



METROPOLITAN WATERWORKS & SEWERAGE SYSTEM

REGULATORY OFFICE

17 November 2020

HON. SAMUEL G. DAGPIN, JR.
Chairperson
Governance Commission for GOCCs
3/F Citibank Centre, Citibank Plaza
Paseo de Roxas cor. Villar Street
Makati City 1226

Dear Chairperson Dagpin:

The MWSS Regulatory Office respectfully submits its Third Quarter Monitoring Report on its 2020 Recalibrated Performance Scorecard with your Office.

We hope this letter finds you in good health and stead.

Thank you,

Very truly yours,


PATRICK LESTER N. TY *Web*
Chief Regulator *W* *W*



METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE
3rd QUARTER MONITORING REPORT CY 2020

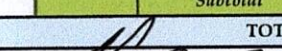
3rd QUARTER MONITORING REPORT CY 2020										
	Strategic Objective/ Strategic Measure		Component		Rating System	2020 Targets	Proposed New Targets	Proposed Weight	3rd Quarter	3rd Quarter
			Formula	Wt.				2020		Accomplishment
SOCIAL IMPACT	SO 1	c Customers with Continuous and Safe Water Supply								
	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%		
	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%	No. of RBCs Validated = 80 Target No. of RBCs for Validation = 160 Actual Domestic WSC with 24/7= 2,166,725 Target Domestic WSC with 24/7= 2,317, 729 RBCs validated as of Nov 10, 2020 WSCs data as of Sept 2020	2.80%
	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	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%	RO Collected Samples = 462 Compliant RO Samples = 451 Quality Compliance = 97.62% MWC+MWSI Collected Samples = 12,388 Compliant Concessionaires Samples = 12,388 Quality Compliance = 100%	6.85%
	SO 2	Environment-Friendly Sewerage System								
	SM 4	Number of domestic sewer connections	Absolute Number	6.00%	Actual / Target x Weight	230,554 (cumulative)	230,554 (cumulative)	6.00%	357,222	6.00%

SOCIAL IMPACT	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%	8.00%	RO Collected Samples = 268 Compliant RO Samples = 264 Quality Compliance = 98.51%	6.18%
	SM 6	Number of septic tank desludged	Absolute Number	6.00%	(Actual / Target) x Weight	294,326	0	0.00%	MWC+MWSI Collected Samples = 1,000 Compliant Concessionaires Samples = 975 Quality Compliance = 97.5%	
	Subtotal			40.00%				28.00%		21.83%
STAKEHOLDERS	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%		0.00%
INTERNAL PROCESS	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%	5 over 5	8%
	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%	79 / 79 = 100%	6%

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. No weight given by BOT.	
	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%	Submitted to the Office of the Chief Regulator on March 31, 2020	7%
		b. Mid-2020		7.00%		Mid-2020 KPI+BEMs Evaluation Report submitted on time	2019 KPI+BEMs Evaluation Report submitted on time	7.00%	Submitted to the Office of the Chief Regulator on September 29, 2020	7%
	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%	Actual = 10 inspections report Target = 16 inspection reports	6.88%
	Subtotal			45.00%				39.00%		34.88%
GROWTH AND INNOVATION	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%	Pending Data from ALA	
	SO 6	Develop and Implement Quality Management System								


LEARNIN	SM 14	ISO 9001:2015 Certification	Milestone	5.00%	All or Nothing	Pass Surveillance Audit	Pass Surveillance Audit	5.00%	Passed the 2nd follow-up surveillance audit 30 September 2020	5%
		Subtotal		10.00%				10.00%		5.00%
	TOTAL			100.00%				82.00%		61.71%

Prepared by:



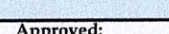
VICTOR JOHN G. DIZON
Chairperson, Performance Evaluation
Scorecard Committee

Certified Correct:



CLAUDINE B. OROCHO-ISORENA
DA for Administration and Legal Affairs

Approved:



PATRICK LESTER NG JY
Chief Regulator