

**FORM A  
PERFORMANCE TARGETS\***

\*Note: Some form to be used for submitting 2015 Accomplishments

LWD NAME: CAGAYAN DE ORO CITY WATER DISTRICT

MFOs AND PERFORMANCE INDICATORS (1)		FY 2014 ACTUAL ACCOMPLISHMENT (2)	FY 2015 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2015 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
<b>A. Water Facility Service Management</b>							
<b>2015 Budget</b>							
<b>PI 1 (Quantity)</b> Access to Potable Water	<b>Percentage (%) of barangay</b> with access to potable water <i>against</i> the total number of barangays within the coverage of the LWD	<b>76%</b>  (Served 72 barangays as of December 31, 2014 within the COWD service coverage)	<b>&gt;= 76%</b>	Engineering Dept. Commercial Dept. Finance Dept. Production Dept. & NRW Management	<b>76%</b>  (Served 72 barangays as of December 31, 2015 within the COWD service coverage)	<b>100%</b>	- Service expansion is within the existing served barangays.
<b>PI 2 (Quality)</b> Reliability of Service	<b>Percentage (%) of household</b> connections receiving 24/7 supply of water	<b>61%</b>  (HH with 24/7 water supply)	<b>&gt;= 61%</b>  Target Conn. = 88,140 Critical Areas = 33,858	Production Dept. & Engineering Dept. NRW Management & Finance Dept.	<b>62%</b>  Active Conn. - 88,076 Critical Areas - 33,858	<b>100%</b>	1.6% above target
<b>PI 3 (Timeliness)</b> Adequacy	<b>Source Capacity of LWD to</b> meet demands for 24/7 supply of water	<b>total prod = 159,976</b>  total demand = 88,986	<b>Surplus &gt;= 40%</b>	Engineering Dept. & NRW Management Production Dept.	<b>total prod = 158,767</b>  total demand 88,347  surplus = 56%	<b>100%</b>	16% above target
<b>B. Water Distribution Service Management</b>							
<b>2015 Budget:</b>							
<b>PI 1 (Quantity)</b> NRW	<b>Percentage of unbilled water</b> to water production.	<b>53.68%</b>	<b>&lt;= 51%</b>	NRW Management & Commercial Dept.	<b>52.53%</b>	<b>98%</b>	-1.53% below target
<b>PI 2 (Quality)</b> Potability	<b>PNSDW (Chlorine Residual</b> requirements) from January 1 to December 31.	<b>Average of 0.2 ppm at any</b> point in the dist. system.  - Average of 0.3 ppm at the farthest point in the system.	<b>Average between 0.1 ppm to</b> <b>1.5 ppm, at all sampling points</b>	Production Dept.	<b>Average of 0.2 ppm at any</b> point in the distribution system.	<b>100%</b>	within target
<b>PI 3 (Timeliness)</b> Adequacy/Reliability of Service	<b>Average response time to</b> restore service when there are interruption based on the Citizen's Charter of LWD proposed for approval by CSC.	<b>Average of 2 calendar days to</b> repair service connection.	<b>&lt;= 2 calendar days (cd)</b> for service connection repair	NRW Management	<b>Average of 3 cd to repair</b> service connection.	<b>99%</b>	1 cd below target

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MFOs AND PERFORMANCE INDICATORS (1)		FY 2014 ACTUAL ACCOMPLISHMENT (2)	FY 2015 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2015 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
<b>C. Support to Operation (STO)</b>							
2015 Budget:							
PI 1	<b>Staff Productivity Index</b> The Staff Productivity Index of one (1) position for every one hundred (100) service connection for Category D, and <b>one hundred twenty (120) service connection for Categories A to C</b> , shall be strictly observed in the determination of the total number of position in an LWD -in PI 3	<b>1 : 204</b> (Active Service Connection/Employee)	<b>&lt;=1 : 120</b> (Category A)	Administrative Dept.	<b>1:209</b>	<b>100%</b>	74% way below maximum allowed
PI 2 <b>Affordability</b>	<b>Reasonableness/Affordability of Water Rates</b> to consumers with access connections. Water rate for the 1st cu.m. must not exceed 5% of the average income of LG.	<b>3%</b> (As of May 2014, minimum charge for 1/2" Residential Connection is Php 218.40)	<b>&lt;= 5%</b>	Finance Dept.	<b>3%</b> (Minimum charge for 1/2" Residential Connection is Php 218.40)	<b>100%</b>	min charge is 2% below maximum allowed
PI 3	<b>Customer Satisfaction</b> Percentage of Customer Complaints acted upon against received complaints	<b>82%</b> (A total of 21,539 Customer Complaints acted upon from the 26,302 Complaints Received for 2014)	<b>&gt;= 80%</b>	Commercial Dept., Production Dept. & NRW Mngnt.	<b>88%</b> (A total of 24,374 Customer Complaints acted upon from the 27,637 Complaints received in 2015)	<b>100%</b>	8% above target
<b>D. General Administration and Support Services (GASS)</b>							
2015 Budget:							
PI 1	<b>Financial Viability &amp; Sustainability of LWD operations</b> (Collection Ratio, Operating Ratio, Current Ratio)	YTD Collection Ratio - <b>74.78%</b> 50% <= Operating Ratio <=60% Current Ratio - <b>3.95 : 1</b>	YTD Collection Ratio <b>&gt;= 75%</b> 50% <= Operating Ratio <= 80% Current Ratio <b>&gt;= 3.00 : 1.00</b>	Commercial Dept. & Finance Dept. Finance Dept. Finance Dept.	YTD Collection Ratio - <b>73.67%</b> Operating Ratio - <b>59%</b> Current Ratio - <b>5.54 : 1.00</b>	<b>99%</b> <b>100%</b> <b>100%</b>	2% below target as of November 2015 within range 85% above min. reqd

