



METROPOLITAN WATERWORKS & SEWERAGE SYSTEM

# REGULATORY OFFICE



30 October 2024

**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 2024**

Dear Atty. Corpus:

In compliance with the GCG-approved 2024 Performance Scorecard and Item No. 9 of the GCG MC No. 2024-01, the MWSS Regulatory Office (MWSS RO) respectfully submits its 3rd Quarter Monitoring Report for CY 2024, including the supporting documents for each Strategic Measure. A soft copy of the Monitoring Report and supporting documents has been sent in advance via email.

Furthermore, as part of this compliance, the Monitoring Report has also been 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 <sup>a/</sup>	2024	AO 3rd Quarter			
						Accomplishment	Wt.		
SOCIAL IMPACT	SO 1	Increased Number of Domestic Customers with Continuous and Safe Water Supply							
	SM 1	Percentage of Domestic Water Service Connections (WSCs) with 24-hr Water Availability and 7-psi Minimum Pressure	Domestic WSCs with 24-hr and 7-psi water supply / Total Number of WSCs	10%	$[(\text{Actual} / \text{Target}) \times (\text{Actual RO samples} / 160)] \times \text{Weight}$	91%	<b>80</b> RBCs validated  Actual No. of Domestic WSCs with 24/7 water supply service = 2,515,825 / 2,535,329 Target	4.96%	Refer to 1_SM 1, 10 Summary
	SM 2	Compliance of RO and Concessionaire Samples with the Minimum 95% Bacteriological Requirement of PNSDW	Compliant if:  Number of samples passing PNSDW / Total number of samples  is at least 95% for both MWSS RO and Concessionaires	10%	If compliant: $\{[("Passed" \text{ MWSS RO samples} / \text{Total samples}) \times 0.5] + [("Passed" \text{ Concessionaires samples} / \text{Total samples}) \times 0.5] \times \{\text{Actual MWSS RO samples collected} / 1,343\}\} \times \text{Weight}$  If not compliant: 0%	Compliant	<b>MWSS RO:</b> Quality: <b>97.24% (Compliant)</b> ; 1,056 passed out of 1,086 collected samples Quantity: 1,086 collected against the annual target of 1,343 samples ( <b>80.86%</b> )  <b>MWCI+MWSI:</b> <b>99.60% (Compliant)</b> ; 17,296 passed out of 17,366 collected samples	7.96%	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	598,361	<b>590,413</b> Number of domestic sewer connections as of Aug 2024	9.77%	Refer to 3_SM 3, 5, 8 Summary
	SM 4	Percentage of RO and Concessionaires Samples Compliant with Applicable DENR Administrative Order (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%	<b>99.67% Overall Quality</b> MWSS RO: 496 passed out of 499 collected samples MWCI+MWSI: 1,031 passed out of 1,033 collected samples  Quantity MWSS RO: 499 collected against the annual target of 588 samples ( <b>84.86%</b> )	9.35%	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	188,884	<b>152,752</b> Number of septic tanks desludged as of Aug 2024	8.09%	Refer to 3_SM 3, 5, 8 Summary
		Subtotal	50%				40.13%		



	Component					Target	MONITORING REPORT		Remarks
	Objective/Measure	Formula	Wt.	Rating System <sup>a/</sup>	2024	AO 3rd Quarter			
						Accomplishment	Wt.		
STAKEHOLDERS	SO 3	Empowered Stakeholders							
	SM 6	Percentage of Satisfied Customers	Number of respondents who gave at least a Satisfactory Rating / Total number of respondents	5%	Actual over Target  0% = if less than 80%	90%	Status:  The conduct of the 2024 Harmonized CSM in-house survey is ongoing.	0.00%	--
	Subtotal			5%				0.00%	
INTERNAL PROCESS	SO 4	Improved Regulatory Monitoring Functions to Ensure Compliance to Service Obligation Targets							
		Percentage of Rate Petitions Resolved not later than 15 Calendar Days Prior to Intended Implementation							
	SM 7	a. Maynilad Water Services, Inc. Petitions	No. of rate petitions resolved at least 15 days prior to intended implementation / Total no. of rate petitions submitted	2.5%	Actual / Target x Weight	100%	One (1) petition resolved	2.50%	Refer to 7_SM 7 Rate Petitions Resolved
		b. Manila Water Company, Inc. Petitions		2.5%	Actual / Target x Weight	100%	One (1) petition resolved	2.50%	
	SM 8	Percentage of Complaints Resolved within 10 Working Days from Submission for Resolution	Number of complaints resolved within the prescribed timeline from submission for resolution / Total number of complaints for resolution	5%	Actual / Target x Weight	100%	401 / 401 = <b>100.00%</b> Number of complaints resolved within 10 working days as of Sep 2024	5.00%	Refer to 8_SM 8 Customer Complaints

