

METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM – REGULATORY OFFICE



MISSION

To monitor the compliance of Concessionaires with their contractual obligations, enforce standards of service to Customers and determine reasonable rates in the delivery of water and sewerage services.

CORE VALUES

Patriotism
Integrity and Professionalism
Participatory Governance
Transparency and Accountability

VISION

A world class and independent Regulatory Office that equitably protects the interests of the consuming public and other stakeholders to continuous and sustainable supply of potable water and environmentally sound sewerage system.

Social Impact

Increased Number of Domestic Customers with Continuous and Safe Water Supply

Environment-friendly Sewerage System

Stakeholders

Empowered Stakeholders

Internal Process

Improved Regulatory Monitoring Functions to Ensure Compliance with Service Obligation Targets

Organization

Attract, Develop, and Retain Highly Competent Workforce

Develop and Implement Quality Management System

THEMES

EFFECTIVE REGULATION

SERVICE EXCELLENCE

6

CY 2018 PERFORMANCE SCORECARD (ANNEX B)

METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM – REGULATORY OFFICE

	Component				Baseline		Target	
	Objective/Measure	Formula	Wt.	Rating System	2015	2016	2017	2018
SOCIAL IMPACT	SO 1 Increased Number of Domestic Customers with Continuous and Safe Water Supply							
	SM1 Incremental number of domestic water service connections (WSC)	Current year connections minus prior year connections	9%	$\frac{\text{Actual}}{\text{Target}} \times \text{weight}$	103,466 (2,127,862)	77,740 (2,205,602)	76,752 (2,282,354)	80,645 (2,362,999)
	SM2 Percentage of domestic WSC with 24-hr water supply and 7-psi minimum water pressure	$\frac{\text{Domestic WSC with 24hr/7-psi}}{\text{Total WSC}}$	9%	$\left[\frac{\left(\frac{\text{Actual}}{\text{Target}} \right) \times \left(\frac{\text{Actual RO samples}}{160} \right)}{160} \right] \times \text{weight}$	96.96%	95.22%	95%	95%
	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	9%	$\left\{ \left(\frac{\left(\frac{\text{"Passed" RO samples}}{\text{Total Samples}} \right) \times .5}{\left(\frac{\text{"Passed" Concessionaires samples}}{\text{Total samples}} \right) \times .5} \right) \times \left(\frac{\text{Actual RO samples collected}}{1,506} \right) \right\} \times \text{weight}$ <p>If not compliant: 0%</p>		Compliant	Compliant	Compliant
	SO 2 Environment-Friendly Sewerage System							
	SM4 Number of domestic sewer connections	Absolute Number	6%	$\frac{\text{Actual}}{\text{Target}} \times \text{weight}$	176,317	188,716	197,623	206,530
	SM5 Percentage of samples from STPs compliant with DENR Administrative Order No. 2016-008 (excluding nutrients)	$\frac{\text{Number of compliant samples}}{\text{Total number of samples}}$	6%	$\left[\frac{\left(\frac{\text{Actual}}{\text{Target}} \right) \times \left(\frac{\text{Actual RO samples collected}}{580} \right)}{580} \right] \times \text{weight}$	N/A	N/A	90.50%	90.50%

Component					Baseline		Target	
Objective/Measure		Formula	Wt.	Rating System	2015	2016	2017	2018
SM6	Number of septic tank desludged	Absolute Number	6%	$\frac{\text{Actual}}{\text{Target}} \times \text{weight}$	130,386	178,737	118,528	126,770
Subtotal			45%					
SO 3	Empowered Stakeholders							
SM7	Percentage of Satisfied Customers	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	4%	(Actual / Target) x Weight 0% = If less than 80%	Outstanding (Internally Generated Customer Feedback)	Outstanding	Very Satisfactory	90%
Subtotal			4%					
SO 4	Improve Regulatory Monitoring Functions to Ensure Compliance to Service Obligation Targets							
SM8	Enhanced CAPEX Monitoring Manual	Milestone	4%	<ul style="list-style-type: none">• Draft Manual Submitted = 2%• EXECOM Approval of Manual = 2%	N/A	Management-approved Enhanced CAPEX Monitoring Manual	N/A	EXECOM-approved CAPEX Manual
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 (Total number of rate petitions submitted)	10%	$\frac{\text{Actual}}{\text{Target}} \times \text{weight}$	100%	100%	80%	80%

	Objective/Measure	Component		Rating System	Baseline		Target	
		Formula	Wt.		2015	2016	2017	2018
INTERNAL PROCESS	SM10 Appropriate Discount Rate (ADR) Determination Manual	Milestone	4%	<ul style="list-style-type: none"> Draft Manual Submitted = 2% EXECOM Approval of Manual = 2% 	N/A	N/A	N/A	EXECOM-approved ADR Manual
	SM11 Foreign Currency Differential Adjustment (FCDA) Guidelines	Milestone	4%	<ul style="list-style-type: none"> Draft Manual Submitted = 2% EXECOM Approval of Manual = 2% 	N/A	N/A	N/A	EXECOM-approved FCDA Guidelines
	SM12 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%	$\frac{\text{Actual}}{\text{Target}} \times \text{weight}$	98.08%	96%	90%	90%
	SM13 Guidelines on the Evaluation of KPI + BEMs	Milestone	4%	<ul style="list-style-type: none"> Draft Manual Submitted = 2% EXECOM Approval of Manual = 2 	N/A	N/A	N/A	EXECOM-approved KPI + BEMs Evaluation Guidelines
	KPI + BEMs Evaluation Reports (within 60 days from Concessionaires' submission)							
	SM14 a. 2017 Annual	Milestone	4%	<ul style="list-style-type: none"> Submitted = 2% Submitted on time = 2% 	N/A	2015 KPI + BEMs Evaluation Report - submitted on time	2016 KPI + BEMs Evaluation Reports - submitted on time	2017 KPI + BEMs Evaluation Reports - submitted on time
	b. Mid-2017	Milestone	4%	<ul style="list-style-type: none"> Submitted = 2% Submitted on time = 2% 	N/A	Mid-2016 KPI +BEMs Report Card submitted on time	Mid 2017 KPI +BEMs Report Card submitted on time	Mid 2018 KPI +BEMs Report Card submitted on time