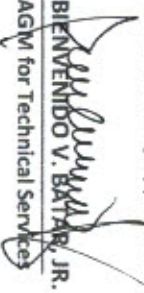
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MFOs AND PERFORMANCE INDICATORS	FY 2014 ACTUAL ACCOMPLISHMENT	FY 2015 TARGET	RESPONSIBLE OFFICE/UNIT	FY 2015 ACTUAL ACCOMPLISHMENT	ACCOMPLISHMENT RATE	REMARKS
PI 2	(1)	(2)	(4)	(5)	(6)	(7)
<p><b>a. Compliance with COA reporting requirements in accordance with content and period of submission</b></p> <p>Submission of five financial reports i.e. Balance Sheet, Statement of Income and Expenses, Statement of Cash Flows, Statement of Government Equity, Notes to Financial Statement, Report on Ageing of Cash Advance</p>	<p><b>100% COMPLETED</b></p> <p>Submitted to COA Feb. 18, 2015</p> <p><b>Financial Reports 2014:</b></p> <ol style="list-style-type: none"> <li>1. Balance Sheet</li> <li>2. Statement of Income &amp; Expenses</li> <li>3. Statement of Cash Flows</li> <li>4. Statement of Government Equity</li> <li>5. Notes to Financial Statement</li> </ol> <p><b>Report on Ageing of Cash Advance</b></p>	<p><b>100% Compliance</b></p> <p>Submission to COA</p> <p><b>Financial Reports 2015:</b></p> <ol style="list-style-type: none"> <li>1. Balance Sheet</li> <li>2. Statement of Income &amp; Expenses</li> <li>3. Statement of Cash Flows</li> <li>4. Statement of Government Equity</li> <li>5. Notes to Financial Statement</li> </ol> <p><b>Report on Ageing of Cash Advance</b></p>	<p>Finance Dept. (Acctg. Division)</p>	<p><b>COMPLETED</b></p> <p>Submitted Monthly (January-November FS)</p> <p>for Submission</p>	<p>100%</p>	
<p><b>b. Compliance with LWUA reporting requirements in accordance to consent and period of submission</b></p> <p>i.e. Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological/Physical Chemical/Chlorine residual report, Approved WD budget w/ Annual Procurement Plan, Annual report</p>	<p><b>100% COMPLETED</b></p> <p>Submitted to LWUA the required monthly/annual reports:</p> <p>-Monthly Data Sheet 2014</p> <p>-Monthly Financial Reports 2014:</p> <ul style="list-style-type: none"> <li>-Balance Sheet</li> <li>-Income Statement</li> <li>-Cash Flow Statement</li> </ul> <p>- Microbiological/Physical/Chemical/Chlorine residual report</p> <p>- Approved WD budget w/ Annual Procurement Plan 2014</p> <p>- Annual Report 2014</p>	<p><b>100% Compliance</b></p> <p>Monthly Data Sheet 2015</p> <p>Monthly Financial Reports 2015:</p> <ul style="list-style-type: none"> <li>-Balance Sheet</li> <li>-Income Statement</li> <li>-Cash Flow Statement</li> </ul> <p>Microbiological/Physical/Chemical/Chlorine residual report</p> <p>Approved WD budget w/ Annual Procurement Plan</p> <p>Annual Report 2015</p>	<p>Management Services Dept. Finance Dept. (Acctg. Division)</p> <p>Production Dept. (Quality Control &amp; Assurance Section)</p> <p>Finance Dept. (Budget Division) &amp; BAC</p> <p>Management Services Dept.</p>	<p><b>COMPLETED</b></p> <p>Submitted Monthly</p> <p>Report Submitted Monthly</p> <p>Micro. Result Submitted Monthly</p> <p>Submitted</p> <p>On Progress</p>	<p>100%</p>	<p>- January-November Financial Report</p> <p>- Monthly for Micro. &amp; Res. Chlorine</p> <p>- Mailed to LWUA last May 28, 2015</p> <p>- Deadline: June 15, 2016</p>

