

ENGR. RESTITUTO B. SUMANGA, SR. *Adviser* 

#### **EDITORIAL STAFF**

MELODY ESTACIO-OYOS

Editor-in-Chief

EMANUEL B. CAPULONG
Asst. Editor-in-Chief

CRISTINA M. BONAOBRA

Publishing Editor

JEWELL C. PRECILLA Lay-Out Artist

Contributors

ENGR. MA. ANGELICA P. CORPUZ Engineering Dept.

MARIA JENNIFER DJ. ESCAÑO RENATO S. VASQUEZ Production Dept.

CARMINDA G. PARINGIT Finance Dept.

BILLING SECTION STAFF

Commercial Dept.

**NLM-CWD** 

For contributions, reactions, commentaries and suggestions, email us at waterlife2010@yahoo.com

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#### Editor's Note

## Fuel your Mind with Optimism

You guys will surely agree with me that the most wonderful time of the year is of course the Christmas season, especially for us, Filipinos, who are known to celebrate such the longest and the merriest, remarkable proof that it is more fun to spend Christmas in the Philippines.

Melancholic mood has definitely no room during Christmas time, but cheers for everyone, for the brightly colored buntings and decorations hanging everywhere contribute to the feeling of merriment not just for youngsters alone but for young once as well.

Yet we cannot deny the fact that the happiness brought about by the festivity slowly fades out for such is only an ephemeral emotion and a subjective one. On the other hand, we have the capability to prolong the gladness in our heart all year round, if we will just fuel our mind with optimism and expect that life ahead will be mostly good, will be better until finally best.

As we welcome 2013, let us not stamp our brains by the past but rather shape it with positive views for the future. Think of life as a clump of clay, which we can mold in accordance to our desire; and considering that human mind knows no universal limit why not think of all the best to come and shrug off the worst.

However, life is so dynamic; sadness and pain spice it up.

In such situation, hold on to the faith that there is always a rainbow after the rain, and at the end of it is a pot of gold, thus, one should not weep but hope, for it is a guiding force that enables us to believe that we will achieve our dreams.

At best, we will begin to think and see things, circumstances and actions in a more optimistic way, be it at home or at work. We will realize that just by shifting our mindset and a bit of our behavior, we can live life on a brighter side and we may even like it better that way.

Melody Estacio-Oyos

Editor-In-Chief

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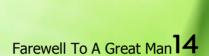
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#### ABOUT THE COVER



Calamba Water District carries out service rooted from its mission, which is to provide quality service towards customer satisfaction. Aside from our lifetime commitment to assure our concessionaires of potable water straight from the tap, we make it a point as well to

deliver our services with a smile as the basic component of quality service as we look forward to win your smile in return.

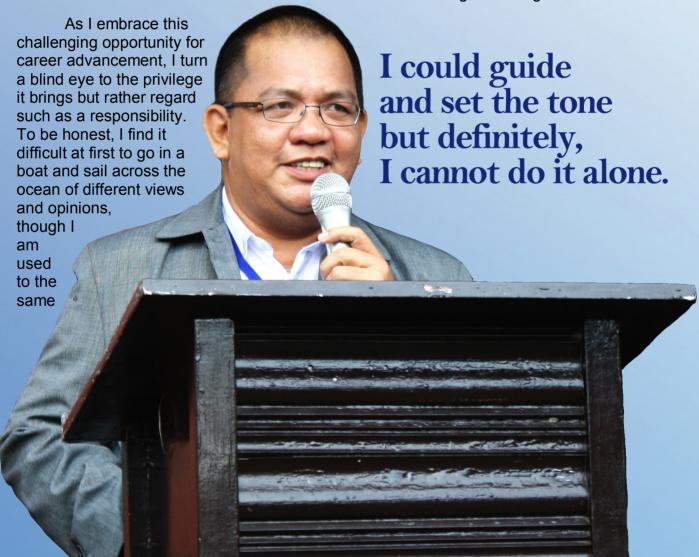


# SALING

Engr. Restituto B. Sumanga, Sr.

My heart is half rejoicing when I took over the position of a general manager of Calamba Water District for I am deeply saddened by the fact that the demise of the person whom I called my mentor and my confidante as well, none other than the late GM Bert Cervancia, brought me to where I am now.

tales as the former assistant general manager. However, the situation is quite different, for this time, I will no longer act as part of the support system to the one who is gliding the boat's paddle, but seek for support instead, thus, I need to calm the water for me to be able to easily glide the paddle that was passed on me for smooth sailing towards goal.





Engr. Restituto B. Sumanga, Sr., newly appointed General Manager, taking his oath of service before the Board of Directors and CWD Employees.

I believe that in order for an organization to propel growth, each and everyone in it should work as a team, so the foremost gesture I did was to reach out to my key players, listen to them and speak their language. I let them bring out valuable suggestions for them to feel that they are part of the team with a common goal. I learned that departmental policy changes are implemented more effectively when concerned employees have input in decision, and more likely empowers them and increases commitment to adhere to said decision. However, in circumstances where recommendations seem to be not the win-win solution, laying down the pros and cons cards somehow could help them better understand the need for choosing

one best alternative before coming up with a final decision.

