

FORM A  
FY 2022 PERFORMANCE TARGETS

LWD NAME: PEÑARANDA WATER DISTRICT

PREQUALIFICATIONS CONDITIONS					Compliant/Non- Compliant		
Compliance with LWUA reporting requirements in accordance to content and period of submission		Compliance with PNSDW Current in Debt Service Status Lwua- Approved Water Rates Submission -MDS and FS ( January to December 2022); Approved WD 2022 Budget;Updated Business Plan 2022;Annual Report 2022					
MFO's & Performance Indicators (1)		FY 2021 ACTUAL ACCOMPLISHMENT (2)	FY 2022 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2022 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. PERFORMANCE RESULTS							
PI 1 –( Quality) Access to potable water	Percentage of household with access to potable water against the total number of households within the coverage of the LWD	Total No. of Household =6777 Total No. of household with access to potable water =6181  91%	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 =6789 Total No. of household with access to potable water =6472  95%	100%	
PI 2- (Quality) Reliability of the service	Percentage of household connection 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	100% of household connections receiving 24/7 supply of water	100%	
PI 3- (Timeliness) Adequacy – Should not be less than 1.5:1	Source capacity of LWD to meet demands for 24/7 supply of water. To compute adequacy, use formula below: Rated capacityof source (cu.m./yr.) 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 1m3/1000 lt.	Rated Capacity =2,544,000cu.m/ year Demand=1,272,171 cu.m. Adequacy = 2 : 1	Adequacy should not be less than 1.5:1	Construction, Maintenance & Production	Rated Capacity =2,544,000cu.m/ year Demand=1,329,111 cu.m. Adequacy = 1.91 : 1	100%	

PI 4 – Covid-19 Response Measures	Wash Hand Facilities Water deliver services 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 implemented. Provision of : -Hand Washing Station -Foot bath -Thermal Scan -Protective Covers for frontline desks Sanitation and hygiene activities: Alcohol Disinfectant Spray - No Face Mask No Entry Policy - Physical Distancing Practice - Twice a week Disinfection of PeñWD Facilities Issuance of Health Protocols Guidelines Issued: Office Order 2020-14;Office Memorandum Other REsiliency program: - Distribution of Alcohol to consumers - continous implementation of programs and projects to sustain water demand 24/7	COVID-19 Response program continuing 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 - Physical Distancing Practice - Weekly Disinfection of PeñWD Facilities Posting of Covid 19 - protocols Issuance of Health Protocols	Administrative , Finance and Commercial	COVID-19 Response program implemented. Provision of : -Hand Washing Station -Foot bath -Thermal Scan -Protective Covers for frontline desks - free facemask for employees Sanitation and hygiene activities: Alcohol Disinfectant Spray - No Face Mask No Entry Policy - Physical Distancing Practice - Twice a week Disinfection of PeñWD Facilities Issuance of Health Protocols Guidelines Issued: Office Order 2020-14;Office Memorandum Other REsiliency program: - Distribution of Alcohol to consumers - continous implementation of programs and projects to sustain water demand 24/7	100%	
PI 5 –(Quantity) Non-Revenue Water should not exceed 30%	Percentage of unbilled water to water production	NRW = 11%	NRW ≤ 15%	Construction, Maintenance & Production	NRW = 10%	100%	
PI 6- (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 0.3 ppm at the farthest point. In case the LWD is using chlorine dioxide, the allowable level should be at 0.2 to 0.4 ppm	100% physical -chemical and microbiological tests passed as required by PNSDW  Average Chlorine Dioxide Residual is 0.28 ppm	100% physical -chemical and microbiological tests passed as required by PNSDW  Chlorine Dioxide residual should be at the allowable level at 0.2 to 0.4 ppm	Construction, Maintenance & Production	100% physical -chemical and microbiological tests passed as required by PNSDW  Average Chlorine Dioxide Residual is 0.28 ppm	100%	
PI 7 – (Timeliness) Adequate / Reliability of Service	Average response time in hours to restore service (major repair) when there are interruption due to line breaks and/or production equipment or facility breakdown as reflected in the updated Citizen's or Service Charter of the LWD	Prompt Action on service interruption for simple leakage within 1 hour;Damaged mainline repaired within 4 hours	Prompt Action on service interruption for simple leakage within 2 hours;Damaged mainline repaired within 6 hours	Construction, Maintenance & Production	Prompt Action on service interruption for simple leakage within 1 hour;Damaged mainline repaired within 4 hours	100%	