Recommending Approval:

  
**BIENVENIDO V. BATARRA, JR.**  
 AGM for Technical Services

February 24, 2016

Date

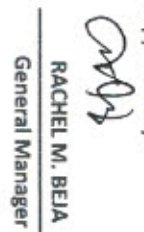
Prepared by:

  
**SUREDD D. SARRANILLO**  
 OIC, Management Services Dept.

February 24, 2016

Date

Approved by:

  
**RACHEL M. BEJA**  
 General Manager

February 24, 2016

Date

## FORM A-1

## DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATORS AND TARGETS\*

\*Note: Same form to be used for submitting 2015 Accomplishments

LWD NAME : CAGAYAN DE ORO CITY WATER DISTRICT

Major Final Outputs/Responsible Bureaus (1)	Performance Indicator 1 (2)	FY 2015 TARGET for Performance Indicator 1 (3)	FY 2015 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2015 TARGET for Performance Indicator 2 (6)	FY 2015 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2015 TARGET for Performance Indicator 3 (9)	FY 2015 ACCOMPLISHMENT for Performance Indicator 3 (10)	Remarks (11)
<b>A. Water Facility Service Management</b>										
Delivery Unit 1 - ENGINEERING DEPARTMENT	(A)P1.1 Access to Potable Water	11.131a) Implement Improved RESPONSE TIME: Request for Stub-out/ Pipeline Extension. (Target: 120 cdi)	Average response time to install requested 50mm Public MSO was 115 calendar days & for 25mm Private MSO was 25 calendar days.							
Delivery Unit 2 - ENGINEERING DEPARTMENT	(A)P1.1 Access to Potable Water	11.131p) Implement Improved RESPONSE TIME: Installation of New Service Connections (Job Order to Installation). (Target: 12 cdi)	Average response time: 5 calendar days							
Delivery Unit 1 - PRODUCTION DEPARTMENT				(A)P1.2 Reliability of Service	CZ.19) Upgrade the BALULANG Booster Pumping Station Facilities (shift to modular type).	For Implementation - Upgrading Contract awarded last January 19, 2016.				
Delivery Unit 2 - PRODUCTION DEPARTMENT & ENGINEERING DEPARTMENT				(A)P1.2 Reliability of Service	CZ.10) Upgrade the MACASANDIG Booster Pumping Station Facilities (shift to submersible type).	Deferred				
Delivery Unit 3 - PRODUCTION DEPARTMENT				(A)P1.2 Reliability of Service	CZ.12) Implement SPARE PUMP & MOTOR POLICY.	Procurement of spare pump on process. (PR 15-12-08-093).				
Delivery Unit 1 - ENGINEERING DEPARTMENT							(A)P1.3 Adequacy	CZ.17) Commissioned ADDITIONAL 7,000 CUBIC METERS PER DAY. (either thru drilling intermediate booster, infiltration well or develop turned-over wells).	Commissioned Well : PW 10-A (Calasnan); Drilling Completed & For Commissioning: PW 30 (Macasandig) & (PW 31) AYESA Camaman-an	
Delivery Unit 2 - ENGINEERING DEPARTMENT							(A)P1.3 Adequacy	CZ.18) Change the operation of PW1 28 & 29 to FILL and DRAIN utilizing the TABLON Reservoir.	Installation of Proposed 750mm Drainage Line held pending until issuance of pipe Road Right of Way.	



