista**. As for the claiming of prizes, the winners received the cash prize through online platform due to quarantine protocols and for their safety. LARC would like to thank everyone who joined and participated in this year's World Water Day 2021: LARC's #Water2Me Online Photo Contest.



## From the President's Desk



### Traversing challenges together

As we all have been following the recent events and the ripple effects that have followed around the world and our community today, LARC, for its part, I believe is a team that puts its customers first above all else. We will continue to come together as one to listen, learn and act in support of our communities and teams especially now that we are still in the midst of a health crisis.

We are accelerating our efforts to support and educate our employees to ensure a safe and inclusive workspace for everyone to better serve the LARC community and to ensure that we would not be spreaders of the virus. It is our collective effort to maintain and ensure that the foundation of our office stays intact and strong while traversing the challenges together as one team. By working as one, as well as being committed to give our best service to our customers, we are strengthened by the thought that better prospects and opportunities lie ahead despite the challenges along the way.

LARC is continuously aiming to go above and beyond these challenges and focusing on the improvement of the efficiency and reliability of its water supply system through our constant improvement and maintenance works for a secure, safe and reliable water for our consumers. We also ensure our support for local government at this time through our partnership with their various projects and initiatives for our communities.

Let me borrow a famous quote that says, "Coming together is a beginning. Keeping together is progress. Working together is success." The word "together" in this quote, as in real life, is the word that links us all no matter how rough and difficult our journey is. With this, let me assure all of our customers that LARC embodies the spirit of togetherness and teamwork, especially at this time, in all aspects of our work to be of better

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](mailto:larc.main@larc.com.ph).



## Malinis na kapaligiran para sa Enero



Ang buwan ng Enero ay tinaguriang "Zero Waste Month" na nagtataguyod ng tamang pamamahala sa mga basura upang mabawasan ang dami at toxicity na maaaring maidulot nito. Bilang suporta sa celebrasyon ito, lumikha ang LARC ng ilang online posters na nagpapakita ng ilang mga paraan para ang ating pamayanang makatulong na mabawasan ang basura na nagdudulot ng negatibong epekto sa ating kapaligiran lalo sa ating yamang-tubig. Kabilang na rito ang paggamit muli ng mga bagay na pinaglumaan o recycling, pag-iwas sa

pagtatapon ng sobrang pagkain, pagdadala ng mga sariling lalagyan at kubyertos upang makaiwas sa paggamit ng plastik at pakiki-isa o aktibong pakikilahok sa E-Waste Collection Drive 2021 ng LARC.

Bilang pangunahing tagapag serbisyo ng tubig sa inyong lugar, patuloy naming pahahalagahan at payayabungin ang mga inisyatibo ukol sa proteksyon ng ating kapaligiran. Kami po ay nagpapasalamat para sa inyong walang sawang suporta sa mga ito.

## Pag-aaral para sa pagpapalawak ng serbisyo ng LARC...<sub>Page 1</sub>

Minarapat din ng LARC na kamustahan ang ilang mga tao sa komunidad na nagnanais makapagkabit ng kanilang linya ng tubig upang alamin ang kanilang saloobin tungkol dito. Narito ang ilan sa mga nakapanayam ng LARC na nagbahagi ng kanilang karanasan tungkol sa kanilang kasalukuyang suplay ng tubig:



Name: Marilou Alcones

Location: San Antonio, Bay

"Sa pang-araw-araw na gawain, tubig poso ang ginagamit namin. Para sa inumin at pagkain, bumibili kami ng tubig na mula sa LARC na tig-lilimang piso kada galon sa kapit-bahay. Nais ko na ring magpaket ng linya sa LARC para maiwasan ang akidente. Malimit kasi akong nadudulas sa aking pag-iigib ng tubig mula sa poso. Naipasa ko na ang aking application for new connection sa inyong opisina. Naghihintay na lamang ako ng sapat na pera para makapagbayad ng fees."



Name: Josephine Paran

Location: San Antonio, Bay

"Kami ay gumagamit ng tubig poso dito sa bahay. Para naman sa aming inumin, bumibili kami ng mineral water. Sa loob ng isang araw, nakakubos kme ng dalawang 5 gallon containers. Kung magkakaroon ako ng sapat na pera para makapag-pa install ng linya ng tubig mula sa LARC, gagawin ko dahil bukod sa ikagigihawa nito ang aking mga gawain sa bahay, magagamit namin ang tubig sa pagluluto at pag-inom. Hindi na namin kailangang bumili ng mineral water."



