

METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM – CORPORATE OFFICE (MWSS-CO)
Validated 2020 Performance Scorecard

Component				Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks																						
Objective/Measure	Formula	Wt.	2020	Actual	Rating	Score	Rating																									
CUSTOMERS/ STAKEHOLDERS/ SOCIAL IMPACT	SO 1	Augment the Current Water Supply Capacity in light of Increasing Water Demand																														
	SM 1	Water Supply Capacity	Total water capacity of all systems	10%	4,469 MLD	4,588.01 MLD	10%	4,588.01 MLD	10%	<ul style="list-style-type: none"> Water supply capacity summary <table border="1"> <thead> <tr> <th>Source</th> <th>Water Capacity (in MLD)</th> </tr> </thead> <tbody> <tr> <td>Existing Source</td> <td></td> </tr> <tr> <td>Angat Dam</td> <td>3,974.4</td> </tr> <tr> <td>Putatan WTP</td> <td>330</td> </tr> <tr> <td>Cardona WTP</td> <td>100</td> </tr> <tr> <td><i>Sub-total</i></td> <td><i>4,404.4</i></td> </tr> <tr> <td>Augmentation</td> <td></td> </tr> <tr> <td>Rehabilitation of Deep Wells</td> <td>165.61</td> </tr> <tr> <td>Rizal Well Field</td> <td>18</td> </tr> <tr> <td><i>Sub-total</i></td> <td><i>183.61</i></td> </tr> <tr> <td>TOTAL</td> <td>4,588.01</td> </tr> </tbody> </table>	Source	Water Capacity (in MLD)	Existing Source		Angat Dam	3,974.4	Putatan WTP	330	Cardona WTP	100	<i>Sub-total</i>	<i>4,404.4</i>	Augmentation		Rehabilitation of Deep Wells	165.61	Rizal Well Field	18	<i>Sub-total</i>	<i>183.61</i>	TOTAL	4,588.01
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SO 2	Ensure Customer Satisfaction in MWSS Service Delivery Areas																															
	Percentage of Satisfied Customers																															
SM 2	a. Water Concessionaire	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	2.5%	90%	95.46%	2.5%	89.36%	2.48%	<ul style="list-style-type: none"> 2020 CSS Report 	42 out of 47 (89.36%) of the water concessionaire respondents rated are satisfied with the services of MWSS-CO.																						

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b. Water District	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	2.5%	90%	93.34%	2.5%	93.48%	2.5%	<ul style="list-style-type: none"> 2020 CSS Report 	43 out of 46 (93.34%) of the water district respondents rated are satisfied with the services of MWSS-CO.	
<i>Sub-total</i>		15%			15%		14.98%			
SO 3	Ensure Continued Water Security Legacy Framework									
SM 3	New Centennial Water Supply Source – Kaliwa Dam Project (NCWS-KDP)	Milestone	10%	Management-approved Detailed Engineering Design (DED)	DED submitted by the design-build contractor accepted with conditions, generally compliant to the provisions of the Contract Documents	10%	DED was approved by MWSS-CO Management on 11 Dec 2020	10%	<ul style="list-style-type: none"> Letter to the Project Contractor from the JV Consultants 	The DED was deemed responsive with the Project Objectives and generally compliant with the provisions of the Contract Documents, particularly the Minimum Performance Standards and Specifications and was accepted through a letter dated 11 December 2020.
SM 4	Bulacan Bulk Water Supply Project (BBWSP)	Number of MOAs	10%	MOA with seven (7) Stage 3A WDs	MOA with seven (7) Stage 3A WDs	6%	MOA with seven (7) Stage 3A WDs	10%	MOA with seven (7) Stage 3A WDs	MWSS-CO secured MOAs with the seven WDs of the municipalities of Baliwag, Hagonoy, Norzagaray, Pandi, San Ildefonso, San Miguel, and San Rafael.

INTERNAL PROCESS

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INTERNAL PROCESS	Objective/Measure	Formula	Wt.	2020	Actual	Rating	Score	Rating		
	SM 5	Angat Water Transmission Improvement Project (AWTIP)	Percentage of construction work based on project timeline accomplished	10%	100% Physical Accomplishment of Construction Work	Tunnel No. 4 was physically 100% complete	10%	100% Physical Accomplishment of Construction Work	10%	Final Taking-over Certificate
SM 6	Bigte-Novaliches Aqueduct No. 7	Milestone	10%	Issuance of Notice to Proceed	NTP was not issued to the Contractor due to IATF Public Advisory No. 46	0%	NTP was not issued to the Contractor due to IATF Public Advisory No. 46	-	-	<i>Measure excluded.</i> NTP was not issued to the Contractor after the contract was signed on 17 December 2020 due to the Inter-Agency task Force Public Advisory No. 46, which prohibited foreign travelers from entering the country from 30 December 2020 to 15 January 2021 due to the new COVID-19 strain. As the project involves the deployment of foreign experts and technical personnel as part of the contract, the NTP was put on hold until the restriction was lifted.
SM 7	Ipo Dam 3	Milestone	10%	Submission of project evaluation documents to NEDA-ICC	Final Feasibility Study Report completed	0%	Final Feasibility Study Report completed	-	Letter from NEDA to JV of EDCOP and CEST, Inc. re Consulting Services on the Conduct of Feasibility Study of the Ipo Dam Project	<i>Measure excluded.</i> The Final Feasibility Study Report was completed in accordance with the approved scope of works stated in the Contract Agreement and was received by NEDA only by 29 December 2020. Given the delayed submission of the Feasibility Study, a contract deliverable by the NEDA under the NEDA-administered Project Development and Related Studies, along with its further requests to the Consultants, MWSS-CO activities and preparations to secure the project approval from NEDA were pushed back.

