



## Carcar Water District's Double Win at PAWD Benchmarking Awards

Carcar Water District celebrated a double victory at the PAWD Benchmarking Awards held on February 28, 2025, in Bacolod City. The awards ceremony recognized exceptional achievements in the field of benchmarking among water districts throughout the country, and the Carcar Water District shone brightly.

The district earned the coveted "Most Outstanding Water District" award, a testament to its benchmarking performance across various key metrics. This includes maintaining consistently high water quality standards, providing exemplary customer service, and demonstrating exceptional operational efficiency. This achievement underscores the district's dedication to providing the community with reliable and safe water services.



Adding to the success, Ms. Sergszel A. Fornis, Regional Coordinator of Region VII (CVAWD), received the "Regional Coordination Excellence Award." Ms. Fornis's outstanding leadership and collaborative efforts have significantly contributed to regional development and fostered strong partnerships among water districts. Her award reflects not only her individual excellence but also the collaborative spirit within the wider water management community.

This dual recognition has a significant positive impact on the community. Access to safe and reliable water is fundamental to public health and well-being, and the Carcar Water District's commitment to excellence ensures this vital service is consistently delivered. The awards also build trust and satisfaction among residents, fostering a stronger sense of community. Furthermore, the district's success serves as an inspiration to other water districts, encouraging a wider pursuit of excellence and improvement across the region.



The Water District's achievements at the PAWD Benchmarking Awards highlight its unwavering commitment to continuous improvement and its dedication to providing high-quality water services. The district's dedication to integrity and innovation ensures a secure and sustainable water future for the community.

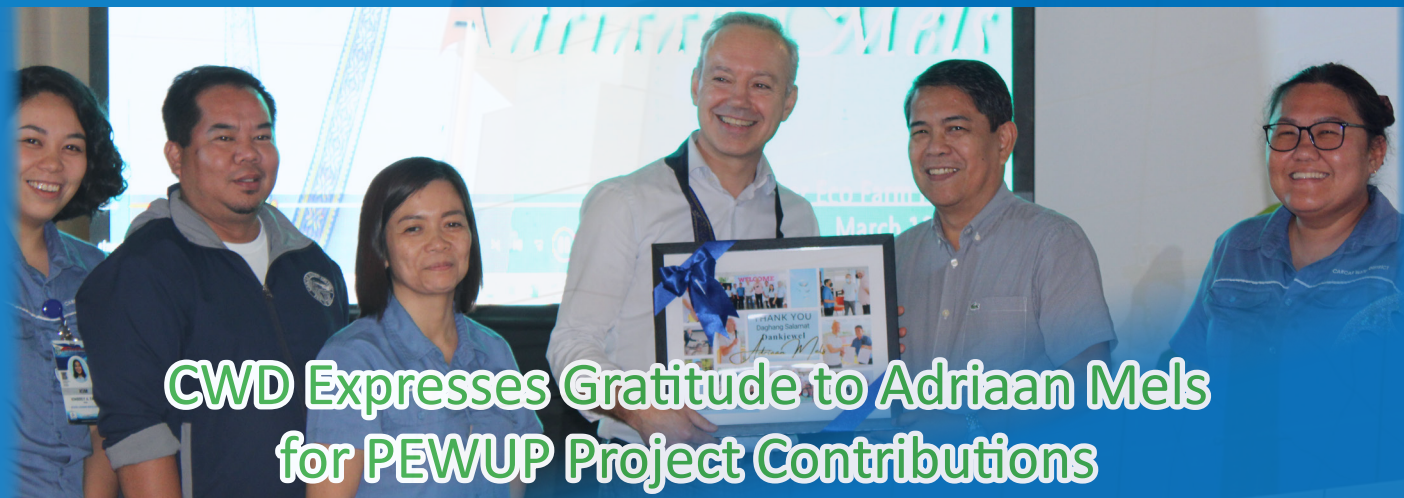


## Vitens Evides International Regional Manager Visits Bolinawan Water Project Beneficiaries

On March 10, 2025, Adriaan Mels, Regional Manager of Vitens Evides International, joined PEWUP partners for a visit to the Pro-Poor Water Project beneficiaries in Kayam and Canal Elementary Schools in Bolinawan, Carcar City. The visit aimed to assess the project's progress and the strength of the partnership.

Mr. Mels was accompanied by several General Managers: Atty. Edward Remo of Carcar Water District, Engr. Dante Navarro of Balamban Water District,

Alma Abrasaldo of Bayawan Water District, Ayungon Water District, Toledo City Water District and Dalaguete Water District. Together, they observed firsthand the impact of the project on the local community and engaged with the beneficiaries. The visit served as a valuable opportunity to reinforce the collaborative efforts between Vitens Evides International and its PEWUP partners, ensuring the project's continued success in improving access to clean water for the people of Carcar City.



