

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

mca

Performance Measures				Baseline Data			Targets		
Description	Formula	Weight		Data Provider	2010	2011	2012	2013	2014
		2013	2014						
	Concessionaires								
Quality 1: Percentage of Concessionaires' compliance with their following service obligations:									
1) Water pressure (7psi)	$\frac{\text{No. of validated benchmark customers with 7psi and above}}{\text{Total no. of benchmark customers}}$	5%	5%	TRA & CSR	-	-	-	100%	100%
2) Water availability	$\frac{\text{No. of validated benchmark customers receiving 24 hours of supply}}{\text{Total no. of benchmark customers}}$	5%	5%		-	-	-	100%	100%
3) Service coverage – Water (population in million)	$\frac{\text{Concessionaires' Performance}}{\text{Target per Business Plan}}$	5%	5%	MWCI MWSI	79% 80%	84% 86.3%	86% 88%	87% 87.6%	90% 91%
Subtotal of Weights:		55%	55%						
MFO 2 : Consumer Welfare and Protection Services									
Quantity 4: Number of consumers reached with the conduct of information dissemination activities	$\frac{\text{No. of barangays represented}}{\text{Target no. of Barangays}}$	10%	10%	CSR; PID	-	-	93.5%* (350/374)	95% (95/100)	95% (143/150)
Quality 2: Percentage of compliance by the concessionaires' on the implementation of approved customer related Implementing Rules and Regulations (IRRs) (Downgrading of Customer's Rate Class/ Conversion of Subdivisions/POs water service	$\frac{\text{No. of customer accounts downgraded/ converted}}{\text{Total no. of customer accounts covered}}$	10%	10%	Concessionaires / Customers	-	-	-	Finalization of revised and updated IRRs and presentation to the concessionaires	Formally accepted and implemented


mca

SS

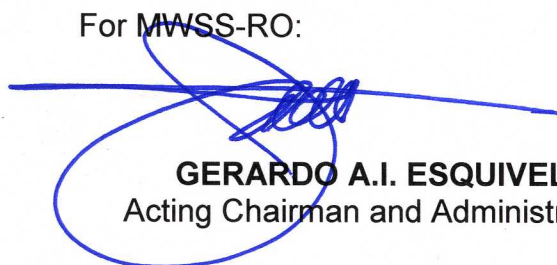
Performance Measures				Baseline Data			Targets		
Description	Formula	Weight		Data Provider	2010	2011	2012	2013	2014
		2013	2014						
connection from bulk to individual)									
Timeliness 3: Percentage of complaints evaluated & resolved within 30 days	$\frac{\text{No. of complaints resolved w/in 30 days}}{\text{No. of Complaints Received}}$	5%	5%	CSR	96%	88%	92%	93%	95%
Quality 3: Compliance with prescribed water quality standards at the consumer's tap	$\frac{\text{No. of samples complying with PNSDW}}{\text{Total no. of samples}}$	10%	10%	TRA; CRL (accredited laboratory)	97.9%	97%	97%	97.8%	97.9%
Quality 4: Evaluation of performance of sewerage and sanitation facilities complying with Effluent Regulations	$\frac{\text{No. of facilities evaluated based on criteria set in the Service Obligation – Key Performance Indicator Guide complete with evaluation report per STP}}{\text{Total no. of existing and operational facilities}}$	10%	10%	TRA; CRL (accredited laboratory)	80%	80%	85%	87%	89%
Subtotal of Weights:		45%	45%						
TOTAL OF WEIGHTS:		100%	100%						

* Rate rebasing year

For GCG:


RAINIER B. BUTALID
Commissioner, GCG

For MWSS-RO:


GERARDO A.I. ESQUIVEL
Acting Chairman and Administrator


EMMANUEL L. CAPARAS
Trustee and Acting Chief Regulator