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INTERNAL PROCESS	SO 4	Integrated Watershed Management System																															
	SM 8	Reforestation of the Angat, Ipo, La Mesa Watershed Areas	Number of trees nurtured and planted	5%	200,000 trees planted	633,442	5%	633,442	5%	Breakdown of the Number of Trees Planted per Partner Agency	<table border="1"> <thead> <tr> <th>Agency</th> <th>No. of Trees Planted</th> </tr> </thead> <tbody> <tr> <td>Bantay Kalikasan</td> <td>22,000</td> </tr> <tr> <td>DENR III</td> <td>459,304</td> </tr> <tr> <td>LGU – Gen. Nakar</td> <td>15,619</td> </tr> <tr> <td>LCWDC</td> <td>500</td> </tr> <tr> <td>Manila Water</td> <td>10,000</td> </tr> <tr> <td>Maynilad</td> <td>12,900</td> </tr> <tr> <td>MWSS CO</td> <td>30,119</td> </tr> <tr> <td>MWSS RO</td> <td>23,000</td> </tr> <tr> <td>WWF Phils.</td> <td>60,000</td> </tr> <tr> <td>TOTAL</td> <td>633,442</td> </tr> </tbody> </table>	Agency	No. of Trees Planted	Bantay Kalikasan	22,000	DENR III	459,304	LGU – Gen. Nakar	15,619	LCWDC	500	Manila Water	10,000	Maynilad	12,900	MWSS CO	30,119	MWSS RO	23,000	WWF Phils.	60,000	TOTAL	633,442
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<i>Subtotal</i>			55%			31%		35%																									
LEARNING AND GROWTH	SO 5	Nurture a More Efficient and Effective Workforce																															
	SM 9	Percentage of Employees Meeting Required Competencies	Percentage increase from 2019 baseline on employees meeting the required competencies	5%	Improvement from the 2019 baseline	216.66%	5%	8.09%	5%	<ul style="list-style-type: none"> Competency Report 	14 out of 103 employees met the required competencies for 2020, an improvement from the 2019 baseline of 6 out of 108 employees.																						

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LEARNING AND GROWTH	SM 10	Information Systems Strategic Plan (ISSP)	Number of systems fully developed	5%	(1) NITIF: Full development (2) AMIS: 33% completion of systems development (3 out of 9 modules)	(1) NITIF is operational (2) 3 out of 9 AMIS modules completed	5%	(1) NITIF is operational (2) 3 out of 9 AMIS modules completed	5%	<ul style="list-style-type: none"> • Certificate of Acceptance • Project Status 	NITIF was made operational on 13 October 2021 and 3 out of 9 modules under AMIS were completed on 23 December 2020, which are the System Administration, Category Management, and User Account.
	SM 11	ISO 9001:2015 Certification	Milestone	5%	Passed surveillance audit	Passed surveillance audit	5%	Passed surveillance audit	5%	<ul style="list-style-type: none"> • ISO Certificate 	Based on the Certificate from SOCOTEC Certification Philippines dated 02 February 2021, MWSS-CO passed the surveillance audit for 2020. The scope of the certification was Public Administration covering Project Management Process and the Facilitation of the Project Management Approval Process
	<i>Subtotal</i>			15%			15%		15%		

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FINANCE	SO 6	Ensure Sound Financial Management																															
	SM 12	EBITDA	Earnings before interest, tax, depreciation and amortization	5%	₱557.35 Million	₱ 983.01 Million	5%	₱ 1,386.78 Million	5%	• EBITDA Schedule	The breakdown of the EBITDA for 2020 is as follows: <table border="1" style="margin-left: 20px;"> <tr> <td>Total Revenue</td> <td>1,639.72</td> </tr> <tr> <td>Concession Income</td> <td>986.29</td> </tr> <tr> <td>Collection from Raw Water</td> <td>71.02</td> </tr> <tr> <td>Rental on Leased Properties</td> <td>134.17</td> </tr> <tr> <td>Interest Income</td> <td>44.46</td> </tr> <tr> <td>Miscellaneous Income</td> <td>0.01</td> </tr> <tr> <td>Gains (FOREX)</td> <td>403.77</td> </tr> <tr> <td>Total Expenses</td> <td>252.94</td> </tr> <tr> <td>Personnel Services</td> <td>128.65</td> </tr> <tr> <td>MOOE</td> <td>124.29</td> </tr> <tr> <td>EBITDA</td> <td>1,386.78</td> </tr> </table>	Total Revenue	1,639.72	Concession Income	986.29	Collection from Raw Water	71.02	Rental on Leased Properties	134.17	Interest Income	44.46	Miscellaneous Income	0.01	Gains (FOREX)	403.77	Total Expenses	252.94	Personnel Services	128.65	MOOE	124.29	EBITDA	1,386.78
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SM 13	Settlement of NG Advances	Amount collected over loan balance	10%	₱286,847,221.79	₱295.179 Million	10%	₱295.179 Million	10%	• Bureau of Treasury Receipts	As of 23 November 2020, MWSS-CO had remitted an amount of ₱295,179,833.56 to the Bureau of Treasury (BTr), settling the full amount of the loan.																							
		<i>Sub-total</i>	15%			15%		15%																									
		TOTAL	100%			76%		79.98%																									
								79.98% / 80 = 99.98%																									