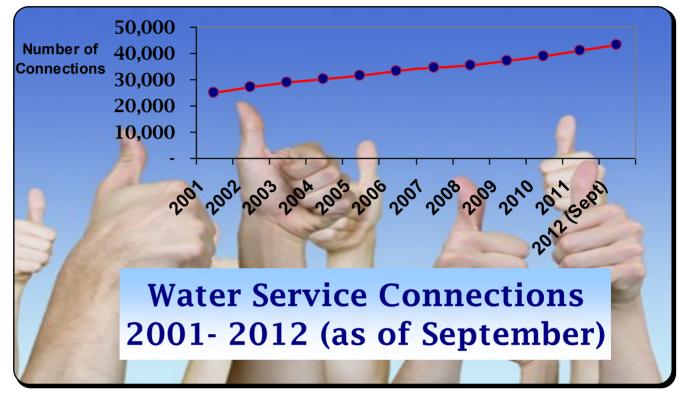
Much has been said and written about leadership, in fact, manuscripts pertaining to such are widely ubiquitous at every bookshelves of the store.

Nevertheless, no matter how one keeps himself engrossed in a particular book on how to be an effective leader, the absence of an ear to listen to the voice of your subordinates will not make you one.

Before I finally put a mark to end this piece, I would like to reiterate my request for support among CWD employees, I could guide and set the tone but definitely, I cannot do it alone.

# SERVICE CONNECTIONS CET HIGHER EVERY YEAR!

Cristina M. Bonaobra



CWD attains a significant increase of 12% in service connections in two years time since 2010 and has been consistent in keeping a steady rate of growing the population of its concessionaires at an approximate average of 5% annual increment since 2001. Data show the upscale trend of the number of service connections from 24,946 in year 2001 to 43,136 as of September 2012, hitting an average growth of more than 1,600 additional each year or an equivalent of 138 connections a month. Evidently, CWD did well in carrying out its Mission into actions that result in the realization of expanding its scope of service.

As of September this year, the District has covered 42 out of 54 barangays; only twelve remaining to fully saturate the whole city of Calamba and optimize CWD's span.

The Management eyes these areas as potential targets for expansion for the coming years aside of course those newly developed residential subdivisions and new commercial establishments.

Such goal achievement became possible as the Management through the Customer Service Division consistently implements strategies on promoting the services of CWD. They distribute leaflets and flyers through out the whole year to different areas particularly in those places which have minimal number of water connections. Discount on application fee is also given to applicants from areas which water systems are turned over to CWD. The said division also monitors and frequently runs surveys in

(cont. to page 5...)

different barangays to identify feasible areas, and consequently carries out series of *Barangayan*, an activity wherein the team conducts open forum and orientation with barangay officials and prospective applicants, recent one was last November 22, 2012 in Brgy. Bubuyan where 273 new connections were registered and another in Sitio Patag, Brgy. 2 where 61 applications were accepted. In addition, turnover of water systems of various subdivisions are now in progress, namely, Crescent Knoll Subdivision, Brgy. Barandal, and Lamesa Heights Subdivision, Brgy. Lamesa, which are projected to be finalized early next year.

At present, the Engineering Department is still working on the installation of additional water distribution lines and clustering in Brgy. Saimsim, Glenwood Subdivision in Brgy. Turbina, Brgy. Majada, Gawad Kalinga-Canossa Ville in Brgy. Lecheria, Brgy. Tulo, Bray. Turbina and Indigo **Bay Subdivision Phase** 2, Brgy. Bagong Kalsada. An appropriation of P9.06M was allotted in the 2012 Budget for the implementation of the above projects. These are aimed at extending more the water service connections and improving the pressure and water supply as well in the said areas and respective suburbs.



### System of 3 Vater

Engr. Ma. Angelica P. Corpuz

The scheduled expansion, rehabilitation and infrastructure projects of the WSMD for the last quarter of 2012 is almost 85% completed as of December 2012. It is composed of source development, vertical structure, pipeline installation, pipeline rehabilitation and extension to the following areas:

#### **Bunggo Water System**

On September 28, 2012, the implementation of Bunggo waterline was started and target to be completed on the first quarter of 2013. The project has a total length of two hundred fifty two (252.00) linear meter of water distribution lines with pipes ranging from 40mm and 50mm in diameter and has a total cost of P178, 072.89. The project involved interconnection of 50mm diameter existing pipeline, thus increasing the number of beneficiaries by

> approximately 500 households. The modification also involved the route of the pipeline leading to the east and north portion which added to the total

length of 922.5 linear meters.

#### **Turbina-Tulo Water System**

The pipelines of the area draw its water supply from the nearest source located in Brgy. Makiling and Purok 1 &2 Brgy. Turbina. The Project was started last June 28, 2012 and target to be

completed on the first to second quarter of 2013 and has a total cost of P4, 380, 507.25 involving installation of 4, 315 linear

> more or less 1.000 households. The development of such project involved the inter-connection of existing 100mm and 75mm in diameter along the National

meters of 50mm, 75mm and 100mm to benefit

Highway and Nayon, Brgy. Turbina respectively, which objective is to boost the flow of water supply along the said area.

