

ANNEX 1 - COWD 2011 Initiatives & Quality Targets

No.	GOALS & STRATEGIES	KPI
1	REDUCE NRW by 5%	
	1 replace asbestos pipeline	length of pipeline replaced
	2 replace/install mainline	length of pipeline replaced/installed
	3 revisit, survey, fix-cut long-time disconnected accounts	proportion of disconnected accounts visited, surveyed & fix-cut; total amount for write-off
	4 rehabilitate service connections - transfer meters to SO	number of SC transferred & fixed (meter position)
	5 rehabilitate service connections - transfer meters outside property line	
	6 rehabilitate service connections - fix meter position	
	7 replace aged meters	proportion of aged meters replaced
	8 isolate/contain mainline leakage within 2 hrs from report	proportion of isolations within 2 hrs
	9 repair reported mainline leakage within 24 hrs from report @ least 90% of the time	report indicating proportion of ML repairs within 24 hours
	10 repair reported service connection leak within 2 days from report @ least 90% of the time	report indicating proportion of SC repairs within 2 days
	11 leak detect mainlines	proportion of length of ML leak detected
	12 survey service connections for unreported leaks	number of surveyed SC leaks
	13 resolve suspected big leaks and possible big pilferage	number of suspected big leaks & pilferage resolved
2	IMPROVE COLLECTION EFFICIENCY	
	- REDUCE DELINQUENT >90 days AGED ACTIVE ACCOUNTS from 16% to 11%	
	- REDUCE DELINQUENT ACCOUNTS (INActive accounts)	
	- Maintain a collection ratio of @ least 95%	
	1 Implement a revised disconnection/reconnection policy	revised disconnection/reconnection policy
	2 collect/write-off all INACTIVE accounts aging 10 years or more (apply guarantee dep, etc.)	number of INACTIVE accounts aging 10 years or more collected/written-off by year end
	3 Reduce proportion of ACTIVE accounts aging more than 90 days to 11%	proportion of ACTIVE accounts aging more than 90 days by year end
	4 Implement policy to apply guarantee deposit to past due accounts	number & amount of accounts applied with guarantee deposits for payment of past due bills
	5 expand collection outlets	number of collection outlets added
3	INCREASE SERVICE CONNECTIONS (net of 315 per month)	



	1 open communications/negotiations/talks with subdivisions for connection to COWD	number of subdivisons connected w/ number of SC's installed/turn-over
	2 respond to request for stubouts within 3 months from request	number of stubouts installed & connections served per request
	3 respond to request for service to elevated areas within 6 months from request	number of elevated areas served per request
4	IMPROVE CORPORATE IMAGE	
	- improve customer service	
	- improve community involvement	
	- improve institution's physical appearance	
	feedback customer requests/complaints within 24 hours	proportion of requests & complaints responded or phoned; adoption of a feedback slip; number of customer service complaints
	install new connection within 10 working days from payment	report indicating proportion of new connections installed within 10 wd from payment
	reconnect within 3 working days from payment	report indicating proportion of reconnections installed within 3 wd from payment
	transfer tapping responded to within 7 working days from payment	report indicating proportion of transfer tapping requests responded to within 7 wd from payment
	Conduct comprehensive barangayan	number of barangayan activities conducted
	Implement utility services check	daily and summary report of accomplished checklist
	DEPARTMENTAL SUPPORT GOALS	KPI
	OFFICE of the (Acting) GENERAL MANAGER	
	Conduct Regular Staff Meetings	minutes of weekly Staff meeting
	Conduct Regular Departmental Meetings	minutes of Departmental meeting every 2 months (supervisor's up)
	Conduct General Assembly	annual EMPLOYEES' FORUM
	BIDS and AWARDS COMMITTEE	
	Closely monitor requests for procurement	BAC resolution completed in 14 days or less (NO PUBLIC BIDDING) & 25 days or less (PUBLIC BIDDING) from receipt of approved PR
	Management Services	

	Implement new software for customer service (billing, application, complaints, tellering, etc)	migration to new system; speedy generation of various reports; reconciled accounts
	Implement a responsive & responsible IT application	regulated use of internet; removal of games from all PCs; assignment of IT specialist to each dept
	Administrative Services	
	Implement the PMS-OPES & PES	Reference Table by Department; quarterly accomplishment report by department vis-a-vis reference table; adoption of the PES
	Implementation of OT Claim & Processing Guidelines	adoption of OT guidelines; OT claim processed not later than the 2nd week of the succeeding month; monthly report (not later than 2nd week of the next month) of updated COC earned & CTO availed
	Implement policy on attendance to training, convention & seminars	proportion of attendees to training, seminars & conventions; updated report on attended training & seminars of all employees
	Implement comprehensive training program	proportion of attendees to training, seminars & conventions; updated report on attended training & seminars of all employees; number of trainings conducted & proportion of attendees
	Implement hiring, selection & promotion standards	adoption of hiring & promotion standards; number of promotion schedule implemented; updated database of applicants; updated employee datasheet
	implement CSC rules on attendance	proportion of employees reported for tardiness & absenteeism; adoption of pass slip policy; summary report & issuance of notices every 2nd week of the following month; adoption of a revised Monday Flag Ceremony Rule; adoption of an automated attendance monitoring system
	Closely monitor Purchase Orders	monthly status report of issued Purchase Orders (aggregate)
	Finance Department	
	Implement the APP	monthly report of inventory level of fast moving supplies & materials; zero incidence of "out-of-stock" cases
	Closely monitor Purchase requisitions	monthly status report of released Purchase Requisitions (aggregate); PR released within 24 hrs from request
	Contract Loan for NRW Program	loan agreement & take-out

	Prompt processing of OT claims	OT claim processed on or before the end of the succeeding month; monthly report on or before the end of the next month of updated OT payment & budget balance per employee of each department
	Commercial Department	
	Engineering Department	
	Closely monitor Projects for implementation	definite schedule of implementation for all projects; Monthly status report of all projects (aggregated)
	Closely monitor requests for stubouts or pipeline extension	Monthly status report of all requests (aggregated)
	Production Department	
	Implement pressure management scheme	updated As-Built or existing Map of pressure monitoring points with corresponding pressure measurement & valve location with corresponding turns or indication as to operation(monthly basis); regular simulation of pressure & flow @ strategic points in the supply system with corresponding verification of actual scenario through ultrasonic flowmeter, etc
	Maintenance Department	
	Implement responsive vehicle assignment to different departments	number of vehicle breakdown while on field; frequency of "no vehicle due to no driver" cases
	calibrate/check accuracy of bulk & production meters	frequency & number of bulk or production meters checked