



METROPOLITAN WATERWORKS & SEWERAGE SYSTEM

REGULATORY OFFICE

October 4, 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 3rd Quarter Monitoring Report on its 2019 approved Performance Scorecard with your office.

Thank you.

Very truly yours,


PATRICK LESTER N. TY *DLB*
Chief Regulator



METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE

3rd QUARTER MONITORING REPORT CY 2019

	Component					Target		
	Strategic Objective/ Strategic Measure		Formula	Wt.	Rating System	2019	As of 3rd Quarter	
							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	as of July 2019 35,203	6.10%
							2,384,226	
	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 September 2019 No. of RBCs Validated =130 No. of RBCs for Validation = 160 As of July 2019 (KPI+BEMs Report and Service Recovery Updates) Actual Domestic WSC with 24/7=2,301,702 Target Domestic WSC with 24/7=2,265,015	8.13%
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 Sept 25, 2019 (3Q) RO Collected Samples = 982 Compliant RO Samples = 981 Quality Compliance = 99.90% As of July 2019 MWCI+MWSI Collected Samples = 14,236 Compliant Concessionaires Samples = 14,236 Quality Compliance = 100%	7.44%	

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						Accomplishment	Wt.	
SOCIAL IMPACT	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 July 2019 209,196	6.00%
	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 Sept. 25, 2019 with results RO Collected Samples = 458 Compliant RO Samples = 456 Quality Compliance = 99.56% As of July 2019 MWCI+MWSI Collected Samples = 927 Compliant Concessionaires Samples = 902 Quality Compliance = 97.30%	6.01%
	SM 6	Number of septic tank desludged	Absolute Number	8.00%	(Actual / Target) x Weight	233,739	as of July 2019 129,012	4.40%
	Subtotal			52.00%				38.08%
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 September 2019 At least Satisfactory = 341/Total respondents = 523 Rating = 65%	0.00%
	Subtotal			5.00%				0.00%
	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	Data as of August 25, 2019	3.83%




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							Accomplishment	Wt.
INTERNAL PROCESS	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%	6 out of 6	8.00%
	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 25 September 2019 78/79=98% Cumulative 187/188=99%	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 25 September 2019 332/332=100% Cumulative 1,498/1,498=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		Milestone	5.00%	• Submitted = 2.5% Submitted on time = 2.5%	2018 KPI+BEMs Evaluation Report submitted on time			
b. Mid-2019			5.00%		Mid-2019 KPI+BEMs Evaluation Report submitted on time	Submitted to the Office of the Chief Regulator on September 26, 2019		
	Subtotal			35.00%				33.83%

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						Accomplishment	Wt.
LEARNING AND GROWTH	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	3.26%
	SO 7	Develop and Implement Quality Management System					
	SM 14	ISO 9001:2015 Certification	Milestone	4.00%	All or Nothing	Surveillance audit passed	The 1st Surveillance Audit to be conducted by TUV Rheinland is scheduled on October 7, 2019. 0.00%
	Subtotal			8.00%			3.26%
TOTAL			100.00%				75.16%
Prepared by:		Certified Correct:		Approved:			
							
VICTOR JOHN G. DIZON		CLAUDINE B. OROCIO-ISORENA		PATRICK LESTER NG TY			
Chairperson, Performance Evaluation Scorecard Committee		DA for Administration and Legal Affairs		Chief Regulator			