



REPUBLIC OF THE PHILIPPINES
CAGAYAN DE ORO CITY WATER DISTRICT
Corrales Avenue, Cagayan de Oro City

April 30, 2021

MR. JECI A. LAPUS

Administrator

Local Water Utilities Administration

Katipunan Avenue, Balara, Quezon City

THRU: **MR. ALEXANDER P. BULICATIN**
LWUA Management Advisor

Sir:

Greetings!

This is to submit the **Cagayan de Oro City Water District 2020 Performance Evaluation** reflecting the **2020 Accomplishments** for our Key Performance Indicators (KPI's).

This is in compliance to LWUA Memorandum Circular No. 011-18 dated June 1, 2018 in order to attain performance levels of the Water Districts.

Thank you.

Truly yours,


BIENVENIDO V. BATAR, JR.

General Manager

WATER ACCESSIBILITY - OUR PRIORITY!

TEL. NOS. 72-62-48 • 72-83-59; 856-4509 • 856-4373; TEL. /FAX 852-1629 / 880-9878
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**WATER DISTRICT DEVELOPMENT DIVISION, AREA 7
WDD MINDANAO
WATER DISTRICT 2020 PERFORMANCE EVALUATION**

Water District : CAGAYAN DE ORO CITY WATER DISTRICT **Category :** A **CCC No. :** 001
Province : MISAMIS ORIENTAL **No. of Conn. :** 105,012 **Tel # :** (08822) 726248 ; (088) 8564549 / 8564373
Office Address : CORRALES AVENUE, BARANGAY 27, CAGAYAN DE ORO CITY **Email :** cowd@cowd.gov.ph

I. GOOD GOVERNANCE CONDITIONS		IATF/TWG Report	Remarks
1	COMPLIANT		As per RBPMS dated _____
2	NON - COMPLIANT		

**II. MAJOR PERFORMANCE OUTPUT
& PERFORMANCE INDICATORS**

A. WATER FACILITIES MANAGEMENT		2020		Accomplishment Rate	Remarks
		Targets	Actual		
1	Access to Potable Water	≥63%	63%	100%	Served 105,012 households within the service coverage with the projected 167,567 households.
2	Reliability of Service (24/7 supply)	≥89%	94%	105%	5% above target
3	Adequacy	>1.2 : 1	4.0 : 1	>100%	

B. WATER DISTRIBUTION MANAGEMENT

1	Non - Revenue Water	≤ 30%	55%	75%	25% below target
2	Potability	At the farthest point, 0.3 ppm Residual Chlorine & for Chlorine Dioxide, 0.2-0.4 ppm	Average of 0.6 ppm @ Opol (farthest point)	130%	30% above target
3	Adequacy & Reliability of Service	≤ 2 cal. days for service conn. repair	Average of 4.1 cd to repair service connection	98%	2% below target
		≤ 24 hours for mainline leakage repair	Average 4.5 hours to repair mainline leakage	120%	within target
		≤ 5 cal. days for production facility downtime	Average 14 cd downtime of production facility	91%	9% below target

C. SUPPORT TO OPERATION		2020		Compliance Rate	Remarks
		Targets	Actual		
1	Staff Productivity Index	≤1 : 120 (Category A)	1 : 163	100%	36% above the maximum allowed
2	Reasonableness of Water Rates & LWUA Approved	≤5%	2%	100%	min charge is 3% below maximum allowed
3	Customer Satisfaction	72 hours from Hotline #8888	Average of more than 72 hours (129 CD)		beyond the allowable time
		≥90% from Customer Service Unit	89% of complaints acted	99%	1% below target

D. GENERAL ADMINISTRATION AND SUPPORT SERVICES		2020		Compliance Rate	Remarks
		Targets	Actual		
1	Collection Efficiency	≥ 90%	88.75%	99%	1% below target
2	Positive Net Balance in the Ave. Net Income for twelve (12) months	Positive	Positive	100%	
3	Current Ratio	≥1.50 : 1	4.69 : 1	100%	
4	Monthly Data Sheet (Jan-Dec 2020)	Monthly Submission	Submitted (Jan.-Dec.)	100%	
5	Financial Reports (Jan-Dec 2020)	Monthly Submission	Submitted (Jan.-Dec.)	100%	
6	Water Quality Reports	Monthly Submission	Submitted Monthly	100%	
7	Compliance to COA AOM	At Least 30% of COA Findings	80%	150%	50% above target
8	Budget Utilization Rate (BUR)	85-90% Disbursed	50% Disbursed	65%	35% below target
9	Approved WD 2020 Budget	Approved	Approved	100%	Submitted to LWUA last April 24, 2020
10	Annual Report 2019	Submitted	Submitted (October 26, 2020)		

Prepared by:

SULIE D. LARANJO

Manager, Mgmt. Services Dept.

Certified True & Correct:

BILMUNDO V. BATA

General Manager

Noted by:

Management Advisor