PI 8 – Staff Productivity Index	Categories A,B,C = 1 staff every one hundred twenty (120) service connections; Category D= 1 staff for every one hundred (100) service connections	SC = 6,181; No. of employees = 38 1 employee for every 162 service connection	1 employee for every 130 service connection	Administrative , Finance and Commercial	SC = 6,472; No. of employees = 38 1 employee for every 170 service connection	100%	
PI 9 – Water Quality reports	Microbiological / Bacteriological Reports, Physical and Chemical Reports, and Chlorine Residual Reports	Microbiological / Bacteriological Reports and chlorine residual reports submitted within 6 weeks after the reference month Physical and Chemical Reports submitted On March 9, 2021	Microbiological / Bacteriological and chlorine residual reports should be submitted within 2nd week of the month Physical and Chemical Reports should be submitted within the 2nd quarter of the year	Construction, Maintenance & Production	Microbiological / Bacteriological Reports and chlorine residual reports submitted within 6 weeks after the reference month Physical and Chemical Reports submitted On April04, 2022	100%	

#### B. PROCESS RESULTS

PI 1 – Quality of Service	1. ISO – Certified Qualified Management System (QMS) or its equivalent for LWDs under Categories A and B;						
	2. Commercial Practice System Certified for LWDs under Categories C and D	ISO Certified ;CPS Compliant	CPS Compliance	Administrative , Finance and Commercial	ISO Certified ;CPS Compliant	100%	

#### C. Financial Results

PI 1 – Financial Viability and Sustainability	Collection Efficiency (≥ 90%)	Collection Efficiency=98.6%	Collection Efficiency (≥ 95%)	Administrative , Finance and Commercial	Collection Efficiency=98.8%	100%	
	Current Ratio≥ 1.5 : 1	Current Ratio = 4.8:1	Current Ratio ≥ 1.5 : 1		Current Ratio = 6.74:1	100%	
	Positive Net Balance in the Average Net Income for twelve (12) months	Average net income = 201,576.64	Positive Net Balance in the Average Net Income for twelve (12) months		Average net income = 326,707.81	100%	

#### D. CITIZEN / CLIENT SATISFACTION RESULTS

PI 1 – Customer Satisfaction	1. Compliance with Republic Act No. 11032 or Ease of Doing Business and Efficient Government Delivery Service Act of 2018;	Citizen's Charter & Compliance Certificate Submitted	Compliance with RA 11032; 100% complaints received should acted upon against received complaints	Administrative , Finance and Commercial	Citizen's Charter & Compliance Certificate Submitted	100%	
	2. Percentage of Customer's Complaints acted upon against received complaints	100% complaints were acted upon			100% complaints were acted upon		
	* Complaints through Hotline #8888, Presidential Complaint Center, Contact Center ng Bayan acted upon 72 Hours;	0 complaints received through #8888			0 complaints received through #8888		
	3. Complaints received through the WD Customer Service unit within the period prescribed under RA 11032 and other issuance.	9 out of 9 Valid Customer Complaints received through our PACD were acted upon			9 out of 9 Valid Customer Complaints received through our PACD were acted upon		

Prepared by:

MARILYN E. GERONIMO  
PBB Focal Person

Date: 3/23/2023

Approved by:

ENGR. MARLON J. ABESAMIS  
General Manager

Date: