

FORM A
PERFORMANCE TARGETS & ACCOMPLISHMENT REPORT
FY 2018

LWD NAME: SANTA ROSA (N.E.) WATER DISTRICT

MFOs AND PERFORMANCE INDICATORS (1)	FY 2017 ACTUAL ACCOMPLISHMENT (2)	FY 2018 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2018 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)	
A. Water Facility Service Management							
2017 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	10,779 household connections/ 16,072 households 67%	11,208 household connections/ 16,583 households 68%	Engineering and Maintenance/ Commercial	11,458 household connections/ 16,583 households 69%	101.47%	
PI 2 (Quality) reliability of the service	Percentage of household connections receiving 24/7 supply of water	10,779 household connections 100%	11,208 household connections 100%	Production/ Commercial	11,458 household connections 100%	100%	
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> <u>Demand(cu.m./yr)</u> Demand = No. of Active Connections x 5 (average household size) x 100-130 (Liters per capita per day) x 365 days x 1L/1000	3.08:1 <u>7,874,496 cu.m./year</u> <u>2,557,317 cu.m./year</u> Demand = 10,779 x 5 (average household size) x 130 (Liters per capita per day) x 365 days x 1L/1000	2.96:1 <u>7,874,496 cu.m./year</u> <u>2,659,098 cu.m./year</u> Demand = 11,208 x 5 (average household size) x 130 (Liters per capita per day) x 365 days x 1L/1000	Production	2.98:1 <u>8,099,480 cu.m./year</u> <u>2,718,411 cu.m./year</u> Demand = 11,458 x 5 (average household size) x 130 (Liters per capita per day) x 365 days x 1L/1000	100.68%	
B. Water Distribution Service Management							
2017 Budget:							
PI 1 (Quantity) NRW: NRW should not exceed 30%	Percentage of unbilled water to water production	13.42%	20.00%	Engineering and Maintenance	17.58%	113.77%	
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.	0.30 ppm	0.30 ppm	Production	0.30 ppm	100%	

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PI 3 (Timeliness) Adequacy/reability 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	10 hours	10 hours	Engineering and Maintenance	10 hours	100%	
Support to Operation (STO)							
2017 Budget:							
PI1 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.	1:176	1:120	Admin	1:181	150.83%	
PI 2 Affordability	LWUA approved water rates per Board Resolution No. 159 s. of 2005 dated August 23, 2005	P180 minimum charge	P180 minimum charge	Finance	P180 minimum charge	100%	
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.	100% of Customer Complaints acted upon against received complaints	100% of Customer Complaints acted upon against received complaints	Admin	100% of Customer Complaints acted upon against received complaints	100%	

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General Administration and Support Services (GASS)						
2017 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 	Collection Efficiency: 92%	Collection Efficiency: 90%	Finance	Collection Efficiency: 91%	101.11%
		Positive Net Balance in the Average Net Income for twelve (12) months 843,673.86	Positive Net Balance in the Average Net Income for twelve (12) months 462,161.64	Finance	Positive Net Balance in the Average Net Income for twelve (12) months 516,642.72	111.79%
		Current Ratio: 3.69	Current Ratio: 2.00	Finance	Current Ratio: 2.24	112%
PI 2 a) Compliance with COA reporting requirements	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)	January 16, 2017	February 14, 2018	Finance	January 15, 2018	100%
b) Compliance with LWUA reporting requirements in accordance to content and period submission	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	2nd following month of the required month-end reports	2nd following month of the required month-end reports	Admin and Finance, Production	2nd following month of the required month-end reports	100%

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, 2017	Compliance to COA AOM Resolved 82% of COA findings stated in the COA AOM issued to the agency for prior years as of December 31, 2016	Compliance to COA AOM Resolved 30% of COA findings stated in the COA AOM issued to the agency for prior years as of December 31, 2017	Admin and Finance, Production, Engineering and Maintenance	Compliance to COA AOM Resolved 55% of COA findings stated in the COA AOM issued to the agency for prior years as of December 31, 2017	183%	
PI 4 Budget Utilization Rate (BUR)	Actual Disbursement on CAPEX versus Approved CAPEX budget for the current year should not be less than 85%.	Budget Utilization Rate (BUR) 87 % Actual Disbursement on Approved CAPEX Budget	Budget Utilization Rate (BUR) 85 % Actual Disbursement on Approved CAPEX Budget	Admin and Finance	Budget Utilization Rate (BUR) 91 % Actual Disbursement on Approved CAPEX Budget	107.06%	

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

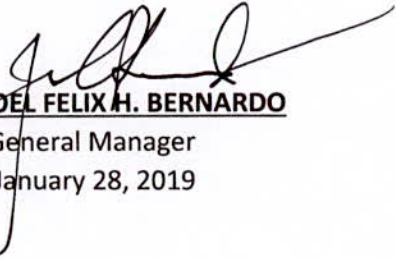
Recommending Approval:


ORLANDO P. CASTRO
 Division Manager-B
 January 28, 2019


VICTORIA N. MARIANO
 Division Manager-B
 January 28, 2019


JULIUS CAESAR M. BADILLA
 Division Manager-B
 January 28, 2019

Approved by:


