



17 March 2023

**JUSTICE ALEX L. QUIROZ (ret.)**

Chairperson

Governance Commission for GOCCs

3/F Citibank Centre, Citibank Plaza

Paseo de Roxas cor. Villar Street

Makati City 1226

**Subject: 2022 Annual Monitoring Report**

Dear Justice Quiroz:

In compliance with the GCG-approved 2022 Performance Scorecard and the GCG's letter dated 27 February 2023 setting the expected submission on 17 March 2023, the MWSS Regulatory Office (MWSS RO) respectfully submits its Annual Monitoring Report for CY 2022, including the summary of supporting document/s for each Strategic Measure. Soft copy of the Monitoring Report and detailed supporting documents are sent in-advance via email.

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

For your perusal.

Thank you.

Very truly yours,

  
**PATRICK LESTER N. TY**  
Chief Regulator 





**METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE**  
**PERFORMANCE SCORECARD FOR CY2022**  
**ANNUAL MONITORING REPORT**

	ANNUAL MONITORING REPORT					Target	MONITORING REPORT		Remarks
	Objective/Measure	Formula	Wt.	Rating System <sup>a</sup>	2022		2022 Annual		
							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	66,199 Incremental number of domestic water connections for CY2022	0.00%	Refer to 1_SM 1,4,6,9 Summary CY2022, 2_SM 1,4,6 Manila Water CY2022, and 3_SM 1,4,6 Maynilad CY2022
	SM 2	Percentage of domestic WSC with 24-hr water and 7-psi minimum water pressure	Domestic WSC with 24-hr/7-psi / Total WSC	7%	[(Actual / Target) x (Actual RO Samples / 160)] x Weight	87%	160 RBCs validated for CY2022  Actual No. of Dom WSCs with 24/7 water supply service = 2,394,139 / 2,369,543 Target	7.00%	Refer to 4_SM 2 Domestic WSCs with 24-7 Water Supply
	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	MWSS RO - 1,333 passed out of 1,380 collected samples (96.59%), against the annual target collection of 1,320 samples (104.55%)  MWCI+MWSI - 22,939 passed out of 22,942 collected samples (99.99%)	9.00%	Refer to 5_SM 3 Water Supply Quality Compliance with PNSDW on Bacteriological Quality CY2022
	SO 2	Environmentally Safe Sewerage System							
	SM 4	Cumulative number of domestic sewer connections	Absolute Number	7%	(Actual / Target) x Weight	399,700	424,509 Number of domestic sewer connections for CY2022	7.00%	Refer to 1_SM 1,4,6,9 Summary CY2022, 2_SM 1,4,6 Manila Water CY2022, and 3_SM 1,4,6 Maynilad CY2022
	SM 5	Percentage of samples from STPs compliant with applicable DENR Administrative Order	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%	MWSS RO - 606 passed out of 608 collected samples, against the annual target collection of 600 samples (101.33%)  MWCI+MWSI - 1,499 passed out of 1,507 collected samples  99.53% Overall Quality > 90.5%	9.00%	Refer to 6_SM 5 Delivery of Environmentally Safe Sewerage System CY2022



