

METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE

3rd QUARTER MONITORING REPORT CY 2018

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Component							
Strategic Objective/ Strategic Measure		Formula	Wt.	Rating System	Annual	As of 3rd Qtr	
						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)	62,111 (2,329,629) 6.93%
	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%	126 (2,184,721/2,213,176) 7.00%
	SM 3	Compliance of RO and Concessionaires samples with PNSDW on bacteriological quality (i.e., at least 95%)	Compliant if: Number of passing 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 = 1,206 compliant of 1,222 collected samples MWSSI+MWCI samples = 17996 compliant of 17996 collected samples or 100% 8.28%
	SO 2	Environment-Friendly Sewerage System					
SOCIAL IMPACT	SM4	Number of domestic sewer connections	Absolute Number	6.00%	Actual / Target x Weight	206,530	194,908 5.66%
	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= 525 samples collected of 560 Quality Compliance: MWSSI+MWCI 98.20%; MWSS RO = 97.95% 5.63%

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	SM6	Number of septic tank desludged	Absolute Number	6.00%	(Actual / Target) x Weight	126,770	146,263	6.00%
	Subtotal			45.00%				
STAKEHOLDERS	SO 3	Empowered Stakeholders						
	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%	MOA UP-CIFAL & Actual Survey implementation	
	Subtotal			4.00%				
	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	Enhanced CAPEX Monitoring Manual approved by the EXECOM on September 27, 2018	4.00%
	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%	6 Foreign Currency Differential Adjustment (FCDA) rate petitions resolved for MWSI & MWCI for the 4th Qtr of 2018	6.00%

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INTERNAL PROCESS	SM10	Appropriate Discount Rate (ADR) Determination Manual	Milestone	4.00%	Draft Manual Submitted = 2% EXECOM Approval of Manual = 2%	EXECOM-approved ADR Manual	ADR Determination Manual approved by the EXECOM on Sept. 27, 2018	4.00%
	SM11	Foreign Currency Differential Adjustment (FCDA) Guidelines	Milestone	4.00%	Draft Manual Submitted = 2% EXECOM Approval of Manual = 2%	EXECOM-approved FCDA Guidelines	FCDA Manual approved by the EXECOM on September 27, 2018	4.00%
	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%	Cumulative (131/133)	4.92%
	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 on the Evaluation of KPIs + BEMs submitted to the Office of the Chief Regulator on August 20, 2018	2.00%
EXTERNAL PROCESS	KPI + BEMs Evaluation Reports (within 60 days from Concessionaires' Submission)							
	SM14	a. 2017 Annual	Milestone	4.00%	<ul style="list-style-type: none"> Submitted = 2% Submitted on time = 2% Submitted = 2% 	N/A	Submitted to the Office of the Chief Regulator on 3/28/2018	4.00%

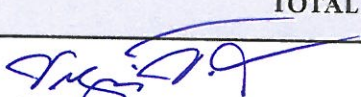
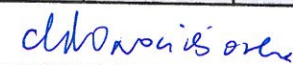

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INTER		b. Mid-2018	Milestone	4.00%	• Submitted on time = 2%	N/A	Submitted to the Office of the Chief Regulator on Sept. 27, 2018.	4.00%
	SM15	Guidelines on Validation of Service Obligation	Milestone	4.00%	Service Obligation Validation Reports 1. MWSI=2%; 2. MWCI=2%	EXECOM-approved Manual	Preparation of the Guidelines on Validation of Service Obligations still on going.	
		<i>Subtotal</i>		43.00%				32.92%
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 RO Officials and employees to improve competency gaps are on-going.	-
	SO 7	Develop and Implement Quality Management System						

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LEARNING AND	SM17	ISO 9001:2015 Certification	Milestone	4.00%	All or Nothing	ISO 9001:2015 Certification of One Core Process	On going. Stage 1 audit will be conducted on October 26, 2018; Stage-2 Audit is scheduled on Nov. 27-28, 2018	
	Subtotal			8.00%				0.00%
	TOTAL			100.00%				72.43%
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				