

FORM A
LWD PERFORMANCE TARGETS & ACCOMPLISHMENT REPORT
FY 2020

MAJOR FINAL OUTPUT (MFOs) AND PERFORMANCE INDICATORS (PIs)		FY 2019 ACTUAL ACCOMPLISHMENT	FY 2020 TARGET (3)	RESPONSIBLE BUREAUS/OFFICES (4)	FY 2020 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE
MFO 1: WATER FACILITY SERVICE MANAGEMENT						
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	14, 725 active connections out of the 21,671 house hold or equivalent to 68% of the served household of the 23 served barangays.	15,535 active service connections or 72% of household within the service area	Production/Water Quality Division and Engineering Division	14, 472 active connections out of the 21,671 house hold or equivalent to 67% of the served household of the 23 served barangays.	93% compliance
PI 2: (Quality) Reliability of Service	Percentage of household connections receiving 24/7 supply of water	95% of the active connections received 20/7 water supply at 10psi under normal condition	≥98% of the active connections receiving 24/7 water supply at least 10psi under normal conditions	Production/Water Quality Division and Engineering Division	95% of the active connections received 20/7 water supply at 10psi under normal condition	97% compliance
PI 2: (Timeliness)	Source capacity of LWD to meet demands for 24/7 supply of water	0.97 average cu.m per capita per day produced over 0.60 average cu.m per capita per day consumed or a ratio of 1.60 :1	100% of source capacity meeting the demands for water supply during normal conditions	Production/Water Quality Division	0.91 average cu.m per capita per day produced over 0.63 average cu.m per capita per day consumed or a ratio of 1.45 :1	100% compliance
MFO 2: WATER DISTRIBUTION SERVICE MANAGEMENT						
PI 1: (Quantity) NRW should not exceed 30%	Percentage of unbilled water to water production	3,230,777cu.m total accounted water out of 5,130,224 cu.m total produced water or 37.02% NRW	Percentage of unbilled water not more than ≥ 30% of water production	Production/Water Quality Division and Engineering Division	3,313418cu.m total accounted water out of 4,830,093 cu.m total produced water or 31.4% NRW	96% compliance
PI 2: (Quality) Reliability of Service	Daily Chlorine residual should be atleast 0.3 ppm at the farthest point	Average residual Chlorine at the farthest point is 1.08ppm compliant to PNSWD on chlorine residual requirement	Daily residual Chlorine should be atleast 0.3ppm at the farthest point.		Average residual Chlorine at the farthest point is 1.09ppm compliant to PNSWD on chlorine residual requirement	

	100% potable water within the range prescribed by the PNSWD in terms of physical, chemical & bacteriological properties	495 samples out 495 randomly collected passed the PNSDW limit	100% potable water within the range prescribed by the PNSWD in terms of physical, chemical & bacteriological properties	Production/ Water Quality Division	365 samples out 365 randomly collected passed the PNSDW limit	100% compliance
PI 3: (Timeliness) Adequacy	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 LWD	36 out of 36 complaints due to service interruptions were acted upon with-in 24 hours	≥ 97% of complaints received due to service interruptions were acted upon within 24-hours	Production and Water Quality Division and Engineering Division	55 out of 55 complaints due to service interruptions were acted upon with-in 24 hours	100% Compliance

SUPPORT TO OPERATIONS

PI 1: Staff Productivity Index	1 Staff for everyone hundred twenty (120) service connections	Permanent employees -69; Casual 10; Temporary - 1 Job Order/COS-26 or a Ratio of 137:1 service connections for every staff	120:1 ratio of service connections for every staff	Administrative and Finance Division	Permanent employees -82; Casual 16; Temporary - 3 Job Order/COS-23 or a Ratio of 141:1 service connections for every staff	100% Compliance
PI 2: Affordability	Reasonableness/ Affordability of water rates	Minimum charge of Php 297.00 , or 3.0% of minimum wage earner (P10,500 /month) in Region II (DOLE) Current water rate was approved by LWUA in 2003	Water rate for the first 10 cu.m must not exceed 5% of the average income of low income group	Commercial Division	Water rate for the first 10cu.m must not exceed 5% of the average income of low income group Minimum wage per month in Region II is P10,500.00 (Wage order 2018) Implemented Water rate was approved by LWUA (2003)	100% Compliance
PI 3: Customer satisfaction	Ease of doing business - compliance to CSC Memo No. 14-2016	2,341 out of 2,341 received request for leak repair; 309 out of 309 Inspection for High	Complaint received through the customer service unit within the period prescribed by ARTA and other issuances	Production/Water Quality Division Engineering Division	2,399 out of 2,399 received request for leak repair; 1,065 out of 1,065 Inspection	100% compliance

