Annex A

SOUTHERN UTILITY MANAGEMENT SERVICES, INC. (SUMSI) 2018 Validated Performance Scorecard

			Component			GOCC Sub	mission	GCG Vali	idation	Supporting	Remarks		
	Objecti	ive/ Measure	Formula	Weight	Target	Actual	Rating	Score	Rating	Documents	Remark	15	
	SO 1	To Enhance Cust	hance Customer Satisfaction										
CUSTOMERS & STAKEHOLDERS	SM 1	Percentage of Satisfied Customers	Percentage of Customers with rating of at least 3 (satisfactory)/ total customers surveyed	20%	90%	92.19%	20%	-	20%	 Letter from ADT Market Research Services Summary Results of the Survey Sample filled- out Survey Questionnaire 	Survey was conducted on Dec 2018, resulting to a to positive percentage of 92.19 The survey questionnal comprised 8 items which we distributed to 200 responden The report presented exhibited satisfaction rating but not to total number of satisfic customers (i.e. gave at least satisfactory rating) out of the 2 respondents surveyed.		
		Subtotal		20%			20%		0%				
	SO 2	2 To Maintain Profitability											
											Item	In Millions	
											Net Income	7.13	
FINANCIAL						5				- 2018 COA-	Add: Taxes	2.81	
AN			ITDA Margin EBITDA/ Total 15%				00.000/	150/	Audited	Dep'n-COS	2.06		
FIN	SM 2	EBIIDA Margin		15%	21%	32%	15%	26.98%	15%	Financial	Dep'n	.239	
										Statements	Less: PS Cost	3.30	
											Adj. EBITDA	8.93	
											Revenue	33.10	
1											EBITDA Margin	26.98%	

			Component				mission	GCG Vali	GCG Validation		Demode	
	Objecti	ive/ Measure	Formula Weight		Target	Actual	Rating	Score	Rating	Documents	Remarks	
	SM 3	Net Profit	Revenue - Expenses	15%	₽2.85 M	₽6.99	15%	15% P 3.83	₽3.83 15%		The 2018 Net Income of ₽7.13 Million is adjusted (discounted) by ₽3.3 Million representing the projected increase in expenses that did not materialize in 2018 but was used as basis for setting the target. Adjusted net income is computed as follows:	
											Item In Millions	
											Net Income 7.13	
											Less: Projected PS Cost (3.30)	
											Adj. Net Income 3.83	
	SM 4	Collection Efficiency	365 days / AR Turn Over	10%	≤ 45 days	38 days	10%	38 days	10%		It took an average of 38 days for SUMSI to collect receivables from customers - computed as follows: Total Sales #33.10 M Ave. AR #3.47 M Turnover Rate 9.54 Efficiency 38 Days	
		Subtotal		40%			40%		40%			
S	SO 3	To Provide Fair V	alue for Money on I	Products a	and Services							
PINTERNAL PROCESS	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%	98.90%	98.90%	5%	98.90%	5%	- Certificate of Compliance for 24-Hour Water Service (2018) signed by the respective Presidents of Homeowners' Associations	As is the case for the past 4 years, there have been no service interruptions in 2018 except for the regular 8-hour monthly scheduled maintenance and cleaning of water tanks.	

Component					GOCC Subr	nission GCG Validation		Supporting			
Object	ive/ Measure	Formula	Weight	Target	Actual	Rating	Score	Rating	Documents	Remarks	
SO 4	To Ensure Compl	iance to Water Reg	ulatory Ag	gencies							
	% of Water Wastages Based				9%	10%	8.58%	10%	- Schedule of Monthly Non- Revenue Water for 2018	NRW	12,569 cu.m.
SM 6	on Industry Non- Revenue Water	Water Billed/ Water produced x 100	10%	≤10%						Total Water Production	146,487 cu.m.
	(NRW) Standard of ≤20	produced x ree								% NRW	8.58%
SM 7	Pass the DOH standard on Potability	Actual Accomplishment	10%	Passed Test on Potability	10%	10%	Passed Test on Potability	10%	- Certificate of Potability issued by the City Health Officer on 7 February 2019	The result of water samp collected from Jan - Dec 20 for Microbiological Test and 22 February 2018 for Physic Chemical Test showed that the water supply has passed the requirements set by the Philippine National Standar Water.	
SO 5	To Encourage Tra	To Encourage Transparency and Public Access to Information									
SM 8	Support & Maintenance of Website	Actual Accomplishment	2%	Current & Updated Website	Current & Updated Website	2%	Current & Updated Website	2%	 Actual SUMSI website Certification from the MIS Supervisor and Manager 	SUMSI's website found up date, and substantially complia with Section 43 of GCG MC N 2012-07. Clients can also enru for a water connection ar report an issue or feedbac through the platform.	
SO 6	To Maintain Major	r Equipment Essen	tial for the	Delivery of a Hig	her Level of Sei	vice					
SM 9	Rehabilitation of Deep Well in Phase 1b	Actual Accomplishment	10%	100% Completed	Not Accomplished	-	Not Accomplished	-	- Certification signed by SUMSI Resident Manager	well was no lo monthly blow have eliminate and resulted	of Phase 1B deep onger necessary as -offs of waterlines ed the obstructions to a consistent of clean water.

		Component			GOCC Submission		GCG Validation		Supporting	Domosiko		
Objecti	ive/ Measure	Formula	Weight	Target	Actual Rating Score		Score	Rating	Documents	Remarks		
SO 7	O 7 To Transform Personnel to a Highly Qualified and Dedicated Workforce											
SM 10	Number of Technical Employees w/ TESDA Certification	Actual Accomplishment	3%	9 Personnel with New TESDA Certifications	18 certifications	- 3%	18 certifications	3%	- TESDA Certifications on Gender Sensitivity Training issued on 27 th March 2019	The training on Gender Sensitivity was conducted by the TESDA on 3-4 December 2018 at SUMSI office in Sta. Rosa, Laguna. Eighteen (18) employees attended the seminar, ten (10) of which are technical employees.		
	Subtotal		3%			3 %		3 %				
	ORECARD TOTAL		100% (10%)			90%		90%				
VALI	DATED TOTAL	ATED TOTAL (S		(90	0 / 90) = 100%		(70 / 90) = 7		7.78%			

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