

ANNEX 2
SUMMARY of COWD BSC - QUALITY TARGETS (2012 - 2016)

2012 TARGETS & INITIATIVES	2013 TARGETS & INITIATIVES	2014 TARGETS & INITIATIVES	2015 INITIATIVES	2016 INITIATIVES
CUSTOMER'S PERSPECTIVE^{P1}	CUSTOMER'S PERSPECTIVE^{P1}	CUSTOMER'S PERSPECTIVE^{P1}	P1. CUSTOMERS PERSPECTIVE	P1. CUSTOMERS PERSPECTIVE
C1. PROVIDE EXCELLENT CUSTOMER SERVICE^{P1-S1} : <u>VERY GOOD</u> customer satisfaction on manner of treating customer - - - <u>6 INITIATIVES</u>	C1. PROVIDE EXCELLENT CUSTOMER SERVICE^{P1-S1} : <u>VERY GOOD</u> customer satisfaction on manner of treating customer - - - <u>3 INITIATIVES</u>	C1. PROVIDE EXCELLENT CUSTOMER SERVICE^{P1-S1} : <u>EXCELLENT</u> customer satisfaction RATING ON MANNER OF TREATING customers - - - <u>6 INITIATIVES</u>	STRATEGIC GOAL 1 : PROVIDE EXCELLENT CUSTOMER SERVICE^{C1.1} : <u>EXCELLENT</u> customer satisfaction rating - - - <u>6 INITIATIVES</u>	STRATEGIC GOAL 1 : PROVIDE EXCELLENT CUSTOMER SERVICE^{C1.1} : <u>EXCELLENT</u> customer satisfaction rating - - - <u>5 INITIATIVES</u>
1. Conduct Capacity-building on CUSTOMER SERVICE.	1. Conduct Capacity-building on CUSTOMER SERVICE Standards.	1. Conduct Capacity-building on CUSTOMER SERVICE.		
2. Develop standards on customer service.				
3. Conduct orientation on customer service standards.				
4. Implement CUSTOMER SERVICE STANDARDS (CSS)	2. Implement CUSTOMER SERVICE STANDARDS (CSS)	2. Implement CUSTOMER SERVICE STANDARDS (CSS). (Coverage: Office to Field Personnel)	1. <u>Implement</u> Customer Service Standards (CSS): manner of treating customers and service facilities thru customer survey & pocket meetings	1. <u>Implement</u> Customer Service Standards (CSS): manner of treating customers and service facilities thru customer survey & pocket meetings
		3. Provide & post VISUAL AIDS in every telephone stations the CSS key components.		
5. Develop a Customer Perception Survey tool.				
6. Conduct survey and evaluation.	3. Conduct survey and evaluation of customer satisfaction semi-annually	4. Conduct QUICK CUSTOMER SERVICE (QCS) RATING procedures.		
		5. Establish QUESTIONS, INPUTS & FLOW OF TRANSACTIONS for the standardization of questionnaire in accepting water complaints.		
		6. Develop a STANDARD GUIDE Form in accepting water complaints.		
C1. PROVIDE EXCELLENT CUSTOMER SERVICE^{P1-S1} : <u>GOOD</u> satisfaction rating on manner of service & facility of service - - - <u>6 INITIATIVES</u>	C1. PROVIDE EXCELLENT CUSTOMER SERVICE^{P1-S1} : <u>VERY GOOD</u> rating on manner of service & facility of service - - - <u>2 INITIATIVES</u>	C1. PROVIDE EXCELLENT CUSTOMER SERVICE^{P1-S1} : <u>VERY GOOD</u> rating on service facilities - - - <u>5 INITIATIVES</u>		
1. Develop and implement a mechanism to lessen customer waiting time.	1. Submit and implement an improved QUEUING SYSTEM.	7. Submit proposal on QUEUING SYSTEM.		
2. Implement regular posting of updated water service advisory in the telephone system.				

3. Produce a videoclip on COWD services, facilities and conservation information to be shown at the customer's waiting area.		8. Production of COWD AVP.		
		9. Establish and install a PERFORMANCE MONITORING BOARD (e.g. water availability, bacte, leakages).	6. Establish & Maintain the PERFORMANCE MONITORING BOARD (PMB) - e.g. water availability, bacte, leakages: maintain @ Admin while new in sub-ofcs	
6. Submit proposal on possible out-sourcing of janitorial services.		10. Implement GOOD HOUSEKEEPING SERVICES.	2. Implement GOOD HOUSEKEEPING SERVICES. *(Note: Excellent rating begin in MAR 2015)	2. Implement HOUSEKEEPING SERVICES. (Note: Q2-OUT-SOURCED JANITORIAL SERVICES @ ADMIN. BUILDING)
			3. Proposal for a PAYMENT/ DISCOUNT SCHEME on <u>INSTALLATION FEE.</u>	3. Implement the PAYMENT/ DISCOUNT SCHEME on INSTALLATION FEE.
			4. Implement PROMPT-PAYMENT SCHEME (2014 Proposal).	
4. Implement 2012 programs on building expansion and facility rehabilitation: 4.a bidding - building expansion; 4.b comfort room @ 1st & 2nd floor Admin. Building; 4.c water supply @ admin building (4th flr)	2. Renovate Ground Floor & 4th Floor	11. Develop a CONCEPT (such as Perspective, Floor Plan, and other) for a MULTI-STOREY BLDG. @ Kauswagan.	5. Develop a CONCEPT (such as Perspective, Floor Plan, Cost Estimate & others) for the construction of the following: Tin-ao & site dev for Kauswagan; purchase lot for new ofc site; plan for new bldg in new site	5. Develop a CONCEPT (such as Perspective, Floor Plan, Cost Estimate & others) for the construction of the following: tin-ao & new ofc site
5. Implement policy on proper office dress code and wearing of ID.				
				6. Implement Customer Service Enhancement (Note: e.g. served refreshment to waiting customers)
C2. DELIVER RELIABLE 24-HOUR WATER SUPPLY^{P1-S2}: <u>WEST: 14HRS; EAST: 12 HRS</u> --- 6 INITIATIVES	C2. DELIVER RELIABLE 24-HOUR WATER SUPPLY^{P1-S2}: <u>WEST: 16HRS; EAST: 14HRS</u> no. of hrs @ level of pressure --- 7 INITIATIVES	C2. DELIVER RELIABLE 24-HOUR WATER SUPPLY^{P1-S2}: <u>WEST 18 HRS; EAST 16 HRS</u> --- 13 INITIATIVES	C2. DELIVER RELIABLE 24-HOUR WATER SUPPLY^{P1-S2}: <u>WEST 20 HRS; EAST 18 HRS</u> --- 11 INITIATIVES	STRATEGIC GOAL 2 : DELIVER RELIABLE 24-HOUR WATER SUPPLY^{C2}: <u>WEST 22 HRS; EAST 20 HRS</u> --- 13 INITIATIVES
1. for WEST & EAST areas: Establish baseline information on pressure & flow in 10 critical areas; isolation & air release valve status in critical areas; turned-over systems; pipelines incl on-line boosting connections	1. Conduent capacity building on Hydaraulic Analysis (EPANET)	22. Install ONE (1) PRESSURE SUSTAINING/ REGULATING VALVE (PSRV).		
4. Conduct capacity building on handling Hydraulic Analysis.	5. Implement installation of AIR RELEASE VALVES at identified critical areas.	24. Implement installation of AIR RELEASE VALVES at identified critical areas.	15. Plan and implement installation of COMBINATIONS AIR RELEASE & VACUUM VALVES along transmission lines.	17. Plan and implement installation of COMBINATION AIR RELEASE & VACUUM VALVES along DISTRIBUTION LINES.
			17. Restore and/or install ISOLATION VALVES.	19. Restore and/or install ISOLATION VALVES.
			16. Interconnect DISCHARGE LINES of MACASANDIG NEW BOOSTER STATION to OLD BOOSTER STATION.	18. Interconnect DISCHARGE LINES of MACASANDIG NEW BOOSTER STATION to OLD BOOSTER STATION.

