

CY 2017 CHARTER STATEMENT AND STRATEGY MAP (ANNEX A)

2017 STRATEGY MAP



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 their 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;
- 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 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 system

Social Impact

Increased Number of Domestic Customers with Continuous and Safe Water Supply

Environment-friendly Sewerage System

Stakeholders

Empowered Stakeholders

Internal Process

Ensure Accurate Water and Sanitation Charges

Improve Regulatory Monitoring Functions to Ensure Compliance with Service Obligation Targets

Learning and Growth

Attract, Develop, and Retain Highly Competent Workforce

Develop and Implement Quality Management System

Finance

Exercise Prudence to Optimize the Use of Resources

THEMES

EFFECTIVE REGULATION

SERVICE EXCELLENCE

PERFORMANCE SCORECARD 2017 (ANNEX B)

METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM – REGULATORY OFFICE

SOCIAL IMPACT

Component					Data Provider	Baseline			Target
Objective/Measure	Formula	Wt.	Rating System			2014	2015	2016	2017
SO 1	Increased Number of Domestic Customers with Continuous and Safe Water Supply								
SM1	Incremental number of domestic water service connections (WSC)	Absolute Number	8.5%	$\frac{\text{Actual}}{\text{Target}} \times \text{weight}$	Concessionaires and CSR	2,024,396	103,466 (2,127,862)	77,740 (2,205,602)	76,752 (2,282,354)
SM2	Percentage of domestic WSC with 24-hr water supply and 7-psi minimum water pressure	$\frac{\text{Domestic WSC with 24hr/7-psi}}{\text{Total WSC}}$	12.5%	$\left[\frac{\left(\frac{\text{Actual}}{\text{Target}} \right) \left(\frac{\text{Actual RO samples}}{160} \right)}{\times \text{weight}} \right]$	Concessionaires and TRA	96.5% (1,953,464)	96.96% (2,063,027)	95.22% (2,100,173)	95% (2,168,236)
SM3	Compliance of RO and Concessionaires samples with PNSDW on bacteriological quality (i.e., at least 95%)	Compliant if: $\frac{\text{Number of samples passing PNSDW}}{\text{Total number of samples}}$ is at least 95% for both MWSS-RO and concessionaires	11.5%	If compliant: $\left\{ \left(\frac{\text{"Passed" MWSS-RO samples}}{\text{Total Samples}} \right)^5 + \left(\frac{\text{"Passed" Concessionaires' samples}}{\text{Total samples}} \right)^5 \right\} \times \left(\frac{\text{Actual MWSS-RO samples collected}}{1,506} \right)$ $\times \text{weight}$ If not compliant: 0%	Concessionaires and TRA	Compliant	Compliant	Compliant	Compliant

SOCIAL IMPACT

SO 2	Environment-Friendly Sewerage System								
SM4	Number of domestic sewer connections	Absolute Number	6.0%	$\frac{\text{Actual}}{\text{Target}} \times \text{weight}$	Concessionaires and CSR	161,022	176,317	188,716	197,623
SM5	Percentage of samples from STPs compliant with DENR Administrative Order No. 2016-008 (excluding nutrients)	Number of compliant samples Total number of samples	9.0%	$\left[\frac{\left(\frac{\text{Actual}}{\text{Target}} \right) \left(\frac{\text{Actual RO samples}}{448} \right)}{\text{weight}} \right]$	Concessionaires and TRA	N/A	N/A	N/A	90.50%
SM6	Number of septic tank desludged	Absolute Number	6.0%	$\frac{\text{Actual}}{\text{Target}} \times \text{weight}$	Concessionaires and CSR	107,028	130,386	178,737	118,528
Subtotal			53.5%						
SO 3	Empowered Stakeholders								
SM7	Satisfaction rating from stakeholders	Milestone	5.0%	All or Nothing	Consumers and OCR	N/A	Outstanding (Internally Generated Customer Feedback)	Outstanding	Very Satisfactory
Subtotal			5.0%						

