

FORM A
PERFORMANCE TARGETS & ACCOMPLISHMENT REPORT
FY 2020

LWD NAME: PEÑARANDA 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)
A. Water Facility Service Management							
2020 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	Total No.of household = 6,065	90 % of households should have access to potable water against the total number of households within the coverage of the LWD	Construction, Maintenance & Production			
		Total No.of household with access to potable water= 5,684					
		93%					
PI 2 (Quality) reliability of the service	Percentage of household connections receiving 24/7 supply of water	100% of household connections receiving 24/7 supply of water	100% of household connections receiving 24/7 supply of water	Construction, Maintenance & Production			
PI 3 (Timeliness) Adequacy (should not be less than 1.3:1)	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	Rated Capacity =2,208,384cu.m/ year Demand=1,170,774 cu.m. Adequacy = 1.89 : 1	Adequacy should not be less than 1.5:1	Construction, Maintenance & Production			

PI 4 COVID - 19 Response Measures	COVID-19 Response Measures: -Wash hand facilities -Water Delivery Service -Public Information drives -Sanitation and hygiene activities -Disinfection initiatives -Issuance of health Protocols - Other resiliency program/s to mitigate COVID -19	N/A	COVID-19 Response program implementation. Provision of : -Hand Washing Station -Foot Dip/Bath -Thermal Scanning of Employees and Concessionaires - Protective Covers for frontlie desks Sanitation and hygiene activities: - Alcohol Disinfectant Spray - No Face Mask No Entry Policy - Mandatory Wearing of Face Shield (employees) - Physical Distancing Practice - Weekly Disinfection of PeñWD Facilities Posting of Covid 19 - protocols Issuance of Health Protocols	Administrative , Finance and Commercial			
-----------------------------------	---	-----	---	---	--	--	--

B. Water Distribution Service Management

2019 Budget:							
PI 1 (Quantity) NRW: NRW should not exceed 30%	Percentage of unbilled water to water production	NRW = 9.01%	NRW ≤ 15%	Construction, Maintenance & Production			
PI 2 (Quality) Potability	All water samples during the year should pass the physical - chemical and microbiological tests as required by PNSDW	N/A	100% physical -chemical and microbiological tests passed as required by PNSDW	Construction, Maintenance & Production			
	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.	Average Chlorine Dioxide Residual is 0.27 mg/l	Chlorine Dioxide Residual must be at least 0.2 to 0.4ppm	Construction, Maintenance & Production			

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)
PI 3 (Timeliness) Adequacy/Reability of service	Average response time in hours 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 LWD	Simple leakage repaired within 1 hour; Damaged mainline repaired within 5 hours	Prompt Action on service interruption for simple leakage within 2 hours; Damaged mainline repaired within 6 hours	Construction, Maintenance & Production			
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.	SC = 5684; No. of employees = 38 1 employee for every 149 service connection	1 employee for every 130 service connection	Administrative , Finance and Commercial			
PI 2 Affordability	Reasonableness/affordability and should observe the LWUA approved water rates	LWUA approved water rates as per Board Resolution No. 023 s. of 2001 Minimum = 200.00/ 10 cu.m.	Minimum Water Rate = 200.00/ 10 cu.m.	Administrative , Finance and Commercial			
PI 3 Customer Satisfaction	¹ 1.Compliance with RA NO. 11032 or Ease of Doing Business(EODB) and Efficient Government Delivery Service Act of 2018 2. Percentage of Customer Complaints acted upon against received complaints. •Complaints through hotline #8888 acted upon within 72 hours. 3. Complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances	0 complaints received through #8888 28 out of 28 Valid Customer Complaints received through our PACD were acted upon 100% complaints were acted upon	100% complaints received should acted upon against received complaints	Administrative , Finance and Commercial			