2. Implement the approved Short-Term Supply Improvement Plan.				
EAST AREA: 1. Evaluate and implement Water Supply System Improvement Plan for Camp Alagar, Lapasan.	7. Implement Water Supply System Improvement Plan for LOWER PORTION of Camp Alagar, Lapasan (only PLAN for upper portion of Camp Alagar))			
WEST AREA: 1. Evaluate and implement water supply system improvement plan for Patag.				
3. Prepare and submit standard basis in recommending additional stub-out	6. Implementation of pipeline modification for PATAG	25. Implement REHABILITATION of METER STUB-OUTS.		10. Re-design OPOL, GALAXY GUSA & KAUSWAGAN Water Distribution System.
		14. PW No. 23 - Install ADDITIONAL SUCTION COLUMN PIPE (includes verification & evaluation). (WSIP)		
		13. PW No. 5 - Replace with SUBMERSIBLE PUMP-MOTOR SET (to be taken from PW No. 8). (WSIP)		
		15. PW No. 28 & 29 - Change the operation to FILL-AND-DRAW utilizing TABLON RESERVOIR. (WSIP)	8. PW No. 28 & 29 - Change the operation to FILL-AND-DRAW utilizing TABLON RESERVOIR.	16. Upgrading of PW No. 28 & 29 (TABLON): convert to submersible pump & fill and draw scheme of reservoir
		16. PW No. 2, 17 & 27 - Convert Vertical Type Pump-Set to SUBMERSIBLE TYPE.	14. PW No. 25 & 26 (Balulang) - CONVERT Vertical Type Pump-Set to SUBMERSIBLE TYPE.	
		18. (a) PW# 26 - WELL REHABILITATION & DEVELOPMENT; and (b) PW# 17 - WELL INVESTIGATION USING CAMERA (parallel with PW# 26 Activity).	13. Well REHABILITATION & DEVELOPMENT (PW No. 14, 17 & 27).	15. Implement WELL REHABILITATION & DEVELOPMENT PROGRAM: well camera 10 wells & procure well camera
		21. Upgrade the BALULANG BOOSTER PUMPING STATION FACILITIES (shift to modular type).	9. Upgrade the BALULANG BOOSTER PUMPING STATION FACILITIES (shift to modular type).	11. Upgrade the BALULANG & BUGO BOOSTER PUMPING STATION FACILITIES (shift to modular type).
			10. Upgrade the MACASANDIG BOOSTER PUMPING STATION FACILITIES (shift to submersible type).	12. Upgrade the MACASANDIG BOOSTER PUMPING STATION FACILITIES (200 Hp).
			12. Implement SPARE PUMP & MOTOR Policy.	14. Implement SPARE PUMP & MOTOR Policy.
		19. Evaluate OPERATION SCHEME of PUERTO RESERVOIR. Note: This was discussed during Year-End Review; get commitment of timeline.	11. Utilize PUERTO RESERVOIR in a FILL-AND-DRAW operation.	13. Utilize PUERTO RESERVOIR in a FILL-AND-DRAW operation.
		20. Update LONG-TERM PLAN on Additional Water Sources for Mambuaya, Dansolihon & others.		9. Additional WATER SOURCES (TOR for FS)

	2. Capacity Building on Assessment, Interpretation, & Analysis of Pumping Operations	12. EVALUATION AND/ OR PROCUREMENT of PW No. 5 Pump Replacement (SUBMERSIBLE PUMP-MOTOR SET to be taken from PW No. 8). (WSIP)		
	3. Well at balulang (WSIP)	23. DRILLING of THREE (3) WELLS (Balulang, Lumbia & Camaman-an)	7. ADDITIONAL 7,000 CUBIC METERS PER DAY. (either thru Drilling, Intermediate Booster, Infiltration Well, Develop turned-over wells) - WSIP	7. Construction of Additional PRODUCTION WELLS: 7,000 CMD (WSIP)
	4. Camaman-an well lot acquisition (WSIP)			8. FOUR (4) NEW SITES for WELL DRILLING.
5. Create policy or linkage with other agencies on damages caused by Contractors or DPWH.				
6. Prepare and submit a profile on areas with "NO WATER" complaints.				
C3. OFFER REASONABLE WATER RATES^{P1-53} TOOL - - -2 INITIATIVES	C3. OFFER REASONABLE WATER RATES^{P1-53} customer rating on affordability = FAIR - - -1 INITIATIVE	C3. OFFER REASONABLE WATER RATES^{P1-53} customer rating on affordability = AFFORDABLE - - -2 INITIATIVES		
1. Design a tool to measure Affordability of Water Rates.	1. Study on proposed progressive Water Rates Structure.	26. Proposal for a PAYMENT/DISCOUNT SCHEMES (e.g. installation fee & others).		
2. Conduct capacity building on Water Rate Structure.		27. Production of AUDIO &/OR VISUAL AIDS on water rate comparison & affordability.		
FINANCIAL PERSPECTIVE^{P2}	FINANCIAL PERSPECTIVE^{P2}	FINANCIAL PERSPECTIVE^{P2}	P2. FINANCIAL PERSPECTIVE	P2. FINANCIAL PERSPECTIVE
F1. INCREASE COLLECTION EFFICIENCY^{P2-54}: Percentage of Delinquent Accounts to A/R: PLAN - - - 3 INITIATIVES	F1. INCREASE COLLECTION EFFICIENCY^{P2-54}: 22% Delinquent Accounts to A/R - - - 2 INITIATIVES	F1. INCREASE COLLECTION EFFICIENCY^{P2-54}: 14% Delinquent Accounts to A/R <=14% - - - 4 INITIATIVES	STRATEGIC GOAL 1 : INCREASE COLLECTION EFFICIENCY FROM ACTIVE ACCOUNTS^{F1.1}: NO accts >=1 yr delinquency; 50% reduction in accts del >=8 months - - - 3 INITIATIVES	STRATEGIC GOAL 1 : INCREASE COLLECTION EFFICIENCY FROM ACTIVE ACCOUNTS^{F1.1}: Number of Active Accounts >8 months to Total Number ACTIVE A/R <= 86% - - - 3 INITIATIVES
1. Review and strictly implement commercial practices policy that covers, as follows: customer responsibility (e.g. Tenant's liability); partial payments (shall include schemes); disconnection & reconnection				
2. Establish and conduct monitoring system: segregation & aging of accounts; profiling and analysis of accounts; collection & monitoring		28. Conduct ANALYSIS ON DELINQUENT ACCOUNTS in aid for policy making & management decision-making: profile delinquent accounts & submit recommendations	18. REDUCE delinquent account >= 8 months (conduct physical survey & other measures)	20. Reduce DELINQUENT ACCOUNT >=7 months (conduct physical survey & other measures): 100% for >=8mos & 50% for =7mos
			19. Transfer INSIDE Property line	21. Transfer CONNECTIONS INSIDE Property line to OUTSIDE.

