

**METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM REGULATORY OFFICE**  
**MONITORING REPORT OF PERFORMANCE TARGETS**  
**4TH QUARTER 2017**

4TH QUARTER 2017										
Component						Target		4TH QTR		
Objective/Measure		Formula	Wt.	Rating System	Data Provider	2017	Data	Score		
SOCIAL IMPACT	SO 1	Increased Number of Domestic Customers with Continuous and Safe Water Supply								
	SM 1	Incremental number of domestic water service connections (WSC)	Absolute Number	8.50%	Actual / Target x Weight	Concessionaires and CSR	76,752 (2,282,354)	83,071 2,274,754	8.50%	
	SM 2	Percentage of domestic WSC with 24-hr water supply and 7-psi minimum water pressure	Domestic WSC with 24hr/7-psi/Total WSC	12.50%	(Actual / Target x Weight) x (Actual RO Samples / 160 Target RO Samples) x weight	Concessionaires and TRA	95.00% (2,168,236)	MWCI - 971,679 MWSI - 1,180,046 2,151,725	12.50%	
	SM 3	Compliance of RO and Concessionaires samples with PNSDW on bacteriological quality (i.e., at least 95%)	Compliant if: "Number of samples passing PNSDW/ Total number of samples" is at least 95% for both MWSS-RO and Concessionaires	11.50%	If compliant: ((Passed MWSS-RO Samples/ Total Samples) x .5 + (Passed Concessionaires' Samples/ Total Samples) x.5) x (Actual RO Samples / 1,056) x weight  If not compliant: 0%	Concessionaires and TRA	Compliant	((1342/1340x.5 + (10596+12656/ 23252) x.5) x (1350/1056) x 11.5%	11.50%	
	SO 2	Environment-Friendly Sewerage System								
	SM4	Number of domestic sewer connections	Absolute Number	6.00%	Actual / Target x Weight	Concessionaires and CSR	197 ,623	190,792	5.79%	
	SM5	Percentage of samples from STPs compliant with DENR Administrative Order No. 2016-008 (excluding nutrients)	Number of compliant samples /  Total number of samples	9.00%	(Actual / Target) x (Actual RO Samples / 448) x weight	Concessionaires and TRA	90.50 %	(453/448)	9.00%	
	SM6	Number of septic tank desludged	Absolute Number	6.00%	(Actual / Target) x Weight	Concessionaires and CSR	118 ,528	182,559	6.00%	
	Subtotal			53.50%					53.29%	
	STAKEHOLDERS	SO 3	Empowered Stakeholders							
SM 7		Satisfaction rating from stakeholders	Milestone	5.00%	All or nothing	Consumers and OCR	Very Satisfactory Rating	Procurement of Consultant-MOA w/ PIA signed on 27-Nov-2017	1.00%	
Subtotal			5.00%					1.00%		
SO 4		Ensure Accurate Water and Sanitation Charges								

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INTERNAL PROCESS	SM 8	Rate Rebasing:									
		a. Percentage of regulatory account balances for the period 2012-2016 of both	Amount of Regulatory Accounts Audited / Regulatory Account Balances	2.00%	(Actual / Target) x Weight		Concessionaires and FRA	50% of the total regulatory accounts balances for both Concessionaires	52% as of Dec. 2017	2.00%	
		b. Business Plans Evaluation Reports	Milestone	2.00%	Business Plans Evaluation Reports MWSI: 1.0% MWCI: 1.0%		Concessionaires TRA, FRA, and CSR	Concessionaires' Business Plan Evaluation Reports (Water Demand; CAPEX Programs)	Submitted to RO Execom on Dec. 29, 2017	2.00%	
		c. Validation of Service Obligations	Milestone	2.00%	Service Obligations Validation MWSI: 1.0% MWCI: 1.0%		Concessionaires TRA, and CSR	Concessionaires Service Obligation Validation Reports (Article 5 of the CA)	Submitted to RO Execom on Dec. 29, 2017	2.00%	
		d. Determination of the appropriate discount rate (ADR) for the Rate Rebasing Period 2018-2022	Milestone	2.00%	All or nothing		Concessionaires and FRA	ADR Determination Report	Submitted to RO Execom on Dec. 15, 2017	2.00%	
		e. Evaluation of the future cash flow report	Milestone	2.00%	Future Cash Flows Evaluation MWSI: 1% MWCI: 1%		Concessionaires and RO	Evaluation Report of Concessionaires' Future Cash Flows	Submitted to RO Execom on Dec. 29, 2017	2.00%	
	SO 5	Improve Regulatory Monitoring Functions to Ensure Compliance to Service Obligation Targets									
	SM 9	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 / Total number of rate petitions submitted	10.50%	(Actual / Target) x Weight		Concessionaires and FRA	80 %	10/10	10.50%	
	SM10	Percent of complaints resolved within 10 working days from submission for resolution	Number of complaints resolved within 10 working days from submission for resolution / Total number of complaints for resolution	5.00%	(Actual / Target) x Weight		Concessionaires and CSR	90 %	117/117=100%	5.00%	
	INTERNAL PROCESS										



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	Objective/Measure	Formula	Wt.	Rating System		2017	Data	Score	
IN'	SM 11	KPI + BEMs Evaluation Reports (within 60 days from Concessionaires' submission)							
		a. 2016 Annual	Milestone	5.00%	<ul style="list-style-type: none"><li>Submitted = 2%</li><li>Submitted on time = 5%</li></ul>	Concessionaires, TRA, FRA, and CSR	2016 KPI + BEMs Evaluation Reports - submitted on time	Submitted on Time	5.00%
		b. Mid-2017	Milestone	5.00%	<ul style="list-style-type: none"><li>Submitted = 2%</li><li>Submitted on time = 5%</li></ul>	Concessionaires, TRA, FRA, and CSR	Mid 2017 KPI +BEMs Report Card submitted on time	Submitted on Time	5.00%
		Subtotal		35.50%					35.50%
LEARNING AND GROWTH	SO 6	Attract, Develop and Retain Highly Competent Workforce							
	SM12	Percentage of employees meeting required competencies	Milestone	3.00%	<ul style="list-style-type: none"><li>Procurement of Consultant = 1%</li><li>Board-approved Competency Framework / Model = 1%</li><li>Establish Baseline = 1%</li></ul>	ALA	Establish Baseline	Established Baseline	2.0%
	SO 7	Develop and Implement Quality Management System							
	SM13	ISO 9001:2015 Certification	Milestone	3.00%	<ul style="list-style-type: none"><li>Management-approved Manual = 1.5%</li><li>Board-approved Manual for Water and Waste Water Monitoring process &amp; QMS) = 1.5%</li></ul>	ALA	Board-approved Manual for Water and Waste Water Monitoring process and QMS	Board-Approved Manual for Water and Waste Water Monitoring Process	1.50%
		Subtotal		6.00%					3.50%
FINANCE	SO 8	Exercise Prudence to Optimize the Use of Resources							
	SM14	Budget Utilization Ratio	Actual + Savings / Budget		(Actual /Target) x Weight	ALA	90.00%	N/A	
		Subtotal		0.00%					0.00%
TOTAL			100.00%						93.29%