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Delivery Unit 3 - ENGINEERING DEPARTMENT & NRW MANAGEMENT DEPARTMENT							(AP)1.3 Adequacy	C2.(11) Utilize PUERTO Reservoir in a FILL and DRAW Operation.	Procurement of 400mm Gable Valve on-process (PK 15-11-07-0459 dated November 13, 2015). Implementation will be in parallel with DPWH drainage line construction.	
<b>B. Water Distribution Service Management</b>										
Delivery Unit 1 - NRW MANAGEMENT DEPARTMENT	(B)P1.1 NRW	F4.(26) Implement Replacement Program & Evaluation of AGED BIG WATER METERS (3/4" up).	Implementation held pending due to finalization of technical specifications for electromagnetic flow meter.							
Delivery Unit 2 - NRW MANAGEMENT DEPARTMENT	(B)P1.1 NRW	F4.(27) DMA-NRW MONITORING Accomplishment (leak detection, night flow measurement, pressure & flow monitoring).	Quarterly monitoring of District Metering Areas (DMA).							
Delivery Unit 3 - NRW MANAGEMENT DEPARTMENT	(B)P1.1 NRW	F4.(28a) Implement REPLACEMENT PROGRAM of 1/2" Water Meters (5,000 units).	Replaced 4,048 units of 1/2" water meters (81% of 5,000 target)							
Delivery Unit 4 - NRW MANAGEMENT DEPARTMENT & COMMERCIAL DEPARTMENT	(B)P1.1 NRW	F4.(29) Conduct SURVEY & FITTING of Service Connections (based on CV 2013-2014).	Fixed-cut 39% (189 connections) of the 484 target cut-off connections.							
Delivery Unit 1 - PRODUCTION DEPARTMENT				(B)P1.2 Potability	I1.(31b) Implement Improved RESPONSE TIME : Complaints on Water Quality (Maintain Flushing). (Target: 1 cd).	Average response time: less than 1 calendar day (ave. 0.48 cd)				
Delivery Unit 2 - PRODUCTION DEPARTMENT				(B)P1.2 Potability	I1.(31b) Implement Improved RESPONSE TIME : Complaints on Water Quality (Bacteriological & Turbidity Test). (Target: 1 cd).	Average response time: less than 1 calendar day (ave. 0.48 cd)				

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Delivery Unit 1 - <b>NRW-MANAGEMENT DEPARTMENT</b>							(B)PI.3 Adequacy/Reliability of Service	11.(31d) Implement Repair of Mainline Leakages (without Leak Detection). (Target: 24 hrs).	Average response time: 15 hours	
Delivery Unit 2 - <b>NRW-MANAGEMENT DEPARTMENT</b>							(B)PI.3 Adequacy/Reliability of Service	11.(31e) Implement Improved RESPONSE TIME : Repair of Mainline Leakages (with Leak Detection). (Target: 5 cdl).	Average response time: 5 calendar days	
Delivery Unit 3 - <b>NRW-MANAGEMENT DEPARTMENT</b>							(B)PI.3 Adequacy/Reliability of Service	11.(31f) Implement Improved RESPONSE TIME : Repair of Service Connection, Leakages. (Target: 2 cdl).	Average response time: 3 calendar days	
<b>C. Support to Operations (STO)</b>										
Delivery Unit 1 - <b>ADMINISTRATIVE DEPARTMENT</b>	(C)PI.1 Staff Productivity Index	LI.(41) Implement <b>CADETSHIP PROGRAM</b> . (per schedule & plan)	Cadetship Program approved for implementation last July 2015.	(C)PI.2 Reasonableness/Affordability of Water Rates	CI.(3) Submit Proposal for a <b>PAYMENT &amp; DISCOUNT SCHEME</b> on Installation Fee.	Proposal submitted by Cash Management Division last December 2015.				
Delivery Unit 2 - <b>FINANCE DEPARTMENT</b>				(C)PI.2 Reasonableness/Affordability of Water Rates	CI.(4) Implement <b>PROMPT PAYMENT SCHEME</b> .	Proposal submitted Cash Management Division last December 2015.				
Delivery Unit 1 - <b>ALL SEVEN (7) DEPARTMENTS</b>							(C)PI.3 Customer Satisfaction	CI.(1) Implement <b>CUSTOMER SERVICE STANDARDS</b> (VS rating - from Customer Satisfaction Survey conducted).	Generally about 70% to 89% of the standard customer service practices are rated <b>VERY GOOD</b> .	
Delivery Unit 2 - <b>COMMERCIAL DEPARTMENT</b>							(C)PI.3 Customer Satisfaction	11.(31g) Implement Improved <b>RESPONSE TIME</b> : Transmittal of Filed <b>Complaints</b> . (Target: 1 cdl).	Average response time: <= 1 calendar day (ave. 0.7 cdl)	

