

**SOUTHERN UTILITY MANAGEMENT AND SERVICES, INC.**  
**2015 INTERIM PERFORMANCE SCORECARD**

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	Average rating/ no. of survey on a five-point scale rating	10%	Below 60% - all or nothing for 2015	80%	86.75%	10%	86.75%	10%	Certification from the 3rd party surveyor, ADT Market Research Services indicating the score of SUMSI for the survey conducted.	Target exceeded. Actual sample of survey form contained questions about affordability, efficiency, speed, effectiveness and customer- friendliness of the services provided by SUMSI.
Subtotal		10%				10%		10%		
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% )	15%	11%	15%	12%	15%	Summary report on water configuration of the distribution system of SUMSI for the year 2015 prepared by the Acting Resident Manager and approved by the President.	The target represents the maximum percentage of NRW over the total water produced for the year. NRW is water that has been produced and is "lost" before it reaches the customer. SUMSI targeted not to exceed 15% for 2015 and successfully achieved it by keeping NRW at 12%.
Subtotal		15%				15%		15%		
SO 3: To Improve Financial Operations and Revenue Generation										
SM 3: EBITDA Margin	(In percentage) EBITDA/Total Revenue	15%	Pro-rated	18%	24%	15%	24.95%	15%	Audited Financial Statements of SUMSI from the COA website	Target exceeded. EBITDA Margin computed as follows:  (6,868,389.26 / 27,514,260) = 24.95%

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SM 4: Net Profit	Absolute amount	15%	Pro-rated	P2.5 Million	P3.262 Million	15%	P3.306 Million	15%	Audited Financial Statements of SUMSI from the COA website	Target exceeded. The amounts from the COA website were slightly higher than those in the FS submitted by SUMSI.
<b>Subtotal</b>		<b>30%</b>				<b>30%</b>		<b>30%</b>		
SO 4: 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%		90%	99%	5%	98.90%	5%	Certification of SUMSI's compliance with the 24-hour Water Service for the year 2015 signed by all 9 Presidents of the Homeowners' Associations of SUMSI's customers.	The certification reflected the regular 8-hour water interruption for each month of 2015 for maintenance and cleaning of the tanks. These 8 hours for each month totaled 96 hours of interruption for the whole year divided by 8,760 total hours in a year.
<b>Subtotal</b>		<b>5%</b>				<b>5%</b>		<b>5%</b>		
SO 5: To Cover a Wider Area of Service										
SM 6: % Completion of Website Development	Actual Accomplishment/ Development of website	2%	Absolute value	100%	100%	2%	100%	2%	Certification of inspection and compliance to the terms of contract by the third party developer, Soft IT Pro	Target is met. The website has been accessed in validating the mandatory disclosures required for GOCCs.
SM 7: Number of Contracts/ MOA with Other Subdivisions	No. of signed MOAs	10%		1 signed MOA	1 signed MOA	10%	1 signed MOA	10%	Copy of the Contract for Maintenance Services between SUMSI and AFS-RSBS to provide services to Riviera Residential Estates and Commercial Area located in Silang, Cavite.	Target achieved. The MOA was signed on 24 August 2015.
<b>Subtotal</b>		<b>12%</b>				<b>12%</b>		<b>12%</b>		



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SO 6: To Upgrade Major Equipment Essential to the Delivery of Products and Services										
SM 8: Number of Pumping Stations Rehabilitated	Actual Accomplishment	4%		5	5	4%	4	3.20%	Status Report on Major Programs and projects for 2015 prepared by Acting Resident Manager and approved by president.	Target not met. Rehabilitation of Phase 1D Deep Well (out of 5) ended on 15 January 2016, thus, not included in the count for the actual accomplishment.
SM 9: Number of Overhead Tanks Repaired/ Repainted	Actual Accomplishment	3%		9	8	2.60%	7	2.33%		Target not met. Repair and Maintenance works of Phase 1C #2 Water Tank (2 out of 9) finished on 16 February 2016.
SM 11: Construction of a new pumping station	Actual Accomplishment	5%		Passed DOH Standards	Failed	0%	Failed	0%	Alpha Lab Philippines Test Results.	SUMSI failed to meet the DOH standards because their pumping station in Phase 1E was found to have contained an amount of Manganese that didn't pass the standards for drinking water.
Subtotal		12%				6.60%		5.53%		
SO 7: To Provide a Fair Value for Money on Product and Services										
SM 12: % Compliance to NWRB Meter Calibration Standards	Actual Number	5%		1000 calibrated water meters	1000 calibrated water meters	5%	1000 calibrated water meters	5%	Certification from National Water Resources Board citing NQRB tested/ sealed/ calibrated a total of 1,000 service water meters	Certification was issued on 3 February 2016 but the actual calibration has been expressly cited as done as of end of 2015.
Subtotal		5%				5%		5%		
SO 8: To Transform the Personnel to a Highly Qualified and Dedicated Workforce										
SM 13: Number of Technical Employees w/ TESDA Certification	Absolute number	3%	Absolute number	4 out of 8 certifications	10 employees	3%	9 employees	3%	Copies of National Certificate II in Plumbing given to 9 SUMSI employees.	Target exceeded. However, only 9 out of the 10 had actual certificates from the submission of SUMSI.

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SM 14: Number of Non-Technical Employees Who Have Attended Enhancement Trainings and Seminars	Absolute number	3%		5 out of 10	8 employees	3%	8 employees	3%	Certificates of attendance	Effective Warehouse and Inventory Management, Effective Business Writing, Cash Flow Management and Forecasting, and a Tax Seminar were attended by a total of 8 employees of SUMSI.
SM 15: Number of Officers Who Have Attended Project Management Seminars	Absolute number	2%		2	2 employees	2%	2 employees	2%	Certificates of attendance	A Project Management Fundamentals Seminar was conducted by BusinessCoach, Inc and was participated by 2 SUMSI employees.
SM 16: Number of Employees Who Have Attended Leadership Training	Absolute number	1%		4 (out of 18)	4 employees	1%	4 employees	1%	Certificates of attendance	A People Management Skills Training was conducted by Business Coach, Inc and participated by 4 SUMSI employees.
<b>Subtotal</b>		<b>9%</b>				<b>9%</b>		<b>9%</b>		
<b>SO 10: To Broaden Knowledge on Water Management Industry</b>										
SM 18: Number of Memberships/ Affiliations with Reputable Institutions and Organizations in the Same Industry	Absolute value	2%		3	3	2%	3	2%	Certificate of Memberships, Registration Forms and screenshots of confirmatory emails.	In 2015, SUMSI was able to acquire membership and affiliation with the following: 1. <i>Philippine Water Works Association (PWWA)</i> 2. <i>Global Water Partnership (GWP)</i> 3. <i>National Water and Sanitation Association of the Philippines, Inc. (NAWASA)</i>
<b>Subtotal</b>		<b>2%</b>				<b>2%</b>		<b>2%</b>		
<b>TOTAL</b>		<b>100%</b>				<b>94.60%</b>		<b>93.53%</b>		