

**LOCAL WATER UTILITIES ADMINISTRATION (LWUA)
Validated 2017 Performance Scorecard**

Component		Target			GOCC Submission		GCG Validation		Supporting Documents	Remarks																																				
Objective/Measure	Formula	Wt.	2017	Actual	Rating	Score	Rating																																							
SOCIAL IMPACT	SO 1 Expand Coverage and Reliable Water Service at Affordable Rates																																													
	SM 1	Households that can be served with increased access to water (Level 3)	Actual number of households served by all WDs	0%	4.35 M	4.352 M	0%	4.353 M	0%	<ul style="list-style-type: none"> Summary of Service Connections by Region <table border="1"> <tr> <td>CAR</td> <td>70,302</td> <td>NIR</td> <td>227,916</td> </tr> <tr> <td>I</td> <td>245,213</td> <td>VIII</td> <td>140,204</td> </tr> <tr> <td>II</td> <td>110,851</td> <td>IX</td> <td>116,800</td> </tr> <tr> <td>III</td> <td>984,792</td> <td>X</td> <td>226,264</td> </tr> <tr> <td>IVA</td> <td>795,169</td> <td>XI</td> <td>308,352</td> </tr> <tr> <td>IVB</td> <td>70,017</td> <td>XII</td> <td>201,476</td> </tr> <tr> <td>V</td> <td>268,554</td> <td>ARMM</td> <td>26,793</td> </tr> <tr> <td>VI</td> <td>156,392</td> <td>XIII</td> <td>143,062</td> </tr> <tr> <td>VII</td> <td>260,715</td> <td></td> <td></td> </tr> </table>	CAR	70,302	NIR	227,916	I	245,213	VIII	140,204	II	110,851	IX	116,800	III	984,792	X	226,264	IVA	795,169	XI	308,352	IVB	70,017	XII	201,476	V	268,554	ARMM	26,793	VI	156,392	XIII	143,062	VII	260,715		
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<i>Sub-total</i>			<i>0%</i>			<i>0%</i>		<i>0%</i>																																						
CUSTOMERS/STAKEHOLDER	SO 2 Provide Adequate Sanitation Including Septage and Sewerage																																													
	SM 2	No. of WDs in Manila Bay Area with operational septage management system	Actual number of WDs	5%	1	1	4%	0	0%	<ul style="list-style-type: none"> Submission of Angeles City Water District (ACWD) 	In the report of the GM of ACWD, Sewage Treatment Plant (STP) is not yet operational.																																			
	SO 3 Ensure Reliable and Economically Viable Water Districts and Institutionalize Good Governance in Water Districts																																													
SM 3	Percentage of Water District operating	Number of operational WDs / Total Active WDs	6%	70.17% (527/751)	69.51% (522/751)	5.94%	69.59% (524/753)	5.95%	<ul style="list-style-type: none"> List of Operational and Non-operational WDs 	Operationalized WDs: <ul style="list-style-type: none"> Cabusao (Camarines Sur) Banguí (Ilocos Norte) Additional WDs: <ul style="list-style-type: none"> Lope de Vega (N. Samar) Barobo (Surigao del Sur) 																																				

