

FORM A
PERFORMANCE TARGETS & ACCOMPLISHMENT REPORT
FY 2023

LWD NAME: METRO BANGUED WATER DISTRICT

Compliance with LWUA reporting Requirements in accordance to Content and period of submission	<p style="text-align: center;">PREQUALIFICATION CONDITIONS</p> <p>a. Compliance with PNSDW</p> <p>b. Current in Debt Service Status</p> <p>c. Existing LWUA-LWD Joint Savings Account/General Reserves</p> <p>d. LWUA-Approved Water Rates</p> <p>e. Compliance with Commercial Practice System</p> <p>f. Positive Net Balance in the Average Net Income for 12 Months for year 2023</p> <p>g. Submission of documents:</p> <ol style="list-style-type: none"> 1. MDS and FS (January to December 2023); 2. Approved LWD FY 2023 Budget; 3. Update Business Plan covering FY 2023; 4. FY 2023 LWD Annual Report 	<p style="text-align: center;">Compliant/Non-compliant</p> <p style="text-align: center;">Compliant</p> <p style="text-align: center;">Compliant</p> <p style="text-align: center;">Compliant</p> <p style="text-align: center;">Compliant</p> <p style="text-align: center;">Compliant</p> <p style="text-align: center;">Compliant</p> <p style="text-align: center;">Compliant</p> <p style="text-align: center;">Compliant</p> <p style="text-align: center;">Compliant</p>
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MFOs AND PERFORMANCE INDICATORS (1)	FY 2022 ACTUAL ACCOMPLISHMENT (2)	FY 2023 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2023 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. Water Facility Service Management						
2023 Budget:						
PI 1 (Quantity) access to potable water	Percentage of households with access to potable water against the total number of households within the coverage of the LWD	9,751/12,520X100=78%	88% of 10,000 Households are with access to potable water.	Technical	$\frac{10,076}{10,000} \times 100 = 100.76$ say 100%	
PI 2 (Quality) reliability of the service	Percentage of household connections receiving 24/7 supply of water	72% of 9,751 service connections receiving 24/7 water service	70% of 10,000 household connections receive 24/7 water supply	Technical	71% of 10,076 service connections receiving 24/7 water service.	

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PI 3 (Timeliness) Adequacy (should not be less than 1:2:1)	<p>Source of Capacity of LWD to meet demands for 24/7 supply of water to compute adequacy, use formula below:</p> <p><u>Rated Capacity of Sources (cu.m/yr)</u> Demand (cu.m/yr)</p> <p>Demand = No. of Active Connections x 5 (average household size) x 100-130 (Liters per capita per day) x 365 days x 1L/1000</p>	1.19:1	1.17:1	Technical	1.34:1		
PI4 COVID - 19 Response Measures	<p>COVID – 19 Response Measures:</p> <ul style="list-style-type: none"> -wash hands facilities -water delivery services -public information drives -Sanitation hygiene activities -Disinfection initiative -issuance of health protocols -other resiliency 	100%-	100%	Administrative/Finance/Commercial/Technical	100%		

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B. Water Distribution Service Management							
2023 Budget:							
PI 1 (Quantity) NRW: NRW should not exceed 30%	Percentage of unbilled water to water production	19.21%	20%	Technical	19.58%		
PI 2 (Quality) Potability	Daily chlorine residual requirement should be at least 0.3ppm at the farthest point. In case the LWD is using chlorine dioxide, the allowable level should be at least 0.2 to 0.4 ppm.	Ave=0.51ppm	Ave=0.40ppm	Technical	Ave = 0.46 ppm		
PI 3 (Timeliness) Adequacy/reliability Of service	Average response time to restore service (major and minor repair) when there are interruptions due to line breaks and/or production equipment or facility breakdown as reflected in the CSC approved Citizen's Charter of the WD	3 hours response time to restore mainline interruption.	4 hours response time to restore mainline interruption.	Technical	2 ½ hours Response time to restore Mainline interruption		
Support to Operation (STO)							
2023 Budget:							

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PI 2 Affordability	LWUA approved water rates	5% average income of LIG 535.15WD MC is 210.00 MC < 5% LIG LIG=10,703.00	5% average income of LIG 535.15WD MC is 210.00 MC < 5% LIG LIG=10,703.00	Commercial	5% average income of LIG 535.15WD MC is 210.00 MC < 5% LIG LIG=10,703.00		
PI 3 Customer Satisfaction	<ol style="list-style-type: none"> 1. ¹Ease of Doing Business – compliance to CSC Memo No. 14-2016. 2. Percentage of Customer Complaints acted upon against received complaints. <ul style="list-style-type: none"> ➤ Complaints through hotline #8888 acted upon within 72 hours. ➤ Complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances. 	98% customer's satisfaction out of total complaints within the year	90% customer's satisfaction out of total complaints within the year	Commercial / Technical	99%		


¹Certificate from HR Manager & GM on the compliance to CSC Memo#14-2016

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General Administration and Support Services (GASS)							
2023 Budget:							
PI 1 Financial Viability and Sustainability	<ul style="list-style-type: none"> Collection efficiency $\geq 90\%$; ² Positive Net Balance in the Average Net Income for twelve (12) months; 	95% Positive Net Balance in the Average Net Income for twelve (12) months	90% Positive Net Balance in the Average Net Income for twelve (12) months	Finance	96.5%		
		4.70:1 18.34:1	4.37:1		2.5:1		
PI 2 a) Compliance with COA reporting requirements b) Compliance with LWUA reporting requirements in accordance to content and period submission	In accordance with the prescribed content and period of submission (Submission of five financial reports, i.e. Balance Sheet, Statement of Income and Expenses, Statement of Cash Flows, Statement of Government Equity, Notes to Financial Statement, Report on Ageing of Cash Advance)	Feb 15, 2023	15-Feb-24	Finance	February 15, 2024		
	b. Compliance with LWUA reporting requirements in accordance to content and period of submission						
	i.e. Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement Microbiological /Physical /Chemical /Chlorine residual report Approved WD budget w/ Annual Procurement Plan, Annual Report	Jan 24, 2023 November 10, 2021/every 2 nd week of the following month Jan. 29, 2023	Jan. 24, 2024 April 13, 2023/every 2 nd week of the following month Jan. 29, 2024	Finance Commercial Finance/Administrative	February 22, 2024 April, 2023/Every 2 nd week of the following month		

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PI 3 Compliance to COA AOM	³ Resolve at least 30% of COA findings stated in the AOM issued to the Agency for prior years as of December 31, 2018	33%	30%	Finance	53%		
PI 4 Budget Utilization Rate (BUR)	Actual Disbursement on CAPEX versus Approved CAPEX budget for the current year should not be less than 85%	62%	85%	Finance	86.27%		

³Management Report (signed by GM) on resolved COA findings

Prepared by:


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 PBB Focal Person

Date: March 26, 2024

Approved by:


KATHLEEN MARIA BALBIN-TAWANTAWAN
 General Manager