	Component				Baseline		Target		
	Objective/Measure	Formula	Wt.	Rating System	2015	2016	2017	2018	
INTERNAL PROCESS	SM15	Guidelines on validation of Service Obligations	Milestone	4%	Service Obligation Validation Reports 1. MWSI = 2% 2. MWCI = 2%	N/A	N/A	2 Concessionaire Service Obligation Validation Reports (Article 5 of the CA)	EXECOM-approved Manual
			Subtotal	43%					
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%	Actual over target	Draft MOA with CSC	Draft Competency Framework and Tables	Establish Baseline	Improvement from the baseline
	SO 6	Develop and Implement Quality Management System							
	SM17	ISO 9001:2015 Certification	Milestone	4%	All or Nothing	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	ISO 9001:2015 Certification of One Core Process
			Subtotal	8%					
			TOTAL	100%					

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SOCIAL IMPACT

Component					Proposed Target				
Strategic Objective/Strategic Measure	Formula	Wt.	Rating System	Annual	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	
SO 1	Increased Number of Domestic Customers with Continuous and Safe Water Supply								
SM1	Incremental number of domestic water service connections (WSC)	Current year connections minus prior year connections	9%	$\frac{\text{Actual}}{\text{Target}} \times \text{weight}$	80,645 (2,362,999)				
SM2	Percentage of domestic WSC with 24-hr water supply and 7-psi minimum water pressure	Domestic WSC with 24hr/7-psi Total WSC	9%	$\left[\frac{\left(\frac{\text{Actual}}{\text{Target}} \right) \times \left(\frac{\text{Actual RO samples}}{160} \right)}{\times \text{weight}} \right]$	95%				
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	9%	$\left\{ \begin{aligned} &\left(\frac{\text{"Passed" RO samples}}{\text{Total Samples}} \right) \times .5 \\ &+ \left(\frac{\text{"Passed" Concessionaires' samples}}{\text{Total samples}} \right) \times .5 \\ &\times \left(\frac{\text{Actual RO samples collected}}{1,606} \right) \times \text{weight} \end{aligned} \right\}$ If not compliant: 0%	Compliant				
SO 2	Environment-Friendly Sewerage System								
SM4	Number of domestic sewer connections	Absolute Number	6%	$\frac{\text{Actual}}{\text{Target}} \times \text{weight}$	206,530				
SM5	Percentage of samples from STPs compliant with DENR Administrative Order No. 2016-008 (excluding nutrients)	Number of compliant samples Total number of samples	6%	$\left[\frac{\left(\frac{\text{Actual}}{\text{Target}} \right) \times \left(\frac{\text{Actual RO samples collected}}{560} \right)}{\times \text{weight}} \right]$	90.50%				

SOCIAL IMPACT

		Component				Proposed Target			
Strategic Objective/Strategic Measure		Formula	Wt.	Rating System	Annual	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
SM6	Number of septic tank desludged	Absolute Number	6%	$\frac{\text{Actual}}{\text{Target}} \times \text{weight}$	126,770				
Subtotal			45%						
SO 3	Empowered Stakeholders								
SM7	Percentage of Satisfied Customers	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	4%	$(\text{Actual} / \text{Target}) \times \text{Weight}$ 0% = If less than 80%	90%				
Subtotal			4%						
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	SM12	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%	$\frac{\text{Actual}}{\text{Target}} \times \text{weight}$	90%				
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	KPI + BEMs Evaluation Reports (within 60 days from Concessionaires' submission)									
	SM14	a. 2017 Annual	Milestone	4%	<ul style="list-style-type: none"> Submitted = 2% Submitted on time = 2% 	N/A				
		b. Mid-2017	Milestone	4%	<ul style="list-style-type: none"> Submitted = 2% Submitted on time = 2% 	N/A				

	Strategic Objective/Strategic Measure	Component		Rating System	Annual	Proposed Target			
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INTERNAL PROCESS	SM15	Guidelines on validation of Service Obligations	Milestone	4%	Service Obligation Validation Reports 1. MWSI = 2% 2. MWCI = 2%	EXECOM-approved Manual			
			Subtotal	43%					
LEARNING AND GROWTH	SO 5	Attract, Develop and Retain Highly Competent Workforce							
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	SO 6	Develop and Implement Quality Management System							
	SM17	ISO 9001:2015 Certification	Milestone	4%	All or Nothing	ISO 9001:2015 Certification of One Core Process			
			Subtotal	8%					
			TOTAL	100%					