



MWSS REGULATORY OFFICE

MISSION

For Metro Manila and its adjacent towns, the MWSS Regulatory Office, through effective regulatory mechanism, is committed to:

- Monitor compliance of the Concessionaires with contractual obligations;
- Monitor performance of the Concessionaires in providing adequate access to clean, potable, and affordable water;
- Monitor and enforce standards of service pertaining to the Concessionaires' delivery of water supply, water quality, and sewerage sanitation services, as well as ensure that such services fully cover their respective areas of operation; and
- Ensure prudence and efficiency in the implementation of the Concessionaires' Business Plans, and in doing so, deliver affordable tariffs that will support the long-term water security program and environment-friendly sewerage system for all covered areas.

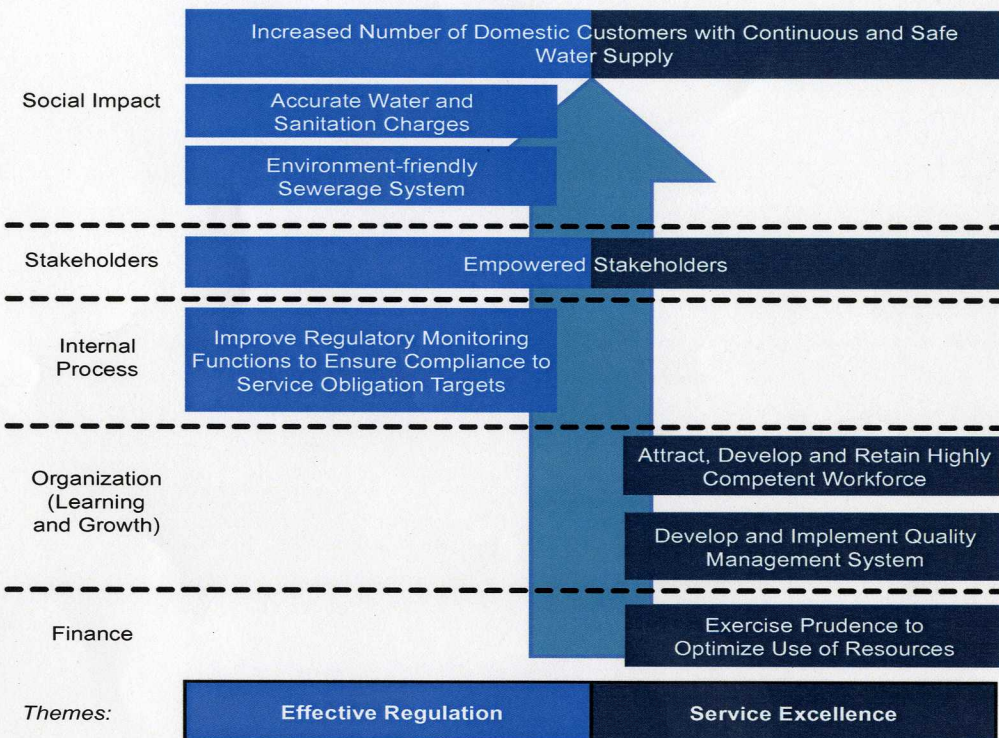
CORE VALUES

Patriotism
Integrity and Professionalism
Participatory Governance
Transparency and Accountability

STRATEGY MAP

VISION

By 2020, an independent and internationally recognized Regulatory Office that protects, promotes, and fulfills the rights of consuming public to safe, adequate, affordable, and reliable water supply and to environment-friendly sewerage system.



FOR GCG

RAINIER B. BUTALID
Commissioner
24-Nov-15

For MWSS-RO

JOEL C. YU
Chief Regulator

SUMMARY OF AGREEMENTS
METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE
2016

PAN AGREEMENT							
No.	Strategic Objective / Measure	Weight		Formula	Target		
		2015	2016		2015	2016	
Socio-economic Impact	SO1	Increased Number of Domestic Customers with Continuous and Safe Water Supply					
	SM1	Number of water service connection served	7.5%	7.5%	Actual/Target x Weight	2,050,000	2,173,350
	SM2	Number of connections with 24 hr and 7 psi water supply	7.5%	6.5%	Actual/Target x Weight	2,019,250 Note: validation to cover 1Q-2Q 2015 since 3Q-4Q 2015 is severely affected by El Nino	2,140,750
	SM3	Compliance of RO and concessionaire samples with PNSDW on bacteriological quality (i.e. 95% and above)	7.5%	6.5%	Actual/Target x Weight	Compliant	Compliant
	SO2	Accurate Water and Sanitation Charges					
	SM4	Percentage of rate petitions resolved within 15 calendar days prior to intended implementation NOTE: Move to Internal Process	7.5%	7.5%	Rating Scale: 80&above=7.5%; 70-79.0%=6.5%; 60-69.9%=5.0%; 50-59.9%=3.0%; 40-49.9%=1.0%; below 40%=0.0%	70%	80% (8/10)
	SM5	Percent of compliance with IRR on Rate Classification	10%	8%	Actual/Target x Weight	20% of the total accounts covered by IRRs (a), (b) & (c)	80% of total accounts covered by IRRs (a), (b) & (c) (cumulative)
		a. Billing Scheme of High Rise Buildings and Multiple Dwellings					
		b. Government Institutions					
		c. Places of Worship					
	SO3	Environment-Friendly Sewerage System					
	SM6	Number of sewer connections	5%	5%	Actual/Target x Weight	165,000	169,875
	SM7	Percentage of samples from STPs compliant to DENR Administrative Order No. 35	5%	5%	Actual/Target x Weight	90.5%	90.5%
	SM8	Number of septic tank desludged	5%	5%	Actual/Target x Weight	85,000	89,581
	Subtotal		55%	51%			

