

**THE 2013 IWA PROJECT INNOVATION AWARDS – DEVELOPMENT  
EXECUTIVE SUMMARIES OF WINNERS AND HONOUR AWARDS**

**Drinking Water Supply – Software  
WINNER**

**Miya-Maynilad NRW Reduction Program**

*Miya-Philippines, Philippines*

In 2007, the West Zone of Greater Manila suffered from high non-revenue water (NRW) levels, amounting to 67% of the water produced. Of this amount, 75% was the result of physical losses (water lost from leaking pipes); the remainder was due to commercial losses (illegal consumption and customer meter errors).

Understanding that a comprehensive water efficiency programme could significantly improve its services and increase revenues, Maynilad Water Services, Inc. (Maynilad) engaged Miya, a company known for its proven successes in NRW reduction projects around the globe. In 2009, Maynilad and Miya signed a performance-based Technical Service Agreement to reduce Maynilad’s NRW from 1572 million litres per day (MLD) down to 984 MLD by the end of 2012.

Miya established its local branch in one of Maynilad’s offices to ensure optimum cooperation levels. The solution focused on significantly improving Maynilad’s NRW Reduction Program through decision-making support software and cutting-edge technologies to reduce NRW and deliver more water, at higher pressures, to West Zone residents. NRW reduction activities implemented by Maynilad included:

- Detailed audit of the West Zone water distribution system
- Development of NRW strategy, plan and financial model
- Establishment and commission of over 1200 DMAs (district metered areas) to monitor usage and detect and repair leaks more efficiently
- Meter management, including the selection, installation and calibration of meters and training on meter maintenance
- Massive pressure management programme
- Establishment of leak detection units to carry out comprehensive, active leak detection work to find and repair leaks in a speedy manner

Maynilad personnel executed all of the field engineering work. Miya trained the Maynilad engineers, empowering them to execute the NRW reduction strategies. To date, the NRW Reduction Program has been a great success. NRW was reduced from 67% to 41%, a saving of 629 million litres per day, and Maynilad expand its customer base by 1.3 million people.

The Miya-Maynilad partnership has led to a more efficient and responsive water delivery system, while also raising awareness to the importance of preserving the potable water supply without wasting this precious resource to leaks. The Maynilad team has been empowered with a set of skills and the ability to perpetuate the achievements of this ambitious project in the future.

This project also serves as a stellar example for the entire region on how the right partnership can result in an effective NRW reduction programme. With a forward thinking, innovative project like the Miya-Maynilad NRW Reduction Program, a smart investment in an environmentally conscious initiative leads to sustainable change that mutually benefits the water service provider and its customers.



*Maynilad engineers repairs major pipe line leaks while some of the neighbors enjoy the leaking water for a bath on a hot day.*



*A member of the Maynilad Leak Detection Team guides a CCTV camera into a pipe to find leak sources, while two team members spot.*