

SUMMARY

| Concessionaire | SM1 - Incremental Number of Domestic Water Connections - 2020 | | | | | | | | | | |
|----------------|---|---|-----------|--|-----------|--|-----------|---|-----------|---|-----------|
| | 2019 | 1st Qtr | | 2nd Qtr | | 3rd Qtr | | 4th Qtr | | Total - 2020 | |
| | | Total Domestic Water Connection as of March 2020 | Increment | Total Domestic Water Connection as of June 2020 | Increment | Total Domestic Water Connection as of Sept 2020 | Increment | Total Domestic Water Connection as of Dec 2020 | Increment | Total Domestic Water Connection As of 2020 | Increment |
| Manila Water | 1,022,272 | 1,027,953 | 5,681 | 1,029,167 | 1,214 | 1,033,941 | 4,774 | | | 1,033,941 | 11,669 |
| Maynilad | 1,386,442 | 1,394,326 | 7,884 | 1,397,892 | 3,566 | 1,405,774 | 7,882 | | | 1,405,774 | 19,332 |
| Total | 2,408,714 | 2,422,279 | 13,565 | 2,427,059 | 4,780 | 2,439,715 | 12,656 | 0 | 0 | 2,439,715 | 31,001 |

| Concessionaire | SM4 - Total Number of Sewer Domestic Connections (Cumulative) | | | | |
|----------------|---|--|---|--|--|
| | 2019 | Total Domestic Sewer Connection as of March 2020 | Total Domestic Sewer Connection as of June 2020 | Total Domestic Sewer Connection as of Sep 2020 | Total Domestic Sewer Connection as of Dec 2020 |
| Manila Water | 254,717 | 258,965 | 262,148 | 291,060 | |
| Maynilad | 66,092 | 66,010 | 65,984 | 66,162 | |
| Total | 320,809 | 324,975 | 328,132 | 357,222 | 0 |

| | SM6 - Number of Septic Tanks Desludged (Programmed+Requested) | | | | | | | | | | | | | | | | |
|--------------|---|--------|--------|-----|-----|-------|--------|--------|--------|-----|-----|-----|---------|---------|--------|-----|---------|
| | 2020 | | | | | | | | | | | | | | | | |
| | Jan | Feb | Mar | Apr | May | June | July | Aug | Sep | Oct | Nov | Dec | Total | | | | |
| | | | | | | | | | | | | | 1st Qtr | 2nd Qtr | 3rd | 4th | 2020 |
| Manila Water | 7,943 | 8,779 | 4,864 | 139 | 347 | 669 | 2,779 | 8,217 | 10,579 | | | | 21,586 | 1,155 | 21,575 | 0 | 44,316 |
| Maynilad | 14,187 | 14,157 | 7,033 | 92 | 202 | 372 | 7,402 | 11,463 | 11,167 | | | | 35,377 | 666 | 30,032 | 0 | 66,075 |
| Total | 22,130 | 22,936 | 11,897 | 231 | 549 | 1,041 | 10,181 | 19,680 | 21,746 | | | | 56,963 | 1,821 | 51,607 | 0 | 110,391 |

SM 2 - Y2020 Percentage of Domestic WSC with 24-hr Water Supply and 7-psi Minimum Water Pressure

| | | March 2020 | | | June 2020 | | | September 2020 | | | December 2020 | | |
|--------|---|--------------------------------------|-----------|-----------|-----------|-----------|-----------|----------------|-----------|-----------|---------------|------|-------|
| | | MWCI | MWSI | Total | MWCI | MWSI | Total | MWCI | MWSI | Total | MWCI | MWSI | Total |
| Actual | Total Domestic Water Service Connections (WSCs) | a | 1,027,953 | 1,394,326 | 2,422,279 | 1,029,167 | 1,397,971 | 2,427,138 | 1,033,941 | 1,405,774 | 2,439,715 | | - |
| | % of Domestic WSCs with 7 psi | b | 91.28% | 39.76%** | | 98.13% | 69.19% | | 98.22% | 81.89% | | | |
| | Domestic WSCs with minimum of 7 psi supply | x = a*b | 938,315 | 554,384 | 1,492,700 | 1,009,922 | 967,256 | 1,977,178 | 1,015,537 | 1,151,188 | 2,166,725 | - | - |
| | Number of RBCs Validated ² | c | 16 | 24 | 40 | 32 | 48 | 80 | 32 | 48 | 80 | | |
| Target | % of Domestic WSCs with 7 psi | d | 95% | 95% | | 95% | 95% | | 95% | 95% | | 95% | 95% |
| | Domestic WSCs with minimum 7 psi supply | y = a*d | 976,555 | 1,324,610 | 2,301,165 | 977,709 | 1,328,072 | 2,305,781 | 982,244 | 1,335,485 | 2,317,729 | - | - |
| | Annual Number of RBCs to be Validated | e | 64 | 96 | 160 | 64 | 96 | 160 | 64 | 96 | 160 | 64 | 96 |
| Rating | | $\frac{x}{y} + \frac{c}{e} \pm 0.06$ | 0.97% | | | 2.57% | | | 2.80% | | | | |

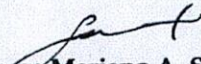
Note:

Total no. of validated RBCs are 80 (32 for MWCI & 48 for MWSI) as of 11/10/2020. Validation for the additional 40 for 3Q2020 is currently ongoing. The delay was caused by the ECQ which entails the technical personnel to be in a WFH arrangement. The RBCs, which can only be accessed at the office, were needed for the validation of the 24-hr Water Supply at 7-psi Minimum Water Pressure.

Prepared by:


Aljohn Deo E. Quinajon
 SWURO, Operation Monitoring Department

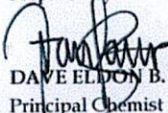
Noted by:


George Mariano A. Soriano
 ADM, Operation Monitoring Department

2020 PERFORMANCE EVALUATION SCORECARD
Compliance of RO and Concessionaires Samples with PNSDW - SM3

| | Quality Compliance | | | | | | | | | | | | | | | Quantity Compliance | | | Compliance Rating (8% Maximum) |
|--------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|---------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|---------|--------------------|--------------------------------|--------|-------------------------|-----------------------------------|
| | MWSS RO Samples | | | | | | | Manila Water | | Maynilad | | CONCESSIONAIRES (MWCI+MWSI) | | | Overall Quality | MWSS RO | | | |
| | MWCI | | MWSI | | TOTAL | | Quality | No. of Samples Collected | No. of Compliant Samples | No. of Samples Collected | No. of Compliant Samples | No. of Samples Collected | No. of Compliant Samples | Quality | | No. of Samples Collected | Target | Frequency Compliance | |
| | No. of Samples Collected | No. of Compliant Samples | No. of Samples Collected | No. of Compliant Samples | No. of Samples Collected | No. of Compliant Samples | | | | | | | | | | | | | |
| Jan-20 | 17 | 16 | 42 | 41 | 59 | 57 | 96.61% | 916 | 916 | 1,141 | 1,141 | 2,057 | 2,057 | 100% | 98.31% | 59 | 59 | | |
| Feb-20 | 54 | 53 | 64 | 64 | 118 | 117 | 99.15% | 916 | 916 | 1,141 | 1,141 | 2,057 | 2,057 | 100% | 99.58% | 118 | 118 | | |
| Mar-20 | 42 | 42 | 28 | 27 | 70 | 69 | 98.57% | 599 | 599 | 917 | 917 | 1,516 | 1,516 | 100% | 99.29% | 70 | 70 | | |
| AO Q1 | 113 | 111 | 134 | 132 | 247 | 243 | 98.38% | 2,431 | 2,431 | 3,199 | 3,199 | 5,630 | 5,630 | 100.00% | 99.19% | 247 | 247 | 46.34% | 3.68% |
| Apr-20 | 0 | 0 | 0 | 0 | 0 | 0 | - | 110 | 110 | 613 | 613 | 723 | 723 | 100% | - | 0 | 0 | | |
| May-20 | 0 | 0 | 0 | 0 | 0 | 0 | - | 88 | 88 | 930 | 930 | 1,018 | 1,018 | 100% | - | 0 | 0 | | |
| Jun-20 | 47 | 46 | 40 | 39 | 87 | 85 | 97.70% | 88 | 88 | 900 | 900 | 988 | 988 | 100% | 98.85% | 87 | 87 | | |
| AO Q2 | 160 | 157 | 174 | 171 | 334 | 328 | 98.20% | 2,717 | 2,717 | 5,642 | 5,642 | 8,359 | 8,359 | 100.00% | 99.10% | 334 | 334 | 62.66% | 4.97% |
| Jul-20 | 60 | 57 | 39 | 37 | 99 | 94 | 94.95% | 862 | 862 | 562 | 562 | 1,424 | 1,424 | 100% | 97.47% | 99 | 99 | | |
| Aug-20 | 0 | 0 | 0 | 0 | 0 | 0 | - | 396 | 396 | 930 | 930 | 1,326 | 1,326 | 100% | - | 0 | 0 | | |
| Sep-20 | 14 | 14 | 15 | 15 | 29 | 29 | 100.00% | 396 | 396 | 883 | 883 | 1,279 | 1,279 | 100% | 100.00% | 29 | 25 | | |
| AO Q3 | 234 | 228 | 228 | 223 | 462 | 451 | 97.62% | 4,371 | 4,371 | 8,017 | 8,017 | 12,388 | 12,388 | 100.00% | 98.81% | 462 | 458 | 86.68% | 6.85% |

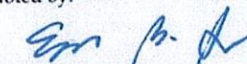
Prepared by:


DAVE ELTON B. OLANO
Principal Chemist

Approved by:


JOEL A. DOMINGUEZ
DM, Water Quality Control Dept.

