

METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM – REGULATORY OFFICE

SOCIAL IMPACT	Component					Baseline Data		Targets	
	Objective/Measure		Formula	Wt.	Rating System ^{a/}	2022	2023	2024	2025
	SO 1	Increased Number of Domestic Customers with Continuous and Safe Water Supply							
	SM 1	Percentage of Domestic Water Service Connections (WSC) with 24-hr Water Availability and 7-psi Minimum Pressure	Domestic WSCs with 24-hr and 7-psi Water Supply / Total Number of WSCs	9.5%	$\left[\frac{\left(\frac{\text{Actual}}{\text{Target}} \right) \times \left(\frac{\text{Actual RO samples}}{160} \right)}{\text{x Weight}} \right]$	87.9%	93.48%	91%	92%
	SM 2	Compliance of RO and Concessionaires' Samples with the Minimum 95% Bacteriological Requirement of PNSDW	<div>Compliant if: $\frac{\text{Number of Samples passing PNSDW}}{\text{Total Number of Samples}}$ at least 95% collected samples by both MWSS-RO and Concessionaires</div>	15%	<div>If compliant: $\left\{ \left(\frac{\text{"Passed" MWSS-RO samples}}{\text{Total MWSS-RO Samples}} \right) \cdot 5 + \left(\frac{\text{"Passed" Concessionaires' samples}}{\text{Total Concessionaire samples}} \right) \cdot 5 \right\} \times \left(\frac{\text{Actual MWSS-RO samples collected}}{1,348} \right)$ x Weight If not compliant: 0%</div>	Compliant	Compliant	Compliant	Compliant
	SO 2	Environmentally Safe Sewerage System							
	SM 3	Cumulative Number of Domestic Sewer Connections	Absolute Number	9.5%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	424,509	579,553	598,361	707,020



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	Component				Baseline Data		Targets		
	Objective/Measure	Formula	Wt.	Rating System ^{a/}	2022	2023	2024	2025	
SOCIAL IMPACT	SM 4	Percentage of RO and Concessionaires' Samples Compliant with Applicable DENR Administrative Order (DAO)	$\frac{\left(\frac{\text{"Passed" MWSS - RO Samples}}{\text{MWSS - RO Total Samples}}\right) \times 0.5}{\left(\frac{\text{"Passed" Concessionaires' Samples}}{\text{Concessionaires' Total Samples}}\right) \times 0.5}$	9.5%	$\left[\frac{\left(\frac{\text{Actual}}{\text{Target}} \right) \times \left(\frac{\text{Actual MWSS-RO samples collected}}{612} \right)}{\text{x weight}} \right]$	99.53%	98.74%	90.5%	91%
	SM 5	Number of Septic Tanks Desludged	Absolute Number	5%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	179,351	189,330%	188,884	188,884
	Subtotal			48.5%					
STAKEHOLDERS	SO 3	Empowered Stakeholders							
	SM 6	Customer Satisfaction Survey (CSS)	Number of Respondents which gave at least a Satisfactory Rating / Total Number of Respondents	5%	Actual over Target 0% = If less than 80%	0%	99.09%	90%	90%
	Subtotal			5%					

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	Component				Baseline Data		Targets	
	Objective/Measure	Formula	Wt.	Rating System ^{al}	2022	2023	2024	2025
INTERNAL PROCESS	SO 4	Improved Regulatory Monitoring Functions to Ensure Compliance with Service Obligation Targets						
	SM 7	Percentage of RO Resolutions on Rate Petitions submitted to MWSS-BOT within 15 Calendar Days Prior to Scheduled Effectivity of the Adjustment						
		a. Maynilad Water Services, Inc. Petitions	No. of RO Resolutions on Rate Petitions submitted to MWSS-BOT within 15 days prior to Scheduled Effectivity of the Adjustment / Total No. of Rate Petitions	3%	Actual Target x Weight	N/A	100% (1 out of 1 rate petition)	100%
		b. Manila Water Company, Inc. Petitions		3%			100% (1 out of 1 rate petition)	100%
	SM 8	Percentage of Complaints Resolved within 10 Working Days from Submission for Resolution	Number of Complaints Resolved Within the Prescribed Timeline from Submission for Resolution / Total Number of Complaints for Resolution	2%	Actual Target x Weight	99.74%	100%	100%
	SM 9	Key Performance Indicators (KPIs) + Business Evaluation Measures (BEMs) Evaluation Reports (within 60 days from Concessionaires' submission)						
		a. 2024 Annual						

