



METROPOLITAN WATERWORKS & SEWERAGE SYSTEM

REGULATORY OFFICE



26 October 2023

ATTY. MARIUS P. CORPUS

Chairperson

Governance Commission for GOCCs

3/F Citibank Centre, Citibank Plaza

Paseo de Roxas cor. Villar Street

Makati City 1226

Subject: 3rd Quarter Monitoring Report for CY 2023

Dear Atty. Corpus:

In compliance with Item No. 7 of the GCG MC No. 2023-01, the MWSS Regulatory Office (MWSS RO) respectfully submits its 3rd Quarter Monitoring Report for CY 2023, including the supporting documents for each Strategic Measure. Soft copy of the Monitoring Report and 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

	Component				Target	MONITORING REPORT		Remarks
	Objective/Measure	Formula	Wt.	Rating System ^{a/}	2023	AO 2nd Quarter		
						Accomplishment	Wt.	
SO 1	Increased Number of Domestic Customers with Continuous and Safe Water Supply							
SM 1	Percentage of Domestic Water Service Connections (WSCs) with 24hr and 7psi Minimum Water Pressure	Domestic WSC with 24hr and 7psi water supply / Total Number of WSC	10%	$[(\text{Actual} / \text{Target}) \times (\text{Actual RO samples} / 160)] \times \text{Weight}$	87%	80 RBCs validated as of June 2023 Actual No. of Dom WSCs with 24/7 water supply service = 2,448,631 / 2,387,719 Target	5.13%	Refer to 1_SM 1 Percentage of Domestic WSCs with 24-7 Service Level
SM 2	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	10%	If compliant: $\{[("Passed" \text{ MWSS RO samples} / \text{Total samples}) \times 0.5] + [("Passed" \text{ Concessionaires samples} / \text{Total samples}) \times 0.5] \times (\text{Actual MWSS RO samples collected} / 1,343)\}$ If not compliant: 0% x Weight	Compliant	MWSS RO Quality: 97.25% (Compliant) ; 884 passed out of 909 collected samples Quantity: 909 collected against the annual target of 1,343 samples (67.68%) MWCI+MWSI 99.88% (Compliant) ; 17,096 passed out of 17,117 collected samples	6.67%	Refer to 2_SM 2 Water Supply Quality Compliance with PNSDW on Bacteriological Quality
SO 2	Environmentally Safe Sewerage System							
SM 3	Cumulative Number of Domestic Sewer Connections	Absolute Number	10%	Actual / Target x Weight	505,746	528,016 Number of domestic sewer connections as of August 2023	10.00%	Refer to 3_SM 3,5,8 Summary
SM 4	Percentage of Samples from STPs Compliant with Applicable DENR Administrative Orders (DAO)	Number of Compliant Samples / Total Number of Samples (RO and Concessionaires)	10%	$[(\text{Actual} / \text{Target}) \times (\text{Actual MWSS RO samples collected} / 588)] \times \text{Weight}$	90.5%	98.27% Overall Quality MWSS RO: 270 passed out of 273 collected samples MWCI+MWSI: 979 passed out of 998 collected samples Quantity MWSS RO: 273 collected against the annual target of 588 samples (46.43%)	5.04%	Refer to 6_SM 4 Delivery of Environmentally Safe Sewerage System
SM 5	Number of Septic Tanks Desludged	Absolute Number	10%	Actual / Target x Weight	181,421	111,467 Number of septic tanks desludged as of August 2023	6.14%	Refer to 3_SM 3,5,8 Summary
Subtotal			50%				32.98%	

	Component					Target	MONITORING REPORT		Remarks
	Objective/Measure	Formula	Wt.	Rating System ^{a/}	2023	AO 2nd Quarter			
						Accomplishment	Wt.		
STAKEHOLDERS	SO 3	Empowered Stakeholders							
	SM 6	Percentage of Satisfied Customers							
		a. Water Concessionaires	No. of Respondents who gave at least a Satisfactory Rating / Total No. of Respondents	2.5%	Actual / Target x Weight 0% = if less than 80%	90%	Updating of the MWSS RO Citizen's Charter to 2023 edition was completed and submitted to ARTA on 29 September 2023.	0.00%	
		b. Water Consumers		2.5%		90%	Conduct of the 2023 Harmonized Client Satisfaction Measurement In-House Survey (as per ARTA-GCG JMC No. 2023-01) is ongoing.	0.00%	
	Subtotal			5%				0.00%	
INTERNAL PROCESS	SO 4	Improved Regulatory Monitoring Functions to Ensure Compliance to Service Obligation Targets							
	SM 7	Percentage of Rate Petitions Resolved within 15 Calendar Days prior to Intended Implementation							
		a. Maynilad Water Services, Inc. Petitions	(No. of petitions resolved at least 15 days prior to intended implementation) / (Total no. of rate petitions submitted)	2.5%	Actual / Target x Weight	100%	No petition received as of September 2023	0.00%	Refer to 7_SM 7 Rate Petitions Resolved
		b. Manila Water Company, Inc. Petitions		2.5%	Actual / Target x Weight	100%	For the petition received last 2Q 2023, the MWSS RO informed Manila Water that the effect of the amendment of the Revised Concession Agreement (RCA) in the "C" Factor for Charging Year 2023 will be addressed in the next Rate Rebasing.	0.00%	
	SM 8	Percentage of Complaints Resolved within the Prescribed Timeline from Submission to Resolution	Number of Complaints Resolved within the Prescribed Timeline from Submission of Resolution / Total Number of Complaints for Resolution	5%	Actual / Target x Weight	100%	731 / 731 = 100.00% Number of complaints resolved within 10 working days as of September 2023	5.00%	Refer to 8_SM 8 Summary of Complaints

	Component				Target	MONITORING REPORT		Remarks	
	Objective/Measure	Formula	Wt.	Rating System ^{a/}	2023	AO 2nd Quarter			
						Accomplishment	Wt.		
INTERNAL PROCESS	SM 9	KPI+BEMs Evaluation Reports (within 60 calendar days from Concessionaires' submission)							
		a. 2022 Annual							
		1. Maynilad Water Services, Inc.	Milestone	4%	Submitted = 2% Submitted on time = 2%	2022 KPI+BEMs Evaluation Report submitted within 60 days from receipt of Concessionaires' submissions	Submitted to the Chief Regulator on 29 March 2023	4.00%	Refer to 9_SM 9 Submission of 2022 Annual and Mid-2023 KPI+BEMs Evaluations
		2. Manila Water Company, Inc.	Milestone	4%	Submitted = 2% Submitted on time = 2%	2022 KPI+BEMs Evaluation Report submitted within 60 days from receipt of Concessionaires' submissions		4.00%	
		b. Mid-2023							
		1. Maynilad Water Services, Inc.	Milestone	4%	Submitted = 2% Submitted on time = 2%	Mid-2023 KPI+BEMs Report Card submitted within 60 days from receipt of Concessionaires' submissions	Submitted to the Chief Regulator on 29 September 2023	4.00%	Refer to 9_SM 9 Submission of 2022 Annual and Mid-2023 KPI+BEMs Evaluations
	2. Manila Water Company, Inc.	Milestone	4%	Submitted = 2% Submitted on time = 2%	Mid-2023 KPI+BEMs Report Card submitted within 60 days from receipt of Concessionaires' submissions	4.00%			
	SM 10	Number of Big CAPEX Projects Inspected	Absolute number	4%	Actual / Target x Weight	16 inspection reports	Ten (10) inspections were conducted corresponding to Ten (10) inspection reports submitted as of 3Q 2023	2.50%	Refer to 10_SM 10 Number of Big CAPEX Projects Inspected
	SM 11	Budget Utilization Rate	Total disbursement from IGF over Total COB from IGF [both net of PS cost]	5%	Actual / Target x Weight	90%	81% Budget Utilization, net of PS, as of 3Q 2023	4.50%	Refer to 11_SM 11 MWSS RO Statement of Comparison of Budget and Actual Amounts CY2023
	Subtotal			35%				28.00%	

	Component					Target	MONITORING REPORT		Remarks
	Objective/Measure	Formula	Wt.	Rating System ^{a/}	2023	AO 2nd Quarter			
						Accomplishment	Wt.		
LEARNING AND GROWTH	SO 5	Attract, Develop, and Retain Highly Competent Workforce							
	SM 12	Percentage of Employees Meeting Required Competencies	Number of incumbents meeting required competencies / Number of filled plantilla	5%	Actual / Target x Weight	43.00%	44.44% of talent complement achieved 100% profile match	5.00%	Refer to 12_SM 12 MWSS RO Competency Assessment Status Report
	SO 6	Develop and Implement Quality Management System							
	SM 13	ISO 9001:2015 Certification	Milestone	5%	All or Nothing	Passed 2nd Surveillance Audit	Passed 2nd Surveillance Audit conducted by an External Certifying Body on 04 September 2023	5.00%	Refer to 13_SM 13 Audit Report as per ISO 9001:2015 for MWSS RO
	Subtotal			10%				10.00%	
	TOTAL			100%				70.98%	

a/ But not to exceed the weight assigned per indicator.

Prepared by:

Evelyn B. Agustin
EVELYN B. AGUSTIN

Chairperson, Performance Evaluation
Scorecard Committee

Certified Correct by:

by: 
CLAUDINE B. OROCIO-ISORENA

Deputy Administrator, Administration and Legal Affairs

Approved by:


PATRICK LESTER N. TY
Chief Regulator

SM1 - Percentage of Domestic WSC with 24-hr Water Supply and 7-psi Minimum Water Pressure (24/7)

Particulars		March 2023			June 2023			September 2023			December 2023		
		MWCI	MWSI	Total	MWCI	MWSI	Total	MWCI	MWSI	Total	MWCI	MWSI	Total
Total Domestic Water Service Connections (WSCs)	a	1,099,033	1,634,921	2,733,954	1,105,063	1,639,442	2,744,505			-			-
Actual % of Domestic WSCs with minimum 24/7 supply	b	98.43%	74.01%		98.12%	83.22%							
Domestic WSCs with minimum of 24/7 supply	x = a*b	1,081,778	1,210,005	2,291,783	1,084,288	1,364,344	2,448,631			-			-
Number of RBCs Validated	c	16	24	40	32	48	80			-			-
Target % of Domestic WSCs with 24/7 supply	d	87%	87%		87%	87%		87%	87%		87%	87%	
Domestic WSCs with minimum 24/7 supply	y = a*d	956,159	1,422,381	2,378,540	961,405	1,426,315	2,387,719	-	-	-	-	-	-
Annual Number of RBCs to be Validated	e	160											
Rating	$\frac{x}{y} \times \frac{c}{e} \times 0.10$	2.41%			5.13%								

Note:

No KPI+BEMs Report yet for September 2023

Prepared by:

ALJOHN DEO E. QUINAJON
SPURO, Operation Monitoring Department

Checked by:

FIAMETO JE A. BARING
Spvg. RURO, Operation Monitoring Department

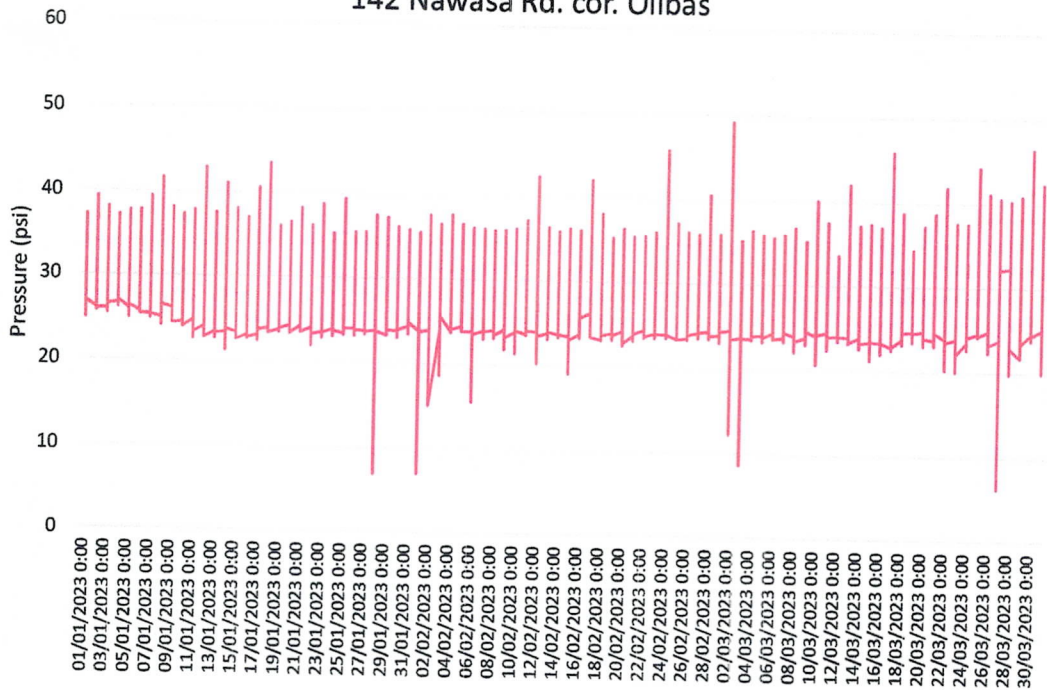
Noted by:

JOEL A. DOMINGUEZ
OIC, Technical Regulation Area

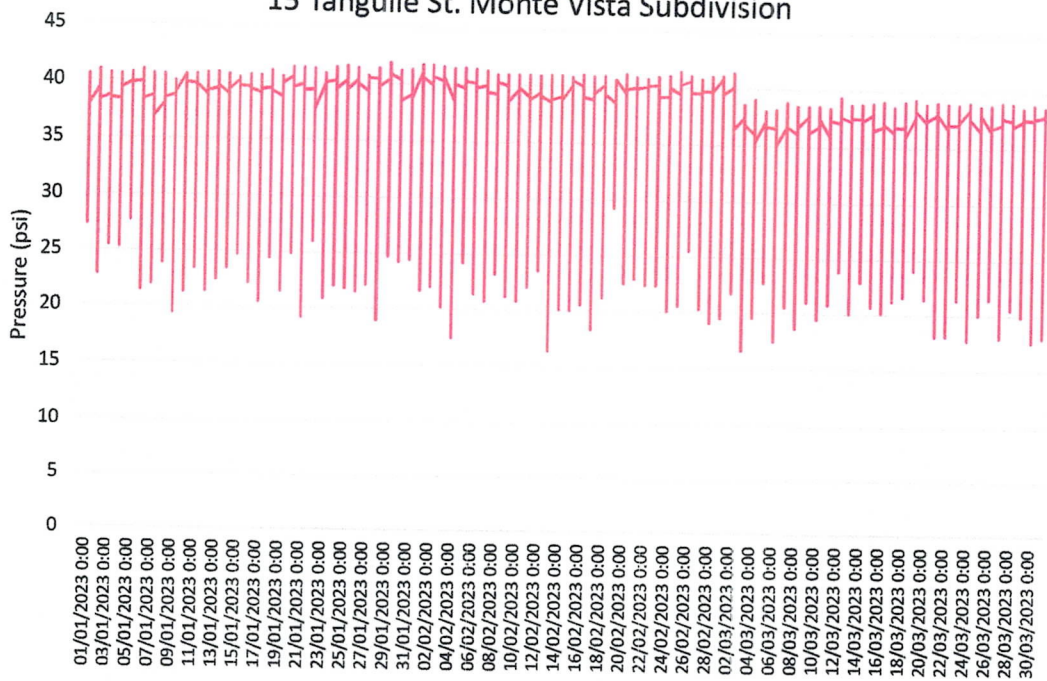
APPENDIX A

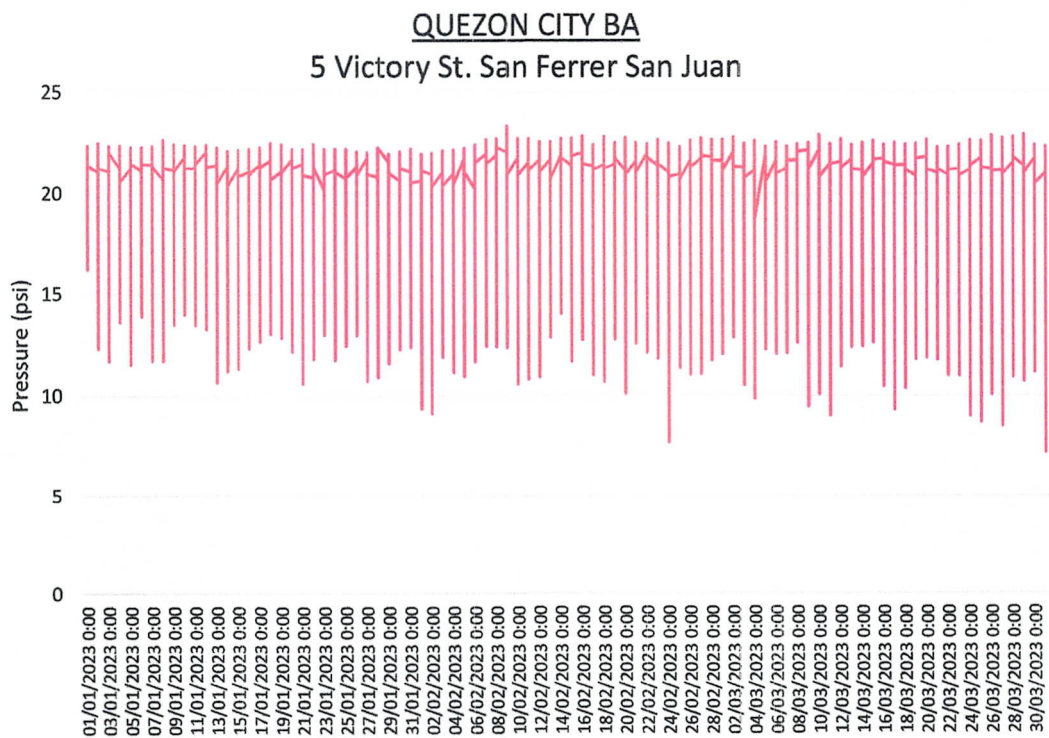
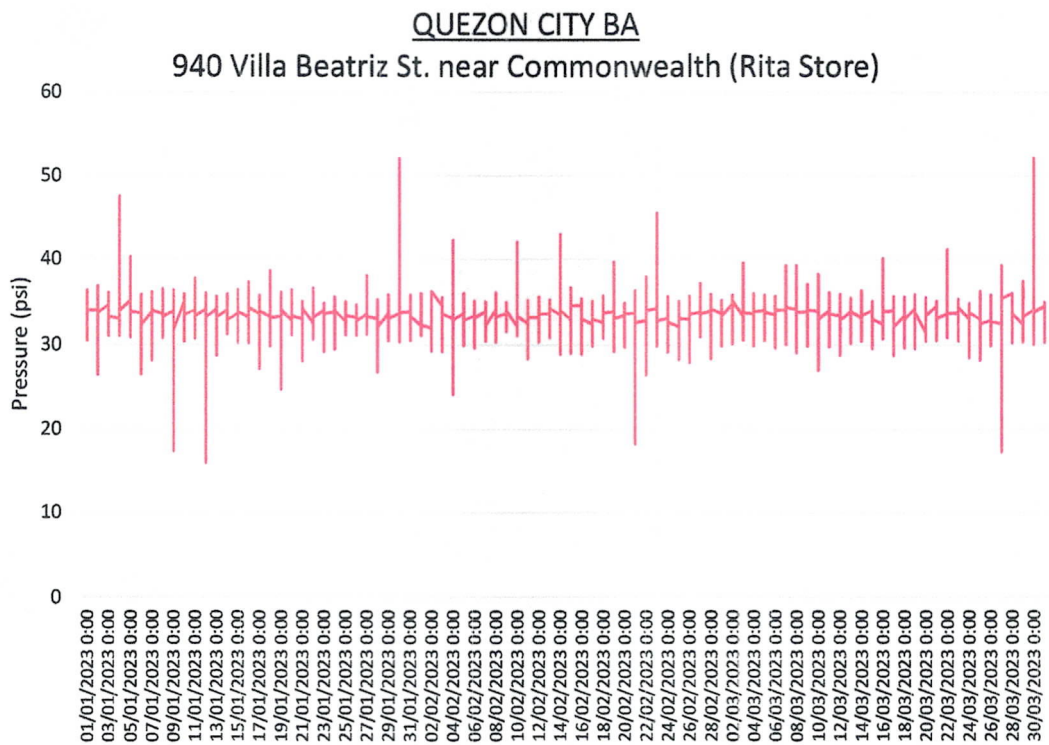
PRESSURE GRAPH
OF
REGULATORY BENCHMARK
CUSTOMERS

QUEZON CITY BA
142 Nawasa Rd. cor. Olibas

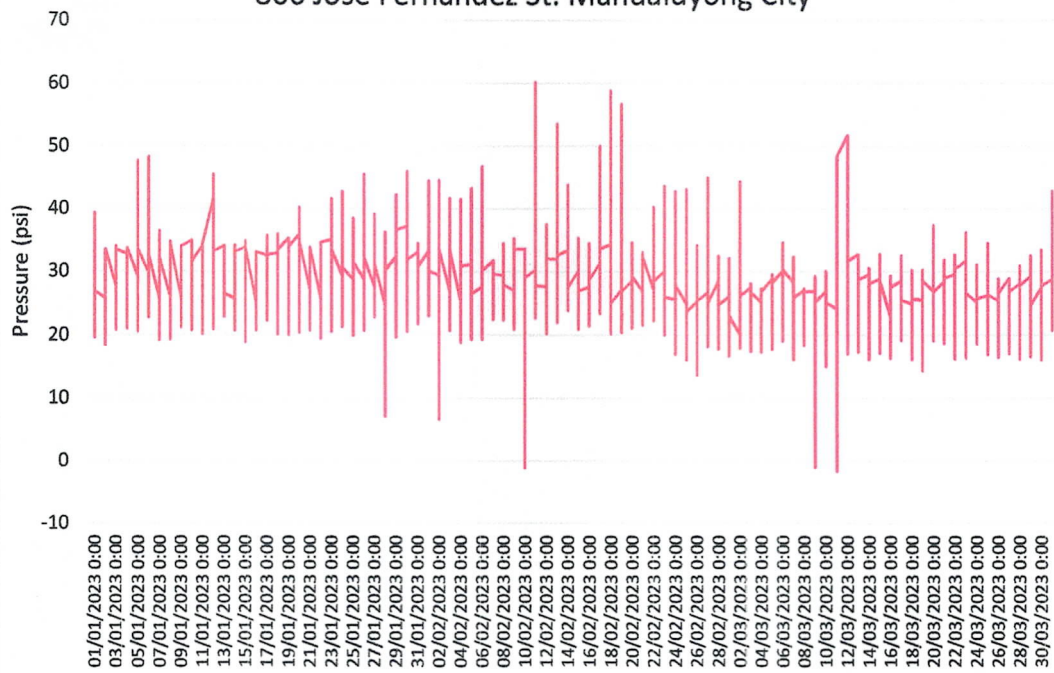


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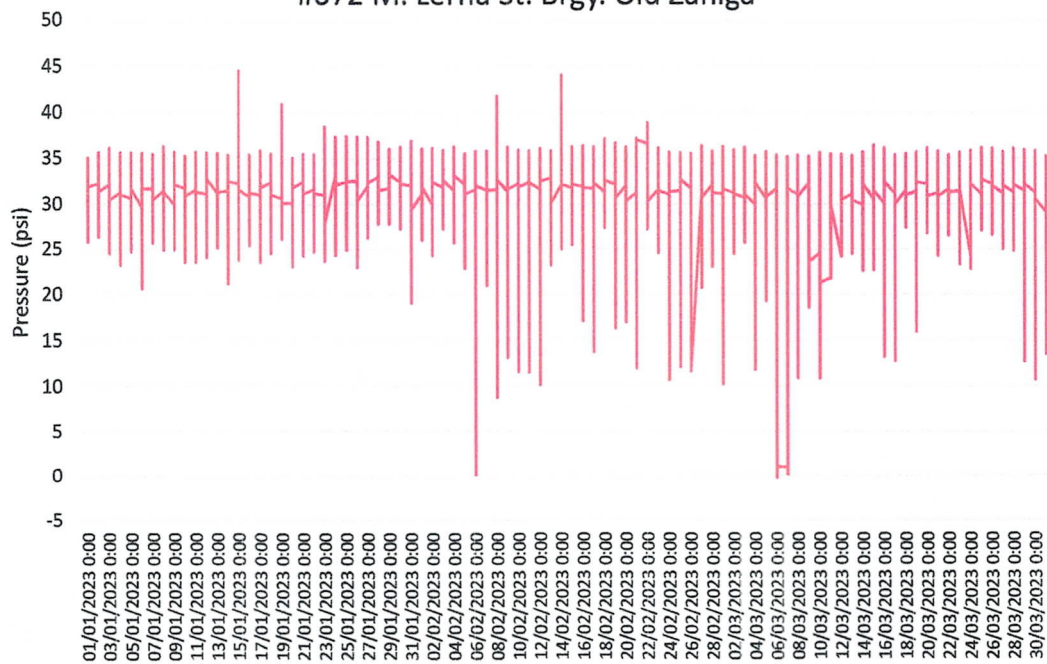


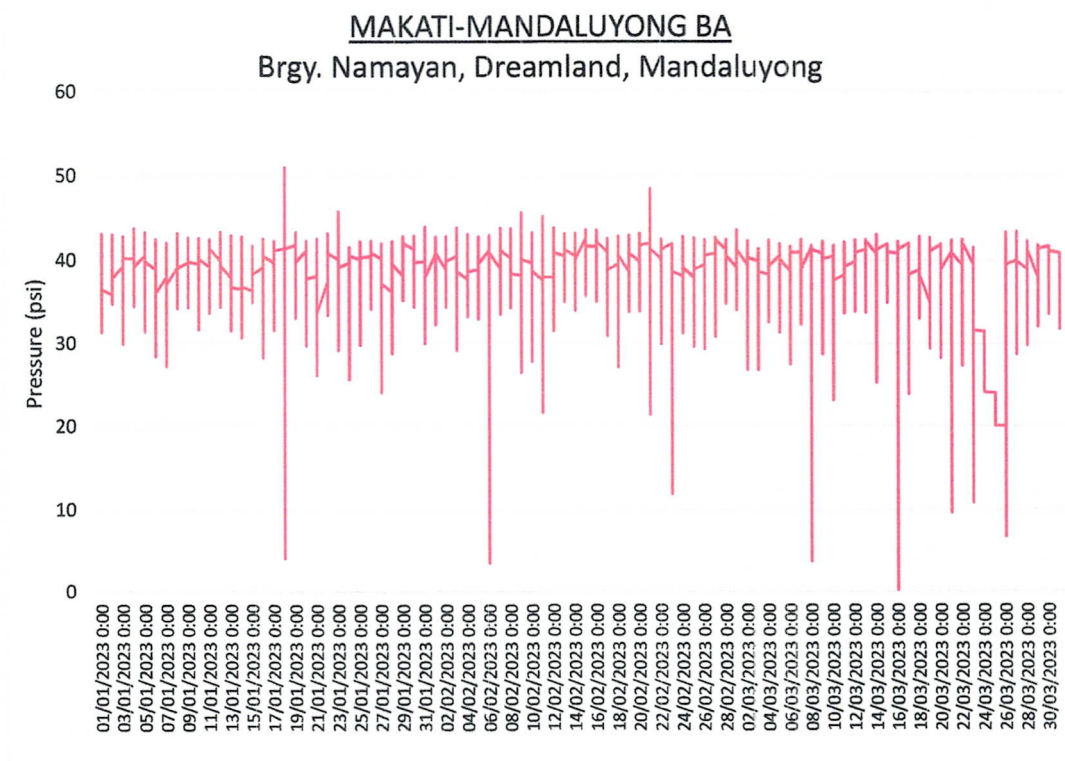
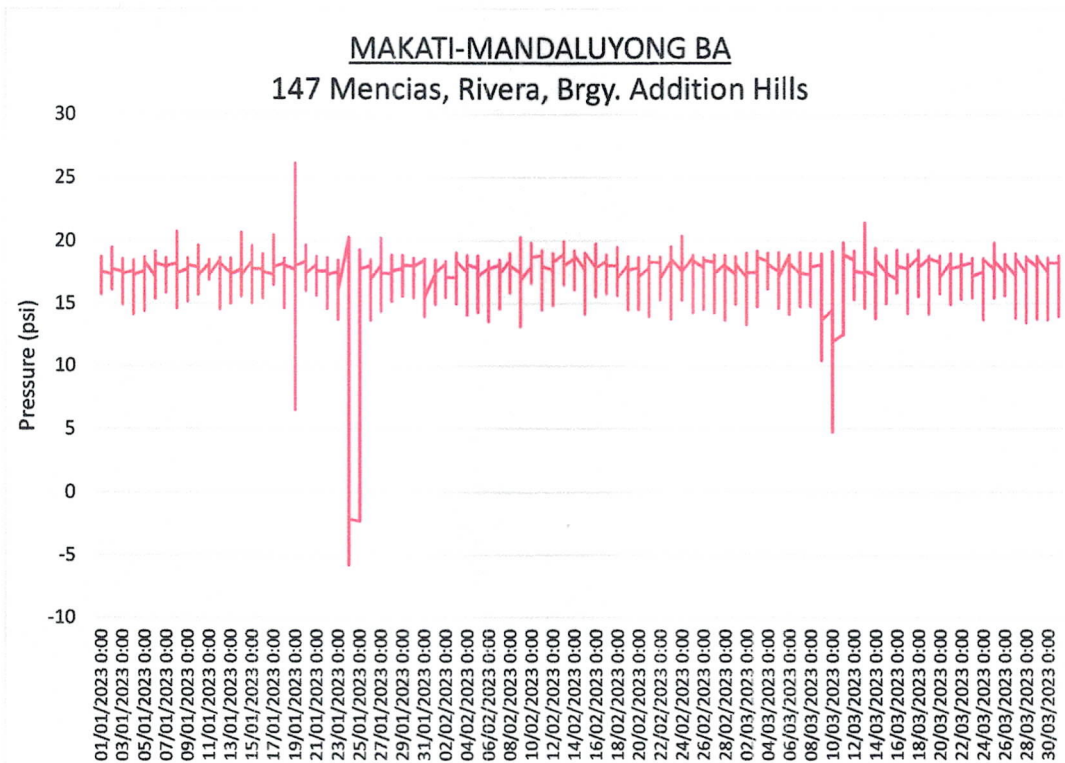


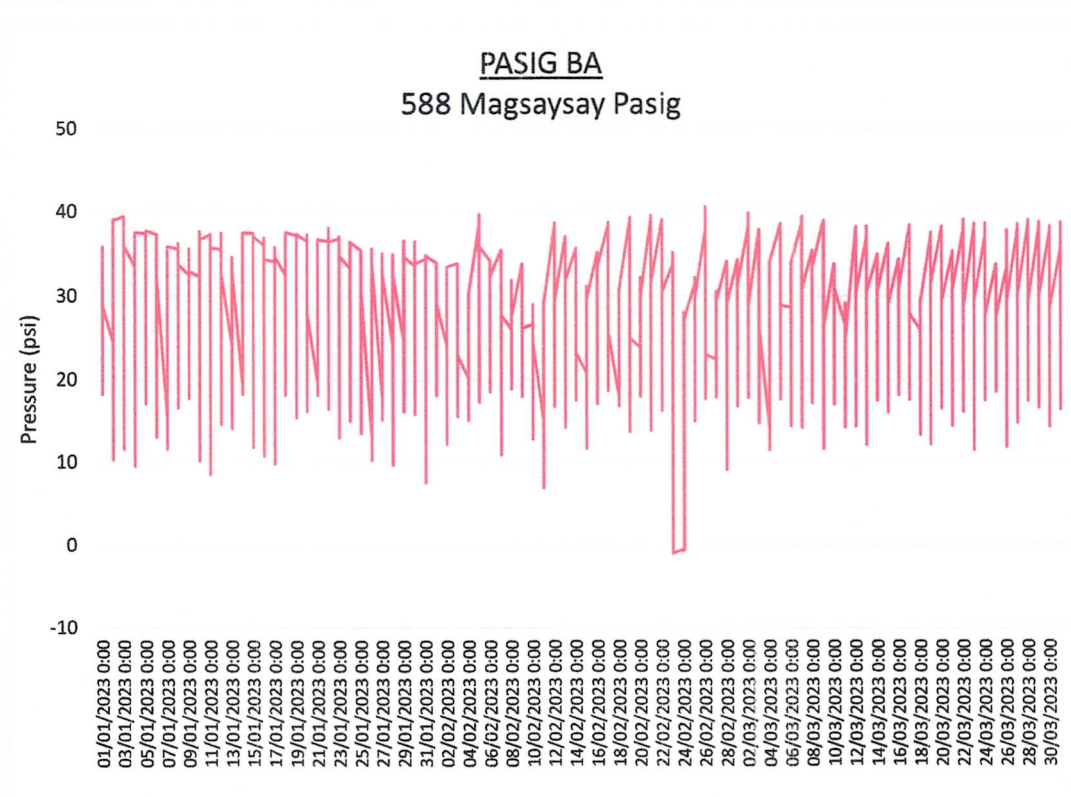
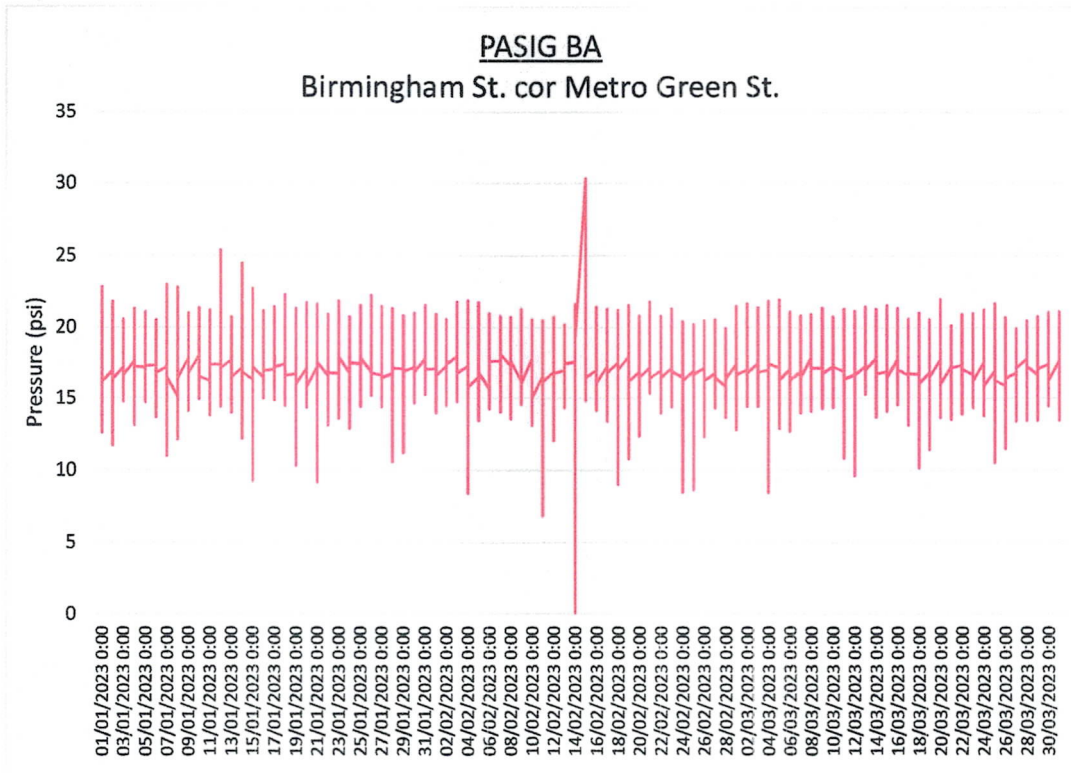
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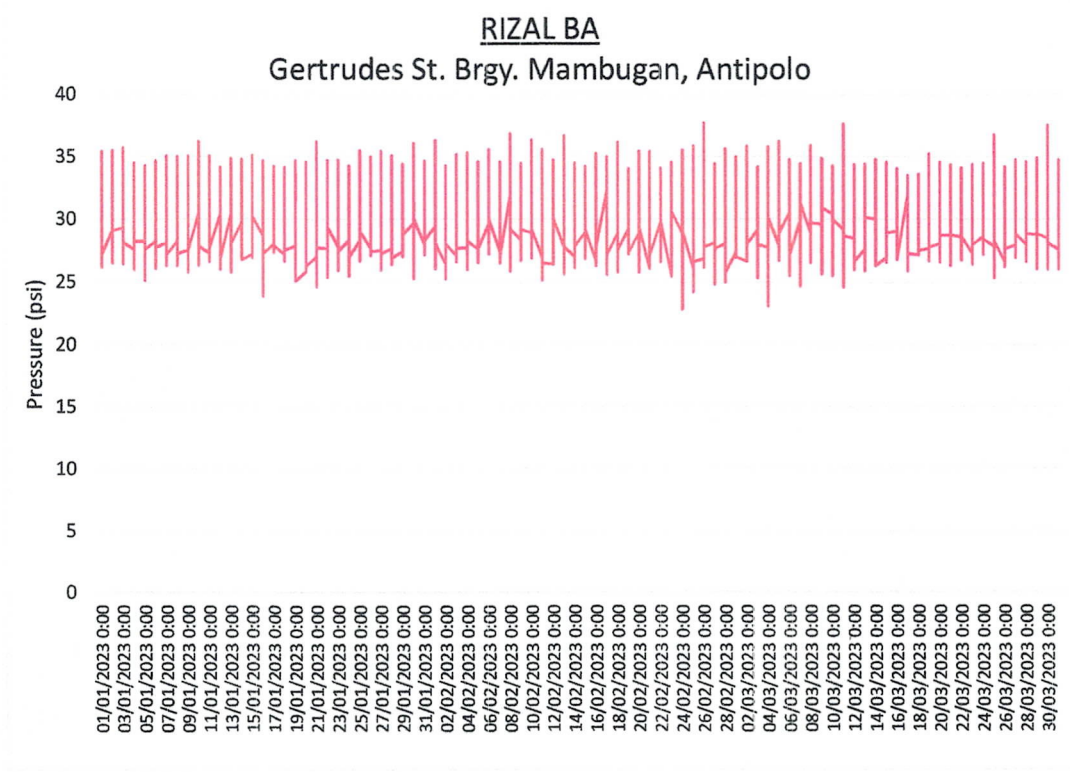
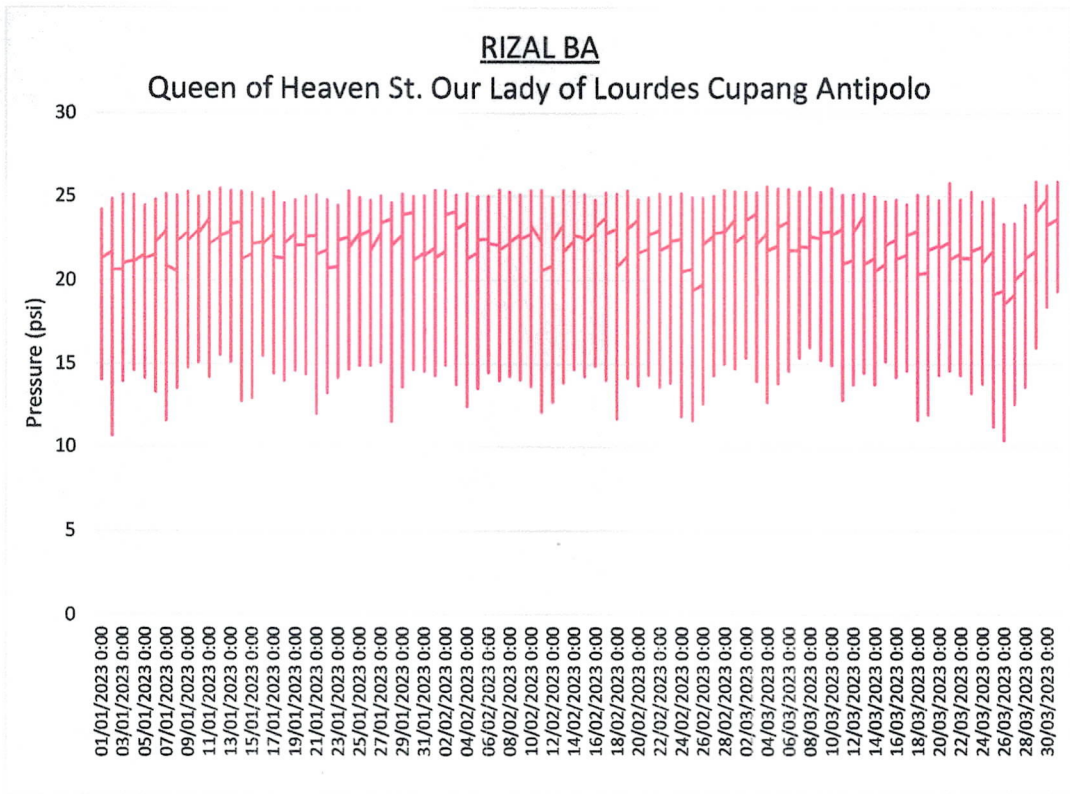