Noted by:


EVELYN B. AGUSTIN
DA, Technical Regulation Area

09 Nov 2020

2020 PERFORMANCE EVALUATION SCORECARD
Delivery of Environment-friendly Sewerage System - SM5

| | Quality Compliance | | | | | | | | | | | | | | | Quantity Compliance | | | Compliance Rating (8% Maximum) |
|--------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------|--------------|-----|----------|-----|--------------------------------|-----|---------|-----------------|--------------------------|--------------------------|--------------------------|-----------------------------------|
| | MWSS RO Samples | | | | | | | Manila Water | | Maynilad | | CONCESSIONAIRES (MWCI+MWSI) | | | Overall Quality | MWSS RO | | | |
| | MWCI | | MWSI | | TOTAL | | Quality | | | | | | | | | No. of Samples Collected | No. of Samples Collected | No. of Compliant Samples | |
| | No. of Samples Collected | No. of Compliant Samples | No. of Samples Collected | No. of Compliant Samples | No. of Samples Collected | No. of Compliant Samples | | | | | | | | | | | | | |
| Jan-20 | 33 | 33 | 18 | 17 | 51 | 50 | 98.04% | 87 | 87 | 61 | 57 | 148 | 144 | 97.30% | 97.67% | 51 | 51 | | |
| Feb-20 | 40 | 40 | 19 | 18 | 59 | 58 | 98.31% | 82 | 82 | 52 | 44 | 134 | 126 | 94.03% | 96.17% | 59 | 59 | | |
| Mar-20 | 20 | 20 | 2 | 2 | 22 | 22 | 100.00% | 59 | 59 | 37 | 34 | 96 | 93 | 96.88% | 98.44% | 22 | 22 | | |
| AO Q1 | 93 | 93 | 39 | 37 | 132 | 130 | 98.48% | 228 | 228 | 150 | 135 | 378 | 363 | 96.03% | 97.26% | 132 | 132 | 38.82% | 3.02% |
| Apr-20 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 40 | 40 | 28 | 27 | 68 | 67 | 98.53% | 49.26% | 0 | 0 | | |
| May-20 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 40 | 40 | 40 | 40 | 80 | 80 | 100.00% | 50.00% | 0 | 0 | | |
| Jun-20 | 41 | 41 | 13 | 12 | 54 | 53 | 98.15% | 40 | 40 | 40 | 40 | 80 | 80 | 100.00% | 99.07% | 54 | 54 | | |
| AO Q2 | 134 | 134 | 52 | 49 | 186 | 183 | 98.39% | 348 | 348 | 258 | 242 | 606 | 590 | 97.36% | 97.87% | 186 | 186 | 54.71% | 4.28% |
| Jul-20 | 34 | 34 | 20 | 19 | 54 | 53 | 98.15% | 88 | 88 | 60 | 57 | 148 | 145 | 97.97% | 98.06% | 54 | 54 | | |
| Aug-20 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 40 | 40 | 56 | 53 | 96 | 93 | 96.88% | 48.44% | 0 | 0 | | |
| Sep-20 | 9 | 9 | 19 | 19 | 28 | 28 | 100.00% | 88 | 88 | 62 | 59 | 150 | 147 | 98.00% | 99.00% | 28 | 25 | | |
| AO Q3 | 177 | 177 | 91 | 87 | 268 | 264 | 98.51% | 564 | 564 | 436 | 411 | 1000 | 975 | 97.50% | 98.00% | 268 | 265 | 78.82% | 6.18% |

*Note: Information above are still subject for KPIBEMs Evaluation

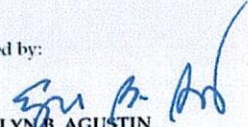
Prepared by:


MARIA ELOISA C. GARCIA
 Sr. Water Utilities Regulation Officer

Approved by:


JOEL A. DOMINGUEZ
 DM, Water Quality Control Dept.

Noted by:


EVELYN B. AGUSTIN
 DA, Technical Regulation Area

09 NOV 2020

FINANCIAL REGULATION AREA

2020 GCG PES MONITORING REPORT -3rd Quarter 2020

SO4: 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

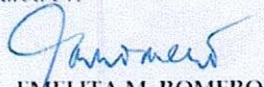
MANILA WATER COMPANY, INC.

| | RO Resolution | Scheduled Implementation Date | TIMELINES | |
|--------------------|-------------------------------------|-------------------------------|-----------|--------|
| | | | Target | Actual |
| FCDA 2nd Qtr. 2020 | 2020-01-CA dated March 5, 2020 | 01-Apr-2020 | 1 | 1 |
| FCDA 3rd Qtr. 2020 | 2020-05-CA dated May 21, 2020 | 01-Jul-2020 | 1 | 1 |
| FCDA 4th Qtr. 2020 | 2020-08-CA dated September 01, 2020 | 01-Oct-2020 | 1 | 1 |

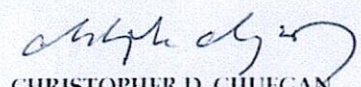
MAYNILAD WATER SERVICES, INC.

| | RO Resolution | Scheduled Implementation Date | TIMELINES | |
|--------------------|---------------------------------------|-------------------------------|-----------|--------|
| | | | Target | Actual |
| FCDA 2nd Qtr. 2020 | 2020-02-CA dated March 5, 2020 | 01-Apr-2020 | 1 | 1 |
| FCDA 3rd Qtr. 2020 | (did not submit FCDA proposal) | 01-Jul-2020 | 0 | 0 |
| FCDA 4th Qtr. 2020 | 2020-09-2020 dated September 01, 2020 | 01-Oct-2020 | 1 | 1 |
| ACCOMPLISHMENT | | | 5 | 5 |
| Weight = 8% | | | | |

Prepared by:


EMELITA M. ROMERO
Technical Assistant, FRA

Noted by:


CHRISTOPHER D. CHUEGAN
Acting Deputy Administrator, FRA

PES - 29 OCT 2020
8:30am

CUSTOMER COMPLAINTS RECEIVED BY CSR

For the Period Covering: 07/01/2020 - 09/30/2020

Number of Complaints Received by Nature, by Concessionaire

| | MANILA WATER | MAYNILAD |
|------------------------|-----------------|----------|
| RECEIVED ((Current) | 39 | 43 |
| ENDORSED W/IN 3 Days | 7 | 17 |
| ENDORSED BEYOND 3 Days | 26 | 26 |

| COMPLAINTS RESOLUTION BASED ON KPI STANDARDS | | |
|---|------|------|
| | MWCI | MWSI |
| 1. BACKLOG (BALANCE) | 39 | 34 |
| 2. ENDORSED (Current) | 33 | 43 |
| 3. TOTAL | 72 | 77 |
| 4. RESOLVED | 33 | 44 |
| Within 10 days | 23 | 15 |
| Beyond 10 days | 10 | 29 |
| % Of RESOLVED W/IN 10 DAYS TO TOTAL RECEIVED - Current Period | 70% | 35% |
| 5. AVE. RESOLUTION TIME (in days) | 7 | 23 |
| 6. ACTIVE / UNRESOLVED | 39 | 33 |

| SERVICE RELATED | MWCI | MWSI |
|-------------------------|------|------|
| S1- Water Related | 0 | 2 |
| S2- Sewer Related | 0 | 0 |
| S3- Sanitation Relate | 0 | 0 |
| S4- Leak | 1 | 1 |
| S5- Application Related | 0 | 0 |
| S6- Other Service Comp | 0 | 1 |
| Total | 1 | 4 |

| BILLING RELATED | MWCI | MWSI |
|-------------------------|------|------|
| B1- Rate Classification | 0 | 1 |
| B2-Excessive Billing | 0 | 0 |
| B3-Average Billing | 31 | 30 |
| B4-Meter Related | 0 | 1 |
| B5-Other Bill-Meter Com | 1 | 7 |
| Total | 32 | 39 |

| | | |
|----------------|----|----|
| Total Received | 33 | 43 |
|----------------|----|----|

| COMPLAINTS RESOLUTION BASED ON GCG STANDARDS | | |
|---|------|------|
| | MWCI | MWSI |
| TOTAL COMPLAINTS FOR RESOLUTION (Resolved at the Concessionaires' level) | | |
| PREVIOUS (BALANCE) | 13 | 19 |
| CURRENT | 33 | 44 |
| TOTAL | 46 | 63 |
| SUBMITTED FOR RO RESOLUTION (with complete documents) | | |
| PREVIOUS | 6 | 19 |
| CURRENT | 28 | 26 |
| TOTAL | 34 | 45 |
| RESOLVED - With RO Resolution Issued / Closure Letter to Customer | | |
| Within 10 working days | 34 | 45 |
| Beyond 10 working days | 0 | 0 |
| % With Issued RO Resolution Over Total Submitted for Resolution | 100% | 100% |
| TOTAL COMPLAINTS W/ ISSUED RO RESOLUTION | 34 | 45 |
| On Process | 0 | 0 |
| BALANCE | 12 | 18 |

