

FORM A
PERFORMANCE TARGETS & ACCOMPLISHMENT REPORT
FY 2024

LWD NAME: METRO BANGUED WATER DISTRICT

Compliance with LWUA reporting Requirements in accordance to Content and period of submission	PREQUALIFICAIONS CONDITIONS <ol style="list-style-type: none"> Compliance with PNSDW Current in Debt Service Status Existing LWUA-LWD Joint Savings Account/General Reserves LWUA-Approved Water Rates Compliance with Commercial Practice System Positive Net Balance in the Average Net Income for 12 Months for year 2024 Submission of documents: <ol style="list-style-type: none"> MDS and FS (January to December 2024); Approved LWD FY 2024 Budget; Update Business Plan covering FY 2024; FY 2024 LWD Annual Report 	Compliant/Non-compliant
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MFOs AND PERFORMANCE INDICATORS (1)		FY 2023 ACTUAL ACCOMPLISHMENT (2)	FY 2024 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2024 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. Water Facility Service Management							
2024 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	10,076/10000 X100=100.76% say 100%	100% of 10,388 Households are with access to potable water.	Sources Operation and Production			
PI 2 (Quality) reliability of the service	Percentage of household connections receiving 24/7 supply of water	71% of 10,076 service connections receiving 24/7 water service	80% of 10,388 household Connections received 24/7 water supply.	Sources Operation and Production			

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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>	1.34:1	1.34:1	Sources Operation and Production			
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 program/s to mitigate COVID -19 	100%	100%	Human Resources/Budget and Accounting/Customer Account/Sources Operation and Production			

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B. Water Distribution Service Management							
2024 Budget:							
PI 1 (Quantity) NRW: NRW should not exceed 30%	Percentage of unbilled water to water production	19.58%	18.95%	Sources Operation and Production			
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=0.46 ppm	Ave=0.42 ppm	Sources Operation and Production			
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	2 ½ hours Response time to restore Mainline interruption	2 ½ hours response time to restore mainline interruption.	Sources Operation and Production			
Support to Operation (STO)							
2024 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	10,388/83=125.16 1: 125	Management			

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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 LIG=10,703.00	Customer Account			
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. 	99% customer's satisfaction out of total complaints within the year	100% customer's satisfaction out of total complaints within the year	Customer Account / Sources Operation and Production			

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

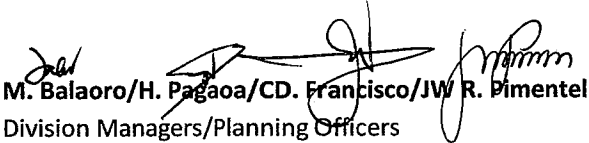
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General Administration and Support Services (GASS)							
2024 Budget:							
PI 1 Financial Viability and Sustainability	<ul style="list-style-type: none"> Collection efficiency $\geq 90\%$; ² Positive Net Balance in the Average Net Income for twelve (12) months; Current Ratio $\geq 1.5:1$ 	96.5% Negative Net Balance in the Average Net Income for twelve (12) months 2.5:1	95% Positive Net Balance in the Average Net Income for twelve (12) months 1.45:1	Budget and Accounting			
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, 2024	15-Feb-25	Budget and Accounting			
	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	February 22, 2024 April, 2023/every 2 nd week of the following month	Every 3 rd week of the following month April, 2024/every 2 nd week of the following month Jan. 29, 2025	Budget and Accounting Customer Account Budget and Accounting/Human Resources			

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	53%	30%	Budget and Accounting			
PI 4 Budget Utilization Rate (BUR)	Actual Disbursement on CAPEX versus Approved CAPEX budget for the current year should not be less than 85%	86.27%	85%	Budget and Accounting			

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

Prepared by:


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Approved by:


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General Manager B