ENGR. JOEL FELIX H. BERNARDO
 General Manager
 January 28, 2019

Form A-1
DETAILS OF DELIVERY/OFFICE PERFORMANCE INDICATORS AND TARGETS
 2018

LWD NAME: **SANTA ROSA (N.E.) WATER DISTRICT**

Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2018 Target for Performance Indicator 1	FY 2018 ACCOMPLISHMENT for Performance Indicator 1	Performance Indicator 2	FY 2018 Target for Performance Indicator 2	FY 2018 ACCOMPLISHMENT for Performance Indicator 2	Performance Indicator 3	FY 2018 Target for Performance Indicator 3	FY 2018 Accomplishment for Performance Indicator 3	Performance Indicator 4	FY 2018 Target for Performance Indicator 4	FY 2018 Accomplishment for Performance Indicator 4	Remarks
A. Water Facility Service Management													
	(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	11,208 household connections/ 16,583 households 68%	11,458 household connections/ 16,583 households 69%	(Quality) reliability of service Percentage of Household connections receiving 24/7 supply of water	11,208 household connections 100%	11,458 household connections 100%	(Timeliness) Adequacy Source Capacity of WD to meet demands for 24/7 supply	2.96:1 7,874,496 cu.m./year 2,659,098 cu.m./year	2.98:1 8,099,480 cu.m./year 2,718,411 cu.m./year				
								Demand = 11,208 x 5 (average household size) x 130 (Liters per capita per day) x 365 days x 1L/1000	Demand = 11,458 x 5 (average household size) x 130 (Liters per capita per day) x 365 days x 1L/1000				

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2018

LWD NAME: SANTA ROSA (N.E.) WATER DISTRICT

Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2018 Target for Performance Indicator 1	FY 2018 ACCOMPLISHMENT for Performance Indicator 1	Performance Indicator 2	FY 2018 Target for Performance Indicator 2	FY 2018 ACCOMPLISHMENT for Performance Indicator 2	Performance Indicator 3	FY 2018 Target for Performance Indicator 3	FY 2018 Accomplishment for Performance Indicator 3	Performance Indicator 4	FY 2018 Target for Performance Indicator 4	FY 2018 Accomplishment for Performance Indicator 4	Remarks
B. Water Distribution Service Management													
	(Quantity) NRW: NRW should be ≤ 30% Percentage of unbilled water to water production	20%	17.58%	(Quality) Potability *Daily Chlorine residual requirement should be at least 0.3ppm at the farthest point * Chlorine Dioxide residual requirement should be at least .2ppm	0.30 ppm	0.30 ppm	(Timeliness) adequacy/ reliability of service Average response time to restore service 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 WD	10 hours	10 hours				

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C. Support to Operations (STO)													
	Staff Productivity Index Cat A,B,C = 1:120 Cat D = 1:100	1:120	1:181	Affordability LWUA approved Water Rates per Board Resolution No. 159 s. of 2005 dated August 23, 2005	P180 minimum charge	P180 minimum charge	Customer Satisfaction Ease of Doing Business- Compliance to CSC 14-2016 Customer complaints acted upon against received complaints Complaints thru 888 acted upon within 72 hrs	100% of Customer Complaints acted upon against received complaints	100% of Customer Complaints acted upon against received complaints				


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D. General Administration and Support Services (GASS)													
Financial Viability & sustainability	Collection Efficiency ≥ 90%	Collection Efficiency: 90%	Collection Efficiency: 91%	Compliance to COA reporting requirements	February 14, 2018	January 15, 2018	Resolve at least 30% of COA findings stated in the AOM issued to the Agency for prior years as of December 31, 2017	Compliance to COA AOM Resolved 30% of COA findings stated in the COA AOM issued to the agency for prior years as of December 31, 2017	Compliance to COA AOM Resolved 55% of COA findings stated in the COA AOM issued to the agency for prior years as of December 31, 2017	Budget Utilization Rate (BUR) Actual Disbursement on CAPEX. Approved CAPEX budget for the current year should be at least 85% to 90%	Budget Utilization Rate (BUR) 85 % Actual Disbursement on Approved CAPEX Budget	Budget Utilization Rate (BUR) 91 % Actual Disbursement on Approved CAPEX Budget	
	Postive Net Income Balance	Positive Net Balance in the Average Net Income for twelve (12) months 462,161.64	Positive Net Balance in the Average Net Income for twelve (12) months 516,642.72	Compliance to LWUA reporting requirements	2nd following month of the required month-end reports	2nd following month of the required month-end reports							
	Current Ratio ≥ 1.5:1	Current Ratio: 2.00	Current Ratio: 2.24										

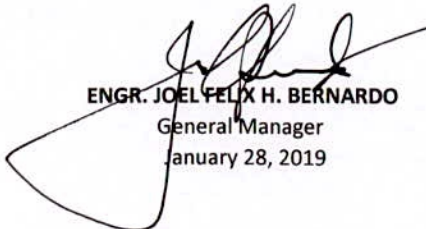
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