STAKEHOLDERS

SO 4 Ensure Accurate Water and Sanitation Charges									
SM 8	Rate Rebasing: a. Percentage of regulatory account balances for the period 2012-2016 of both Concessionaires subjected to financial audit	Amount of Regulatory Accounts Audited Regulatory Account Balances	2.0%	$\frac{\text{Actual}}{\text{Target}} \times \text{weight}$	Concessionaires and FRA	N/A	N/A	N/A	50% of the total regulatory accounts balances for both Concessionaires
	b. Business Plans Evaluation Reports	Milestone	2.0%	Business Plans Evaluation Reports MWSI: 1.5% MWCI: 1.5%	Concessionaires, TRA, FRA, and CSR	N/A	N/A	N/A	Concessionaires' Business Plan Evaluation Reports (Water Demand; CAPEX Programs)
	c. Validation of Service Obligations	Milestone	2.0%	Service Obligations Validation MWSI: 1.5% MWCI: 1.5%	Concessionaires, TRA, and CSR	N/A	N/A	N/A	Concessionaires Service Obligation Validation Reports (Article 5 of the CA)
	d. Determination of the appropriate discount rate (ADR) for the Rate Rebasing Period 2018-2022	Milestone	2.0%	All or nothing	Concessionaires and FRA	N/A	N/A	N/A	ADR Determination Report
	e. Evaluation of the Future Cash Flow Report	Milestone	2.0%	Future Cash Flows Evaluation Report: MWSI: 1% MWCI: 1%	Concessionaires and RO	N/A	N/A	N/A	Evaluation Report of the Concessionaires' Future Cash Flows
SO 5 Improve Regulatory Monitoring Functions to Ensure Compliance to Service Obligation Targets									
SM9	Percentage of rate petitions resolved within 15 calendar days prior to intended implementation	(Number of rate petitions resolved at least 15 calendar days prior to intended implementation) over	10.5%	$\frac{\text{Actual}}{\text{Target}} \times \text{weight}$	Concessionaires and FRA	80%	100%	100%	80%

INTERNAL PROCESS

		(Total number of rate petitions submitted)							
SM10	Percent of complaints resolved within 10 working days from submission for resolution	Number of complaints resolved within 10 working days from submission <u>for resolution</u> Total number of complaints for resolution	5.0%	$\frac{\text{Actual}}{\text{Target}} \times \text{weight}$	Concessionaires and CSR	95%	98.08%	96%	90%
SM11	KPI + BEMs Evaluation Reports (within 60 days from Concessionaires' submission)								
	a. 2016 Annual	Milestone	5.0%	<ul style="list-style-type: none"> Submitted = 2% Submitted on time = 5% 	Concessionaires, TRA, FRA, and CSR	N/A	N/A	2015 KPI + BEMs Evaluation Report - submitted on time	2016 KPI + BEMs Evaluation Reports - submitted on time
	b. Mid-2017	Milestone	5.0%	<ul style="list-style-type: none"> Submitted = 2% Submitted on time = 5% 	Concessionaires, TRA, FRA, and CSR	N/A	N/A	Mid-2016 KPI + BEMs Report Card submitted on time	Mid 2017 KPI + BEMs Report Card submitted on time
		Subtotal	35.5%						

LEARNING AND GROWTH

SO 6	Attract, Develop and Retain Highly Competent Workforce									
SM12	Percentage of employees meeting required competencies	Milestone	3.0%	<ul style="list-style-type: none">• Procurement of Consultant = 1%• Board-approved Competency Framework / Model = 1%• Establish baseline = 1%	ALA	N/A	Draft MOA with CSC	Draft Competency Framework and Tables	Establish Baseline	
SO 7	Develop and Implement Quality Management System									
SM13	ISO 9001:2015 Certification	Milestone	3.0%	<ul style="list-style-type: none">• Management-approved Manual = 1.5%• Board-approved Competency Framework = 1.5%	ALA	N/A	Draft QMS Manual	Completion of Training Course on Internal Quality Audit (IQA) based on ISO 9001:2008 standards and coaching	Board-approved Manual for Water and Waste Water Monitoring process and QMS	
Subtotal			6%							
SO 8	Exercise Prudence to Optimize the Use of Resources									
SM 14	Budget Utilization Ratio	$\frac{\text{Actual} + \text{Savings}}{\text{Budget}}$	2.0%	$\frac{\text{Actual}}{\text{Target}} \times \text{weight}$	ALA	57%	80.3%	57.81%	90%	
Subtotal			2%							
TOTAL			100%							

FINANCE