

Annex 1 Copy

ANNEX 1

FORM A
PERFORMANCE TARGETS
FY 2019

LWD NAME: **CALABANGA WATER DISTRICT**

| MFOs and PERFORMANCE INDICATORS (1) | | FY 2018 ACTUAL ACCOMPLISHMENT (2) | FY 2019 TARGET (3) | RESPONSIBLE OFFICE/UNIT (4) | FY 2019 ACTUAL ACCOMPLISHMENT (as of December 31, 2019) (5) | ACCOMPLISH MENT 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 | 7133 (should be number of households) | 7546 | Delivery Unit 2 and 3 - (Commercial) Finance and Commercial Services; (Maintenance and Production) Eng'g/Maintenance/Producti on Services | 7550 | 100% | |
| PI 2 (Quality) Reliability of Service | Percentage of household connection receiving 24/7 supply of water | 100% | 100% increased percentage of households with level III (individual household) connection | Delivery Unit 2 and 3 - (Commercial) Finance and Commercial Services; (Maintenance and Production) Eng'g/Maintenance/Producti on Services | 100% increased percentage of households with level III (individual household) connection | 100% | |
| PI 3 (Timeliness) Adequacy should be >1.2:1 | Source Capacity of LWD to meets demands for 24/7 supply of water To compute adequacy, use formula below <u>Rated Capacity of sources (cu.m/year)</u> Demand (cu.m/year) Demand=No. of Active Connection x 5 (average household size) x 100-130(lpcd) x 1 cu.m/1000L x 365 days | 2.012:1 | 1.3:1 | Delivery Unit 3 - Eng'g/Maintenance/Producti on | Production: 2,402,938 Demand: (7550*5)(130)(1cum/1000L)365 =1,791,237.50 2,402,938/1,791,237.50=1.35 | 103% | |

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|--|---|-------------------------------|-----------------------------|--|---|---------------------|---------|
| (1) | | (2) | (3) | (4) | (5) | (6) | (7) |
| B. Distribution Service Management | | | | | | | |
| 2019 Budget | | | | | | | |
| PI 1 (Quantity) NRW Non-Revenue Water and should not exceed 30% | Percentage of unbilled water to water production | 21.49% | 25% | Delivery Unit 3 - Eng'g/Maintenance/Production | 1,837,793 | 106% | |
| | | | | | 2,402,938 | | |
| | | | | | 0.76481 | | |
| | | | | | 23.52% | | |
| PI 2 (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 least 0.2 to 0.4ppm. | Attained at least '0.30 ppm | Attained at least '0.30 ppm | Delivery Unit 3 - Eng'g/Maintenance/Production | Attained at least '0.30 ppm | 100% | |
| PI 3 (Timeliness) Adequacy/Reliability of Service | Average response time to restore service (major/minor) when there are interruptions due to line breaks and/or production equipment or facility breakdown as reflected in the CSC-approved Citizen's Charter in the LWD. | 24 hours for major repairs | 24 hours for major repairs | Delivery Unit 2 and 3 - (Commercial) Finance and Commercial Services; (Maintenance and Production) Eng'g/Maintenance/Production Services | 24 hours for major repairs | 100% | |
| | | | | | | | |
| | | 4 hours for minor repair | 4 hours for minor repair | | 4 hours for minor repair | | |

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|--|---|--|--|---|--|----------------------------|---|
| Support to Operation (STO) | | | | | | | |
| 2019 Budget | | | | | | | |
| P1 2 Affordability | Reasonableness/Affordability of water rates. LWUA-approved water rates. | LWUA Approved Water Rate: P236.00 LIG- Padyak Drivers earning P200.00/day x30days=P6,000.00 P6,000.00x5%=P300.00 | P236.00 LIG- Padyak Drivers earning P200.00/day x30days=P6,000.00 P6,000.00x5%=P300.00 | Delivery Unit 1 & 2 - Administrative/General Services and; (Accounting and Budget) Finance and Commercial Services | LWUA Approved Water Rate: P236.00 LIG- Padyak Drivers earning P200.00/day x30days=P6,000.00 P6,000.00x5%=P300.00 | 100% | |
| PI 3 Customer Satisfaction | 1. Ease of doing business- compliance to CSC Memo No.14-2016. 2. Percentage of customer complaints acted upon against received complaints. Complaints through #8888 acted upon within 72 hours. Complaints received through WD customer service unit within the period prescribed by ARTA and other issuances. | Compliant as per CSC Validation dated October 26, 2018 | Compliance to CSC Memo No. 14-2016 | Delivery Unit 2 and 3 - (Commercial) Finance and Commercial Services; (Maintenance and Production) Eng'g/Maintenance/Producti on Services | Compliant as per CSC Camarines Sur Field Office | 100% | Certificate of Compliance prepared and posted on CAWADI TS on December 23, 2019 following IATF MC 2019-1 deadline of December 31, 2019. However, Citizen Charter and Certificate of Compliance were submitted to the Civil Service Commission Camarines Sur Field Office on October 25, 2019. |
| | | Number of Complaints: 2,828 Number of Complaints Acted : 2,828 | 100% customer complaints acted upon against received complaints. | | Number of Complaints: 3,150 Number of Complaints Acted : 3,150 | 100% | |

