

SOUTHERN UTILITY MANAGEMENT AND SERVICES, INC. 2016 PERFORMANCE SCORECARD

CUSTOMERS & STAKEHOLDERS	Performance Measures			SUMSI Submission			CGO-B Evaluation		Supporting Documents	Remarks	
	Description	Formula	Weight	Rating System	Target	Actual	Rating	Score	Rating		
	SO 1: To Enhance Customer Satisfaction										
	SM 1: % of Satisfied Customers	% of customers with rating of at least 3 (satisfactory) / total customers surveyed	10%	Below 60% - all or nothing for 2016	85%	86.13%	10%	86.13%	10%	Certification from the 3rd party surveyor, ADT Market Research Services; sample survey questionnaire; Summary of Survey	Target exceeded. Actual sample of survey form contained questions about affordability, efficiency, speed, effectiveness and customer-friendliness of the services provided by SUMSI.
	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 if it falls below industry standard (i.e ≤ 25%)	15%	5%	15%	5.92%	15%	Summary report on Water Configuration of the Distribution System of SUMSI for 2016 signed by the Resident Manager and Operations Supervisor.	NRW is water that has been produced and is "lost" before it reaches the customer. SUMSI targeted not to exceed 15% for 2016 and surpassed its target by keeping NRW at close to 6%.
	Subtotal		25%				25%		25%		
	SO 3: To Improve Financial Operations and Revenue Generation										
	SM 3: EBITDA Margin	EBITDA/Total Revenue	15%	Pro-rated	20%	32%	15%	32.30%	15%	Audited Financial Statements of SUMSI from the COA website	Higher EBITDA indicates a better operating profitability and cash flow for SUMSI.
	SM 4: Net Profit	Absolute Amount	5%	Pro-rated	P2.6M	P5.87M	5%	P5.87M	5%		This represents a 78% increase from 2015 Net Income.
FINANCIAL	SM 5: Collection Efficiency	365 days / AR Turn Over	11%	Pro-rated	45 days	42.67 days	11%	42.98 days	11%	Computation of Collection Efficiency signed by Accountant	It takes an average of 43 days for SUMSI to collect its receivables.
	Subtotal		31%				31%		31%		

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SO 4: To Provide Fair Value for Money on Products & Services										
SM 6: % of Service Area with 24-Hour Water Service	100% less (Total number of service interruption hours per year/ Total number of hours)	5%	Actual / Target x Weight	95%	100%	5%	98.90%	5%	Certification of SUMSI's compliance with the 24-hour Water Service for 2016 signed by all 9 Presidents of the Homeowners' Associations of SUMSI's customers.	This includes a regular 8-hour water interruption for each month for maintenance and cleaning of the tanks, totaling 96 hours of interruption divided by (24hrs x 365 days) 8,760 total hours in a year.
SO 5: To Ensure Reliability of Financial & Operational Data in Preparation for Privatization										
SM 7: Compliance to COA rules and regulation	Actual Accomplishment	5%	Actual / Target x Weight	COA Unqualified Opinion on 2016 FS	COA Unqualified Opinion on 2016 FS	5%	COA Unqualified Opinion on 2016 FS	5%	Independent Auditor's Report (from COA) on SUMSI's 2016 FS	Target met.
SO 6: To Cover a Wider Area of Service										
SM 8: Support & Maintenance of Website	Actual Development of website	2%	Actual Accomplishment	Current and Updated Website	100%	2%	Current and Updated Website	2%	Certification of work completed by Soft IT Pro	Target met. The website has been accessed in validating the mandatory disclosures required for GOCCs.
SO 7: To Upgrade Major Equipment Essential to the Delivery of a Higher Level of Service										
SM 9: Rehabilitation										
Phase 1E Pumping Station	Actual Accomplishment	4%	Actual / Target x Weight	100% Completed	100% Completed	4%	100% Completed	4%	Progress Report from Eveson Enterprises Well Drilling & Eng'g Services	All works for the rehabilitation was completed on 15 Sep 2016.
Villa de Toledo Deep Well		3%		100% Completed	100% Completed	3%	100% Completed	3%	Billing from Advanced Well Drilling & Engineering Services for Completion.	Rehabilitation completed as of July 2016 and inspected during the ocular visit.
SM 10: Repair and Repainting of Phase 1E Water Tank	Actual Accomplishment	5%	Actual / Target x Weight	100% Completed	100% Completed	5%	100% Completed	5%	Certificate of Completion from Eveson Enterprises	Target completed as of 24 Sept 2016 and inspected during the ocular visit.

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	SM 11: Pass the DOH standard on Potability	Actual Accomplishment	10%	All or Nothing	Pass DOH Standards	Pass DOH Standards	10%	Pass DOH Standards	10%	Certificate of Potability from City Health Office II (Sta. Rosa, Laguna) – valid for 6 months from date of issuance on 24 Nov 2016	Microbiological Examination and Physico-Chemical Tests were conducted on the water samples of SUMSI for 2016 and have passed the requirements set by Phil. National Standard Water.
	Subtotal		34%				34%		34%		
LEARNING AND GROWTH	SO 8: To Transform the Personnel to a Highly Qualified and Dedicated Workforce and Prepare Them for Privatization										
	SM 12: Technical Employees w/ TESDA Certification	Absolute number	3%	Actual / Target x Weight	8 out of 10 certifications	8 Certifications	3%	8 Certifications	3%	Certificates of Training on Entrepreneurship	Target met.
	SM 13: Non-Technical Employees Who Have Attended Enhancement Trainings/ Seminars	Absolute number	3%	Actual / Target x Weight	8 out of 10 certifications	18 Certifications	3%	18 Certifications	3%	Certificates of Attendance and Appearance	The trainings were conducted by DAP, Business Coach, Inc., BIR, GCG, PICPA and GPPB-TSO.
	SO 10: To Broaden Knowledge on Water Management Industry										
	SM 14: Maintaining & Actively Participating in Activities of affiliated Reputable Institutions and Organizations in the Same Industry	Absolute value	4%	Actual / Target x Weight	at least 2 activities	3 Activities	4%	3 Activities	4%	Certificates of Attendance from Water Links and Ground Water Society	Seminars Attended: 1. High Level Seminar on Megacities, Water and Climate Change 2. Building Climate-Resilient Water Utilities in Urban Asia 3. What Well Owners Ought to Know & What Well Drillers Ought to Give Them
	Subtotal		10%				10%		10%		
	TOTAL		100%				100%		100%		