

## Renegotiated Performance Scorecard 2015

## SOUTHERN UTILITY MANAGEMENT &amp; SERVICES, INC. (SUMSI)

Component							Baseline Data			Target
	Objective/Measure		Formula	Weight	Rating System <sup>a/</sup>	Data Provider	2012	2013	2014	2015
CUSTOMERS/ STAKEHOLDERS	SO 1	To Enhance Customer Satisfaction								
	SM 1	% of Satisfied Customers	Average rating / No. of survey on a five-point scale rating	10%	Below 60% - all or nothing for 2015		N/A	N/A	60%	80%
	SO 2	To Efficiently Manage Water Consumption and Conservation								
	SM 2	% of Water Wastages Based on Industry Non-Revenue Water (NRW) Standard of ≤25%	Water billed / Water produced x 100	15%	All or nothing of it falls below Industry standard (i.e < 25% )		N/A	25%	20%	15%
		Sub-total		25%						
FINANCIAL	SO 3	To Improve Financial Operations and Revenue Generation								
	SM 3	EBITDA Margin	(In percentage) EBITDA / Total Revenue	15%			N/A	11%	16%	18%
	SM 4	Net Profit Margin (cumulative)	Absolute amount	15%			N/A	N/A	P2 Million	P2.5 Million
		Sub-total		30%						
INTERNAL PROCESS	SO 5	To Deliver a Higher Level of Service								
	SM 5	% of Service Area with 24 Hour Water Service	100% less (Total number of service interruption hours per year/ Total number of hours)	5%			N/A	N/A	70%	90%

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SM 6	Formal institution and adoption of preventive maintenance system to prevent breakdowns	Formal institution and adoption of preventive maintenance system to prevent breakdowns				N/A	N/A	N/A	N/A
	<b>Sub-total</b>		<b>5%</b>						
<b>SO 6</b>	<b>To Cover a Wider Area of Service</b>								
SM 7	% Completion of Website Development	Actual Accomplishment/ Development of website	2%	Absolute value		N/A	N/A	N/A	100%
SM 8	Number of Contracts/ MOA with Other Subdivisions	No. of signed MOAs	10%			N/A	N/A	N/A	1 signed MOA
	<b>Sub-total</b>		<b>12%</b>						
<b>SO 7</b>	<b>To Upgrade Major Equipment Essential to the Delivery of Products and Services</b>								
SM 9	Number of Pumping Stations Rehabilitated	Actual Accomplishment	4%			N/A	N/A	3	5
SM 10	Number of Overhead Tanks Repaired/ Repainted	Actual Accomplishment	3%			N/A	2	5	9
SM 11	Construction of a new pumping station	Actual Accomplishment	5%			N/A	N/A	N/A	Rehabilitation of deep well at Phase 1E Pumping Station
	<b>Sub-total</b>		<b>12%</b>						
<b>SO 8</b>	<b>To Provide a Fair Value for Money on Product and Services</b>								
SM 12	% Compliance to NWRB Meter Calibration Standards	1000 calibrated water meters	5%			N/A	N/A	N/A	1000 calibrated water meters
	<b>Sub-total</b>		<b>5%</b>						

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LEARNING AND GROWTH	SO 9	To transform the Personnel to a Highly Qualified and Dedicated Workforce								
	SM 13	Number of Technical Employees w/ TESDA Certification		3%	Absolute number		N/A	N/A	N/A	4 out of 8 certifications
	SM 14	Number of Non-Technical Employees Who Have Attended Enhancement Trainings and Seminars		3%			N/A	N/A	2 out of 10	5 out of 10
	SM 15	Number of Officers Who Have Attended Project Management Seminars		2%			N/A	N/A	N/A	2
	SM 16	Number of Employees Who Have Attended Leadership Training		1%			N/A	N/A	19 employees (Work Attitude and Value Enhancement Training)	4 (out of 18)
		Sub-total		9%						
	SO 10	To Broaden Knowledge on Water Management Industry								
	SM 18	Number of Memberships/ Affiliations with Reputable Institutions and Organizations in the Same Industry	Absolute value	2%			N/A	N/A	N/A	3
		Sub-total		2%						
	TOTAL		100%							