



04 June 2019

ATTY. FRANKLIN J. DEMONTEVERDE

Chairperson

ATTY. PATRICK LESTER N. TY

Chief Regulator

**METROPOLITAN WATERWORKS AND SEWERAGE
SYSTEM – REGULATORY OFFICE (MWSS-RO)**

MWSS Complex, Katipunan Ave., Balara,
Quezon City



**RE : VALIDATION RESULT OF MWSS-RO'S
2018 PERFORMANCE SCORECARD**

Dear Chairperson Demonteverde and Chief Regulator Ty,

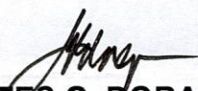
This is to formally transmit the validation result of MWSS-RO's 2018 Performance Scorecard. Based on the Governance Commission's validation of documentary submissions and conduct of on-site validation on 01 April 2019, MWSS-RO gained an over-all score of **94.49%** (See **Annex A**). The same is to be posted in MWSS-RO's website, in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.¹

FOR YOUR INFORMATION AND GUIDANCE.

Very truly yours,

SAMUEL G. DAGPIN, JR.
Chairman


MICHAEL P. CLORIBEL
Commissioner


MARITES C. DORAL
Commissioner

cc: COA Resident Auditor – MWSS-RO

¹ Code of Corporate Governance for GOCCs dated 28 November 2012.

METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM – REGULATORY OFFICE (MWSS-RO)
Validated 2018 Performance Scorecard

SOCIAL IMPACT																														
Component			Target		GOCC Submission		GCG Validation		Supporting Documents	Remarks																				
Objective/Measure	Formula	Wt.	2018	Actual	Rating	Score	Rating																							
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%	80,645	79,209	8.84%	68,552	7.65%	● KPI+BEM Dec 2018/ 2018 Annual Report (MWSI and MWCI)	<table><tr><td>MWCI</td><td>24,523</td><td>1,003,825</td></tr><tr><td>MWSI</td><td>44,029</td><td>1,342,783</td></tr><tr><td>Total</td><td>68,552</td><td>2,346,608</td></tr></table> *Cumulative minus number of connections in 2017	MWCI	24,523	1,003,825	MWSI	44,029	1,342,783	Total	68,552	2,346,608											
MWCI	24,523	1,003,825																												
MWSI	44,029	1,342,783																												
Total	68,552	2,346,608																												
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%	95%	98.69% (2,229,278)	9%	93.76% (2,346,608)	8.88%	● 4th Quarter Validation Reports on MWSI and MWCI's Continuity of Supply Compliance	<table><tr><td></td><td>Domestic Connection</td><td>Connections w/ 24 hrs / 7 psi</td><td>Sample</td></tr><tr><td>MWCI</td><td>1,003,825</td><td>991,478</td><td>64</td></tr><tr><td>MWSI</td><td>1,342,783</td><td>1,208,639</td><td>102</td></tr><tr><td>Total</td><td>2,346,608</td><td>2,200,117</td><td>166</td></tr></table>		Domestic Connection	Connections w/ 24 hrs / 7 psi	Sample	MWCI	1,003,825	991,478	64	MWSI	1,342,783	1,208,639	102	Total	2,346,608	2,200,117	166				
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SM 3	Compliance of RO and Concessionaire 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	9%	Compliant	Compliant	9%	Compliant	9.00%	● Water Quality Monthly Monitoring Report	<table><tr><td></td><td>No. of Samples</td><td>Compliant</td><td>%</td></tr><tr><td>MWCI</td><td>10,734</td><td>10,734</td><td>100</td></tr><tr><td>MWSI</td><td>13,268</td><td>13,268</td><td>100</td></tr><tr><td>Subtotal</td><td>24,002</td><td>24,002</td><td>100</td></tr><tr><td>MWSS-RO</td><td>1,444</td><td>1,426</td><td>99.38</td></tr></table>		No. of Samples	Compliant	%	MWCI	10,734	10,734	100	MWSI	13,268	13,268	100	Subtotal	24,002	24,002	100	MWSS-RO	1,444	1,426	99.38
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SO 2	Environment-Friendly Sewerage System																													
SM 4	Number of domestic sewer connections	Absolute Number	6%	206,530	205,209	5.96%	205,209	5.96%	● KPI+BEM Dec 2018/ 2018 Annual Report (MWSI and MWCI)	<table><tr><td></td><td>New</td><td>Cumulative</td></tr><tr><td>MWCI</td><td>5,345</td><td>140,455</td></tr><tr><td>MWSI</td><td>9,072</td><td>64,754</td></tr><tr><td>Total</td><td>14,417</td><td>205,209</td></tr></table>		New	Cumulative	MWCI	5,345	140,455	MWSI	9,072	64,754	Total	14,417	205,209								
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INTERNAL PROCESS											
Component				Target		GOCC Submission		GCG Validation		Supporting Documents	Remarks
Objective/Measure		Formula	Wt.	2018		Actual	Rating	Score	Rating		
SO 4 Improve Regulatory Monitoring Functions to Ensure Compliance to Service Obligation Targets											
SM 8	Enhanced CAPEX Monitoring Manual	Milestone	4%	EXECOM-approved CAPEX Manual	EXECOM-approved CAPEX Manual	4%	EXECOM-approved CAPEX Manual	4%	- Copy of CAPEX Monitoring Manual - RO Resolution No. 2018-10-CA-C dated 27 September 2018	The Manual is already implemented during the 1 st Quarter of 2019 and is expected to be continued every quarter thereafter.	
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) over (Total number of rate petitions submitted)	10%	80%	83%	10%	100% (10/10)	10%	- Summary of Petitions Received and Resolved - Petition Evaluation Reports	Eight (8) of the petitions are Foreign Currency Differential Adjustment petitions, while the remaining two (2) are standard rates adjustment petitions	
SM 10	Appropriate Discount Rate (ADR) Determination Manual	Milestone	4%	EXECOM-approved ADR Manual	EXECOM-approved ADR Manual	4%	EXECOM-approved ADR Manual	4%	- Copy of ADR Determination Manual - RO Resolution No. 2018-10-CA-C dated 27 September 2018	The Manual is already implemented starting the 1 st Quarter of 2019 and expected to be continued every quarter thereafter.	
SM 11	Foreign Currency Differential Adjustment (FCDA) Guidelines	Milestone	4%	EXECOM-approved FCDA Guidelines	EXECOM-approved FCDA Guidelines	4%	EXECOM-approved FCDA Guidelines	4%	- Copy of FCDA Guideline - RO Resolution No. 2018-10-CA-C dated 27 September 2018		