	1. Establish and implement Collection and Monitoring system for identified "BIG ACCOUNTS" customers	29. Establish and implement Collection and Monitoring system for identified "TOP 10 CUSTOMERS WITH BIG ACCOUNTS" (5 existing & 5 new).	20. Establish and implement Collection and Monitoring System for identified "BIG & DELINQUENT GOVERNMENT ACCOUNTS".	22. Establish and implement Collection and Monitoring System for identified " <u>BIG & DELINQUENT GOVERNMENT ACCOUNTS.</u> "
	2. Explore possibility for "ON-LINE PAYMENT" from banks, payment centers, etc.	30. Establish alternative "PAYMENT CENTERS" other than banks.		
3. Conduct massive information dissemination on commercial practices policy.		31. Implement CUSTOMER ADVISORY procedure on accounts with Promissory Note through SMS.		
F1. INCREASE COLLECTION EFFICIENCY^{P2-54}: % OF INACTIVE ACCOUNTS - AMOUNT to TOTAL A/R: -<u>PLAN</u> - - - <u>3 INITIATIVES</u>	F1. INCREASE COLLECTION EFFICIENCY^{P2-54}: <u>48%</u> INACTIVE ACCOUNTS - AMOUNT to TOTAL A/R - - - <u>3 INITIATIVES</u>	F1. INCREASE COLLECTION EFFICIENCY^{P2-54}: % OF INACTIVE ACCOUNTS - <u>AMOUNT to TOTAL A/R<=48%</u> - - - <u>5 INITIATIVES</u>	STRATEGIC GOAL 2 : REDUCE PERCENTAGE OF INACTIVE ACCOUNTS AGAINST TOTAL A/R^{F2-1}: <u>Inactive accounts (amount) <=40% of TOTAL A/R</u> - - - <u>2 INITIATIVES</u>	STRATEGIC GOAL 2 : REDUCE PERCENTAGE OF INACTIVE ACCOUNTS AGAINST TOTAL A/R^{F2-1}: <u>Inactive accounts (amount) <=50% of TOTAL A/R</u> - - - <u>2 INITIATIVES</u>
	1. Capacity Building on how to detect PILFERAGE	32. Conduct capacity building on COLLECTION STRATEGY & IT'S LEGAL ASPECTS.		
1. Draft and submit a plan to lower percentage of existing inactive accounts (inactive before & after June 2008): prepare manpower & logistics; conduct survey; conduct reconnection drive	2. Implement Plan to LOWER PERCENTAGE of existing Inactive Accounts. (INACTIVE before June 2008)	33. Implement Plan to LOWER PERCENTAGE of existing Inactive Accounts: 33a. COLLECT/WRITE-OFF Php 20M from Inactive Accounts BEFORE June 2008: Priority accounts - >=20yrs age about 7,110 accts	21. WRITE-OFF and SETTLE Inactive Accounts with AGE of AT LEAST 10 YEARS as of December 2014.	23. WRITE-OFF and SETTLE Inactive Accounts with AGE of AT LEAST 10 YEARS as of December 2014.
	3. Implement Plan to lower percentage of existing inactive accounts. (INACTIVE after June 2008)	33. Implement Plan to LOWER PERCENTAGE of existing Inactive Accounts: 33b. COLLECT/ENDORSE FOR LEGAL ACTION Php 27M from Inactive Accounts AFTER June 2008.	22. SETTLE Inactive Accounts with AGE of LESS THAN 10 YEARS as of December 2014 - DEMAND LETTERS.	24. SETTLE Inactive Accounts with AGE of LESS THAN 10 YEARS as of December 2015 - DEMAND LETTERS: 100% of inactive as of first sem of 2016
		34. Implement COLLECTION OF WRITE-OFF ACCOUNTS through COLLECTION AGENT.		
2. Review existing Inspector's Report and implement updated form.				
3. Conduct orientation on field Inspectors regarding re-opening of inactive service lines.		35. Submit REVISED RECONNECTION PROCEDURE for accounts disconnected within one month & with same name; and lessor-lesse matters.		
F2. ENHANCE COST EFFICIENCY^{P2-55}: <u>9 wells with Power consumption per cum of water produced NOT EXCEEDING 180 watt-hrs</u> - - - <u>2 INITIATIVES</u>				
1. Conduct capacity building on: 1.a assessment of pumping equipments; 1.b well and pump efficiency test, designing, data analysis and development				
2. Implement approved Short-Term Supply (Efficiency) Improvement Plan.				

