



METROPOLITAN WATERWORKS & SEWERAGE SYSTEM
REGULATORY OFFICE



10 April 2025

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: 2024 Annual Performance Report

Dear Atty. Corpus:


In compliance with the GCG-approved 2024 Performance Scorecard and Item No. 10 of the GCG MC No. 2024-01, the MWSS Regulatory Office (MWSS RO) respectfully submits its Annual Performance Report for CY 2024, including the supporting document/s for each Strategic Measure. A soft copy of the Performance 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 ^{a/}	2024	AO 4th 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%	160 RBCs validated Actual No. of Domestic WSCs with 24/7 water supply service = 2,639,350 / 2,559,026 Target	10.00%	Refer to 1_SM 1, 10 Summary Refer to 2_SM 1 Pressure Graphs
	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: $\{[(\text{"Passed"} \text{ MWSS RO samples} / \text{Total samples}) \times 0.5] + [(\text{"Passed"} \text{ Concessionaires samples} / \text{Total samples}) \times 0.5] \times (\text{Actual MWSS RO samples collected} / 1,343)\} \times \text{Weight}$ If not compliant: 0%	Compliant	MWSS RO: Quality: 96.77% (Compliant); 1,440 passed out of 1,488 collected samples Quantity: 1,488 collected against the annual target of 1,343 samples (110.80%) MWCI+MWSI: 99.61% (Compliant); 25,647 passed out of 25,747 collected samples	10.00%	Refer to 3_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	631,807 Number of domestic sewer connections as of Dec 2024	10.00%	Refer to 4_SM 3, 5, 8 Summary Refer to 5_SM 3 Number of Sewer Service Connections
	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%	99.39% Overall Quality MWSS RO: 612 passed out of 620 collected samples MWCI+MWSI: 1,516 passed out of 1,521 collected samples Quantity MWSS RO: 620 collected against the annual target of 588 samples (105.44%)	10.00%	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	225,600 Number of septic tanks desludged as of Dec 2024	10.00%	Refer to 4_SM 3, 5, 8 Summary Refer to 7_SM 5 Number of Septic Tanks Desludged
	Subtotal			50%				50.00%	

	Component					Target	MONITORING REPORT		Remarks
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						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: Ongoing processing and preparation of the 2024 HCSCM Report	0.00%	--
	Subtotal			5%				0.00%	
	SO 4	Improved Regulatory Monitoring Functions to Ensure Compliance to Service Obligation Targets							
	SM 7	Percentage of Rate Petitions Resolved not later than 15 Calendar Days Prior to Intended Implementation							
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%	3/3 petitions resolved	2.50%	Refer to 8_SM 7 Rate Petitions Resolved	
b. Manila Water Company, Inc. Petitions			2.5%	Actual / Target x Weight	100%	3/3 petitions 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%	659 / 659 = 100.00% Number of complaints resolved within 10 working days as of Dec 2024	5.00%	Refer to 4_SM 3, 5, 8 Summary Refer to 9_SM 8 Customer Complaints	

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	Objective/Measure	Formula	Wt.	Rating System ^{a/}	2024	AO 4th Quarter			
						Accomplishment	Wt.		
INTERNAL PROCESS	KPI+BEMs Evaluation Reports (within 60 days from Concessionaires' submission)								
	a. 2023 Annual								
	SM 9	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 10_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 10_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	16 inspections conducted corresponding to 16 reports submitted	4.00%	Refer to 1_SM 1, 10 Summary Refer to 11_SM 10 CAPEX Inspection Reports
	Subtotal			30%				30.00%	
HUMAN RESOURCE	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 12_SM 11 MWSS RO Competency Assessment Status Report

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						Accomplishment	Wt.		
ORGANIZAT	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 13_SM 12 Recertification-Extension Audit Report
	Subtotal			10%				10.00%	
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%	70.16%	1.95%	Refer to 14_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%	88.07%	2.45%	
	Subtotal			5%				4.40%	
	TOTAL			100%				94.40%	

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