

**SOUTHERN UTILITY MANAGEMENT AND SERVICES, INC.**  
**Validated 2017 Performance Scorecard**

Component						GOCC Submission		GCG Evaluation		Supporting Documents	Remarks	
Objective/ Measure	Formula	Weight	Rating System	Target	Actual	Rating	Score	Rating				
CUSTOMERS/ STAKEHOLDERS	SO 1	To Enhance Customer Satisfaction										
	SM 1	% of Satisfied Customers	Percentage of Customers with rating of at least 3 (satisfactory)/ total customers surveyed	10%	Actual/ Target x Weight	88%	93.56%	10%	93.56%	10%	- Letter from ADT Market Research Services - Summary Results of the survey	The survey was conducted on 13 December 2017, resulting to a rating of 93.56% satisfaction. Target exceeded.
	SO 2	To Efficiently Manage Water Consumption and Conservation										
	SM 2	Pass the DOH standard on Potability	Actual Accomplishment	10%	All or Nothing	Passed Test on Potability	Accomplished	10%	Passed Test on Potability	10%	- Certificate of Potability issued by the City Health Officer	The result of water samples collected from Jan - Dec 2017 for Bacteriological Test and on 16 February 2017 for Physico-Chemical Test showed that the water supply has passed the requirements set by the Philippine National Standards for Drinking Water (PNSDW).
		Subtotal		20%				20%		20%		
FINANCE	SO 3	To Maintain Profitability										
	SM 3	EBITDA Margin	(In percentage) EBITDA/ Total Revenue	15%	Actual/ Target x Weight	30%	37%	15%	34.67%	15%	- 2017 COA-Audited Financial Statements	EBITDA is at ₱11.52 Million, while Revenues totaled ₱33.34 Million, yielding an EBITDA Margin of 34.67%.
	SM 4	Net Profit	Revenue - Expenses	12%	Actual/ Target x Weight	₱4.35 M	22%	12%	₱6.51 M	12%		Revenues totaled ₱33.34M while total expenses were ₱26.83M, yielding a Net Income of ₱6.51 M.



INTERNAL PROCESS	SM 5	Collection Efficiency	365 days /AR Turn Over	11%	Actual/ Target x Weight	Less than or equal to 45 days	34.05 days	11%	34.05 days	11%	- Report prepared by Accountant and approved by SUMSI President	<p>Total sales of ₱33,235,563 divided by the average receivables of ₱3,101,613, yielded an Accounts Receivable (AR) Turn-Over of 10.72.</p> $\frac{365}{10.72} = 34.05$ <p>i.e. it takes an average of 34 days for SUMSI to collect its receivables from its customers in 2017.</p>
		<b>Subtotal</b>		<b>38%</b>				<b>38%</b>		<b>38%</b>		
	SO 4	To Provide Fair Value for Money on Products and Services										
	SM 6	% of Service Area with 24-Hour Water Service	100% less (Total No. of Service Interruption hours per year / Total Number of Hours)	5%	98.90% - 5% 98% - 4% 97% - 3% 96% - 2% 95% - 1% Below 95% - 0%	98.9%	99%	5%	98.9%	5%	- Certificate of Compliance for 24-Hour Water Service (2017) signed by the respective Presidents of Homeowners' Associations	For the past 3 years, there have been no service interruptions save for the regular 8-hour monthly scheduled maintenance and cleaning of water tanks.
	SO 5	To Ensure Compliance to Water Regulatory Agencies										
INTERNAL PROCESS	SM 7	Renewal of Certificate of Public Convenience (CPC)	Actual Accomplishment	10%	All or Nothing	Renewal of CPC	Accomplished	10%	Renewal of CPC	10%	- Certificate of Public Convenience No. 06-0418 issued by the National Water Resources Board (NWRB)	SUMSI applied for the renewal of its CPC on 16 January 2017 with the NWRB and was issued the certificate thereon on 25 April 2018 valid until 18 July 2022.
	SO 6	To Encourage Transparency and Public Access to Information										
	SM 8	Support & Maintenance of Website	Actual Accomplishment	2%	All or Nothing	Current & Updated Website	Current & Updated Website	2%	Current & Updated Website	2%	- Actual SUMSI website - Certification from the MIS Supervisor and Manager	Target met.



SO 7 To Maintain Major Equipment Essential for the Delivery of a Higher Level of Service																			
SM 9	Rehabilitation of Deep well and Repainting of Overhead Water Tank																		
	a. Phase 1 Rehabilitation of Deep Well	Actual Accomplishment	6%		100% Completed	Not Accomplished	0%	Not Accomplished	0%	—	Target not accomplished since SUMSI opted that the rehabilitation of the deep well may still be deferred in consideration of cost-cutting measures.								
	b. Phase 1 A Repainting of Overhead Water Tank		6%	All or Nothing	100% Completed	100% Completed	6%	100% Completed	6%	- Certificate of Final Inspection and Acceptance by SUMSI's Manager - Pictures of water tank	The repair and repainting of the overhead water tank was undertaken by Advanced Well Drilling and Engineering Services on 06-30 Nov 2017.								
SM 10	% of Water Wastages Based on Industry Non-Revenue Water (NRW) Standard of ≤20	Water Billed /Water produced x 100	10%	10% or less - 10%	≤10%	7%	10%	7.04%	10%	- Schedule of Monthly Non-Revenue Water for 2017	<table><tr><td></td><td>In m³</td></tr><tr><td>NRW</td><td>10,237.92</td></tr><tr><td>Total Water Production</td><td>145,488.42</td></tr><tr><td>% NRW</td><td>7.04%</td></tr></table>		In m³	NRW	10,237.92	Total Water Production	145,488.42	% NRW	7.04%
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	Subtotal		39%				33%		33%										
SO 8 To Transform Personnel to a Highly Qualified and Dedicated Workforce																			
SM 11	Number of Technical Employees w/ TESDA Certification	Actual Accomplishment	3%	Actual / Target x Weight	8 out of 8 certifications	13 certifications	3%	13 certifications	3%	- TESDA Certifications on Automotive Servicing (NCII) issued on 22 September 2017	Target exceeded.								
	Subtotal		3%				3%		3%										
TOTAL			100%				94%		94%										