

METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM – REGULATORY OFFICE (MWSS-RO)
INTERIM PERFORMANCE SCORECARD 2013-2014

Performance Measures				Baseline Data			Targets		
Description	Formula	Weight		Data Provider	2010	2011	2012	2013	2014
		2013	2014						
MFO 1 : Regulatory Services									
Quantity 1: Percentage of rate adjustment petitions from the concessionaires evaluated and resolved	$\frac{\text{No. of rate adjustment petitions resolved}}{\text{No. of rate adjustment petitions received}}$	0%	0%	Concessionaires of MWSS FRA, TRA, CSR & Legal Dept.	100%	44%	100%	100%	100%
Timeliness 1: Percentage of rate adjustments petitions resolved at least 15 days prior to their intended implementation date	$\frac{\text{No. of petitions resolved 15 days prior to date of implementation}}{\text{No. of petitions resolved}}$	15%	15%	FRA, TRA, CSR & Legal Dept.	40%	44%	30%	50%	60%
Quantity 2*: Number of major facilities inspected in relation to their performance in the delivery of service	$\frac{\text{No. of existing major facilities inspected}}{\text{Total No. of existing major facilities}}$	10%	10%	TRA	-	-	-	100%	100%
Quantity 3: Percentage of Concessionaires' Assets Validated and Authenticated as contained in their Asset Condition Report									
1) Above-Ground Assets	$\frac{\text{No. of facilities validated}}{\text{No. of facilities listed in the ACR}}$	5%	5%	TRA	-	-	-	100%	100%
2) Below Ground Assets (random sampling)	$\frac{\text{No. of pipe cut-outs}}{\text{Required No. of pipe cut-outs}}$	5%	5%		-	-	-	100%	100%
Timeliness 2: Average processing time of CAPEX evaluation reports completed from submission by the Concessionaires	$\frac{\text{No. of CAPEX evaluation reports completed within 30 days}}{\text{No. of CAPEX reports submitted by the}}$	5%	5%	TRA	30 days	30 days	30 days	30 days	25 days

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