	F2. ENHANCE COST EFFICIENCY^{P2-S5}: % reduction in Inventory of materials --- 2 INITIATIVES	F2. ENHANCE COST EFFICIENCY^{P2-S5}: % reduction in Inventory of materials --- 5 INITIATIVES	STRATEGIC GOAL 3: IMPROVED ASSET/ INVENTORY UTILIZATION^{F3.1}: IMPROVEMENT- - 3 INITIATIVES	STRATEGIC GOAL 3: IMPROVED ASSET/ INVENTORY UTILIZATION^{F3.1}: IMPROVEMENT- - 3 INITIATIVES
	1. Implement DISPOSAL PROGRAM on unused materials on stock	39. Implement DISPOSAL PROGRAM on unused materials on stock. (JULY 2011-DECEMBER 2013 INVENTORY)	24. Implement DISPOSAL PROGRAM on unused materials and supply (Period: Jan - December 2014 INVENTORY)	26. Implement DISPOSAL PROGRAM on unused materials and supply. (Period: January-December 2015 INVENTORY)
		36. Establish a BUSINESS SOLUTION SYSTEM (BSS) - (Inventory to FS).		
	2. Design and implement INVENTORY PLAN.	40. Design and implement INVENTORY PLAN.	23. Design and implement INVENTORY PLAN (Stock balance percentage PR based on lead time).	25. Implement INVENTORY PLAN for CRITICAL ITEMS on stock & submission of Quarterly Monitoring Report & Conduct Physical Inventory on December & July (Note: List of Established Critical Items to be submitted on the 1st week of October 2015)
		38. Establish CLASSIFICATION & DATABASE of materials on stock.		
			25. Evaluate VACANT LOT PROPERTIES and other <u>FIXED ASSETS</u> .	27. Utilization PLAN of Existing COWD Lots: Ilaya, Carmen for Commercial & other purposes; Bontula & Villa Ernesto lots - to be taken out from the books of accounts; PW #12, Scions, & Terry Hills
		37. FEASIBILITY STUDY and/or COST & BENEFIT ANALYSIS for a FUEL REFILLING STATION (per Memo GM-019, S-2014).		
	F2. ENHANCE COST EFFICIENCY^{P2-S5}: reduction of NRW to 53% --- 9 INITIATIVES	F2. ENHANCE COST EFFICIENCY^{P2-S5}: NRW REDUCED TO 51% --- 12 INITIATIVES	F2. ENHANCE COST EFFICIENCY^{P2-S5}: NRW REDUCED to 49% --- 6 INITIATIVES	F2. ENHANCE COST EFFICIENCY^{P2-S5}: NRW REDUCED to 50% --- 5 INITIATIVES
	1. Conduct massive information Campaign on NRW impacts.			
	3. Implement pressure management scheme.			
	7. Submit proposal on handling illegal connections (tools, manpower, etc)	3. Implement program on Handling Illegal Connections.	41. Conduct capacity building on SERVICE CONNECTION INSTALLATION, MAINTENANCE & HANDLING OF ILLEGAL CONNECTION.	
		42. ASSESSMENT of existing program on HANDLING ILLEGAL CONNECTIONS.	Post Inspection of Discon, recon & new conn	32. Post Inspection of Disconnection, Reconnection & New Connection.
	9. Submit "reward program on illegal connections & leakages" proposal.	2. Implement "Reward Program on Illegal connections and Leakages."	43. Conduct SURVEY and implement applicable FIX-CUTTING of Service Connections (based on CY 2010-2011 Inactive Accounts).	29. Conduct SURVEY and implement applicable FIX-CUTTING of Service Connections (based on CY 2013-2014 Inactive Accounts). Note: Comm'l will notify NRW regarding accounts to be fixed-cut.
				31. Conduct SURVEY and implement applicable FIX-CUTTING of Service Connections (based on CY 2013-2015 Inactive Accounts): Note: Commercial Dept. will notify NRW regarding accounts to be fixed-cut every end of the month. Notification shall include the necessary sketch. (Outside Carmen, Poblacion & Lapasan).

2. Implement rehabilitation plan on pipeline system (Clustering): San Lazaro; Barangay 26; Gaabucayan St	4. Implement rehabilitation plan on pipeline system (Clustering) at San Lazaro, Lapasan.			
	7. POW for Vamenta Subd., Barra, Opol. (Phase 1 & Phase 2)	44. Implement REHABILITATION @ VAMENTA SUBD., Barra, Opol. (Phase 1 & 2) - Prioritizing installation of MOTHER METER.		
	5. Prepare POW for transfer of Service Connection to stub-outs (Bugu-Reyes Village).		27. MANAGE existing and subdivision District Metering Area (DMA) - San Lazaro, Lim Ket Kai, Vamenta, RER, Macabalan, Sta. Barbara, Bellevue, Citihomes, Cambridge.	29. Manage the DISTRICT METERING AREA (DMA): Reduce NRW% at MACABALAN DMA; TWENTY-ONE (21) DMAs
	6. Implement rehabilitation plan on pipeline system (transfer of SCs to Stubouts) at Bugu-Reyes Village.	45. Implement REHABILITATION plan on pipeline system (transfer old SC to MSO) at BUGO-REYES VILLAGE.		
	8. Implement Rehabilitation Plan for Brgy 26 pipeline system (Clustering).	46. Implement REHABILITATION plan for BARANGAY 26 pipeline system - Prioritizing installation of MOTHER METER & MSO.		
		47. Implement REHABILITATION plan for BARANGAY 26 pipeline system (clustering).		
6. Redesign pipe-crossing at Casinglot, Tagoloan				
8. Submit program on replacement of big water meters.	9. Implement program on replacement of "Big Water Meters."	48. Implement program on REPLACEMENT of 83 BIG & AGED WATER METERS.	26. Implement and evaluate program on REPLACEMENT of BIG & AGED WATER METERS (3/4" up).	28. Program on REPLACEMENT of BIG WATER METERS: (3/4 to 1-1/2"Æ) installed in Commercial connections. Target=25 units; (2"Æ & up) installed in Commercial connections
		50. Implement RECTIFICATION of installed BIG WATER METERS (2 surveyed establishments by NRW Group).		
			28b. Evaluation of Water Meters (1/2") used in the Field. (Refer to JICA Model) Note: CSDS to provide random data of the 5,000 concessionaires.	
			28a. Implement program on REPLACEMENT of 1/2" WATER METERS (5,000 units).	30. Program on REPLACEMENT of 1/2"Ø WATER METERS: REPLACEMENT of 1/2"Æ WATER METERS. Note: Data to be provided by CSDS on Sept. 20, 2015; WATER METERS (1/2"Æ) used in the Fied. (Refer to JICA Model) Note: CSDS to provide random data of the 5,000 Concessionaires
4. Repair of mainline and service connection leakages within 24 hours and 2-3 days, respectively; 85% of response time.	1. Capacity Building on Leakage Repair.			