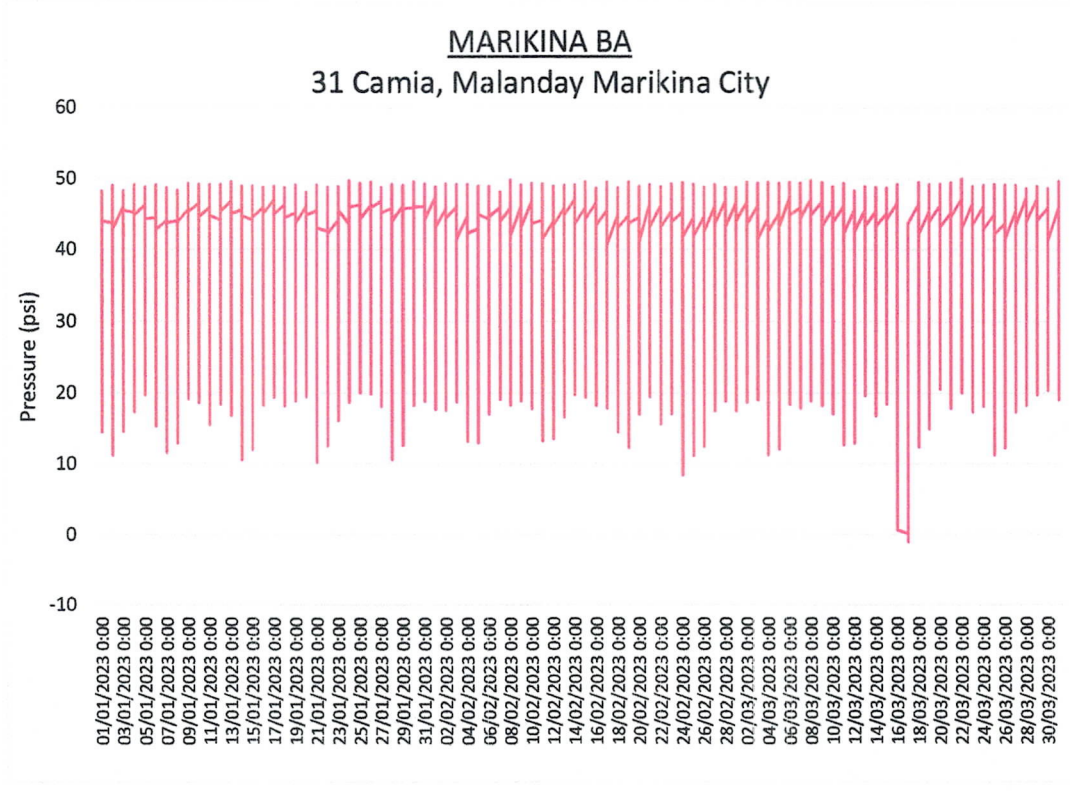
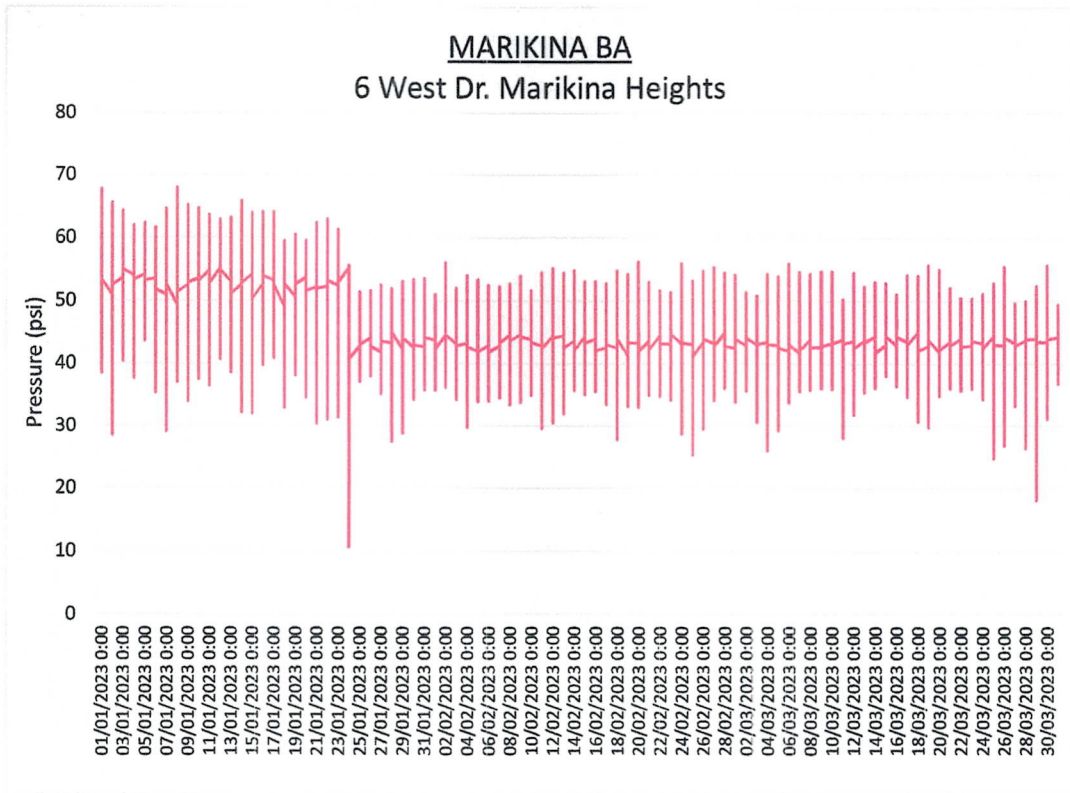
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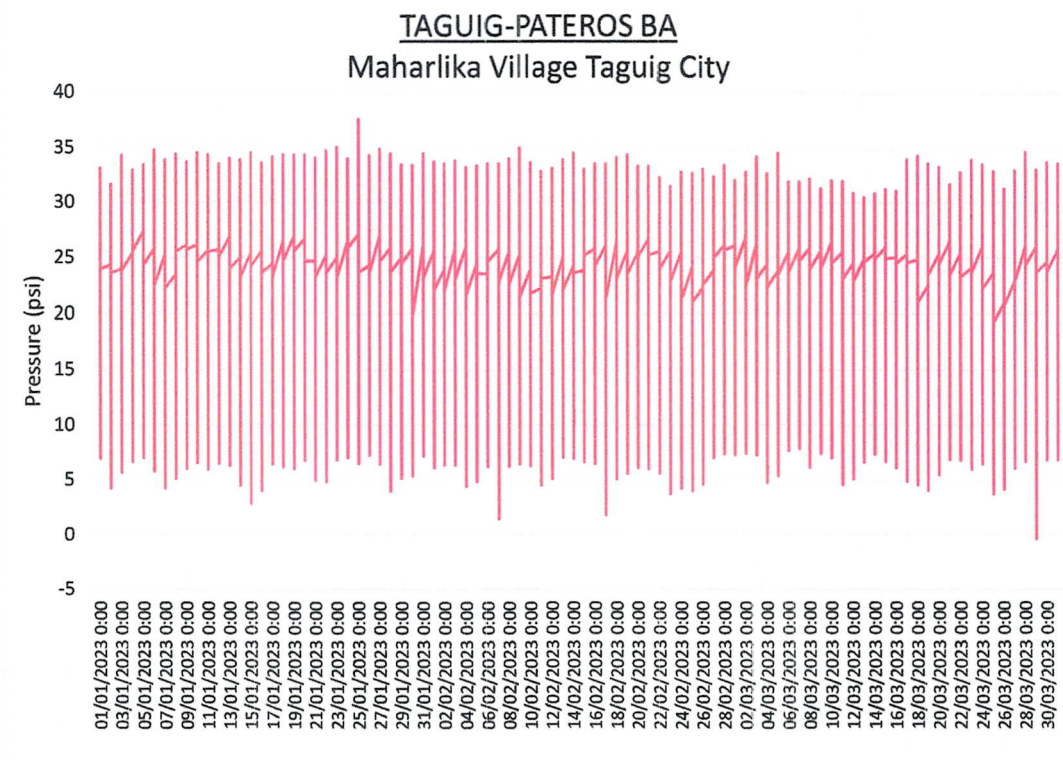
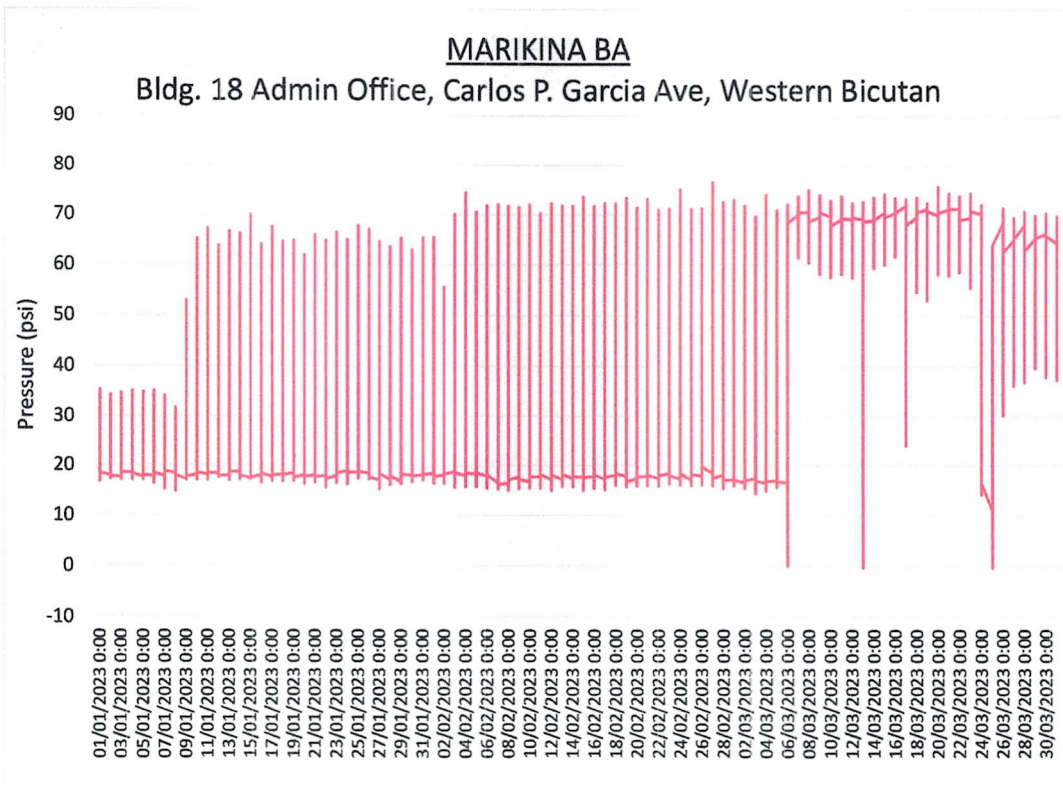




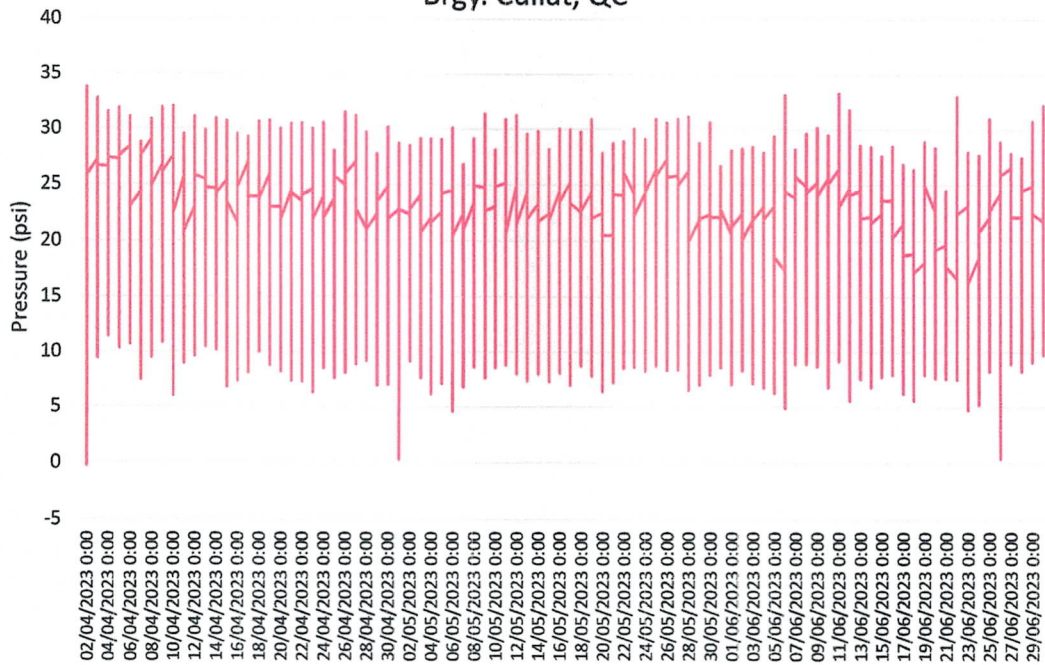




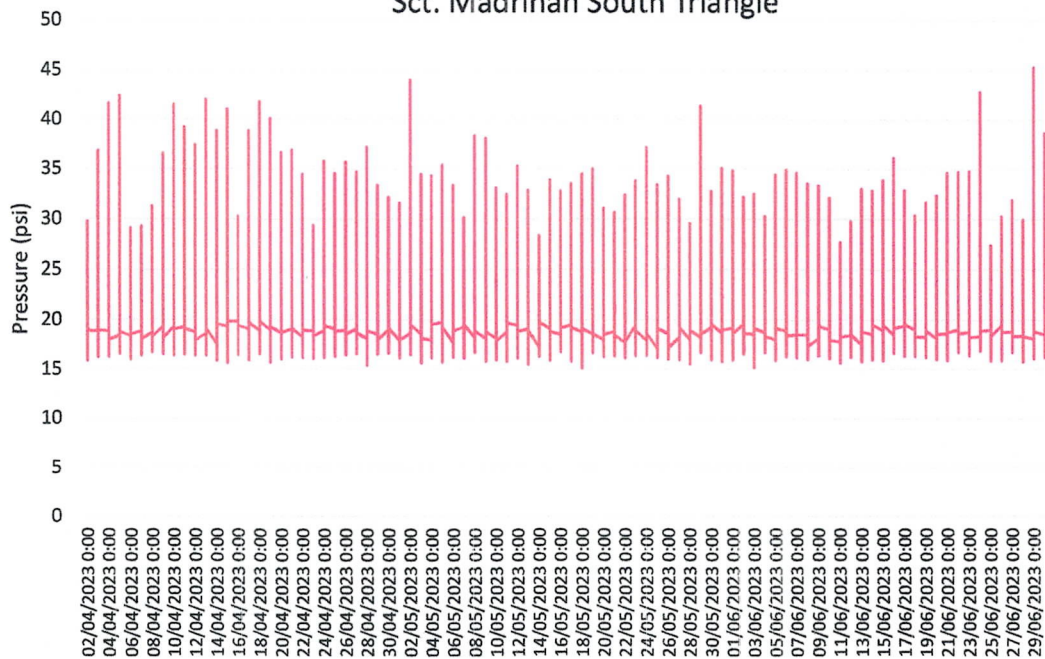


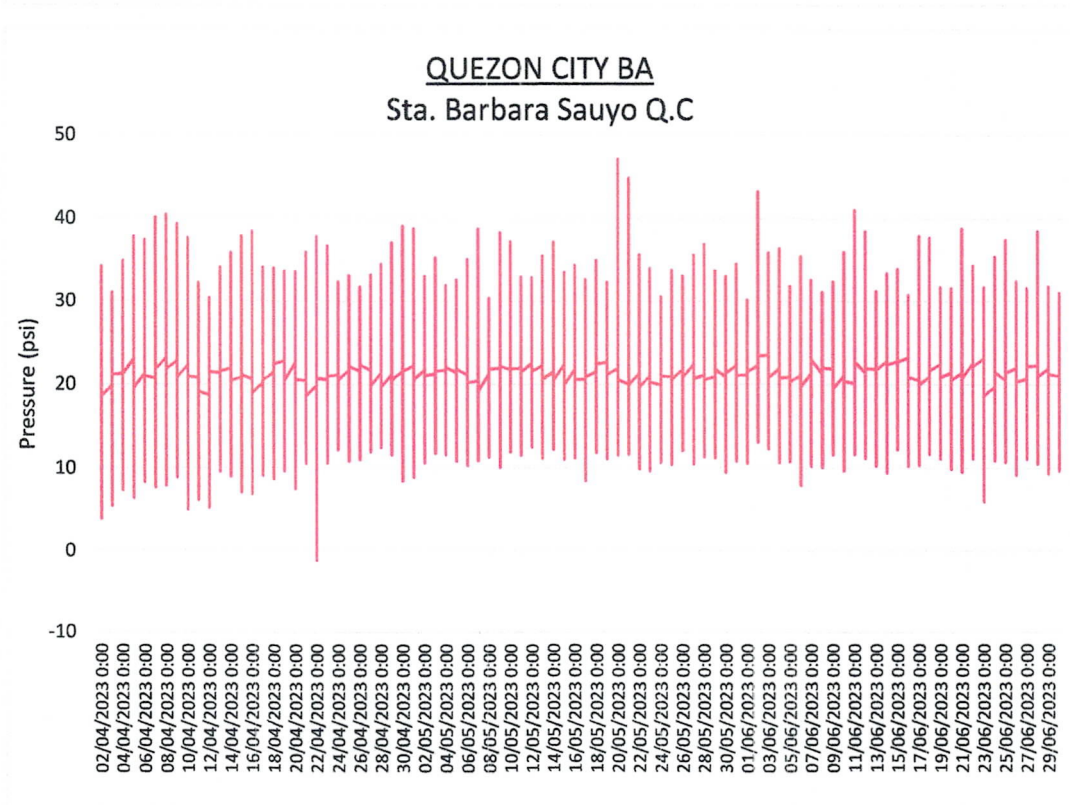
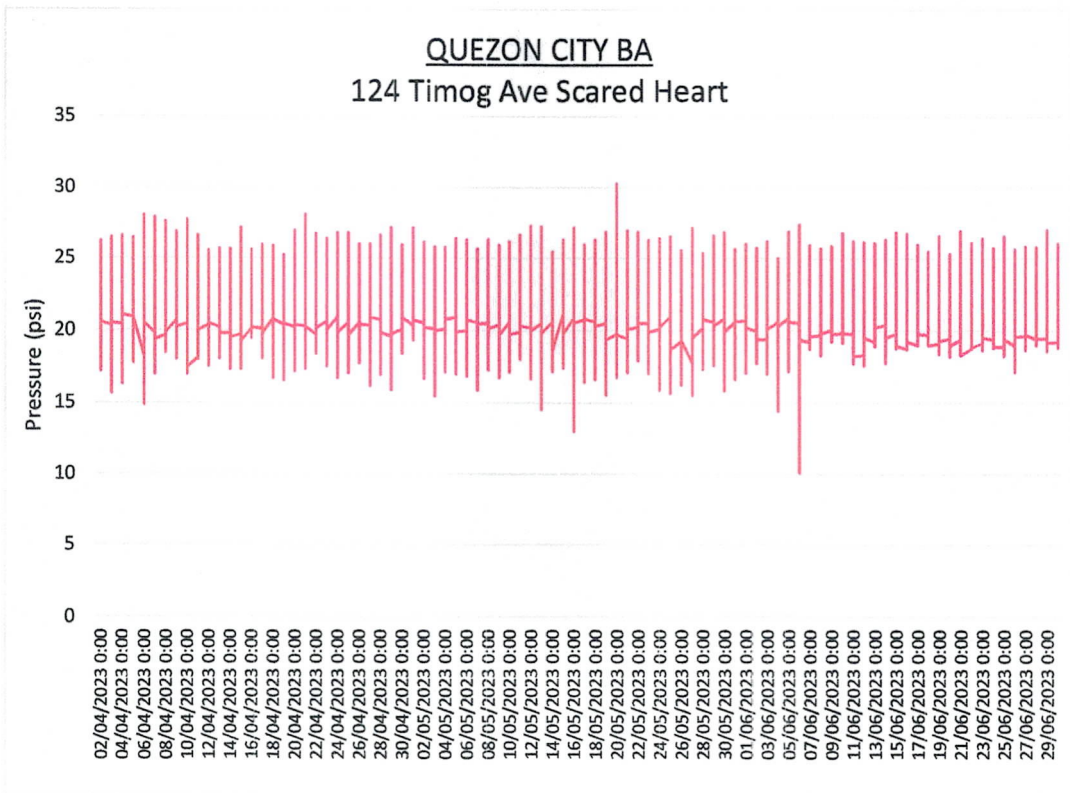


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Brgy. Culiat, QC

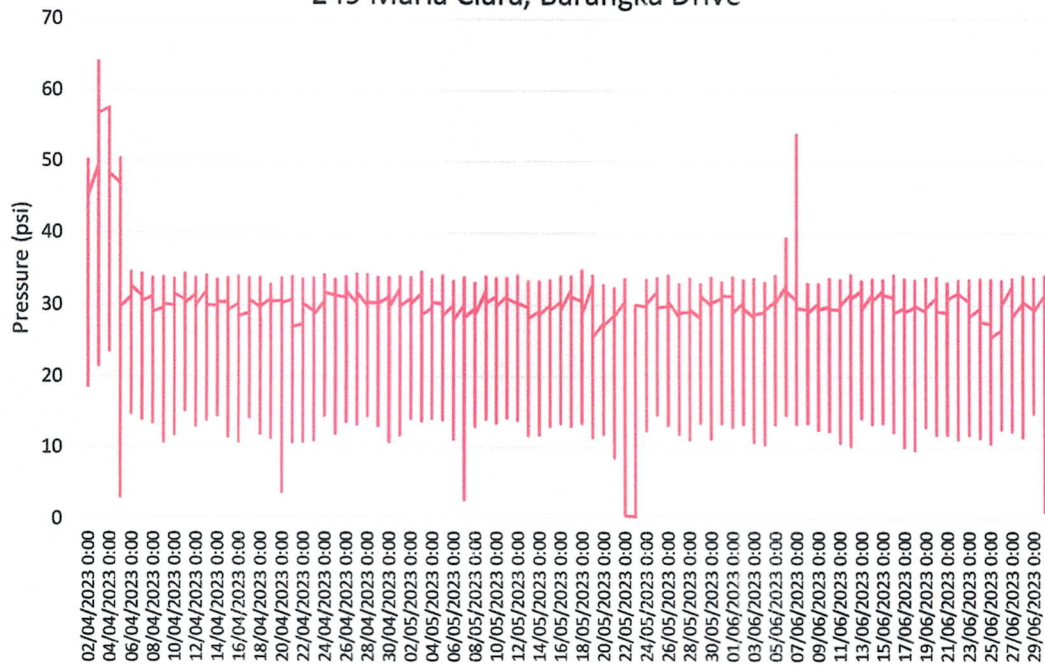


QUEZON CITY BA
Sct. Madrinan South Triangle



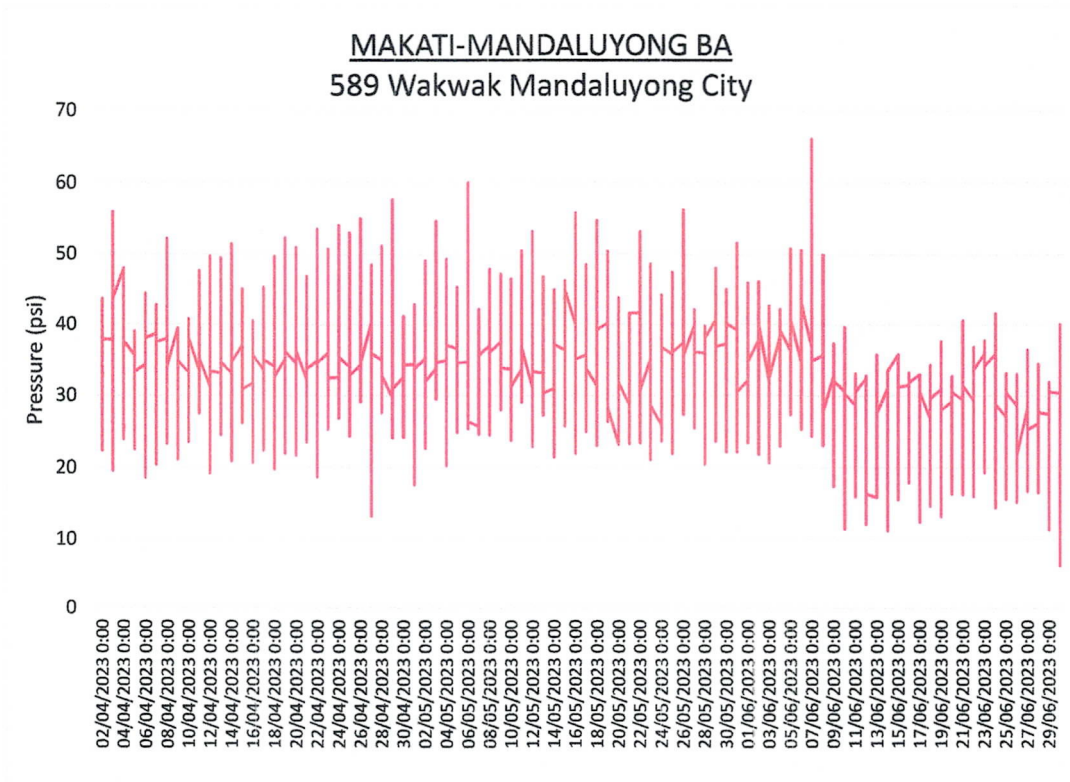
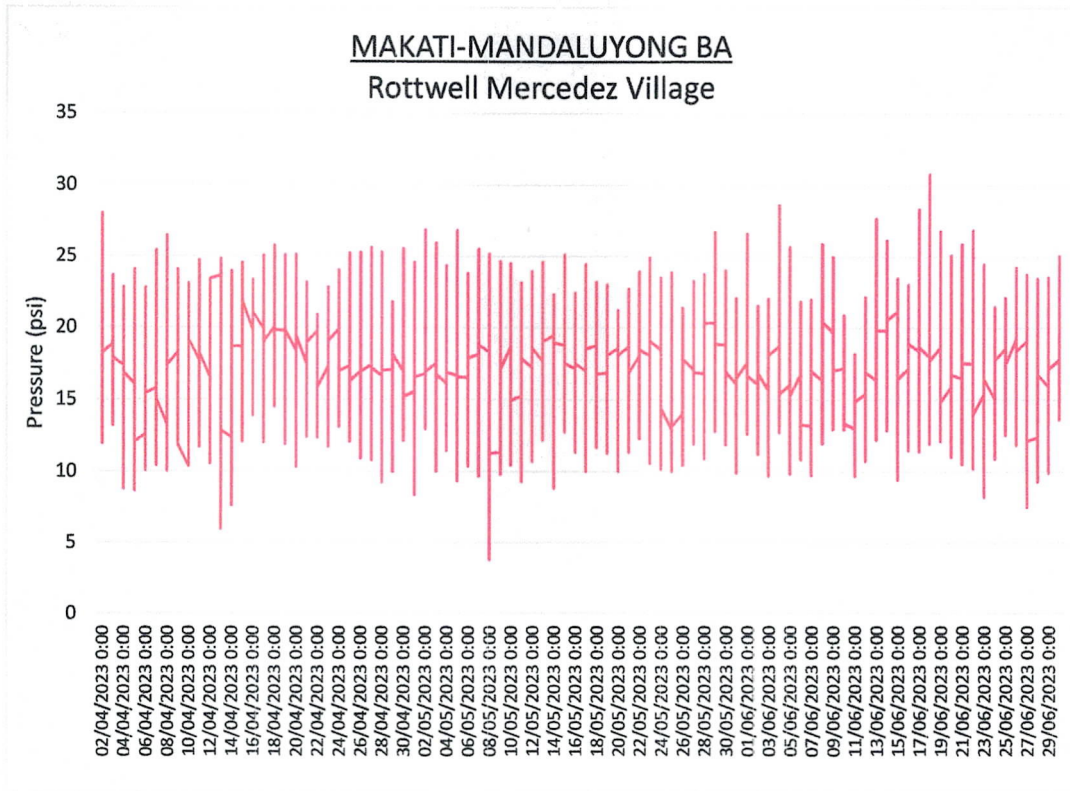


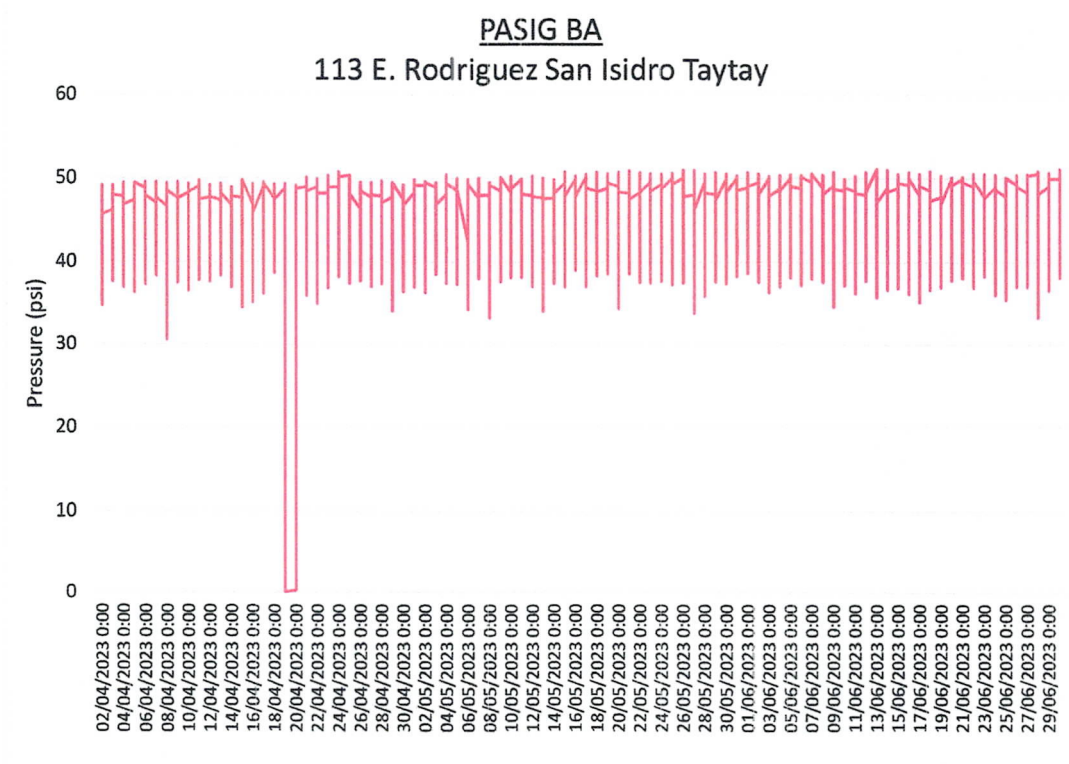
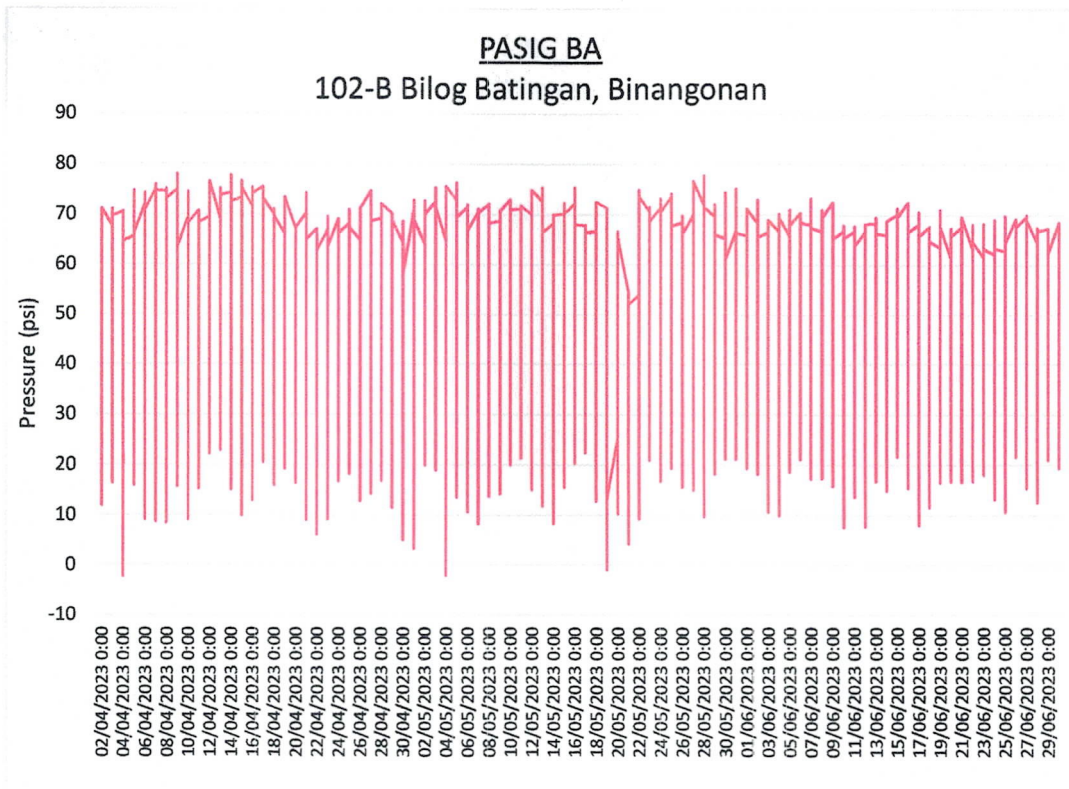
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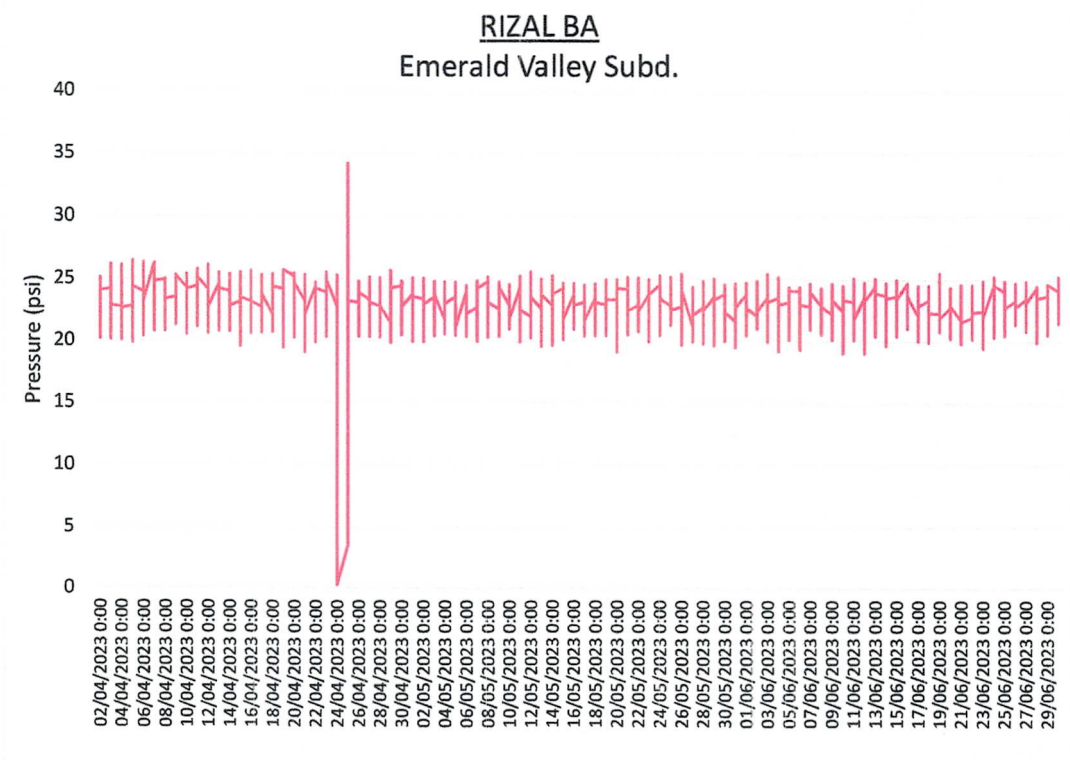
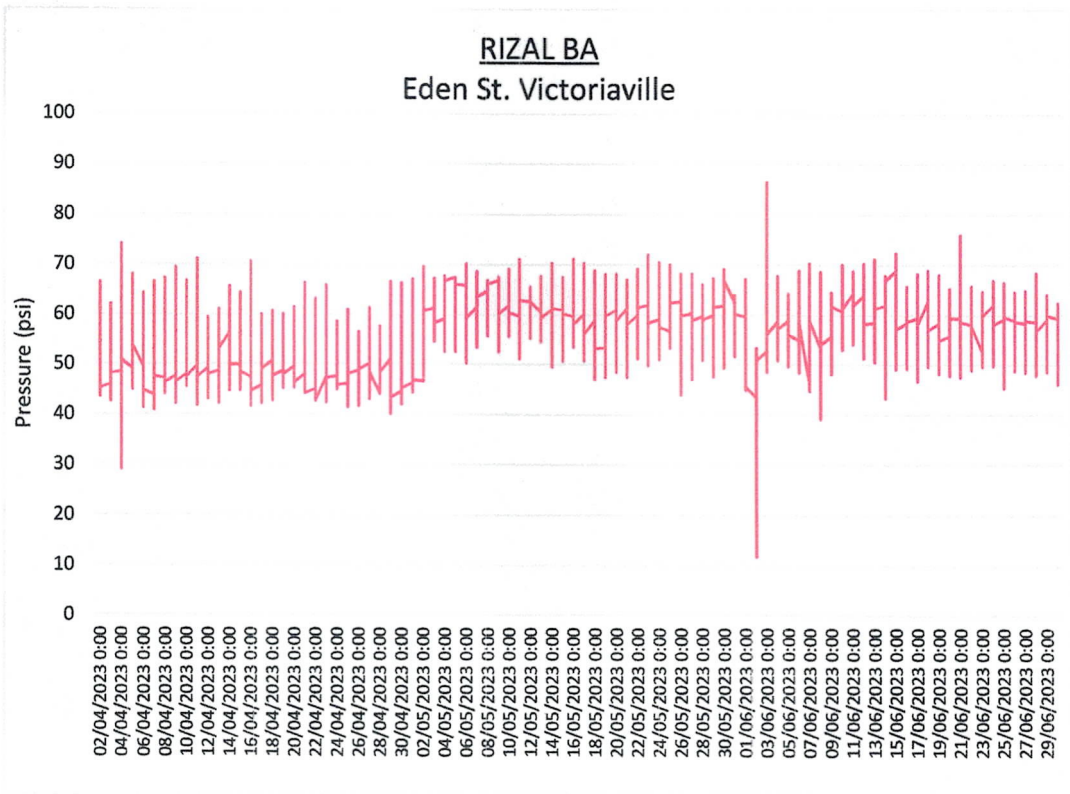