CUSTOMER COMPLAINTS WITH NO RESOLUTION

For the Period Covering: 07/01/2020 - 09/30/2020

| RESOLUTION NO. | REF NO. - NAME OF COMPLAINANT | ADDRESS | DATE RECEIVED | COMPLAINT | DATE SUBMITTED FOR RESOLUTION | DATE OF RESOLUTION | RESOLUTION TIME (GCG) |
|------------------------------------|----------------------------------|---|---------------|-----------------------|-------------------------------|--------------------|-----------------------|
| Concessionaire: <u>MWCI</u> | | | | | | | |
| 2020-151 | CI-2321-1 - Ma. Concepcion Lim | B5 No. 4 Dalanghita St., Taytay Rizal | 06/16/2020 | Average Billing | 07/21/2020 | 07/24/2020 | 3 workday/s |
| 2020-152 | CI-2322-1 - Mitch Laurel | 57-D Sta. Teresita St.,Brgy. Kapitolyo, Pasig City | 06/19/2020 | Average Billing | 07/17/2020 | 07/20/2020 | 1 workday/s |
| 2020-153 | CI-2323-1 - Dominador Asis III | 48 lilac St., Brgy. Concepcion Dos, marikina City | 06/19/2020 | Average Billing | 07/17/2020 | 07/20/2020 | 1 workday/s |
| 2020-154 | CI-2324-1 - Russel Ramyr Agustin | 30 Cristi St., Maly, Sn Mateo Rizal | 06/26/2020 | Application Related | 07/17/2020 | 07/22/2020 | 3 workday/s |
| 2020-155 | CI-2325-1 - MARINA DE LEON | 5064 p. Burgos ST. makati City | 06/24/2020 | Other Bill-Meter Comp | 07/13/2020 | 07/15/2020 | 2 workday/s |
| 2020-156 | CI-2326-1 - Angelica Vicuna | no. 48 Makbn St., Napocor Village, Tandang Sora, Q.C. | 04/21/2020 | Average Billing | 07/21/2020 | 07/23/2020 | 2 workday/s |
| 2020-169 | CI-2340-1 - Ruth Curilan | M. Cruz B Cruzada cpd., Santolan, Pasig City | 06/30/2020 | Average Billing | 07/27/2020 | 07/31/2020 | 4 workday/s |
| 2020-180 | CI-2351-1 - Joseph Kiunisala | Unit 34, #142 Dalaya Executive Townhomes, sn Roque, Q.C | 07/23/2020 | Average Billing | 08/21/2020 | 08/25/2020 | 2 workday/s |
| 2020-181 | CI-2352-1 - Ronld Paras | 838 Cembo, Makati | 08/03/2020 | Average Billing | 08/24/2020 | 08/26/2020 | 2 workday/s |
| 2020-187 | CI-2358-1 - Verna Petalio | Katwiran, TMCHOA, Napindan, Taguig | 07/06/2020 | Average Billing | 09/07/2020 | 09/09/2020 | 2 workday/s |

| RESOLUTION NO. | REF NO. - NAME OF COMPLAINANT | ADDRESS | DATE RECEIVED | COMPLAINT | DATE SUBMITTED FOR RESOLUTION | DATE OF RESOLUTION | RESOLUTION TIME (GCG) |
|----------------|----------------------------------|--|---------------|-----------------------|-------------------------------|--------------------|-----------------------|
| 2020-188 | CI-2359-1 - Bobby Postor | 24 mariano St. Ligid Tipas, Tauig City | 07/03/2020 | Average Billing | 09/07/2020 | 09/09/2020 | 2 workday/s |
| 2020-189 | CI-2360-1 - Analyn Rico | nagpayon, Brgy. Pinabuhatan, pasig | 07/06/2020 | Average Billing | 09/07/2020 | 09/09/2020 | 2 workday/s |
| 2020-201 | CI-2372-1 - Mark Kenneth Mendoza | 21 J. P Rizal St., Calumpang, Marikina City | 07/15/2020 | Average Billing | 09/25/2020 | 09/29/2020 | 2 workday/s |
| 2020-204 | CI-2375-1 - Genoveva Andrade | 55 magsaysay St., Parang, Marikina | 07/15/2020 | Average Billing | 09/21/2020 | 09/23/2020 | 2 workday/s |
| 2020-205 | CI-2376-1 - Eleonor Burcer | 22 paraiso St., Parang, Marikina | 07/08/2020 | Average Billing | 09/26/2020 | 09/28/2020 | 0 workday/s |
| 2020-206 | CI-2377-1 - mary Grace Gregoriio | 154 Gen. Luna St., Ususan, Tauig City | 07/16/2020 | Average Billing | 09/28/2020 | 09/30/2020 | 2 workday/s |
| 2020-207 | CI-2378-1 - Rodolfo Catral | 18 Duhat Phse 6, Brgy. San Andres, Cainta Rizal | 07/10/2020 | Average Billing | 09/29/2020 | 10/01/2020 | 2 workday/s |
| 2020-208 | CI-2379-1 - Cristel Amarillo | No. 26 Alley 2 Project 6, Q.C. | 07/14/2020 | Average Billing | 09/29/2020 | 10/01/2020 | 2 workday/s |
| 2020-223 | CI-2393-1 - Juli Dioquino | San Lorenzo Ruiz Village, Brgy. Manggahan, Pasig City | 07/01/2020 | Average Billing | 08/04/2020 | 08/10/2020 | 4 workday/s |
| 2020-224 | CI-2394-1 - Generosa Reyes | 84 Scout Gandia, Brgy. Laging Handa, Quezon City | 07/09/2020 | Average Billing | 08/21/2020 | 08/25/2020 | 2 workday/s |
| 2020-225 | CI-2395-1 - Halil Lucman | 7323B P Guevarra, Addition Hills, San Juan City | 07/07/2020 | Other Bill-Meter Comp | 08/10/2020 | 08/12/2020 | 2 workday/s |
| 2020-235 | CI-2406-1 - Margaret Dizon | 116 Chile St., Greenheights ph 3, Nangka Marikina City | 07/08/2020 | Average Billing | 08/10/2020 | 08/14/2020 | 4 workday/s |
| 2020-236 | CI-2407-1 - Aniceto Padoan | 15 Kahasagan St., Brgy. Concepcion Dos, Marikina City | 07/02/2020 | Average Billing | 08/10/2020 | 08/14/2020 | 4 workday/s |

| RESOLUTION NO. | REF NO. - NAME OF COMPLAINANT | ADDRESS | DATE RECEIVED | COMPLAINT | DATE SUBMITTED FOR RESOLUTION | DATE OF RESOLUTION | RESOLUTION TIME (GCG) |
|----------------|-----------------------------------|--|---------------|-----------------|-------------------------------|--------------------|-----------------------|
| 2020-237 | CI-2408-1 - Gladys Magannig | 8 Azucena D, Brgy. Pembo, Makati City | 07/06/2020 | Average Billing | 08/21/2020 | 08/25/2020 | 2 workday/s |
| 2020-238 | CI-2409-1 - Gina Cabero | B86 L31 Daffodil Rizal Makati | 07/06/2020 | Average Billing | 08/21/2020 | 08/25/2020 | 2 workday/s |
| 2020-239 | CI-2410-1 - Dan Pangilinan | 5 San Jose St., New Intramuros Vill., Matandang Balara, Q.C. | 07/10/2020 | Average Billing | 08/21/2020 | 08/25/2020 | 2 workday/s |
| 2020-170 | CI-2341-1 - Jselito Ramos Lara | 777 San ignacio St., Barangay Plainview, mandaluyong City | 07/13/2020 | Leak | 08/07/2020 | 08/10/2020 | 1 workday/s |
| 2020-171 | CI-2342-1 - Michelle Llave | Zandroville, Pinabuhatan Pasi City | 07/15/2020 | Average Billing | 08/21/2020 | 08/24/2020 | 1 workday/s |
| 2020-190 | CI-2361-1 - April Macasait | 840 Tandang Sora, Matandan Balara, Q.C. | 07/13/2020 | Average Billing | 09/07/2020 | 09/10/2020 | 3 workday/s |
| 2020-191 | CI-2362-1 - Chrlene Almoguera | 19 Gen. Aguinaldo, south Sinal Village, Tagui City | 07/13/2020 | Average Billing | 09/08/2020 | 09/10/2020 | 2 workday/s |
| 2020-202 | CI-2373-1 - Roselyn Acena | 190 3rd St., Katuparan, Tauig City | 07/15/2020 | Average Billing | 09/21/2020 | 09/23/2020 | 2 workday/s |
| 2020-203 | CI-2374-1 - Louise Angelica Felix | 0004 JP Rizal, Brgy. Rizal, Makati City | 07/15/2020 | Average Billing | 09/24/2020 | 09/28/2020 | 2 workday/s |
| 2020-209 | CI-2380-1 - Saihra Llagas | B13 L7 Quirino St., Pinabuhatan, Pasig City | 07/14/2020 | Average Billing | 09/29/2020 | 10/01/2020 | 2 workday/s |
| 2020-210 | CI-2381-1 - Katrine Cruz | Asilo St., San Juan, Taytay Rizal | 07/14/2020 | Average Billing | 09/29/2020 | 10/01/2020 | 2 workday/s |

| RESOLUTION NO. | REF NO. - NAME OF COMPLAINANT | ADDRESS | DATE RECEIVED | COMPLAINT | DATE SUBMITTED FOR RESOLUTION | DATE OF RESOLUTION | RESOLUTION TIME (GCG) |
|----------------|-------------------------------|---------|---------------|-----------|-------------------------------|--------------------|-----------------------|
|----------------|-------------------------------|---------|---------------|-----------|-------------------------------|--------------------|-----------------------|