SUMMARY OF AGREEMENTS
METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE
2016

PAN AGREEMENT							
	No.	Strategic Objective / Measure	Weight		Formula	Target	
			2015	2016		2015	2016
Stakeholders	SO4	Empowered Stakeholders					
	SM9	Percent of issues addressed by the activities (public consultations, dialogues, briefings)	4%	4%	No. of issues addressed/ No. of issues raised	90%	90%
	SM10	Satisfaction rating from stakeholders	4%	4%	2015 Agreed: All or nothing Proposal: Milestones 1. Development of the TOR - 2% 2. Internally generated customer feedback - 2% Renegotiated: 1. Development of the TOR - 2% 2. Internally generated customer feedback - 2% 2016 Rating scale 1. Procurement of consultant - 2% 2. Dev't of Methodology - 3% 3. Actual Implem - 4%	Agreed: Satisfactory Rating Proposal: Milestone Target Renegotiated: Milestone Target	Satisfactory
	Subtotal		8%	8%			

jay



SUMMARY OF AGREEMENTS
METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE
2016

PAN AGREEMENT							
	No.	Strategic Objective / Measure	Weight		Formula	Target	
			2015	2016		2015	2016
Internal Processes	SO5	Improve Regulatory Monitoring Functions to Ensure Compliance to Service Obligation Targets					
	SM11	Number of audits conducted:			2015 Agreed: Actual/Target Proposal: Rating Scale: 1. Approval of guidelines - 2% 2. Procurement of auditors- 2%; Renegotiated: 1. Approval of guidelines - 3% 2. Procurement of auditors- 2%; 2016 Rating Scale: 1. Procurement of auditors - 2% 2. Completion of audit - 3%	Agreed: Approval of guidelines by 1st Qtr. and 2 years to be audited (2012 - 2013) per concessionaire Proposal: Milestone Target Renegotiated: Milestone	Completed Audit
		a) Regulatory Financial Audit	5%	5%			
		b) Percent of CAPEX Disbursed Audited (PhP)	5%	5%	2015 Rating Scale: (5%) Procurement of auditors - 3% Actual/Target - 2% 2016 Rating Scale: Actual/Target - 5%	Agreed: Enhancement of CAPEX Monitoring Manual by 3rd Qtr. and to audit 75% of CAPEX Disbursed 2013-2014 Proposal: Audit 30% of CAPEX Disbursed (Unaudited 2012 - end of 2015) Renegotiated: Audit 30% of CAPEX Disbursed (Unaudited 2012 - end of 2015)	
c) Asset Condition Report Validation and Authentication	0%	3%	2016 Milestones: 1.Award of Contract - 0.5%; 2.408 Above -ground facilities-1.5% 3.180 Below-ground cut-outs-1%	New measure in 2016	100% Validation of 408 above-ground facilities and 180 below-ground cut-outs		

SUMMARY OF AGREEMENTS
METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE
2016


PAN AGREEMENT							
	No.	Strategic Objective / Measure	Weight		Formula	Target	
			2015	2016		2015	2016
Internal Processes	SM12	Number of samples collected and tested (annual)					
		a. Water	4%	3%	Actual/Target x Weight	1,580	1,580
		b. Waste water	4%	3%	Actual/Target x Weight	480	530
	SM13	Number of benchmark customers validated (re: 24 hr/ 7psi water supply)	4%	4%	Actual/Target x Weight	120	140
	SM14	Percent of complaints resolved within 10 working days from submission for resolution	4%	3%	Actual/Target x Weight	90% of cases submitted for resolution	90%
	SM 15	KPI + BEMs Evaluation Reports (within 60 days from Concessionaires' submission)			2016 1%=submitted 1%=submitted on time	New measure in 2016	
		a. 2015 Annual	0%	2%			2
		b. Mid-2016	0%	2%			2
Subtotal			26%	30%			
Organization	SO6	Attract, Develop and Retain Highly Competent Workforce					
	SM16	Percent of employees trained	3%	3%	Actual employees trained/ total work force x Weight	80%	85%
	SM17	Average Percentage of Required Competencies met	3%	3%	2015 All or nothing 2016 Milestones: 1.Procurement of Consultant=1% 2.Competency Catalogue=1% 3.Board-approved Competency Framework/Model =1%	Agreed: BOT-Approved Competency Framework Proposal: Draft MOA	Board-approved Competency Framework/Model

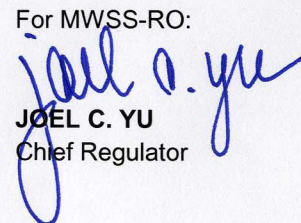
joy

[Signature]

SUMMARY OF AGREEMENTS
METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE
2016

PAN AGREEMENT							
	No.	Strategic Objective / Measure	Weight		Formula	Target	
			2015	2016		2015	2016
Organization	SM18	ISO 9001 Certification	3%	3%	2015 Agreed: All or nothing Proposal: Rating Scale: 1. QMS Internal Audit (Core) Team organized and Team capacity building - 1.5% 2. Draft QMS Manual = 1.5% Renegotiated: All or nothing 2016 Rating Scale 1. BOT-approved QMS Manual=1% 2. ISO Certification = 2%	Draft QMS Manual	ISO Certification
	Subtotal		9%	9%			
Financial	SM19	Budget Utilization Ratio	2%	2%	(Actual + Savings)/Target x Weight	80% (107M/134M)	80%
	Subtotal		2%	2%			
	Total Weight		100%	100%			

FOR GCG:

RAINIER B. BUTALID
 Commissioner
 24-Nov-15

For MWSS-RO:

JOEL C. YU
 Chief Regulator