#### Saimsim-Tulo-Makiling Water System

The major component of the project is to expand the distribution line with the total cost of P2, 261, 998.34. The project was started in August 2012 with the total length of two kilometers (2,000 linear meters) of distribution lines and the pipes ranging from 50mm, 75mm and 100mm in diameter. The project consist of looping of waterline, thus boosting the flow of water that is expected to benefit approximately 1000 additional households to the existing number of concessionaires in said area.

## CWD Inks MOA with GSIS

Melody Estacio-Oyos



Signing of the Agreement between CWD represented by GM Restituto Sumanga and Ms. Celeste Ferreras in behalf of PGM Robert Vergara of GSIS, as witnessed by the CWD Department Managers and HRD Personnel.

Calamba Water District (CWD) has signed a Memorandum of Agreement (MOA) with Government Service Insurance System (GSIS) to settle its outstanding premium arrearages (both employee and employer's shares) to the latter through a restructured obligation from P 6,317,821.06, inclusive of interest, to 3,647,487.87, upon 50 percent deduction of the condoned interest. Said obligation was actually result of the transfer of insurance fund of CWD employees from Social Security System (SSS) to GSIS in December 2005.

The MOA was signed by Engr.
Restituto B. Sumanga, Sr., General Manager,
CWD and GSIS President and General
Manager, Mr. Robert G. Vergara through the
coordination of Ms. Celeste G. Ferreras, GSIS
Branch Manager, Pagsanjan, Laguna.

Said MOA is an emblem of partnership between the two agencies both aiming towards the welfare and secured future of the employees.





GS S

GOVERNMENT SERVICE INSURANCE SYSTEM Kahit saan, kahit kailan, maaasahan.

# Ensuring Concessionaires' Convenience CWD Citizens Charter

Cristina M. Bonaobra

To guarantee customer satisfaction has always been the gist of the objectives of CWD. We regard our concessionaires as the most important members of our organization. To see them satisfied and happy with the services we provide have been the main thrust of our operation. Thus, we ensure that we provide them uninterrupted supply of sufficient potable water flowing through the faucets in their respective houses as well as the quality service they deserve.

Quality of service is determined and reflected at the frontline desk, thus, the reason for the promulgation of the Republic Act 9485 known as Anti-Red Tape Act of 2007 (ARTA) or "An Act To Improve Efficiency In The Delivery Of Government Service To The Public By Reducing Bureaucratic Red Tape. Preventing Graft And Corruption, and Providing Penalties Therefor". This mandates each government office to carry out pleasant, effective, efficient and reliable frontline service. Abiding to the provisions of the ARTA, the Management crafted its own Citizens Charter that aims as well to ensure that every service transaction shall be well attended to within specific timeframe avoiding backbreaking and lengthy procedures. In addition, CWD frontline service area at the ground floor of the main building was also improved into a welldesigned One-Stop Shop where said Charter is directly implemented and where concessionaires may process their concerns in convenience.

The CWD Citizens Charter contains the specific steps for processing application for new water service connection and for filing complaints. This includes other necessary information such as time it must take a particular procedure to complete, name of person in charge, and basic fees for the application. This serves as a quick guide for guaranteed efficient and effective forefront service.



Frontline Service: CUSTOMER SERVICE ASSISTANCE
Application for New Water Service Connection

Clients: Residents from within our Service Areas

Requirements: Barangay Clearance for Water Connection
Any of the following valid ID (photocopy)

SSS / GSIS / Philhealth / Drivers License / Voters ID / Pag-Ibig

Frontline Service:

Waterbill Receipt of the nearest neighbor

Any of the following Certificate of Ownership (photocopy)

Land title, Deed of Sale, Contract to Sell,

Certificate of Rights, Authority to Move-in

Availability of Service: Monday to Saturday (7:00 a.m to 5:00 p.m.) - no lunchbreak

Saturday from 8:00 a.m. to 5:00 p.m.

Fees: Basic fees for application - Residential Connection

Customers Contribution PhP variable
Waterbill Deposit 1,500.00
Notary Fee 150.00
Municipal Fee 10.00
Valve variable
Labor as per estimate
Materials as per estimate

Note: The total cost of customers contribution will vary on the current amount of water meter

The total cost will vary on the actual estimate to be conducted by the Engineering staff. Filing fee will be deducted from the total cost to be incurred by the client if application is approved and for payment.

Procedure	Processing Time	Person-In-Charge / Contact Number	
Filing of Application     (Applicants are required to pay Php 102.00 as filing fee and submit the Sketch of Location )	5 minutes	Main Office/ One-Stop-Shop 545-1614 Loc 114	
2.) Waiting Period for the Estimate	2 to 3 days from the day of application	545-1614 Loc 114 834-3801	
3.) Pre-Connection Orientation for Applicants	Thursday and Friday 1:00 to 3:00 p.m 3:00 to 5:00 p.m.	2nd fir CWD Warehouse Building	
Settlement of New Connection Fees and Submission of Required Documents	15 minutes Monday to Friday	Main Office/ One-Stop-Shop 545-1614 Loc 114 834-3801	
5.) Installation of the Water Meter	First come first serve basis, follow-up can be made at the given telephone numbers	Main Office/ One-Stop-Shop 545-1614 Loc 114 834-3801	