## CWD Expresses Gratitude to Adriaan Mels for PEWUP Project Contributions

Carcar Water District recently passed a resolution expressing its deep gratitude to Mr. Adriaan Mels, Regional Manager of Vitens Evides International, for his significant contributions to the Program for the Enhancement of Water Utilities in the Philippines (PEWUP) project. The resolution, passed at a board meeting on March 11, 2025, at Dianne's Seafood House in Poblacion 3, Carcar City, highlights Mels' instrumental role in the project's success.

The resolution cites Mels' dedication and expertise as crucial to the PEWUP project's achievements within the community. His leadership in providing essential training programs and crucial financial assistance significantly benefited PEWUP partners, including the CWD, fostering growth and

strengthening collaboration. The board specifically acknowledged the positive impact of his work on the district's enhanced capacity.

Dr. Merlea Cabalquinto, Chairperson of the CWD Board, personally presented Mels with a token of appreciation and a copy of the resolution during the board meeting. The resolution concludes by offering sincere wishes for success in all of Mels' future endeavors, emphasizing that his contributions to the community and the organization will be long remembered and greatly valued. The CWD's statement underscores the importance of Mels' tireless efforts and commitment throughout his tenure with the PEWUP project.

## International Women's Day with a Show of Community Care



Celebrated International Women's Day 2025 with a heartwarming event at the Hospicio de San Jose de Barili on March 7, 2025. Themed "Caring for Community, Fostering Inclusiveness in Society," the celebration honored both women and the elderly, highlighting the vital role women play in building strong, inclusive communities.

The day began with a prayer led by Carcar Water District employee Julie Ann Bucao, followed by welcoming remarks from social worker Charisse Ann C. Ripdos, emphasizing the importance of unity and compassion. Eddies Inot, Department Manager of Human Resources and Administration, delivered an inspiring message on the significance of International Women's Day and the ongoing commitment to gender equality within the organization and the wider community.

The event was filled with joy and entertainment. Elderly residents showcased their talents through captivating singing and dancing performances, while Carcar Water District employees serenaded them with beautiful songs. The district also presented the residents with much-appreciated hygiene kits and other necessities, a thoughtful gesture of appreciation.

Jacqueline Caumeran, supervisor of Hospicio de San Jose de Barili, expressed deep gratitude for the visit and the positive impact on the community. The day concluded with a memorable group photo, capturing the spirit of camaraderie and shared celebration.

The CWD International Women's Day event was more than just a celebration; it was a powerful demonstration of community spirit, inclusivity, and the unwavering dedication to creating a better world for all. The event showcased the strength and resilience of women and the importance of caring for our most vulnerable members.

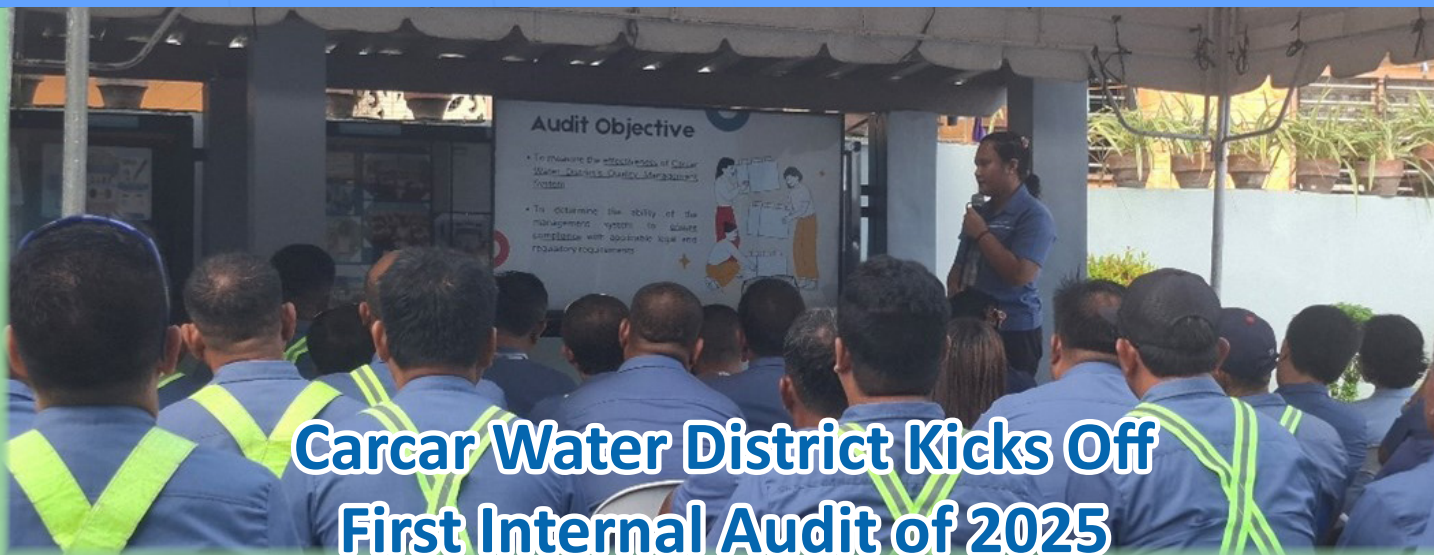
## International Women's Month Celebration Kick off