Concessionaire: **MWSI**

| | | | | | | | |
|----------|----------------------------------|--|------------|-----------------|------------|------------|-------------|
| 2020-140 | SI-2312-1 - Lesley Abe | L3 B3 Residencia Nora Luisa, Ina ng Lagin Saklolo St., Sn Antonio Valley 8, paranaque City | 06/16/2020 | Average Billing | 07/13/2020 | 07/15/2020 | 2 workday/s |
| 2020-141 | SI-2313-1 - Bam Clavel | F. ocampo Ave., Pamplona 3, las Pinas City | 06/15/2020 | Water Related | 07/13/2020 | 07/15/2020 | 2 workday/s |
| 2020-142 | SI-2314-1 - isabelita Ang | 1586 Benetiz St., Paco City of Manila | 06/16/2020 | Water Related | 07/13/2020 | 07/15/2020 | 2 workday/s |
| 2020-143 | SI-2315-1 - Reginald Ventura | 3 Redemption St., GSIS Village, Proj. 8, Q.C. | 06/15/2020 | Sewer Related | 07/13/2020 | 07/15/2020 | 2 workday/s |
| 2020-145 | SI-2317-1 - Julie Raymundo | 929 Roxas St., Sampaloc, Manila | 06/24/2020 | Average Billing | 07/17/2020 | 07/20/2020 | 1 workday/s |
| 2020-146 | SI-2318-1 - Elena Gavino | 581 ov. A Pascual St., San Roque navotas City | 06/22/2020 | Average Billing | 07/17/2020 | 07/20/2020 | 1 workday/s |
| 2020-147 | SI-2319-1 - Robert Llaneta | B6 San isidro, Brgy. 178, Caloocan City | 01/08/2020 | Water Related | 07/20/2020 | 07/22/2020 | 2 workday/s |
| 2020-148 | SI-2320-1 - Villahermina Saberdo | 1933 Patnubay St., Sta. Cruz Manila | 02/17/2020 | Meter Related | 07/20/2020 | 07/22/2020 | 2 workday/s |
| 2020-159 | SI-2329-1 - Gervie Kay Estella | 2848 Yellowbell St., Brgy. 168, Caloocan City | 06/03/2020 | Water Related | 07/06/2020 | 07/09/2020 | 3 workday/s |
| 2020-149 | SI-2330-1 - Nicolas Medenilla | Unit 219 The pacific Regency Tower Pablo Ocampo Ave, Malate, Manila | 03/09/2020 | Average Billing | 07/21/2020 | 07/23/2020 | 2 workday/s |
| 2020-161 | SI-2332-1 - Jason Taborda | L6 B5 Chile St., Better Living Subd., Paranaque City | 06/25/2020 | Average Billing | 07/27/2020 | 07/31/2020 | 4 workday/s |

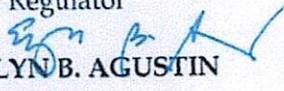
| RESOLUTION NO. | REF NO. - NAME OF COMPLAINANT | ADDRESS | DATE RECEIVED | COMPLAINT | DATE SUBMITTED FOR RESOLUTION | DATE OF RESOLUTION | RESOLUTION TIME (GCG) |
|----------------|------------------------------------|--|---------------|-----------------------|-------------------------------|--------------------|-----------------------|
| 2020-162 | SI-2333-1 - Lady Mericar | ladymericr@gmail.com | 07/02/2020 | Average Billing | 07/21/2020 | 07/24/2020 | 3 workday/s |
| 2020-163 | SI-2334-1 - Ricardo Ortiz | ric04jan72@yahoo.com | 06/11/2020 | Other Bill-Meter Comp | 07/13/2020 | 07/16/2020 | 3 workday/s |
| 2020-164 | SI-2335-1 - Melvin Rein Villanueva | Avenue Residence, Brgy. Talipapa, Quezon City | 02/21/2020 | Water Related | 07/21/2020 | 07/24/2020 | 3 workday/s |
| 2020-165 | SI-2336-1 - Noreen Quiat Laranga | 1949 Evangelista St., Makati | 06/30/2020 | Average Billing | 07/21/2020 | 07/24/2020 | 3 workday/s |
| 2020-166 | SI-2337-1 - German "Gerry" Goli | 2238 P. binay St., Bangkal, Makati | 06/26/2020 | Meter Related | 07/21/2020 | 07/24/2020 | 3 workday/s |
| 2020-167 | SI-2338-1 - Manilyn Soriano | Veraville Reency, Manuyo Dos, las Pinas City | 06/26/2020 | Water Related | 07/27/2020 | 07/31/2020 | 4 workday/s |
| 2020-175 | SI-2346-1 - Heidi Antonio | Casimiro Townhomes, habay II, Cavite | 07/15/2020 | Other Bill-Meter Comp | 08/24/2020 | 08/27/2020 | 3 workday/s |
| 2020-176 | SI-2347-1 - Jerosalem Bagaforo | B51 L13-0 lapu-lapu Extn. Dagat-dagatan, Caloocan City | 07/06/2020 | Leak | 08/24/2020 | 08/27/2020 | 3 workday/s |
| 2020-177 | SI-2348-1 - Mercy Baltazar | no. 4 Sampauita St., Ramirez Subd., novaliches, Q.C. | 07/09/2020 | Average Billing | 08/24/2020 | 08/27/2020 | 3 workday/s |
| 2020-178 | SI-2349-1 - Romel pampilon | P3 B36 Barangay 12 Dagat-Daata Caloocan City | 07/22/2020 | Average Billing | 08/24/2020 | 08/28/2020 | 4 workday/s |
| 2020-179 | SI-2350-1 - jerrie Abella | no. 38 Victory Ave., Bry. Tatalon, Q.C. | 07/09/2020 | Water Related | 08/24/2020 | 08/28/2020 | 4 workday/s |
| 2020-183 | SI-2354-1 - Jose Domingo Garcia | 10 personnel St., Fairview Quezon City | 07/20/2020 | Average Billing | 08/25/2020 | 08/27/2020 | 2 workday/s |
| 2020-184 | SI-2355-1 - Wilson Ponio | no. 7 Phase 1 del Costa subd., novaliches, Caloocan City | 07/23/2020 | Average Billing | 08/28/2020 | 09/01/2020 | 2 workday/s |

| RESOLUTION NO. | REF NO. - NAME OF COMPLAINANT | ADDRESS | DATE RECEIVED | COMPLAINT | DATE SUBMITTED FOR RESOLUTION | DATE OF RESOLUTION | RESOLUTION TIME (GCG) |
|----------------|--|---|---------------|-------------------------|-------------------------------|--------------------|-----------------------|
| 2020-185 | SI-2356-1 - Av ocampo | B13 L16 S1 Mandarga St., South Dgat-dagatan, Navotas | 07/13/2020 | Average Billing | 09/07/2020 | 09/09/2020 | 2 workday/s |
| 2020-186 | SI-2357-1 - Rolando macatol | kingfisher Extn. Plo Alto, haby, Bacoar City | 06/24/2020 | Average Billing | 09/07/2020 | 09/09/2020 | 2 workday/s |
| 2020-192 | SI-2363-1 - Vincent Villaroman | 2505 par Ave., Brgy. 1 San Rafael pasay | 07/14/2020 | Average Billing | 09/14/2020 | 09/16/2020 | 2 workday/s |
| 2020-194 | SI-2365-1 - Roy Sarigumba | 1028 Medina Compound, Las Pinas City | 07/15/2020 | Meter Related | 09/22/2020 | 09/25/2020 | 3 workday/s |
| 2020-195 | SI-2366-1 - Percival Barba | Lot 20 Dayap Stt., Palmera Homes, Quezon City | 08/24/2020 | Other Service Complaint | 09/14/2020 | 09/15/2020 | 1 workday/s |
| 2020-197 | SI-2368-1 - Warren Bautista | no. 0142 Sterlin 1 Diamante St., deparo 2, Caloocan City | 07/13/2020 | Average Billing | 09/21/2020 | 09/23/2020 | 2 workday/s |
| 2020-198 | SI-2369-1 - Ralph Santiago | B1 l10 Lynville Sud., Molino 3, Bacoar Cavite | 08/04/2020 | Average Billing | 09/28/2020 | 10/01/2020 | 3 workday/s |
| 2020-199 | SI-2370-1 - Gloria Suson | Tulip St., Baumbon Rd., North Caloocan | 08/11/2020 | Average Billing | 09/29/2020 | 10/01/2020 | 2 workday/s |
| 2020-200 | SI-2371-1 - Kirsten Imperial-Mr. Salazar | kirsten.imperial17@gmail.com, north Cloocan | 07/07/2020 | Average Billing | 09/28/2020 | 09/30/2020 | 2 workday/s |
| 2020-216 | SI-2387-1 - Fe Concepcion | 39 Plaridel St., Dona Aurora, Galas Quezon | 07/11/2020 | Average Billing | 09/28/2020 | 10/01/2020 | 3 workday/s |
| 2020-217 | SI-2388-1 - lovely Leuterio | 125 Premium St., Brgy. Sangandaan, Proj 8, Q.C. | 07/13/2020 | Other Bill-Meter Comp | 09/28/2020 | 10/01/2020 | 3 workday/s |