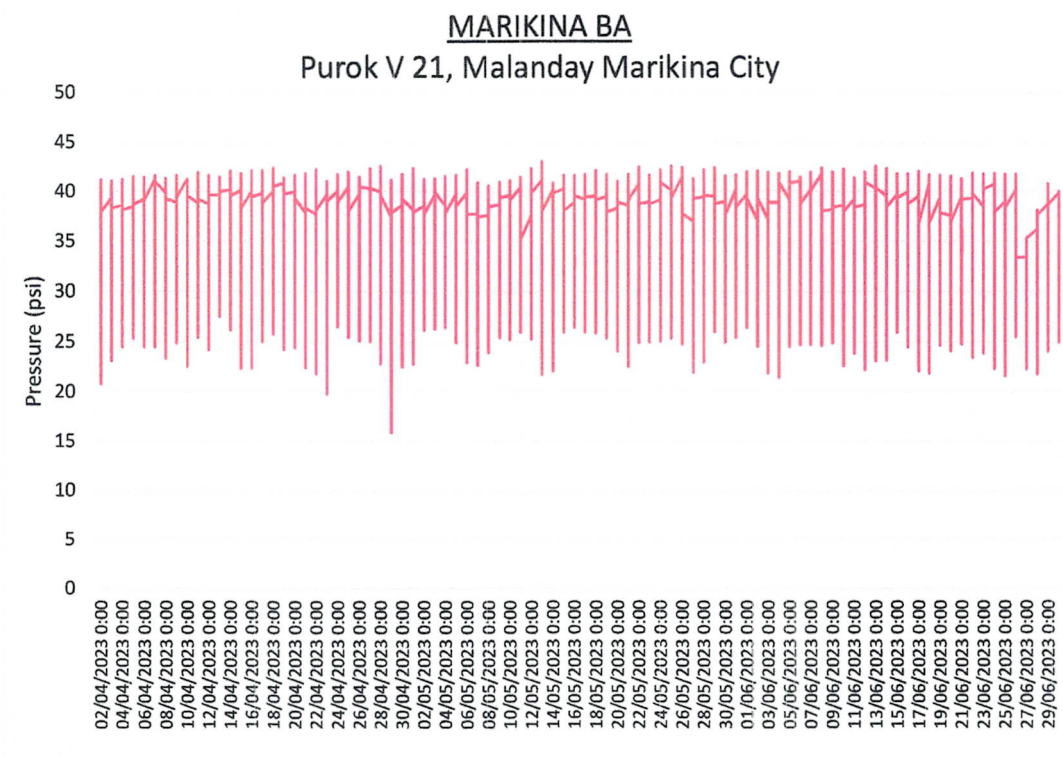
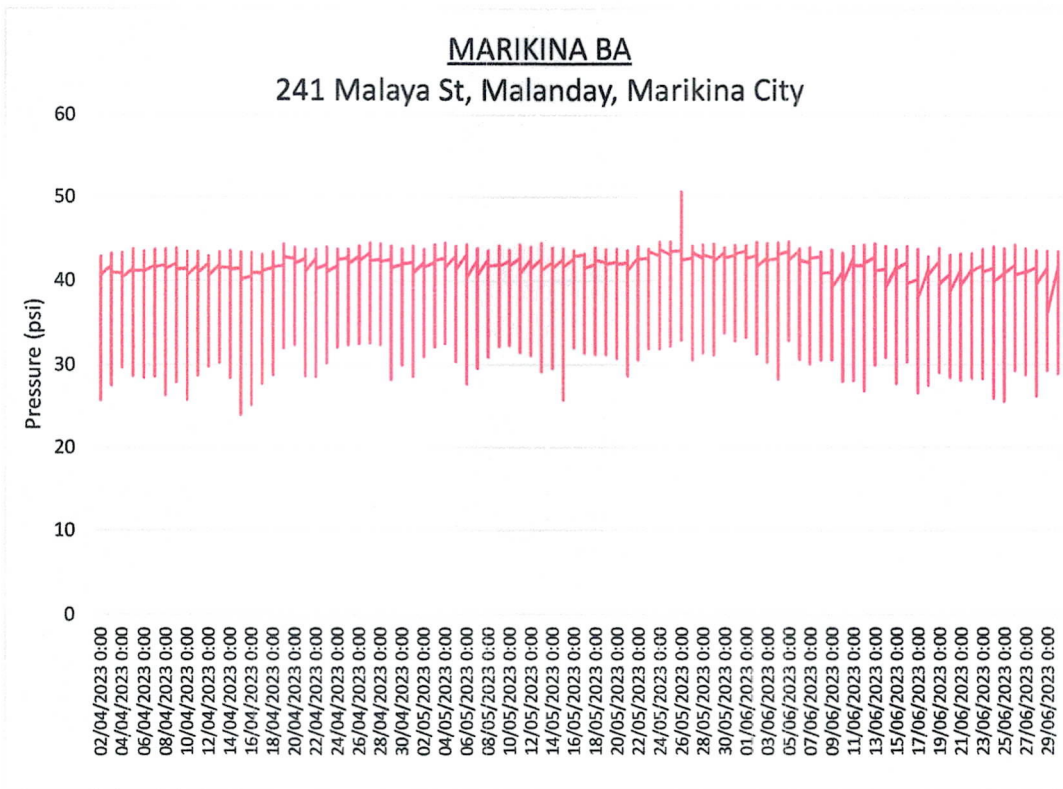
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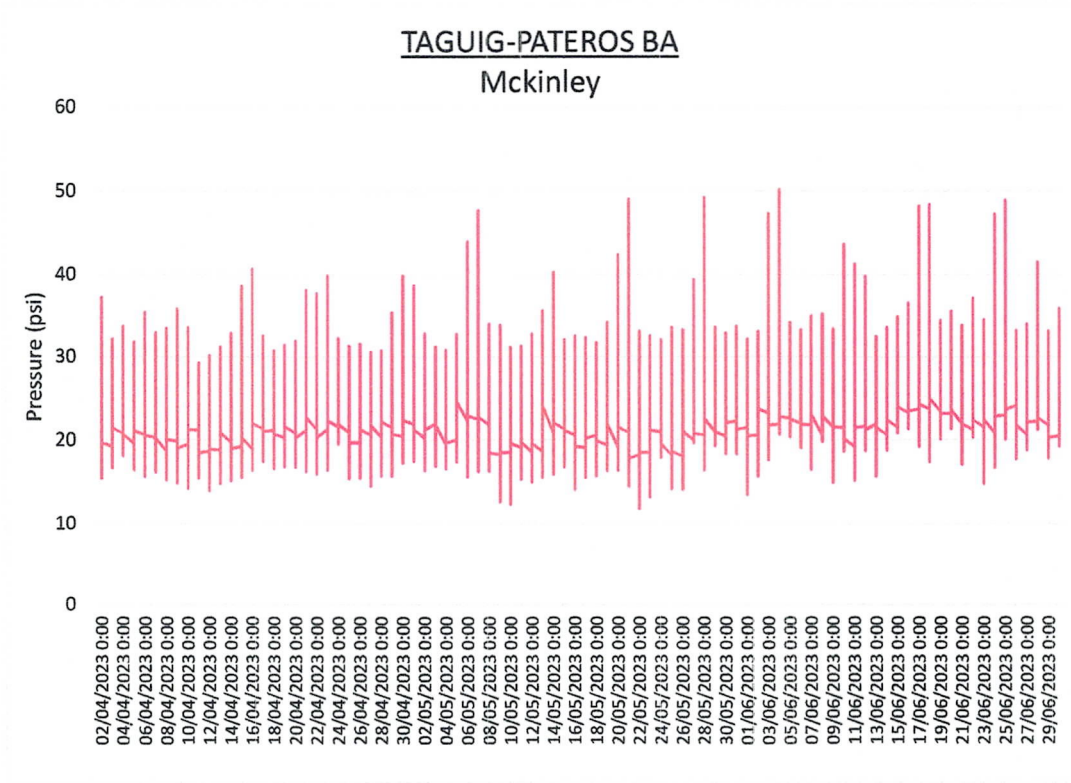
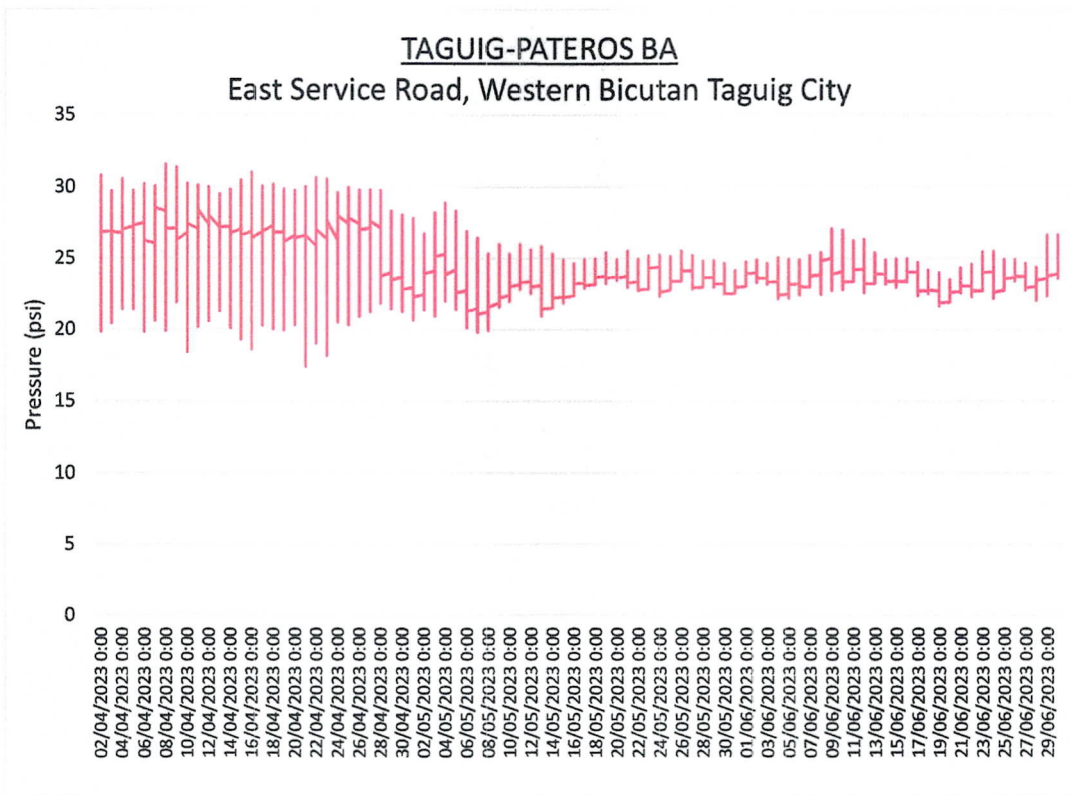








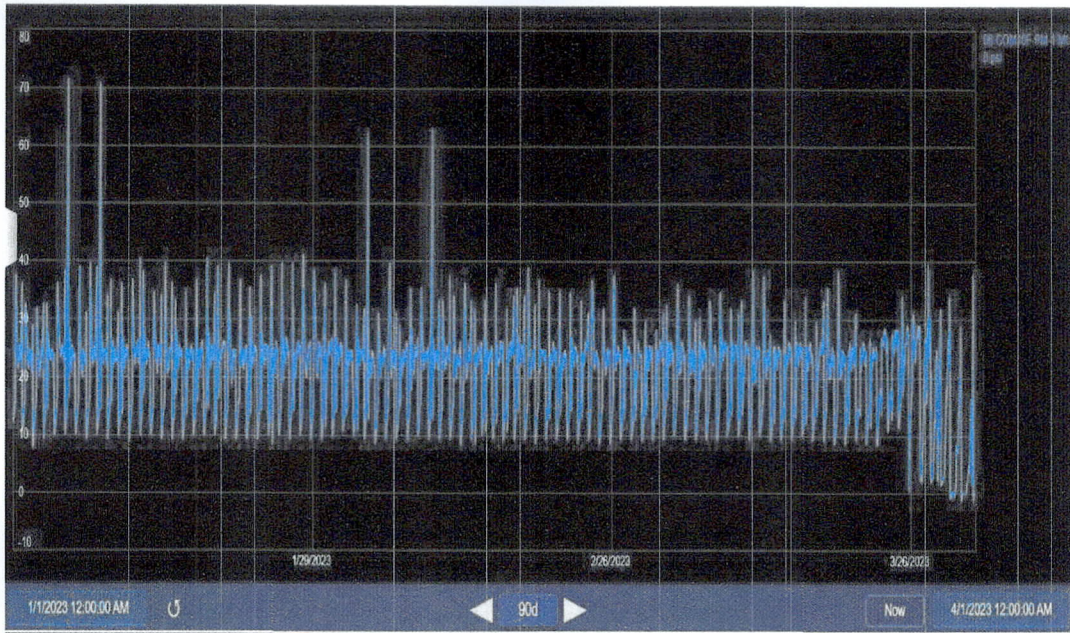




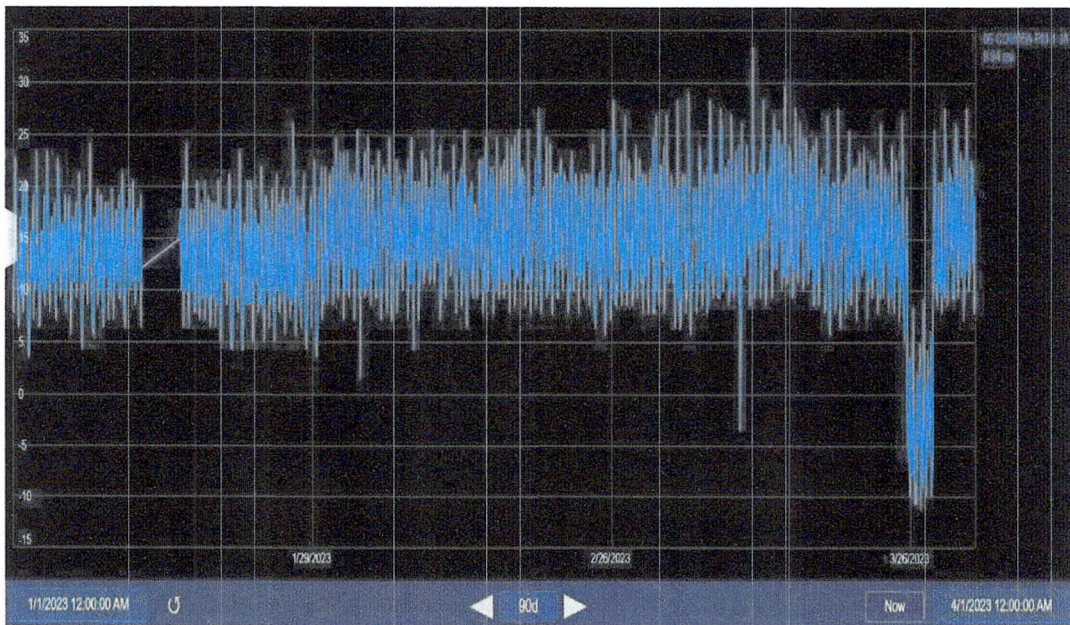
APPENDIX B

PRESSURE GRAPH OF PRESSURE MONITORING POINTS

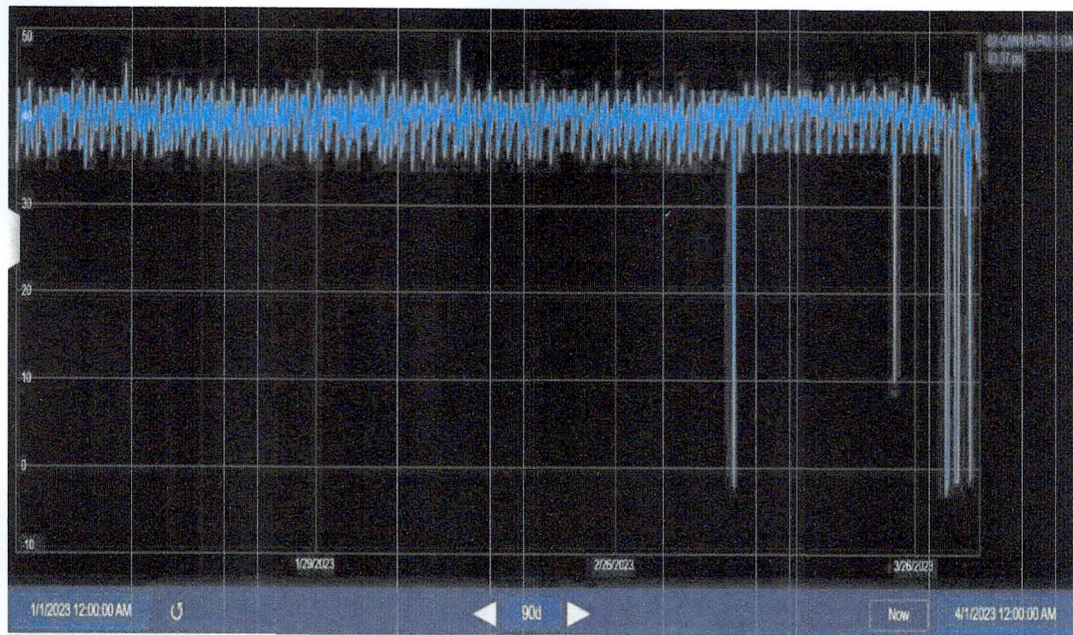
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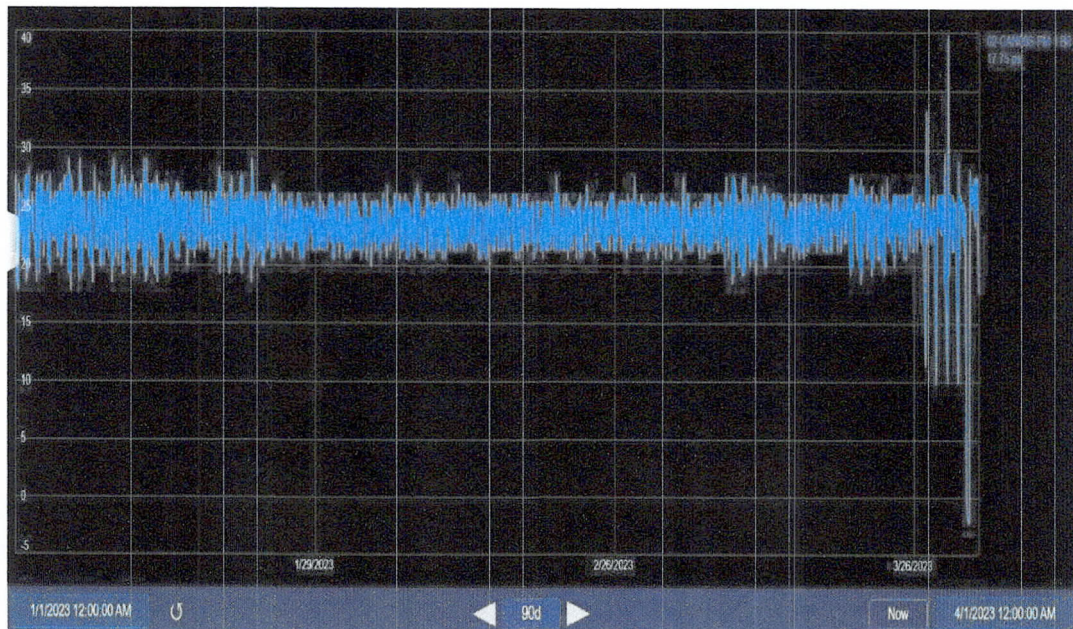
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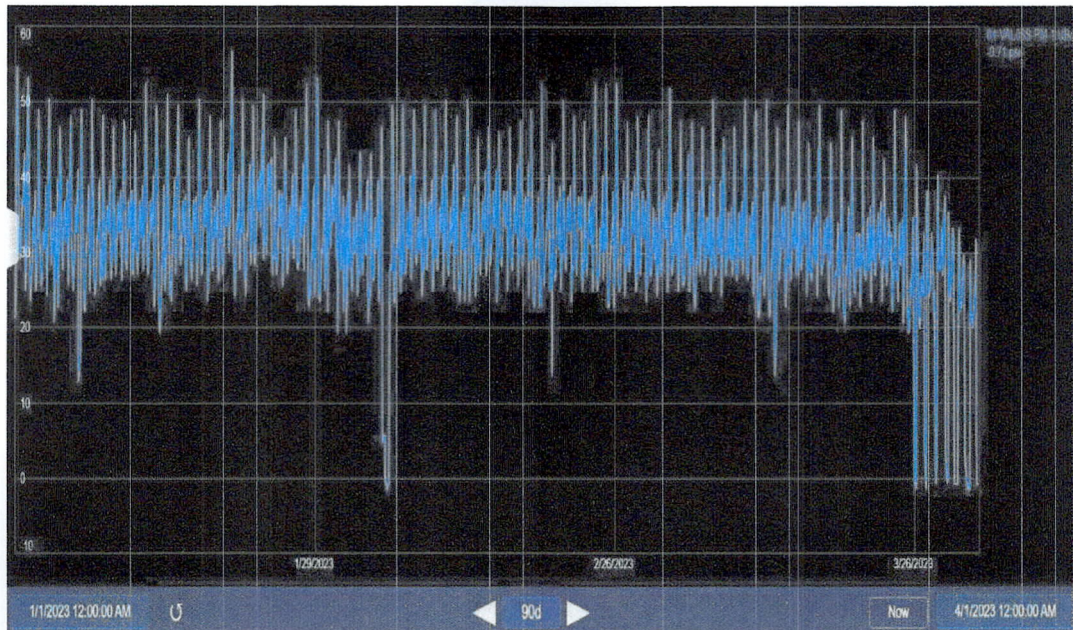
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CANDELARIA



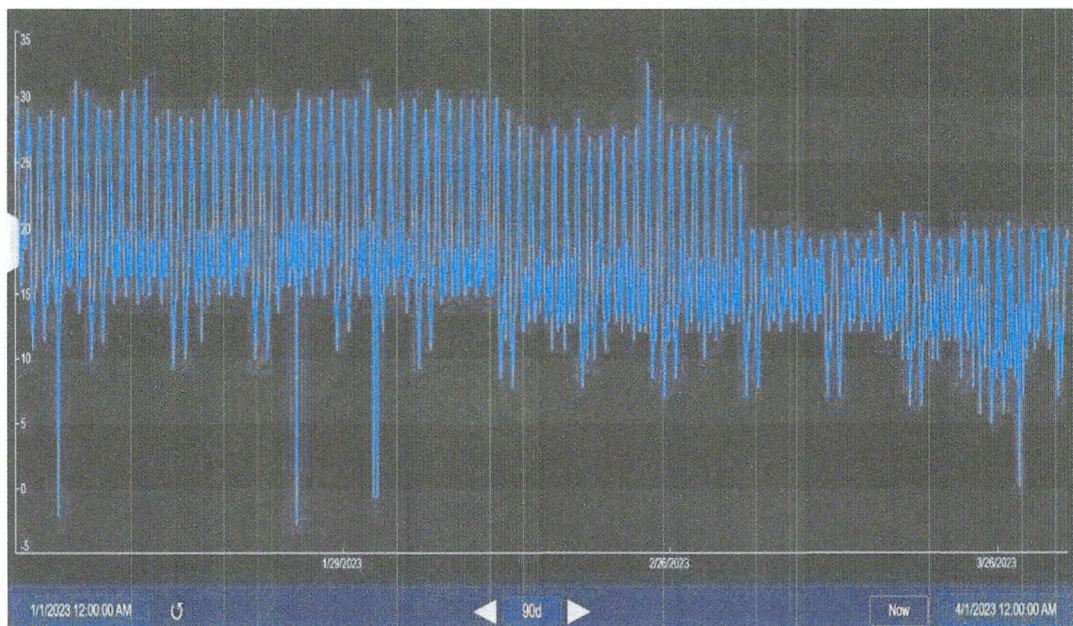
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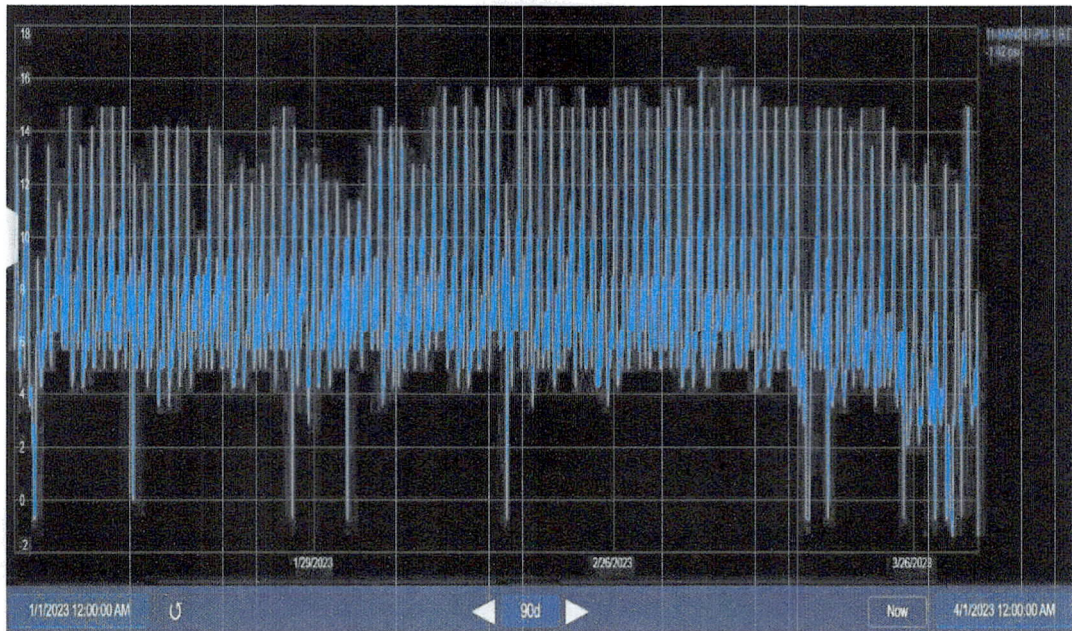
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UBAS BILOG



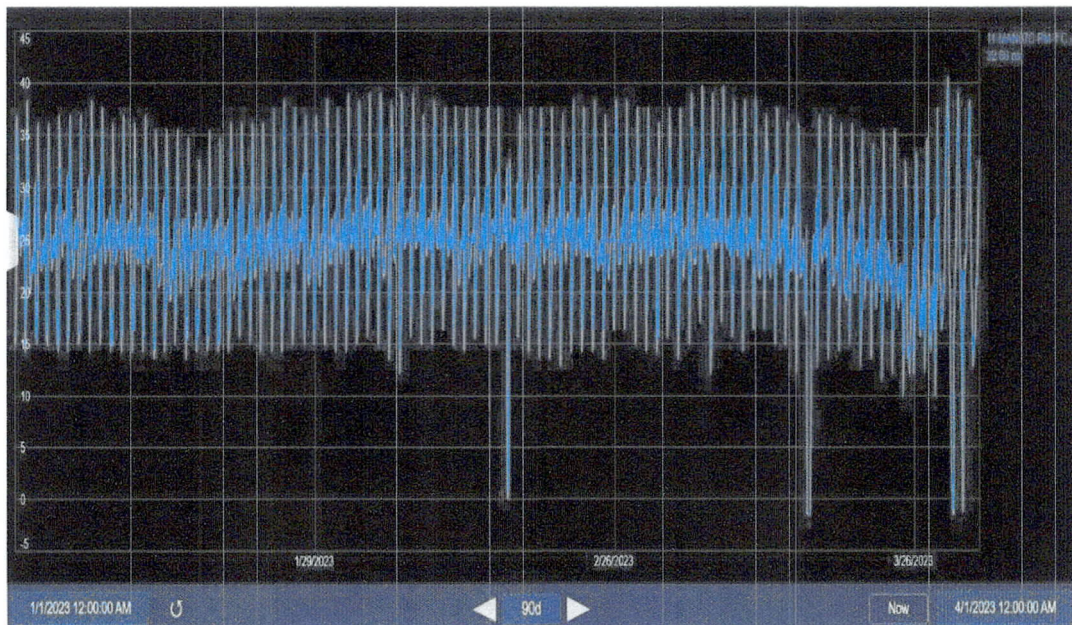
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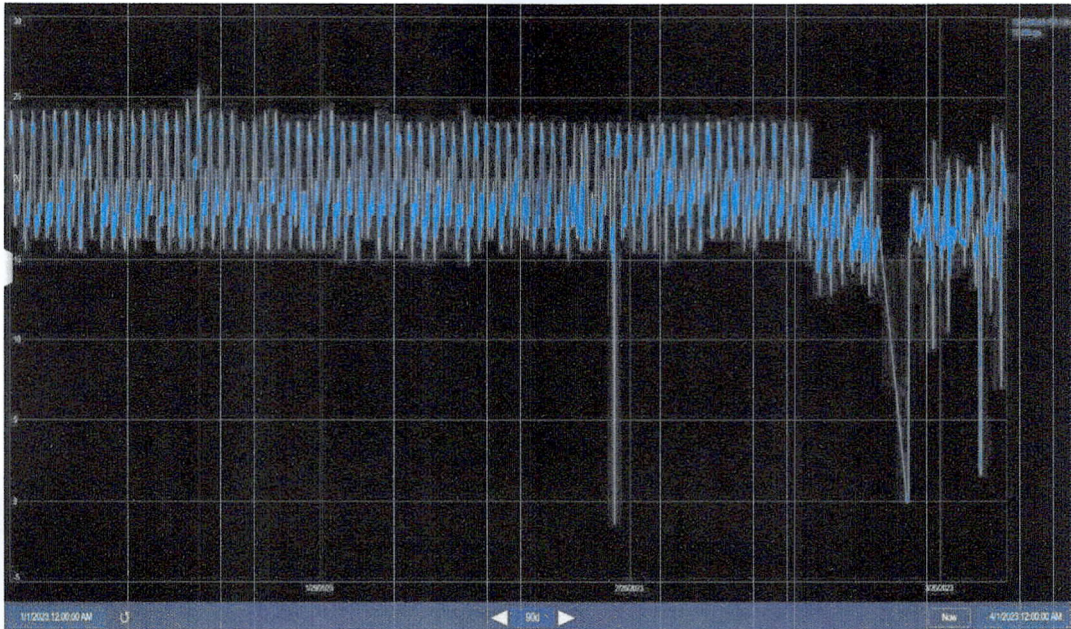
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B. DEL ROSARIO COR. CANCIO



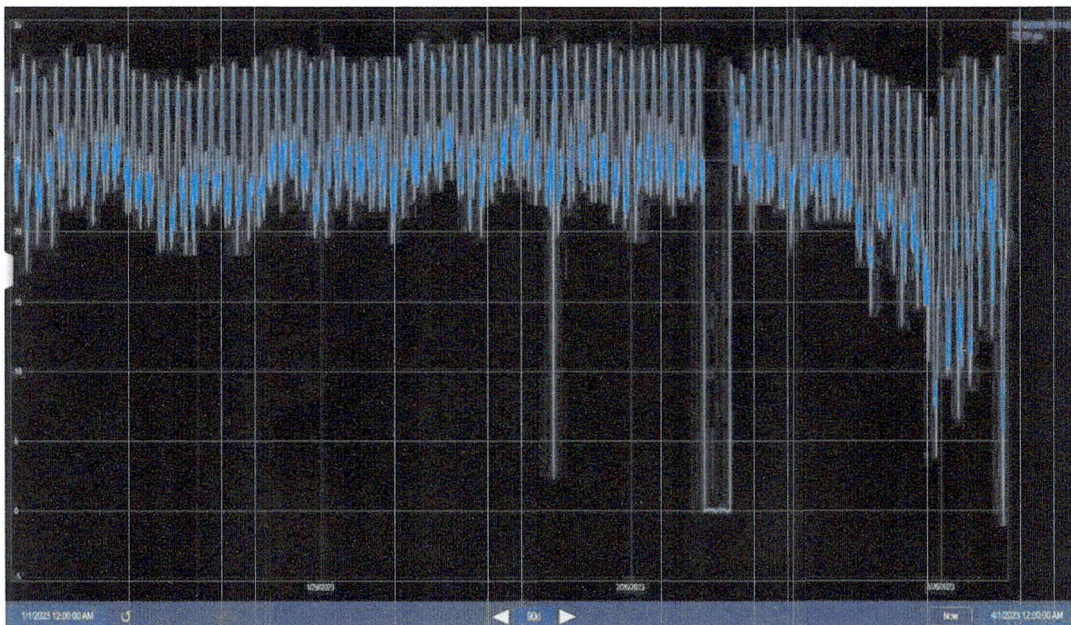
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C. ARELLANO



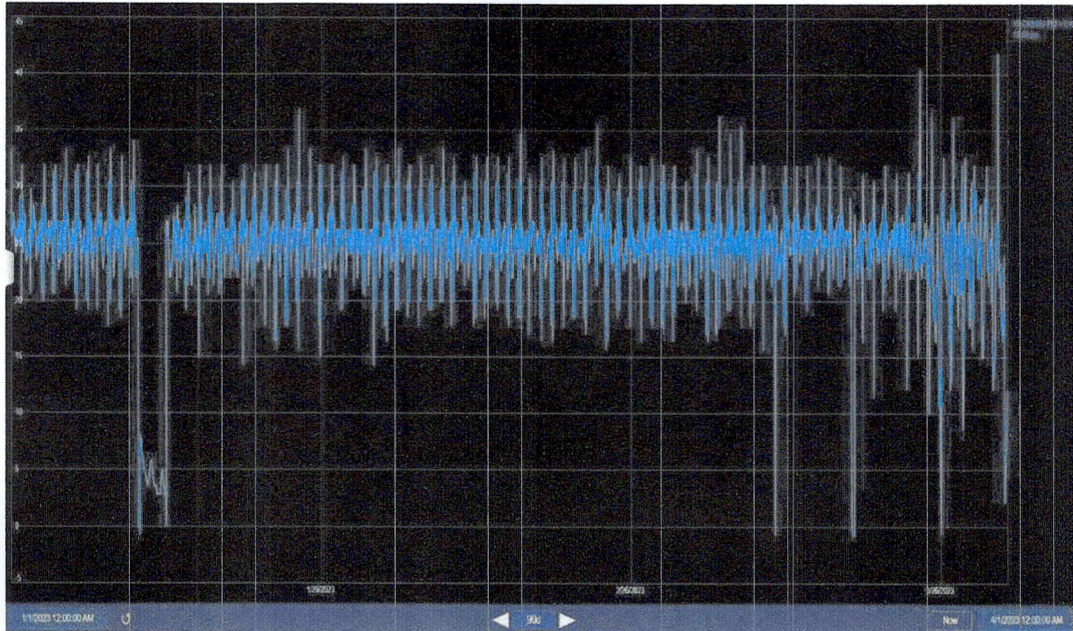
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BULACAN COR. WEST AVE



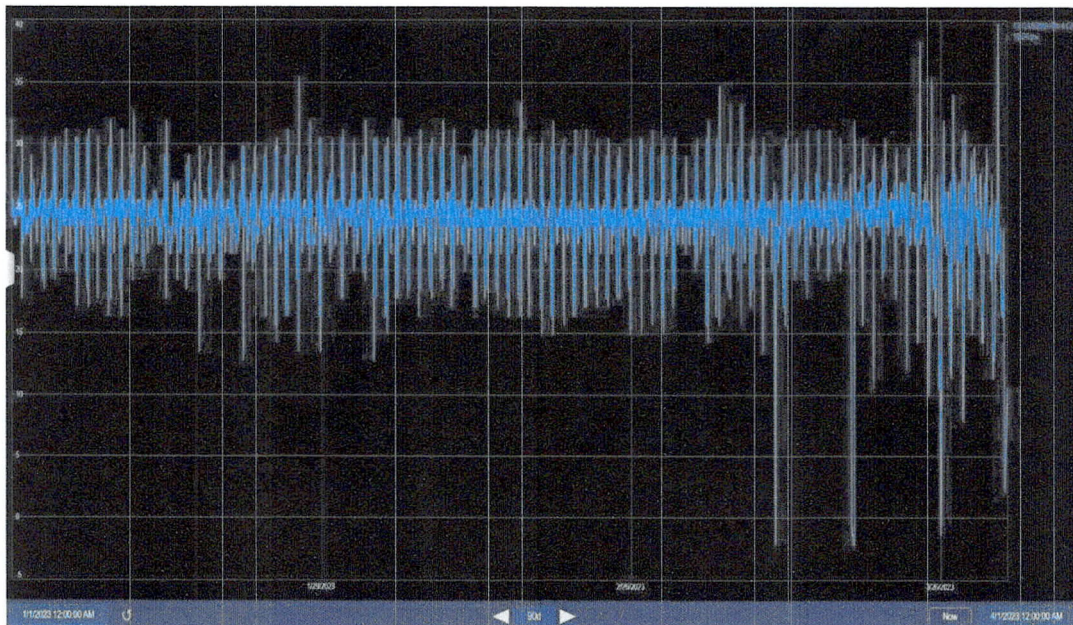
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M. DELA CRUZ NEAR TANDANG SORA EXT.