	Handling of Complaints			
Clients:	Concessionaires with Complaints on their Water Connection			
Requirements:	Bring a Billing Notice for Reference			
Availability of Service:	Monday to Saturday (7:00 a.m. to 5:00 p.m.) - no lunch break Saturday 8:00 a.m. to 12:00 n.n. 1:00 p.m. to 5:00 p.m.			
Fees:	None			
Procedure		Processing Time	Person-In-Charge / Contact Number	
1) Filing of Complaint		5 to 15 minutes	Customer Service Division (One-Stop-Shop) J. Rico / M. Jamila Call Tel # 834-3801 or 545-1614 Local 114	
2) Waiting Period  ( Accomplishments will vary of Complaint )  a) Major Repairs  b) Minor Repairs  c) Verification of  Consumption / Meter  d) Other Requests	n the nature	24 hours 1 to 2 days 1 to 2 days 3 to 5 days	Engineering Department ( 4th Floor ) A. Sierva / E. Precilla Call Tel # 545-1614 loc 121	
3) Findings		5 to 15 minutes	Customer Service Division (One-Stop-Shop) J. Rico / M. Jamila Call Tel # 834-3801 or 545-1614 Local 114	
Note:  A) Reports under major repair includes:  1) Leak on distribution lines  2) Leak on transmission lines  B) Reports under minor repair includes:  1) Leak service lines  2) Leak tapping points  3) Leak before the meter  4) Leak on meter  C) Reports under verification of consumption / meter includes:  1) High and low consumptions  2) Calibration of meter  3) Replacement of meter  D) Reports under other requests includes:  1) Relocation / Elevation of Meter  2) Transfer of meter / tapping point				
3) Restorations  CALAMBA WATER DISTRICT 9				

CUSTOMER SERVICE ASSISTANCE



Emanuel B. Capulong

Election fever is in the air and rapidly spreading like wildfire. The national election last 2010 generated many unanswered questions not only on the reliability of the Pcos machines but also on the issue of the party-list election. The **1-Tubig** 

Party-List which aims to represent all water district employees in the Philippines considered as underrepresented sector lost in the 2010 election. The 1-Tubig was delisted recently by the Comelec in an en banc decision from running in the May 2013 polls by reason that it failed to obtain sufficient votes in the last two elections. Meaning, 1-Tubig cannot run in the 2013 polls for they are suspended for one election period. However, they can still file their candidacy again in 2016.

As stated under the 1987 Constitution, the party-list system is a political innovation intended to give marginalized sectors and small political parties the chance to participate and advance their causes in the legislative process by apportioning to them a





number of seats in the House. This is clearly stated under the law but the real score is that every time there is a national election in this country, the House is dominated by parties and politicians each with a formidable political machinery. The party-list system should be an a air attempt to level the playing field and to allow voices seldom heard in society to plead their case and engage in public governance.

The party-list group **Bantay** headed by Jovito Palparan, Ang Galing Party of Mikey Arroyo said to be an association of security guards and tricycle drivers, Catalina Bagasina whose group Ale claims to represent laborers and employees are among the top 3 not only in terms of wealth but also in influence, party-list representatives. Do these groups really represent the marginalized status of people who are seldom heard? It is a good thing that Comelec has now returned from its slumbered senses, it disqualified 269 party-list groups and counting including the three aforementioned parties. In fairness to 1-Tubig, it has no large amount of funds to campaign nationwide not even represented by influential people but the sincerity to serve and to be heard makes it different among the rests.

The party-list system has become a playground of sort of the very rich and powerful sectors whose influence on Philippine politics from bad to worst is the main reason the framers of the 1987 Constitution primarily wants to prevent.



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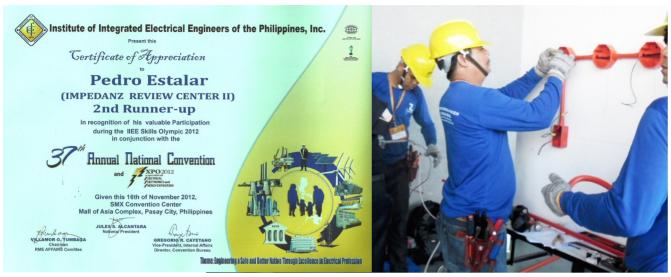




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## **Estalar Wins 2nd Runner-Up**



Institute of Integrated Electrical Engineers of the Philippines Inc. conducted its annual national convention last November 16, 2012 at SMX Convention Center, Mall of Asia. Said convention was attended by Mr. Pedro Estalar of Production Department who likewise won 2nd runner up place during the Skills Olympic on Wiring Diagram as one of the highlights of the conference.



e is just an ordinary man, often in his jeans and jacket during usual days. Visitors in the office who do not recognize him would not even have a hint that he is the think tank of Calamba Water District; but he like it that way, for he wants to gain the respect of others not because of the authority he has but merely for the impression he conveys by simply

The man I am referring to is no less than the late former GM Alberto "Bert" M. Cervancia.

being him.

For almost 17 years of dedicated service in the District, he claimed to do no great things but plain honest work which is what a public servant is expected to do so.

GM Bert's life has been an open book to many; he left Cuyo Palawan where he was raised to seek for better opportunities in Manila so as to fulfill his dreams. He juggles various works to earn for a living aside from being a houseboy in exchange for a place to live in.

