

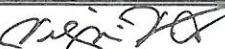


METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE

Component						Proposed Target					
Strategic Objective/ Strategic Measure		Formula	Wt.	Rating System	Annual	1st Quarter		2nd Quarter	3rd Quarter	4th Quarter	
						Accomplishment	Wt.				
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)	Current year connections minus Prior year connections	9.00%	Actual / Target x Weight	80,645 (2,362,999)	22,873 (2,294,162)	2.55%			
	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	9.00%	[(Actual / Target x Actual RO Samples /160) X weight]	95%	45 (2154424 / 2330921)	2.39%			
	SM 3	Compliance of RO and Concessionaires samples with PNSDW on bacteriological quality (i.e., at least 95%)	Compliant if: Number of sapassinf PNSDW / Total number of samples" is at least 95% for both MWSS-RO and Cencessioanires	9.00%	If compliant: [(Passed RO samples / Total samples) x .5 + (Passed Concessionaires samples / Total samples) x .5] x (actual RO samples collected / 1506) x weight } If not compliant: 0%	Compliant	RO samples = 398 compliant of 406 collected samples or 98.03% MWSI+MWCI samples = 6010 compliant of 6010 collected samples or 99.01 %	2.74%			
SOCIAL IMPACT	SO 2	Environment-Friendly Sewerage System									
	SM4	Number of domestic sewer connections	Absolute Number	6.00%	Actual / Target x Weight	206,530	190,744	5.54%			
	SM5	Percentage of samples from STPs compliant with DENR Administrative Order No. 2016-008 (excluding nutrients)		6.00%	[(Actual / Target) x (Actual RO Samples collected / 560)] X weight	90.5%	RO= 178 samples collected of 560 Quality Compliance: MWSI+MWCI 98.74%; MWSS RO = 97.97%	1.87%			
	SM6	Number of septic tank desludged	Absolute Number	6.00%	(Actual / Target) x Weight	126,770	41,602	1.97%			
	Subtotal			45.00%			17.06%				
	SO 3	Empowered Stakeholders									
STAKEHOLDER 5	SM 7	Percentage of Satisfied Customers	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	4.00%	(Actual / Target) x Weight or 0% = if less than 80%	90%	The Terms of Reference (TOR) for the procurement of the service provider for the CSS shall be submittedto the BOT for approval on June 30, 2018.	0.00%			
		Subtotal		4.00%			0.00%				

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INTERNAL PROCESS	SO 4	Improve Regulatory Monitoring Functions to Ensure Compliance to Service Obligation Targets									
	SM 8	Enhanced CAPEX Monitoring Manual	Milestone	4.00%	Draft Manual Submitted = 2% EXECOM Approval of Manual = 2%	EXECOM-approved CAPEX Manual	Draft Enhanced CAPEX Manual submitted to Technical Regulation Area for finalization	0.00%			
	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	10.00%	(Actual / Target) x Weight	80%	2 Foreign Currency Differential Adjustment (FCDA) rate petitions resolved for MWSI & MWCI for the 2nd Qtr of 2018	2.00%			
	SM10	Appropriate Discount Rate (ADR) Determination Manual	Milestone	4.00%	Draft Manual Submitted = 2% EXECOM Approval of Manual = 2%	EXECOM-approved ADR Manual	Draft ADR manual was submitted to Rate Rebasing (RR) Consultants for review, comments & enhancement. To date, FRA still awaits for the Consultants report re; ADR Manual	2.00%			
	SM11	Foreign Currency Differential Adjustment (FCDA) Guidelines	Milestone	4.00%	Draft Manual Submitted = 2% EXECOM Approval of Manual = 2%	EXECOM-approved FCDA Guidelines	Draft FCDA Manual submitted for final review and discussions with the Concessionaires.	2.00%			
	SM12	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	90%	43 of 44	4.89%			
	SM 13	Guidelines on the Evaluation of KPI + BEMs	Milestone	4.00%	Draft Manual Submitted = 2% EXECOM Approval of Manual = 2%	EXECOM-approved KPI + BEMs Guidelines	Draft Guidelines submitted to the RR Consultants for enhancement.	2.00%			
	SM14	KPI + BEMs Evaluation Reports (within 60 days from Concessionaires' Submission)									
	a. 2017 Annual	Milestone	4.00%	• Submitted = 2% • Submitted on time = 2%	N/A	Submitted to the Office of the Chief Regulator on 3/28	4.00%				

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						Accomplishment	Wt.				
	b. Mid-2018	Milestone	4.00%	• Submitted = 2% • Submitted on time = 2%	N/ A		0.00%				
SM15	Guidelines on validation of Service Obligation	Milestone	4.00%	Service Obligation Validation Reports 1. MWSI=2%; 2. MWCI=2%	EXECOM-approved Manual	The documentation of the on-going actual Service Obligation validation being conducted by the RR Consultants shall be used as the draft Guidelines subject to the review/ revisions/ enhancements of the Rebasing Management Committee (RRMC) and the concerned Technical Working Groups.	0.00%				
Subtotal			43.00%				12.89%				
LEARNING AND GROWTH	SO 5	Attract, Develop and Retain Highly Competent Workforce									
	SM16	Percentage of employees meeting required competencies [Strategic Initiative Profile I]	Milestone	4.00%	Actual / Target	Improvement from the baseline	Training of select RO Officials and employees to improve competency gaps are on-going.	0.00%			
	SO 7	Develop and Implement Quality Management System									
	SM17	ISO 9001:2015 Certification	Milestone	4.00%	All or Nothing	ISO 9001:2015 Certification of One Core Process	The TOR for the engagement of a Certifying Body is approved and endorsed to the BAC for the procurement process.	0.00%			
	Subtotal			8.00%				0.00%			
TOTAL			100.00%				29.95%				
Prepared by: 		Certified Correct: 		Approved: 							
VIRGINIA V. OCTA DM for Administration		CLAUDINE B. OROCIO-ISORENA DA for Administration and Legal Affairs		PATRICK LESTER NG TY Chief Regulator							