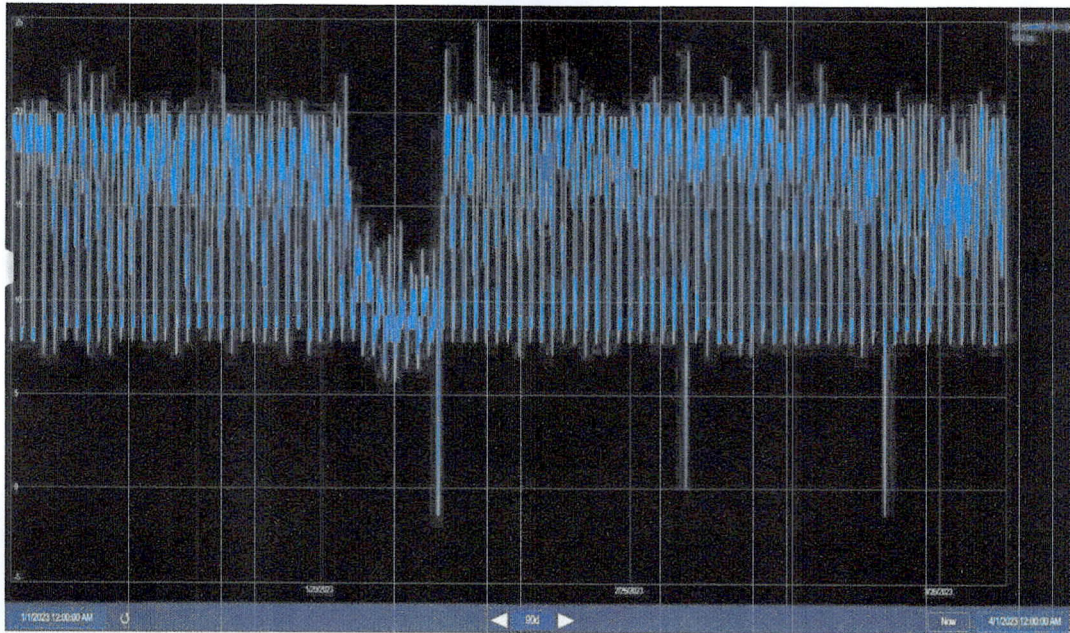
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CABATUAN COR. BINHAGAN



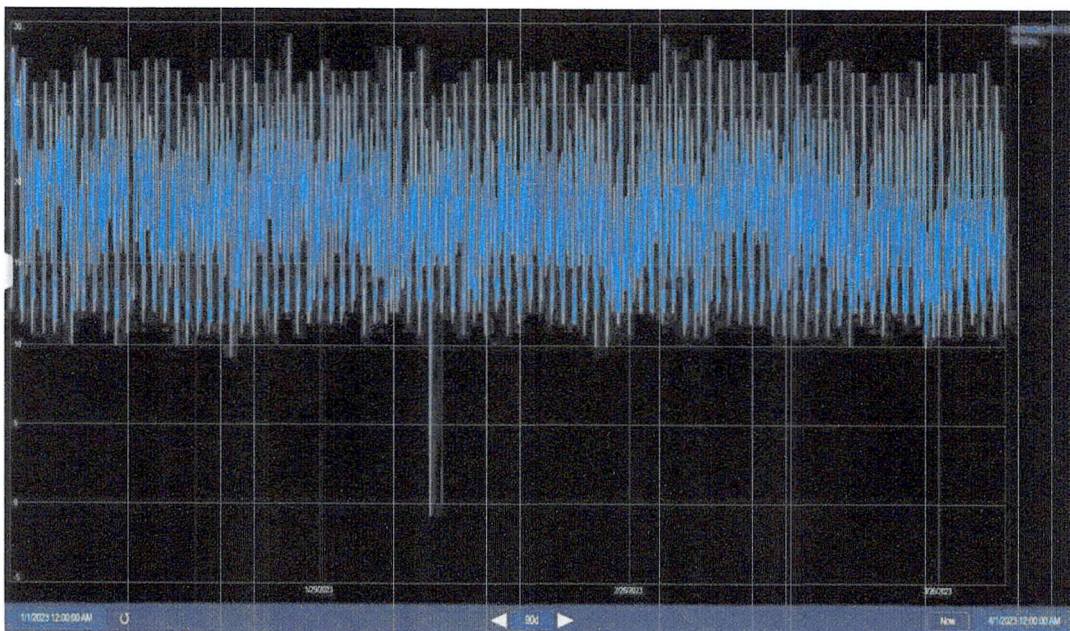
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CABATUAN COR. DOME



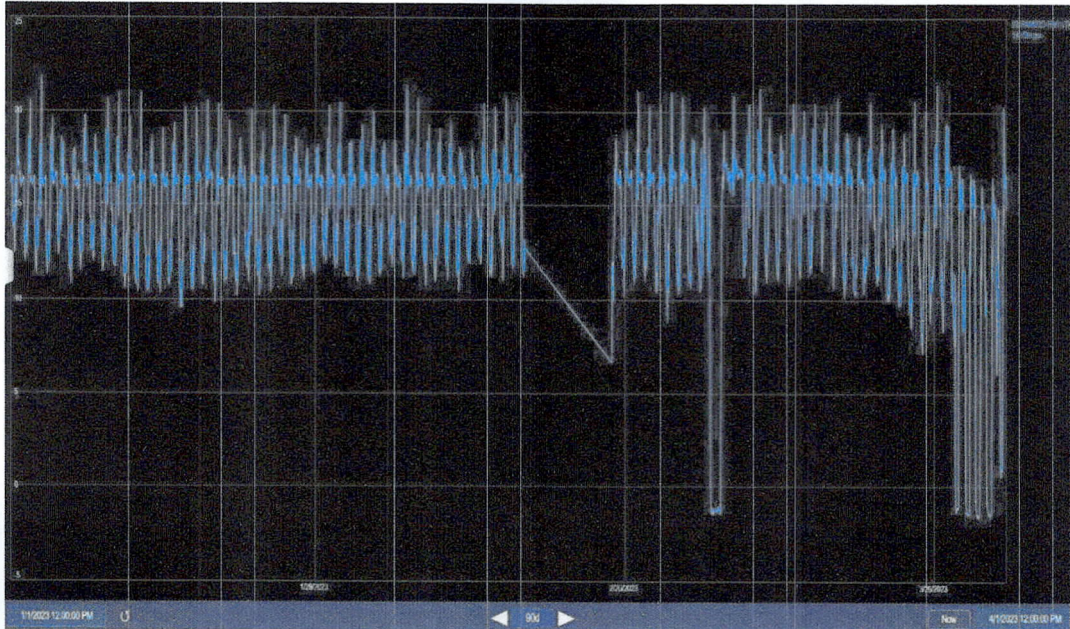
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BATAS COR. KATARUNGAN



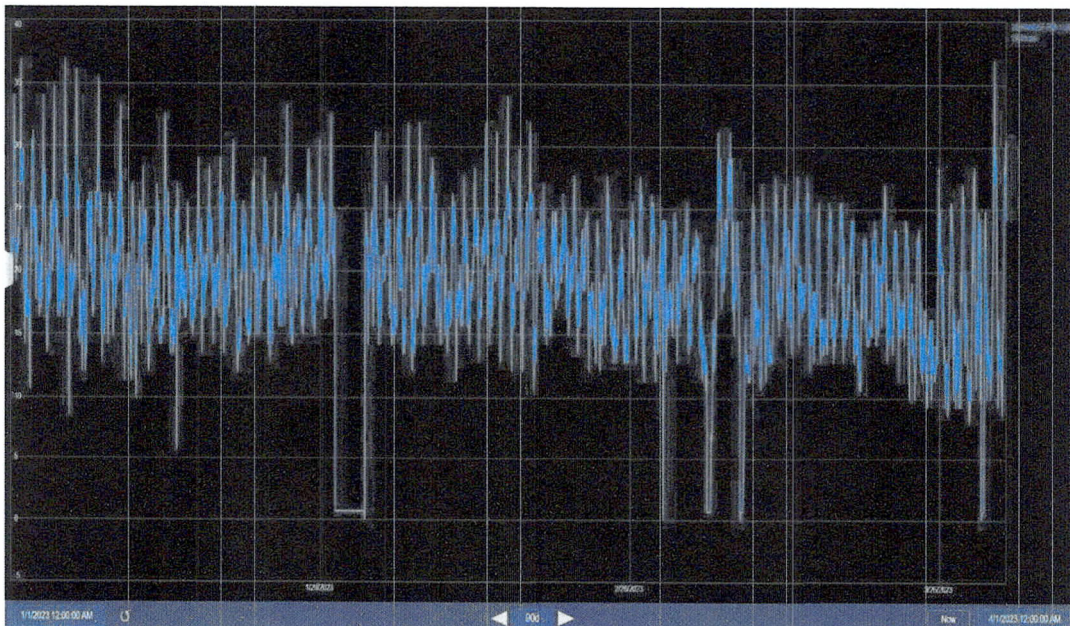
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ESPANA NEAR UNITED DOCTORS MEDICAL



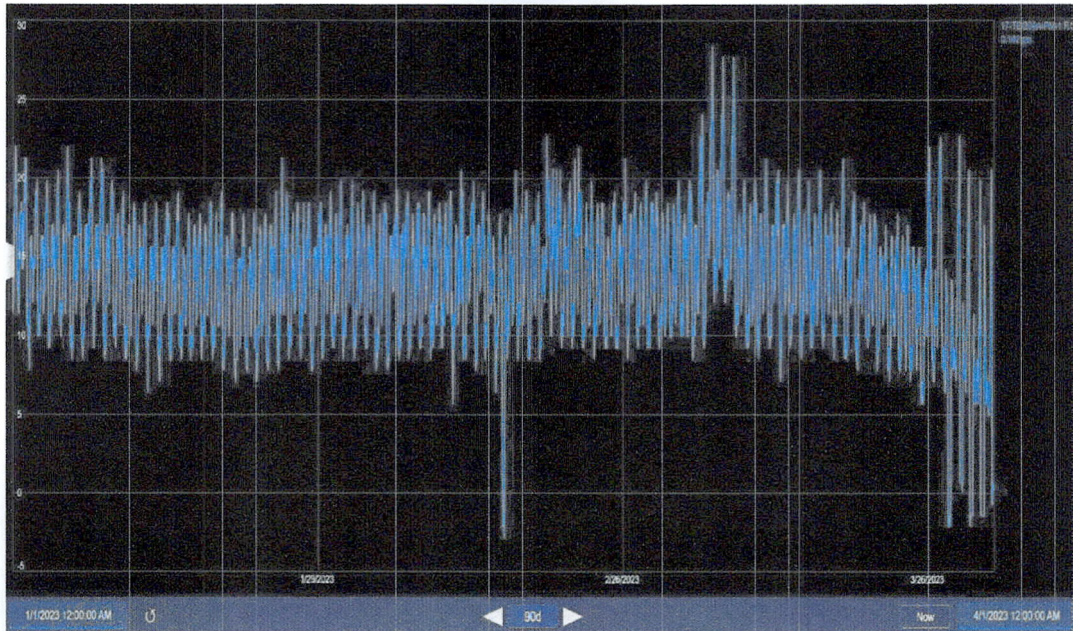
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TRAMO LINE



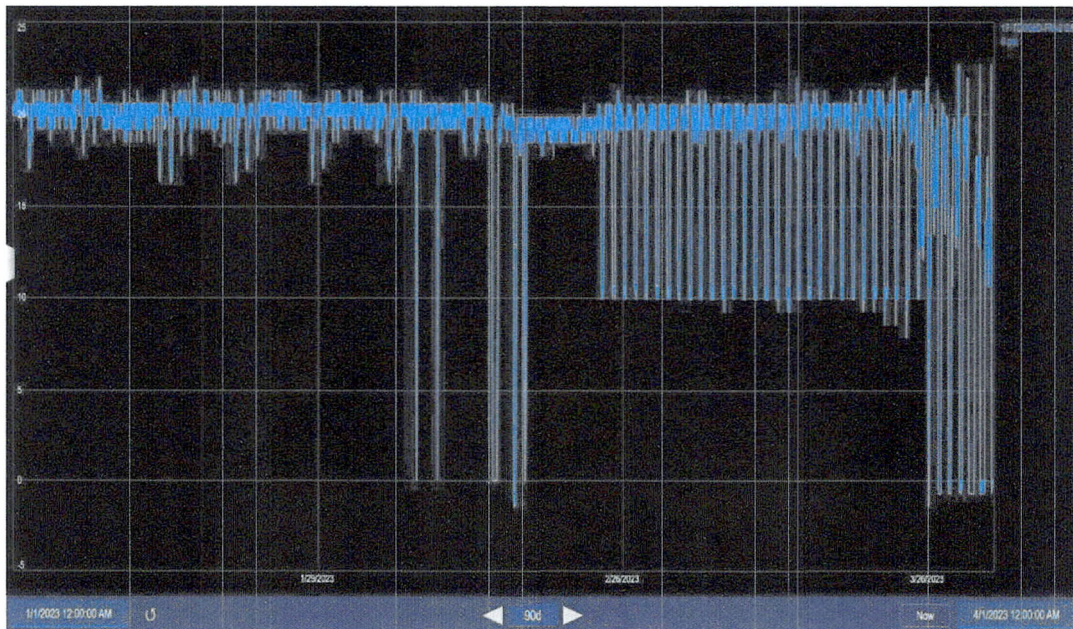
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JAIME ST. COR GENE ST.



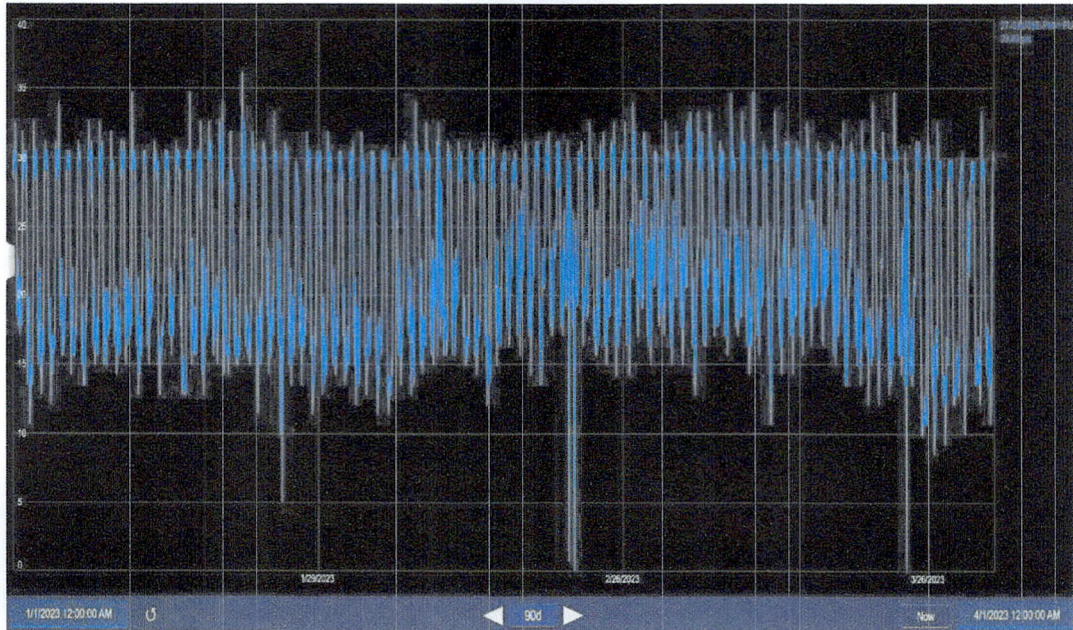
TONDO BA
P. GUEVARRA



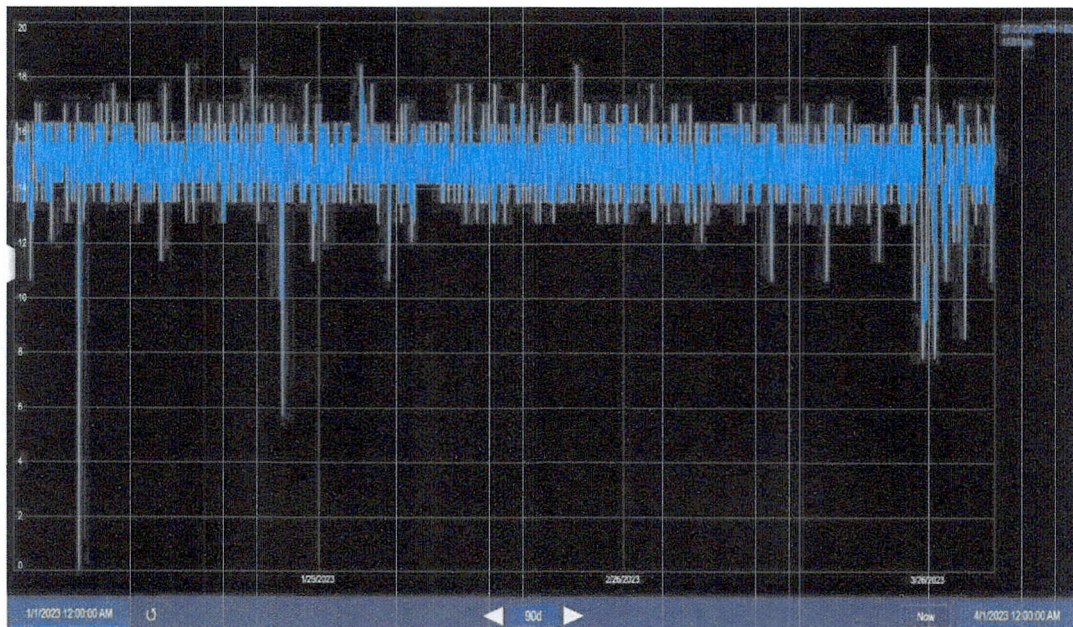
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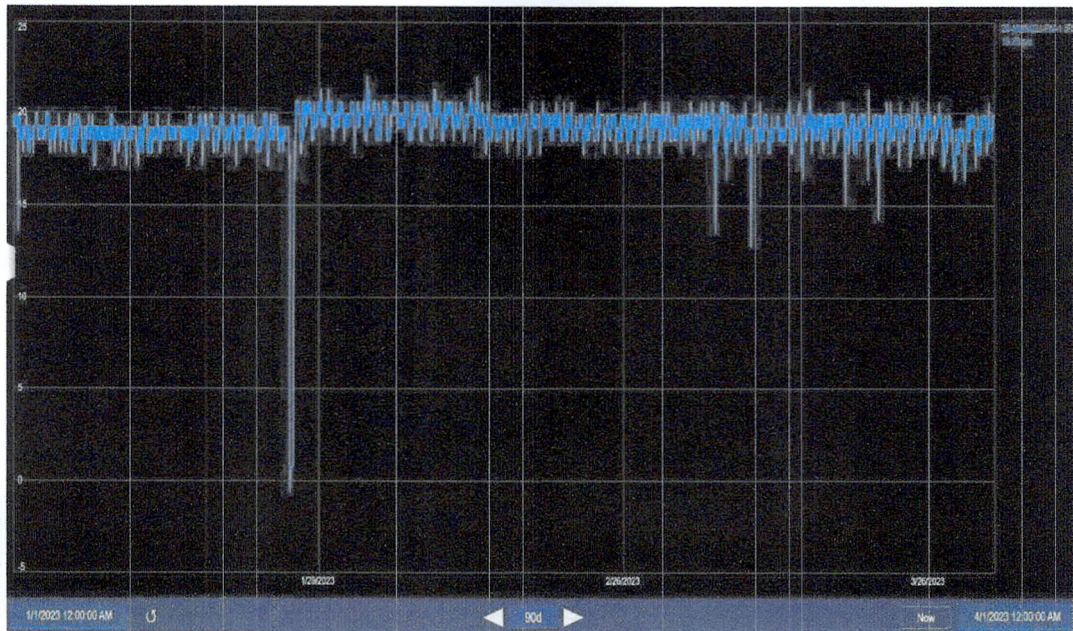
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PULBURISTA COR. CAVITEX



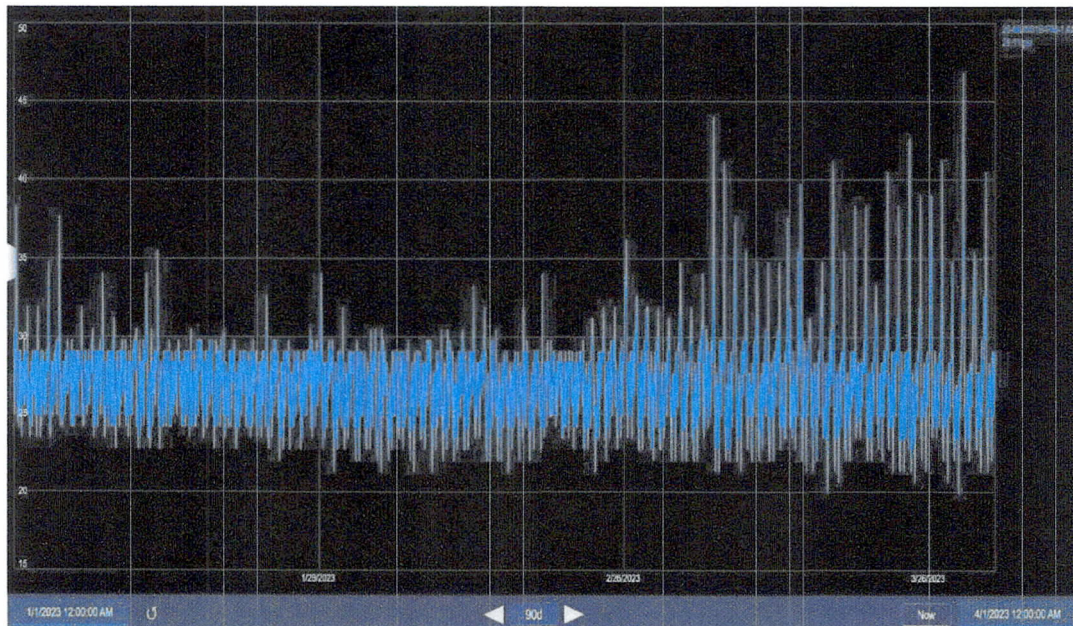
CAVITE BA
TANGGULAN



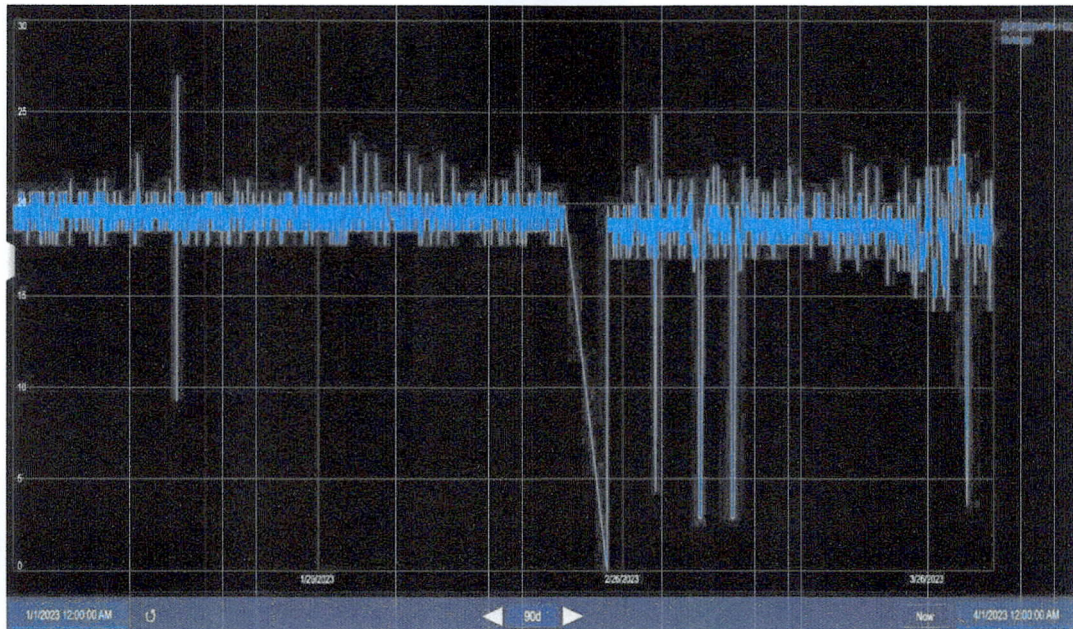
MUNTINLUPA-LAS PIÑAS BA
IFO 52 GARNET ST.



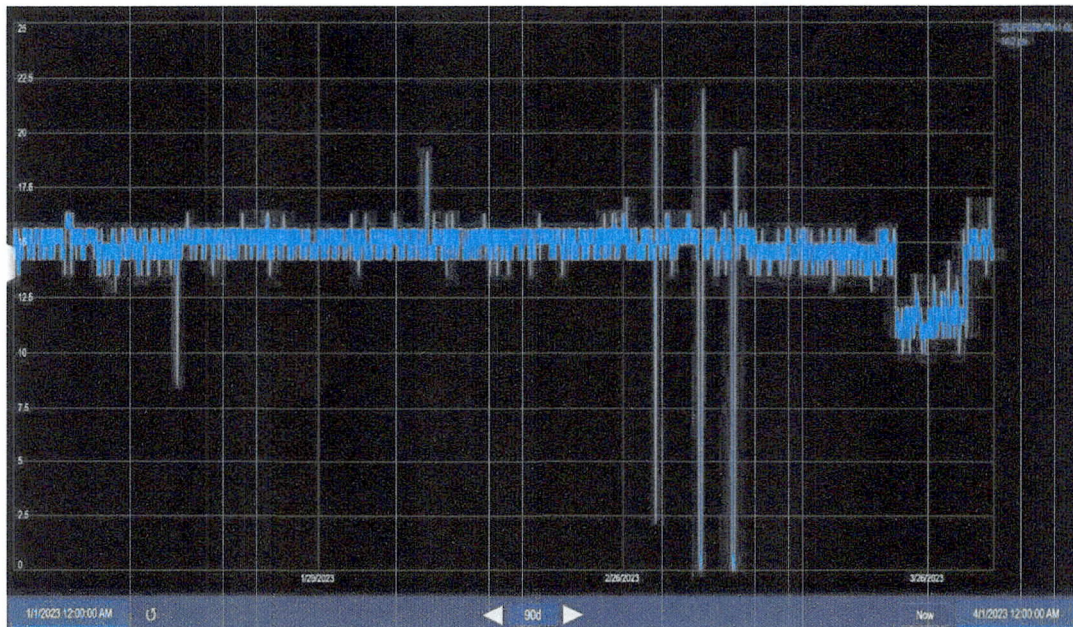
MUNTILUPA-LAS PIÑAS BA
AAV DMA 1



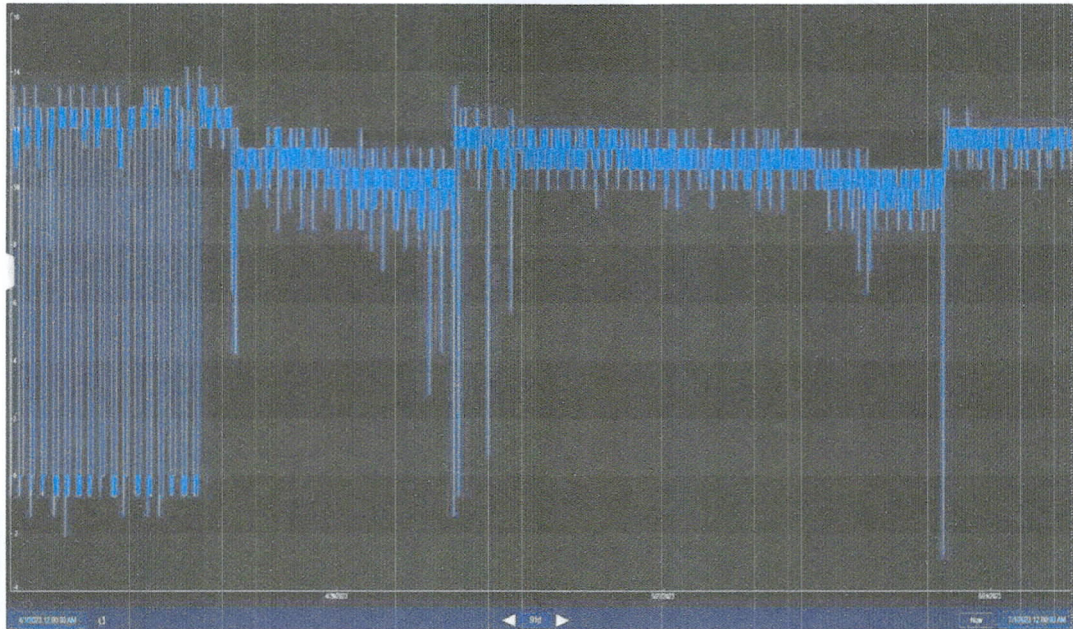
PARAÑAQUE BA
GOLD LANE



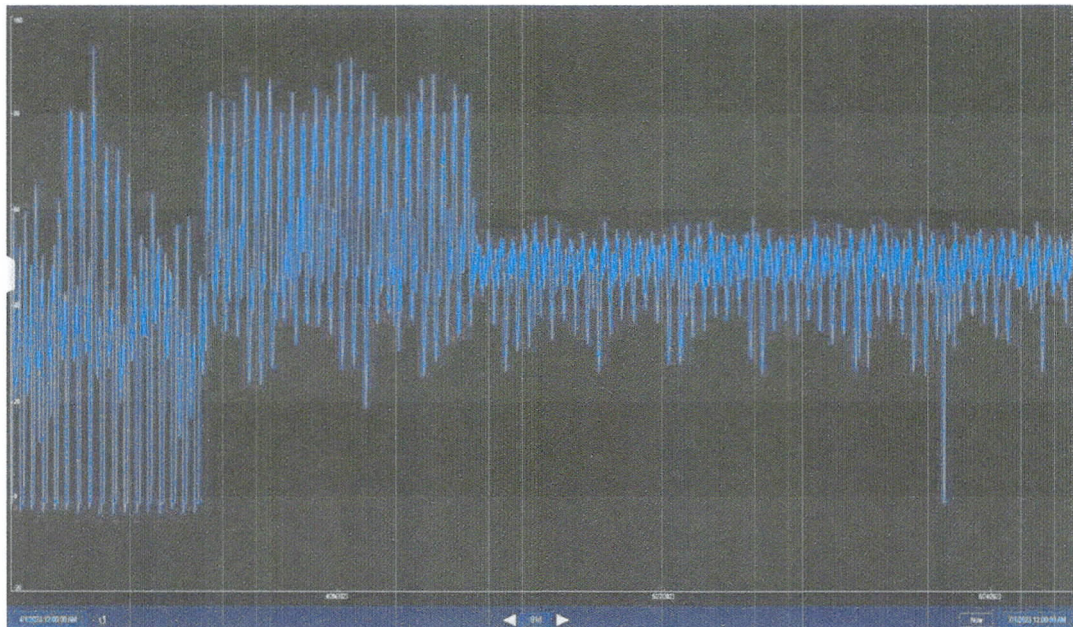
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QUIRINO COR. JALE VILL



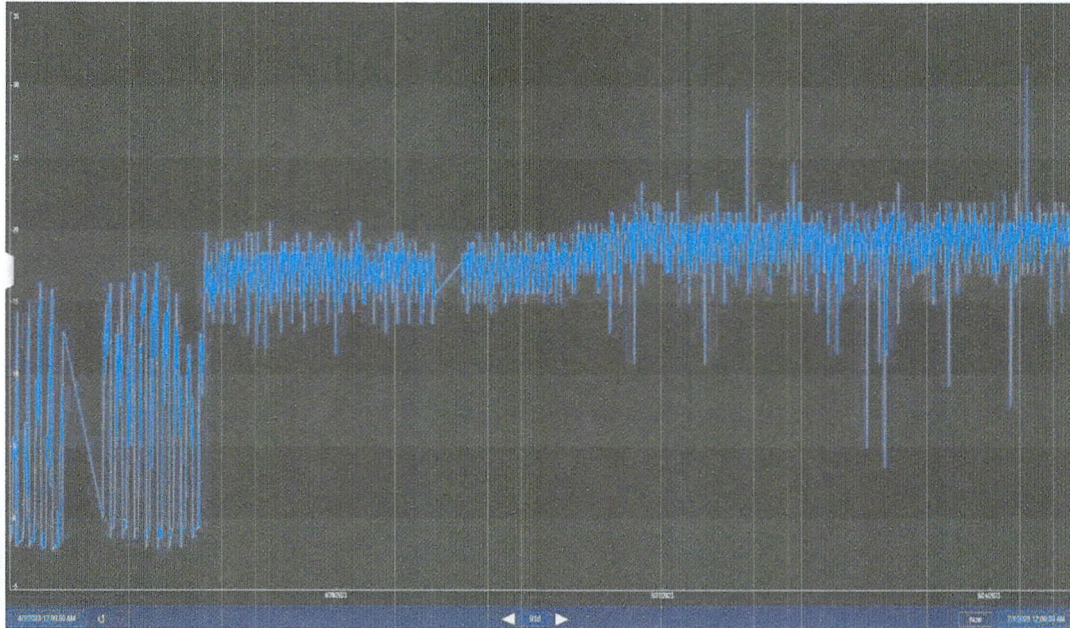
FAIRVIEW-COMMONWEALTH BA
TANGUILE COR. MAHOGANY



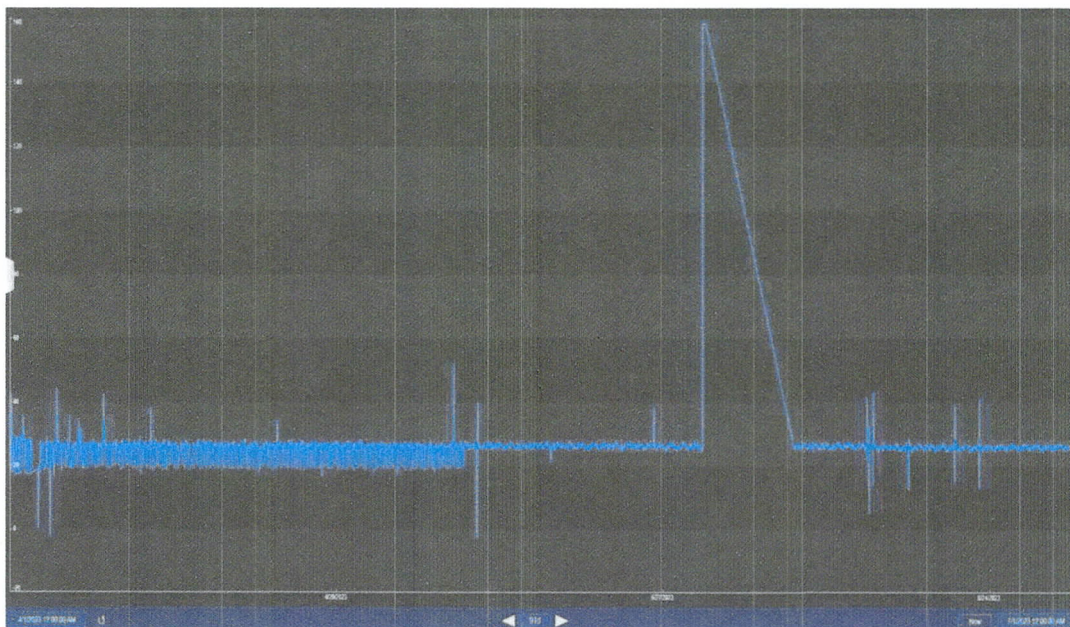
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MATTHEW COR. FILHEIGHTS AVE.



