

FORM A
PERFORMANCE TARGETS & ACCOMPLISHMENT REPORT
FY 2023

LWD NAME: METRO BANGUED WATER DISTRICT

| 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 | | | | | | | |
| 2022 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 | 88% of 9,751/12,520 x 100%=78%Households are with access to potable water | 88% of 10,000 Households are with access to potable water. | Technical | | | |
| PI 2 (Quality) reliability of the service | Percentage of household connections receiving 24/7 supply of water | 72% 9,751 household Connections received 24/7 water supply | 70% of 10,000 household Connections received 24/7 water supply. | Technical | | | |
| PI 3 (Timeliness) Adequacy (should not be less than 1:2:1) | Source of Capacity of LWD to meet demands for 24/7 supply of water to compute adequacy, use formula below: <u>Rated Capacity of Sources (cu.m/yr)</u> Demand (cu.m/yr) Demand = No. of Active Connections x 5 (average household size) x 100-130 (Liters per capita per day) x 365 days x 1L/1000 | 1.19:1 | 1.17:1 | Technical | | | |

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|---|---|-----------------------------------|--------------------|---|-----------------------------------|-------------------------|-------------|
| PI4 COVID - 19 Response Measures | COVID – 19 Response Measures: -wash hands facilities -water delivery services -public information drives -Sanitation hygiene activities -Disinfection initiative -issuance of health protocols -other resiliency program/s to mitigate COVID -19 | 100%- | 100% | Administrative/Finance/Commercial/Technical | | | |
| B. Water Distribution Service Management | | | | | | | |
| 2022 Budget: | | | | | | | |
| PI 1 (Quantity) NRW: NRW should not exceed 30% | Percentage of unbilled water to water production | 19.21% | 20% | Technical | | | |
| 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 | | | |

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| 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 | | | |
| Support to Operation (STO) | | | | | | | |
| 2022 Budget: | | | | | | | |
| PI 1 Staff Productivity Index | Categories A,B,C=1 staff for every one hundred twenty (120) service connections. Category D=1 staff for every one hundred (100) service connections. | 9,751/46=212 1:212 | 10,000/81=123 1: 123 | Management | | | |
| 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 | | | |
| PI 3 Customer Satisfaction | 1. ¹ Ease of Doing Business – compliance to CSC Memo No. 14-2016. 2. Percentage of Customer Complaints acted upon against received complaints. ➤ 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 | | | |

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


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|--|--|--|--|---|-----------------------------------|-------------------------|-------------|
| General Administration and Support Services (GASS) | | | | | | | |
| 2022 Budget: | | | | | | | |
| PI 1 Financial Viability and Sustainability | <ul style="list-style-type: none">Collection efficiency ≥ 90%;² Positive Net Balance in the Average Net Income for twelve (12) months;Current Ratio ≥ 1.5:1 | 95% Positive Net Balance in the Average Net Income for twelve (12) months 4.70:1 | 90% Positive Net Balance in the Average Net Income for twelve (12) months 4.37:1 | Finance | | | |
| 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-23 | Finance | | | |
| | 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 every 2 nd week of the following month Jan. 29, 2022 | Jan. 24, 2024 April 13, 2023/every 2 nd week of the following month Jan. 29, 2023 | Finance Commercial Finance/Administrative | | | |

²Average Positive Net Income – EO 181-2015; LWUA MC 007-15;DBM-BC #007-2016

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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 | | | |
| 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 | | | |

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

Prepared by:


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PBB Focal Person

Date: September 29, 2023

Approved by:


KATHLEEN MARIA BALBIN-TAWANTAWAN
General Manager