Commenced its International Women's Month celebration of March 5, 2025, with a vibrant kick-off ceremony held at the CWD grounds. The event highlighted the invaluable contributions of women to nation-building and underscored the importance of continued advocacy for women's rights.

Atty. Ra Solon Enriquez delivered inspiring opening remarks, emphasizing the indispensable role women play in shaping the nation's progress. Her speech served as a powerful reminder of women's strength and resilience.

Following the opening remarks, Ms. Eddies Inot provided a compelling rationale for the program through an engaging video presentation. The presentation not only showcased the significance of International Women's Month but also delved into the legal frameworks protecting women's rights.

The ceremony concluded with insightful closing remarks from Ms. Shielle Pangalao, who urged attendees to remain informed and actively involved in safeguarding women's rights. Her call to action served as a fitting end to a day dedicated to celebrating and empowering women. The event was a resounding success, leaving attendees inspired and motivated to continue the fight for gender equality.



## Carcar Water District Kicks Off First Internal Audit of 2025

Carcar Water District (CWD) officially commenced its first internal audit of 2025 on March 17th, a crucial component of the organization's robust Quality Management System (QMS). The audit, which will run until April 11th, is designed to thoroughly assess the effectiveness of CWD's QMS and its ability to maintain compliance with all applicable legal and regulatory standards.

Ms. Carmelie Campugan, lead auditor of the internal audit team, outlined the key objectives of the audit during the kickoff meeting. She emphasized that the audit's primary goal is to measure the effectiveness of the existing QMS in ensuring consistent, high-quality service delivery. Furthermore, the audit will determine the system's capacity to guarantee compliance with all relevant

legal and regulatory requirements.

Ms. Campugan also highlighted the specific audit criteria that will guide the assessment. These include the internationally recognized ISO 9001:2015 standard, along with the CWD's internal Procedures Manual, QMS Manual, Operations Manual, and all applicable statutory and regulatory requirements.

This annual internal audit, conducted during the first semester, serves as a vital mechanism for continuous improvement within the CWD. By identifying areas of strength and areas needing improvement, the audit will contribute significantly to the ongoing enhancement of the water district's operations and its commitment to providing reliable and high-quality water services to the community.

## CWD Celebrates World Water Day 2025 with a River Cleanup

World Water Day 2025 marked with a significant river cleanup initiative at Mainit Spring in Mainit, Guadalupe. Held on March 21, 2025 under the theme "Bayanihan sa Katubigan, Krisis sa Klima Labanan" (Community Spirit for Water, Fighting the Climate Crisis), the event showcased the district's commitment to environmental stewardship and community engagement.

The dedicated employees of the Water District, armed with gloves and trash bags, spent the morning diligently removing litter and debris from the river. Their efforts went beyond simple cleanup; they actively demonstrated the crucial link between community action and combating climate change. Images of the team wading through the river, collecting plastic bottles, discarded packaging, and other pollutants, illustrate their dedication.



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## CWD Holds Lenten Recollection

**H**eld its annual Lenten recollection on March 15, 2025, from 8 AM to 3 PM. The event, attended by all CWD employees, took place in the Audio Visual Room of the Carcar City Hall in Poblacion III.

This year's recollection, facilitated by Fr. Josephus Remonde, centered on the theme of Hope, a fitting topic given the Catholic Church's Jubilee celebration in 2025. Fr. Remonde's talk, which was delivered from 8 AM to 12 Noon, emphasized the significance of hope, reiterating the Latin phrase "Spes non confundit," which translates to "Hope does not disappoint." He connected this message to the Jubilee year's theme, "Pilgrims of Hope," calling upon all Catholic faithful to embrace hope in their lives. In the afternoon, the employees received the sacraments of confession and the holy eucharist.



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This wasn't just a cleanup; it was a statement. The activity underscored the urgent need for water conservation and environmental protection, embodying the spirit of "Bayanihan" – the Filipino concept of communal unity and cooperation. The palpable sense of accomplishment among participants highlighted the personal impact of contributing to a cleaner environment and a more sustainable future.

The success of this World Water Day initiative serves as an inspiring example of how a committed team can make a tangible difference. Carcar Water District plans to continue these efforts, expanding community involvement in future environmental projects.