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CUSTOMERS/STAKEHOLDER	SM 4	Percentage of WDs eligible to PBB	No. of WD eligible to PBB / No. of operational WDs	6%	46.73% (243/520)	37.12% (193/520)	4.77%	37.12% (193/520)	4.77%	<ul style="list-style-type: none"> WD 2016 PBB Authorization, Checklist and Evaluation and RBPMS Area Summary Reports <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Area</th> <th>WD</th> <th>Area</th> <th>WD</th> </tr> </thead> <tbody> <tr><td>1</td><td>28</td><td>6</td><td>8</td></tr> <tr><td>2</td><td>50</td><td>7</td><td>13</td></tr> <tr><td>3</td><td>28</td><td>8</td><td>12</td></tr> <tr><td>4</td><td>24</td><td>9</td><td>9</td></tr> <tr><td>5</td><td>21</td><td>Total</td><td>193</td></tr> </tbody> </table>	Area	WD	Area	WD	1	28	6	8	2	50	7	13	3	28	8	12	4	24	9	9	5	21	Total	193											
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SM 5	Percentage of Non-Revenue Water (NRW)	$((\sum \text{Total Production} - \sum \text{Total Billed}) / \sum \text{Total Production})$	4%	26%	29.72%	3.43%	29.32%	3.49%	<ul style="list-style-type: none"> Water District Database from Water District Development Division Monthly Data Sheet of WDS <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Area</th> <th>Production</th> <th>Billed</th> </tr> <tr> <th colspan="3"><i>(in thousands)</i></th> </tr> </thead> <tbody> <tr><td>1</td><td>107,478</td><td>77,330</td></tr> <tr><td>2</td><td>277,110</td><td>212,426</td></tr> <tr><td>3</td><td>259,749</td><td>196,686</td></tr> <tr><td>4</td><td>72,189</td><td>54,062</td></tr> <tr><td>5</td><td>86,854</td><td>61,899</td></tr> <tr><td>6</td><td>119,973</td><td>88,605</td></tr> <tr><td>7</td><td>126,379</td><td>74,718</td></tr> <tr><td>8</td><td>199,211</td><td>143,993</td></tr> <tr><td>9</td><td>168,129</td><td>91,916</td></tr> <tr><td>Total</td><td>1,417,072</td><td>1,001,635</td></tr> </tbody> </table>	Area	Production	Billed	<i>(in thousands)</i>			1	107,478	77,330	2	277,110	212,426	3	259,749	196,686	4	72,189	54,062	5	86,854	61,899	6	119,973	88,605	7	126,379	74,718	8	199,211	143,993	9	168,129	91,916	Total	1,417,072	1,001,635
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SM 6	Percentage of Operational WDs compliant with PNSDW (bacteriological test, physical, chemical test)	$\text{PNSDW Compliant Operational WD} / \text{Total Operational WD with access to laboratories}$	4%	95%	61.98% (313/505)	2.61%	33.78% (177/524)	1.42%	<ul style="list-style-type: none"> Water District Database from Water District Development Division Submission from WDs <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Area</th> <th>WDs</th> <th>Compliant</th> </tr> </thead> <tbody> <tr><td>1</td><td>94</td><td>13</td></tr> <tr><td>2</td><td>84</td><td>34</td></tr> <tr><td>3</td><td>75</td><td>59</td></tr> <tr><td>4</td><td>41</td><td>13</td></tr> <tr><td>5</td><td>67</td><td>13</td></tr> <tr><td>6</td><td>49</td><td>0</td></tr> <tr><td>7</td><td>41</td><td>22</td></tr> <tr><td>8</td><td>43</td><td>10</td></tr> <tr><td>9</td><td>30</td><td>13</td></tr> <tr><td>Total</td><td>524</td><td>177</td></tr> </tbody> </table>	Area	WDs	Compliant	1	94	13	2	84	34	3	75	59	4	41	13	5	67	13	6	49	0	7	41	22	8	43	10	9	30	13	Total	524	177			
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SM 7	Stakeholders Satisfaction Rating	Average rating of all respondents	5%	Satisfactory Rating	Draft Final Report is expected on 20 April 2018	5%	Satisfied	5%	<ul style="list-style-type: none"> Stakeholder Satisfaction Survey Final Report <p>Survey conducted by the UP National Engineering Center (UPNEC) on 232 WDs. LWUA earned an overall average score of 3.0 or "Satisfied".</p>																																				
<i>Sub-total</i>			30%			25.75%		20.63%																																					

