



26 October 2021

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

Subject: **PES Monitoring Report for the 3rd Quarter of 2021**

Dear Chairperson Dagpin:

In compliance with Item No. 5 of the GCG MC No. 2017-02 and the GCG-approved 2021 Performance Scorecard, the MWSS Regulatory Office (MWSS RO) respectfully submits its 3rd Quarter Monitoring Report, including the supporting documents.

The Monitoring Report is also uploaded to the MWSS RO's website as part of the compliance.

For your perusal.

Thank you.

Very truly yours,


PATRICK LESTER N. TY
Chief Regulator 



METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE
GCG- APPROVED PERFORMANCE SCORECARD FOY CY2021
QUARTERLY MONITORING REPORT


QUARTERLY MONITORING REPORT									
	Component					Target	MONITORING REPORT		Remarks
	Objective/Measure	Formula	Wt.	Rating System ^{/a}	2021	AO 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	0%	Actual / Target x Weight	Measure excluded for the year	35,129 Incremental number of domestic water connections as of Aug 2021	0.00%	
	SM 2	Percentage of domestic WSC with 24-hr water and 7-psi minimum water pressure	Domestic WSC with 24hr/7-psi/Total WSC	7%	[(Actual / Target) x (Actual RO Samples /160)] x weight)	87%	80 RBCs/PMPs validated as of 2Q 2021 Actual No. of Dom WSCs with 24/7 water supply service = 2,130,620 / 2,340,407 Target Total Dom WSCs = 2,463,586	3.48%	Revised the total domestic WSCs for Maynilad for March 2021 to reflect billed WSCs only, as reported in the KPIs+BEMs submission by Maynilad. This revision updates the SM 2 rating of the MWSS RO for 1Q 2021 from 1.61% to 1.77%.
	SM 3	Compliance of RO and Concessionaire samples with PNSDW on bacteriological quality (i.e., 95% and above)	Compliant if: Number of samples passing PNSDW / Total number of samples is at least 95% for both MWSS-RO and Concessionaires	9%	If compliant: {[(Passed MWSS RO samples /Total samples) x 0.5] + [(Passed Concessionaires samples/Total samples) x 0.5] x (actual MWSS RO samples collected/1,320)} x Weight If not compliant: 0%	Compliant (1,320 samples, as shown in column "Rating system")	MWSS RO - 98.63% compliance (862 passed out of 874 collected), MWCI+MWSI - 100.00% compliance (all 9,732 samples collected passed) MWSS RO: 874 collected out of 1,320 target samples (66.21%)	5.92%	

SOCIAL IMPACT	SO 2	Environment-Friendly Sewerage System							
	SM 4	Number of domestic sewer connections	Absolute Number	7%	(Actual / Target) x Weight	368,691	390,027 Number of domestic sewer connections as of Aug 2021	7.00%	The MWSS RO would like to update the 2021 target from 368,691 to 391,718 due to the revision in the 2020 data of Manila Water. Details in SM1_SM4_SM6_SM9 - Summary.
	SM 5	Percentage of samples from STPs compliant with DENR Administrative Order No. 2016-08 (excluding nutrients)	Number of compliant samples / Total number of samples (RO and Concessionaires)	9%	[(Actual/Target) x (Actual MWSS RO samples collected/600)] x Weight	90.5% (600 samples, as shown in column "Rating system")	OVERALL QUALITY - 98.43% MWSS RO - 388/395 MWCI+MWSI - 988/1,003 MWSS RO QUANTITY - 65.83% 395 samples collected against annual target of 600	5.83%	
	SM 6	Number of septic tank desludged	Absolute Number	7%	(Actual / Target) x Weight	238,829	88,606 Number of septic tanks desludged from Jan to Aug 2021	2.60%	
	Subtotal			39%				24.83%	
STAKEHOLDERS	SO 3	Empowered Stakeholders							
	SM 7	Percentage of Satisfied Customers							
		a. Water Concessionaires	Survey Result	2.5%	Actual / Target; 0% = if less than 80%	90%	The MWSS Board of Trustees approved the recommendation of the MWSS RO to award the Consultancy Services for the Conduct of CSS to Phil Survey & Research Center, Inc. (PSRC) per Resolution No. 2021-100-RO dated 29 Sep 2021.		
		b. Water Consumers		2.5%		90%			
	Subtotal			5%				0.00%	

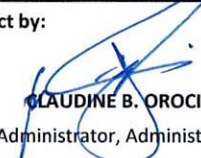
INTERNAL PROCESS	SO 4	Improve Regulatory Monitoring Functions to Ensure Compliance to Service Obligation Targets							
	SM 8	Percentage of rate petitions resolved within 15 calendar days prior to intended implementation	(No. of rate petitions resolved at least 15 calendar days prior to intended implementation) over (Total no. of rate petitions submitted)	9%	(Actual/Target) x Weight	80%	5 over 5	9.00%	
	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)	7%	(Actual/Target) x Weight	100%	749 / 749 = 100% Number of complaints acted upon / resolved within 10 working days from Jan to Aug 2021	7.00%	
	SM 10	KPIs + BEMs Evaluation Reports (within 60 days from Concessionaires' Submission)							
		a. 2020 Annual	Milestone	8%	Submitted = 3.5%, plus 3.5% if submitted on time	2020 KPI+BEMs Evaluation Report submitted on time	Submitted on 31 March 2021 to the Office of the Chief Regulator, 10 days ahead of the 10 April 2021 deadline	8.00%	
		b. Mid-2021	Milestone	8%	Submitted = 3.5%, plus 3.5% if submitted on time	Mid-2021 KPI+BEMs Report Card submitted on time	Submitted on 20 September 2021 to the Office of the Chief Regulator, 10 days ahead of the 30 September 2021 deadline	8.00%	
	SM11	Number of Big Capex Projects Inspected	Absolute number	12%	(Actual/Target) x Weight	16 inspection reports	As of September 2021, Six (6) Big CAPEX Projects Inspected each for MWSI and MWCI equivalent to 12 Inspection Reports	9.00%	
		Subtotal		44%				41.00%	

LEARNING AND GROWTH	SO 5	Attract, Develop and Retain Highly Competent Workforce							
	SM 12	Percentage of Employees Meeting Required Competencies [Strategic Initiative Profile I]	Percentage of Employees meeting required competencies over Total Employees	7%	(Actual/Target) x Weight	30%	33% of talent complement achieved 100% profile match	7.00%	
	SO 6	Develop and Implement Quality Management System							
	SM 13	ISO 9001:2015 Certification	Milestone	5%	All or Nothing	Recertification	QMS Recertification by the External Certifying body is scheduled on 20 October 2021		
		Subtotal		12%				7.00%	
TOTAL			100%				72.83%		


Prepared by:


EVELYN B. AGUSTIN
Chairperson, Performance Evaluation Scorecard Committee

Certified Correct by:


CLAUDINE B. OROCIO-ISORENA
Deputy Administrator, Administration and Legal Affairs

Approved by:


PATRICK LESTER N. TY
Chief Regulator