| RESOLUTION NO. | REF NO. - NAME OF COMPLAINANT | ADDRESS | DATE RECEIVED | COMPLAINT | DATE SUBMITTED FOR RESOLUTION | DATE OF RESOLUTION | RESOLUTION TIME (GCG) |
|----------------|----------------------------------|--|---------------|-----------------------|-------------------------------|--------------------|-----------------------|
| 2020-144 | SI-2316-1 - Morena Abejar | No. 11 Kalusugan St., Batasan Hills, Q.C. | 06/19/2020 | Sanitation Related | 07/13/2020 | 07/15/2020 | 2 workday/s |
| 2020-157 | SI-2327-1 - Marjorie Escorial | 7 Sampauita St., Filinvest Road, Bry. Batasan, Q.C. | 06/05/2020 | Water Related | 07/03/2020 | 07/06/2020 | 1 workday/s |
| 2020-158 | SI-2328-1 - Rowena Matahum | wengmatahum@gmail.com | 06/04/2020 | Rate Classification | 07/06/2020 | 07/09/2020 | 3 workday/s |
| 2020-168 | SI-2339-1 - Gloria Cables | B9 L11 phase 1 Solar Urban homes North 1, Baumbong Caloocan City | 06/09/2020 | Other Bill-Meter Comp | 07/27/2020 | 07/31/2020 | 4 workday/s |
| 2020-172 | SI-2343-1 - Priscila Barbosa | 49 Ano Ext., Bry. Tatalon, Q.C. | 07/09/2020 | Average Billing | 08/21/2020 | 08/24/2020 | 1 workday/s |
| 2020-173 | SI-2344-1 - Michaela Bercero | 21-B Laong laan St., San isidro Labrador, Q.C. | 07/09/2020 | Average Billing | 08/24/2020 | 08/27/2020 | 3 workday/s |
| 2020-174 | SI-2345-1 - Lovely Lucto | 64 UPS Paranaque city | 07/15/2020 | Average Billing | 08/24/2020 | 08/27/2020 | 3 workday/s |
| 2020-182 | SI-2353-1 - Maria Aguirre | 64 UPS 5, PARANAQUE CITY | 07/10/2020 | Average Billing | 08/24/2020 | 08/26/2020 | 2 workday/s |
| 2020-193 | SI-2364-1 - Lovely Mae An Aguire | 21-B Laong laan St., San isidro, labrador. Q.C. | 07/09/2020 | Average Billing | 09/07/2020 | 09/09/2020 | 2 workday/s |
| 2020-196 | SI-2367-1 - Michael Rama | Villa Celina Subd., Bayan Luma 7, Imus Cavite City | 08/03/2020 | Water Related | 09/18/2020 | 09/21/2020 | 1 workday/s |

MEMORANDUM

FOR: PATRICK LESTER NG TY
Chief Regulator

FROM: 
EVELYN B. AGUSTIN
Chairperson

JOEL A. DOMINGUEZ
Chairperson

DATE: September 29, 2020

SUBJECT: Evaluation of Concessionaires' 1H 2020 KPIs+BEMs REPORT

MWSS Regulatory Office
OFFICE OF THE CHIEF REGULATOR

RECEIVED

By: reachy
Date: SEP 29 2020
Time: 5:30 PM

Submitting herewith the Report Cards on the MWSS RO's evaluation of the Concessionaires' performance on the agreed KPIs and BEMs for the First Half (1H) of 2020.

The focus of evaluation during the aforementioned period was to keep track of the actual performance of the Concessionaires against their respective year-end target for 2020 shown in the Revised Business Plan for 2018-2022 for Maynilad, and Approved Business Plan for Manila Water.

Due to the continuous impact of the COVID-19 pandemic on the operation and performance of the Concessionaires, several indicators and business efficiency measures such as New water connections, New sewer connections, Septic tank desludging, Billed volume, Response to customer service & billing complaints, Response to application and installation of new water service connections, Revenue collection rate, Power, Other controllable OPEX and CAPEX disbursements were observed to be considerably low.

For your reference and information.

Cc: All Regulators





MEMORANDUM

MWSS Regulatory Office
OFFICE OF THE CHIEF REGULATOR

RECEIVED

FOR : PATRICK LESTER N. TY
Chief Regulator

By: Rachy
Date: MAR 31 2020
Time: 10:31 PM

FROM : EVELYN B. AGUSTIN
Chairperson, KPI & BEMs Committee

JOEL A. DOMINGUEZ
Chairperson, KPI & BEMs Committee

**SUBJECT : EVALUATION OF MANILA WATER COMPANY, INC.:
2019 KPI and BEMS**

DATE : 31 March 2020

We are submitting herewith the Evaluation Report of Manila Water Company, Inc.:
2019 Key Performance Indicators (KPIs) + Business Efficiency Measures (BEMs) for
your information and guidance.

Thank you.





MEMORANDUM

FOR : **PATRICK LESTER N. TY**
Chief Regulator

FROM : **EVELYN B. AGUSTIN**
Chairperson, KPI & BEMs Committee

JOEL A. DOMINGUEZ
Chairperson, KPI & BEMs Committee

SUBJECT : **EVALUATION OF MAYNILAD WATER SERVICES, INC.:**
2019 KPI and BEMS

DATE : 30 March 2020

MWSS Regulatory Office
OFFICE OF THE CHIEF REGULATOR

RECEIVED

By: PEACH
Date: MAR 31 2020
Time: 10:31 PM

We are submitting herewith the Evaluation Report of Maynilad Water Services, Inc.: 2019 Key Performance Indicators (KPIs) + Business Efficiency Measures (BEMs) for your information and guidance.

Thank you.



| SM 12- Number of Big CAPEX Projects Inspected | | | | | | | | | | | | | | | | |
|---|------------|-------|------|-------|-----------|-------|------|-------|----------------|-------|------|-------|---------------|-------|------|-------|
| Number of Big CAPEX Project Inspections | March 2020 | | | | June 2020 | | | | September 2020 | | | | December 2020 | | | |
| | MWCI* | MWSI* | CPF* | Total | MWCI* | MWSI* | CPF* | Total | MWCI* | MWSI* | CPF* | Total | MWCI* | MWSI* | CPF* | Total |
| | 3.00 | 3.00 | 0.00 | 6.00 | 4.00 | 4.00 | 0.00 | 8.00 | 7.00 | 7.00 | 0.00 | 14.00 | 8.00 | 8.00 | 0.00 | 16.00 |
| | Target | 3.00 | 3.00 | 0.00 | 6.00 | 4.00 | 4.00 | 0.00 | 8.00 | 4.00 | 6.00 | 0.00 | 10.00 | | | |
| Actual | 1.00 | 2.00 | 0.00 | 3.00 | 4.00 | | | | | | | | | | | |
| Rating | 18.75% | | | | 50.00% | | | | 62.50% | | | | | | | |

Note:

* Reduced Targets from 20 to 16 due to the declaration of the Enhanced Community Quarantine (ECQ) which entails the mandatory work from home scheme of our technical personnel.

Prepared by:

For [Signature]
Ronald G. Valdez
 Acting Technical Assistant, Operation Monitoring Department

Noted by:

[Signature]
George Mariano A. Soriano
 ADM, Operation Monitoring Department



TÜVRheinland®

Precisely Right.

CN 01 100 1834855

**Second Follow-up Audit Report as per
ISO 9001: 2015**

for

**Metropolitan Waterworks & Sewerage
System Regulatory Office**

3rd Floor Engineering Bldg., MWSS Compound, Katipunan Road,
Balara Quezon City, Pangasinan

| Client | Standard | Certification Number(s) | Audit Type |
|---|---------------|-------------------------|------------------------|
| Metropolitan Waterworks & Sewerage System Regulatory Office | ISO 9001:2015 | CN 01 100 1834855 | Second Follow-up Audit |

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| Client | Standard | Certification Number(s) | Audit Type |
|---|---------------|-------------------------|------------------------|
| Metropolitan Waterworks & Sewerage System Regulatory Office | ISO 9001:2015 | CN 01 100 1834855 | Second Follow-up Audit |

Audit Leader : Elisa Cruz
Audit Team : NA
Client's representative : Atty. Patrick Lester Ng Ty, Chief Regulator
 Ms. Evelyn B. Agustin, Deputy Admin for Technical/MR
Audit Date : 17 September 2020 & 30 September 2020

1 Audit result

Management system effectiveness was verified on site by means of random sampling by an appropriately selected audit team. This applies in particular to the compliance of workflows with standard requirements and the descriptions in management system documentation. The special features of the organization's business activities, the applicable statutory and regulatory requirements and the requirements set forth in other generally applicable documents were also taken into account. This was done by means of a sampling approach, by conducting interviews and reviewing the appropriate documentation. Audit findings and recommendations regarding opportunities for improvement have been set forth in Sections 4 of this report.

| | |
|-------------------------------------|---|
| <input type="checkbox"/> | The last audit revealed nonconformities which have been demonstrably corrected. The corrections and corrective actions taken in this respect have been verified. |
| <input type="checkbox"/> | A stage 1 audit was performed and the organization found ready for certification. Identified weaknesses, if any, have been eliminated and the respective corrective action verified. |
| <input checked="" type="checkbox"/> | The current audit revealed Zero (0) major nonconformity and Zero (0) minor nonconformity: |
| <input type="checkbox"/> | The major nonconformities (No. x) with individual standard elements require a re-audit to verify the effectiveness of the corrections and corrective actions (probable date:..ddmmyyyy) |
| <input checked="" type="checkbox"/> | The organization has established and maintains an effective system to ensure compliance with its policy and objectives. The audit team confirms in line with the audit targets that the organization's management system complies with, adequately maintains and implements the requirements of the standard. |

The auditor therefore recommends (provided nonconformity response has been approved):

| | |
|-------------------------------------|---|
| <input type="checkbox"/> | Award of the new certificates. |
| <input checked="" type="checkbox"/> | Maintenance of the existing certification. |
| <input type="checkbox"/> | Inclusion of the changes (see Section 3) in the scope of application of existing certifications |
| <input type="checkbox"/> | Maintenance or issue of the certificates only after successful completion of a re-audit. |

| Client | Standard | Certification Number(s) | Audit Type |
|---|---------------|-------------------------|------------------------|
| Metropolitan Waterworks & Sewerage System Regulatory Office | ISO 9001:2015 | CN 01 100 1834855 | Second Follow-up Audit |

2 Scope

2.1 Description of the organization

The MWSS RO was created in August 1997 by virtue of the Concession Agreements signed between the MWSS and the two Concessionaires, Manila Water Company Inc. for the East Zone and Maynilad Water Services, Inc. for the West Zone.