5. Conduct intensive leak-detection: TOP - Carmen Reservoir - Bulua	10. Conduct comprehensive intensive LEAK-Detection using Correlator (TOP - Carmen Reservoir - Bulua).	49. Conduct comprehensive INTENSIVE LEAK DETECTION using Correlator (TABLON to CAMAMAN-AN).		
	11. Implementation of an NRW Reduction Program in a Pilot Area.	51. Implement NRW REDUCTION PROGRAM in a Pilot Area. (@Macabalan): restore 5 valves; bench mark; buy PSRV		
	12. Benchmarking at Cambodia			
F3. EXPAND REVENUE OPPORTUNITIES^{P2-56}; increase in revenue from P650M --- 5 INITIATIVES		F3. EXPAND REVENUE OPPORTUNITIES^{P2-56}; Percent increase in revenue: <u>PLAN</u> --- <u>1</u> INITIATIVE		
1. Implement a revised schedule of Service Fees and Charges.		52. Review/Submit Proposal of WATER RATE STRUCTURE. (billing cycle, etc.)		
2. Implement an effective cash management program (show effect of cash management measures)				
3. Submit proposal on utilization of unused COWD Lot Properties				
4. Implement disposal of unserviceable Materials and Equipments.				
5. Execute a MOA with DPWH, CEO relative to cost of Contractor's damages.				
INTERNAL PROCESSES PERSPECTIVE^{P3}	INTERNAL PROCESSES PERSPECTIVE^{P3}	INTERNAL PROCESSES PERSPECTIVE^{P3}	P3. INTERNAL PROCESSES PERSPECTIVE	P3. INTERNAL PROCESSES PERSPECTIVE
I1. STRIVE FOR OPERATIONAL EXCELLENCE^{P3-57}; Level of quality of customer service : <u>PLAN</u> --- <u>3</u> INITIATIVES	I1. STRIVE FOR OPERATIONAL EXCELLENCE^{P3-57}; Level of quality of customer service = <u>VERY GOOD</u> --- <u>2</u> INITIATIVES	I1. STRIVE FOR OPERATIONAL EXCELLENCE^{P3-57}; Level of quality of customer service = <u>VERY GOOD</u> --- <u>2</u> INITIATIVES	I1. STRIVE FOR OPERATIONAL EXCELLENCE^{P3-57}; Level of quality of customer service = <u>VERY GOOD</u> --- <u>1</u> INITIATIVE	I1. STRIVE FOR OPERATIONAL EXCELLENCE^{P3-57}; Level of quality of customer service = <u>VERY GOOD</u> --- <u>2</u> INITIATIVES
1. Develop a Manual of Operations highlighting the following:				
1.a Identification of customers				
1.b Flow of transactions				
1.c Response time				
1.d Tracer				
1.e Documentation standard.				
1.f Forms: "Advice Slip" to customers.				
1.g Guidelines on partial payments.				
1.h Furnish <i>notarized</i> concessionaire's contract				
2. Develop a tool in measuring Quality Customer Service.				
3. Conduct capacity building: "Computer Literacy/Operation."				

	1. Implement improved RESPONSE TIME (RT) on Job Orders and Complaints (per identified Department):	53. Implement improved RESPONSE TIME (RT) on Job Orders and Complaints (per identified Department):	30. Implement improved RESPONSE TIME (RT) on Job Orders:	33. Implement improved RESPONSE TIME (RT) on Job Orders:
	Request for STUB-OUT/PIPELINE EXTENSION (30 ccd if tech feasible; 15cd if not feasible)	53a. Request for STUB-OUT/PIPELINE EXTENSION (30 CD)	30a. Request for STUB-OUT/PIPELINE EXTENSION (120 CD)	33a. Request for STUB-OUT/PIPELINE EXTENSION. - <u>120 CD</u>
	COMPLAINTS on WATER QUALITY (1 day)	53b. COMPLAINTS on WATER QUALITY (1 CD)	30b. COMPLAINTS on WATER QUALITY - BACTE & turbidity TEST & flushing	33b. Complaints on WATER QUALITY (BACTERIOLOGICAL & TURBIDITY TEST, REQUEST & FLUSHING). - <u>1 CD</u>
	ISOLATION (5hrs)	53c. ISOLATION (5 HRS)		
	REPAIR of MAINLINE LEAKAGES (24hrs)	53d. REPAIR of MAINLINE LEAKAGES (24 HRS)	30c. REPAIR of MAINLINE LEAKAGES - WITHOUT LEAK DETECTION	33c. Repair of MAINLINE LEAKAGES (Without LEAK DETECTION). - <u>24 HRS</u>
	REPAIR of SERVICE CONNECTION LEAKAGES (2cd)	53e. REPAIR of SERVICE CONNECTION LEAKAGES (2 CD)	30d. REPAIR of MAINLINE LEAKAGES - WITH LEAK DETECTION	33d. Repair of MAINLINE / SERVICE CONNECTION LEAKAGES (With LEAK DETECTION). - <u>7 CD</u>
	TRANSFER / ELEVATE METER (concessionaire's request) (4cd)	53f. TRANSFER / ELEVATE METER (concessionaire's request) (4 CD)	30e. REPAIR of SERVICE CONNECTION LEAKAGES (2 CD)	33e. Repair of SERVICE CONNECTION LEAKAGES (Without LEAK DETECTION). - <u>2 CD</u>
	TRANSFER / REHABILITATION of SERVICE CONNECTION / METER STUB-OUT (30cd)	53g. TRANSFER / REHABILITATION of SERVICE CONNECTION / METER STUB-OUT (30 CD)	30f. TRANSFER / ELEVATE METER (concessionaire's request) (4 CD).	33f. TRANSFER / ELEVATE METER (concessionaire's request). - <u>4 CD</u>
	Request for METER TEST (high consumption) (3cd)	53h. Request for METER TEST (high consumption) (3 CD)	30g. TRANSFER / REHABILITATION of SERVICE CONNECTION / METER STUB-OUT (30 CD)	33g. TRANSFER / REHABILITATION of SERVICE CONNECTION / METER STUB-OUT. - <u>30 CD</u>
	Downtime on PUMP REPAIR (7cd)	53i. Downtime on PUMP REPAIR (7 CD)	30h. Request for METER TEST (high consumption) (3 CD)	33h. Request for METER TEST (High Consumption). - <u>3 CD</u>
		53j. CHANGE METER (4 CD)	30i. Downtime on PUMP REPAIR (7 CD)	33i. Downtime on PUMP REPAIR: turbine @ 7CD; submersible @ 4CD
		53k. NO WATER (4 CD)	30j. CHANGE METER (4 CD)	33j. CHANGE METER. - <u>4 CD</u>
	Request for DISCONNECTION (7cd)	53l. Request for DISCONNECTION (7 CD)	30k. NO WATER (4 CD)	33k. NO WATER. - <u>4 CD</u>
	Request for RECONNECTION (2cd - discon less than 30cd; 7cd - discon > 30cd)	53m. Request for RECONNECTION (2-3 CD)	30l. Request for DISCONNECTION (7 CD)	33l. Request for DISCONNECTION. - <u>7 CD</u>
	Request for INSTALLATION OF NEW SERVICE CONNECTION (10cd - existing SO; 15 cd - new SO)	53n. Request for INSTALLATION OF NEW SERVICE CONNECTION (15 CD)	30m. Request for RECONNECTION	33m. Request for RECONNECTION. - <u>3 CD</u>
	TRANSMITTAL-filed complaints (1 CD)	53o. TRANSMITTAL-filed complaints (1 CD)	30n. Request for INSTALLATION OF NEW SERVICE CONNECTION - PAYMENT TO JO	33n. Request for INSTALLATION OF NEW SERVICE CONNECTION (PAYMENT TO JOB ORDER). - <u>3 CD</u>
	INSPECTION-high consumption (2 CD)	53p. INSPECTION-high consumption (2 CD)	30n. Request for INSTALLATION OF NEW SERVICE CONNECTION - JO to INASTALLATION	33o. Request for INSTALLATION OF NEW SERVICE CONNECTION (JOB ORDER TO INSTALLATION). - <u>10 CD</u>
	CANVASS OF ITEMS for PURCHASE (7 CD)	53q. CANVASS OF ITEMS for PURCHASE (7 CD)	30o. TRANSMITTAL-filed complaints (1 CD)	33p. TRANSMITTAL-filed complaints. - <u>1 CD</u>

