



Maynilad

***From Emergency
to Resilience***

April 21, 2021

Maynilad Water Services, Inc.

- Water and Wastewater concessionaire – West Zone of Greater Metro Manila
- More than 2,500 personnel
- Serving 1.485M connections or a population of 9.74M
- 7,700+ km of pipe network
- 604 km of sewer network
- 4 water treatment plants
- 22 wastewater treatment plants
- 36 pump stations
- 111 lift stations



Covid-19 Context

1 year+ of varied types of quarantine

Extent of Infection

	National	Metro Manila
Infections	865K	384K
Mortality	15K	5.7K

OBJECTIVES

- 🌐 Ensuring uninterrupted supply of water and provision of sanitation service.
- 🌐 Balancing the welfare and safety of our employees and partners, vis-a-vis our financial goals.

COVID-19 IMPACTS

FINANCIAL	PLANNING AND INVESTMENTS
Revenue reduction	Implementation of capex projects
Cashflow	Access to capital
Covid related expenses	Managing projects and contractors

COVID-19 IMPACTS

OPERATIONS AND MAINTENANCE	BUSINESS AND HUMAN RESOURCES MANAGEMENT
Logistical support for locked-in employees	Changes in deployment of personnel on account of quarantines
Balancing supply, pressure and non-revenue water	Health and Safety of employees and partners
Managing supply chain	Managing remote work

RESPONSE

- 📁 Business continuity plans. Emergency preparedness.
- 📁 Development and implementation of Covid prevention and control protocols.
- 📁 Financial discipline. Prudence and efficiency in both opex and capex. Prioritization.
- 📁 Management of customer billings and expansion of modes of payment.
- 📁 Automation and Design. Central Control for water production and distribution network.
- 📁 Computerize Maintenance Mgt. System
- 📁 Adjustments in the supply chain managements.

LEARNINGS

1. It pays to be prepared.
2. Be decisive but flexible and agile.
3. Communicate.
4. Listen to those on the ground.
5. Continue to learn.
6. Close coordination with regulators



Maynilad

Thank you.