

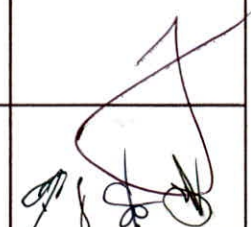
FORM A
PERFORMANCE TARGETS & ACCOMPLISHMENT REPORT
FY 2019

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

MFOs AND PERFORMANCE INDICATORS (1)	FY 2018 ACTUAL ACCOMPLISHMENT (2)	FY 2019 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2019 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. Water Facility Service Management						
2019 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	11,458 household connections/ 16,583 households 69%	11,920 household connections/ 17,110 households 69.66%	Engineering and Maintenance/ Commercial	12,060 household connections/ 17,110 households 70.49%	101.17%
PI 2 (Quality) reliability of the service	Percentage of household connections receiving 24/7 supply of water	11,458 household connections 100%	11,920 household connections 100%	Production/ Commercial	12,060 household connections 100%	100%
PI 3 (Reliability) 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	2.98:1 <u>8,099,480 cu.m./year</u> 2,718,411 cu.m./year Demand = 11,458 x 5 (average household size) x 130 (Liters per capita per day) x 365 days x 1L/1000	3.26:1 <u>9,224,400 cu.m./year</u> 2,828,020 cu.m./year Demand = 11,920 x 5 (average household size) x 130 (Liters per capita per day) x 365 days x 1L/1000	Production	3.53:1 <u>10,087,960 cu.m./year</u> 2,861,235 cu.m./year Demand = 12,060 x 5 (average household size) x 130 (Liters per capita per day) x 365 days x 1L/1000	108.28%

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B. Water Distribution Service Management						
2019 Budget:						
PI 1 (Quantity) NRW: NRW should not exceed 30%	Percentage of unbilled water to water production 17.58%	20.00%	Engineering and Maintenance	17.95%	111.42%	
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	0.2874 ppm	100%	
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%	
C. Support to Operation (STO)						
2019 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. 1:181	1:120	Admin	1:201	167.50%	
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%	

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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. <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. 	100% of Customer Complaints acted upon against received complaints	100% of Customer Complaints acted upon against received complaints	Admin/ Commercial	100% of Customer Complaints acted upon against received complaints	100%	

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

D. General Administration and Support Services (GASS)						
2019 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 	Collection Efficiency: 91%	Collection Efficiency: 90%	Finance	Collection Efficiency: 90%	100.00%
		Positive Net Balance in the Average Net Income for twelve (12) months 516,642.72	Positive Net Balance in the Average Net Income for twelve (12) months 450,953.10	Finance	Positive Net Balance in the Average Net Income for twelve (12) months 947,077.96	210.00%
		Current Ratio: 2.24	Current Ratio: 2.00	Finance	Current Ratio: 2.07	104%


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PI 2 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 15, 2018	February 14, 2019	Finance	February 14, 2019	100%	
b) Compliance with LWUA reporting requirements in accordance to content and period of 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	Finance/ Production	2nd following month of the required month-end reports	100%	

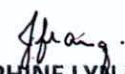
²Average Positive Net Income - EO 181-2015; LWUA MC 007-15; DBM-BC #007-2016


Recommending Approval:


ORLANDO P. CASTRO
 Division Manager-B
 February 21, 2020


VICTORIA N. MARIANO
 Division Manager-B
 February 21, 2020


JULIUS CAESAR M. BADILLA
 Division Manager-B
 February 21, 2020


JOSEPHINE LYN F. SANQUI
 Division Manager-B
 February 21, 2020

Approved by:

ENGR. JOEL FELIX H. BERNARDO
 General Manager
 February 21, 2020

Form A-1
DETAILS OF DELIVERY/OFFICE PERFORMANCE INDICATORS AND TARGETS
2019

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

Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2019 Target for Performance Indicator 1	FY 2019 ACCOMPLISHMENT for Performance Indicator 1	Performance Indicator 2	FY 2019 Target for Performance Indicator 2	FY 2019 ACCOMPLISHMENT for Performance Indicator 2	Performance Indicator 3	FY 2019 Target for Performance Indicator 3	FY 2019 Accomplishment for Performance Indicator 3	Performance Indicator 4	FY 2019 Target for Performance Indicator 4	FY 2019 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	11,920 household connections/ 17,110 households 69.66%	12,060 household connections/ 17,110 households 70.49%	(Quality) reliability of service Percentage of Household connections receiving 24/7 supply of water	11,920 household connections 100%	12,060 household connections 100%	(Timeliness) Adequacy Source Capacity of WD to meet demands for 24/7 supply	3.26:1 9,224,400 <u>cu.m./year</u> 2,828,020 cu.m./year Demand = 11,920 x 5 (average household size) x 130 (Liters per capita per day) x 365 days x 1L/1000	3.53:1 10,087,960 cu.m./year 2,861,235 cu.m./year Demand = 12,060 x 5 (average household size) x 130 (Liters per capita per day) x 365 days x 1L/1000				

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2019

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

Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2019 Target for Performance Indicator 1	FY 2019 ACCOMPLISH- MENT for Performance Indicator 1	Performance Indicator 2	FY 2019 Target for Performance Indicator 2	FY 2019 ACCOMPLISH- MENT for Performance Indicator 2	Performance Indicator 3	FY 2019 Target for Performance Indicator 3	FY 2019 Accomplishment for Performance Indicator 3	Performance Indicator 4	FY 2019 Target for Performance Indicator 4	FY 2019 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%	17.95%	(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	0.2874 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	1:201	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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2019


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


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D. General Administration and Support Services (GASS)													
	Financial Viability & sustainability												
	Collection Efficiency ≥ 90%	Collection Efficiency: 90%	Collection Efficiency: 90%	Compliance to COA reporting requirements	February 14, 2019	February 14, 2019							
	Postive Net Income Balance	Positive Net Balance in the Average Net Income for twelve (12) months 450,953.10	Positive Net Balance in the Average Net Income for twelve (12) months 947,077.96	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: 2.07										

Recommending Approval:

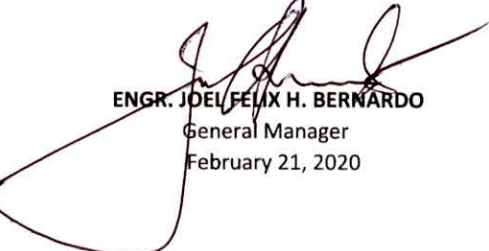

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