

PERFORMANCE SCORECARD 2016 (Annex B)

SOUTHERN UTILITY MANAGEMENT & SERVICES, INC. (SUMSI)

	Component			Baseline			2016 Target	
	Objective	Weight	Formula	2013	2014	2015		
STAKEHOLDERS	SO 1	To Enhance Customer Satisfaction						
	SM 1	% of Satisfied Customers	10%	Suggested Formula: % of customers with rating of at least 3 (satisfactory) / total customers surveyed	N/A	60%	80%	85%
	SO 2	To Efficiently Manage Water Consumption and Conservation						
	SM 2	% of Water Wastages Based on Industry Non-Revenue Water (NRW) Standard of ≤25%	15%	Water Billed /Water produce x 100	N/A	20%	15%	15%
FINANCIAL	SO 3	To Improve Financial Operations and Revenue Generation						
	SM 3	EBITDA Margin	15%	(In percentage) EBITDA/Total Revenue	N/A	16%	18%	20%
	SM 4	Net Profit	5%	Net Income After Tax/Total Revenue	N/A	P2M	P2.5M	P2.6M
	SM 5	Collection Efficiency	11%	365 days /AR Turn Over	N/A	N/A	N/A	45 days
INTERNAL PROCESS	SO 4	To provide Fair Value for Money on Products & Services						
	SM 6	% of Service Area with 24 Hour Water Service	5%	100% less (Total Number of Service Interruption hours per year / Total Number of Hours)	N/A	70%	90%	95%
	SO 5	To Ensure Reliability of Financial & Operational Data in Preparation for Privatization						
	SM 7	Compliance to COA rules and regulation	5%	Actual accomplishment	N/A	N/A	N/A	COA Unqualified Opinion on 2016 FS

		Component		Baseline			2016 Target	
Objective		Weight	Formula	2013	2014	2015		
	SO 6	To Cover a Wider Area of Service						
	SM 8	Support & Maintenance of Website	2%	Actual accomplishment				Current and Updated Website
	SO 7	To Upgrade Major Equipment Essential for the Delivery of a Higher Level of Service						
	SM 9	Rehabilitation :						100%
		a. Phase 1C Annex Pumping Station	4%	Actual Accomplishment	N/A	N/A	N/A	
		b. Villa De Toledo Deep well	3%	Actual Accomplishment	N/A	N/A	N/A	
	SM10	Repair and Repainting of Phase 1E Water Tank	5%	Actual Accomplishment	N/A	N/A	N/A	100%
	SM11	Pass the DOH standard on potability	10%	Actual Accomplishment	N/A	N/A	N/A	Passing rate or better
LEARNING & GROWTH	SO 8	To Transform the Personnel to a Highly Qualified and Dedicated Workforce and Prepare for Privatization						
	SM12	Number of Technical Employees w/ TESDA Certification	3%	Actual Number	N/A	N/A	4 out of 8 certifications	8 out Of 10 certifications
	SM13	Number of Non-Technical Employees Who Have Attended Enhancement Trainings and Seminars	3%	Actual Number	N/A	2 out of 10 certifications	5 out of 10 certifications	8 out Of 10 certifications
	SO 9	To Broaden Knowledge on Water Management Industry						
	SM14	Maintaining & Actively Participating in any activities of affiliated Reputable Institutions and Organizations in the Same Industry	4%	Actual Number	N/A	N/A	N/A	At least 2 activities
		Grand Total	100%					

SOUTHERN UTILITY MANAGEMENT & SERVICES INC.
MONITORING REPORT OF PERFORMANCE TARGETS

		Component				2016								
						1 st Quarter		2 nd Quarter		Revised Full Target	3 rd Quarter		4 th Quarter	
		Objective/Measure	Weight	Formula	Baseline 2015	Target	Actual	Target	Actual		Target	Actual	Target	Actual
CUSTOMERS HOLDERS	SO 1	To Enhance Customer Satisfaction												
	SM 1	% of Satisfied Customers	10%	% of customers with rating of at least 3 (satisfactory) / total customers surveyed	80%					85%			Conduct Survey	
	SO 2	To Efficiently Manage Water Consumption and Conservation												
	SM 2	% of Water Wastages Based on Industry Non-Revenue Water (NRW) Standard of ≤25%	15%	Water Billed /Water produce x 100	15%	≤15%		≤15%		15%	≤15%		≤15%	
FINANCIAL	SO 3	To Improve Financial Operations and Revenue Generation												
	SM 3	EBITDA Margin	15%	(In percentage) EBITDA/Total Revenue	18%					20%				*Actual

	Component					2016							
	Objective/Measure	Weight	Formula	Baseline 2015	1 st Quarter		2 nd Quarter		Revised Full Target	3 rd Quarter		4 th Quarter	
					Target	Actual	Target	Actual		Target	Actual	Target	Actual
INTERNAL PROCESS	SM 4	Net Profit	5%	Net Income After Tax/Total Revenue	P2.5M				P2.6M				*Actual
	SM 5	Collection Efficiency	11%	365 days /AR Turn Over	N/A				45 days				*Actual
	SO 4	To provide Fair Value for Money on Products & Services											
	SM 6	% of Service Area with 24 Hour Water Service	5%	100% less (Total Number of Service Interruption hours per year / Total Number of Hours)	90%	>95%	>95%		95%	>95%		>95%	
	SO 5	To ensure Reliability of Financial & Operational Data in Preparation for Privatization											
	SM 7	Compliance to COA rules and regulation	5%		N/A				COA Unqualified Opinion on 2016 FS				*Actual
	SO 6	To Cover a Wider Area of Service											
	SM 8	Support & Maintenance of Website	2%						Current & Updated Website				*Actual
	SO 7	To Upgrade Major Equipment Essential for the Delivery of a Higher Level of Service											
	SM 9	Rehabilitation :											

	Component					2016								
	Objective/Measure		Weight	Formula	Baseline 2015	1 st Quarter		2 nd Quarter		Revised Full Target	3 rd Quarter		4 th Quarter	
						Target	Actual	Target	Actual		Target	Actual	Target	Actual
		a. Phase 1C Annex Pumping Station	4%		N/A		100%			100%				
		b. Villa De Toledo Deep well	3%		N/A						100%			
	SM 10	Repair and Repainting of Phase 1E Water Tank	5%		N/A			100%		100%				
	SM 11	Pass the DOH standard on potability	10%		N/A			100%		Passing rate or better				
LEARNING & GROWTH	SO 8	To Transform the Personnel to a Highly Qualified and Dedicated Workforce and Prepare for Privatization												
	SM 12	Number of Technical Employees w/ TESDA Certification	3%		4 out of 8 certifications			2		8 out of 10 certifications	4		2	
	SM 13	Number of Non-Technical Employees Who Have Attended Enhancement Trainings and Seminars	3%		5 out of 10 certifications			2		8 out of 10 certifications	2		1	

Monitoring Report (Annex D)

Component					2016								
Objective/Measure		Weight	Formula	Baseline 2015	1 st Quarter		2 nd Quarter		Revised Full Target	3 rd Quarter		4 th Quarter	
					Target	Actual	Target	Actual		Target	Actual	Target	Actual
SO 9	To Broaden Knowledge on Water Management Industry												
SM 14	Maintaining & Actively Participating in any activities of affiliated Reputable Institutions and Organizations in the Same Industry	4%		N/A			1		At least 2 activities	1		1	
	Grand Total	100%											

3.