	FEEDBACK (from delivery due date) (3 CD)	53r. FEEDBACK (from delivery due date) (3 CD)	30p. INSPECTION-high consumption (2 CD)	33q. INSPECTION-High Consumption. - <u>2 CD</u>
	MARKET SURVEY (30 CD)	53s. MARKET SURVEY (30 CD)	30q. MARKET SURVEY (30 CD)	33r. MARKET SURVEY. - <u>30 CD</u>
	Purchase Request (PR) preparation. (2cd)			33s. RANDOM AUDIT OF CHANGE METER. (Target: 10 per month; 30 per Qtr.)
	2. Implement "Motor/Pump Spare" scheme.			34. Implement the WATER OCCUPATIONAL SAFETY & HEALTH PLAN. (<u>Note</u> : Admin. Dept. to submit within September 2015 the Standards & Penalty on Violation) - PPE-Personal Protection Equipment
	3. Transfer & Elevate Water Meters as requested by Meter Readers.	54. Conduct INVENTORY of all RETRIEVED PUMPING FACILITIES.		
	4. East & West Organizational Structure.			
			STRATEGIC GOAL 2 : ENSURE SECURITY OF WATER SUPPLY SYSTEM & OPERATIONS FROM HAZARDS¹²: <u>100% OF SAMPLE @ 0.1 - 1.0 CI RESIDUAL + 100% supply Surplus</u> - - - <u>13 INIATIVES</u>	STRATEGIC GOAL 2 : ENSURE WATER SAFETY & CLIMATE CHANGE RESELIENCY: <u>100% compliance to PNSDW and 60% Surplus</u> - - - <u>13 INITIATIVES</u>
			31. Implement the WATER SAFETY PLAN. (@Macasandig, Calaanan, Balulang and Bugo Well Fields)	35. Implement the WATER SAFETY PLAN. (@Macasandig, Calaanan, Balulang and Bugo Well Fields):
			31a. SEALING of All OPENINGS. (@Macasandig-PW#s 1, 2, 4, 7 & 9; @Balulang-PW#s 19 & 24).	35a. SEALING of ALL OPENINGS in Production Wells.
			31b. ALIGN COWD's FLOOD CONTROL PLAN with LGU. (Coordinate with DPWH) (@Macasandig-PW#s 1, 2, 4, 7 & 9; @Balulang-PW#s 19 & 24).	35b. MITIGATION PLAN for WELLS affected by CDO Flood Control Plan and/or Flooding hazards.
			31c. SECURE WELLS by <u>Cement Grouting</u> ; standard is <u>at least 30 meters</u> . (@Macasandig-PW#s 2 & 8, within the residential area; @Calaanan-PW# 15, near relocation area; @Balulang-PW#s 17, 25 & 26, near residential area; @Bugo-PW#s 5, 21 & 22, near residential area).	
			31d. Conduct BACTERIOLOGICAL TEST (@Macasandig-PW#s 2 & 8, within the residential area; @Calaanan-PW# 15, near relocation area; @Balulang-PW#s 17, 25 & 26, near residential area; @Bugo-PW#s 5, 21 & 22, near residential area).	35c. Conduct monthly BACTERIOLOGICAL TEST on <u>ALL</u> Production Wells.

			31e. COORDINATE with LGU as to <u>standard</u> of Septic Tank construction. (@Macasandig-PW#s 2 & 8, within the residential area; @Calaanan-PW# 15, near relocation area; @Balulang-PW#s 17, 25 & 26, near residential area; @Bugo-PW#s 5, 21 & 22, near residential area).	35e. Implement RECOMMENDATIONS from the PROFILING / STUDY ON RESIDENTIAL SEPTIC TANKS near Production Wells.
			31f. TRANSFER all the Tapped Service Connections. (@Macasandig-PW# 9, raw waterline)	35f. Install CHLORINATING UNIT at PW No. 9 at Macasandig.
			31g. Secure Production Wells (PWs) with Perimeter Fence. (@Calaanan-Vandalism for PW# 18, no fence; @Bugo-Vandalism for PW#s 21 & 22, no fence).	
			31h. Install CHLORINATING UNIT. (Inadequate disinfection @Calaanan-PW# 18, no chlorinating unit; @Balulang-PW# 19, no chlorinating unit).	35d. Maintain 0.3 PPM CHLORINE RESIDUAL @Macasandig Booster Pumping Station.
			31i. Secure All Manholes & Vents of All Storage Facilities.	35h. Secure ALL MANHOLES & VENTS of all STORAGE FACILITIES.
			31j. Assessment of All Storage Facilities as to safety against calamity.	35i. Implement REHABILITATION PLAN on all STORAGE FACILITIES as to safety against calamity.
			31k. Assessment of All Storage Facilities as to security concerns (for installation of Perimeter Fence and/or assignment of Security Personnel/Guards).	35j. Assessment of ALL STORAGE FACILITIES as to SECURITY CONCERNS (for installation of Perimeter Fence and/or assignment of Security Personnel/Guards).
			31l. Regular Information Drive of intrusion of Contaminants.	35k. Regular INFORMATION DRIVE on INTRUSION OF CONTAMINANTS.
			31m. Implementation of Post-inspection of After the Meter New Service Connections with intrusion of Contaminants.	
				35g. Upgrade existing CHLORINATING SYSTEM: Balulang BPS & Bugo BPS
				35l. Implement REHABILITATION of "AFTER-THE-METER" EXISTING SERVICE CONNECTIONS at TABAKO PUNTOD / LAPASAN with possible intrusion of contaminants.

