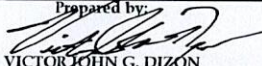
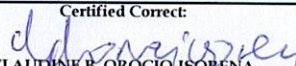
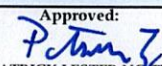


METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE
PERFORMANCE EVALUATION SCORECARD FOR CY 2020

PERFORMANCE EVALUATION SCORECARD FOR CY 2020									
Strategic Objective/ Strategic Measure		Component		Wt.	Rating System	2020 Targets	Proposed New Targets	Proposed Weight	RO Remarks
		Formula					2020		
SOCIAL IMPACT	SO 1	Customers with Continuous and Safe Water Supply							
	SM 1	Incremental number of domestic water service connections (WSC)	Current year connections minus Prior year connections	6.00%	Actual / Target x Weight	45,809	0	0%	Recommended for suspension until new water sources are in place.
	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	6.00%	[(Actual / Target x Actual RO Samples / 160) X weight]	95%	95% of total WSCs with 24-hr water availability at 7-psi pressure 160 RBC samples validated	6%	Validated RBCs for March and June were delayed due to the declaration of ECQ and MECQ which entails the mandatory work from home scheme of our technical personnel. The RBCs, which can only be accessed at the office, are needed for the validation of the 24-hr Water Supply and 7-psi Minimum Water Pressure. Validation of the 160 RBCs for the year 2020 will still continue when the situation already permits the access of the said RBCs. The historical pressure data recorded by the RBCs are still intact and can be accessed in the workstation.
	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	8.00%	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	Quality Compliance: (Number of passing PNSDW/ Total number of samples) is at least 95% for both MWSS-RO and Concessionaires Quantity Compliance: RO Annual Target: 522 samples	8.00%	Suspension of sampling activities in the distribution system and limited sampling activities at the Service Reservoirs are proposed for the succeeding months (September to December 2020) due to unpredictable situation of the pandemic. Given the limited movement of sampling activities for the year, the total target number of samples will be reduced to 522 samples for the year
	SO 2	Environment-Friendly Sewerage System							
SOCIAL IMPACT	SM 4	Number of domestic sewer connections	Absolute Number	6.00%	Actual / Target x Weight	230,554 (cumulative)		6.00%	Retain GCG Target. Follow RR18 Business Plan
	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%	Quality Compliance: 90.5% Quantity Compliance: RO Annual Target: 340 samples	8.00%	The 3 STPs (Valenzuela, Cupang, and Muntinlupa), which were originally projected to be operational in 2020 were delayed and projected to be operational early next year. Suspension of sampling activities is proposed for the succeeding months (September-December) due to unpredictable situation during pandemic. Further, given the limited movement of sampling activities from the previous months, the total target number of samples will be reduced to 340 samples for the year.

STAKEHOLDERS	SM 6	Number of septic tank desludged	Absolute Number	6.00%	(Actual / Target) x Weight	294,326	0	0.00%	Recommended for suspension due to the community quarantine protocols of the COVID-19 pandemic, leading to limited activities of the Concessionaires.
	Subtotal			40.00%				28.00%	
	SO 3	Empowered Stakeholders							
	SM 7	Percentage of Satisfied Customers							
		c. Water Concessionaires	Number of respondents which gave atleast a Satisfactory rating/ Total number of respondents	2.50%	(Actual / Target) or 0% = if less than 80%	90.00%	90%	5%	Will push through with the conduct of CSS for the 2nd half of 2020
		b. Water Consumers		2.50%		90.00%			
	Subtotal			5.00%				5.00%	
	SO 4	Improve Regulatory Monitoring Functions to Ensure Compliance to Service Obligation Targets							
	SM 8	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	100%	80%	8.00%	Target Retained
	SM 9	Percentage of complaints acted upon and/or resolved within the prescribed time	Number of complaints acted upon and/or resolved within the prescribed time from submission for resolution over Total number of complaints for resolution	6.00%	Actual over target	100%	90%	6.00%	Target Retained subject to RO Policy on EOD Act: 7 days for complex complaints and 20 days for highly technical complaints.
INTERNAL PROCESS	SM 10	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	6.00%	Actual over target	95%	0%	0%	Agreed For Removal in Oct 2019 with GCG
	SM 11	KPI + BEMs Evaluation Reports (within 60 days from Concessionaires' Submission)							
		a. 2019 Annual	Milestone	7.00%	• Submitted = 3.5% Submitted on time = 3.5%	2019 KPI+BEMs Evaluation Report submitted on time	2019 KPI+BEMs Evaluation Report submitted on time	7.00%	Target Retained
		b. Mid-2020		7.00%		Mid-2020 KPI+BEMs Evaluation Report submitted on time	2019 KPI+BEMs Evaluation Report submitted on time	7.00%	Target Retained

INTERNAL PROCESS	SM12	Number of Big Capex Projects Inspected	Absolute Number	11.00%	Actual over target	20 inspection reports	16 Inspection Reports i.e. 8 sites visited twice at interval of six (6) months	11.00%	The objective of the CAPEX Inspection is to provide baseline data for ten (10) Ongoing CAPEX Projects by conducting two inspections at an interval of six months. Due to the ECQ, which started from March 15, 2020, only January and February were utilized fully for inspection of a total of three (3) CAPEX projects. The MWSS RO foresees that restrictions in mobility would subsist until June 2020. Assuming that the 2nd half of the year would allow greater mobility for our inspectors, the RO's best case scenario is to revisit sites previously inspected in the 1st half and in doing so, maintain the six (6) months interval envisioned in formulating SM 13 targets.
	Subtotal			45.00%				39.00%	
GROWTH	SO 5	Attract, Develop and Retain Highly Competent Workforce							
	SM 13	Percentage of employees meeting required competencies [Strategic Initiative Profile I]	No. of employees meeting required competencies over total no. of employees	5.00%	Actual over Target	25%	6%	5.00%	25% Improvement in Employees' competencies already high on a normal year. Accomplishment in 2019 was 12% improvement. 6% improvement is already a stretch target this year considering the availability of online training.
	SO 6	Develop and Implement Quality Management System							
	SM 14	ISO 9001:2015 Certification	Milestone	5.00%	All or Nothing	Pass Surveillance Audit	Pass Surveillance Audit	5.00%	Target Retained
LEARNING AND	Subtotal			10.00%				10.00%	
	TOTAL			100.00%				82.00%	
Prepared by:  VICTOR JOHN G. DIZON Chairperson, Performance Evaluation Scorecard Committee									
Certified Correct:  CLAUDINE B. OROCIO-ISORENA DA for Administration and Legal Affairs									
Approved:  PATRICK LESTER NOY Chief Regulator									