# Farewell to a Great Man

Melody Estacio-Oyos

Ika-150 Anibersaryo ng Kaarawan



GM Bert's widow. Ms. Christia Cervancia together with her daughters during the awarding of Posthumous recognition to the late General Manager Alberto M. Cervancia. Beside them are the officers and officials of CWD. General Manager Resty B. Sumanga, Sr., Vice Chairman Fr. Reine Eriga and Director Milo Aguas.

He claimed to do no great things but plain honest work which is what a public servant is expected to do so.

He obtained the fruit of his hardships as a self-supporting student upon acquiring a degree in Bachelor of Science in Civil Engineering year 1985 until he met and married Ms. Christia Rodriguez-Cervancia and eventually blessed with five kids, and the rest was history.

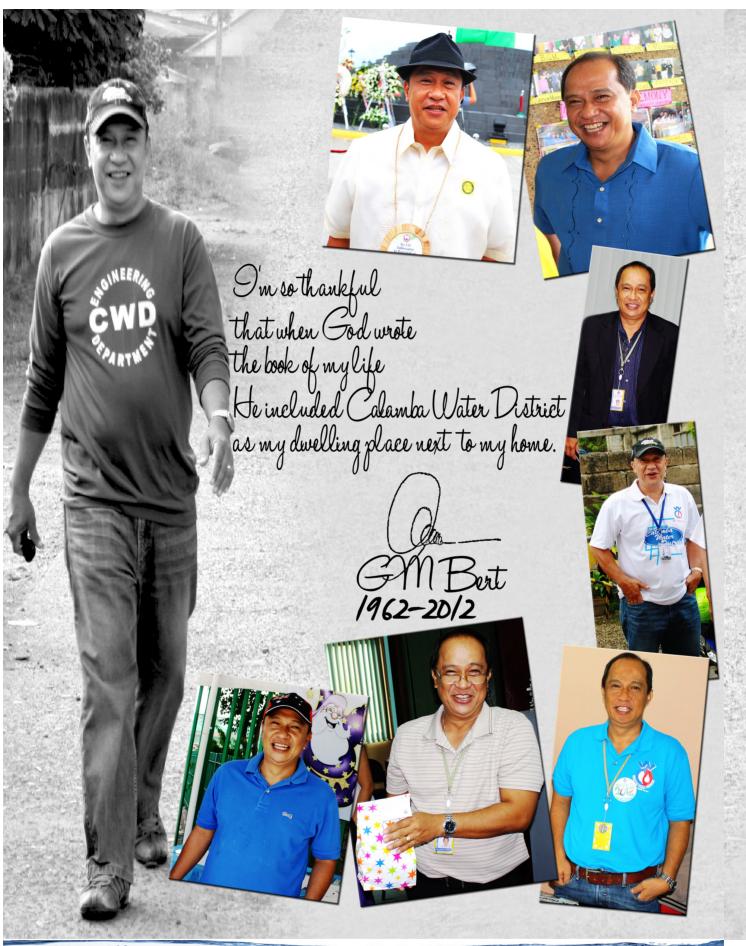
Dazed by the revelation of having an illness that rocked his world year 2010, was indeed the turning point of his life.

Nevertheless, hope enlivens him to stand still though great fear for life is on him as he faces his battle with colon cancer.

His situation was similar to a candle which both ends seem burning during series of operations and chemotherapy, until its fire finally puts out in July 2012.

Gone too soon yet this man is certainly fulfilled, for life is not being measured on its length but worth.

We will definitely miss you GM Bert... your pat on our shoulders, tap on our tables when we failed to notice you passed by and most especially your contagious belly laughter, and sincere smile, adjusting to all of those will take us a while, but our prayers is what we can assure you and your family.



# Carminda G. Paringit

This issue's theme is about quality service and what better way to convey such trait is by remembering the man who is the epitome of such, Engr. ALBERTO M. CERVANCIA.

There are so many stories to tell about him and his life in CWD, so many achievements, so many praises, so many memories, and yet I am lost for the precise words. I fear that what I may write about him would be understatements since I know that he had touched the lives of so many among us here in CWD and other people as well.

I am overwhelmed by the vast array of words to describe him considering I am one of the beneficiaries of his multitude stories during his youth and the usual CWD hilarious anecdotes. But behind all the laughter shared, he was an absolutely serious man when it comes to responsibilities and dedication to work.

He may be such a stickler when it comes to doing your job responsibly and going along his principles may be peppered with obstacles but you would in the end appreciate the results of such perseverance. The status of CWD now is the best outcome of his penchant for dedication and quality service.

But what makes his dedication much more heartfelt was how he spent the few remaining months of his life. Although he lost his struggle with the big C in the end, he had imprinted so much of his love and dedication to us and CWD. He showed us his great faith in God and continued on his life at CWD agonizing pain notwithstanding.

Anyone would normally surrender himself and just wait for the final hour at home, but he still showed up at the office even after just a few days after sensitive medical procedures still with the energy to share what he had been through. During his last few days, he still managed to say his personal good-byes and "mga habilin". He still saw to it that all is well before he finally left.

Come December 17<sup>th</sup>, he would have celebrated his 50<sup>th</sup> birthday. Let us remember him and include him always in our prayers.