	Component					Target	MONITORING REPORT		Remarks
	Objective/Measure	Formula	Wt.	Rating System <sup>a</sup>	2022	2022 Annual			
						Accomplishment	Wt.		
SOCIAL IMPACT	SM 6	Number of septic tanks desludged	Absolute Number	7%	(Actual / Target) x Weight	142,100	<b>179,351</b> Total number of septic tanks desludged for CY2022	7.00%	Refer to 1_SM 1,4,6,9 Summary CY2022, 2_SM 1,4,6 Manila Water CY2022, and 3_SM 1,4,6 Maynilad CY2022
	Subtotal			39%				39.00%	
STAKEHOLDERS	SO 3	Empowered Stakeholders							
	SM 7	Percentage of Satisfied Customers							
		a. Water Concessionaires	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	2.5%	Actual / Target  0% = if less than 80%	90%	The Consultant submitted its Inception Report on 05 December 2022.	0.00%	Refer to 7_SM 7 CSS 2022 Inception Report
		b. Water Consumers		2.5%		90%		0.00%	
	Subtotal			5%				0.00%	
INTERNAL PROCESS	SO 4	Ensure Accurate Water and Wastewater Charges							
	SM 8	Fifth Rate Rebasing Exercise							
		a. Inception Report	Milestone	2%	Inception Report MWCI: 1% MWSI: 1%	Management-approved Inception Report	Revised Inception Report submitted by the Consultant on 21 March 2022 and <b>ACCEPTED/APPROVED</b> by the Chief Regulator on 08 April 2022	2.00%	Refer to 7_SM 8 Acceptance and Payment of the Revised Inception Report
		b. Business Plans Evaluation Reports	Milestone	2%	Business Plans Evaluation Report MWCI: 1% MWSI: 1%	Management-approved Business Plan Evaluation Reports	Business Plan Evaluation Reports submitted by the MWSS RO Rate Rebasing Management Committee on 03 August 2022, and <b>ACCEPTED/APPROVED</b> by the MWSS RO Executive Committee on 08 August 2022	2.00%	Refer to 9_SM 8 Memorandum on the Evaluation Reports of the Concessionaires' Business Plans
		c. Conduct of Public Consultations	Absolute Number	2%	Actual / Target x Weight	8	<b>Eight (8)</b> Public Consultations conducted on 20, 22, 25, and 27 July 2022 (Phase 1), and 17, 18, 24, and 26 October 2022 (Phase 2)	2.00%	Refer to 10_SM 8 Summary Reports of Public Consultation Drives for Manila Water and Maynilad
		d. Final Report	Milestone	2%	Historical and Future Cash Flows Evaluation Report MWCI: 1% MWSI: 1%	Management-approved Final Report	Rate Rebasing Report for the Fifth Rate Rebasing posted on the official MWSS RO website on 29 December 2022	2.00%	Refer to 11_SM 8 Website Posting Certification of the Fifth Rate Rebasing Report



	Component				Target	MONITORING REPORT		Remarks	
	Objective/Measure	Formula	Wt.	Rating System <sup>/a</sup>	2022	2022 Annual			
						Accomplishment	Wt.		
INTERNAL PROCESS	SO5	Improve Regulatory Monitoring Functions to Ensure Compliance to Service Obligation Targets							
	SM9	Percentage of complaints resolved within the prescribed timeline from submission for resolution	(Number of complaints resolved within 10 working days from submission of resolution) over (Total number of complaints for resolution)	7%	Actual / Target x Weight	100%	1,132 / 1,135 = <b>99.74%</b> Complaints resolved within 10 working days from date of submission for resolution	6.98%	Refer to 1_SM 1,4,6,9 Summary CY2022 and 12_SM 9 Customer Complaints CY2022
	SM 10	KPIs + BEMs Evaluation Reports (within 60 days from Concessionaires' Submission)							
		a. 2021 Annual	Milestone	8%	Submitted = 4% Submitted on time = 4%	2021 KPIs+BEMs Evaluation Report submitted on time	Submitted on time to the Chief Regulator on <b>30 March 2022</b>	8.00%	Refer to 13_SM 10 Submission of 2021 Annual and Mid-2022 KPIs+BEMs Evaluation Reports
		b. Mid-2022	Milestone	8%	Submitted = 4% Submitted on time = 4%	Mid-2022 KPIs+BEMs Report Card submitted on time	Submitted on time to the Chief Regulator on <b>30 September 2022</b>	8.00%	
	SM11	Number of Big Capex Projects Inspected	Absolute number	7%	Actual / Target x Weight	16 inspection reports	Four (4) Big CAPEX Projects inspected twice within the year, each for MWSI and MWCI, i.e., equivalent to <b>16 CAPEX Inspection Reports</b> for CY 2022	7.00%	Refer to 14_SM 11 Summary and CAPEX Inspection Reports CY2022
	SM12	Budget Utilization Rate	Total Disbursement over Total COB [both net of PS cost]	5%	Actual / Target x Weight	90%	<b>54%</b> Budget Utilization, net of PS, for the year ended 31 December 2022	3.00%	Refer to 15_SM 12 MWSS RO Statement of Comparison of Budget and Actual Amounts CY2022
Subtotal			43%				40.98%		