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Major Final Outputs/Responsible Bureaus (1)	Performance Indicator 1 (2)	FY 2015 TARGET for Performance Indicator 1 (3)	FY 2015 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2015 TARGET for Performance Indicator 2 (6)	FY 2015 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2015 TARGET for Performance Indicator 3 (9)	FY 2015 ACCOMPLISHMENT for Performance Indicator 3 (10)	Remarks (11)
Delivery Unit 3 - <b>COMMERCIAL DEPARTMENT</b>							(CPI)3 Customer Satisfaction	LI (31g) Implement improved RESPONSE TIME : Inspection, due to complaints on High Consumption. (Target: 2 cd).	Average response time: 2 calendar days	
Delivery Unit 4 - <b>NRW MANAGEMENT DEPARTMENT</b>							(CPI)3 Customer Satisfaction	LI (31g) Implement improved RESPONSE TIME : Transfer/Elevate Meter. (Concessionaire's request) (Target: 4 cd).	Average response time: 3 calendar days	
<b>D. General Administration and Support Services (GASS)</b>										
Delivery Unit 1 - <b>COMMERCIAL DEPARTMENT</b>	(D)PI.1 Financial Viability & Sustainability	F1.(18) Reduce <u>DELINQUENT ACCOUNTS</u> => 8 months (conduct physical survey & other measures to effect disconnection).	150% Reduction of target Delinquent Accounts => 8 months.							
Delivery Unit 2 - <b>NRW MANAGEMENT DEPARTMENT &amp; COMMERCIAL DEPARTMENT</b>	(D)PI.1 Financial Viability & Sustainability	F1.(19) Transfer from <u>INSIDE to OUTSIDE</u> property line.	Monthly average of 24 water meters transferred from Inside to Outside property line.							
Delivery Unit 3 - <b>FINANCE DEPARTMENT</b>	(D)PI.1 Financial Viability & Sustainability	F1.(20) Implement <u>COLLECTION &amp; MONITORING</u> of Identified "BIG & DELINQUENT GOVERNMENT ACCOUNTS."	Collected about 21% (Php 1,151,329.84) from December 2014 Arrears & 88% (Php 6,090,322.35) from Current Billing.							
Delivery Unit 4 - <b>COMMERCIAL DEPARTMENT</b>	(D)PI.1 Financial Viability & Sustainability	F2.(21) <u>WRITE-OFF &amp; SETTLE INACTIVE ACCOUNTS</u> with AGE AT LEAST 10 YEARS as of December 2014.	For Write-Off: Php 10,233,376.04 (39%) for 1,317 Inactive Accounts from Php 26,077,655.67 (15,352 accounts).							
Delivery Unit 5 - <b>COMMERCIAL DEPARTMENT</b>	(D)PI.1 Financial Viability & Sustainability	F2.(22) <u>SETTLE INACTIVE ACCOUNTS</u> with AGE LESS THAN 10 YEARS as of December 2014 (w/ DEMAND LETTERS).	Settled Accounts: 51% (Php 30,205,794.75) of Php 58,502,766.19 cut-off amount (10,844 inactive accounts).							

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Major Final Output/Responsible Bureaus (1)	Performance Indicator 1 (2)	FY 2015 TARGET for Performance Indicator 1 (3)	FY 2015 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2015 TARGET for Performance Indicator 2 (6)	FY 2015 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2015 TARGET for Performance Indicator 3 (9)	FY 2015 ACCOMPLISHMENT for Performance Indicator 3 (10)	Remarks (11)
Delivery Unit 1 - FINANCE DEPARTMENT				(D)PI-2(a) Compliance to COA reporting requirements	1. Submission of Monthly Financial Reports 2. Submission of Report on Ageing of Cash Advance	Submitted (January - November) For Submission				
Delivery Unit 2 - MANAGEMENT SERVICES DEPARTMENT				(D)PI-2(b) Compliance to LWUA reporting requirements	1. Submission of Monthly Data Sheet	Submitted (January - November)				
Delivery Unit 3 - FINANCE DEPARTMENT				(D)PI-2(b) Compliance to LWUA reporting requirements	2. Submission of Financial Reports	Submitted (January - November)				
Delivery Unit 4 - FINANCE DEPARTMENT				(D)PI-2(b) Compliance to LWUA reporting requirements	3. Submission of Approved WID Budget w/ Annual Procurement Plan (APP)	Submitted (modified last May 26, 2015)				
Delivery Unit 5 - PRODUCTION DEPARTMENT				(D)PI-2(b) Compliance to LWUA reporting requirements	4. Submission of Microbiological/ Physical/Chemical/ Chlorine Residual	Submitted				

Prepared by:   
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February 24, 2016  
 Date

  
 JOSE JISELIDA ABRAGAN  
 OIC, Corporate Planning Division

February 24, 2016  
 Date

Approved by:   
 RACHEL M. BEJA  
 General Manager

February 24, 2016  
 Date