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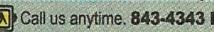
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## tap vs. bottled

#### Maria Jennifer DJ. Escaño

There is no any other compound on earth necessary to human's existence but water. It is for this very reason that water becomes one of man's essential needs; and therefore entails a great responsibility for every water provider to guarantee the supply of clean and safe drinking water from the source down to the consumers' taps.

#### Defining both tap water and bottled water.

Recently, there is a great increase in water refilling stations and the availability of bottled water became ubiquitous which thus creates dubious mind among consumers regarding the quality of tap water. What then is the difference of bottled water from tap water? Let us clearly define in layman's term the difference between these two. Tap water is disinfected or treated raw water. Being raw means having all the components it used to have. It contains all the nutrients and ions that we need for our metabolic processes. Treatment or chlorination of water is essential to ensure that microorganisms and pathogens are removed and that the quality is in accordance with the standards set forth by the Philippine National Standards for Drinking Water 2007 (PNSDW 2007) before it is supplied to the consumer's taps for drinking. Bottled water, on the other hand, is processed raw water. It also came from the same source as our tap water. It is subjected to Reverse Osmosis (RO) which removes chemical and biological contaminants but also removes the water's capacity to provide the minerals and ions essential for our bodily functions.

#### Which is safer and more practical?

In 1999, a thousand separate tests of more than 100 brands of bottled water were conducted and concluded that bottled water is not necessarily any purer or any safer than tap water. Results of studies showed that some bottled water are of very high quality and are very pure; other brands of bottled water contain elevated levels of arsenic, bacteria, or other contaminants.

The process by which bottled water is subjected called *Reverse Osmosis* alters the natural taste of water. In addition, plastic bottles used as containers are made from chemicals which may be toxic to humans when ingested in huge amounts. When these materials are exposed to too much heat, it may cause chemical leaching which may contaminate its content. Aside from this, reverse osmosis lowers down the pH level of water which may not be healthy for our body. Lowering down the pH may cause the disruption of our cells

leading to abnormalities in our bodily functions. According to studies, bottled water may contain chemicals that leach out of plastic bottles, which are often made of PET, or polyethylene terephthalate. The chemical is distinct from the phthalates that have been linked to birth defects in newborn boys, but recent studies have shown that PET can release minuscule amounts of the toxic chemical into water. The amounts are well below toxic levels, but microwaving a bottle or leaving it in the sun or a hot car can accelerate the process.

Also, while the contents of bottled water are not especially harmful, the process of producing bottled water is not doing the environment any favor. Various studies state that one of the main problems with bottled water production is the reliance on fossil fuels. Raw plastic must be heated before it can be injected into bottle-shaped blow molds, and this heat source is often electricity or natural gas, both of which are produced by fossil fuels. The finished bottles must then be shipped out by trucks or trains, which also burn natural fossil fuels. Add to this is the use of additional packaging materials such as plastic wrap and cardboard. Merely producing the bottles has a negative impact on the environment.

In terms of outlay, bottled water costs hundreds or thousands of times more per gallon than tap water. In a real scenario, a family of five members consumes a minimum of five 5-gallons container of mineral water or 25 gallons a month. One gallon is equivalent to 3.78 liters, thus 5-gallon container of mineral water is 18.9 liters or an equivalent of 52.91 m³. As of November 2012, the average consumption per connection of CWD concessionaire is 25 m³. Comparing these figures, 52.91cu.m. and 25 cu.m., a family who relies mainly on tap water saves more than half of the expenses incurred in purchasing mineral water, or otherwise, those who use mineral water have to spend twice the amount of the average consumption of tap water in a month.

#### CWD Tap Water

CWD guarantees its concessionaires that it supplies safe drinking water conforming the standards specified in the PNSDW 2007 and as certified by the City Health Office. The Management ensures the quality of water produce through the CWD DOH-Accredited Laboratory with Accreditation No. 254 and with the use of the latest technology in producing good quality potable water, aiming mainly toward its commitment to be of good service to the community and capturing satisfaction of its concessionaires.

## sings its commitment

acio-Oyos

CWD Jymn

Music & Lyrics: Jeryal C. Manansala

The official hymn of Calamba Water District (CWD) entitled "Himno ng Calamba Water District" was recently launched last September 17, 2012 coinciding with the oath taking ceremony of Engr. Restituto B. Sumanga, Sr. as the newly appointed General Manager.

CWD Choir conductor, Mr. Jerval C. Manansala, composed the said hymn which lyrics mainly focused on the primary thrust of the District, that is to provide and sustain the availability of clean water within the area of its jurisdiction.

Today, the hymn is indeed a song from the heart of CWD employees as public servants with Bayan ng Calamba'y pinagpala great regard to dedicated public service.

ng likas na kayamanan Yamang likha ng Maykapal tubig na mula sa bukal

Kaya't kami ay natatag upang pangasiwaan tubig na taglay ay buhay tubig na para sa lahat

Aming tanging layunin ihatid ang yamang tubig nang maayos at malinis Calamba Water District tapat na lingkod bayan

# Ang Haling Uniportue

Renato S. Vasquez

Parang kailan lang noong unang araw na ilapat mo sa iyong katawan ang iyong unang uniporme. Sa iyong pagpasok sa trabaho sa Calamba Water District ay bitbit mo ang hangaring makapaglingkod sa abot ng iyong makakaya. Punong-puno ka ng inspirasyon, dedikasyon at kasiyahan sa iyong puso.