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Objective/Measure	Formula	Wt.	2017	Actual	Rating	Score	Rating																				
SO 4 Ensure the Viability and Sustainability of LWUA Operations																											
FINANCE	SM 8	Recover/ Reduction of NPL through cash collection and debt-relief	Actual Amount	10%	₱500 M	357.34 M	7.15%	519.51 M	10%	<ul style="list-style-type: none"> Receivable and Collection Report (Non-Performing Loans) BOT Resolutions 	<table border="1"> <tr><td colspan="2"><i>Collection</i></td></tr> <tr><td>Principal</td><td>₱ 78,816,433</td></tr> <tr><td>Interest</td><td>61,686,897</td></tr> <tr><td>Total</td><td>140,503,330</td></tr> <tr><td colspan="2"><i>Debt Relief</i></td></tr> <tr><td>Principal</td><td>₱ 283,387,327</td></tr> <tr><td>Interest</td><td>95,622,354</td></tr> <tr><td>Total</td><td>379,009,681</td></tr> </table>	<i>Collection</i>		Principal	₱ 78,816,433	Interest	61,686,897	Total	140,503,330	<i>Debt Relief</i>		Principal	₱ 283,387,327	Interest	95,622,354	Total	379,009,681
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SM 9	Collection Efficiency Ratio (Performing Loan)	Total Collections (PLs) / Total Billings (PLs)	5%	95%	98.83% (211.152M/ 213.653M)	5%	98.08% (797.649M/ 813.232M)	5%	<ul style="list-style-type: none"> Loan Collection Schedule 	<table border="1"> <tr><td colspan="2"><i>Billing</i></td></tr> <tr><td>Principal</td><td>₱ 476,605,631</td></tr> <tr><td>Interest</td><td>336,626,439</td></tr> <tr><td>Total</td><td>813,232,070</td></tr> <tr><td colspan="2"><i>Collection</i></td></tr> <tr><td>Principal</td><td>₱ 468,027,185</td></tr> <tr><td>Interest</td><td>329,621,984</td></tr> <tr><td>Total</td><td>797,649,169</td></tr> </table>	<i>Billing</i>		Principal	₱ 476,605,631	Interest	336,626,439	Total	813,232,070	<i>Collection</i>		Principal	₱ 468,027,185	Interest	329,621,984	Total	797,649,169	
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SM 10	Project Funds Utilization Rate	Total Funds Utilized / Total Funds Available for the year	15%	50%	15.28% (0.426B/ 2.788B)	4.58%	50.94% (3.53B/ 6.93B)	15%	<ul style="list-style-type: none"> Project Fund Utilization Schedule 	As of 30 December 2017, LWUA has received Special Allotment Release Order (SARO) for ₱6.93B, of which ₱3.53B has been obligated.																	
SM 11	Settlement of Dividends in Arrears	Milestone	5%	₱279.827 M	₱280 M	5%	₱280.37 M	5%	<ul style="list-style-type: none"> Official Receipt from BTr Dividend Schedule 	2008 (full): ₱163.83 M 2009 (partial): ₱116.54 M																	
<i>Sub-total</i>			35%			21.73%		35%																			

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Objective/Measure	Formula	Wt.	2017	Actual	Rating	Score	Rating													
SO 5 Ensure Competent Delivery of Financial, Technical and Institutional Development Assistance																				
INTERNAL PROCESS	SM 12	Percentage of projects (with NCA) completed during the year	Actual number of projects completed	20%	100%	59.72% (43/72)	11.94%	31.25% (30/96)	6.25%	<ul style="list-style-type: none"> Certificate of Project Completion and Project Turnover <table border="1"> <tr> <td>4</td> <td>Constructed before 2017</td> </tr> <tr> <td>2</td> <td>Source Development Problem</td> </tr> <tr> <td>2</td> <td>Delayed Receipt of Fund</td> </tr> <tr> <td>7</td> <td>Affected by Travel Ban due to Martial Law</td> </tr> <tr> <td>15</td> <td>Total Excluded</td> </tr> </table>	4	Constructed before 2017	2	Source Development Problem	2	Delayed Receipt of Fund	7	Affected by Travel Ban due to Martial Law	15	Total Excluded
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SM 13	Number of Sanitation Feasibility Studies started	Absolute number	5%	52	52 (Tendering Stage)	5%	0	0%	<ul style="list-style-type: none"> Memorandum from the Administrator 	Failed bidding for the service provider for the FS of 52 WDs.										
<i>Sub-total</i>			25%			16.94%		6.25%												
SO 6 Develop a Competent and Efficient Workforce of Dedicated Civil Servants																				
LEARNING AND GROWTH	SM 14	ISO 9001:2015 Certification	Milestone	5%	Third Party Certification	MOA still under review by DAP	-	MOA still under review by DAP	0%	<ul style="list-style-type: none"> MOA transmitted to DAP Brief dated Apr. 10, 2017 Email dated Aug. 7, 2017 Letter to DAP dated Oct. 25, 2017 Reply from DAP dated Nov 28, 2017 and Jan 12, 2018 Memorandum for the Administrator dated Feb. 6, 2018 	<p><i>Measure excluded.</i></p> <p>Beginning Feb. 2017, LWUA requested DAP to implement the programs towards its ISO 9001:2015 Standard.</p> <p>According to DAP, the delay in its processing of the MOA with LWUA for ISO was due to its internal issues, which impeded the processing of its transactions with partner government offices and agencies.</p>									

Component			Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks	
Objective/Measure	Formula	Wt.	2017	Actual	Rating	Score	Rating			
SM 15	Percentage of employees with required competencies met	Milestone	5%	Approved Competency Model	Submitted and approved per MFTA dated 13 Dec 2017	5%	List of Competencies per Level only	0%	•List of Competencies per Level	Management-approved List of Competencies per Level did not classify competencies and level required per unique position.
		<i>Sub-total</i>	10%			5%		0%		
		TOTAL	100%			(69.42%/95%) 73.07%		(61.88%/95%) 65.13%		