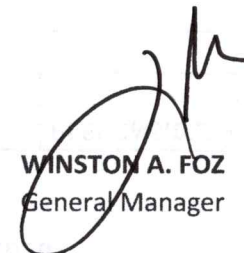
	Percentage of customer complaints acted upon against received complaints	Consumption; 528 out of 528 complaint of no/low water pressure were acted upon immediately as per Citizens' Charter time line.	Compliance to CSC Memo No 14-2016 (Citizens Charter Compliance) A complaint of Dirty water from hotline 888 forwarded by LWUA was acted upon within 2 days.	Commercial Division	for High Consumption; 581 out of 581 complaint of no/low water pressure were acted upon immediately as per Citizens' Charter time line.	100% compliance
MAJOR FINAL OUTPUT (MFOs) AND PERFORMANCE INDICATORS (PIs) (1)		FY 2019 ACTUAL ACCOMPLISHMENT (2)	FY 2020 TARGET (3)	RESPONSIBLE BUREAUS/OFFICES (4)	FY 2020 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)
GENERAL ADMINISTRATIVE AND SUPPORT SERVICES						
PI 1: Financial viability and sustainability of operations	Collection efficiency ≥ 90%; Positive = Net Balance in the Average net income for 12 months; Current Ratio ≤ 1.5:1	collection efficiency of 99% ; average net income of PhP 14,234,850.00; 6.09:1	collection efficiency of 98% ; average net income of PhP 2,581,391.00; 1.5:1	Administrative/Finance Division	collection efficiency of 95.8%; average net income of PhP 90,273.83; 3.33:1	100% Collection efficiency; positive net income
PI 2a: Compliance with COA reporting requirements	In accordance with the prescribed content and period of submission (submission of the five financial reports, i.e. balance Sheet, Statement on income and expenses, statement of Cash Flows, statement of Government equity, and Notes to Financial Statements, reports on Ageing of cash Advances Submission of other required reports	Collection Efficiency of 99%; average net income of PhP 69,495.00; 3.89:1 Notes: Lower than 2018 net income due to the increase & inclusion of the following: a) LWUA amortization from PhP 15M to 18M for the year; b) First implementation of C.N.A benefit to SANWADEA members (PhP 2.025M); c) one time grant SRI (PhP 795K) for the year; d) Grant of terminal leave benefit to three retirees (PhP 2.3M)	Submission of the following Financial Reports: a) Balance sheet, b) Statement of Income and Expenses; c) Statement of Cash Flows; d) Statement of Government Equity; e) and Notes to Financial Statements submission of required accomplishment reports	Production/Water Quality Division Engineering Division Administrative/Finance Division & Commercial Division	Collection Efficiency of 95.8%; average net income of PhP 90,273.83; 3.33:1 Notes: Lower than target due to COVID19 Pandemic 100% Compliance to all COA reportorial requirements for CY 2020 100% Compliance to all COA reportorial requirements for CY 2020	100% Compliance

<p>PI 2b: Compliance with LWUA reporting requirements in accordance with content and period of submission</p>	<p>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, bacteriological/physical, chemical/chlorine residual report, approved water district budget with annual procurement plan, annual report)</p>	<p>100% Compliance to LWUA reportorial requirements in accordance with content and period of submission submitted to LWUA for CY 2019</p>	<p>Submission of Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Bacteriological/Physical, Chemical/Chlorine residual report, Approved Water District Budget with Annual Procurement Plan and Annual Report</p>	<p>Production/Water Quality Division Engineering Division Administrative/Finance Division & Commercial Division</p>	<p>Submission of Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Bacteriological/Physical, Chemical/Chlorine residual report, Approved Water District Budget with Annual Procurement Plan and Annual Report</p>	<p>100% Compliance</p>
<p>PI 3: Compliance to COA AOM</p>	<p>Resolve at least 30% of COA findings stated in the COA AOM issued to agency for prior years as of December 31, 2019</p>	<p>50% of COA Findings stated in the COA AOM were resolved as of 12.31.2019</p>	<p>37.50 % of COA Findings stated in the COA AOM were resolved as of 12.31.2019</p>	<p>Administrative/Finance Division & Commercial Division</p>	<p>16.67 % of COA Findings stated in the COA AOM were resolved as of 12.31.2020</p>	<p>100% Compliance Rate</p>
<p>PI 4: Budget Utilization Rate</p>	<p>Actual disbursement on CAPEX At least 85% to 90% actual disbursement on CAPEX per budget for the current year</p>	<p>Php 26,931,410.00 Actual CaPEX Disbursement out of Php 38,199,469 or 70% of Approved Budget for CaPEX for 2019</p>	<p>Actual disbursement on CAPEX At least 85% to 90% actual disbursement on CAPEX per budget for the current year</p>	<p>Administrative/Finance Division</p>	<p>Php 12,757,406.03.00 Actual CaPEX Disbursement out of Php 28,569,113.12 or 44.6% of Approved Budget for CaPEX for 2020</p>	<p>44.6% accomplishment</p>

Prepared by:

THE MANAGEMENT

Approved by:



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