			32. Implement the CLIMATE CHANGE ADAPTATION PROGRAM.	36. Implement the CLIMATE CHANGE ADAPTATION PROGRAM. (Focus on monitoring of water level and danger of saltwater intrusion to PWs.)
12. CAPITALIZE ON INNOVATIVE PROCESSES^{P3-58} : At least 1 Operations Analysis completed --- 2 INITIATIVES	12. CAPITALIZE ON INNOVATIVE PROCESSES^{P3-58} : 3 PROPOSALS/STUDIES --- 7 INITIATIVES	12. CAPITALIZE ON INNOVATIVE PROCESSES^{P3-58} : 2 ATTENDANCE SYSTEMS --- 2 INITIATIVES		
1. Conduct capacity building on Water Resources.	1. Conduct capacity-building on Water Resources, Climate Change/Other Environmental Concerns, and Technical Writing.			
2. Submit FS/Project Proposal on Additional Water Sources: Financial Info; Prod Well Monitoring Data & brief analysis on current water level pump test results	2. Submit a Technical Proposal on Long-term Additional Water Sources - MASTER PLAN to be submitted to various grant entities (e.g. USAID, JICA-JAPAN).			
	3. Design standard protocol for Purchase Requisition (PR) request thru email.			
	4. Implement Preventive Maintenance Service for Vehicles, Motorcycles & Equipments: Implement vehicle replacement program.			
	5. Formulation of Disaster Risk-Reduction Plan.			
	6. Pilot-run for "On-Site Billing Program:" Recommendation for the pilot area, manpower required for pilot run; Implementation Scheme. (CSDS)			
	7. Implement a "CADETSHIP Program" for newly-hired personnel & Management Trainee Program.			
		55. Conduct audit on ATTENDANCE SYSTEM.		
		56. Conduct capacity building on TECHNICAL WRITING.		
13. CREATE VALUE ADDED PARTNERSHIPS^{P3-59} at least 11 Partnerships --- 5 INITIATIVES	13. CREATE VALUE ADDED PARTNERSHIPS^{P3-59} 8 Partnerships --- 4 INITIATIVES	13. CREATE VALUE ADDED PARTNERSHIPS^{P3-59} 6 Partnerships --- 2 INITIATIVES	STRATEGIC GOAL 3 : CREATE VALUE ADDED PARTNERSHIPS^{I3} : 11 Partnerships --- 4 INITIATIVES	STRATEGIC GOAL 3 : CREATE VALUE ADDED PARTNERSHIPS^{I3} : 11 Partnerships --- 1 INITIATIVE
	1. Conduct capacity-building on Community Relations.	57. Conduct capacity building on COMMUNITY RELATIONS.		

1. Partnership with three (3) Barangays: activity, MOA; joint project	3. Implement PARTNERSHIP PROGRAM with three (3) Barangays.	58. Implement PARTNERSHIP PROGRAM with the EXISTING THREE (3) and NEW THREE (3) BARANGAYS (1 Special Partnership Proposal).	33. Establish linkage with LOCAL ORGANIZATIONS. (2014: 3-EXISTING BRGY.: Balulang, Macabalan, Gusa; 2-NEW BRGY.: Macasandig, Kauswagan.	37. Establish and strengthen linkage with LOCAL ORGANIZATIONS / ACADEME. (Note: 2015 partnered 8 barangays: Balulang, Macabalan, Gusa, Macasandig, Kauswagan, Carmen, Nazareth & Bonbon).
5. Partnership with Other Agencies: (Target is 5 Sectoral Reps)	2. Partnership with ACADEME (Public Schools) e.g. scholarships, provision of drinking station, school supplies, book donation, tutorial.		34. Establish linkage with REGIONAL ORGANIZATIONS. (e.g. RAGCOM, CONSUMER NET, etc.)	
2. Partnership with one (1) Media Group: affair with media	4. Conduct with at least one (1) Media Affair. *MEDIA PLAN		35. Establish linkage with NATIONAL ORGANIZATIONS. (e.g. GSIS & SSS concerns, PAWD, LWUA)	
3. Partnership with one (1) District Representative: commitment to fund project			36. Establish linkage with INTERNATIONAL ORGANIZATIONS. (e.g. USAID/BE+SECURE, JICA, etc.)	
4. Partnership with one (1) NGO (Water/Environment): joint activity				
I4. BUILD THE BEST WATER DISTRICT BRAND^{P3-S10}: at least 1 recognition and/or accreditation - 1 INITIATIVE	I4. BUILD THE BEST WATER DISTRICT BRAND^{P3-S10}: Number of recognitions and accreditations - 3 INITIATIVES	I4. BUILD THE BEST WATER DISTRICT BRAND^{P3-S10}: 3 recognitions and accreditations - 3 INITIATIVES		
		59. Submit TWO (2) entries for PAWD AWARDS.		
1. Submit to CSC the following for CSC Accreditation: citizen's charter; PRAISE; Grievance Mach; PES		60. Submit DOCUMENTS for CIVIL SERVICE COMMISSION ACCREDITATION.		
	2. Implement preparatory activities for DOH Accreditation of the Laboratory: Membership with SEAWUN and IBNET	61. BENCH-MARKING on Laboratory Manual Preparation/Accreditation with DOH.		
	1. Implement integrated Watershed Protection Management Program.			
	3. Implement a "Safety Program."			
LEARNING & GROWTH PERSPECTIVE^{P4}	LEARNING & GROWTH PERSPECTIVE^{P4}	LEARNING & GROWTH PERSPECTIVE^{P4}	P4. LEARNING & GROWTH PERSPECTIVE	P4. LEARNING & GROWTH PERSPECTIVE
L1. ENSURE STRATEGIC COMPETENCIES^{P4-S11}: Competency rating: <u>COMPETENCY STANDARDS</u> - - - 1 INITIATIVE	L1. ENSURE STRATEGIC COMPETENCIES^{P4-S11}: <u>PILOT RUN</u> Competency rating - - - 3 INITIATIVES	L1. ENSURE STRATEGIC COMPETENCIES^{P4-S11}: Competency rating <u>APPLIED to NEW HIRES ONLY</u> - - - 3 INITIATIVES	STRATEGIC GOAL 1 : ENSURE STRATEGIC COMPETENCIES^{L1} : BASELINE data for PERMANENT & CASUAL EMPLOYEES - - 4 INITIATIVES	STRATEGIC GOAL 1 : ENSURE STRATEGIC COMPETENCIES^{L1} : <u>100% of DIV MGRS & UP with enhanced competencies</u> - - - 3 INITIATIVES
		62. Establish SCREENING STANDARDS & PROCEDURES.	39. Establish and implement SCREENING STANDARDS & PROCEDURES.	39. Establish and implement SCREENING STANDARDS & PROCEDURES.
1. Prepare specifications for establishing Competency Standards (for Outsourcing).	1. Develop Competency Standard.	63. Develop COMPETENCY STANDARDS.	37. Establish and implement COMPETENCY STANDARDS.	
		64. Develop and implement CADETSHIP PROGRAM.	40. Implement CADETSHIP PROGRAM.	40. Implement CADETSHIP PROGRAM.