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| MFOs and PERFORMANCE INDICATORS | | FY 2018 ACTUAL ACCOMPLISHMENT | FY 2019 TARGET | RESPONSIBLE OFFICE/UNIT | FY 2019 ACTUAL ACCOMPLISHMENT (as of December 31, 2019) | ACCOMPLISH MENT RATE | REMARKS |
|---|---|----------------------------------|---|--|---|-------------------------|---|
| (1) | | (2) | (3) | (4) | (5) | (6) | (7) |
| General Administration and Support Services (GASS) | | | | | | | |
| 2019 Budget | | | | | | | |
| PI 1 Financial Viability and Sustainability | Collection Efficiency > 90% | 93% | 90% | Delivery Unit 2 -(Accounting and Budget) Finance and Commercial Services | 89.20% | 99.11% | Fell short of collection due to Typhoon Tisoy (Dec 3) and non- payment of Bombon WD |
| | Positive Net Balance in the Average Net Income for twelve (12) month; | P1,662,828.94 | P101,838.06 based on Projected IS Budget | | P1,076,624.23 | 100% | |
| | Current Ratio >1.5:1 | 29.73:1 | 8.45:1 | | 19.78:1 | 100% | |
| PI 2 | In accordance with the prescribed content and period of submission: | 100% | | | | | |
| 1.) Compliance with COA reporting requirements | In accordance with the prescribed content and period of submission. Submission of Five Financial Reports: | January 18, 2019 | February 14 of the following year | Delivery Unit 2 (Accounting and Budget) Finance and Commercial Services | January 15, 2020 | 100% | |


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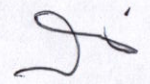
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|---|---|----------------------------------|--------------------------------------|---|---|-------------------------|---------|
| (1) | | (2) | (3) | (4) | (5) | (6) | (7) |
| 2.) Compliance with LWUA reporting requirements in accordance to content and period of submission | Statement of Financial Position Statement of Comprehensive Income Statement of Cash Flows Statement of Changes in Equity Notes to Financial Statement | January 17, 2019 | February 14 of the following year | Delivery Unit 2 (Accounting and Budget) Finance and Commercial Services | January 15, 2020 | 100% | |


Prepared by:

Delivery Unit 1
Administrative/General

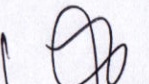

Betty B. Viola
 Admin/Gen Services
 Chief C

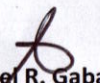
Delivery Unit 2
Finance and Commercial Services


Diana B. Batalla
 Corporate Budget Specialist A



Raquel M. Saavedra
 Sr. Water Utilities Mgt/Development Officer

Delivery Unit 3
Engineering/Maintenance and Production Services


Engr. Michael M. Gutierrez-Moreno
 Supervising Engineer A


Maribel R. Gabarda
 Water Utilities
 Management/Development Officer

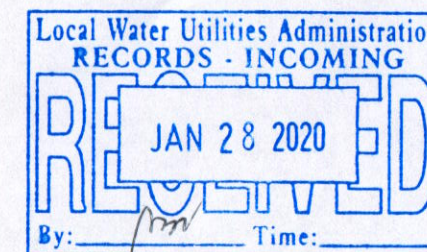
Approved by:


