



**MWSS  
REGULATORY  
OFFICE**

**STRATEGY MAP**

**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

**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.

Social Impact

Stakeholders

Internal Process

Organization

Financial

**REGULATORY OFFICE**

- Increased number of domestic customers with continuous and safe water supply
- Accurate water and sanitation charges
- Environment-friendly sewerage system

- Empowered Stakeholders

- Improve regulatory monitoring functions to ensure compliance to service obligation targets

- Attract, develop, and retain highly competent workforce
- Develop and Implement Quality Management System

- Exercise prudence to optimize use of resources

**For GCG:**

**RAINIER B. BUTALID**  
Commissioner

**For MWSS-RO:**

**GERARDO A. ESQUIVEL**  
Acting Chairman

**JOEL C. YU**  
Chief Regulator

SUMMARY OF AGREEMENTS  
METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE  
2015



GOCC PROPOSAL	AGREED 2013-2014	GCG Observation / Findings	AGREEMENT	Remarks
<b>Charter Statement</b>			<b>Charter Statement</b>	
<b>Mission Statement</b>	<b>Mission Statement</b>		<b>Mission Statement</b>	
<p>For Metro Manila and its adjacent towns, the MWSS Regulatory Office, through effective regulatory mechanism, is committed to:</p> <ul style="list-style-type: none"> <li>• Monitor compliance of the Concessionaires with contractual obligations;</li> <li>• Monitor performance of the Concessionaires in providing adequate access to clean, potable and affordable water;</li> <li>• 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</li> <li>• 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.</li> </ul>	<p>For Metro Manila and its adjacent towns, the MWSS Regulatory Office, through effective regulatory mechanism, is committed to:</p> <ul style="list-style-type: none"> <li>• Monitor compliance of the Concessionaires with contractual obligations and ensure prudent and efficient spending in respect of the development of water infrastructure;</li> <li>• Monitor performance of the Concessionaires in providing equitable access to clean, potable and affordable water;</li> <li>• Monitor and enforce standards of service pertaining to the Concessionaires' delivery of water supply, water quality, and sewerage and sanitation services, as well as ensure that such services fully cover their respective areas of operation; and</li> <li>• Ensure prudence and efficiency in the implementation of the Concessionaires' Business Plans, and in doing so, deliver affordable water tariffs that will support the long term water security program for Metro Manila and all covered areas.</li> </ul>		<p>For Metro Manila and its adjacent towns, the MWSS Regulatory Office, through effective regulatory mechanism, is committed to:</p> <ul style="list-style-type: none"> <li>• Monitor compliance of the Concessionaires with contractual obligations;</li> <li>• Monitor performance of the Concessionaires in providing adequate access to clean, potable and affordable water;</li> <li>• 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</li> <li>• 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.</li> </ul>	
<b>Vision Statement</b>	<b>Vision Statement</b>		<b>Vision Statement</b>	
<p>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.</p>	<p>MWSS is the prime mover and guardian of water security providing adequate, safe, reliable and affordable water and sewerage services to Metro Manila and its existing and future coverage areas, while ensuring the sustainability of its water resources and the intelligent and right use of water.</p>		<p>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.</p>	
<b>Core Values</b>	<b>Core Values</b>		<b>Core Values</b>	
<p>Patriotism Integrity and Professionalism Participatory Governance Transparency and Accountability</p>			<p>Patriotism Integrity and Professionalism Participatory Governance Transparency and Accountability</p>	

For GOCC:  
  
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Commissioner

For MWSS-RO:  
  
GERARDO A. ESQUIVEL  
Acting Chairman

JOEL C. YU  
Chief Regulator

**SUMMARY OF AGREEMENTS  
METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM**

<b>PAN AGREEMENT</b>					<b>Remarks</b>
<b>Component</b>					
<b>No.</b>	<b>Strategic Objective / Measure</b>	<b>Weight</b>	<b>Rating Scale</b>	<b>Full Year 2015 Target</b>	
<b>SO1</b>	<b>Increased Number of Domestic Customers with Continuous and Safe Water Supply</b>				
<b>SM1</b>	Number of water service connection served	7.5%		<b>2,050,000</b>	
<b>SM2</b>	Number of connections with 24 hr / 7 psi water supply	7.5%		<b>2,019,250</b>	
<b>SM3</b>	Compliance with PNSDW on bacteriological quality (i.e. 95% and above)	7.5%		<b>Compliant</b>	
<b>SO2</b>	<b>Accurate Water and Sanitation Charges</b>				
<b>SM4</b>	Percentage of rate petitions resolved within 15 calendar days prior to intended implementation	7.5%		<b>70.0%</b>	
<b>SM5</b>	Percent of compliance with IRR on Rate Classification	10%		<b>20%</b>	
	a. (and Billing Scheme) of High Rise Buildings and Multiple Dwellings				
	b. Government Institutions				
	c. Places of Worship				
<b>SO3</b>	<b>Environment-friendly Sewerage System</b>				
<b>SM6</b>	Number of separate and combined sewer connections	5.0%		<b>165,000</b>	
<b>SM7</b>	Percentage of samples from STPs compliant to DENR AO No. 35	5.0%		<b>90.5%</b>	
<b>SM8</b>	Number of annual septic tank desludged	5.0%		<b>85,000</b>	
<b>SO4</b>	<b>Empowered Stakeholders</b>				
<b>SM9</b>	Percent of issues addressed by the activities (public consultations, dialogues, briefings)	4%		<b>90%</b>	
<b>SM10</b>	Satisfaction rating from stakeholders	4%		<b>Satisfactory</b>	






PAN AGREEMENT					Remarks
Component					
No.	Strategic Objective / Measure	Weight	Rating Scale	Full Year 2015 Target	
S05	Improve Regulatory Monitoring Functions to Ensure Compliance to Service Obligation Targets				
SM11	Number of audits conducted:				
	a) Number of years to be subjected to financial audit per concessionaire;	5%		Approval of guidelines by 1st Qtr. and 2 years to be audited (2012 -2013) per concessionaire	
	b) Percent of CAPEX Disbursed Audited (PhP)	5%		Enhancement of CAPEX Monitoring Manual by 3rd Qtr. and to audit 75% of CAPEX Disbursed 2013-2014	
	Number of samples collected and tested (annual)				
SM12	a. water	4%		1,580	
	b. waste water	4%		480	
SM13	Number of benchmark customers validated (re: 24 hr/ 7psi water supply)	4%		120	
SM14	Percent of complaints resolved within 10 working days from submission for resolution	4%		90% of cases submitted for resolution	
S06	Attract, Develop and Retain Highly Competent Workforce				
SM15	Percent of employees trained	3%		80%	
SM16	Competency Framework	3%		BOT-approved Competency Framework	
S07	Develop and Implement Quality Management System				
SM17	ISO 9001 Certification	3%		QMS Internal Audit (Core) Team organized and Team capacity building; Draft QMS Manual	
S08	Exercise Prudence to Optimize Use of Resources				
SM18	Budget Utilization Ratio	2%		80% (107M / 134M)	
Total Weight		100%			

For GCG:

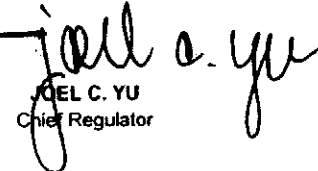


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