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

MFOs AND PERFORMANCE INDICATORS (1)	FY 2019 ACTUAL ACCOMPLISHMENT (2)	FY 2020 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2020 ACTUAL ACCOMPLISHMENT (5)		REMARKS (7)
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 =99.30%; Positive Net Balance in the Average Net Income for twelve (12) months = 84,989.50 Current Ratio = 7 :1	Collection efficiency $\geq 95\%$; Positive Net Balance in the Average Net Income for twelve (12) months , Current Ratio $\geq 5 :1$	Administrative, Finance & Commercial		
PI 2 a) Compliance with COA reporting requirements b) Compliance with LWUA reporting requirements in accordance to content and period submission	Follow prescribed content and period of submission of five financial reports: *Statement of Financial Position *Statement of Comprehensive Income *Statement of Cashflows *Statement of Changes in Equity *Notes to Financial Statement	a. Complied - Financial Statements and Supporting Schedules submitted on February 13,2019 and Aeging of cash advance on November 20, 2019	Financial Statements & Supporting Schedules should be submitted on February 14,2020 and Aeging of cash advance on December 1, 2020.	Administrative, Finance & Commercial		
	b. Compliance with LWUA reporting requirements in accordance to content and period of submission Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological/Chlorine residual report	Monthly Data Sheet, Balance Sheet, Income Statement, Microbiological Test and Chlorine Residual Report submitted within 6 weeks after the reference month	Submit within 7 weeks after the reference month	Administrative, Finance & Commercial		
	Annual Physical/ Chemical Test	Annual Physical/ Chemical Test Result submitted on March 08, 2019	Submit within the 2nd quarter of the reference year	Construction, Maintenance & Production		
	Approved WD budget w/ Annual Procurement Plan	Approved budget WD budget w/ Annual Procurement Plan submitted on January 15, 2019	Submit within the 1st quarter of the reference year	Administrative, Finance & Commercial		
	Annual Report	Annual report submitted on June 27, 2019	Submit within the 2nd quarter of the reference year	Administrative, Finance & Commercial		
	Water Sources Data	Submitted within the following month after each quarter	Submit within the following month after each quarter	Construction, Maintenance & Production		

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

Prepared by:

MARILYN E. GERONIMO
PBB Focal Person

Approved by:

ENGR. MARLON J. ABESAMIS
General Manager

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

LWD: PEÑARANDA 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
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	90 % of households with access to potable water against the total number of households within the coverage of the LWD		(Quality) reliability of service Percentage of Household connections receiving 24/7 supply of water	100% of household connections receiving 24/7 supply of water		(Timeliness) Adequacy Source Capacity of WD to meet demands for 24/7 supply	Adequacy $\geq 1.5:1$		COVID-19 Response Measures: -Wash hand facilities -Water Delivery Service -Public Information drives -Sanitation and hygiene activities -Disinfection initiatives -Issuance of health Protocols - Other resiliency program/s to mitigate COVID - 19	COVID-19 Response program implementation. Provision of : -Hand Washing Station -Foot Dip/Bath -Thermal Scanning of employees and Concessionaires - Protective Covers for frontlie desks Sanitation and hygiene activities: - Alcohol Disinfectant Spray - No Face Mask No Entry Policy - Mandatory Wearing of Face Shield (employees) - Physical Distancing Practice - Weekly Disinfection of PeñWD Facilities Posting of Covid 19 - protocols Issuance of Health Protocols		

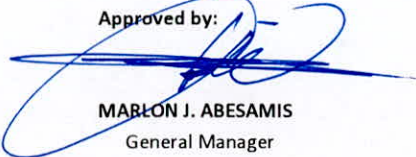
Major Final Outputs / Responsible Division	Performance Indicator 1	FY 2020 Target for Performance Indicator 1	FY 2020 Accomplishment for Performance Indicator 1	Performance Indicator 2	FY 2020 Target for Performance Indicator 2	FY 2020 Accomplishment for Performance Indicator 2	Performance Indicator 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. Water Distribution Service Management													
	(Quantity) NRW: NRW should be ≤ 30% Percentage of unbilled water to water production	NRW ≤15. %		(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	100% physical - chemical and microbiological test passed as required by PNSDW Chlorine Dioxide Residual must be at least 0.2 to 0.4ppm		(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	Prompt Action on service interruption for simple leakage within 2 hours; Damaged mainline repaired within 6 hours					
C. Support to Operations (STO)													
	Staff Productivity Index Cat A,B,C = 1:120 Cat D = 1:100	1 employee for every 130 service connection		Affordability Must be LWUA-approved Water Rate	Mimimum = 200.00/ 10 cu.m.		Customer Satsisfaction 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% complaints received should acted upon against received complaints					

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
D. General Administration and Support Services (GASS)													
	Financial Viability & sustainability Collection Efficiency ≥ 90% Postive Net Income Balance Current Ratio ≥ 1.5:1	Collection efficiency ≥ 95%; Positive Net Balance in the Average Net Income for twelve (12) months Current Ratio = 5:1		Compliance to COA reporting requirements Compliance to LWUA reporting requirements Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological/Chlorine residual report Annual Physical/Chemical Test Approved WD budget w/ Annual Procurement Plan Annual Report Water Sources Data	Financial Statements & Supporting Schedules should be submitted on February 14,2020 and Aeging of cash advance on December 1, 2020. Monthly Data Sheet, Balance Sheet, Income Statement, Microbiological Test and Chlorine Residual Report submit within 7 weeks after the reference month Submit within the 2nd quarter of the reference year Submit within the 1st quarter of the reference year Submit within the 2nd quarter of the reference year Submit within the following month after each quarter								

Prepared by:


MARILYN E. GERONIMO
PBB Focal Person

Approved by:


MARLON J. ABESAMIS
General Manager