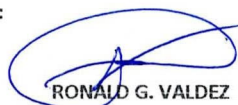
		Component			Target	MONITORING REPORT		Remarks	
Objective/Measure		Formula	Wt.	Rating System <sup>a/</sup>	2024	AO 3rd Quarter			
						Accomplishment	Wt.		
INTERNAL PROCESS	SM 9	KPI+BEMs Evaluation Reports (within 60 days from Concessionaires' submission)							
		a. 2023 Annual							
		1. Maynilad Water Services, Inc.	Milestone	4%	Submitted = 2% Submitted on time = 2%	2023 KPI+BEMs Evaluation Report for Maynilad submitted on time	Submitted to the Chief Regulator on 26 March 2024	4.00%	Refer to 9_SM 9 Submission of 2023 Annual and Mid-2024 KPI+BEMs Evaluations
		2. Manila Water Company, Inc.	Milestone	4%	Submitted = 2% Submitted on time = 2%	2023 KPI+BEMs Evaluation Report for Manila Water submitted on time		4.00%	
		b. Mid-2024							
		1. Maynilad Water Services, Inc.	Milestone	4%	Submitted = 2% Submitted on time = 2%	Mid-2024 KPI+BEMs Report Card for Maynilad submitted on time	Submitted to the Chief Regulator on 23 Sep 2024	4.00%	Refer to 9_SM 9 Submission of 2023 Annual and Mid-2024 KPI+BEMs Evaluations
	2. Manila Water Company, Inc.	Milestone	4%	Submitted = 2% Submitted on time = 2%	Mid-2024 KPI+BEMs Report Card for Manila Water submitted on time	4.00%			
	SM 10	Number of Big CAPEX Projects Inspected	Absolute number	4%	Actual / Target x Weight	16 Inspection Reports	Twelve (12) inspections were conducted, but only eleven (11) reports were submitted as of 3Q 2024 per the set timeline	2.75%	Refer to 1_SM 1, 10 Summary
	Subtotal			30%				28.75%	
	ORGANIZATION	SO 5	Attract, Develop, and Retain Highly Competent Workforce						
SM 11		Percentage of Employees Meeting Required Competencies	No. of personnel who met all the required competencies over Total number of personnel	5%	Actual / Target x Weight	46.15%	47.76% of talent complement achieved 100% profile match	5.00%	Refer to 10_SM 11 MWSS RO Competency Assessment Status Report
SO 6		Develop and Implement Quality Management System							
SM 12		ISO 9001:2015 Certification	Milestone	5%	All or Nothing	Recertification	Recertified Recertification Audit conducted by an External Certifying Body on 17 Sep 2024	5.00%	Refer to 11_SM 12 Recertification-Extension Audit Report
Subtotal			10%				10.00%		



	Component					Target	MONITORING REPORT		Remarks
	Objective/Measure	Formula	Wt.	Rating System <sup>a/</sup>	2024	AO 3rd Quarter			
						Accomplishment	Wt.		
FINANCE	SO 7	Ensure Sound Financial Judgment							
	SM 13	Budget Utilization Rate - GAA Subsidy							
		a. Obligation Rate (Current)	Total Obligated Subsidy over Total COB from Subsidy [both net of PS Cost]	2.5%	Actual / Target x Weight	90%	53.97%	1.50%	Refer to 12_SM 13 Statement of Appropriations, Allotments, Obligations, Disbursements and Balances
		b. Disbursement Rate (Current)	Total Disbursement over Total Obligations [both net of PS Cost]	2.5%	Actual / Target x Weight	90%	75.21%	2.09%	
		Subtotal		5%				3.59%	
	TOTAL		100%				82.47%		

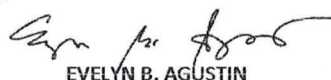
a/ But not to exceed the weight assigned per indicator.

Prepared by:

  
RONALD G. VALDEZ

Member  
Performance Evaluation Scorecard  
Committee

Reviewed by:

  
EVELYN B. AGUSTIN

Chairperson  
Performance Evaluation Scorecard  
Committee

Certified Correct by:

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

Approved by:

  
PATRICK LESTER N. TY  
Chief Regulator