INTERNAL PROCESS																																					
Component			Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks																												
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SM 12	Percent of complaints resolved within 10 working days from submission for resolution	5%	90%	98% (185/188)	5%	98.4% (185/188)	5%	•2018 Summary of Complaints Received for Resolution •Filed Complaints •Resolutions of Complaints	Majority of the complaints relates to billing complaint, rate reclassification and request for individualization.																												
SM 13	Guidelines on the Evaluation of KPI + BEMs	4%	EXECOM-approved KPI + BEMs Evaluation Guidelines	EXECOM-approved KPI + BEMs Evaluation Guidelines	4%	EXECOM-approved KPI + BEMs Evaluation Guidelines	4%	•EXECOM-approved KPI + BEMs Evaluation Guidelines •Resolution re Approval of the KPI + BEMs Reporting Requirements and Evaluation Guidelines	Through the RO Resolution No. 2018-10-CA-B dated 27 Sep 2018, the MWSS-RO EXECOM approved the Key Performance Indicators (KPI) + Business Efficiency Measures (BEM) Reporting Requirements and Evaluation Guidelines.																												
KPI + BEMs Evaluation Reports (within 60 days from Concessionaires' submission)																																					
SM 14	a. 2017 Annual	Milestone	4%	2017 KPI + BEM Evaluation Reports submitted on time	4%	2017 KPI + BEM Evaluation Reports submitted on time	4%	•Transmittal Letters of Evaluation Reports from Concessionaires																													
			Mid 2018 KPI + BEM Report Card submitted on time	4%	Mid 2018 KPI + BEM Report Card submitted on time	4%	•Concessionaires submission •Evaluation Reports																														
	b. Mid-2018	Milestone	4%	Mid 2018 KPI + BEM Report Card submitted on time	4%	Mid 2018 KPI + BEM Report Card submitted on time	4%																														
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<table><tr><td></td><td>Submission</td><td>Evaluation</td><td>Days</td></tr><tr><td colspan="4">2017 Annual</td></tr><tr><td>MWCI</td><td>02 Feb 18</td><td>28 Mar 18</td><td>54</td></tr><tr><td>MWSI</td><td>31 Jan 18</td><td>28 Mar 18</td><td>56</td></tr><tr><td colspan="4">2018 Semi-Annual</td></tr><tr><td>MWCI</td><td>02 Aug 18</td><td>27 Sep 18</td><td>56</td></tr><tr><td>MWSI</td><td>31 Jul 18</td><td>27 Sep 18</td><td>58</td></tr></table>											Submission	Evaluation	Days	2017 Annual				MWCI	02 Feb 18	28 Mar 18	54	MWSI	31 Jan 18	28 Mar 18	56	2018 Semi-Annual				MWCI	02 Aug 18	27 Sep 18	56	MWSI	31 Jul 18	27 Sep 18	58
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Component		Formula	Wt.	Target 2018	GOCC Submission		GCG Validation		Supporting Documents	Remarks
Objective/Measure					Actual	Rating	Score	Rating		
SM 15	Guidelines on validation of Service Obligations	Milestone	4%	EXECOM-approved Manual	EXECOM-approved Manual	4%	EXECOM-approved Manual	4%	- Copy of the Guideline on Validation of Service Obligation - MWSS-RO Resolution No. 2018-14-CA	
		Sub-total	43%			43%		43%		
LEARNING AND GROWTH										
SO 5	Attract, Develop and Retain Highly Competent Workforce									
SM 16	Percentage of employees meeting required competencies	Milestone	4%	Improvement from the Baseline	1% Improvement from the Baseline	4%	8.5%	4%	Competency Assessment Report	From a 2017 baseline of 1.9%, 4 out of 47 or 8.5% of the employees were able to meet their competencies in 2018.
SO 6	Develop and Implement Quality Management System									
SM 17	ISO 9001: 2015 Certification	Milestone	4%	ISO 9001:2015 Certification of One Core Process	ISO 9001-2015 Certification of One Core Process	4%	ISO 9001:2015 Certification of One Core Process	4%	ISO 9001:2015 Certificate	The validity of the ISO Certification is from 31 Dec 2018 to 30 Dec 2021.
		Sub-total	8%			8%		8%		
		Sub-total	100%			99.35%		94.49%		