



April 30, 2019

HON. SAMUEL G. DAGPIN, JR.

Chair

Governance Commission for GOCCs

3/F Citibank Centre, Citibank Plaza

Paseo de Roxas cor. Villar Street

Makati City 1226

Dear **Chairman Dagpin:**

The MWSS Regulatory Office respectfully submits its 1st Quarter Monitoring Report on its 2019 approved Performance Scorecard with your office.

Thank you.

Very truly yours,


PATRICK LESTER N. TY
Chief Regulator



METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE

1st QUARTER MONITORING REPORT CY 2019

Component				Target	
Strategic Objective/ Strategic Measure	Formula	Wt.	Rating System	2019	
				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	10.00%	Actual / Target x Weight	58,800
SM 2	Percentage of domestic WSC with 24-hr water supply and 7-psi minimum water pressure	Domestic WSC with 24hr /7-psi water supply /Total number of WSC	10.00%	[(Actual / Target x Actual RO Samples /160) X weight]]	95% (to be reduced to 80%)
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 Concessionaires	10.00%	If compliant: {[(Passed RO samples / Total samples) x .5 over (Passed Concessionaires samples / Total samples) x .5] x (actual RO samples collected / 1320) x weight } If not compliant: 0%	Compliant RO Collected Samples = 342 Compliant RO Samples = 342 For Concessionaires data, the same will be provided by the Concessionaires on April 30, 2019.
SO 2	Environment-Friendly Sewerage System				
SM 4	Number of domestic sewer connections	Absolute Number	6.00%	Actual / Target x Weight	199,717
SM 5	Percentage of samples from STPs compliant with DENR Administrative Order No. 2016-008 (excluding nutrients)	Number of compliant samples / total number of samples (RO and Concessionaires)	8.00%	[(Actual / Target) x weight x [(Actual RO Samples collected / 600)]	90.5% RO = Target 141 samples RO Collected Samples = 175 RO Compliant Samples = 173 Quality Compliance = 98.86% For Concessionaires data, the same will be provided by the Concessionaires on April 30, 2019.
SM 6	Number of septic tank desludged	Absolute Number	8.00%	(Actual / Target) x Weight	233,739
Subtotal			52.00%		0.00%
SO 3	Empowered Stakeholders				
SM 7	Percentage of Satisfied Customers	Survey Result	5.00%	(Actual / Target) or 0% = if less than 80%	90.00% CSS Survey to start on May 2019
Subtotal			5.00%		0.00%
SOCIAL IMPACT					

METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE

1st QUARTER MONITORING REPORT CY 2019

INTERNAL PROCESS								
Component				Rating System		Target		
Strategic Objective/ Strategic Measure		Formula	Wt.	2019		1st Quarter Accomplishment		Wt.
SO 4 Improve Regulatory Monitoring Functions to Ensure Compliance to Service Obligation Targets								
SM 8	Asset Condition Report Review and Validation	Milestone	5.00%	Award of Contract= 2% 408 above-ground facilities = (Actual over target x 1.5%) 180 and below ground cutout = (Actual over target x 1.5%)	100% validation of 408 above-ground facilities and 180 and below-ground cutout	Notice of Award will be released to the winning bidder once the Board Resolution is available/ secured.		
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	8.00%	Actual over target	80.00%	2 out of 2 Petitions resolved in 1st Quarter		
SM 10	Percentage of complaints resolved within 10 working days from submission for resolution	Number of complaints resolved within 10 working days from submission for resolution over Total number of complaints for resolution	5.00%	Actual over target	90%	41/ 42 97%		
SM 11	Percent of complaints/request thru 8888 Hotline acted upon within 72 hours upon receipt	Number of complaints/request acted upon / Total number of complains/requests received	7.00%	Actual over target	N/ A	475 / 475 100%		
SM 12	KPI + BEMs Evaluation Reports (within 60 days from Concessionaires' Submission)							
	a. 2018 Annual	Milestone	5.00%	• Submitted = 2.5% Submitted on time = 2.5%	2018 KPI+BEMs Evaluation Report submitted on time	Submitted to the Office of the Chief Regulator on March 28, 2019		
	b. Mid-2019		5.00%		Mid-2019 KPI+BEMs Evaluation Report submitted on time	N/A (due on Sept. 30, 2019)		
Subtotal			35.00%			0.00%		
INTERNAL PROCESS								

30/04/2019