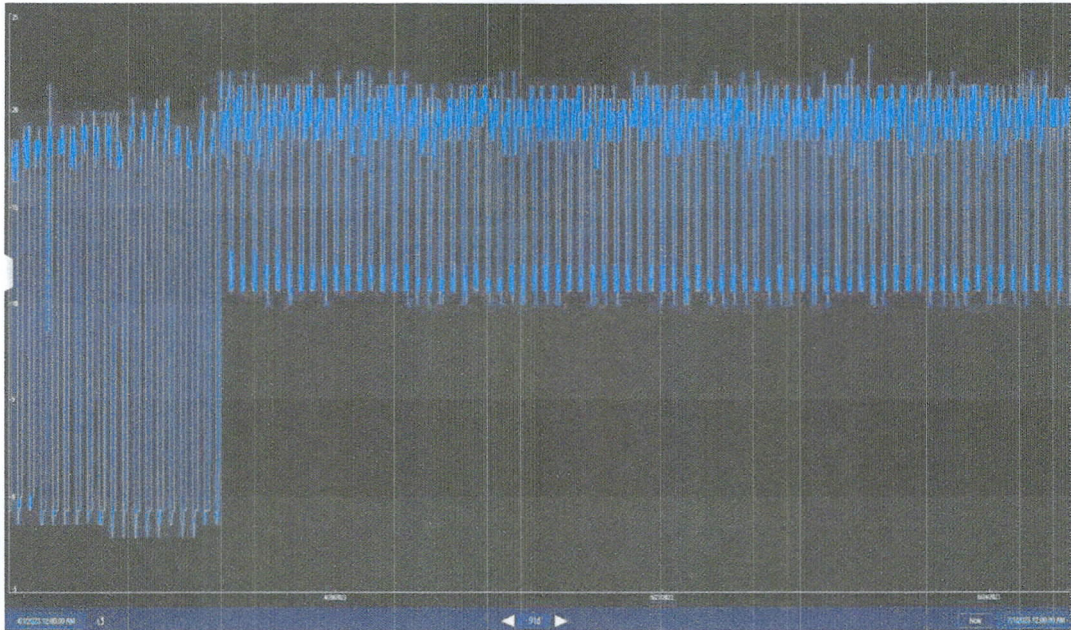
NORTH-CALOOCAN BA
PANTOMINA MAYOR ST.



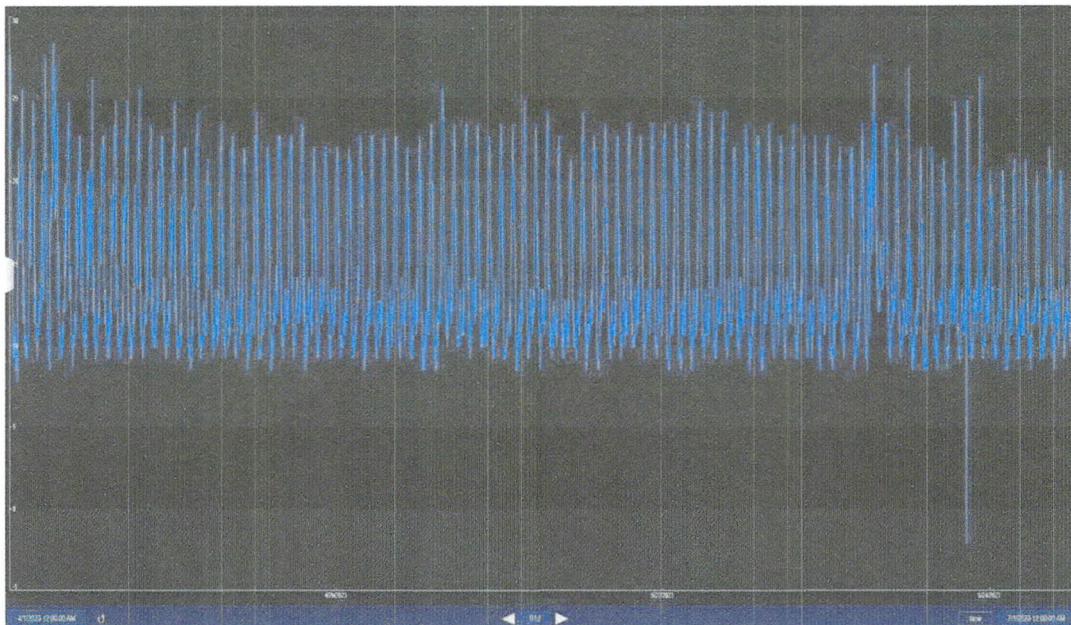
NORTH-CALOOCAN BA
OPPOS ZEUS



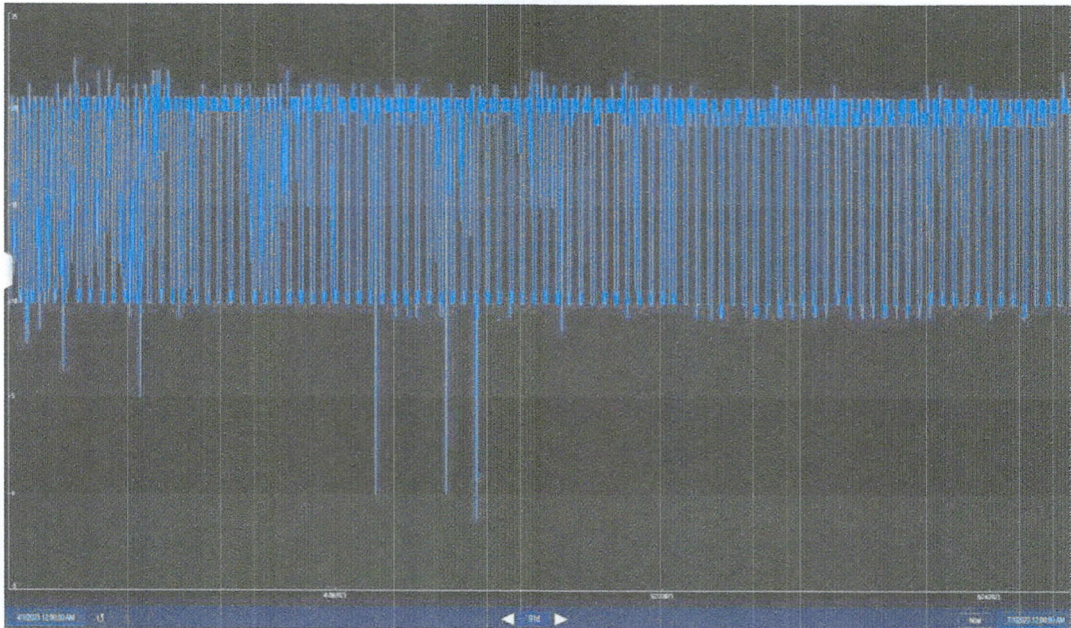
NOVALICHES-VALENZUELA BA
N. DE GALICIA COR. MARCELO ST.



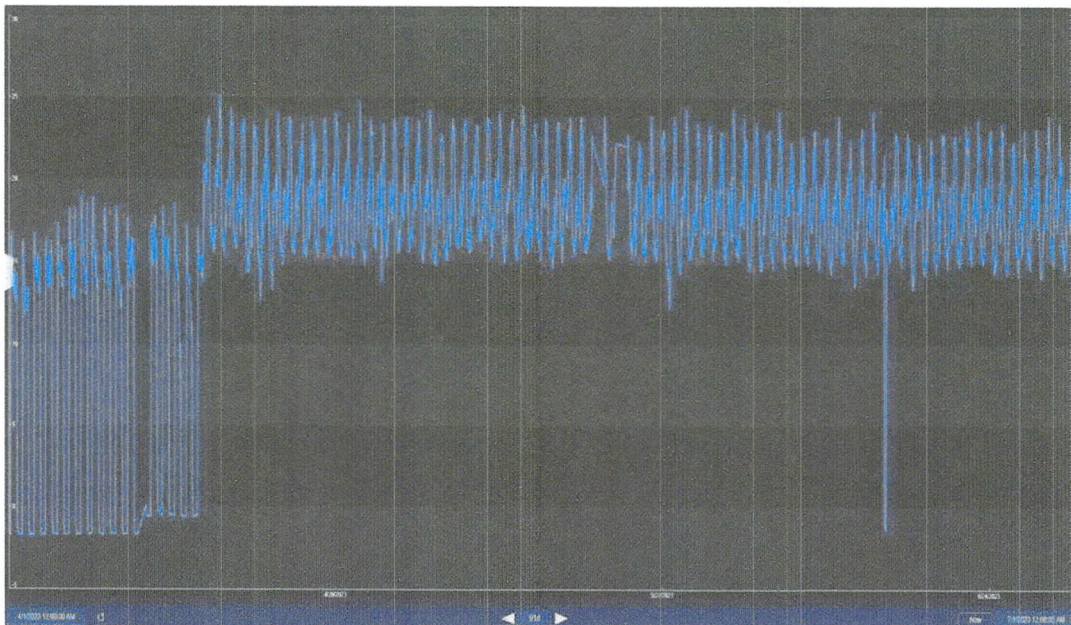
NOVALICHES-VALENZUELA BA
BUENAMAR COR. LOURDES ST.



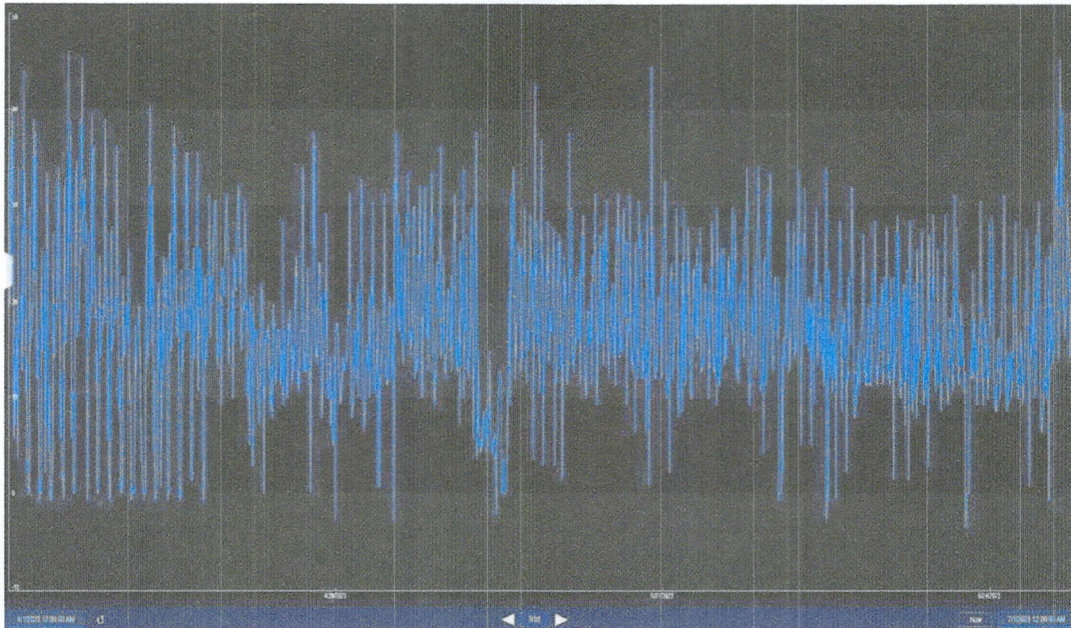
MALABON-NAVOTAS BA
ALONG MDR



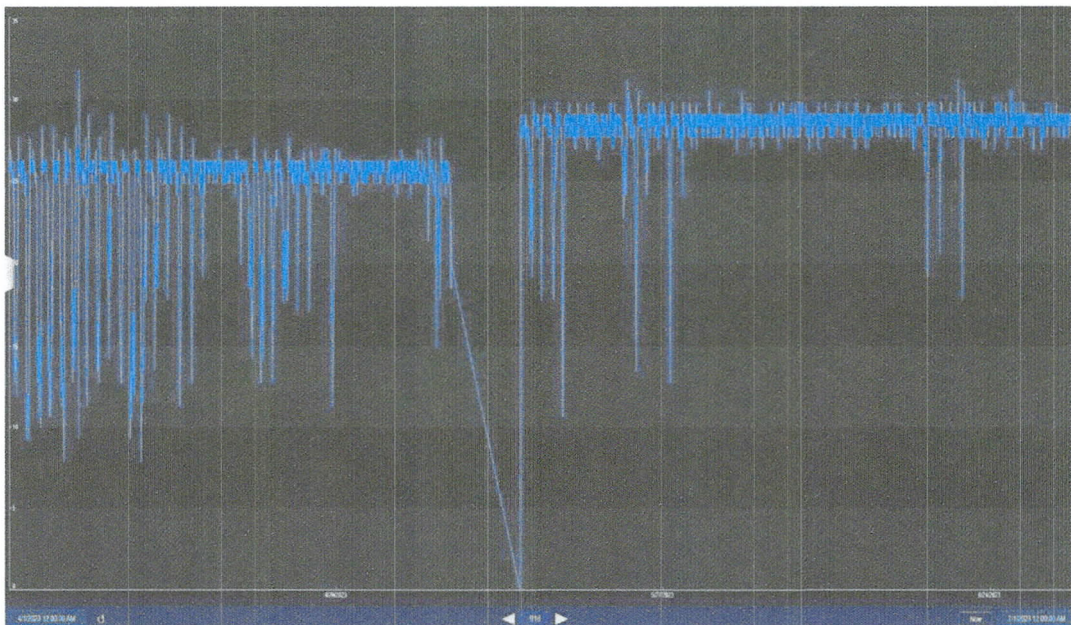
MALABON-NAVOTAS BA
LINGKOD NG NAYON COR. HONRADEZ



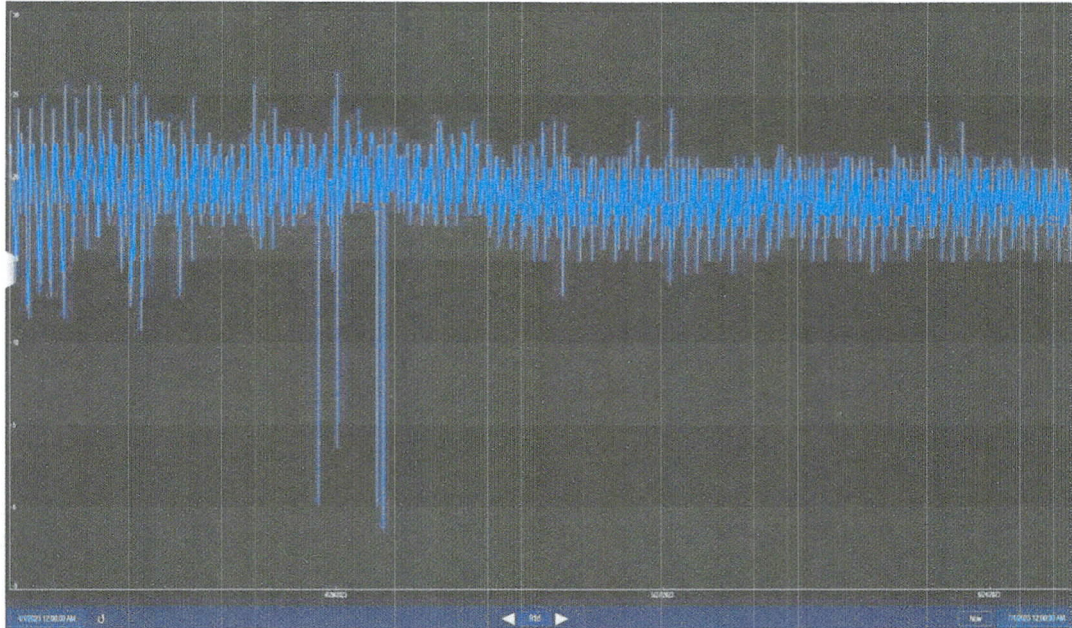
QUIRINO-ROOSEVELT BA
SAUYO COR. NAVAL



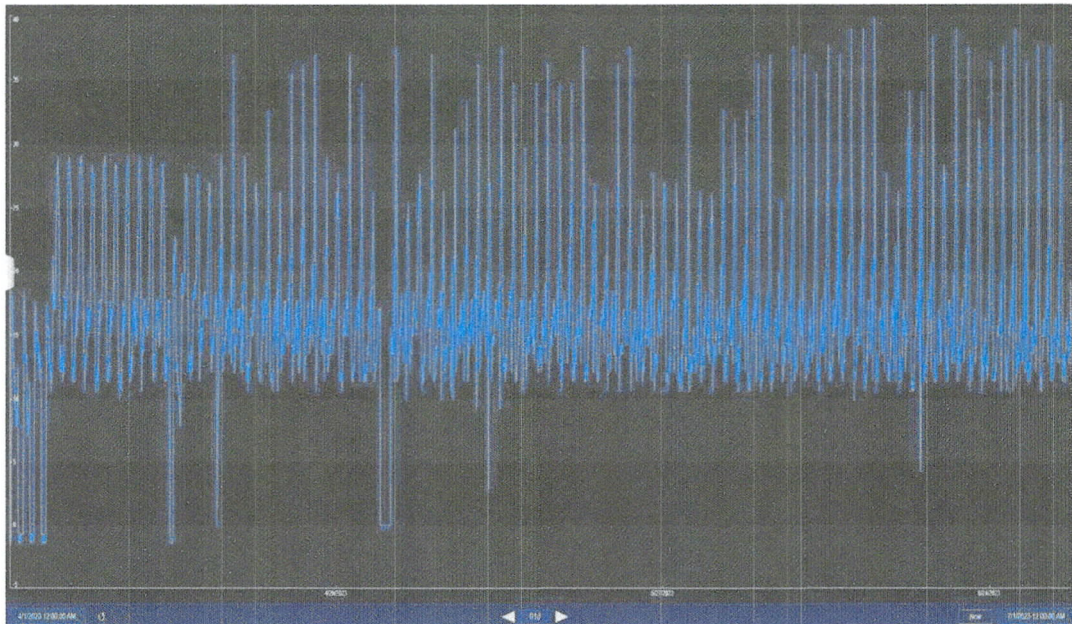
QUIRINO-ROOSEVELT BA
MIT COR. SAN BEDA



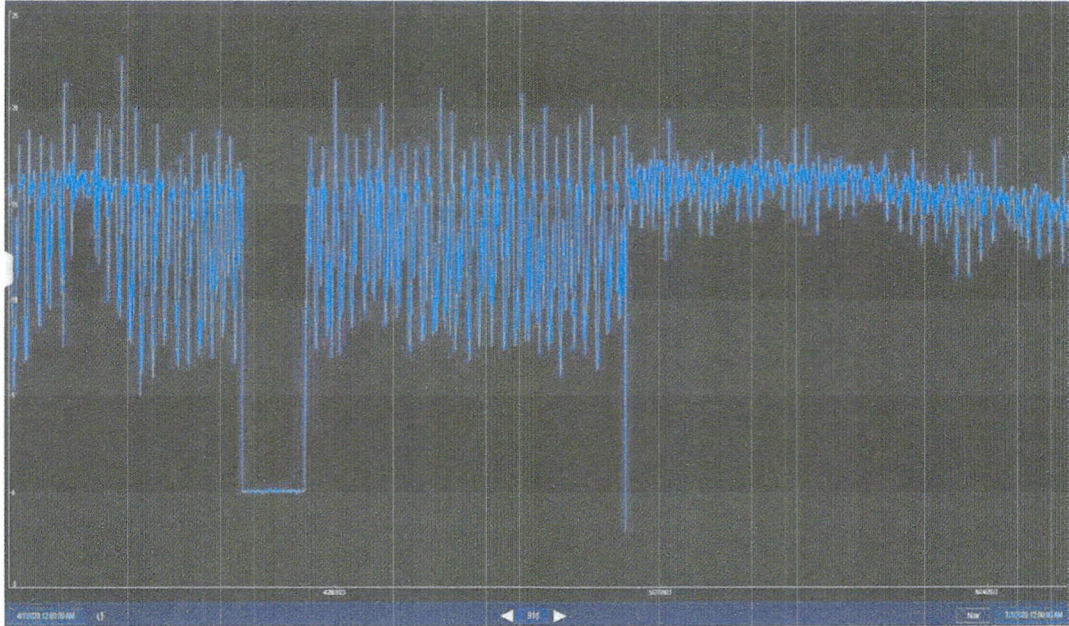
SOUTH CALOOCAN BA
3RD ST. COR 11TH AVE.



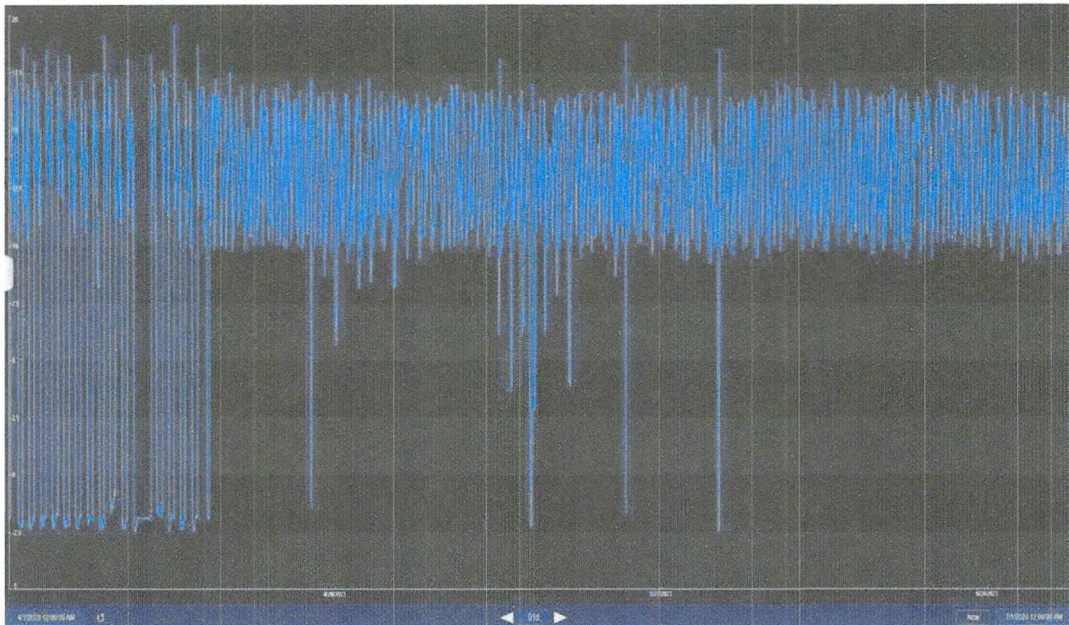
SOUTH CALOOCAN BA
KITANG



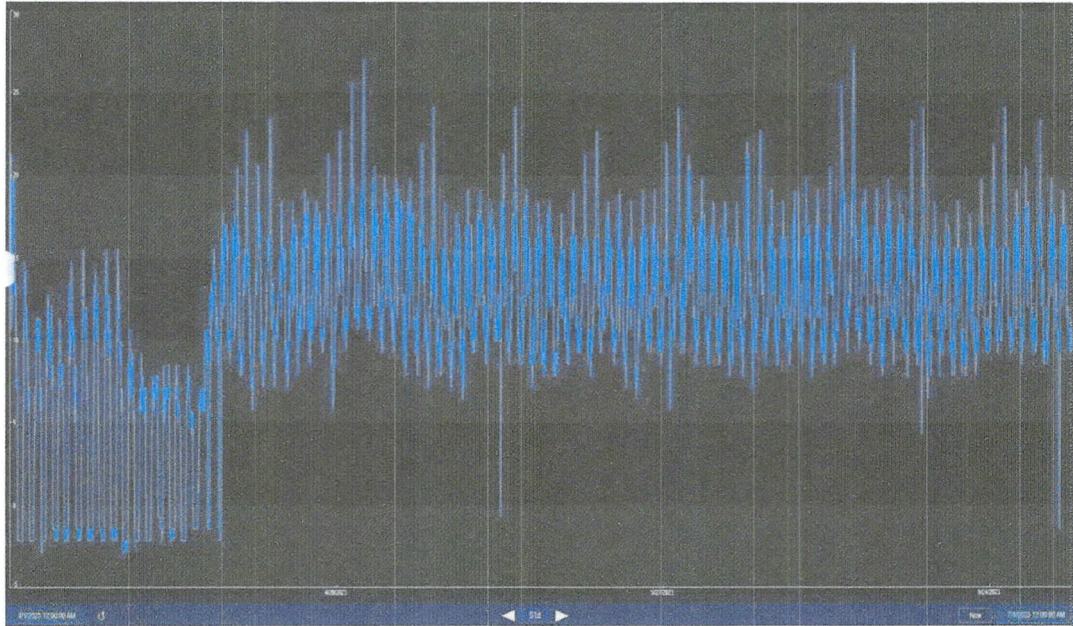
SAMPALOC BA
TAYUMAN COR. HUERTAS



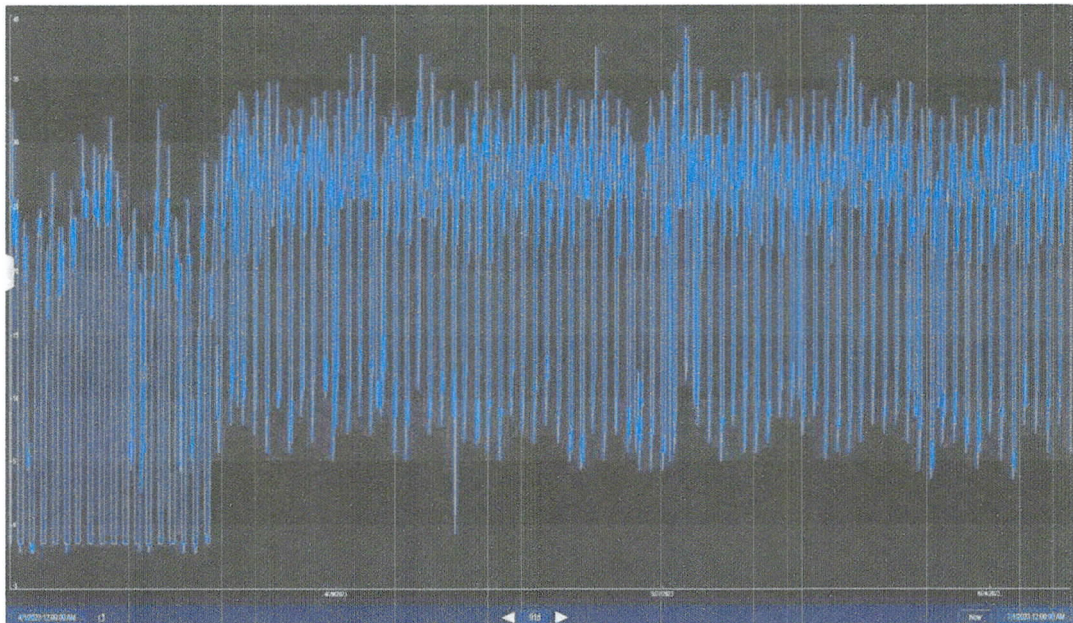
SAMPALOC BA
ALVAREZ COR NATIVIDAD



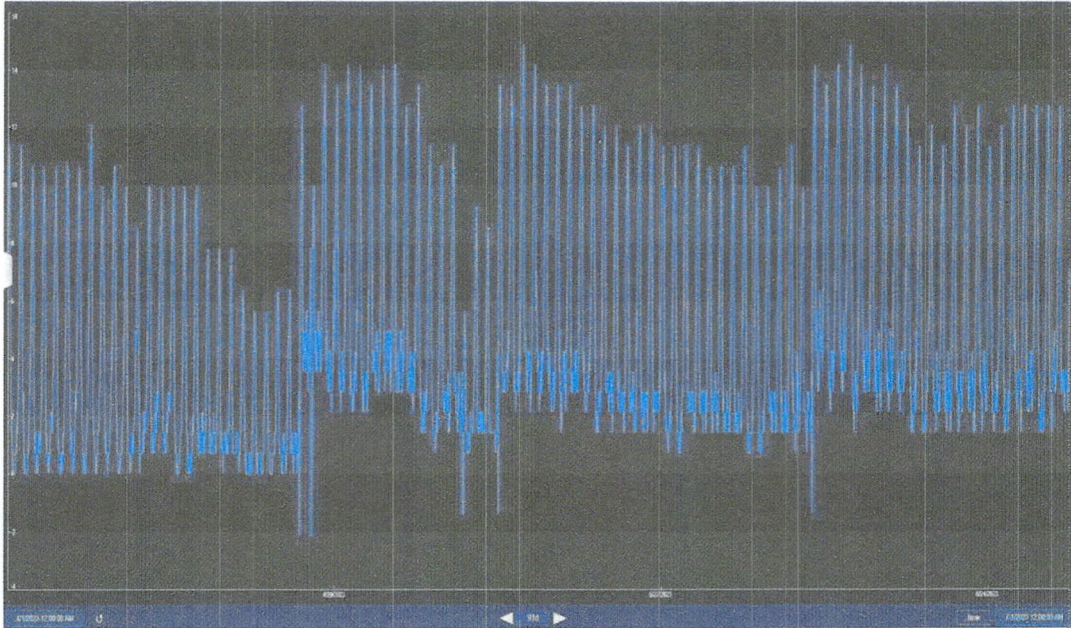
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ALVAREZ COR NATIVIDAD



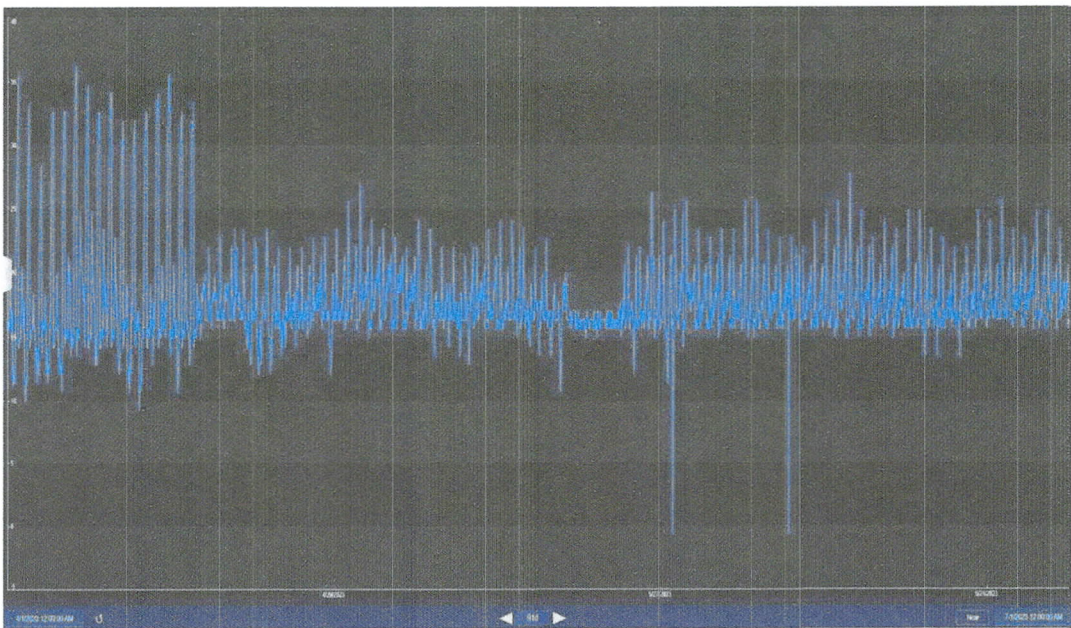
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MASCARDO COR. M. REYES



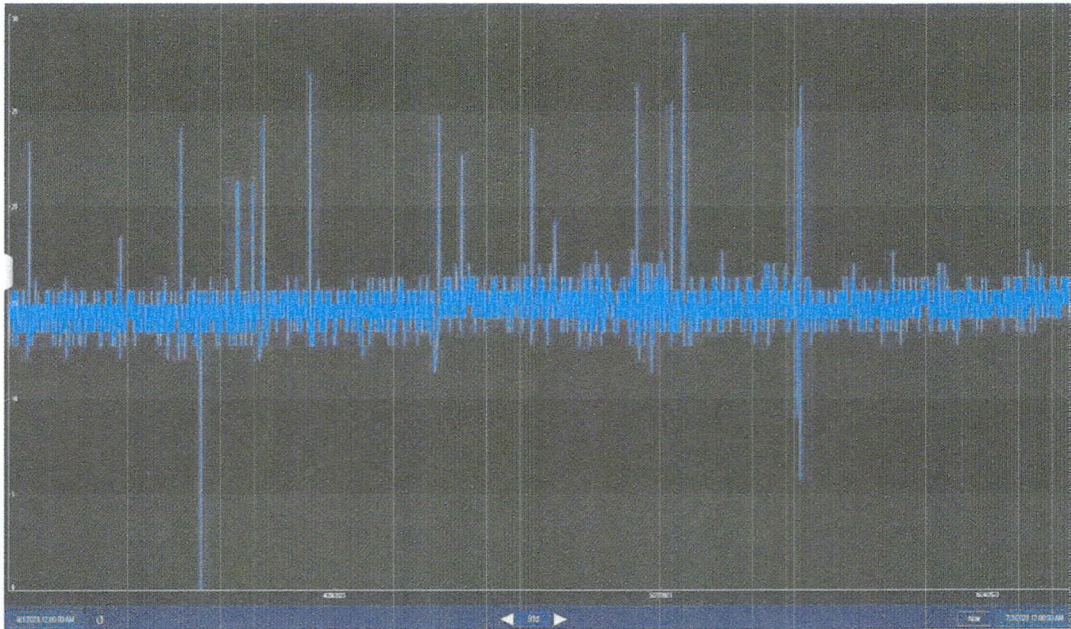
TONDO BA
1920 TIOCO COR. FRANCO



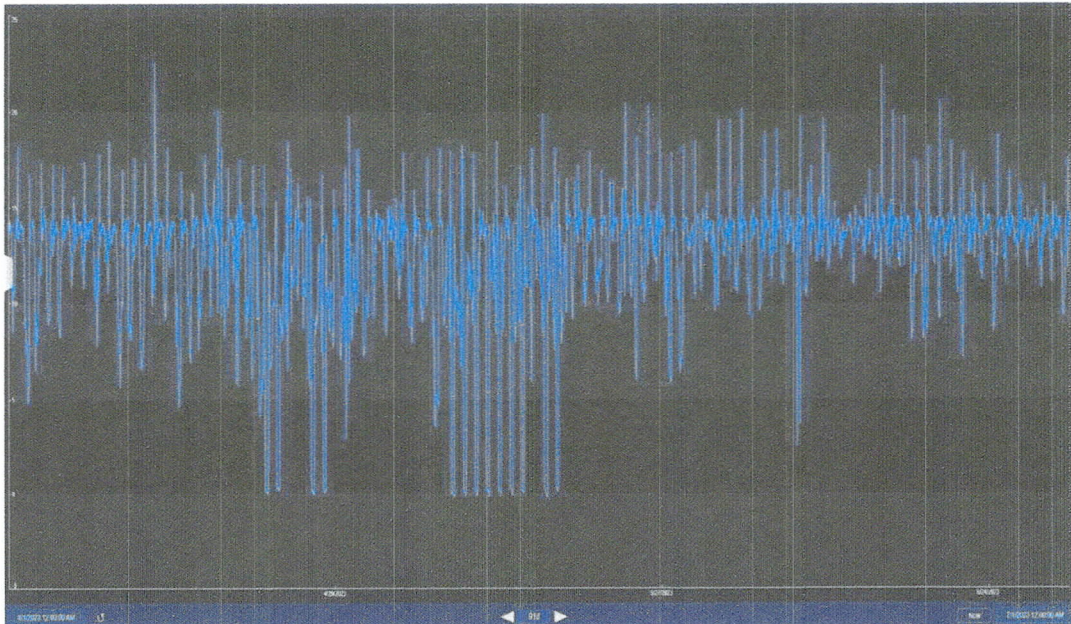
TONDO BA
SAN NICOLAS COR. BALDERAMA



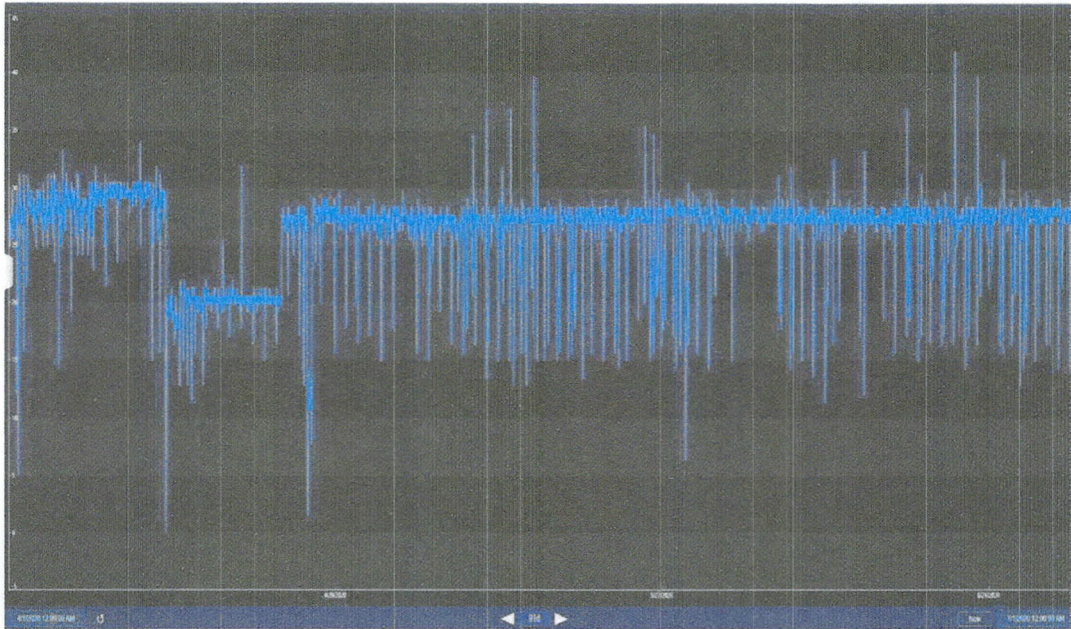
CAVITE BA
MARGARITA



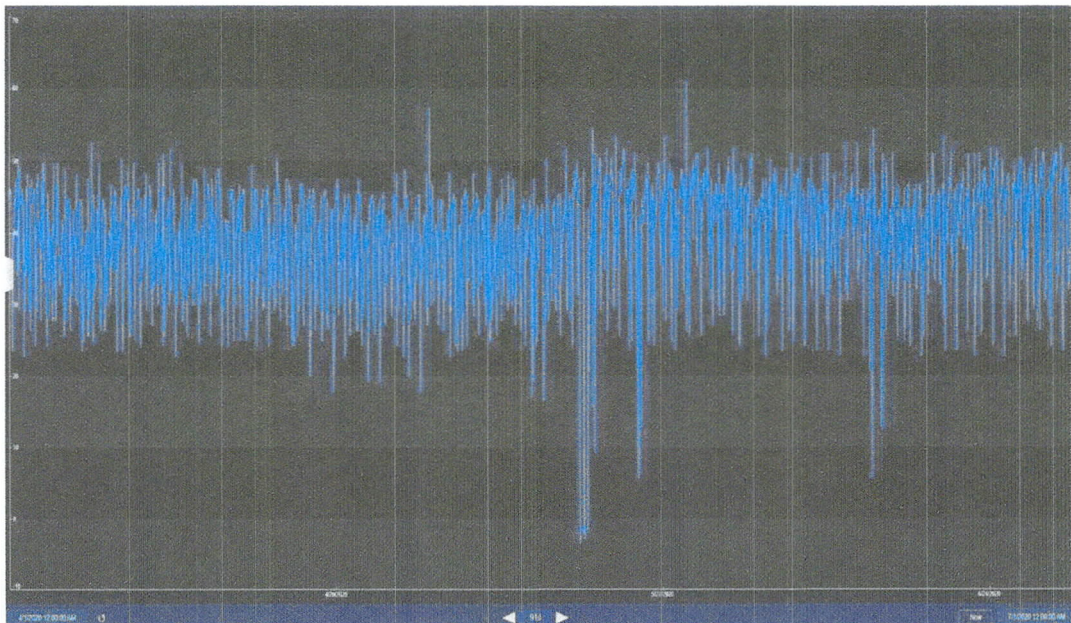
CAVITE BA
SALINAS ST.