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INTERNAL PROCESS	Component					Baseline Data		Targets	
	Objective/Measure		Formula	Wt.	Rating System ^{a/}	2022	2023	2024	2025
	SM 9	1. Maynilad Water Services, Inc.	Actual Accomplishment	4%	Submitted beyond 60 days from concessionaire's submission = 2% Submitted within 60 days from concessionaire's submission = 4%	2021 KPI+BEMS Evaluation Reports submitted on time	2022 KPI+BEMS Evaluation Report submitted on time	2023 KPI+BEMS Evaluation Report for Maynilad submitted on time	2024 KPI+BEMS Evaluation Report
		2. Manila Water Company, Inc.	Actual Accomplishment	4%	Submitted beyond 60 days from concessionaire's submission = 2% Submitted within 60 days from concessionaire's submission = 4%	2021 KPI+BEMS Evaluation Reports submitted on time	2022 KPI+BEMS Evaluation Report submitted on time	2023 KPI+BEMS Evaluation Report for Manila Water submitted on time	2024 KPI+BEMS Evaluation Report
		b. Mid-2025							
	1. Maynilad Water Services, Inc.	Actual Accomplishment	4%	Submitted beyond 60 days from concessionaire's submission = 2% Submitted within 60 days from concessionaire's submission = 4%	Mid-2022 KPI+BEMS Report Cards submitted on time	Mid-2023 KPI+BEMS Evaluation Report submitted on time	Mid-2024 KPI+BEMS Report Card for Maynilad submitted on time	Mid-2025 KPI+BEMS Report Card	

	Component					Baseline Data		Targets	
	Objective/Measure		Formula	Wt.	Rating System ^{a/}	2022	2023	2024	2025
INTERNAL PROCESS		2. Manila Water Company, Inc.	Actual Accomplishment	4%	Submitted beyond 60 days from concessionaire's submission = 2% Submitted within 60 days from concessionaire's submission = 4%	Mid-2022 KPI+BEMs Report Cards submitted on time	Mid-2023 KPI+BEMs Evaluation Report submitted on time	Mid-2024 KPI+BEMs Report Card for Manila Water submitted on time	Mid-2025 KPI+BEMs Report Card
	SM 10	Number of Big CAPEX Projects Inspected	Absolute Number	5%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	16 Inspection Reports	16 Inspection Reports	16 Inspection Reports	20 Inspection Reports
	Subtotal			29%					
ORGANIZATION	SO 5	Attract, Develop, and Retain Highly Competent Workforce							
	SM 11	Percentage of Employees Meeting Required Competencies	No. of Personnel Who Met All the Required Competencies Over Total Number of Personnel	5%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	40.32%	44.44%	46.15%	53%
	SO 6	Develop and Implement Quality Management System							
	SM 12	Compliance to Quality Standards (ISO QMS)	Actual Accomplishment	5%	All or Nothing	Passed 1 st Surveillance Audit	Passed 2 nd Surveillance Audit	Recertification	Passed ISO 9001:2015 1 st Surveillance Audit

	Component				Baseline Data		Targets		
	Objective/Measure		Formula	Wt.	Rating System ^{a/}	2022	2023	2024	2025
FINANCE	SO 7	Implement Disaster Risk Reduction Management (DRRM) Plan							
	SM 13	Development and Implementation of Disaster Risk Reduction Management (DRRM) Plan	Actual Accomplishment	2.5%	All or Nothing	N/A	N/A	N/A	RO <i>en banc</i> Approved Public Service Continuity Plan (PSCP) submitted to the MWSS Board
	SO 8	Implement Gender Equity, Disability, and Social Inclusion (GEDSI) Policy							
	Subtotal			12.5%					
	SO 9	Ensure Sound Financial Judgment							
SM 14	Budget Utilization Rate – GAA Subsidy								
	a. Obligation Rate								
	1. Current	Total Obligated Subsidy over Total COB from Subsidy [both net of PS Cost]	1.5%	$\frac{\text{Actual}}{\text{Target}}$ x Weight	N/A	N/A	90%	90%	
	2. Carry-Over		1%				N/A	90%	
	b. Disbursement Rate								

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	Component				Baseline Data		Targets		
	Objective/Measure		Formula	Wt.	Rating System ^{a/}	2022	2023	2024	2025
	1. Current	Total Disbursement over Total Obligations [both net of PS Cost]	1.5%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	N/A	N/A	90%	90%	
	2. Carry-Over	Total Disbursement over Total Obligations [both net of PS Cost]	1%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	N/A	N/A	N/A	90%	
	Subtotal		5%						
	TOTAL		100%						
	BONUS STRATEGIC MEASURE:								
	GAD Budget Utilization	Actual Disbursement for GAD-related activities over Total COB	1%	All or Nothing	N/A	N/A	N/A	5% of total budget	
	GRAND TOTAL		101%						

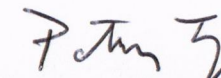
a/ But not to exceed the weight assigned per indicator

For GCG:



ATTY. MARIUS P. CORPUS
Chairperson

For MWSS-RO:



ATTY. PATRICK LESTER N. TY
Chief Regulator