



July 15, 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 2nd 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
2nd QUARTER MONITORING REPORT CY 2019

Component				Target	
Strategic Objective/ Strategic Measure	Formula	Wt.	Rating System	2019	As of 2nd Quarter
					Accomplishment
SO 1	Increased Number of Domestic Customers with Continuous and Safe Water Supply				Wt.
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
					as of May 2019 25,788 2,373,839
					As Of March 2019 Number of RBCs validated = 40 Targeted number of RBCs for validation = 160 Actual Domestic WSC with 24/7 = 2,217,795 Target Domestic WSC with 24/7 = 2,246,703
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%)
					As Of June 2019 (2Q) RO Collected Samples = 711 Compliant RO Samples = 710 Quality Compliance = 99.86%
					As of May 2019 MWCI+MMWSI Collected Samples = 10,151 Compliant Concessionaires Samples = 10,151 Quality Compliance = 100%
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
					As of May 2019 MWCI+MMWSI Collected Samples = 10,151 Compliant Concessionaires Samples = 10,151 Quality Compliance = 100%
SO 2	Environment-Friendly Sewerage System				
SM 4	Number of domestic sewer connections	Absolute Number	6.00%	Actual / Target x Weight	199,717
					as of May 2019 209,197
					6.00%

SOCIAL IMPACT

CPI

METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE
2nd QUARTER MONITORING REPORT CY 2019

Component					Target	
Strategic Objective/ Strategic Measure	Formula	Wt.	Rating System	2019	As of 2nd Quarter	
					Accomplishment	Wt.
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%	As of June 2019 (2Q) RO Collected Samples = 320 Compliant RO Samples = 318 Quality Compliance = 99.38% As of May 2019 MWCI+MWSI Collected Samples = 661 Compliant Concessionaires Samples = 651 Quality Compliance = 98.49%	4.22%
SM 6 Number of septic tank desludged	Absolute Number	8.00%	(Actual / Target) x Weight	233,739	as of May 2019 87,128	3.70%
Subtotal		52.00%				26.07%
STAKEHOLDERS						
SO 3 Empowered Stakeholders						
SM 7 Percentage of Satisfied Customers	Survey Result	5.00%	(Actual / Target) or 0% = if less than 80%	90.00%	as of June 2019 On-going data collection and enumeration	0.00%
Subtotal		5.00%				0.00%
INTERNAL PROCESS						
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	NTP given to Test Consultants on May 27, 2019	2.00%
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	8.00%	Actual over target	80.00%	4 out of 4	8.00%

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2nd QUARTER MONITORING REPORT CY 2019

Strategic Objective/ Strategic Measure	Component	Formula	Wt.	Rating System	2019	Target	
						As of 2nd Quarter	
						Accomplishment	Wt.
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%	as of June 2019 2nd Q 68/68 = 100% Cumulative 109/109 = 100%	5.00%
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	as of June 2019 2nd Q 694/694 = 100% Cumulative 1,166/1,166 = 100%	7.00%
SM 12	KPI + BEMs Evaluation Reports (within 60 days from Concessionaires' Submission)					Submitted to the Office of the Chief Regulator on March 28, 2019	5.00%
	a. 2018 Annual		5.00%	• Submitted = 2.5% Submitted on time = 2.5%	2018 KPI+BEMs Evaluation Report submitted on time		
	b. Mid-2019	Milestone	5.00%		Mid-2019 KPI+BEMs Evaluation Report submitted on time	N/A (due on Sept. 30, 2019)	0.00%
	Subtotal		35.00%				27.00%
SO 5	Attract, Develop and Retain Highly Competent Workforce						
SM 13	Percentage of employees meeting required competencies [Strategic Initiative Profile I]	Milestone	4.00%	Actual over Target	1-5% employee level of competency improvement from baseline by year 2019	On-going. The evaluation of competencies based on the training attended by personnels and the coaching journals submitted by the Department Managers is still on going. For 2019, trainings to address competency gap have also been started.	0.00%
SO 7	Develop and Implement Quality Management System						

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					Accomplishment	Wt.
LEARNING AND						
SM 14	ISO 9001:2015 Certification	Milestone	4.00%	All or Nothing	Surveillance audit to be conducted by TUV Rheinland is scheduled last quarter of the year.	0.00%
	Subtotal		8.00%			0.00%
TOTAL			100.00%			53.07%
Prepared by:		Certified Correct:		Approved:		
VICTOR JOHN G. DIZON Chairperson, Performance Evaluation Scorecard Committee		CLAUDINE B. OROCIO-ISORENA DA for Administration and Legal Affairs		PATRICK LESTER NG TY Chief Regulator		

Prepared by:

Certified Correct:

Approved:


 VICTOR JOHN G. DIZON


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 PATRICK LESTER NG TY

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 Scorecard Committee

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