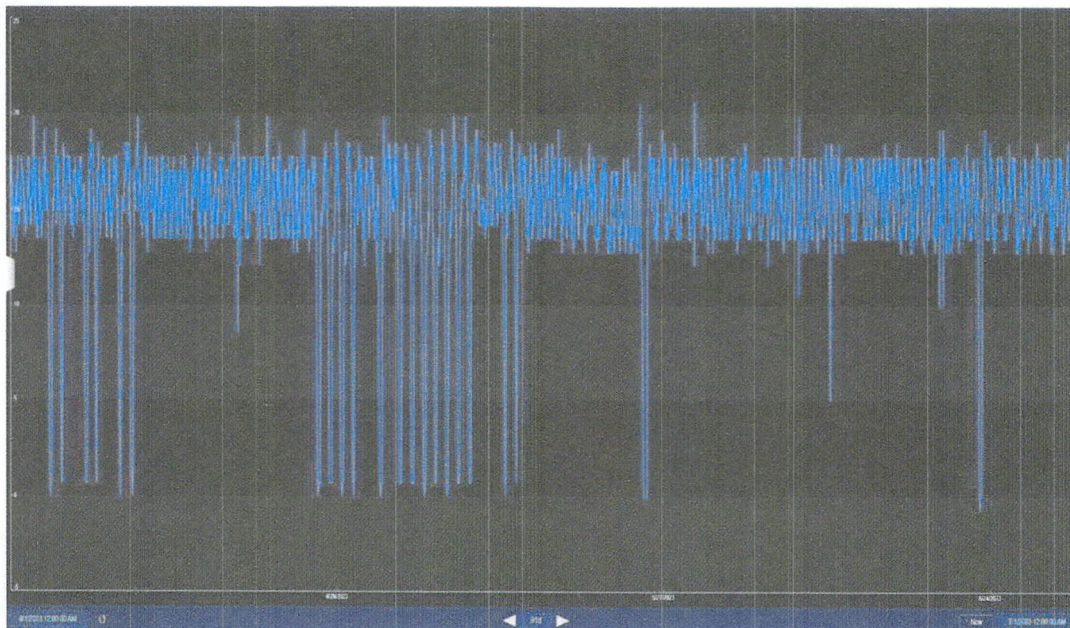
MUNTINLUPA-LAS PIÑAS BA
F. OCAMPO ST.



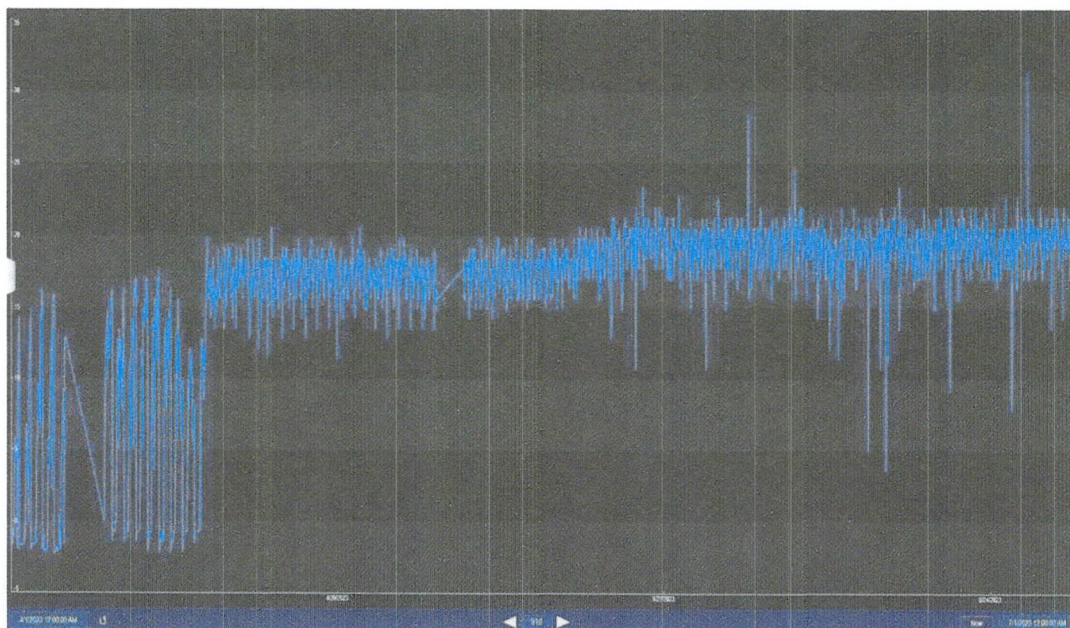
MUNTILUPA-LAS PIÑAS BA
SOUTHVALE



PARAÑAQUE BA
DE LEON COMPOUND



PARAÑAQUE BA
IPIL-IPIL COR. MOLAVE



SM2: WATER SUPPLY QUALITY COMPLIANCE WITH PNSDW ON BACTERIOLOGICAL QUALITY

	QUALITY COMPLIANCE															SM2		
	MWSS RO Samples							Concessionaires' Samples							OVERALL QUALITY, % (5+10)/2	MWSS RO Samples		RATING, % (11)*(13/12)* 0.10
	Collected			Passed			QUALITY, % (3+4)/(1+2)*100	Collected			Passed			QUALITY, % (8+9)/(6+7)*100		Target	Collected	
	East Zone	West Zone	Sum	East Zone	West Zone	Sum		Mla Water	Maynilad	Sum	Mla Water	Maynilad	Sum					
	(1)	(2)		(3)	(4)			(6)	(7)		(8)	(9)						
Jan-23	33	45	78	32	40	72	92.31%	931	1,188	2,119	931	1,184	2,115	99.81%	96.06%		78	
Feb-23	44	62	106	44	60	104	98.11%	945	1,188	2,133	945	1,184	2,129	99.81%	98.96%		106	
Mar-23	49	37	86	47	35	82	95.35%	945	1,188	2,133	945	1,184	2,129	99.81%	97.58%		86	
Apr-23	24	28	52	24	28	52	100.00%	959	1,188	2,147	959	1,184	2,143	99.81%	99.91%		52	
May-23	102	92	194	102	90	192	98.97%	959	1,188	2,147	959	1,184	2,143	99.81%	99.39%		194	
Jun-23	51	52	103	51	49	100	97.09%	963	1,184	2,147	963	1,184	2,147	100.00%	98.54%		103	
Jul-23	67	44	111	64	44	108	97.30%	959	1,184	2,143	959	1,184	2,143	100.00%	98.65%		111	
Aug-23	10	50	60	9	49	58	96.67%	964	1,184	2,148	963	1,184	2,147	99.95%	98.31%		60	
Sep-23	74	45	119	73	43	116	97.48%			0			0	0.00%	0.00%		119	
Oct-23			0			0	0.00%			0			0	0.00%	0.00%		0	
Nov-23			0			0	0.00%			0			0	0.00%	0.00%		0	
Dec-23			0			0	0.00%			0			0	0.00%	0.00%		0	
Overall	454	455	909	446	438	884	97.25%	7,625	9,492	17,117	7,624	9,472	17,096	99.88%	98.56%	1343	909	
TARGET	1,343						95%	95%								67.68%		6.67%

Note/Remark:

1. Rating subject to change based on the detailed KPIs+BEMs Evaluation for 2023. No KPIs+BEMs Report yet for Sept 2023

Prepared by:

MARIA ELOISA C. GARCIA/
MA. BIANCA C. TARDECILLA
Sr. Public Utilities Regulation Officer

Approved by:

MARICRIS T. LACISTE
DM, Water Quality Control

Noted by:

EVELYN B. AGUSTIN
DA, Technical Regulation Area



WATER QUALITY MONITORING REPORT FOR THE MONTH OF JULY 2023

Concessionaire	City/ Municipality	Sampling Date	Sampling Time	Regulatory Sampling Point Code	Complete Address	Residual Chlorine mg/L	Turbidity NTU	TC	FC	Remarks
MWCI	ANGONO	18-Jul-23	10:48 am	An-020	239 Don J. Guido St. San Pedro Angono	0.97	0.15	<1.1	<1.1	
	ANTIPOLO	17-Jul-23	10:00 am	Ap-105	Dalig National Highschool, Brgy. Dalig Antipolo	1.50	0.36	<1.1	<1.1	
			10:35 am	Ap-032A	St. Pascual Baylon Academy, Inc., NHA Avenue, Brgy. Dela Paz	0.42	0.84	<1.1	<1.1	
			9:12 am	Ap-093A	Dela Paz National Highschool, Ninoy Aquino Avenue, Brgy. Dela Paz	1.30	0.82	<1.1	<1.1	
			10:23 am	Ap-098	348 Ivory St. Sitio Weban Cogeo Dela Paz Antipolo	0.54	0.70	<1.1	<1.1	
			11:00 am	Ap-097A	Maranatha Christian Academy of Padilla, 506 Sitio Maaga I, Inarawan	0.54	0.42	<1.1	<1.1	
			8:45 am	Ap-099	10 Sampaguita St. Lourdes Subd. Mambungan Antipolo (Bahay Kanlungan)	0.39	0.61	<1.1	<1.1	
		18-Jul-23	9:50 am	Bn-029	Dona Susana Madrigal Elem. School	0.96	0.62	<1.1	<1.1	
			10:22 am	Bn-013	Thunderbird Resort, Eastridge Road Tayuman Binangonan	0.87	1.05	<1.1	<1.1	
CAINTA	10-Jul-23	8:59 am	Ca-008		Kabisig Elementary School, Blk 16 Eastbank Floodway Brgy San Andres Cainta	0.98	1.05	<1.1	<1.1	
		8:31 am	Ca-056		Cainta Elementary School, 70 Parola St, Cainta, Rizal	0.76	1.10	<1.1	<1.1	
	12-Jul-23	9:17 am	Ca-049		VVRHA Office, Valley golf road Valley View Royale Brgy San Juan Cainta	0.93	1.22	<1.1	<1.1	
		9:58 am	Ca-026		Francisco P. Felix Memorial National High School Municipal Road Brgy Sto Domingo Cainta	0.77	0.93	<1.1	<1.1	
		9:31 am	Ca-051		Blk.1 L-1 Igorot Village, Valley Golf, San Juan Cainta (Maybell Kiwang)	0.37	2.07	<1.1	<1.1	
MAKATI	19-Jul-23	10:43 am	Mk-094A		5513 Hippodromo Street, Brgy. Olympia	0.68	1.50	<1.1	<1.1	
MANDALUYONG	05-Jul-23	9:39 am	Mn-072A		714 Ballesteros Street, Brgy. New Zaniga	0.88	1.45	<1.1	<1.1	
		9:55 am	Mn-069		Barangay Poblacion Health Center, AT Reyes St., Brgy. Poblacion	0.99	0.55	<1.1	<1.1	
		9:13 am	Mn-070		Hagdang Bato Itaas Barangay Hall, A. Bonifacio cor. M. Gonzaga St. Hagdang Bato itaas Mandaluyong	0.81	0.40	<1.1	<1.1	
		9:25 am	Mn-071		Bgy San Jose Sitio 4 Bgy Hall, N. Gonzalez St. cor F. Ortigas	1.05	0.30	<1.1	<1.1	
	19-Jul-23	9:55 am	Mn-018A		Jose Rizal University, #80 Shaw Blvd., Daang Bakal, Mandaluyong	0.65	1.51	<1.1	<1.1	
		9:10 am	Mn-075		DSWD Nayon ng Kabataan, Acacia Avenue Ext. Brgy Addition Hills	0.65	1.70	<1.1	<1.1	
		10:26 am	Mk-103(A)		Tejeros Fire Station H. Santos St. Tejeros Makati	0.79	1.43	<1.1	<1.1	
		9:37 am	Mn-076A(Alt)		Additon Hills barangay Outpost, Acacia Lane, brgy. Addition Hills, Mandaluyong City	0.67	1.55	<1.1	<1.1	
MANILA	05-Jul-23	10:22 am	CM-007		Gen. Emilio Aguinaldo Integrated School, 2925 J. Posadas St., Brgy. 902, Zone 100, Sta. Ana, Manila	0.68	0.48	<1.1	<1.1	
		10:34 am	CM-031		Gen. Emilio Aguinaldo Elementary School, A. Bautista St., Brgy. 902, Zone 100, Sta. Ana, Manila	1.26	0.54	<1.1	<1.1	
MARIKINA	03-Jul-23	9:42 am	Mr-106		Sta. Elena Health Center, Shoe Ave. cor. W. Paz, Brgy. Sta. Elena	1.01	0.53	<1.1	<1.1	

Concessionaire	City/ Municipality	Sampling Date	Sampling Time	Regulatory Sampling Point Code	Complete Address	Residual Chlorine mg/L	Turbidity NTU	TC	FC	Remarks
			9:56 am	Mr-036	W-PAZ Sta. Elena Public Market (Johnny's The Fried of Marikina), E. Jacinto St., Brgy. Sta. Elena	0.97	0.60	<1.1	<1.1	
			9:02 am	Mr-058	Boy's Town Complex, Balagtas St., near Goya Factory, Brgy. Fortune	1.37	0.53	<1.1	<1.1	
			9:20 am	Mr-116	DAC'S Carwash Lilac Street corner Gen. Ordenez Street, Brgy. Marikina Heights	0.88	1.32	<1.1	<1.1	
		17-Jul-23	10:06 am	Mr-109	#1 Shoe Avenue cor Chanyungco St., Sta. Elena (Pares House)	0.61	0.98	<1.1	<1.1	
			9:19 am	Mr-055	Roosevelt College, J.P. Rizal, Malanday	0.64	1.22	<1.1	<1.1	
			9:46 am	Mr-103	Sto. Niño High School	0.66	1.64	<1.1	<1.1	
			8:48 am	Mr-101	St. Mary Elementary School, St. Mary Subd., Nangka	0.62	1.47	<1.1	<1.1	
	MONTALBAN	12-Jul-23	10:55 am	Mt-034	Blk 20 L51 INTA Amityville, San Jose, Rodriguez, Rogelio Muli	0.53	0.91	<1.1	<1.1	
			10:31 am	Mt-047	B4 L3 Ph.1 Montalban Heights, San Jose (Domingo Cuiba)	0.42	0.76	<1.1	<1.1	
	PASIG	10-Jul-23	10:06 am	Ps-045	San Joaquin Elem. School , Lope K . Santos St., San Joaquin	0.96	1.40	<1.1	<1.1	
			9:49 am	Ps-011	Pasig City Institute of Science and technology , Pio Alvarez st. Bambang	0.68	0.59	<1.1	<1.1	
			9:14 am	Ps-081	Sta. Lucia Health Center, East Bank Rd. Sta Lucia	0.96	0.67	<1.1	<1.1	
		12-Jul-23	11:27 am	Ps-065	Pasig Central elem. School, Caruncho Ave. San Nicolas Pasig	0.62	0.38	<1.1	<1.1	
			10:57 am	Ps-026	Bambang Health Center Balderama St. Bambang	0.78	0.31	<1.1	<1.1	
	QUEZON CITY	25-Jul-23	11:07 am	QC-169 (A)	69 C A. Luna St. Project 4, Quezon City , Brgy. Marilag	0.51	0.68	<1.1	<1.1	
			11:19 am	QC-015	Jose P. Laurel High School, F. Salalilla St., Brgy. Milagrosa	0.82	0.71	<1.1	<1.1	
			11:43 am	QC-114	15th Ave. Elementary School, 139 Brgy. Socorro, Cubao, Quezon City	0.72	0.79	<1.1	<1.1	
			9:32 am	QC-052	Old Balara Elem. School Annex, #1119 Dona Felicidad St., Commonwealth ave., Brgy. Matandang Balara	0.53	0.73	>8.0	<1.1	joint resampling with MWCI on 31 July 2023
			10:11 am	QC-179 (A)	#29 Bataan St., Garcia Heights, Brgy. Holy Spirit	0.61	0.88	1.1	1.1	joint resampling with MWCI on 31 July 2023
			9:18 am	QC-053	The Seed Montessori School, Zuzuareggui st., Commonwealth Ave., Brgy. Matandang Balara	0.70	1.17	<1.1	<1.1	
			8:56 am	QC-070	Don Antonio Royale Subdivision, Brgy. Matandang Balara (Guard House)	0.36	0.81	<1.1	<1.1	
			10:29 am	QC-178 (A)	Public Library, Luzon Ave. Diego Silang Street, Brgy. Pasong Tamo	0.70	0.91	<1.1	<1.1	
		31-Jul-23	9:16 am	QC-052 R	676 Alley 2 , Villa Baetriz Compound, Matandang Balara	0.50	0.68	<1.1	<1.1	
			10:15 am	QC-179 A L	#33 Samat Rd., Brgy. Holy Spirit	0.91	1.04	<1.1	<1.1	
			10:26 am	QC-179 A R	SAVES 5 LAUNDRY SHOP (#11 Samat Rd., Garcia Heights, Brgy. Holy Spirit)	0.82	1.11	<1.1	<1.1	

Concessionaire	City/ Municipality	Sampling Date	Sampling Time	Regulatory Sampling Point Code	Complete Address	Residual Chlorine mg/L	Turbidity NTU	TC	FC	Remarks
			9:29 am	QC-052 L	0012 J. Antonio St, Villa Beatriz Compund, Matandang Balara	0.43	1.50	<1.1	<1.1	
			8:56 am	QC-052	Old Balara Elem. School Annex, #1119 Dona Felicidad St., Commonwealth ave., Brgy. Matandang Balara	0.39	0.25	<1.1	<1.1	
			10:05 am	QC-179 (A)	#29 Bataan St., Garcia Heights, Brgy. Holy Spirit	0.87	0.62	<1.1	<1.1	
SAN MATEO	12-Jul-23	9:42 am	SM-022	#385 G. Luna St. cor. G. Alberto St. Brgy. Dulong Bayan 1, San Mateo	0.51	0.76	8	1.1	joint resampling with MWCI on 18 July 2023	
		8:36 am	SM-004	Blk1 Lot 4, Sta. Maria, Phase 2, San Mateo	0.57	0.82	<1.1	<1.1		
		9:22 am	SM-024	# 13 Manahan St., near Dulong Bayan Elementary School, Dulong Bayan 1	0.49	0.72	<1.1	<1.1		
	18-Jul-23	9:39 am	SM-022 L	#414 G. Luna St. Brgy. Dulong Bayan 1, San Mateo	0.59	1.39	<1.1	<1.1		
		9:50 am	SM-022 R	#6 G. Alberto St. Brgy. Dulong Bayan 1, San Mateo	0.57	1.36	<1.1	<1.1		
		9:22 am	SM-022	#385 G. Luna St. cor. G. Alberto St. Brgy. Dulong Bayan 1, San Mateo	0.63	1.39	<1.1	<1.1		
TAGUIG	31-Jul-23	10:01 am	Tg-102	North Signal Health Center, Ipil-Ipil St. Zone 1, Brgy. North Signal, Taguig City	0.51	2.03	<1.1	<1.1		
		10:17 am	Tg-152	Center for the Elderly, Ipil-Ipil St. Zone 1, Brgy. North Signal, Taguig	0.54	0.84	<1.1	<1.1		
		11:00 am	Tg-159	Fire Station Central signal Taguig	0.43	0.86	<1.1	<1.1		
		10:38 am	Tg-034	Signal Village National High School, Ballecer St., Signal Village	0.40	1.22	<1.1	<1.1		
TAYTAY	18-Jul-23	11:08 am	Ty-007	12 E. Velasquez Sr. Banguiad San Juan	0.76	0.19	<1.1	<1.1		
		12:10 pm	Ty-030	Arienda Elem. School, Zapanta Ave., Sitio Arienda San Juan, Taytay	0.75	0.90	<1.1	<1.1		
		11:52 am	Ty-009	Sitio Tapayan Elementary School, Ynares Avenue, Lupang Arienda Sta Ana Taytay	0.66	1.48	<1.1	<1.1		
Average						0.72	0.93	-	-	
Minimum						0.36	0.19	<1.1	<1.1	
Maximum						1.50	2.07	<1.1	<1.1	

Concessionaire	City/ Municipality	Sampling Date	Sampling Time	Regulatory Sampling Point Code	Complete Address	Residual Chlorine mg/L	Turbidity NTU	TC	FC	Remarks
MWSI	BACOR	11-Jul-23	9:26 am	WS-029 Ba	#82 Molino Rd. , Brgy. Aniban 4 Bacoar Cavite (Bing Eatery infront of Eastern Petroleum)	0.87	0.86	<1.1	<1.1	
	LAS PIÑAS CITY	10-Jul-23	11:30 am	WS-019 A LP	JRVCC-Carnival Park St. nr. cor. Onelia Jose St.,BF Resort Village, Brgy. Talon 2, Las Piñas	0.92	0.61	<1.1	<1.1	
	MAKATI	04-Jul-23	9:29 am	WS-009 MK	Pedro Domingo Elem. School , P. Binay St. cor. Gen. Capinpin St., Brgy. Bangkal, Makati City	1.14	0.59	<1.1	<1.1	
	MALABON	03-Jul-23	11:01 am	WS-010 A MB L	Blk 14 Lot 45 Langaray St. Kaunlaran Village, Brgy. Longos Malabon City	0.99	1.43	<1.1	<1.1	
			11:12 am	WS-010 A MB R	Blk 14 Lot 45 Hasa-Hasa STt, Brgy. Longos Malabon City	1.16	1.34	<1.1	<1.1	
			10:44 am	WS-010 A MB	Imelda Senior High School - Lapad Alley St. nr. Langaray St. Kaunlaran Village, Brgy. Longos Malabon City	1.07	2.02	<1.1	<1.1	
	MANILA	26-Jul-23	9:24 am	WS-201 CM	Antonio Maceda Elem. School, Buenos Aires St., Brgy. 581, Sta. Mesa	0.35	2.60	<1.1	<1.1	
			10:19 am	WS-198 CM	Trinidad Tecson Elem. School, Gen. Geronimo St., Brgy. 432, Sampaloc	1.19	0.88	<1.1	<1.1	
			10:45 am	WS-189 CM	Juan Luna Elem. School - G. Tolentino St., Brgy. 397, Sampaloc	0.99	0.87	<1.1	<1.1	
			9:48 am	WS-191 CM	P. Pelaez Elem. School - D. Santiago St., Brgy. 580, Sampaloc	<0.03	1.29	<1.1	<1.1	
			11:17 am	WS-103 CM	Geronimo Santiago Elem. School - J. Nepomuceno St. nr. cor. N. Padilla, Brgy. 646, San Miguel	0.97	0.87	<1.1	<1.1	
	MUNTINLUPA	04-Jul-23	12:02 pm	WS-051 ML (A)	School Division Office, Centennial Ave, tunasan, Muntinlupa City	0.09	0.82	<1.1	<1.1	
			10:24 am	WS-032 A ML	Amkor Technology, East Service Rd., Brgy. Cupang, Muntinlupa City	0.82	1.27	<1.1	<1.1	
			10:58 am	WS-009 ML	Jollibee - Alabang Junction, Alabang-Zapote Rd., Brgy. Alabang, Muntinlupa City	0.72	0.75	<1.1	<1.1	
			12:18 pm	WS-059 C ML	06 Saint Francis St. New Tensuan Brgy. Poblacion, Muntinlupa City (near Susana Heights Exit)	0.06	0.44	<1.1	<1.1	
		05-Jul-23	11:01 am	WS-051 ML (A) F-R	Motorcentral, 157 National rd., Tunasan, Muntinlupa	1.00	0.54	<1.1	<1.1	
			12:02 pm	WS-059 C ML R	16 Saint Francis St. New Tensuan Brgy. Poblacion, Muntinlupa City (near Susana Heights Exit)	2.19	0.67	<1.1	<1.1	
			10:11 am	WS-051 ML (A)	School Division Office, Centennial Ave, tunasan, Muntinlupa City	0.93	0.58	<1.1	<1.1	
			11:26 am	WS-051 ML (A) L	Gawad Kalinga,B2, Building 1 Laguerta, Brgy. Tunasan, Muntinlupa City	1.85	0.52	<1.1	<1.1	
			11:51 am	WS-059 C ML	06 Saint Francis St. New Tensuan Brgy. Poblacion, Muntinlupa City (near Susana Heights Exit)	2.62	0.54	<1.1	<1.1	
			12:14 pm	WS-059 C ML L	02 Saint Francis St. New Tensuan Brgy. Poblacion, Muntinlupa City (near Susana Heights Exit)	3.18	0.61	<1.1	<1.1	
	NAVOTAS	03-Jul-23	11:50 am	WS-006 A NV L	124 P.Cardoniga St. Brgy. Navotas West, Navotas City	1.08	1.37	<1.1	<1.1	
			11:38 am	WS-006 A NV	045 P.Cardoniga St. Brgy. Navotas West, Navotas City (besides Espiritu Pharmacy nr. Infront of Davila St.)	1.10	1.23	<1.1	<1.1	

Concessionaire	City/ Municipality	Sampling Date	Sampling Time	Regulatory Sampling Point Code	Complete Address	Residual Chlorine mg/L	Turbidity NTU	TC	FC	Remarks
			11:57 am	WS-006 A NV R	41 Baradero St. Brgy. Navotas West, Navotas City	1.07	1.16	<1.1	<1.1	
	NOVELETA	11-Jul-23	10:51 am	ws-002 a No	Hon. Pacifico O. Aquino Elem. School-Camia St. Brgy. San Rafael III Noveleta Cavite (via Manila Cavite Rd)	0.64	0.74	<1.1	<1.1	
			10:20 am	WS-007 No	Brgy. Hall - Brgy. Magdiwang- Magdiwang Highway Noveleta Cavite	0.41	1.05	<1.1	<1.1	
	PARAÑAQUE CITY	10-Jul-23	10:28 am	WS-037 B PQ	Guard House-BF Manresa Home Owners Assoc. A Zobel St. Brgy. BF Homes, Parañaque City	0.84	0.37	<1.1	<1.1	
			9:27 am	WS-011 PQ	# 50 Russia St., Betterliving Subd., Brgy. Don Bosco Parañaque	0.86	0.37	<1.1	<1.1	
			11:05 am	WS-038 LPA	Moonwalk Elem.School- Mikesell Annex- Felimom St., Brgy. Talon 5, Las Piñas City	0.92	0.33	<1.1	<1.1	
			10:01 am	WS-031 A PQ	Fourth Estate Elem. School, Fame St., Fourth Estate Subd., Brgy. San Antonio	0.54	0.09	<1.1	<1.1	
	PASAY	04-Jul-23	11:21 am	WS-002 PC	Gotamco Elem. School - Sinciego St., Brgy. 16, Pasay City	1.14	0.61	<1.1	<1.1	
			10:19 am	WS-035 A PC	Special Education Center, Galvez St. near Park Ave., Brgy 72, Pasay City	0.72	0.82	<1.1	<1.1	
			10:45 am	WS-015 PC (A)	Alternative Learning System (ALS), P. Burgos St. Brgy. 60, Pasay City	0.61	0.62	<1.1	<1.1	
			10:57 am	WS-008 PC	Epifanio delos Santos Elem. School, Tramo Line, cor. G. Villanueva St., Brgy. 54, Pasay City	1.32	0.68	<1.1	<1.1	
			10:02 am	WS-049 PC	Pasay City National Science High School-2888 P. Vergel St., Brgy. 97 Pasay City	0.88	2.92	<1.1	<1.1	
			9:49 am	WS-001 PC	San Roque Health Center, Gamban St., Brgy. 137, Pasay City	0.33	2.22	<1.1	<1.1	
	QUEZON CITY	19-Jul-23	10:28 am	WS-040 QC	Carlos Albert High School, Brixton Hills cor. Butig St., Brgy. Santol	1.07	1.12	<1.1	<1.1	
			11:15 am	WS-100 A QC	Batasan Annex Health Center, Bill St.Brgy. Batasan Hills	1.06	1.89	<1.1	<1.1	
			9:33 am	WS-059 QC	Toro Hills Elem. School, Rd. 15, Brgy. Bahay Toro	0.92	0.88	<1.1	<1.1	
			10:04 am	WS-008 QC	Cong. R. Calalay Memorial Elem. School - # 17 F. Bautista St., Brgy. Damayan	0.92	1.06	<1.1	<1.1	
			8:56 am	WS-197 A QC	# 20 S. Francisco St., Brgy. San Bartolome (Sari Sari Store near Carwash)	1.07	1.42	<1.1	<1.1	
	ROSARIO	11-Jul-23	11:32 am	WS-003 Ro	#114 (237) Gov. Pugeda St., Brgy. Kaunlaran Rosarion Cavite (near P.Burgos)	0.81	0.39	<1.1	<1.1	
			11:20 am	WS-015 Ro	# 033 Dr. P. Gionco St., Brgy. Muzon II Rosario Cavite(near Brgy Hall)	0.81	0.56	<1.1	<1.1	
			11:45 am	WS-002 Ro	#32 (365) Buenaflor St., Brgy. Poblacion Rosario	0.79	0.51	<1.1	<1.1	
Average						1.00	0.97	-	-	
Minimum						<0.03	0.09	<1.1	<1.1	
Maximum						3.18	2.92	<1.1	<1.1	



WATER QUALITY MONITORING REPORT FOR THE MONTH OF AUGUST 2023

Concessionaire	City/ Municipality	Sampling Date	Sampling Time	Regulatory Sampling Point Code	Complete Address	Residual Chlorine mg/L	Turbidity NTU	TC	FC	Remarks
MWC1	MONTALBAN	16-Aug-23	11:45 am	Mt-074(A)	Diesel & Gasoline Station, Southville 8B, San Isidro, Montalban, Rizal	0.53	1.27	<1.1	<1.1	
			11:04 am	Mt-055	#239 Emerald St. Community Village, Brgy. Manggahan, Montalban, Rizal	0.55	1.14	2.6	<1.1	
	MONTALBAN-ART	16-Aug-23	10:42 am	Mt-092(A)	# 02 Dhalia St., Aranzazu Subd., Burgos	0.63	1.22	<1.1	<1.1	
	SAN MATEO	16-Aug-23	9:16 am	SM-015	Brgy. Hall, Modesta Village, Blk 7A L19 Modesta	0.82	0.58	<1.1	<1.1	
10:06 am			SM-039	#5 Angeles St cor.Hilario St., Brgy. Sta . Ana, San Mateo, Rizal	1.29	0.25	<1.1	<1.1		
9:00 am			SM-031	B20 L6 Aster Modesta Village Brgy. Sto. Niño, San Mateo (Cresencio Filart)	0.63	0.71	<1.1	<1.1		
9:36 am			SM-023	Brgy. Hall, St. Luke St., Brgy. Gulod Malaya, San Mateo, Rizal, near Health Center	0.61	1.59	<1.1	<1.1		
	TAGUIG	15-Aug-23	11:35 am	Tg-110	Ligid Health Center, # 79 Labao St., Brgy. Ligid, Tipas, Taguig City	0.73	0.33	ABSENT	ABSENT	
10:27 am			Tg-106	Pinagsama Health Center, Blk 1 Phase 1, Brgy. Pinagsama, Taguig City	0.96	0.49	ABSENT	ABSENT		
11:54 am			Tg-006	Tipas National High School, Brgy. Palingon, Taguig City	0.71	1.17	ABSENT	ABSENT		
						Average	0.75	0.88	-	-
						Minimum	0.53	0.25	-	-
						Maximum	1.29	1.59	-	-

Concessionaire	City/ Municipality	Sampling Date	Sampling Time	Regulatory Sampling Point Code	Complete Address	Residual Chlorine mg/L	Turbidity NTU	TC	FC	Remarks	
MWSI	BACOR	16-Aug-23	10:11 am	WS-030 Ba	Bacoor National High School- Tabing Dagat Annex Brgy. Tabing Dagat Bacoor Cavite	1.06	1.75	ABSENT	ABSENT		
			11:04 am	WS-036 Ba	Heimarch Store- #10 Waling Waling St corner Ilang-ilang St. Andrea I Subd.Brgy. Panapaan 6 Bacoor Cavite	1.00	0.55	ABSENT	ABSENT		
			10:25 am	WS-031 Ba	Brgy. Hall, Brgy. Sineguelasan Sineguelasan Rd. Bacoor Cavite	1.15	1.67	ABSENT	ABSENT		
			10:49 am	WS-034 Ba	KENTEF Barbershop & Eatery- LSS Bldg Tirona Highway corner, Habay II Bacoor Cavite	0.95	0.90	ABSENT	ABSENT		
		29-Aug-23	10:31 am	WS-059 Ba	Fying V Gasoline Station- Evangelista St.Brgy. Maliksi III ,Bacoor Cavite	0.05	1.60	>8	>8		
		30-Aug-23	9:58 am	WS-059 Ba F-R	# 131 Evangelista St., Brgy. Maliksi II, Bacoor, Cavite	1.11	1.89	<1.1	<1.1		
			9:48 am	WS-059 Ba	Fying V Gasoline Station- Evangelista St.Brgy. Maliksi III ,Bacoor Cavite	0.59	1.79	<1.1	<1.1		
			10:07 am	WS-059 Ba L	# 131 Evangelista St., Brgy. Maliksi III, Bacoor, Cavite	1.08	1.73	<1.1	<1.1		
		CALOOCAN	02-Aug-23	9:33 am	WS-192 CC	Horacio Dela Costa High School - Block 7 Lot 1 & 2 Phase 3 Horacio Dela Costa Homes, 2, Caloocan	1.42	2.16	<1.1	<1.1	
					WS-131 A CC	A. Mabini Elem. School, San Roque St., Brgy. 187, Tala	1.07	1.20	<1.1	<1.1	
9:51 am	WS-125 CC			Amparo High School - Marrang St., Amparo Village, Brgy. 179 Sto. Nino St., Guadanoville Subd. (Guardhouse), Quirino Highway, Brgy. 182	1.40	1.67	<1.1	<1.1			
10:10 am	WS-135 A CC			Highway, Brgy. 182	1.30	1.28	<1.1	<1.1			
10:37 am	WS-092 A CC			# 728 Hilton St., Cefels Subd., Malaria, Brgy. 185	1.40	1.31	<1.1	<1.1			
10:50 am	WS-078 CC			Manuel L. Quezon High School, Camia St., Malaria I, Brgy. 185, Tala	1.25	1.40	<1.1	<1.1			
11:35 am	WS-136 CC			Silanganan Elem. School, Package 3, Phase 3, Bagong Silang, Brgy. 176	1.03	1.04	<1.1	<1.1			
IMUS	29-Aug-23			11:01 am	WS-043 Im	Brgy. Hall -Medicion Rd.Brgy. Medicion II-D Imus Cavite	1.13	1.61	<1.1	<1.1	
				11:12 am	WS-041 Im	257 Advincula Rd.Brgy. Pag-asa III Imus Cavite (Miggi's Food Haus)	0.92	0.78	<1.1	<1.1	
				11:42 am	WS-045 Im	# 03 Aguinaldo Highway Tanzang Luma IV , Imus Cavite (besides Isuzu infront of Honda)	0.77	0.92	<1.1	<1.1	
		11:55 am	WS-047 Im	# 055 Tanzang Luma Rd. Brgy. Tanzang Luma III, Imus Cavite (Sari-sari Store)	1.02	1.62	<1.1	<1.1			
KAWIT	16-Aug-23	11:32 am	WS-010 Ka	#1645 Tirona Highway Brgy. Binakayan-Kanluran Kawit Cavite (Neneth Gen. Merchandise besides Rusi Motors)	1.18	1.01	ABSENT	ABSENT			
		11:45 am	WS-011 Ka	Brgy. Hall- Brgy. Samala Marquez Covelandia Rd.Kawit Cavite	1.12	0.45	ABSENT	ABSENT			