Name: Lorena Nemis

Location: San Antonio, Bay

"Sa ngayon ay tubig poso ang aming ginagamit. Mas maganda sana kung naka-linya ang aming tubig para hindi na nakailangang bumili ng mineral, kasi kapag gumagawa kami ng yelo bumibili pa kame ng tubig sa labas. Importante sa amin na magkaroon ng de-kalidad na tubig lalo na sa inuming tubig kaya mas magandang magkaroon ng de-linyang tubig."

Name: Ofelia Madrid

Location: Tagumpay, Bay

"Nais ko sanang magpaket ng linya ng tubig sa LARC ang problema ay budget lalo na kapag nagkasabay-sabay ang bills. Sa ngayon ay bumibili kami ng tubig sa labas para sa aming inumin at poso naman ang aming ginagamit para sa ibang panggagilangan. Sa LARC din galing yang tubig na binibili namin sa kapitbahay. Mas malaking tulog sana kung kami ay may linya ng tubig hindi ko na kailangang magbomba ng tubig dahil lagi akong naglalaba. Hindi rin namin mainom ang tubig poso dahil nung huli namin itong ginawa, lahat kami ay nagkasakit. Kapag ang anak ko ay nagkaroon na ng mayaos na trabaho, kami ay magpapakabit sa LARC."



Name: Analiza Bobitos

Location: Bambang, Los Baños

"Ang tubig poso ang ginagamit namin ngayon para sa palligo, paghuhugas ng plato at paglalaba, ngunit para sa inumin, kinakailangan naming bumili ng mineral water, medyo magastos. Nais ko sanang magpaket ng linya ng tubig ngunit medyo malaki ang magagastos ko para dito dahil mahaba ang tubong kailangang gamitin mula sa metro papunta sa aming bahay. Nasubukan ko na ang tubig mula sa LARC. Minsan nakikigib ako sa mga tatay ko na may sariling linya ng tubig. Okay naman ito at ginagamit din naming itong inumin."

Name: Concepcion Villas

Location: Bambang, Los Baños

"Ngayon po, bumibili ako ng mineral water dahil may baby ako, gumagamit din kme ng poso, at nakiki-igib kami ng tubig ng LARC sa aking biyenan. Mas maganda sana kung kami ay may sariling linya ng tubig para mas malinis ang magagamit naming tubig, tapos kapag malakas ang ulan at bumabaha dito sa amin, hindi na namin kailangang lumbas ng bahay para kumuhang ng tubig na kinakailangan naming gamitin sa bahay. Nag-iipon lang ako ng pampakabit ng linya kaya wala pa kaming sariling metro."



## MGA KADALASANG KATANUNGAN SA PAGKAANTALA NG TUBIG:

**Bakit may mga panahon na hindi maaring gawin ang mga repairs tuwing off peak o patay na oras?**

Ang mga repair o pagsasaayos tulad ng emergency repair gaya ng leak repair lalo kung ito ay nasa mainline o pasilidad at hindi inaabahang pagkaisira ng electromechanical equipment o electrical facilities ay agarang isinasagawa at hindi dapat ipinagpapalibutan. Kapag ito ay hindi agad isinaayos, maari itong magdulot ng paghina hanggang sa pagkawala ng tubig sa isang buong water system.

**Bakit mayroon umaabot ng apat na oras o higit pa na pagkaantala ng tubig?**

Ang oras ng pagkukumpuni o pagsasaayos ng mga sirang linya o pasilidad ay nakadepende sa mga sumusunod:

1. Laki o lawak ng gagawin
2. Laki at materyal ng gagamiting tubo
3. Kundisyon kung nasaan ang kailangang gawin - tulad ng klase at lalim ng huhukayin o babakbakin; ito man ay konkreto, aspalto o lupa
4. Kaligtasan ng manggagawa sa lokasyon ng gagawin
5. Biglaang pagbabago ng panahon tulad ng pagkakaroon ng kalamidad, malakas na ulan o bagyo

**Bakit mayroon mga hindi inaanunsyo pagkaantala ng tubig?**

Sa mga pagkakataong ang gawain ay kayang tapusin sa loob ng tatlong oras o mas maaga kung saan walang masyadong naantalang trabaho at hindi malawak ang apektadong lugar, ito ay hindi na inaanunsyo at agarang kinukumpuni na lamang upang manumbalik agad sa normal ang daloy ng tubig sa lugar.

**Paano namin malalaman ang mga abiso tungkol sa pagkaantala ng tubig?**

Sa pamamagitan ng LARC Facebook announcements, LARC text messages, LARC roving public announcements o pagbibigay ng abiso sa mga opisyal ng barangay, maari ninyong malaman kung mayroon water interruption sa inyong lugar. Ito ay upang kayo ay maging handa sa pamamagitan ng pagiimbak ng tubig kung may suplay pa ng tubig sa inyong tahanan.