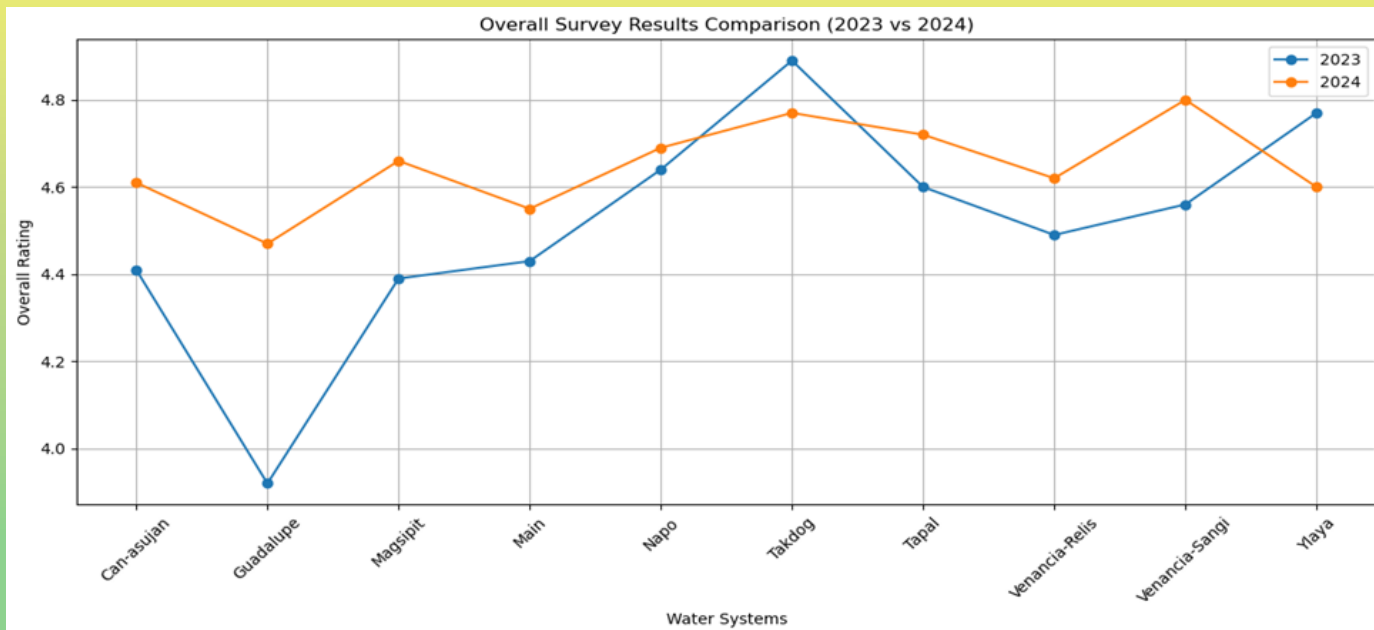
The Lenten recollection is a cherished annual tradition for the CWD, providing a vital opportunity for spiritual reflection and renewal for its employees. It underscores the water district's commitment to nurturing not only the physical well-being of the community it serves but also the spiritual growth of its staff. The event served as a powerful reminder of the enduring strength and comfort found in faith, particularly during the Lenten season.

## CWD Delivers Excellence: 2024 Customer Satisfaction Survey Shows Record High Satisfaction

**W**e've achieved a remarkable milestone, raising our overall satisfaction score from 4.51 in 2023 to a record-high 4.65 in 2024, solidifying our "Very Satisfactory" rating. This achievement reflects the dedication and hard work of our entire team.

This year's survey, conducted both online and in person, gathered valuable feedback from 2,726 respondents across 15 barangays. The results paint a positive picture of improvements across key areas:

- **Water Pressure and Supply:** We've seen significant improvements, with an overall score of 4.38. Takdog Barangay led the way with an impressive 4.76 rating, followed closely by Tapal at 4.68 (up from 4.33 in 2023). This demonstrates our ongoing efforts to enhance water availability and pressure for our customers.
- **Water Quality:** Maintaining consistently high standards, our water quality score reached 4.77. Venancia-Sangi Barangay achieved the highest rating at 4.94, showcasing the effectiveness of our water treatment processes.
- **Responsiveness and Professionalism:** We're proud to report exceptionally high marks in responsiveness (4.72) and professionalism (4.82). These scores demonstrate our commitment to providing prompt, courteous, and efficient service.



- **Communication:** Our communication efforts received a score of 4.56, with Napo Barangay achieving the highest rating at 4.9. We're continuously working to improve our communication channels and ensure transparency with our valued customers.

We extend our sincere gratitude to all 2,726 respondents who participated in the survey. Your feedback is invaluable in helping us continuously improve our water services. We remain dedicated to providing the Carcar community with reliable, high-quality water services, and we look forward to building on this success in the years to come.

