

Indicator	Weight	Targets	Accomplishment (Initial Validation)		CGO-B Validation		Supporting Documents	Remarks
	2013	2013	Actual	Rating	Score	Rating		
<b>MFO 2: Regulatory Services</b>								
Quantity 1: Number of Water Rates Computation/ Financial Evaluation Completed	5%	142	157	5%	157	5%	<ul style="list-style-type: none"> <li>• Summary List of Financial Evaluation completed per area</li> <li>• Per area documents (onsite)</li> </ul>	<ul style="list-style-type: none"> <li>• Financial evaluations conducted by the LWUA consists of:               <ul style="list-style-type: none"> <li>✓ Water rates increase application</li> <li>✓ Loans/financial assistance</li> <li>✓ Debt relief/arrears restructuring</li> <li>✓ Clearance for loan approval</li> <li>✓ Annual rate review</li> <li>✓ Feasibility study</li> </ul> </li> </ul>
Quality 1: Percentage of Operational WDs with 24/7 supply of service	5%	78%	75.49% (388/514 WDs)	4.84%	75.49% (388/514 WDs)	4.84%	<ul style="list-style-type: none"> <li>• Sample Travel Reports</li> <li>• Monthly Data Sheet submitted by WDs</li> <li>• Area Summary Reports</li> <li>• Self-Certification of 24/7 water supply issued by WDs (samples)</li> </ul>	<ul style="list-style-type: none"> <li>• Area Summary Reports prepared by LWUA Area Operations (AO) Managers should indicate supply level for each WD. Other reports only indicated those WDs with 24/7 compliance.</li> </ul>
Quality 2: Percentage of Operational WDs compliant with Phil. National Standard for Drinking Water (PNSDW)	5%	90%	52.92% (272/514 WDs)	2.94%	52.92% (272/514 WDs)	2.94%	<ul style="list-style-type: none"> <li>• Sample Monthly Bacteriology Test per WD</li> <li>• Area Summary Reports</li> </ul>	<ul style="list-style-type: none"> <li>• Bacteriology test duration is not the same across all WDs (i.e. Oct 2012-Sept 2013, Jan 2013-Dec 2013) because some WDs are able to submit compliance report 3 months after the end of each reporting month.</li> <li>• Area Summary Reports prepared by LWUA AO Managers should indicate % compliance for each WD. Other reports only indicated those WDs with PNSDW compliance.</li> </ul>

# LOCAL WATER UTILITIES ADMINISTRATION (LWUA)

## Interim Performance Scorecard

Indicator	Weight	Targets	Accomplishment (Initial Validation)		CGO-B Validation		Supporting Documents	Remarks
	2013	2013	Actual	Rating	Score	Rating		
<b>MFO 1: Institutional and Technical Services</b>								
Quantity 1: Number of Programs of Work (POWs) completed /prepared	5%	138	181	5%	181	5%	<ul style="list-style-type: none"> <li>List of Program of Work (POW) approved by the Administrator.</li> <li>Individual and actual POW (all for FY 2013) prepared and approved. (onsite)</li> </ul>	<ul style="list-style-type: none"> <li>Some POWs were signed by the Manager for Area Operations (AO) then recommended by DA for AO and finally approved by the Administrator. Other POWs do not reflect signature of the Manager for AO.</li> <li>LWUA shall be consistent on their systems processes.</li> </ul>
Quantity 2: Number of construction projects started (based on initial release of funds)	10%	76	34	4.47%	34	6.94%	<ul style="list-style-type: none"> <li>List of projects started and still pending on FY 2013.</li> <li>Individual Status Report of the 34 projects signed by the project engineer. (onsite)</li> </ul>	<ul style="list-style-type: none"> <li>In the additional documents submitted by LWUA, it cited several factors which impeded the commencement of the projects' construction. Annex B summarizes the reconsiderations made on actual accomplishment vis-à-vis original target.</li> <li>Revised target is 49.</li> <li>It is recommended that the remaining WD PSF accounts be converted into soft loans by 2015 and all projects are fully constructed by 2016.</li> </ul>
Quantity 3: Number of construction projects completed	15%	144	73	7.60%	73	12.17%	<ul style="list-style-type: none"> <li>List of FY 2013 completed projects</li> <li>Individual Certificate of Project Completion. (onsite)</li> </ul>	<ul style="list-style-type: none"> <li>The term "construction project completed" shall be clearly defined (i.e. substantially operational, 95% construction completion, issuance of certificate of completion).</li> <li>Annex B summarizes the reconsideration made on actual accomplishment vis-à-vis original target.</li> <li>Revised target is 90.</li> <li>It is recommended that the remaining</li> </ul>