Sa pagdaan ng panahon ginugol mo ang kalahati ng iyong araw/at buhay o higit pa sa paglilingkod sa CWD. Dito naragdagan ang iyong kaalaman at kasabay nito nadagdagan din ang iyong mga katrabaho at kakilala na itinuring mo nang mga kapatid, anak, ama at ina. Itinuring mo ang CWD na pangalawa mong tahanan pamilya. At kagaya ng isang tunay na kapamilya, ibinuhos mo lahat ng iyong kaalaman , kakayanan at lakas upang makatulong sa iyong tahanang CWD na maging maunlad at iginagalang ng mga pinagseserbisyuhan. Ang buong puso mong pagseserbisyo ay di matawarang malaking ambag sa kung anumang narating ng CWD ngayon.

Ngunit sadya yatang kaybilis ng panahon, oras na pala upang hubarin mo ang iyong huling

uniporme, tapos na pala ang pag<mark>seser</mark>bisyo mo sa CWD. Alam naming malungkot ka sa iyong paglisan sa CWD, ngunit dasal namin na huwag kang malumbay, manapa'y maging masaya, sapagkat hindi ka namin a<mark>alal</mark>ahanin noong mga panahong malungkot ka, kundi nais ka naming maalala sa panahong puno ng ngiti ang iyong mga labi. Ayaw ka rin naming maalala sa mga panahong magkasalungat tayo ng pananaw kundi nais ka naming magunita sa mga panahong tayo ay nagkakaisa at lalo't higit hindi ka namin aalalahanin sa panahon ng iyong pamamaalam kundi noong mga panahong nandito ka pa sa CWD at suot-suot mo pa ang iyong uniporme.

Alay kay GM BERT at sa mga iba pang Lingkod – Bayan na buong pusong nagserbisyo sa CWD at ngayo'y lumisan na.



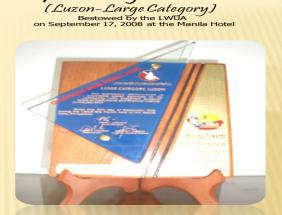
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2007 Outstanding Water District

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## ELA WALEN MY ENI

"Empty your mind,
be formless, shapeless like water.
If you put water into a cup,
it becomes the cup.
You put water into a bottle
and it becomes the bottle.
You put it in a teapot
and it becomes the teapot.
Now, water can flow or it can crash.
Be water my friend."

Bruce Lee once said, "Empty your mind, be formless, shapeless like water. Now you put water into a cup, it becomes the cup, you put it in a teapot, it becomes the teapot. Now water can flow or it can crash. Be a water, my friend." That was one of the great quotes of the late jeet-kun-do master which is timeless and thought-provoking. It's easy to think or imagine oneself as water but it's hard to practice the transparency, productivity, and the inevitable qualities of water. It takes a lot of imagination to be able to master and picture oneself moving like a clear water.

new task assigned to him when his outlook in life is always in a positive note. Those who cannot adapt or adjust are designed to fail even before they begin especially when they are focus on their negative energy. Being idle and never tried anything is a sure formula for failure. There will be disappointments and discouragements along the way but this should not stop a person from achieving and reaching for his goals. To be flexible in any given situation and being transparent, that is, in all dealings and actuations, are the qualities of water that any

In an office environment, an employee or co-worker can easily adapt from his daily routine or

To be a **water** as taught by the great Bruce Lee, one must first clear his mind of negative thoughts, free from distractions to obtain tranquility and inner peace. The power to quickly adjust is always exercised especially if one is empowered by the will of the **water**.

employees whether in government or private entity

should replicate.

Water surrounds us and penetrates us, it is the only substance on earth that is found naturally in three forms: liquid, gas, and solid. However, the inhabitants of this world much prefer water in liquid form. Even in the human body, roughly 70% of an adult's body is made up of water. It is up to that person how he managed to act and live as water. The bottomline is, be a water my friend.

## SHARING THE KNOWLEDGE Tips in Business Writing

Cristina M. Bonaobra

Writing is not just a function of the hands and brain. It involves one's spirit that dictates the attitude and integrity of what one writes. It should adhere to the golden rule "Write unto others the way you would have others write unto you". It should follow the two basic commandments as "be clear and be considerate". This implies taking into account that what you write must be understood by the reader and must appeal positive emotion as well.

"Writing comes from the heart" a remarkable quote by Mr. Eduardo C. Santos, LWUA Administrator, as he welcomes participants during the first day of the seminar held last October 24-26, 2012 dubbed with the theme "Effective Writing for the Mass Media" which the members of the Waterlife Screening Committee attended. Said quote was a challenge to each participant that writing indeed is more than just all a task; it entails responsibility and integrity.

