

**LOCAL WATER UTILITIES ADMINISTRATION (LWUA)
Recalibrated 2020 Performance Scorecard**

Component					Baseline			Target	
	Objective/Measure	Formula	Wt.	Rating System ^{a/}	2017	2018	2019	2020	
SOCIAL IMPACT	SO 1	Expand Coverage and Reliable Water Service at Affordable Rates							
	SM 1	Proportion of HHs in operational WD areas with access to level III safe water supply total number of HH increased	Households with water connections over total households in service areas	0%	Actual / Target	35.57%	36.93%	37.76%	39.15%
	SM 2	Number of non-operational WDs to be operationalized	Absolute number	(5%)	Actual / Target x Weight	2	4	0	0
	Subtotal			5%					
	SO 2	Provide Adequate Sanitation							
	SM 3	Percent of water-served population within the Manila Bay Area offered with sanitation services (i.e. desludging)	No. of water served population provided access to basic sanitation / Total water-served population	10%	Actual / Target x Weight	NA	NA	37.92%	30%
	Subtotal			10%					
SO 3	Ensure Reliable and Economically Viable Water Districts								
SM 4	Percentage of Operational WDs with at least 90% collection efficiency/	Number of WDs with at least 90% collection efficiency/ Total operational WDs	5%	Actual / Target x Weight	89% (468/523)	68.33% (302/442)	70.08% (321/458)	41.5% (220/530)	

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CUSTOMERS/ STAKEHOLDERS	SM 5	Percentage of Operational WDs compliant with PNSDW (bacteriological test, physical, chemical test)	PNSDW Compliant Operational WD / Total Operational WD with access to laboratories	10%	Actual / Target x Weight	33.78% (177/524)	71% (302/427)	71.09% (364/512)	43.39% (230/515)
	SO 4	Institutionalize Good Governance in Water Districts							
	SM 6	Percentage of Satisfied Customers	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	5%	(Actual / Target) x Weight 0% = If less than 80%	NA	-	Survey not conducted	90% of respondents
	Subtotal			20%					
FINANCE	SO 5	Ensure the Financial Viability and Sustainability of LWUA Operations							
	SM 7	Recovery of Non-Performing Loans through Cash Collection	Actual Amount	3%	Actual / Target x Weight	₱141 M	₱249.512 M	₱165.237 M	₱150 M
	SM 8	Collection Efficiency Ratio (Performing Loan)	Total Collections (PLs) / Total Billings (PLs)	12%	Actual / Target x Weight	98.08% (0.798B/0.813B)	97.57%	97.90%	80%
	SM 9	Maintain a Positive Net Income	Absolute Income	4%	Actual / Target x Weight	(₱233,205,480)	(₱153,158,467)	₱32,039,297	Breakeven

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FINANCE	SM 10	Percentage of payment of LWUA's loans payable – current portion	Payment / Loans Payable	5%	Actual / Target x Weight	100% (390M/390M)	100% (413M/413M)	100% (409M/409M)	100% (385M/385M)
	Subtotal			24%					
INTERNAL PROCESS	SO 6	Ensure Competent Delivery of Financial, Technical and Institutional Development Assistance							
	SM 11	Percentage of PBB application reviewed and endorsed to DBM within the prescribed timeline	Number of PBB applications reviewed and endorsed to DBM within the prescribed timeline / Total applicants	5%	Actual / Target x Weight	NA	NA	NA	100%
	SM 12	Percentage of projects (with NCA) completed during the year							
		a. Started during the year (single-year projects)	Projects (with NCA) completed / Projects with NCA	3%	Actual / Target x Weight	NA	NA	2.94% (2/68)	100% (30/30)
	b. Carry-over projects from previous year (multi-year projects)	3%		Actual / Target x Weight	NA	NA	22% (12/50)	100% (10/10)	
SM 13	Percentage of sanitation feasibility studies completed	Percentage of sanitation FS completed	10%	Actual / Target x Weight	NA	NA	0%	100% (20/20)	
SM 14	GAA Funds utilization rate								
	a. Carry-over	Total Funds Disbursed / Total Funds Available and Obligated at the beginning of the year	6%	Actual / Target x Weight	N/A	65.29% (557.607M / 854.073M)	46.89% (0.791B/ 1.687B)	100% (476.72M / 476.72M)	

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	b. Current	Cash Disbursed / Total Cash Program	(4%)	Actual / Target x Weight	NA	42.27% (93M / 220M)	0% (0 / 325M)	0%	
	Subtotal		31%						
LEARNING AND GROWTH	SO 7	Develop a Competent and Efficient Workforce of Dedicated Civil Servants							
	SM 15	ISO 9001:2015 Certification	Milestone	5%	All or nothing	MOA still under review by DAP	ISO Certified	Recommended for Certification Maintenance	Passed Surveillance Audit
	SM 16	Percentage of employees with required competencies met	Milestone	5%	All or nothing	List of Competencies per Level only	-	No Competency Framework	Board-Approved Competency Model
	Subtotal		10%						
TOTAL EXCLUDED WEIGHTS			100% (9%)						
RECALIBRATED TOTAL			91%						

a/ But not to exceed the weight assigned per indicator

b/ Operational WDs under JV may be excluded if found to be non-compliant with pertinent LWUA requirements.