Concessionaire	City/ Municipality	Sampling Date	Sampling Time	Regulatory Sampling Point Code	Complete Address	Residual Chlorine mg/L	Turbidity NTU	TC	FC	Remarks
MANILA	02-Aug-23	9:24 am	WS-135 CM	Pio del Pilar Elem. School - Pureza St. nr. cor. Arellano St., Brgy. 626, Sta. Mesa	1.32	0.98	<1.1	<1.1		
		10:51 am	WS-026 CM	Tondo Foreshore Health Center - Pacheco St. nr. cor. Rd.10, Brgy. 118, Tondo	1.32	1.06	<1.1	<1.1		
		10:31 am	WS-157 CM	Hermenegildo Atienza Elem. School, Baseco Compound, Brgy. 649, Port Area	0.41	1.35	<1.1	<1.1		
		9:59 am	WS-152 CM	Manila Science High School - Taft Ave. cor. P. Faura, Brgy. 657, Ermita	1.07	1.50	<1.1	<1.1		
		11:13 am	WS-035 CM	Lakandula High School, J. Luna St. cor. Cavite St., Brgy. 163, Tondo	1.18	0.50	<1.1	<1.1		
		11:22 am	WS-033 A CM	Tondo Health Center- Juan Luna St. Gagalangin Tondo	1.15	1.02	<1.1	<1.1		
		11:36 am	WS-040 CM	Brgy. 201, Tondo	1.11	0.42	<1.1	<1.1		
		11:49 am	WS-147 CM	E.A. Remigio Elem. School - Oroquieta St., Brgy. 378, Sta. Cruz	1.15	0.49	<1.1	<1.1		
MUNTINLUPA	15-Aug-23	9:58 am	WS-010 ML	Sucat Elem. School, Purok 4, Brgy. Sucat	1.04	0.58	ABSENT	ABSENT		
		11:12 am	WS-040 A ML	Alabang, Muntinlupa City	0.84	0.48	ABSENT	ABSENT		
		10:27 am	WS-044 ML	#8004 Samson Rd., West Service Rd., Brgy. Sucat (Chowking)	1.03	1.33	ABSENT	ABSENT		
		11:33 am	WS-020 ML	District 5, Ayala Alabang Village, Brgy. Alabang	0.38	2.18	ABSENT	ABSENT		
		12:05 pm	WS-061 ML	Association Office)	1.39	0.67	ABSENT	ABSENT		
PARAÑAQUE CITY	14-Aug-23	12:19 pm	WS-027 ML	Putatan Elem. School, Bruger St., Brgy. Putatan	1.27	0.55	ABSENT	ABSENT		
		11:52 am	WS-076 PQ	(Noah's Store in front basketball court)	1.05	1.22	<1.1	<1.1		
		11:35 am	WS-077 PQ	8522 Juanita De Leon st., Brgy. San Dionisio, Parañaque City	1.12	1.31	<1.1	<1.1		
QUEZON CITY	30-Aug-23	12:08 pm	WS-079 PQ	Brgy. San Isidro, Parañaque City	0.90	1.30	<1.1	<1.1		
		12:18 pm	WS-021 A QC	St., Brgy. Masambong (1.28	2.01	<1.1	<1.1		
		8:42 am	WS-128 QC	Fairview Health Center, Dahlia St., Brgy. Fairview	1.29	1.17	<1.1	<1.1		
		9:11 am	WS-071 QC	Monica	1.15	0.99	<1.1	<1.1		
		9:43 am	WS-150 QC	Nayon	1.24	1.64	<1.1	<1.1		
		10:52 am	WS-078 QC	Talipapa	1.30	1.60	<1.1	<1.1		
		11:29 am	WS-018 A QC	Pugad lawin High School, San Jose St. Brgy. Toro	1.37	0.95	<1.1	<1.1		
VALENZUELA	29-Aug-23	12:48 pm	WS-001 QC	Doña Aurora Quezon Elem. School Cordillera St cor. Luskot St., Brgy. Doña Aurora	1.29	1.13	<1.1	<1.1		
		10:28 am	WS-009 A VZ	Parada Elem. School, Parada Rd., Brgy. Parada	1.50	1.43	<1.1	<1.1		
		9:50 am	WS-075 VZ (A)	Fortune 1 Village Day Care Center- De Lupio St. Brgy. Gen. T. de Leon	1.14	1.70	<1.1	<1.1		
		11:00 am	WS-063 A VZ	#001 M. Gregorio St. near cor. T. Santiago St. Brgy. Canumay West	1.25	1.00	<1.1	<1.1		
		10:12 am	WS-062 B VZ	#2530 M. Delos Reyes St., Brgy. Gen T. De Leon, Valenzuela City (beside Oil Land Gas Station)	1.28	1.50	<1.1	<1.1		
		11:25 am	WS-013 A VZ	#415 T. Santiago St., Brgy. Viente Reales	1.23	1.02	<1.1	<1.1		
							Average	1.10	1.23	-
					Minimum	0.05	0.42	-	-	
					Maximum	1.50	2.18	-	-	



WATER QUALITY MONITORING REPORT FOR THE MONTH OF SEPTEMBER 2023

Concessionaire	City/ Municipality	Sampling Date	Sampling Time	Regulatory Sampling Point Code	Complete Address	Residual Chlorine mg/L	Turbidity NTU	TC	FC	Remarks
MWCI	ANGONO	13-Sep-23	11:20 am	An-015	Angono Medics Hospital M.L. Quezon Avenue, San Isidro Angono	1.00	0.53	<1.1	<1.1	
			11:02 am	An-002	Angono National High School, Aguinaldo St. Kalayaan Angono	0.98	0.35	<1.1	<1.1	
	ANTIPOLO	19-Sep-23	9:42 am	Ap-071A	Kaila Elementary School, U.N Avenue, sitio Kaila 2, Brgy. san Roque	0.96	0.20	ABSENT	ABSENT	
			11:20 am	Ap-073	Forest Ridge Subdivision, Maguey Road, San isidro, Antipolo (Guard House)	0.97	0.22	ABSENT	ABSENT	
			12:10 pm	Ap-074	#51 Don Vicente Ave.Bgy Cupang	0.89	0.21	ABSENT	ABSENT	
			8:56 am	Ap-072	Manila Water Company Inc. (MWCI), Rizal Business Area, Sumulong Highway	1.00	0.20	ABSENT	ABSENT	
			10:18 am	Ap-070	San Jose National High School, Sen. Lorenzon Sumulong Memorial Circle Sitio Pulong Banal San Jose Antipolo	0.95	1.22	ABSENT	ABSENT	
	BARAS-BST	11-Sep-23	10:42 am	Ap-069	Antipolo City SPED Center C. Lawis Ext. San Isidro Antipolo	0.92	0.19	ABSENT	ABSENT	
			10:19 am	BrD-001	Ospital ng Baras, JP Rizal St. Mabini Baras	0.92	1.17	<1.1	<1.1	
			10:08 am	BrD-005	115 F. Manalo St. San Juan Baras	0.60	1.13	<1.1	<1.1	
	BINANGONAN	13-Sep-23	10:22 am	Bn-038	#057A National Road, Darangan, Binangonan (MotorStar Motorcycle Center)	0.62	0.50	<1.1	<1.1	
			10:02 am	Bn-028	Binangonan Central Elementary School	1.14	0.13	<1.1	<1.1	
			10:32 am	Bn-034	Margarito A. Duavit Memorial Hospital, National Road	1.09	0.98	<1.1	<1.1	
	CAINTA	12-Sep-23	10:20 am	Ca-017	3 Bayanihan drive, Bayanihan Village Brgy San Isidro Cainta	0.83	0.29	ABSENT	ABSENT	
			9:37 am	Ca-001	119 Kapayapaan near Kaunlaran St. Kasibulan Village Brgy Sto Domingo Cainta	0.88	0.24	PRESENT	ABSENT	joint sampling with MWCI on 21 September 2023
			9:54 am	Ca-003	4 London St. Cypress Villages Brgy Sto. Domingo Cainta	0.94	0.30	ABSENT	ABSENT	
		20-Sep-23	8:45 am	Ca-036	B5 L19 Acres Subd. F.V. Manalo Avenue, San Isidro	0.82	1.14	<1.1	<1.1	
			9:45 am	Ca-042	St. Francis of Asisisi Montessori, Golf St. St. Francis Village St. Francis Subdivision Brgy San Juan Cainta	0.92	1.02	<1.1	<1.1	
			8:30 am	Ca-009	Blk 1 Lot 10 A. Basilio cor. Silvestre st Genesis Royale Subdivision Brgy San Juan Cainta	0.84	0.55	<1.1	<1.1	

Concessionaire	City/ Municipality	Sampling Date	Sampling Time	Regulatory Sampling Point Code	Complete Address	Residual Chlorine mg/L	Turbidity NTU	TC	FC	Remarks
JALAJALA		11-Sep-23	11:30 am	JjD-007	John Paul Integrated School	1.27	0.53	<1.1	<1.1	
			11:45 am	JjD-004	United Methodist Church, 001 J.de los Reyes St. 1st district,Jalajala	1.18	0.40	<1.1	<1.1	
			11:14 am	JjD-006	77 G. Borja St. 3rd District Jalajala	1.20	0.62	<1.1	<1.1	
MAKATI		05-Sep-23	10:04 am	Mk-017	East Rembo Elementary School, J.P. Rizal Ext., Brgy. East Rembo, Makati City	0.95	0.71	<1.1	<1.1	
		13-Sep-23	11:32 am	Mk-066(A)	5594 D Ilagan St., Brgy. Poblacion, Makati City	0.57	0.94	ABSENT	ABSENT	
			11:02 am	Mk-050	Hen. Pio del Pilar Elementary School I, Facundo St. Brgy. Pio del Pilar, Makati City	0.63	1.42	ABSENT	ABSENT	
MANDALUYONG		13-Sep-23	9:58 am	Mn-049	Mandaluyong High School, Rev. Aglipay St. Poblacion, Mandaluyong	1.13	1.63	ABSENT	ABSENT	
			9:48 am	Mn-050	Mandaluyong Elementary School, Rev. Aglipay Street, Poblacion Mandaluyong	1.04	1.15	ABSENT	ABSENT	
			9:35 am	Mn-073	#541 San Rafael St. near Boni Ave.Bgy Plainview,(FLORA LAUNDRY CAFÉ)	0.87	1.25	ABSENT	ABSENT	
MANILA		13-Sep-23	10:33 am	CM-013	Buhay Mahalaga Health Center,Eloriaga St.,Bet Estrada,Bgy,Sampaguita	0.80	1.39	ABSENT	ABSENT	
			10:16 am	CM-015	Sta. Ana Hospital, 2692 New Panaderos St., Brgy. 886, Zone 98, Sta. Ana, Manila	0.84	1.68	ABSENT	ABSENT	
MWCI		19-Sep-23	11:01 am	Ap-106	Prince of Peace Integrated School C. Lawis Ext. Brgy. San Luis Antipolo	0.96	0.20	ABSENT	ABSENT	
PASIG		12-Sep-23	11:15 am	Ps-054	Rizal HS-Pinagbuhatan Annex Urbano Velasco Ave. Pinagbuhatan pasig	0.50	0.75	ABSENT	ABSENT	
			8:57 am	Ps-033	Santolan High School , San Isidro St. Maria Solede Subd. , Santolan, Pasig	1.06	0.80	ABSENT	ABSENT	
		20-Sep-23	10:33 am	Ps-040	MWC Pasig Business Area, Amang Rodriguez Ave. nr. Ortigas Ave. Rosario	1.06	0.47	<1.1	<1.1	
			9:11 am	Ps-031	Dela Paz Elementary School, peppermint st. dreamhomes brgy dela paz pasig	0.82	1.16	<1.1	<1.1	
			10:12 am	Ps-063	De Casitro Elementary School, Everlasting St. De Castro Subdivision Sta. Lucia Pasig	0.90	0.77	<1.1	<1.1	
			11:08 am	QC-034	# 129 West Avenue, Bgy. Bungad (E.W.C. Calayan Tire Trading)	0.17	1.10	<1.1	<1.1	
QUEZON CITY			10:45 am	QC-055	Ernesto Rondon High School, Road 3 corner Road 4, Brgy. Proj. 6	1.02	2.18	<1.1	<1.1	
			10:23 am	QC-045	# 30 Road 1 between Alley 24/25, Bgy. Bagong Pag-asa	1.28	2.09	<1.1	<1.1	
			9:30 am	QC-049	Phil. Social Science Center, Commonwealth Ave. , Brgy. U.P.Campus	0.67	2.01	<1.1	<1.1	
			9:45 am	QC-037	Phil. Nuclear Research Inst., UP Ayala Land Techno Hub,Commonwealth Ave.,Diliman, Brgy. Culiat	1.14	1.10	<1.1	<1.1	
			10:07 am	QC-106	Mines Elementary School, #10 Mines St., Brgy. Vasra	0.87	1.09	<1.1	<1.1	
			10:33 am	QC-046	Project 6 Elem. School, #1100 Road 2 corner Road 7, Brgy Proj. 6	0.93	0.83	<1.1	<1.1	
		05-Sep-23	9:26 am	QC-034 L	# 129 West Avenue, Bgy. Bungad (HONORATA CAFE)	0.23	3.32	<1.1	<1.1	
			9:46 am	QC-034 R	# 119 West Avenue, Bgy. Bungad (LG2 AUTOSTATION DETAILING)	0.27	2.82	<1.1	<1.1	
			8:54 am	QC-034	# 129 West Avenue, Bgy. Bungad (E.W.C. Calayan Tire Trading)	0.24	3.12	<1.1	<1.1	
		06-Sep-23	9:31 am	QC-034 R	# 119 West Avenue, Bgy. Bungad (LG2 AUTOSTATION DETAILING)	0.35	0.71	<1.1	<1.1	

Concessionaire	City/ Municipality	Sampling Date	Sampling Time	Regulatory Sampling Point Code	Complete Address	Residual Chlorine mg/L	Turbidity NTU	TC	FC	Remarks
		12-Sep-23	10:28 am	Tg-109A	Ususan Barangay Hall, Tomasa Ave., Brgy. Ususan, Taguig City	0.87	0.66	ABSENT	ABSENT	
			11:20 am	Tg-003	Kapt. Eddie T. Reyes Memorial Elementary School, Phase 2 Brgy. Pinagsama, Taguig City	0.74	0.78	ABSENT	ABSENT	
			10:43 am	Tg-002	Ususan Elementary School, Gen. Luna St., Brgy. Ususan, Taguig City	0.88	0.92	ABSENT	ABSENT	
			10:01 am	Tg-068	MWCI Line before Vivendi Reservoir, University Parkway, Western Bicutan	0.72	0.59	ABSENT	ABSENT	
			11:03 am	Tg-136	Blk 52 Lot 43 Pinagsama Taguig	0.78	0.92	ABSENT	ABSENT	
			11:39 am	Tg-142A	AFPOVAI Village Security Office, # 85 Libingan ng Bayani Road, brgy. Fort Bonofacio, Taguig City	0.78	0.58	ABSENT	ABSENT	
	TAYTAY	13-Sep-23	11:50 am	Ty-052	Rosario Ocampo Elementary School, Rizal Ave. Brgy. San Juan Taytay Rizal	0.93	0.10	<1.1	<1.1	
	TERESA	11-Sep-23	12:50 pm	Tr-003	May-Iba Health Center, Brgy. May-Iba Road to Teresa	0.96	0.30	<1.1	<1.1	
			1:03 am	Tr-004	Hanson's Apartelle, Brgy. May-Iba, Rodriguez Ave., Teresa (Bulwagan sa Teresa)	0.96	0.60	<1.1	<1.1	
					<i>Average</i>	0.79	0.91	-	-	
					<i>Minimum</i>	0.10	0.10	-	-	
					<i>Maximum</i>	1.28	3.32	-	-	

Concessionaire	City/ Municipality	Sampling Date	Sampling Time	Regulatory Sampling Point Code	Complete Address	Residual Chlorine mg/L	Turbidity NTU	TC	FC	Remarks
			9:03 am	QC-034	# 129 West Avenue, Bgy. Bungad (E.W.C. Calayan Tire Trading)	0.46	1.03	<1.1	<1.1	
			9:15 am	QC-034 L	# 129 West Avenue, Bgy. Bungad (HONORATA CAFE)	0.41	0.98	<1.1	<1.1	
		20-Sep-23	10:00 am	QC-060	Don Alejandro Roces Sr. High School, Don Roces Ave. Brgy. Obrero	0.81	1.08	<1.1	<1.1	
			10:20 am	QC-042	Manuel A. Roxas High School, Sct. Chuatoco, Brgy. Paligsahan	0.72	0.30	<1.1	<1.1	
			9:25 am	QC-077	Quezon City High School, Sct. Ybardolaza St., Brgy. Sacred Heart	0.80	0.52	<1.1	<1.1	
			8:25 am	QC-136	Rd 8 cor Rd13 Bgy Pagasa Quezon City	0.90	0.90	<1.1	<1.1	
			8:47 am	QC-012	#113 Mo. Ignacia between Sct. Borromeo/Bayoran, Brgy. South Triangle (Q. Kandle Cafe)	0.81	0.90	<1.1	<1.1	
			9:06 am	QC-024	Sacred Heart Parish Shrine - Kamuning, #28 Scout Ybardolaza St., Brgy. Sacred Heart	0.67	0.82	<1.1	<1.1	
			9:40 am	QC-008	Kamuning Elementary School, #10 Sct. Torillo, Brgy. Sacred Heart	0.79	0.72	<1.1	<1.1	
	SAN JUAN	04-Sep-23	12:05 pm	SJ-008	Pinaglabanan Elem. School, Pinaglabanan Road, Bgy. Isabelita	0.33	1.15	<1.1	<1.1	
			12:22 pm	SJ-040 A	198 M. Paterno St., Pasadena, San Juan	0.40	1.27	<1.1	<1.1	
	TAGUIG	05-Sep-23	10:55 am	Tg-144	Taguig Post Office, 1 M.L. Quezon Street, New Lower Bicutan	0.31	0.53	<1.1	<1.1	
			10:32 am	Tg-157	#8 Gen. Espino St. cor. Mayor Tanyag Ave., South Signal Village (JP Eatery)	0.55	0.90	<1.1	<1.1	
			11:42 am	Tg-156	Lower Bicutan Barangay Hall, C-6 Road, Brgy. Lower Bicutan	0.10	0.93	<1.1	<1.1	
			12:30 pm	Tg-021	BJMP SICA 2, inside Camp Bagong Diwa, Gen. Santos Ave., Brgy Lower Bicutan, Taguig City	0.50	0.59	<1.1	<1.1	
		06-Sep-23	10:34 am	Tg-156-L	Lower Bicutan Barangay Hall, C-6 Road, Brgy. Lower Bicutan	0.82	0.56	<1.1	<1.1	
			10:27 am	Tg-156	#264 Sentro Kalinga Special Education of Taguig, M.L. Quezon St., Brgy. Lower Bicutan	0.79	1.65	<1.1	<1.1	
			10:50 am	Tg-156-R	#355 Purok 5 M.L. Quezon, Lower Bicutan, Taguig	0.56	0.59	<1.1	<1.1	

Concessionaire	City/ Municipality	Sampling Date	Sampling Time	Regulatory Sampling Point Code	Complete Address	Residual Chlorine mg/L	Turbidity NTU	TC	FC	Remarks
MWSI	BACOR	06-Sep-23	10:27 am	WS-020 A Ba	Talaba Elem. School-Aguinaldo Highway Coastal Rd.,Brgy. Talaba IV Bacoor Cavite	1.17	0.48	ABSENT	ABSENT	
			11:03 am	WS-013 A Ba	Dulong Bayan Elem. School-Sarino St., Brgy. Dulong Bayan Bacoor Cavite	1.22	0.64	PRESENT	ABSENT	joint sampling with MWSI on 19 September 2023
			11:22 am	WS-017 A Ba	SM Bacoor - Gen. Tirona cor. Gen. Aguinaldo Highway, Brgy. Habay II Bacoor Cavite	1.11	0.58	ABSENT	ABSENT	
		19-Sep-23	11:19 am	WS-013 A Ba	Dulong Bayan Elem. School-Sarino St., Brgy. Dulong Bayan Bacoor Cavite	0.98	0.83	ABSENT	ABSENT	
			10:31 am	WS-020 A Ba R	Talaba IV Barangay Hall-Aguinaldo Highway Coastal Rd.,Brgy. Talaba IV Bacoor Cavite	1.10	0.77	PRESENT	ABSENT	joint sampling with MWSI on 02 October 2023
			11:27 am	WS-013 A Ba R	Dulong Bayan Barangay Hall-Sarino St., Brgy. Dulong Bayan Bacoor Cavite	1.29	1.11	ABSENT	ABSENT	
			11:37 am	WS-013 A Ba F-L	331 Sarino St., Brgy. Dulong Bayan Bacoor Cavite	1.08	1.04	ABSENT	ABSENT	
			10:18 am	WS-020 A Ba	Talaba Elem. School-Aguinaldo Highway Coastal Rd.,Brgy. Talaba IV Bacoor Cavite	0.94	1.29	ABSENT	ABSENT	
			10:42 am	WS-020 A Ba L	Old Custodial, Aguinaldo Highway Coastal Rd.,Brgy. Talaba IV Bacoor Cavite (CBDRC)	1.10	1.26	ABSENT	ABSENT	
	CALOOCAN	27-Sep-23	10:35 am	WS-169 CC	Lot 12, Blk.1, Crispulo St., Victory Heights, Brgy. 180 Caloocan	1.05	0.41	ABSENT	ABSENT	
			10:57 am	WS-063 A CC	#1009 Ilang-Ilang St. nr. Ascoville & Sampaguita St., Brgy. 185 (Myra Store)	1.06	0.20	ABSENT	ABSENT	
			9:07 am	WS-182 CC	# 455 Dela Cruz St., Cadaing Comp.Sta. Quiteria, Brgy. 163	1.01	1.08	ABSENT	ABSENT	
			12:20 pm	WS-160 A CC	Blk 15 Lot 1 cor. Annalee Height st & Water Mount St. Parkview Subd., Brgy. 171, Camarin	1.17	0.21	ABSENT	ABSENT	
	CAVITE CITY	06-Sep-23	12:45 pm	WS-015 A Cv	Garita Elem. School-Lopez Jaena St. Brgy.61-A San Roque Cavite City	0.98	1.53	ABSENT	ABSENT	
	LAS PIÑAS CITY	25-Sep-23	11:42 am	WS-018 LP	#54 Marcelo St., Crismarcel Subd., Brgy. Talon 2 Las Piñas	1.17	0.23	ABSENT	ABSENT	
			9:40 am	WS-011 LP	Las Piñas National High School Tabon 1 Sultana St., Brgy. Daniel Fajardo Las Piñas	1.20	0.19	ABSENT	ABSENT	
	MAKATI	27-Sep-23	9:55 am	WS-008 MK	Gen. Pio del Pilar Elem. Sch. (Main) - # 5560 P. Binay St. cor. Arnaiz Ave., Brgy. San Isidro Makati	0.98	1.02	<1.1	<1.1	
	MALABON	18-Sep-23	11:17 am	WS-001 MB	Acacia Elem. School - J.P. Rizal St. near cor. Simon St., Brgy. Acacia	1.19	0.91	<1.1	<1.1	
			11:49 am	WS-005 A MB	Concepcion Elem. School - P. Burgos St., Brgy. Concepcion (Jan., March, May, July, Sept. , Nov.)	1.15	0.57	<1.1	<1.1	

Concessionaire	City/ Municipality	Sampling Date	Sampling Time	Regulatory Sampling Point Code	Complete Address	Residual Chlorine mg/L	Turbidity NTU	TC	FC	Remarks
MANILA		25-Sep-23	10:43 am	WS-091 A CM	Meralco Palomar Sub-Station, Narra cor. La Torre St., Tondo	1.11	1.12	ABSENT	ABSENT	
			10:23 am	WS-200 CM	Gen. Gregorio del Pilar Elem. School, J. Abad Santos St., Brgy. 259, Tondo	1.02	0.92	ABSENT	ABSENT	
			10:07 am	WS-061 CM	Cayetano Arellano High School - T. Alonzo St. cor. Lope de Vega St., Brgy. 314, Sta. Cruz	1.24	0.66	ABSENT	ABSENT	
			9:15 am	WS-143 CM	Dr. Alejandro Albert Elem. School - Dapitan St., Brgy. 520, Sampaloc	1.21	0.95	ABSENT	ABSENT	
			9:35 am	WS-198 CM	Trinidad Tecson Elem. School, Gen. Geronimo St., Brgy. 432, Sampaloc	1.33	0.86	ABSENT	ABSENT	
			9:52 am	WS-189 CM	Juan Luna Elem. School - G. Tolentino St., Brgy. 397, Sampaloc	1.35	0.99	ABSENT	ABSENT	
MUNTINLUPA		26-Sep-23	10:11 am	WS-024 ML	SM Muntinlupa, National Rd., Brgy. Tunasan	1.32	0.20	<1.1	<1.1	
			10:52 am	WS-041 ML	#13 Liberty Lane, Liberty Homes, East Service Rd., Brgy. Cupang	1.31	1.03	<1.1	<1.1	
PARAÑAQUE CITY		25-Sep-23	10:00 am	WS-038 PQ	La Huerta Elem. School - Sucat Road, Brgy. La Huerta Parañaque	1.04	0.56	ABSENT	ABSENT	
			10:43 am	WS-016 PQ	Maynilad Pump House - France St. Cor. Lebanon St. Brgy. Don Bosco, Parañaque	1.08	0.18	ABSENT	ABSENT	
			10:16 am	WS-008 A PQ	Col. E. De Leon Elem. School, Multinational Ave., Brgy. Moonwalk Parañaque	1.10	0.25	ABSENT	ABSENT	
PASAY		27-Sep-23	10:20 am	WS-051 PC	Pasay City South I High School - Villamor Airbase Brgy. 183 Pasay	1.36	1.31	<1.1	<1.1	
			10:58 am	WS-039 PC	Villamor Health Center, 12th cor. Andrew Ave., Brgy. 183 Pasay	1.18	0.79	<1.1	<1.1	
			11:51 am	WS-023 PC	Rivera Elem. School - Marigold St., Brgy. 200 Pasay	0.98	1.45	<1.1	<1.1	
			10:36 am	WS-033 A PC	New Port City Estate Association, Manlunas St., Brgy. 183 Pasay	1.03	1.47	<1.1	<1.1	
			11:11 am	WS-031 PC	San Pablo Health Center - St. Peter St., Brgy. 179, Maricaban Pasay	1.01	1.43	<1.1	<1.1	
			11:31 am	WS-054 PC	Pres. Corazon Aquino National High school, Yellowbell St., Brgy. 184 Maricaban Pasay City (beside PAL medical clinic)	0.77	1.85	<1.1	<1.1	
QUEZON CITY		18-Sep-23	9:17 am	WS-151 QC	Damong Maliit Elem. School - #58 Trinidad Ave., San Antonio Subd., Brgy. Nagkaisang Nayan	1.14	1.00	<1.1	<1.1	
			10:32 am	WS-065 QC	Balumbato Elem. School - Salazar Drive, Brgy. Balumbato, Balintawak	1.28	1.02	<1.1	<1.1	
			10:08 am	WS-080 QC	St. Patrick School, General Ave., Brgy. Sangandaan	1.18	2.10	<1.1	<1.1	
			11:37 am	WS-119 A QC	Parish of Saint Benedict Church, Don Antonio Heights, Brgy. Holy Spirit	1.39	1.64	<1.1	<1.1	

Concessionaire	City/ Municipality	Sampling Date	Sampling Time	Regulatory Sampling Point Code	Complete Address	Residual Chlorine mg/L	Turbidity NTU	TC	FC	Remarks
			12:03 pm	WS-182 QC	Blk.33 Lot 3, Filinvest Road 2, Brgy. Batasan Hills, Quezon City (Claire Kitchenette)	1.09	1.28	<1.1	<1.1	
			12:15 pm	WS-110 QC	Club House, Serra Monte Villa, Brgy. Batasan Hills	1.03	0.93	<1.1	<1.1	
	VALENZUELA	18-Sep-23	9:20 am	WS-054 VZ	Silvestre Lazaro Elem. School - Que Grande St., Brgy. Ugong	0.78	1.64	<1.1	<1.1	
			9:51 am	WS-023 B VZ	Canumay East Elem. School, D. Bonifacio cor. Molina St., Brgy. Canumay East	0.92	0.47	<1.1	<1.1	
			10:14 am	WS-065 VZ	Paso de Blas Elem. School - P. Santiago St., Brgy. Paso de Blas	0.63	1.90	<1.1	<1.1	
					<i>Average</i>	1.11	0.94	-	-	
					<i>Minimum</i>	0.63	0.18	-	-	
					<i>Maximum</i>	1.39	2.10	-	-	


Prepared By:


RICHELLE C. CRUZ
 Laboratory Technician A

Noted By:


MARICRIST T. LACISTE
 Department Manager, WQCD

Approved By


EVELYN B. AGUSTIN
 Department Administrator, TRA

SM3 - Cumulative Number of Official Domestic Sewer Connections (separate + combined system)

Concessionaire	2022	Revised 2022	As of Aug 2023	Approved 2023 Target	Remark/s
Manila Water (Annex B1-SM3)		249,670	273,438		
Maynilad (Annex B2-SM3)		224,169	254,578		
Total	424,509	473,839	528,016	505,746	

SM5 - Number of Septic Tanks Desludged (Programmed+Requested)

Concessionaire	As of Aug 2023	Approved 2023 Target	Remark/s
Manila Water (Annex B1-SM5)	63,785		
Maynilad (Annex B2-SM5)	47,682		
Total	111,467	181,421	

SM8 - Number of Complaints Resolved (Annex SM8)

As of September 2023	Manila Water	Maynilad	Total	Approved 2023 Target
Submitted for Resolution	105	626	731	
Resolved w/in 10 working days	105	626	731	
%	100.00%	100.00%	100.00%	100.00%

SM4: DELIVERY OF ENVIRONMENT-FRIENDLY SEWERAGE SYSTEM

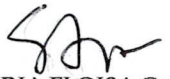
	QUALITY COMPLIANCE													SM4		
	MWSS RO Samples						Concessionaires' Samples						OVERALL QUALITY, % (2+4)/(1+3) (5)	MWSS RO Samples		RATING, % [5/(90.5%)]* (7/6)*0.10
	Collected			Passed*			Collected			Passed*				Target	Collected	
	East Zone	West Zone	Sum	East Zone	West Zone	Sum	Mla Water	Maynilad	Sum	Mla Water	Maynilad	Sum				
			(1)			(2)			(3)			(4)				
Jan-23	26	25	51	26	25	51	66	55	121	66	51	117	97.67%		51	
Feb-23	26	24	50	26	22	48	66	52	118	66	50	116	97.62%		50	
Mar-23	35	24	59	35	24	59	73	61	134	73	57	130	97.93%		59	
Apr-23	26	19	45	26	19	45	66	53	119	66	51	117	98.78%		45	
May-23	26	21	47	25	21	46	73	60	133	71	58	129	97.22%		47	
Jun-23	14	7	21	14	7	21	66	55	121	66	53	119	98.59%		21	
Jul-23	0	0	0	-	-	0	66	54	120	66	53	119	0.00%		0	
Aug-23	0	0	0	-	-	0	72	60	132	72	60	132	0.00%		0	
Sep-23	0	0	0	-	-	0			0			0	0.00%		0	
Oct-23			0			0			0			0	0.00%		0	
Nov-23			0			0			0			0	0.00%		0	
Dec-23			0			0			0			0	0.00%		0	
Overall	153	120	273	152	118	270	548	450	998	546	433	979	98.27%	588	273	
TARGET	588			90.5%										46.43%		5.04%

July-September 2023 - No sampling for Wastewater; No third party laboratory due to budget constraint

Note/Remark:

1. Rating subject to change based on the detailed KPIs+BEMs Evaluation for 2023. No KPIs+BEMs Report yet for Sept 2023


Prepared by:


MARIA ELOISA C. GARCIA
Sr. Public Utilities Regulation Officer

Approved by:


MARICRIS T. LACISTE
DM, Water Quality Control

Noted by:


EVELYN B. AGUSTIN
DA, Technical Regulation Area

FINANCIAL REGULATION AREA
GCG PES MONITORING REPORT - 3rd Quarter 2023

SO 4: Improved Regulatory Monitoring Functions to Ensure Compliance with Service Obligation Targets
SM 7: Percentage of Rate Petitions Resolved within 15 Calendar Days prior to Intended Implementation

a. Maynilad Water Services, Inc. Petitions

	RO Resolution	Scheduled Implementation Date	TIMELINES	
			Target	Actual
-	-	-	0	0
Weight = 2.5%				

a. Manila Water Company, Inc. Petitions

	RO Resolution	Scheduled Implementation Date	TIMELINES	
			Target	Actual
-	-	-	0	0
Weight = 2.5%				
TOTAL ACCOMPLISHMENT			0	0
TOTAL WEIGHT = 5.0%				

Prepared by:


JUSTINE IRISH C. IGNACIO
Technical Assistant, FRA

Noted by:


CHRISTOPHER D. CHUEGAN
Acting Deputy Administrator, FRA

CUSTOMER COMPLAINTS RECEIVED BY CSR

For the Period Covering: 01/01/2023 - 10/10/2023

Number of Complaints Received by Nature, by Concessionaire

	MANILA WATER	MAYNILAD	Out of Jurisdictions	Invalid
RECEIVED (Current)	172	749	97	78
ENDORSED W/IN 3 Days	172	744		
% Endorsed w/in 72 hours to total received	100.00%	99.33%		

FOR KPI PERFORMANCE SCORECARD		
	MWCI	MWSI
1. BACKLOG (BALANCE)	0	0
2. ENDORSED (incl prev)	172	749
3. TOTAL	172	749
4. RESOLVED	115	707
Within 10 days	4	285
Beyond 10 days	111	422
% OF RESOLVED W/IN 10 DAYS TO TOTAL RECEIVED - Current Period	2%	38%
5. AVE. RESOLUTION TIME (in days)	76	18
6. ACTIVE / UNRESOLVED	57	42
5.1 AVE. ACTUAL RESOLUTION TIME (in days)	26	18

SERVICE RELATED	MWCI	MWSI
S1- Water Related	6	359
S2- Sewer Related	3	6
S3- Sanitation Related	3	4
S4- Leak	12	20
S5- Application Related	22	36
S6- Other Service Comp	10	33
Total	56	458

BILLING RELATED	MWCI	MWSI
B1- Average Billing	0	0
B2-Rate Classification	3	16
B3-Excessive Billing	42	100
B4-Meter Related	7	41
B5-Other Bill-Meter Comp	64	134
Total	116	291

Total Received	172	749
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FOR GCG PERFORMANCE SCORECARD		
	MWCI	MWSI
TOTAL COMPLAINTS FOR RESOLUTION (Resolved at the Concessionaires' level)		
PREVIOUS (BALANCE)	0	0
CURRENT	115	707
TOTAL	115	707
SUBMITTED FOR RO RESOLUTION (with complete documents)		
PREVIOUS	0	1
CURRENT	105	625
TOTAL	105	626
RESOLVED - With RO Resolution Issued / Closure Letter to Customer		
Within 10 working days	105	626
Beyond 10 working days	0	0
% With Issued RO Resolution within 10 working days Over Total Submitted for Resolution	100%	100.00%
TOTAL COMPLAINTS W/ ISSUED RO RESOLUTION	105	626
On Process	0	0
BALANCE	10	81



METROPOLITAN
WATERWORKS &
SEWERAGE
SYSTEM
REGULATORY
OFFICE

MEMORANDUM

FOR : PATRICK LESTER N. TY
Chief Regulator

FROM :  EVELYN B. AGUSTIN
Chairperson, KPIs+BEMs Committee


 JOEL A. DOMINGUEZ
Co-Chairperson, KPIs+BEMs Committee

SUBJECT : 2022 Annual KPIs+BEMs Evaluation Reports and Report Cards

DATE : 29 March 2023

MWSS Regulatory Office
OFFICE OF THE CHIEF REGULATOR

RECEIVED

By: 
Date: MAR 29 2023
Time: 5PM

The KPIs+BEMs Committee respectfully submits the 2022 Annual KPIs+BEMs Evaluation Reports and Report Cards for the MWSS RO's monitoring and evaluation of the actual performance of the Concessionaires for CY 2022 against the approved targets for the Fifth Rate Rebasing period. It is worth noting that the evaluation has been extended to include the proposed business plan targets given 2022 serves as the base year in setting the targets for the Sixth Rate Rebasing period.

For your perusal.





METROPOLITAN
WATERWORKS &
SEWERAGE
SYSTEM
REGULATORY
OFFICE



MEMORANDUM

FOR : PATRICK LESTER N. TY
Chief Regulator

FROM : EVELYN B. AGUSTIN
Chairperson, KPIs+BEMs Committee

JOEL A. DOMINGUEZ
Co-Chairperson, KPIs+BEMs Committee

SUBJECT : 1H 2023 KPIs+BEMs Evaluation Reports and Report Cards

DATE : 29 September 2023

MWSS Regulatory Office
OFFICE OF THE CHIEF REGULATOR

RECEIVED

By: Mhac
Date: SEP 29 2023
Time: 5PM

The KPIs+BEMs Committee respectfully submits the KPIs+BEMs Evaluation Reports and Report Cards for the MWSS RO's monitoring and evaluation of the actual performance of the Concessionaires as of the First Half (1H) of 2023 against the approved targets for the Fifth Rate Rebasing period.

Following this submission, we kindly propose that the KPIs+BEMs Committee present the results of the evaluation to the Executive Committee on 11 October 2023 at 9:00 a.m.