	2. Conduct capacity-building on Competency Evaluation.			
	3. Submit updated Departmental Job Description.			
			38. Implement HUMAN RESOURCE DEVELOPMENT PROGRAM (Development & Training required prior to promotion): *30 personnel-GM, OAGM, Dept. & Division Managers (at least 2 per Dept.)	38a. Implement DEVELOPMENT & TRAINING (MANAGERIAL & LEADERSHIP SKILLS); DEVELOPMENT & TRAINING (MANAGERIAL & LEADERSHIP SKILLS); TECHNICAL SKILLS TRAINING; DEPARTMENTAL TEAM-BUILDING EXERCISES [NOTE: 1.) ADMIN. Dept. shall set the criteria, schedule and facilitate the initiative before the end of 2015; 2.) All DEPT. shall submit proposal for desired team-building activity]
L2. LINK PERFORMANCE & INCENTIVES^{P4-S12}; <u>GUIDELINES ON PERFORMANCE EVALUATION SYSTEM</u> --- <u>3 INITIATIVES</u>	L2. LINK PERFORMANCE & INCENTIVES^{P4-S12}; <u>SPMS</u> --- <u>1 INITIATIVE</u>	L2. LINK PERFORMANCE & INCENTIVES^{P4-S12}; <u>SPMS</u> --- <u>1 INITIATIVE</u>	STRATEGIC GOAL 2 : LINK PERFORMANCE & INCENTIVES^{L2}: <u>SPMS & PRAISE</u> --- <u>1 INITIATIVE</u>	STRATEGIC GOAL 2 : LINK PERFORMANCE & INCENTIVES^{L2}: : <u>SPMS & PRAISE</u> Implementation Rate --- <u>1 INITIATIVE</u>
2. Establish standards for PES.	1. Implement SPMS.	65. Implement STRATEGIC PERFORMANCE MANAGEMENT SYSTEM (SPMS).	41. Implement STRATEGIC PERFORMANCE MANAGEMENT SYSTEM (SPMS).	41. Implement STRATEGIC PERFORMANCE MANAGEMENT SYSTEM (SPMS).
1. Establish and submit PRAISE.				
3. Establish and submit a program on Gender and Development (GAD).				
L3. ACCESS APPROPRIATE TECHNOLOGY & INFORMATION^{P4-S13} : <u>PROPOSALS</u> --- <u>7 INITIATIVES</u>	L3. ACCESS APPROPRIATE TECHNOLOGY & INFORMATION^{P4-S13} : <u>10 INSTALLATIONS</u> -- <u>6 INITIATIVES</u>	L3. ACCESS APPROPRIATE TECHNOLOGY & INFORMATION^{P4-S13} <u>EXCELLENT</u> --- <u>7 INITIATIVES</u>	STRATEGIC GOAL 3: ACCESS APPROPRIATE TECHNOLOGY & INFORMATION^{L3}: <u>38% Access Rate to Technology & Information</u>: --- <u>5 INITIATIVES</u>	STRATEGIC GOAL 3: ACCESS APPROPRIATE TECHNOLOGY & INFORMATION^{L3}: <u>42% Access Rate to Technology & Information</u> --- <u>5 INITIATIVES</u>
1. SCADA - for capacity building	2. SCADA: 2a. Implement TELEMETRY to identified facilities/appurtenances; 2b. Implement electronic (e)-archiving of documents; 2c. Submit Comprehensive SCADA PLAN.	66. Implement TELEMETRY @ TAKE-OFF POINT (TOP) and PW Nos. 22 & 24.; and Data Loggers for PW Nos. 8, 16, 17, 25, 26 & 27	42. Implement TELEMETRY - Data Logger for PW#s 2, 20, 21 & 22 & Chlorine Residual Station @ Admin Bldg & Flowmeters @ PW 25 & 26	42. Implement TELEMETRY - Five (5) Electromagnetic Flowmeters for PW Nos. 1,2,4,8 & 16
4. Intranet-Communication - submission of proposal	5. Intranet-Communication System: 5a. Submit proposal on "Internal Email" System; 5b. Submit proposal on enhancing existing "Wi-Fi Architecture."; 5c. Submit proposal on "LAN Structure Cabling."	67. Implement "INTERNAL E-MAIL" SYSTEM.		
		68. Enhance existing "WI-FI ARCHITECTURE."		
		69. Conduct "WI-FI ARCHITECTURE" TRAINING/CONSULTATION (Recommended: Capitol University-IT Staff)		
		70. Implement " PHASE 2 (active components) of LAN STRUCTURE CABLING".		

		71. Implement "DATA RECOVERY SYSTEM (DRS) or STORAGE AREA NETWORK" (SAN).	45. Implement "DATA RECOVERY SYSTEM (DRS) or STORAGE AREA NETWORK" (SAN).	
				45. Implement CONNECTIVITY from ADMIN BUILDING to MACASANDIG SUB-OFFICE.
	6. Implement electronic (e)-archiving of records.	72. ELECTRONIC or E-ARCHIVING of records.		
			43. Establish a BUSINESS SOLUTION SYSTEM (BSS).	43. Establish a BUSINESS SOLUTION SYSTEM (BSS): BSS-WAREHOUSING & INVENTORY; CACCOUNTING SYSTEM ("Peachtree" or "Quickbook" Programs)
2. GIS/AUTOCAD - for capacity building	3. GIS/AUTOCAD: 3a. Implement data acquisition program for GPS data: (SC,SO); 3b. Implement GIS to major Production Facilities & PILOT AREA. (with preparatory activities); 3c. Establish pipeline database information acquired during maint. repairs: (depth, made, distances, size).;		44. Establish and implement Geographic Information System (GIS).	44. Establish and implement Geographic Information System (GIS).
3. Financial Info. System - submission of proposal	4. Financial Information System: 4a. Review submitted Proposal on Financial Information System (FIS); 4b. Conduct assessment on Financial Information System (FIS) Proposal and submit implementation plan for FIS.			
			46. Implement Civil Service Commission standards on PERSONNEL DATA (201 files).	46. Implement Civil Service Commission standards on PERSONNEL DATA (201 files).
	1. Conduct capacity-building on Technical Writing.			
L4. CREATE A CULTURE OF TRUST AND ACCOUNTABILITY: <u>TOOL for trust rating</u> -- 2 INITIATIVES	GOAL-4 : CREATE A CULTURE OF TRUST & ACCOUNTABILITY^{L4}: Trust & Approval Index = <u>+ RATING</u> ---- 1 INITIATIVE			
	1. Submit proposal to conduct Team-building Activity			
1. Conduct capacity building on tool development.				
2. Develop a <u>tool</u> to measure Trust and Approval Index.				