Indicator	Targets		Accomplishment (Initial Validation)		CGO-B Validation		Supporting Documents	Remarks
	2013	2013	Actual	Rating	Score	Rating		
								WD PSF accounts be converted into soft loans by 2015 and all projects are fully constructed by 2015.
Quantity 4: Percentage of operational WDs provided with training	5%	54%	62.26% (320/514)	5%	62.26% (320/514)	5%	<ul style="list-style-type: none"> <li>Complete list of Operational WDs</li> <li>List of Water Districts Trained for 2013</li> <li>List of Seminars with participants and their corresponding WDs</li> <li>Certificates of Installation by the Commercial Practices Division and Research Division</li> <li>Individual Groundwater Data Banking Research Reports (onsite)</li> </ul>	<ul style="list-style-type: none"> <li>Operational WDs – WDs which are functioning, have complete basic facilities, accounting and recording system, and with Board of Directors running its affairs.</li> <li>Total Operational WDs as of December 2013 is 514 from Regions 1-13, CAR and ARMM.</li> <li>Trainings provided by LWUA consists of various seminars offered by the Training Division, Commercial Practices Systems installation or computerization accompanied with on-the-job training (OJT) conducted by Commercial Practices Division, and Groundwater Data Banking accompanied with OJT conducted by Research Division.</li> </ul>
Quality 1: Average Non-Revenue Water (NRW) of WDs	5%	25.73%	26.93%	4.77%	26.93%	4.77%	<ul style="list-style-type: none"> <li>Monthly Data Sheet submitted by the WDs</li> <li>Area Summary Reports</li> </ul>	<ul style="list-style-type: none"> <li>Computation of Non-Revenue Water (NRW) is not uniform across WDs <ul style="list-style-type: none"> <li>Formula used by LWUA for NRW = <math display="block">\frac{\text{Total Prod'n} - \text{Total Billed}}{\text{Total Prod'n}} \times 100</math> </li> <li>Instead of using "Total Billed" in the numerator, other WDs use "Total Metered Bill" or "Total Usage".</li> <li>It is recommended that LWUA implement and inform WDs of the standard computation</li> </ul> </li> </ul>
<b>Sub-total</b>	<b>40%</b>			<b>26.84%</b>		<b>33.88%</b>		

Indicator	Weight	Targets	Accomplishment (Initial Validation)		CGO-B Validation		Supporting Documents	Results
	2013	2013	Actual	Rating	Score	Rating		
Timeliness: Percentage of Water Rates/ Financial Evaluation Completed within 45 calendar days	5%	95%	97.16%	5%	97.16%	5%	<ul style="list-style-type: none"> <li>Details of evaluation for each of the nine (9) areas covered by the LWUA</li> </ul>	Completed in 45 days <ul style="list-style-type: none"> <li>Area 1-4 - 15/16</li> <li>Area 5 - 23/23</li> <li>Area 6 - 30/30</li> <li>Area 7 - 15/15</li> <li>Area 8 - 33/33</li> <li>Area 9 - 16/16</li> </ul>
<b>Sub-total</b>	<b>20%</b>			<b>17.78%</b>		<b>17.78%</b>		
<b>MFO 3: Financial Services</b>								
Quality 1: Percentage of Performing loans collected	25%	93%	94.54% (987/1044 loans)	25%	94.54% (987/1044 loans)	25%	<ul style="list-style-type: none"> <li>Detailed Receivable and Collection Report for Performing Loans of each WD</li> </ul>	
Quality 2: Amount of loan accounts in arrears collected	15%	300 Million	295.47 M	14.77%	295.47 M	14.77%	<ul style="list-style-type: none"> <li>Onsite validation using internal MIS software (sample)</li> <li>Summary Report prepared by the Loans Administration Dept.</li> <li>List of Performing Loans with Arrears</li> </ul>	
<b>Sub-total</b>	<b>40%</b>			<b>39.77%</b>		<b>39.77%</b>		
<b>GAS</b>								
Financial: Funds Utilization Rate	0%	1.590 Billion	0.421 Billion	-	0.421 Billion	-	<ul style="list-style-type: none"> <li>Summary Utilization Report (onsite)</li> <li>Interview with staff of Accounting and Treasury Department as to low utilization rate</li> </ul>	<ul style="list-style-type: none"> <li>Low utilization was allegedly due to the delays in the actual release of funds from the DBM as well as delays on transactions of WDs with LWUA AO such as Detailed Engineering and POW.</li> </ul>
<b>TOTAL WEIGHTS</b>	<b>100.00%</b>			<b>84.39%</b>		<b>91.43%</b>		