

**FORM A**  
**PERFORMANCE TARGETS & ACCOMPLISHMENT REPORT**  
**FY 2020**

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

MFOs AND PERFORMANCE INDICATORS (1)	FY 2019 ACTUAL ACCOMPLISHMENT (2)	FY 2020 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2020 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)	
<b>A. Water Facility Service Management</b>							
<b>2020 Budget:</b>							
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	12,060 household connections/ 17,110 households 70.49%	12,611 household connections/ 17,654 households 71.43%	Engineering and Maintenance/ Commercial	12,622 household connections/ 17,654 households 71.50%	100.10%	
PI 2 (Quality) reliability of the service	Percentage of household connections receiving 24/7 supply of water	12,060 household connections 100%	12,611 household connections 100%	Production/ Commercial	12,622 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> 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	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	3.30:1  <u>9,861,114 cu.m./year</u> 2,991,960 cu.m./year  Demand = 12,611 x 5 (average household size) x 130 (Liters per capita per day) x 365 days x 1L/1000	Production	3.44:1  <u>10,286,640 cu.m./year</u> 2,994,570 cu.m./year  Demand = 12,622 x 5 (average household size) x 130 (Liters per capita per day) x 365 days x 1L/1000	104.24%	



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PI 4 COVID-19 Response Measures	COVID-19 Response Measures: -Wash hand facilities -Water Delivery Services -Public Information Drives -Sanitation and Hygiene Activities -Disinfection Initiatives -Issuance of health protocols -Other resiliency program/s to mitigate COVID-19	N/A	-Handwashing stations -Foot bath -Contact tracing form -Proper handwashing guide -Thermal scanning of employees and concessionaires -Alcohol disinfectant spray -"No face mask No entry" policy -Physical distancing practice -Regular disinfection of SRWD facilities -Protective covers for frontline desks -Waiting area for concessionaires -Rapid testing of all SRWD employees	Admin, Finance & Commercial Production, Engineering and Maintenance	-Handwashing stations -Foot bath -Contact tracing form -Proper handwashing guide -Thermal scanning of employees and concessionaires -Alcohol disinfectant spray -"No face mask No entry" policy -Physical distancing practice -Regular disinfection of SRWD facilities -Protective covers for frontline desks -Waiting area for concessionaires -Rapid testing of all SRWD employees	100%	
<b>B. Water Distribution Service Management</b>							
<b>2020 Budget:</b>							
PI 1 (Quantity) NRW: NRW should not exceed 30%	Percentage of unbilled water to water production	17.95%	20.00%	Engineering and Maintenance	19.59%	102.09%	



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PI 2 (Quality) Potability	All water samples during the year should pass the physical-chemical and microbiological tests as required by PNSDW 2017.	100 % passed	100 % passed	Production	100 % passed	100 %	
	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.	0.2874 ppm	0.30 ppm	Production	0.30 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%	
<b>C. Support to Operation (STO)</b>							
<b>2020 Budget:</b>							
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.	1:201	1:120	Admin	1:214	178.33%	
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	<sup>1</sup> 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/ Commercial	100% of Customer Complaints acted upon against received complaints	100%	

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

D. General Administration and Support Services (GASS)						
2020 Budget:						
PI 1 Financial Viability and Sustainability	<ul style="list-style-type: none"> <li>•Collection efficiency ≥ 90%;</li> <li><sup>2</sup>•Positive Net Balance in the Average Net Income for twelve (12) months;</li> <li>•Current Ratio ≥ 1.5:1</li> </ul>	Collection Efficiency: 90%	Collection Efficiency: 90%	Finance	Collection Efficiency: 97.40%	108.22%
		Positive Net Balance in the Average Net Income for twelve (12) months 947,077.96	Positive Net Balance in the Average Net Income for twelve (12) months 258,807.63	Finance	Positive Net Balance in the Average Net Income for twelve (12) months 926,846.78	358.12%
		Current Ratio: 2.07	Current Ratio: 2.00	Finance	Current Ratio: 3.03	152%