Engr. Celedonio I. Tolentino, Jr.
 General Manager C

FORM A-1
DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATORS AND TARGETS

CALABANGA WATER DISTRICT

| Major Final Outputs/Responsible Bureaus (1) | Performance Indicator 1 (2) | FY 2019 TARGET for Performance Indicator 1 (3) | FY 2019 ACCOMPLISHMENT for Performance Indicator 1 (4) | Performance Indicator 2 (5) | FY 2019 TARGET for Performance Indicator 2 (6) | FY 2019 ACCOMPLISHMENT for Performance Indicator 2 (7) | Performance Indicator n (8) | FY 2019 TARGET for Performance Indicator n (9) | FY 2019 ACCOMPLISHMENT for Performance Indicator n (10) | Remarks (11) |
|---|---|--|--|--|--|--|---|--|---|--------------|
| A. Water Facility Service Management | | | | | | | | | | |
| Delivery Unit 1 | | | | | | | | | | |
| Delivery Unit 2 | | | | | | | | | | |
| Delivery Unit 3 | Percentage of households with access to potable water against the total number of households within the coverage of the LWD | 7546 total active service connectin of total barangays with access to potable water. | 7550 total active service connectin of total barangays with access to potable water. | Percentage of household connection receiving 24/7 supply of water | 100% increased percentage of households with level III (individual household) connection | 100% | Source Capacity of LWD to meets demands for 24/7 supply of water | 1.3:1 | 1.35:1 or 103% | |
| B. Distribution Service Management | | | | | | | | | | |
| Delivery Unit 1 | | | | | | | | | | |
| Delivery Unit 2 | | | | | | | | 24 hours for major repairs | 24 hours for major repairs | |
| Delivery Unit 3 | Percentage of unbilled water to water production | 25% | Total Billed: 1,837,793 ; Total Production: 2,402,938 ; Non-Revenue Water: 565,145 or 23.52% | 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 least 0.2 to 0.4ppm. | at least '0.30 ppm | Attained at least 0.30 ppm or 100% | Average response time to restore service (major/minor) when there are interruptions due to line breaks and/or production equipment or facility breakdown as reflected in the CSC-approved Citizen's Charter in the LWD. | 4 hours for minor repair | 4 hours for minor repair | |



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CALABANGA WATER DISTRICT

| Major Final Outputs/Responsible Bureaus (1) | Performance Indicator 1 (2) | FY 2019 TARGET for Performance Indicator 1 (3) | FY 2019 ACCOMPLISHMENT for Performance Indicator 1 (4) | Performance Indicator 2 (5) | FY 2019 TARGET for Performance Indicator 2 (6) | FY 2019 ACCOMPLISHMENT for Performance Indicator 2 (7) | Performance Indicator n (8) | FY 2019 TARGET for Performance Indicator n (9) | FY 2019 ACCOMPLISHMENT for Performance Indicator n (10) | Remarks (11) |
|--|--------------------------------|--|--|--|---|---|--|---|---|-----------------|
| B. Support to Operations (STO) | | | | | | | | | | |
| Delivery Unit 1 | | | | | LWUA Approved water rates: P236.00 | LWUA Approved water rates: P236.00 | | | | |
| | | | | | LIG- Padyak Drivers earning P200.00/day x30days=P6,000.00 P6,000.00x5%=P300.00 | LIG- Padyak Drivers earning P200.00/day x30days=P6,000.00 P6,000.00x5%=P300.00 | | | | |
| Delivery Unit 2 | | | | Reasonableness/Affordability of water rates. LWUA- approved Water rates. | | | 1. Ease of doing business- compliance to CSC Memo No.14-2016. | Compliance to CSC Memo No. 14-2016 | Compliant as per CSC Camarines Sur Field Office or 100% | |
| Delivery Unit 3 | | | | | | | 2. Percentage of customer complaints acted upon against received complaints. Complaints through #8888 acted upon within 72 hours. Complaints received through WD customer service unit within the period prescribed by ARTA and other issuances. | 100% customer complaints acted upon against received complaints. | Number of Complaints: 3,150 Number of Complaints Acted : 3,150 or 100% | |


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CALABANGA WATER DISTRICT

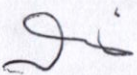
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|--|---|--|--|--|--|---|--------------------------------|--|---|-----------------|
| C. General Administration and Support Services (GASS) | | | | | | | | | | |
| Delivery Unit 1 | | | | | | | | | | |
| Delivery Unit 2 | Collection Efficiency > 90% | 90% | 89.20% | In accordance with the prescribed content and period of submission: | | 100% | | | | |
| | Positive Net Balance in the Average Net Income for twelve (12) month; | P101,838.06 based on Projected IS Budget | Average Net Income: P1,076,624.23 or 100% Accomplished | Submission of Five Financial Reports: | February 14 of the following year | at COA 1.) January 15, 2020 | | | | |
| | Current Ratio = < 1.5:1 | 8.45:1 | 19.78:1 | Balance Sheet Statement of income and Expenses Statement of Cash Flows Statement of Government Equity Notes to Financial Statement | | at LWUA 2.) January 15, 2020 | | | | |

Prepared by:

Delivery Unit 1
Administrative/General Services

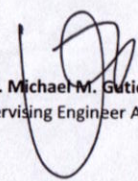

Betty B. Viola
Admin/Gen Services Chief C

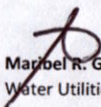
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Approved:

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