MWSS RO is mandated to monitor the Concession Agreement. Among its many functions, MWSS Ro reviews, monitors and enforces rates and services standards; arranges and reports regular independent audits of the performance of the Concessionaires; and monitors the infrastructure assets. However, its functions may change over time for effective regulation of water, sanitation and sewerage services.

MWSS RO functions as a collegial body composed of five (5) members headed by the Director or Chief Regulator, who has over-all responsibility for the operations of the office. Other members are the Deputy Administrators for Technical Regulation, Customer Service Regulation, Financial Regulation and Administration and Legal Affairs.

Any action or decision by the MWSS RO on substantive matters affecting the Concession Agreement requires at least a majority vote of three (3) members. The Chief Regulator chairs the meeting of the MWSS RO and has the final approval over the hiring and dismissal of all professional staff of the MWSS RO. He also act as the principal spokesperson of the office.

RATE REBASING

Pursuant to the Concession Agreement (CA), a Rate Rebasing (RR) is mandatory every five (5) years. RR is a process that determines the level of rates for water and sewerage services that permits the Concessionaires to recover over the life of the concession (until 2037) its operating, capital maintenance and investment expenditures. RR is also a way to provide appropriate incentives to benefit both the Customers and the Concessionaires.

The RR looks into the historical (past 5 years) performance of the Concessionaires against established targets or commitments. It then updates a reasonable projection of all factors for the remaining concession life with a proposed Business Plan detailing the next five years. The Business Plan needs the approval of the MWSS being the principal and eventual owner of all the facilities by the end of the concession.

PRIVATIZATION OF THE METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM (MWSS)

The Metropolitan Waterworks and Sewerage System (MWSS) holds the distinction of being one of the oldest and most formidable government organizations in the Philippines. Its roots were traced to the first water system laid out in old Manila in 1878 from funds donated by Spanish philanthropist Francisco Carriedo y Peredo.

The construction of a water system in 1878 delivered 16 million liters of water per day (MLD) to 300,000 people. Its main objective was to improve the people's health and living conditions through clean drinking water.

The Carriedo System had evolved from the Manila Water Supply System in 1908 to Metropolitan Water District in 1919. Thirty-five years later, it became the National Waterworks and Sewerage Authority (NAWASA).

The government changed its nomenclature again in 1972 to Metropolitan Waterworks and Sewerage System (MWSS), by which it is known to this date. From a national agency, attending to water needs of the entire Philippines, the MWSS by virtue of its Charter was tasked to provide water to Metro Manila and environs.

| Client | Standard | Certification Number(s) | Audit Type |
|---|---------------|-------------------------|------------------------|
| Metropolitan Waterworks & Sewerage System Regulatory Office | ISO 9001:2015 | CN 01 100 1834855 | Second Follow-up Audit |

The MWSS, in spite of all its efforts, through the years has hardly satisfied the needs of the consuming public. Manifestations of which was the increasing demand for better water services across the sub-sectors. This dilemma basically paved the way for the government to introduce urgent and significant measures for conservation of the water resources and improve the management of the water industry.

Many laws were promulgated for the purpose of addressing the water crisis. However, the most significant and related to the operation of the water utilities, among others, was the National Water Crisis Act of 1995 (RA #8041). This law states the need for the government to adopt urgent and effective measures to address the nationwide water crisis which adversely affects the health and well-being of the population, food production and industrialization process.

These was followed by the enactment of Executive Order No. 286 which affected the reorganization of the MWSS and Local Water Utilities Administration (LWUA) to enable these agencies to become more effective, efficient and responsive to the country's needs for potable water.

In March 1996, Executive Order No. 311 was implemented. This policy encouraged the private sector's participation in the operation and facilities of MWSS.

As a result of these numerous adjustments, the MWSS – on its 120th years of continued service to the people- was privatized. This bold move was aimed at improving the water delivery service.

The responsibility to operate and improve waterworks system was passed on to the two private consortia in conformity to the Concession Agreement. This contractual agreement was entered into by the Republic of the Philippines through the MWSS, the Maynilad Water Services Inc. (MWSI) for the West Zone and the Manila Water Company, Inc. (MWC) for the East Zone.

THE REGULATORY OFFICE

The MWSS Regulatory Office (RO) was created in August 1997 by virtue of the Concession Agreements signed between the MWSS and the two concessionaires, Manila Water Company, Inc. for the East Zone and Maynilad Water Services, Inc. for the West Zone.

RO functions as a collegial body composed of five members headed by the Director or Chief Regulator who has over-all responsibility for the operation of the office. Other members are the Regulators for Technical Regulation, Customer Service Regulation, Financial Regulation and Administration and Legal Affairs.

Any action or decision by the RO on substantive matters affecting the Concession Agreement requires at least a majority vote of three members. The Chief Regulator chairs the meeting of the Regulatory Office and has the final approval over the hiring and dismissal of all professional staff of the RO. He also acts as the principal spokesperson of the office.

RO is mandated to monitor the Concession Agreement. Among its many functions, RO reviews, monitor and enforces rates and service standards; arranges and reports regular independent audits of the performance of the Concessionaires; and monitors the infrastructure assets. However, RO's functions may change over time for effective regulation of water and sewerage services.

2.2 Scope of certification

| | |
|-------------------------|---|
| Scope of certification: | Provision of Regulatory Services on Service Obligations Monitoring for Water Supply and Wastewater Effluent Quality based on the Concession Agreement |
|-------------------------|---|

| Client | Standard | Certification Number(s) | Audit Type |
|---|---------------|-------------------------|------------------------|
| Metropolitan Waterworks & Sewerage System Regulatory Office | ISO 9001:2015 | CN 01 100 1834855 | Second Follow-up Audit |

| | |
|--|----------------|
| ISO 9001 standard requirements which are not applicable: | none |
| Reasons for non-applicability: | Not applicable |

The office operates in a 8-hour flexible time, 7AM to 6PM Monday to Friday, 40-hour week.

The following sites and their scopes are included in the scope of certification:

| Site No. (CN ext.) | Sites included in cert. Name/address of site | No. of emp. | Scope and processes | Standard | Au-dited |
|--------------------|--|--|--|----------------|-------------------------------------|
| 01 | Metropolitan Waterworks & Sewerage System Regulatory Office 3 rd Floor Engineering Bldg., MWSS Compound, Kati-punan Road, Balara Que-zon City, Philippines | 81 (at the time of audit) 60 Regular 21 Con-tract of Service | Provision of Regulatory Services on Ser-vice Obligations Monitoring for Water Supply and Wastewater Effluent Quality based on the Concession Agreement | ISO 9001: 2015 | <input checked="" type="checkbox"/> |

3 Changes in the management system / Contract review

The following changes have been implemented in the management system and the management system documen-tation since the last audit. Major changes are:

- Revision of the process for budget and annual planning, effectivity August 20, 2020
- Safety protocol to COVID19, implementation of skeletal workforce and reduced number of hours
- New Department Manager for Administration Mr. Ramon Javier effective September 17, 2020

The implementation of these changes in the existing management system and the management system documen-tation was verified within the framework of the audit.

The description of the scope in the certificate appropriately reflects the scope of the management system.

The audit plan was not changed during the audit.

4 Audit findings

The audit findings related to the audited standard are listed in the Annexes to this report (see. Annex ISO 9001:2015).

All information gained during the audit will be treated with strict confidentiality by the auditors and the certification body. In view of the sampling approach applied to the audit, weaknesses and nonconformities may still exist which have not been identified during the audit.

| No. | Unit/Department Site | Positive findings |
|-----|----------------------|-------------------|
|-----|----------------------|-------------------|

| Client | Standard | Certification Number(s) | Audit Type |
|---|---------------|-------------------------|------------------------|
| Metropolitan Waterworks & Sewerage System Regulatory Office | ISO 9001:2015 | CN 01 100 1834855 | Second Follow-up Audit |

17 September 2020

| | | |
|---|--------------------|---|
| 1 | Management | As part of the precautionary measures, the company provides the following: <ul style="list-style-type: none"> • Supply of vitamins to all RO talents to boost their immune system • Supply of PPEs to all RO talents including utility and security personnel • Shuttle service to minimize exposure; • Conduct of RT-PCR Test for 87 talents |
| 2 | Public Information | The initiative / effort of MWSS RO to address the COVID19 pandemic through advisories, press releases, etc. |

30 September 2020

| | | |
|---|------------------------|--|
| 3 | Recognition/Award | Received a Certificate of Recognition awarded to Atty. Patrick N. Ty, Chief Regulator for supporting the implementation of the Citizen Participatory Audit given last August 31, 2020 by Commission on Audit |
| 4 | Internal Quality Audit | Despite the community quarantine due to COVID19, the Internal Quality Audit Committee initiated a temporary modified audit procedure (remote/offsite audit) to ensure the requirements of the standards will be fulfilled. |

The following recommendations and opportunities for improvement provided by the auditors are intended to contribute to the continuous improvement of the management system.