According to Dr. Rodolfo A. Delos Reyes, popularly known as "Dr. Dups", author of published books which all focused on communication and a highly experienced lecturer and trainer for local and multinational companies, the basic techniques in writing different forms of business correspondence in the context of the above golden rule are *LOVE* and *SPACE*:

#### Be considerate, use LOVE:

- L Layout (Readability)
  (Visual clarity and appeal)
- O Organization (focus and flow)
- V Verbal Content (word choice)
- **E** Efficiency(time/paper spent in writing)

#### Be clear, use SPACE:

- S Space
- P Precise
- A Accurate
- C Complete
- **E** Explicit



Participants of Effective Writing for the Mass Media Seminar from various Local Water Disticts nationwide, together with the Editor in Chief of Manila Times, Rene Q. Bas (center) and Atty. Venus M. Pozon Public Affairs Dept. Manager, LWUA.



Waterlife Screening Committee with Mr. Jay Gotera (center) News Editor of Manila Bulletin.

#### Write unto others the way you would have others write unto you.

Concerning readability and conciseness, **K.I.S.S**. or *keep it short and simple* technique is used. This is done using simple words and omitting unnecessary dangling words as adjectives and adverbs. However, such technique is not applicable if the meaning being conveyed will change, tone will be negative and sentence will be fragmented. Tone is essentially the attitude being conveyed with the message and implies proper word choice.

These techniques are explicitly laid in the 10 Commandments of Business Writing authored by Dr. Dups, as follows:

- 1. Be specific, precise, and accurate.
- 2. Be complete and explicit with your information.
- 3. Manage your layout.
- 4. Organize. Be direct or non-direct to the point.
- 5. Be concise and readable.
- 6. Be coherent.
- 7. Know and understand your reader.
- 8. Adapt to your reader in all aspects.
- 9. Use the professional standard level of language.
- 10. Convey a constructive attitude at all times.

Business communication and written reports are essential parts of any business operation as these serve as the mainstream of vitality of the organization and reference in the incessant pursuit for continuous improvement. Thus, it is important for each member of any business organization to learn these simple yet effective techniques in writing. Over and above these, it is likewise important that writers boost up their values and acquire virtues of a positive man by nourishing their inner being and spirituality as such influences the writer's own choice of words and tone of what is being written.



Waterlife strikes a pose with the official Presidential Photographer, Mr. Gil Nartea.



## Mabuhayang NLM-CWD!

Maribeth R. Gratela

Kaybilis ng panahon, 24 na taon na ang Nagkakaisang Lakas ng Manggagawa ng Calamba Water District (NLM-CWD). Patunay na tuluyan ang paglago at pag-unlad ng samahan. Maraming dapat pasalamatan sa tagumpay na tinatamasa nito. Kilalanin din natin ang suporta ng pinakamalawak na Alyansa ng mga Unyon sa sektor publiko, ang grupong COURAGE, na hindi nagsawa sa pagbabahagi sa atin ng kanilang mahaba at mayamang karanasan, at kasanayan sa gawaing pag-uunyon.

Sa kasalakuyan, ang NLM-CWD ay may 295 na kasapi na binubuo ng 149 na regular at 46 na contractual.

Nagkaroon ng "Orientation" para sa mga bagong kasapi noong Enero 25, 2012 at Setyembre 28, 2012. Sa katunayan, sampu ang nadagdag sa bagong kasapi sa taong 2012.

Kaalinsabay ng "Orientation of New Members" noong Setyembre 28, 2012 ay ang seminar ng "Public Sector Unionism" (PSU). Ito ay ginanap sa isang resort sa Barangay

Pansol, Calamba City mula 8AM – 5PM. Marami ring nakadalo sa araw na iyon; 13 kasapi ng NLM-CWD, limang kasapi sa San Pablo Water District at isa na galing sa Sandigan, na tumatayong Pangalawang Pangulo ng kanilang unyon.

Ipinakikita lamang nito na ginagawa ng mga opisyales ng NLM-CWD ang kanilang tungkulin upang maisagawa lahat ng mga plano at layunin ng samahan upang lalong mapaunlad ito. Kailangang madagdagan ang kaalaman ng bawa't isa na maaaring maging potensyal na lider sa susunod na mga taon. Umasa kayong gagawin natin ang lahat ng aming makakaya para paglingkuran ang rank and file. Magtulong-tulong po tayo.

Isabuhay ang militante, progresibo at makabayang unyonismo. Tutulan ang anumang banta ng pribatisasyon.

Ang pamunuan ng NLM-CWD ay taos-pusong bumabati sa lahat ng MASAGANANG PASKO AT MAKABULUHANG BAGONG TAON!

#### CWD, Tagapangalaga

**Billing Section** 

C-alamba ay bayang sagana

A-ting pagyamanin

L-ikas na yamang pamana sa atin

A-ng tubig na mula sa

M-aykapal

B-iyayang handog na nagbibigay sa

A-tin ng buhay

W-alang katapusang pagmamahal

A-ng sa ati'y ibinigay ng poong maykapal

T-ubig na mula sa Bucal ay ginawang malinis

E-nerhiyang pampalakas at dugtong sa buhay

R-egalong tubig ay sadyang dalisay

D-ahil dito sa Water District ay sumilang

I-nstitusyong naatasang mangasiwa

S-a patubig ng buong Calamba

T-anging CWD lang ang dalubhasa

R-ito ipinagkaloob ang pamamahala

I-numing tubig ng buong Calamba

C-alamba Water District, tagapangalaga

T-ubig na malinis ng bayang kaaya-aya

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