

## CY 2018 PERFORMANCE SCORECARD (ANNEX B)

## SOUTHERN UTILITIES MANAGEMENT AND SERVICES, INC.

		Component				Baseline Data		Target	
		Objective /Measure	Formula	Rating Scale <sup>a/</sup>	Weight	2015	2016	2017	2018
CUSTOMERS & STAKEHOLDERS	SO 1	To Enhance Customer Satisfaction							
	SM 1	Percentage of Satisfied Customers	Percentage of Customers with rating of at least 3 (satisfactory) / total customers surveyed	Actual / Target x Weight 0% = If less than 80%	20%	86.75% (rating)	86.13% (rating)	88% (rating)	90%
			<b>Sub-total</b>		<b>20%</b>				
FINANCIAL	SO 2	To Maintain Profitability							
	SM 2	EBITDA Margin	EBITDA/ Total Revenue	Actual / Target x Weight	15%	24.95%	32%	30%	21%
	SM 3	Net Profit	Revenue - Expenses	Actual / Target x Weight	15%	₱3.31 M	₱5.87 M	₱4.35 M	₱2.85 M
	SM 4	Collection Efficiency	365 days /AR Turn Over	All or Nothing	10%	NA	42.67 days	≤ 45 days	≤ 45 days
			<b>Sub-total</b>		<b>40%</b>				
INTERNAL PROCESS	SO 3	To Provide Fair Value for Money on Products and Services							
	SM 5	% of Service Area with 24-Hour Water Service	100% less (Total Number of Service Interruption hours per year / Total Number of Hours)	98.90% - 5% 98% - 4% 97% - 3% 96% - 2% 95% - 1% Below 95% - 0%	5%	98.90%	98.90%	98.90%	98.90%

LEARNING AND GROWTH	SO 4	To Ensure Compliance to Water Regulatory Agencies							
	SM 6	% of Water Wastages Based on Industry Non-Revenue Water (NRW) Standard of ≤20	Water Billed /Water produced x 100	Actual / Target x Weight <i>0% = If more than NRW Standard of 20%</i>	10%	12%	5%	≤10%	≤10%
	SM 7	Pass the DOH standard on Potability <sup>b/</sup>	Actual Accomplishment	All or Nothing	10%	NA	Passed Test on Potability	Passed Test on Potability	Passed Test on Potability
	SO 5	To Encourage Transparency and Public Access to Information							
	SM 8	Support & Maintenance of Website	Actual Accomplishment	All or Nothing	2%	100% Developed Website	Current & Updated Website	Current & Updated Website	Current & Updated Website
	SO 6	To Maintain Major Equipment Essential for the Delivery of a Higher Level of Service							
	SM 9	Rehabilitation of Deep Well in Phase 1b	Actual Accomplishment	All or Nothing	10%	NA	NA	NA	100% Completed
			<b>Sub-total</b>		<b>37%</b>				
	SO 7	To Transform Personnel to a Highly Qualified and Dedicated Workforce							
LEARNING AND GROWTH	SM 10	Number of Technical Employees w/ TESDA Certification	Actual Accomplishment	Actual/Target x Weight	3%	9 employees	8 certifications	8 out of 8 certifications	9 Personnel with New TESDA Certifications
			<b>Sub-total</b>		<b>3%</b>				
		<b>TOTAL WEIGHT</b>			<b>100%</b>				

a/ But not to exceed the assigned weight per indicator

b/ Based on Philippine National Standard on Drinking Water. Tests are conducted monthly for 9 samples from 9 tanks (for a total of 108 annually). In no instance, should there be a failing mark on water potability.