| No. | Unit/Department Site | Recommendations and opportunities for improvement |
|--------------------------|-------------------------------|---|
| 17 September 2020 | | |
| 1 | Management Review | May consider to include the trending analysis/comparative analysis (e.g. Complaints, Internal Audit Results, etc.) in the management review minutes of meeting as one of the inputs in the assessment of continual improvement. |
| 2 | Office of the Chief Regulator | Ensure to fill out necessary information needed in the monitoring of customer complaints. ("Date" column from the Monitoring list of customer complaints from August 2019 to December 2019). |
| 3 | Legal Affairs | Consider how effectiveness of actions related to risks are evaluated. E.g. comparing current risks level from previous assessment to determine continual improvement that may lead to reduction in risks level. Likewise, consider having a contingency plan to address ratings that are still at high/critical risk. (seen also in Accounting). Consider to document and establish action for identified opportunities and evaluation of effectiveness. |

Audit Report

| Client | Standard | Certification Number(s) | Audit Type |
|---|---------------|-------------------------|------------------------|
| Metropolitan Waterworks & Sewerage System Regulatory Office | ISO 9001:2015 | CN 01 100 1834855 | Second Follow-up Audit |

| | | |
|--------------------------|------------------------------|---|
| 4 | Property and FEV Maintenance | Consider analysing preventive maintenance program based on history records of trouble reports for continual improvement. May consider including risks impact attributed by COVID19 pandemic in Risk Register May need to update the target of completion of identified action plan as sampled in an action plan from Sept. 29, 2019 |
| 30 September 2020 | | |
| 5 | Technical Regulation | May consider to establish an acceptable criteria for chlorine residual (wastewater). May consider to revisit risks register to have contingency plan to address those rating that are still at high/critical risk. |
| 6 | MIS IT Infrastructure | Clarify the required room temperature and the humidity in the server and ensure it is consistently monitored and complied with. |
| 7 | Internal Quality Audit | Further improve the IQMS checklist to ensure the coverage of all applicable requirements of the standard May need to indicate in the matrix - process/function the clauses of the standard that will be covered in the audit of the specific process. |

5 Dates

Due Date for the next audit

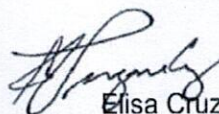
2021 November 28

Agreed date for the next audit

2021 November (-3 months)

30 September 2020

Date


Elisa Cruz

Audit Leader / Auditor(s)

| Client | Standard | Certification Number(s) | Audit Type |
|---|---------------|-------------------------|------------------------|
| Metropolitan Waterworks & Sewerage System Regulatory Office | ISO 9001:2015 | CN 01 100 1834855 | Second Follow-up Audit |

Annex ISO 9001:2015

| Item | Audit result |
|-----------------------------|--|
| Context of the organization | <p>The organization has determined internal and external issues related to the following subject areas (Note: subject areas can be legal requirements, co-operations, competition, community etc.)</p> <ul style="list-style-type: none"> • Pandemic / National State of Emergency due to Covid19 • Underspending of Capex Projects • Inaccurate Complaint Details • No supporting documents • Top Level Issues • Anticipated passing of the "Public Service Act", currently in 2nd reading in the lower house. • The anticipated creation of the Water Regulatory Commission (MWSS-RO) and/or Department of Water (MWSS Corporate, LWUA, NWRB) • For Board approval of the re-organization of the MWSS-RO, rationalization plan to add more positions, and upgrade/re-purpose position. • Anticipated Water Crisis (seasonal in 2020), due to lack of new water source, it will take at least 3 years to build a new dam • Water shortage / disruption of the normal flow of raw water • Rate Rebasing • Timely and accurate feedback report related to water and wastewater quality • Natural and Manmade disaster • Non Compliance on provision of the contracts laws • Delay in Annual Procurement Plan • Lack of Talents <p>The organization has identified interested parties and the requirements of these parties. Examples for such determined interested parties are:</p> <ul style="list-style-type: none"> • Manila Water Company Inc. • Maynilad Water Services Inc. • MWSS Board of Trustees • Department of Health (Metro Manila Drinking Water Quality Monitoring Committee) • Civil Service Commission • DBM • GOCCs • Interagency Task Force on the Harmonization of National Government Monitoring Information and Reporting System (IATF) on Admin Order 25, s.2011 • Department of Information and Communications Technology • Presidential Communications Operations Office • National Privacy Commission • Government Procurement Policy Board • Bureau of Internal Revenue • Water and Sewerage Sector Savings and Loan Association |

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|---|---------------|-------------------------|------------------------|
| Metropolitan Waterworks & Sewerage System Regulatory Office | ISO 9001:2015 | CN 01 100 1834855 | Second Follow-up Audit |

| Item | Audit result |
|---------------------|---|
| Policy / objectives | <p>Top Management has declared its quality policy binding and implemented. The quality policy is appropriate and provides a framework for the respective quality objectives. It commits all employees to pursue continuous quality system improvement.</p> <p>Year 2020 – Top Level Quality Objectives</p> <ul style="list-style-type: none"> - Achieve 95% compliance for water quality (sample passed/ total samples (Ro and Con) - Achieve 90.5% compliance for wastewater quality (Compliant sample / total number of samples) - Achieve 25% improvement from 2019 score by end of 2020 - Pass surveillance audit by end of December 2020 for defined QMS scope - Achieve Satisfactory rating for customer satisfaction survey by end of 2020 <p>MWSS – RO OPCR (Office Performance & Commitment Report) – with 4Q 2019 performance</p> <ul style="list-style-type: none"> • Social Impact <ul style="list-style-type: none"> ○ SO1 – Increase number of domestic customers with continuous and safe water supply <ul style="list-style-type: none"> ▪ SM1 – Incremental number of domestic water service connections (WSC) – 10%, 10% ▪ SM2 – Percentage of domestic WSC with 24-hr water supply and 7-psi minimum water pressure – 10%, 6.28% ▪ SM3 – Compliance of RO and Concessionaires samples with PNSDW on bacteriological quality (i.e. at least 95%) - 10%, 10% ○ SO2 – Environmental-friendly sewerage system <ul style="list-style-type: none"> ▪ SM4 – Number of domestic sewer connections – 6%, 6% ▪ SM5 – Percentage of samples from STPs compliant with DENR A.O. No. 2016-008 (excluding nutrients) – 8%, 8% ▪ SM6 – Number of septic tank desludging – 8%, 8% • Stakeholders <ul style="list-style-type: none"> ○ SO3 – Empowered stakeholders <ul style="list-style-type: none"> ▪ SM7 – Percentage of satisfied customers – 5%, (for submission) • Internal Process <ul style="list-style-type: none"> ○ SO4 – Improve regulatory monitoring functions to ensure compliance to service obligation targets <ul style="list-style-type: none"> ▪ SM8 – Asset condition report review and validation – 5%, 5% ▪ SM9 – Percentage of rate petitions resolved within 15 calendar days prior to intended implementation – 8%, 8% ▪ SM10 – Percentage of complaints resolved within 10 working days from submission for resolution – 5%, 5% ▪ SM11 – Percent of complaints/requests thru 8888 hotline acted upon within 72 hours upon receipts – 7%, 7% ▪ SM12 – KPI + BEMs evaluation reports (within 60 days from Concessionaires' submission) – 5% & 5%, 5% & 5% • Learning & Growth <ul style="list-style-type: none"> ○ SO5 – Attract, develop and retain highly competent workforce <ul style="list-style-type: none"> ▪ SM13 – Percentage of employees meeting required competencies [Strategic Initiative Profile I] – 4%, 4% ○ SO6 – Develop and implement QMS <p>SM14 – ISO 9001:2015 certification – 4%, 4%</p> |

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| Item | Audit result |
|--|---|
| | These are measurable and are controlled, communicated and up-dated regularly. |
| Process control including outsourced processes | <p>The processes available in the organization have been identified and documented. Process workflows and interactions have been described and appropriately controlled. The processes are evaluated at regular intervals by means of key performance indicators.</p> <p>Key processes within the scope of product realization include:</p> <ul style="list-style-type: none"> • Technical Regulation (Water Quality Department: Water & Waste Water), Including actual on-site conduct of monitoring / testing • Procurement (including control of external provider) • Accounting (Cash Disbursement; Fiscal Reporting) • Legal Affairs • Public Information • Customer Regulation (Customer Service; Complaints) <p>The following processes have been outsourced:</p> <ul style="list-style-type: none"> • Water Analysis (bacteriological test) • Consultancy on Social Media • Consultancy for proposed AMA / East Bay Water Supply Project • Consultancy Service for the Calawis/Wawa Rainwater Source • Customer Satisfaction Survey • Procurement of Analytical Service for Wastewater Quality Monitoring Program / Analytical Service for Water Quality Monitoring Program <p>These processes are appropriately reviewed and controlled.</p> |
| Risk-based thinking | <p>The requirements for risk-based thinking are being realized in the organization as follows:</p> <p>Risk-based thinking has been applied for the following processes:</p> <ul style="list-style-type: none"> • Top Level • Administration and Legal Affairs • Legal Services Management • Learning and Development • Website Development and Maintenance • Procurement • Maintenance of Infrastructure • Technical Regulation Process • Water Supply and Waste Water <p>Examples of risks and opportunities of processes identified are:</p> <ul style="list-style-type: none"> • Unable to conduct sampling • Unable to provide the proper actions /or response • Concerns not processed accordingly |