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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)	February 14, 2019	February 14, 2020	Finance	January 31, 2020	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	Finance/ Production	2nd following month of the required month-end reports	100%	


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

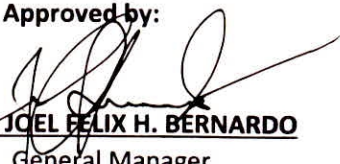
**Recommending Approval:**

  
**ORLANDO P. CASTRO**  
 Division Manager-B  
 March 25, 2021

  
**VICTORIA N. MARIANO**  
 Division Manager-B  
 March 25, 2021

  
**JULIUS CAESAR M. BADILLA**  
 Division Manager-B  
 March 25, 2021

  
**JOSEPHINE LYN F. SANQUI**  
 Division Manager-B  
 March 25, 2021

**Approved by:**  
  
**ENGR. JOEL FELIX H. BERNARDO**  
 General Manager  
 March 25, 2021

**Form A-1**  
**DETAILS OF DELIVERY/OFFICE PERFORMANCE INDICATORS AND TARGETS**  
**2020**

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

Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2020 Target for Performance Indicator 1	FY 2020 ACCOMPLISHMENT for Performance Indicator 1	Performance Indicator 2	FY 2020 Target for Performance Indicator 2	FY 2020 ACCOMPLISHMENT for Performance Indicator 2	Performance Indicator 3	FY 2020 Target for Performance Indicator 3	FY 2020 Accomplishment for Performance Indicator 3	Performance Indicator 4	FY 2020 Target for Performance Indicator 4	FY 2020 Accomplishment for Performance Indicator 4	Remarks
<b>A. Water Facility Service Management</b>													
	(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	12,611 household connections/ 17,654 households 71.43%	12,622 household connections/ 17,654 households 71.50%	(Quality) reliability of service  Percentage of Household connections receiving 24/7 supply of water	12,611 household connections 100%	12,622 household connections 100%	(Timeliness) Adequacy  Source Capacity of WD to meet demands for 24/7 supply	3.30:1  9,861,114 cu.m./year 2,991,960 cu.m./year  Demand = 12,611 x 5 (average household size) x 130 (Liters per capita per day) x 365 days x 1L/1000	3.44:1  10,286,640 cu.m./year 2,994,570 cu.m./year  Demand = 12,622 x 5 (average household size) x 130 (Liters per capita per day) x 365 days x 1L/1000	PI 4 COVID-19 Response Measures  COVID-19 Response Measures: -Wash hand facilities -Water Delivery Services -Public Information Drives -Sanitation and Hygiene Activities -Disinfection Initiatives -Issuance of health protocols -Other resiliency program/s to mitigate COVID-19	-Handwashing stations -Foot bath -Contact tracing form -Proper handwashing guide -Thermal scanning of employees and concessionaires -Alcohol disinfectant spray -"No face mask No entry" policy -Physical distancing practice -Regular disinfection of SRWD facilities -Protective covers for frontline desks -Waiting area for concessionaires -Rapid testing of all SRWD employees		



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<b>B. Water Distribution Service Management</b>													
	(Quantity) NRW: NRW should be ≤ 30%  Percentage of unbilled water to water production	20%	19.59%	(Quality) Potability  All water samples during the year should pass the physical-chemical and microbiological tests as required by PNSDW 2017  *Daily Chlorine residual requirement should be at least 0.3ppm at the farthest point * Chlorine Dioxide residual requirement should be at least .2ppm	100% passed  0.30 ppm	100% passed  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	1:214	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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<b>D. General Administration and Support Services (GASS)</b>													
Financial Viability & sustainability	Collection Efficiency $\geq$ 90%	Collection Efficiency: 90%	Collection Efficiency: 97.4%	Compliance to COA reporting requirements	February 14, 2020	January 31, 2020							
Postive Net Income Balance	Positive Net Balance in the Average Net Income for twelve (12) months	258,807.63	926,846.78	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 $\geq$ 1.5:1	Current Ratio:	2.00	3.03										

**Recommending Approval:**


  
**ORLANDO P. CASTRO**  
 Division Manager-B  
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