Thank you.



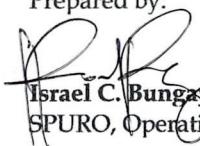

SM 10 - Number of Big CAPEX Projects Inspected

Number of Big CAPEX Project Inspections	As of March 2023			As of June 2023			As of September 2023			As of December 2023		
	MWCI	MWSI	Total	MWCI	MWSI	Total	MWCI	MWSI	Total	MWCI	MWSI	Total
Target (Cumulative)	2	2	4	4	4	8	6	6	12	8	8	16
Actual (Cumulative)	0	1	1	4	4	8	5	5	10	0	0	0
CUMULATIVE RATING (100%)			6.25%			50.00%			62.50%			0.00%
CUMULATIVE PES SCORE (4%)			0.25%			2.00%			2.50%			0.00%

Note: Twelve (12) inspections were conducted, but only ten (10) inspection reports were submitted as of 3Q-2023 per the set timeline.

Report preparation for the two (2) projects commenced on October 2 and 4, respectively, thus will be reflected in the 4Q-2023.


Prepared by:

 
Israel C. Bungay / Rosemay V. Aquino
 SPURO, Operation Monitoring Department

Checked by:


Fiameto Je A. Baring
 Spvg. PURO, Operation Monitoring Department

Noted by:


Joel A. Dominguez
 DM, Operation Monitoring



Republic of the Philippines
MWSS - REGULATORY OFFICE
STATEMENT OF COMPARISON OF BUDGET AND ACTUAL AMOUNTS
As at the Quarter ending 30 September 2023

			BUDGETED AMOUNTS			
	PARTICULARS		CY 2023 CORPORATE OPERATING BUDGET (COB)*	ACTUAL AMOUNTS ON COMPARABLE BASIS	%	DIFFERENCE: FINAL BUDGET AND ACTUAL
						</

* Based on the CY 2021 DBM - Approved limit, net of recurring expenses

FOR GCG : BUDGET UTILIZATION RATE

TOTAL ACTUAL EXPENDITURES, NET OF PS (a+b)	61,175,687.68	81%
TOTAL BUDGET, NET OF PS (c+d)	75,204,000.00	

Prepared and Certified Correct by:

SIR GIL P. MARAVILLA
Chief Corporate Accountant

Noted by:

RAMON A. JAVIER
DM for Administration

Recommending Approval:

CLAUDINE B. OROCIO - ISORENA
DA - Admin & Legal Affairs

Approved:

PATRICK LESTER N. TY
Chief Regulator



Republic of the Philippines
MWSS - REGULATORY OFFICE
PERSONNEL SERVICES
 As at the Quarter ending 30 September 2023

ANNEX A

ACT NO.	ACCOUNT DESCRIPTION	TYPE	CY 2023 COB*	Actual	%	Balance
5-01-01-010	SALARIES & WAGES - REGULAR	PS	48,370,000.00	38,072,441.69	79%	10,297,558.31
5-01-01-020	SALARIES & WAGES - CONTRACTUAL	PS	-	-	0%	-
5-01-02-010	PERA	PS	1,704,000.00	1,142,223.66	67%	561,776.34
5-01-02-020	REPRESENTATION ALLOWANCE	PS	1,362,000.00	1,066,500.00	78%	295,500.00
5-01-02-030	TRANSPORTATION ALLOWANCE	PS	810,000.00	599,440.00	74%	210,560.00
5-01-02-040	CLOTHING/UNIFORM ALLOWANCE	PS	426,000.00	384,000.00	90%	42,000.00
5-01-02-050	SUBSISTENCE, COLA, AMELIORATION	PS	-	-	0%	-
5-01-02-080	PRODUCTIVITY INCENTIVE ALLOWANCE	PS	-	1,709,140.65	0%	(1,709,140.65)
5-01-02-100	HONORARIA	PS	-	210,500.00	0%	(210,500.00)
5-01-02-110	HAZARD PAY	PS	-	-	0%	-
5-01-02-120	LONGEVITY PAY	PS	-	20,000.00	0%	(20,000.00)
5-01-02-130	OVERTIME AND NIGHT PAY	PS	-	261,210.14	0%	(261,210.14)
5-01-02-140	YEAR END BONUS (13TH MO.)	PS	4,031,000.00	-	0%	4,031,000.00
5-01-02-150	CASH GIFT	PS	355,000.00	-	0%	355,000.00
5-01-02-990	OTHER BONUSES & ALLOWANCES	PS	6,725,000.00	4,160,224.00	62%	2,564,776.00
5-01-03-010	LIFE & RETIREMENT INS. CONTRIB	PS	5,804,000.00	5,281,365.58	91%	522,634.42
5-01-03-020	PAG-IBIG CONTRIBUTIONS	PS	85,000.00	57,500.00	68%	27,500.00
5-01-03-030	PHILHEALTH CONTRIBUTIONS	PS	543,000.00	773,983.89	143%	(230,983.89)
5-01-03-040	ECC CONTRIBUTIONS	PS	85,000.00	56,700.00	67%	28,300.00
5-01-03-050	PROVIDENT FUND BENEFITS	PS	-	-	0%	-
5-01-04-030	TERMINAL LEAVE BENEFITS	PS	1,868,000.00	262,814.54	14%	1,605,185.46
5-01-04-990	OTHER PERSONNEL BENEFITS	PS	-	-	0%	-
TOTAL PERSONAL SERVICES			72,168,000.00	54,058,044.15	75%	18,109,955.85

* Based on the CY 2021 DBM - Approved limit, net of recurring expenses



Republic of the Philippines
MWSS - REGULATORY OFFICE
MAINTENANCE AND OTHER OPERATING EXPENSES (MOOE)
 As at the Quarter ending 30 September 2023

ANNEX B

ACT NO.	ACCOUNT DESCRIPTION	TYPE	CY 2023 COB*	Actual	%	Balance
5-02-01-010	TRAVELLING EXP - LOCAL	MOOE	1,494,000.00	721,490.25	48%	772,509.75
5-02-01-020	TRAVELLING & TRAINING EXP - FOREIGN	MOOE	1,643,000.00	1,362,544.92	83%	280,455.08
5-02-02-010	TRAINING EXPENSES	MOOE	1,803,000.00	718,768.03	40%	1,084,231.97
5-02-03-010	OFFICE SUPPLIES	MOOE	1,097,000.00	840,945.50	77%	256,054.50
5-02-03-070	MAINTENANCE, SAMPLING & OTHER CONSUMABLE SUPPLIES	MOOE	876,000.00	351,561.50	40%	524,438.50
5-02-03-090	GASOLINE, OIL AND LUBRICANTS	MOOE	680,000.00	1,149,876.83	169%	(469,876.83)
5-02-03-990	OTHER SUPPLIES EXPENSE	MOOE	160,000.00	769,667.47	481%	(609,667.47)
5-02-04-010	WATER EXPENSES	MOOE	420,000.00	128,510.11	31%	291,489.89
5-02-04-020	ELECTRICITY EXPENSE	MOOE	2,958,000.00	1,849,694.88	63%	1,108,305.12
5-02-05-010	POSTAGE AND DELIVERIES	MOOE	204,000.00	44,283.00	22%	159,717.00
5-02-05-020	TELEPHONE EXPENSES - LANDLINE / MOBILE	MOOE	678,000.00	342,183.00	50%	335,817.00
5-02-05-030	INTERNET EXPENSE	MOOE	159,000.00	240,000.00	151%	(81,000.00)
5-02-07-010	SURVEY EXPENSES - PAWS UPNEC EXTRAORDINARY AND MISCELLANEOUS EXPENSES	MOOE	-	-	0%	-
5-02-10-030	LEGAL SERVICES-Appeals	MOOE	602,000.00	562,099.44	93%	39,900.56
5-02-11-010	AUDITING SERVICES	MOOE	-	-	0%	-
5-02-11-020	CONSULTANCY	MOOE	100,000.00	253,855.45	254%	(153,855.45)
5-02-11-030	OTHER PROFESSIONAL SERVICES	MOOE	25,028,000.00	29,109,581.59	116%	(4,081,581.59)
5-02-11-990	ENVIRONMENT/SANITARY SERVICES	MOOE	10,266,000.00	12,082,975.50	118%	(1,816,975.50)
5-02-12-010	JANITORIAL SERVICES	MOOE	-	-	0%	-
5-02-12-020	SECURITY SERVICES	MOOE	1,904,000.00	936,158.17	49%	967,841.83
5-02-12-030	R&M - OFFICE BUILDINGS	MOOE	2,100,000.00	977,781.12	47%	1,122,218.88
5-02-13-040	R&M - MACHINERY & EQUIPMENT	MOOE	2,940,000.00	275,610.75	9%	2,664,389.25
5-02-13-050	R&M - MOTOR VEHICLES	MOOE	2,125,000.00	231,066.00	11%	1,893,934.00
5-02-13-060	R&M - FURNITURE & FIXTURES	MOOE	382,000.00	300,457.59	79%	81,542.41
5-02-13-070	TAXES, DUTIES AND LICENSES	MOOE	50,000.00	-	0%	50,000.00
5-02-15-010	FIDELITY BOND PREMIUMS	MOOE	40,000.00	16,390.00	41%	23,610.00
5-02-15-020	INSURANCE EXPENSE	MOOE	104,000.00	67,500.00	65%	36,500.00
5-02-15-030	ADVERTISING EXPENSES	MOOE	130,000.00	1,078,641.28	830%	(948,641.28)
5-02-99-010	PRINTING AND BINDING EXPENSES	MOOE	907,000.00	331,932.00	37%	575,068.00
5-02-99-020	REPRESENTATION EXPENSES	MOOE	445,000.00	33,270.00	7%	411,730.00
5-02-99-030	TRANSPORTATION EXPENSES	MOOE	1,132,000.00	152,370.47	13%	979,629.53
5-02-99-040	RENT EXPENSE	MOOE	-	-	0%	-
5-02-99-050	MEMEBRSHIP DUES/CONTRI TO ORG	MOOE	-	-	0%	-
5-02-99-060	SUBSCRIPTION EXPENSES	MOOE	2,150,000.00	128,651.13	6%	2,021,348.87
5-02-99-070	DONATIONS	MOOE	15,000.00	-	0%	15,000.00
5-02-99-080	OTHER MOOE	MOOE	3,092,000.00	225,655.00	7%	2,866,345.00
5-02-99-990		MOOE	-	-	0%	-
	OPERATING EXPENSES		75,204,000.00	57,341,478.68	76%	17,862,521.32

* Based on the CY 2021 DBM - Approved limit, net of recurring expenses



Republic of the Philippines
MWSS - REGULATORY OFFICE
CAPITAL OUTLAY (CO)

As at the Quarter ending 30 September 2023

ANNEX C

ACT NO.	ACCOUNT DESCRIPTION	TYPE	CY 2023 COB*	Actual	%	Balance
1-06-04-000	OFFICE BUILDING	CO	-	-	0%	-
1-06-05-020	OFFICE EQUIPMENT	CO	-	3,834,209.00	0%	(3,834,209.00)
1-06-05-030	IT EQUIPMENT	CO	-	-	0%	-
1-06-06-010	MOTOR VEHICLE	CO	-	-	0%	-
					0%	
TOTAL CAPITAL OUTLAY			-	3,834,209.00	0%	(3,834,209.00)

* Based on the CY 2021 DBM - Approved limit, net of recurring expenses



METROPOLITAN WATERWORKS & SEWERAGE SYSTEM

REGULATORY OFFICE



**MWSS REGULATORY OFFICE (MWSS RO)
COMPETENCY ASSESSMENT STATUS REPORT
(3rd Quarter 2023)**

Relative to SM No. 13 of the MWSS RO's Performance Scorecard for 2022, below is a table showing the activities for 3rd quarter of the year which have been undertaken to address the target of "43% percentage of employees meeting required competencies by end of 2023".

Activity	Status
Procurement of Learning and Development (L&D) Interventions	Continuing
Encouraged supervisors to perform coaching and mentoring as an informal L&D intervention	Continuing
Monitored implementation of coaching and non-formal mode of L&D interventions	Continuing
Performed Competency Assessment to Talents with potential to reach 100% profile match	Continuing

As of the end of 3rd quarter, the target of 43% of employees meeting required competencies by end of 2023 has already been achieved with 5 additional talents reaching 100% profile or translated into **44.44%**.

Prepared by:

CHRISTIAN BERNARD D. MARCELINO
Sr. IRM Officer A

Noted by:

RAMON A. JAVIER
Department Manager for Administration

25 October 2023



MWSS REGULATORY OFFICE TALENTS' PROFILE MATCH

CY 2023

	TALENT	No. of Competencies	No. of Demonstrated Competencies	PROFILE MATCH	Year Achieved
1	Edgar G. Lumbres	9	9	100%	2018
2	Vicente T. Avila III	8	8	100%	2019
3	Evelyn B. Agustin	11	11	100%	2019
4	Patrick Lester N. Ty	10	10	100%	2019
5	Lee Robert M. Britanico	12	12	100%	2019
6	Claudine B. Orocio-Isorena	11	11	100%	2020
7	Leo James B. Abalayan	11	11	100%	2020
8	Ma. Carla N. Benito	12	12	100%	2020
9	John Oliver S. Medina	9	9	100%	2020
10	Maria Theresa V. Makiling	11	11	100%	2020
11	Rosendo O. Alegre	12	12	100%	2020
12	Christopher D. Chuegan	11	11	100%	2020
13	Maria Eloisa C. Garcia	12	12	100%	2021
14	Joel A. Dominguez	8	8	100%	2021
15	Ray Karlo M. Bonita	7	7	100%	2022
16	Alan D. Chuegan	11	11	100%	2022
17	Lorna C. Medina	12	12	100%	2022
18	Yolanda C. Vicente	12	12	100%	2022
19	Christian Bernard D. Marcelino	11	11	100%	2022
20	Charmaine Shiela A. Adeva	11	11	100%	2022
21	Melchor S. Cordova	10	10	100%	2022
22	Joan Michelle S. Antonio	11	11	100%	2022
23	Felix Francis B. Ople	11	11	100%	2022
24	Simon Efraim M. Borromeo	8	8	100%	2023
25	Israel C. Bungay	12	12	100%	2023
26	Fiameto Jr. A Baring	8	8	100%	2023
27	Ramon A. Javier	12	12	100%	2023
28	Elena T. Cheng	12	12	100%	2023
29	Crisanto G. Nagtalon	9	4	44%	n/a
30	Roberto A. Dala	10	4	40%	n/a
31	Christine Agatha R. Villanueva	11	4	36%	n/a
32	Crescenciano B. Minas Jr.	12	4	33%	n/a
33	Emyl Angelique Fulgueras	12	4	33%	n/a
34	Klea Rejoice D. Luz	12	4	33%	n/a
35	Roberto U. Coloso	13	4	31%	n/a
36	Maricris T. Laciste	11	3	27%	n/a
37	Ranjiv M. Garcia	11	3	27%	n/a
38	Aljohn Deo E. Quinajon	12	3	25%	n/a
39	Ronald G. Valdez	12	3	25%	n/a
40	Richelle C. Cruz	12	3	25%	n/a
41	Sheena I. Guinaling	12	3	25%	n/a
42	Ma. Victoria M. Villarba	12	3	25%	n/a
43	Mark B. Tabes	9	2	22%	n/a
44	Mark Billy B. Antonio	12	2	17%	n/a
45	Francis Eduardo P. Ayapana Jr.	12	8	67%	n/a
46	Joriel M. Dagsa	11	7	64%	n/a
47	Daryl F. Ferrer	12	4	33%	n/a
48	Justine Irish C. Ignacio	11	3	27%	n/a
49	Sir Gil P. Maravilla	12	11	92%	n/a
50	Renato L. Rodriguez, Jr.	12	5	42%	n/a
51	Mary Ann Monic P. Rodriguez	8	5	63%	n/a
52	Emmaruth D. Bobila	11	2	18%	n/a
53	Mervin DC. Monteloyola	12	3	25%	n/a
54	Christine E. Navarro	12	6	50%	n/a
55	Ken Harold M. Turalba	12	4	33%	n/a
56	Patricia Paula A. Seriritan	12	4	33%	n/a
For Baseline					
57	Georgia Mae G. Macabeo	12			n/a
58	Jester John M. Junio	10			n/a
59	Alyssa Jane G. Millares	12			n/a
60	Rocel Claressa Estabillo	10			n/a
61	Catherine F. Morota	10			n/a
62	Jezreel H. Pucio	10			n/a
63	Justine C. Aritao	10			n/a

No. of Active Talents Who Achieved 100% Competency Profile Match as of 09/30/2023	28
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No. of Talents As of September 30, 2023	63
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Percentage of Employees Meeting Required Competencies Over Total No. of Employees as of 09/30/2023	44.44%
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MWSS REGULATORY OFFICE TALENTS' PROFILE MATCH

CY 2023

	TALENT	No. of Competencies	No. of Competencies Completed	PERCENTAGE MATCH	Year Completed
1	Edgar G. Lumbres	9	9	100%	2018
2	Vicente T. Avila III	8	8	100%	2019
3	Evelyn B. Agustin	11	11	100%	2019
4	Patrick Lester N. Ty	10	10	100%	2019
5	Lee Robert M. Britanico	12	12	100%	2019
6	Claudine B. Orocio-Isorena	11	11	100%	2020
7	Leo James B. Abalayan	11	11	100%	2020
8	Ma. Carla N. Benito	12	12	100%	2020
9	John Oliver S. Medina	9	9	100%	2020
10	Maria Theresa V. Makiling	11	11	100%	2020
11	Rosendo O. Alegre	12	12	100%	2020
12	Christopher D. Chuegan	11	11	100%	2020
13	Maria Eloisa C. Garcia	12	12	100%	2021
14	Joel A. Dominguez	8	8	100%	2021
15	Ray Karlo M. Bonita	7	7	100%	2022
16	Alan D. Chuegan	11	11	100%	2022
17	Lorna C. Medina	12	12	100%	2022
18	Yolanda C. Vicente	12	12	100%	2022
19	Christian Bernard D. Marcelino	11	11	100%	2022
20	Charmaine Shiela A. Adeva	11	11	100%	2022
21	Melchor S. Cordova	10	10	100%	2022
22	Joan Michelle S. Antonio	11	11	100%	2022
23	Felix Francis B. Ople	11	11	100%	2022
24	Simon Efraim M. Borromeo	8	8	100%	2023
25	Israel C. Bungay	12	12	100%	2023
26	Fiameto Je. A Baring	8	8	100%	2023
27	Ramon A. Javier	12	12	100%	2023
28	Elena T. Cheng	12	12	100%	2023
29	Crisanto G. Nagtalon	9	4	44%	n/a
30	Roberto A. Dala	10	4	40%	n/a
31	Christine Agatha R. Villanueva	11	4	36%	n/a
32	Crescenciano B. Minas Jr.	12	4	33%	n/a
33	Emyl Angelique Fulgueras	12	4	33%	n/a
34	Klea Rejoice D. Luz	12	4	33%	n/a
35	Roberto U. Coloso	13	4	31%	n/a
36	Maricris T. Laciste	11	3	27%	n/a
37	Ranjiv M. Garcia	11	3	27%	n/a
38	Aljohn Deo E. Quinajon	12	3	25%	n/a
39	Ronald G. Valdez	12	3	25%	n/a
40	Richelle C. Cruz	12	3	25%	n/a
41	Sheena L. Guinaling	12	3	25%	n/a
42	Ma. Victoria M. Villarba	12	3	25%	n/a
43	Mark B. Tabes	9	2	22%	n/a
44	Mark Billy B. Antonio	12	2	17%	n/a
45	Francis Eduardo P. Ayapana Jr.	12	8	67%	n/a
46	Joriel M. Dagsa	11	7	64%	n/a
47	Daryl F. Ferrer	12	4	33%	n/a
48	Justine Irish C. Ignacio	11	3	27%	n/a
49	Sir Gil P. Maravilla	12	11	92%	n/a
50	Renato L. Rodriguez, Jr.	12	5	42%	n/a
51	Mary Ann Monic P. Rodriguez	8	5	63%	n/a
52	Emmaruth D. Bobila	11	2	18%	n/a
53	Mervin DC. Monteloyola	12	3	25%	n/a
54	Christine E. Navarro	12	6	50%	n/a
55	Ken Harold M. Turalba	12	4	33%	n/a
56	Patricia Paula A. Seriritan	12	4	33%	n/a
For Baseline					
57	Georgia Mae G. Macabeo	12			n/a
58	Jester John M. Junio	10			n/a
59	Alyssa Jane G. Millares	12			n/a
60	Rocel Claressa Estabillo	10			n/a
61	Catherine F. Morota	10			n/a
62	Jezreel H. Pucio	10			n/a
63	Justine C. Aritao	10			n/a

No. of Active Talents Who Achieved 100% Competency Profile Match as of 09/30/2023	28
---	----

No. of Talents As of September 30, 2023	63
---	----

Percentage of Employees Meeting Required Competencies Over Total No. of Employees as of 09/30/2023	44.44%
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TÜVRheinland®

Precisely Right.

01 100 1834855

Audit Report as per

ISO 9001:2015

for

**Metropolitan Waterworks & Sewerage
System Regulatory Office**

**Lot 2, MWSS Compound, Katipunan Ave.,
corner H. Ventura**

Street, Brgy. Pansol, District 3,

Quezon City 1108

Philippines

Audit Report

Client	Standard	Certification Number	Audit Type
Metropolitan Waterworks & Sewerage System Regulatory Office	ISO 9001:2015	01 100 1834855	Surveillance Audit

Contents

1. Audit result
2. Scope
 - 2.1 Description of the organization
 - 2.2 Scope of certification
3. Changes in the management system / Contract review
4. Audit findings
5. Dates

Audit Report

Client	Standard	Certification Number	Audit Type
Metropolitan Waterworks & Sewerage System Regulatory Office	ISO 9001:2015	01 100 1834855	Surveillance Audit

Client's representative

Atty. Patrick Lester N. Ty, Chief Regulator/ Mr. Christopher D. Chuegan, Acting Deputy Administrator MR/ Ms. Maricris T. Laciste, Rafael Magsino

Audit (team) leader

Audit team

Elisa Cruz (Auditor)

Audit date

2023-09-04

1. Audit result

Management system effectiveness was verified by an appropriately selected audit team. This applies in particular to the compliance of workflows with standard requirements and descriptions in the management system documentation. The audit objectives as mentioned in the audit plan, the special features of the organization's business activities, the applicable statutory and regulatory 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 section 4 of this report.

Nonconformities from last audit	There were no nonconformities revealed during last audit.
Nonconformities current audit	The current audit did not reveal any nonconformities.
Re-Audit	A re-audit is not required. In case the current audit did reveal nonconformities please refer to the nonconformity report for more details.
Stage 1 Audit	The current audit is a surveillance audit. Hence, a stage 1 audit was not performed.

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.

Recommendations:

- Maintenance of the existing certification

Audit Report



Client	Standard	Certification Number	Audit Type
Metropolitan Waterworks & Sewerage System Regulatory Office	ISO 9001:2015	01 100 1834855	Surveillance Audit

2. Scope

2.1 Description of the organization

Client	Standard	Certification Number	Audit Type
Metropolitan Waterworks & Sewerage System Regulatory Office	ISO 9001:2015	01 100 1834855	Surveillance Audit

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 re-views, 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.

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

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Philippines through the MWSS, the Maynilad Water Services Inc. (MWSI) for the West Zone and the Manila Water Company, Inc. (MWCI) 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

Standard	Scope of certification
ISO 9001:2015	Provision of Regulatory Services on Service Obligations Monitoring for Water Supply and Wastewater Effluent Quality based on the Concession Agreement

The organization has no shift operation.

The audit has not been carried out in the context of a multi-site certification.

The audit was done on-site and didn't include any remote auditing activities.

Locations audited during the audit are marked accordingly within below table. The following sites and their scopes are included in the scope of certification:

Certificate No.	Name/Address of site	Employees	Scope of certification	Audited
01 100 1834855	Metropolitan Waterworks & Sewerage System Regulatory Office Lot 2, MWSS Compound, Katipunan Ave.,	92	Provision of Regulatory Services on Service Obligations Monitoring for Water Supply and Wastewater Effluent Quality based on the Concession Agreement	X

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Client	Standard	Certification Number	Audit Type
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Certificate No.	Name/Address of site	Employees	Scope of certification	Audited
	corner H. Ventura Street, Brgy. Pansol, District 3, Quezon City 1108 Philippines			

3. Changes in the management system / Contract review

The following major changes have been implemented in the management system and the management system documentation since the last audit:

Executive No. 22: Creating the Water Resources Management in the Department of Environment and Natural Resources, April 27, 2023. This is intended to enable the Metropolitan Waterworks and Sewerage System (MWSS), National Water Resources Board (NWRB), and Local Water Utilities Administration (LWUA) and the other water-related agencies of the DENR to have a collaborative mechanism under the WRMO to implement water management programs.

The implementation of these changes in the existing management system and the management system documentation was verified within the framework of the audit. The order details which form the basis of the audit (incl. number of employees, scope and sites) reflect the actual situation in the organization.

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 Annex to this report. 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.	Department / Process / Location	Positive findings
1	All / Management / -	<p>The MWSS Regulatory Office (RO) received the following awards/recognition:</p> <ul style="list-style-type: none">- Global Water Awards Public Water Agency of the Year 2023- GADtimpala Bronze for Outstanding Gender-Responsive Agency, while the Office's Gender and Development Focal Point System (GFPS) was conferred the GADtimpala Silver for exemplary GFPS or "GADtimpala AlaGAD."- MWSS RO received Plaque of Appreciation for the "remarkable participation in different undertakings of the Region towards the attainment of healthy and safe Metro Manilans" given 14 October 2022 by the DOH - Metro Manila Center for Health and Development (DOH-MMCHD).

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No.	Department / Process / Location	Positive findings
2	- / Internal Quality Audit / -	Competency of Internal Auditors are clearly evident in the number and quality of their findings.
3	- / Fleet Management / -	Preventive Maintenance Schedule format is a best practice.

The following recommendations and opportunities for improvement were identified during the audit and are intended to contribute to the continuous improvement of the management system.

No.	Department / Process / Location	Recommendations and opportunities for improvement
1	- / Water Quality Sample Site / Olandes STP at Olandes Marikina City	As observed during the audit, the tested water sample was disposed randomly, without proper disposal practices.
2	- / Water Quality Control / -	<p>The Nonconformance and Corrective Action Report (NCCAR) form, originally designed for technical audit-related nonconformities, can also be utilized for nonconformities related to water quality to ensure compliance with all relevant requirements.</p> <p>Additional action plan to the current risk register to mitigate high-risk ratings that have not yet been addressed.</p>
3	Top Management / - / -	Ensure to include in the minutes of the management review the results of complaints management as gathered by the Customer Regulation.
4	Internal Audit / - / -	<p>Ensure that the last two fields of the NCCAR are timely filled in, i.e.</p> <ul style="list-style-type: none"> - Details on affected related risks and opportunities - Changes to the QMS
5	Building Management / - / -	<p>Finalization of the following shall be verified next audit:</p> <ul style="list-style-type: none"> - Frequency of conducting the preventive maintenance, considering associated risks - Utilization of the improved PM forms
6	Fleet Management / - / -	May utilize the Preventive Maintenance Schedule to facilitate keeping track of its realization
7	Building & Fleet Management / - / -	May get the perception of the internal customers as to the quality of service their getting
8	Procurement / - / -	May communicate to the external providers the results of the evaluation of their performance
9	Human Resource / - / -	<p>Measurement of key performance should be done more frequently than that the current year-end.</p> <p>Assessment of risks and opportunities relevant to the following need to be formalized in Risk and Opportunity Registers: Re-appointments (e.g. of Top Management), retirements, resignations.</p>

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5. Dates

Due date for the next audit 2024-11-28

Agreed date for the next audit 2024-09-18

Audit release date 2023-10-03

2023-09-08

Signature date


Rafael T. Magsino

Signature audit (team) leader

All information gained during the audit will be treated with strict confidentiality by the audit team and the certification body.

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Item	Audit result
Context of the organization	<p>The organization has determined internal and external issues related to the following subject areas:</p> <ul style="list-style-type: none"> • Revised Concession Agreement (RCA) • Underspending on CAPEX Projects • Creation of Water Regulatory Commission or Shifting legal/regulatory environment • Inadequate Human Resource (lack of talents) • Rationalization Plan • Water Shortage/Disruption of the normal flow of raw water • Natural and Manmade disaster (e.g. The "Big One", La Niña, Terrorism attack, etc.) • Rate Rebasing • Pandemic/National State of emergency due to COVID-19 pandemic • Non-compliance on the provision of contracts or laws <p>Recent issues:</p> <p>External</p> <ul style="list-style-type: none"> • Office funding source: DBM recommend MWSS RO COB for 2024 for National Government Support to be included in the Presidents proposed National Budget for FY2024. FY2023 funding came from the savings currently in place utilizing the FY2021 DBM approved limits. • Executive Order 22 Creating the Water Resources Management Office in the Department of Environment and Natural Resources <p>Internal</p> <ul style="list-style-type: none"> • Expected process change as a result of: <ul style="list-style-type: none"> o franchises the revised concession agreement's approval and effectiveness, o movement within the current organization, and o the inclusion of new talent <p>The organization has identified interested parties and the requirements of these parties. Examples for such 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 • Department of Budget and Management (DBM) • Office of Government Corporate Council (OGCC) • GOCCs • Interagency Task Force on the Harmonization of National Government Monitoring Information and Reporting System (IATF) on Admin Order 25, s.2011 • National Privacy Commission • Government Procurement Policy Board • Bureau of Internal Revenue • Water and Sewerage Sector Savings and Loan Association • Department of Environment and Natural Resources (DENR) • Office of the Solicitor General (OSG) • Office of the President – hotline 8888

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Item	Audit result
	<ul style="list-style-type: none"> • Department of Public Works and Highways (DPWH) • National Water Resources Board (NWRB) • Landbank of the Philippines (LBP) • Commission on Audit (COA) • Media <p>Recent Additions:</p> <ul style="list-style-type: none"> • Department of Environment and Natural Resources (DENR) • Water Resources Management Office (WRMO) • Inter-Agency Committee on Inflation and Market Outlook (IAC-IMO) – (FRA) • Bureau of Treasury (ALA) • Congress • Department of Budget and Management (ALA)
Policy and 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. The quality objectives are measurable and are controlled, communicated and updated regularly. Key quality objectives include:</p> <p>Key quality objectives for 2023 include:</p> <p>Top Level Quality Objectives</p> <ul style="list-style-type: none"> - Achieve 95% compliance to the bacteriological water quality at the distribution (sample passed/ total samples (Ro and Con) - Achieve 90.5% compliance for wastewater quality (Compliant sample / total number of samples) - Achieve 43% of total employee meeting required competencies by the end of 2023 - Achieve Satisfactory rating for customer satisfaction survey by end of 2023 <p>MWSS – RO OPCR (Office Performance & Commitment Report)</p> <p>Social Impact</p> <ul style="list-style-type: none"> o SO1 – Increase number of domestic customers with continuous and safe water supply <ul style="list-style-type: none"> <input type="checkbox"/> SM2 – Percentage of domestic WSC with 24-hr water supply and 7-psi minimum water pressure – 10% <input type="checkbox"/> SM3 – Compliance of RO and Concessionaires samples with PNSDW on bacteriological quality (i.e. at least 95%) - 10% o SO2 – Environmental-friendly sewerage system <ul style="list-style-type: none"> <input type="checkbox"/> SM4 – Number of domestic sewer connections – 6% <input type="checkbox"/> SM5 – Percentage of samples from STPs compliant with DENR A.O. No. 2016-008 (excluding nutrients) – 8%, <input type="checkbox"/> SM6 – Number of septic tank desludging – 8% • Stakeholders <ul style="list-style-type: none"> o SO3 – Empowered stakeholders <ul style="list-style-type: none"> <input type="checkbox"/> SM7 – Percentage of satisfied customers – 5% • Internal Process <ul style="list-style-type: none"> o SO4 – Improve regulatory monitoring functions to ensure compliance to service obligation targets <ul style="list-style-type: none"> <input type="checkbox"/> SM8 – Asset condition report review and validation – 5%

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Item	Audit result
	<ul style="list-style-type: none"> <input type="checkbox"/> SM9 – Percentage of rate petitions resolved within 15 calendar days prior to intended implementation – 8% <input type="checkbox"/> SM10 – Percentage of complaints resolved within 10 working days from submission for resolution – 5% <input type="checkbox"/> SM11 – Percent of complaints/requests thru 8888 hotline acted upon within 72 hours upon receipts – 7% <input type="checkbox"/> SM12 – KPI + BEMs evaluation reports (within 60 days from Concessionaires' submission) – 5% & 5% • Learning & Growth <ul style="list-style-type: none"> o SO5 – Attract, develop and retain highly competent workforce <input type="checkbox"/> SM13 – Percentage of employees meeting required competencies [Strategic Initiative Profile I] – 4% o SO6 – Develop and implement QMS <input type="checkbox"/> SM14 – ISO 9001:2015 certification – 4%
Process control incl. 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. 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 and are appropriately reviewed and controlled:</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 • Analytical Service Wastewater Quality Monitoring Program / Analytical Service for Water Quality Monitoring Program
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"> • Technical Regulation Water Quality Control • Customer Regulation

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Annex ISO 9001:2015

Item	Audit result
	<ul style="list-style-type: none"> • MIS / IT • Procurement • Maintenance of FEV infrastructure • Cash Disbursement <p>Examples of risks and opportunities of processes identified are:</p> <ul style="list-style-type: none"> • Delayed of late delivery of sampling bottles • Delays in the procurement or delivery of sampling paraphernalia and supplies • Unable to provide the proper actions/or response • Difficulty to find replacement parts • Failure of bidding due to suppliers/bidders have incomplete documentary requirements specifically the Certificate of PhilGEPS Registration • Delays in implementation of preventive maintenance plan (PMP) • Noncompliance to contract/laws <p>Examples of measures taken to react on identified risks are:</p> <ul style="list-style-type: none"> • Coordinate with 3rd party laboratory as to the cause of delay and have them come up with an action plan • Expediate the procurement of calibration /verification standards • Communicate with the Stakeholders/other concerned person • Replace with back up unit and Procure stock of parts • Conduct thorough market study for potential suppliers and create a pool of qualified suppliers for future reference. • Consider alternative way to facilitate the PMP • Check and balance procedure thru segregation of duties <p>Examples of risks and opportunities concerning the context of the organization are:</p> <ul style="list-style-type: none"> • Delayed delivery of the desired/targeted level of services • COVID19 Loss of lives • Changes in the Operation of MWSS RO • Limited mobility of RO talents • Damage to properties including water and wastewater facilities • Possible arbitration/filing of case • Lack of RO talents • Loss of institutional knowledge <p>Concerning risk based thinking the following tools are used:</p> <ul style="list-style-type: none"> • Risk Management Procedure, RO-PM-02-02, Rev. 2, dated Dec. 14, 2022 • Risk Register for Top Level and per process • MWSS RO Risk Heat Map – reference for the mapping/determination of level of criticality of Risk

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Metropolitan Waterworks & Sewerage System Regulatory Office	ISO 9001:2015	01 100 1834855	Surveillance Audit

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Item	Audit result
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. The person who prepared the offer reviews the contract to ensure its compliance with the offer and documents this compliance in an order confirmation. The same procedure applies to amendments. 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"> o Residual Chlorine o Turbidity test o Total coliform o Fecal coliform o BOD –Biochemical oxygen demand o Surfactant o TSS –total suspended solids o 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 • Executive Order 22 Creating the Water Resources Management Office in the Department of Environment and Natural Resources
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>Result of the customer satisfaction survey of customers and concessionaires, respectively, rated MWSS RO as Satisfactory and higher</p> <p>Time series data of % of Respondents rating MWSS RO as "Satisfied" and higher:</p> <p>2019: 59.11%</p> <p>2020: 64.06%</p>

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Metropolitan Waterworks & Sewerage System Regulatory Office	ISO 9001:2015	01 100 1834855	Surveillance Audit

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Item	Audit result
	<p>2021: Customers: 73.70%, Concessionaires: 100%</p> <p>2022: Customers 71.8% 1st sem, 80.5% 2nd sem. Concessionaires: 100% 1st sem.; 100% 2nd sem.</p> <p>Aforementioned information gathered, analyzed and reported by a third party, Philippine Survey and Research Center (PSRC)</p> <p>Customer Complaints, January 01, 2023 to July 09, 202, filed through Emails, Personal Appearance/Walk-in, etc. Manila Water-relevant Maynilad-related: 143 MAynilad-related: 692 Out of Jurisdiction: 77 Invalid: 60</p> <p>Timely resolution of these complaints by the responsible concessionaire is closely monitored by the Customer Regulation unit.</p>
Internal audit and management review	<p>The organization measures the implementation, maintenance and effectiveness of the management system by means of annually scheduled system audits. The organization reliably carries out these audits. The organization reliably carries out these audits on July 29-July 4, 2023, and July 31-August 2, 2023. In these audits, there were 5 positive findings, 75 opportunities for improvement, and 1 nonconformity which were verified to have been acted on commensurately.</p> <p>Top management reviews the organization's management system at regular intervals and in line with the requirements to ensure its continuous suitability, adequacy and effectiveness. The management review was carried out in accordance with the requirements and was effective.</p> <p>Date of last management review: 2023-06-15</p>
Use of certificate and logo	<p>The organization uses the logo and the certificate (e.g. on business cards, company brochures, websites etc.) in compliance with the requirements.</p>

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Standard Clause	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		
Minor nonconformity	0	0	0	0	0	0	0	0	0	0		
Major nonconformity	0	0	0	0	0	0	0	0	0	0		
Standard Clause	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
Minor nonconformity	0	0	0	0	0	0	0	0	0	0	0	0
Major nonconformity	0	0	0	0	0	0	0	0	0	0	0	0
Standard Clause	9.1	9.2	9.3	10.1	10.2	10.3						
Rating *	1	1	1	1	1	1						
Minor nonconformity	0	0	0	0	0	0						
Major nonconformity	0	0	0	0	0	0						

* Rating:

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

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