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| Item | Audit result |
|------|---|
| | <ul style="list-style-type: none"> • Disregarded complaints • Sampling procedure not followed • Inaccurate results of analysis • Invalid on site measurements • Unable to conduct sampling • Lack of cooperation of Concessionaires • Uncalibrated equipment • Not competent sampling personnel • Arbitration tribunal reversal <p>Examples of measures taken to react on identified risks are:</p> <ul style="list-style-type: none"> • Rescheduling of sampling activity on vacant dates and / or coordination with necessary agencies (i.e. GCG) plan of action Provide supply of PPEs to all RO talents utility and security personnel • Provide supply of Vitamins to boost the talents immune system • Implement alternative working arrangement and minimum health safety protocols set by IATF • Require the concessionaires on the accuracy of advisories for water interruption schedule • Require the concessionaires to submit their action plan on raw water reduction mitigation and the equitable distribution of the water supply within the concessionaire areas • Complaint form should be detailed and have proper guidelines • Communicate with the stakeholders / other concerned persons • Monitoring of the 3rd party Laboratory Services • Conduct competency assessment to assess the compliance to requirement • Equipment Calibration Plan • Assigning a backup personnel <p>Examples of risks and opportunities concerning the context of the organization are:</p> <ul style="list-style-type: none"> • COVID19 Loss of lives • Delayed delivery of the desired / targeted level of services • Sampling procedure not followed • Invalid on site measurements • Unable to conduct sampling • Lack of cooperation of Concessionaires • Inaccurate results of analysis • Intellectual value generated from new recruits |

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|---|---------------|-------------------------|------------------------|
| Metropolitan Waterworks & Sewerage System Regulatory Office | ISO 9001:2015 | CN 01 100 1834855 | Second Follow-up Audit |

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|---|---|
| | <ul style="list-style-type: none"> Effective communications between regulatory office and concessionaires <p>Concerning risk based thinking the following tools are used:</p> <ul style="list-style-type: none"> Risk Management Procedure Risk Register for Top Level and per process MWSS RO Risk Heat Map – reference for the mapping/determination of level of criticality of Risk |
| Customer-related and other requirements | <p>The organization analyses and evaluates customer requirements and/or enquiries and any documented, assumed, statutory and regulatory requirements within the scope of a production and feasibility study performed in a team.</p> <p>Gathering & review of service requirements conducted by Technical group and a Concession Agreement will be prepared. The person in charge who prepared the Concession Agreement reviews the contract to ensure its compliance with the Agreement and documents this compliance in an order confirmation. The same procedure applies to amendments.</p> <p>The following process requirements significantly affect product or service quality:</p> <ul style="list-style-type: none"> Water Supply bacteriological test Raw and treated water from Treatment Plants bacteriological test Waste water effluent test <ul style="list-style-type: none"> Residual Chlorine Turbidity test Total coliform Fecal coliform BOD –Biochemical oxygen demand Surfactant TSS –total suspended solids Oil and grease Uncalibrated equipment used in testing Failure to conduct the monitoring activities for water and wastewater quality Failure to comply with the Concession Agreement <p>Key regulatory, statutory and customer-related requirements include:</p> <ul style="list-style-type: none"> RA 6234 (MWSS Charter) RA 8041 (National Water Crisis Act of 1995) Executive Order 301 (Allowing Private Sector to Participate in the Operation and Maintenance of facilities) Public Service Act Philippine National Standard for Drinking Water (PNSDW) DENR Administrative Order No. 2016-008 Civil Service Commission (CSC) Commission on Audit (COA) Department of Budget and Management (DBM) RA 9184 Government Procurement Reform Act Bureau of Internal Revenue |

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| Item | Audit result | | | | | | | | | | | | | | | | | | |
|--------------------------------------|---|---------------------------------|--------------|----------|------------------|----|----|---------|----|----|-------|----|----|-----------------------------|--|--|------------------|---|----|
| Customer satisfaction and complaints | <p>The organization maintains documented and effective procedures governing the handling of information, data analyses, improvement actions and responses to customer feedback.</p> <p>Customer Satisfaction Survey is conducted by University of the Philippines <i>Centre International de Formation des Autorités et Leaders</i> (UP CIFAL Philippines) last December 2019 to determine satisfaction level of customers.</p> <p>Criteria used for Maynilad and Manila Water Customers</p> <ul style="list-style-type: none">• Reasonable fees• Water service stability• Acceptable water pressure• Water is clean and safe• Smell and odor-free water• Water is clear• Water bill is accurate• Regular septic tank desludging• Wastewater is properly managed <p>Criteria used for Maynilad and Manila Water Representatives</p> <ul style="list-style-type: none">• Staff and organization• Regulatory – Policies, Rules, and Regulations• Regulatory – Application with MWSS-RO• Complaints handling and record keeping• Information and communication• Website• Facilities <p>Results for Maynilad and Manila Water Customers</p> <ul style="list-style-type: none">• The survey has a sample size of 510 respondents, and it covered the 102 barangays in Metro Manila cities and municipality, and in selected local government units in Rizal and Cavite. Two hundred Eighty-five (285) out of the total respondents were Maynilad customers while 225 were Manila Water customers.• The overall mean satisfaction score is 3.82 out of 5 <p>Customer complaints can be received through email, 8888 complaints hotline, and walk-in.</p> <p>January to March 2020</p> <table><tr><th>Total Complaints for Resolution</th><th>Manila Water</th><th>Maynilad</th></tr><tr><td>Previous Balance</td><td>12</td><td>13</td></tr><tr><td>Current</td><td>16</td><td>35</td></tr><tr><td>Total</td><td>28</td><td>48</td></tr><tr><td>Submitted for RO Resolution</td><td></td><td></td></tr><tr><td>Previous Balance</td><td>6</td><td>13</td></tr></table> | Total Complaints for Resolution | Manila Water | Maynilad | Previous Balance | 12 | 13 | Current | 16 | 35 | Total | 28 | 48 | Submitted for RO Resolution | | | Previous Balance | 6 | 13 |
| Total Complaints for Resolution | Manila Water | Maynilad | | | | | | | | | | | | | | | | | |
| Previous Balance | 12 | 13 | | | | | | | | | | | | | | | | | |
| Current | 16 | 35 | | | | | | | | | | | | | | | | | |
| Total | 28 | 48 | | | | | | | | | | | | | | | | | |
| Submitted for RO Resolution | | | | | | | | | | | | | | | | | | | |
| Previous Balance | 6 | 13 | | | | | | | | | | | | | | | | | |

| Client | Standard | Certification Number(s) | Audit Type |
|---|---------------|-------------------------|------------------------|
| Metropolitan Waterworks & Sewerage System Regulatory Office | ISO 9001:2015 | CN 01 100 1834855 | Second Follow-up Audit |

| Item | Audit result | | |
|--------------------------------------|--|--------------|----------|
| | Current | 14 | 26 |
| | Total | 20 | 39 |
| | Total Complaints with issued RO Resolution | 20 | 38 |
| | On Process | 8 | 9 |
| | April to June 2020 | | |
| | Total Complaints for Resolution | Manila Water | Maynilad |
| | Previous Balance | 8 | 9 |
| | Current | 5 | 14 |
| | Total | 13 | 23 |
| | Submitted for RO Resolution | | |
| | Previous Balance | 2 | 8 |
| | Current | 4 | 13 |
| | Total | 6 | 21 |
| | Total Complaints with issued RO Resolution | 6 | 21 |
| | On Process | 7 | 2 |
| Internal audit and management review | <p>Internal Audit</p> <p>The organization measures MS implementation, maintenance, and effectiveness by means of annually scheduled system audits. The organization reliably carries out these audits June 3-5, 2020 and September 1-3, 2020.</p> <p>Qualified Auditors: 16 June 3-5, 2020 Audit Result Conformity: 4 Opportunities for Improvement: 63 Non Compliance: 0</p> <p>September 1-3, 2020 Audit Result Conformity: 2 Opportunities for Improvement: 28 Non Compliance: 0</p> <p>Management Review</p> <p>Top management reviews the organization's quality management system at regular intervals and in line with the requirements to ensure its continuous suitability, adequacy and effectiveness. The management review of November 18-19, 2019 was carried out in accordance with the requirements and was effective.</p> <p>The areas of focus of the management review included the following:</p> | | |

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|-----------------------------|---|
| | <ul style="list-style-type: none"> • Status of action from previous management review • Changes in external and internal issues • Information on the performance and effectiveness of QMS <ul style="list-style-type: none"> ○ Customer Satisfaction Survey ○ Performance Evaluation System ○ Internal Audit Results ○ Performance of External Provider ○ Adequacy of Resources ○ Effectiveness and actions taken to address risks and opportunities ○ Opportunities for improvement • Ease of doing business |
| Use of certificate and logo | The logo and the certificate are used in compliance with the requirements. This has been checked by sampling. The sampling included business cards, company brochures or websites or others. |

| | | | | | | | | | | | | |
|----------------------|-----|-----|-----|------|------|------|-----|-----|-----|-----|-----|-----|
| Chapter of standard | 4.1 | 4.2 | 4.3 | 4.4 | 5.1 | 5.2 | 5.3 | 6.1 | 6.2 | 6.3 | | |
| Rating * | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | |
| No. of nonconformity | - | - | - | - | - | - | - | - | - | - | | |
| Chapter of standard | 7.1 | 7.2 | 7.3 | 7.4 | 7.5 | 8.1 | 8.2 | 8.3 | 8.4 | 8.5 | 8.6 | 8.7 |
| Rating * | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| No. of nonconformity | - | - | - | - | - | - | - | - | - | - | - | - |
| Chapter of standard | 9.1 | 9.2 | 9.3 | 10.1 | 10.2 | 10.3 | | | | | | |
| Rating * | 1 | 1 | 1 | 1 | 1 | 1 | | | | | | |
| No. of nonconformity | - | - | - | - | - | - | | | | | | |

*** Rating:**

- 1 = conforming
- 2 = not audited in this audit
- 3 = nonconformity (see nonconformity report)
- 4 = not applicable