

Asset Management Benchmarking Program



Customer Management and Billing Software Solution

About Us

Maynilad Water Services, Inc. (Maynilad) is the water and wastewater services provider for the 17 cities and municipalities that comprise the west zone of the Metropolitan Manila area. It is an agent and contractor of the Metropolitan Waterworks and Sewerage System. Our water distribution system is the longest ISO-certified facility of its kind in the Philippines. It stretches from North Caloocan to Cavite Province and delivers over 2,000 million liters of potable water per day to over 1,400,000 million customers.

Our Solution

In our quest for “service beyond water,” our people have designed and developed the Utility Management System (UMS). It is revolutionary customer management and billing software solution that is highly customizable and available for subscription.

Our more than two decades of operational experience, knowledge, cooperation, and sharing of best practices with other industry players led to the development of this utilities-specific Enterprise Resource Planning (ERP) system. It was created to support the core operations of customer master data management, meter reading and billing, customer collections, and subsidiary ledger.

The UMS is designed for small and medium enterprises and water utilities. Its web-based flexibility means that the system can work on either physical or cloud-based infrastructure and can easily be interfaced with other applications.

The system together with the automation of key commercial processes (like meter-reading) will reduce manual interventions. This minimizes errors as the rules can already be incorporated into the program automatically. It also has an audit trail functionality which captures the transaction logs. This is helpful not only for audit purposes but also as fraud deterrent.

A responsive customer-management system paired with faster meter reading and billing turn-around time for water utilities is essential because it means increased revenue and better collection.



Interactive Session

27 October, 1:00–1:30 p.m.
(GMT +8, Manila time)

[Join the Zoom interactive session](#)
(passcode: #eMarket2)



To know more about our Smart Water Technology

BROCHURES

- [About Us](#)
- [Brochure 1](#)
- [Brochure 2](#)

VIDEO

- [Maynilad- Utility Management System](#)

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