

TOLEDO CITY WATER DISTRICT

| MFO's AND PERFORMANCE INDICATORS (1) | FY 2016 ACTUAL ACCOMPLISHMENT (2) | FY 2017 TARGET (3) | RESPONSIBLE OFFICE/UNIT (4) | FY 2017 ACTUAL ACCOMPLISHMENT (5) | ACCOMPLISHMENT RATE (6) | REMARKS (7) |
|--------------------------------------|-----------------------------------|--------------------|-----------------------------|-----------------------------------|-------------------------|-------------|
|--------------------------------------|-----------------------------------|--------------------|-----------------------------|-----------------------------------|-------------------------|-------------|

A. Water Facility Service Management

2017 Budget

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|--|---|---|---|---|------|--|
| PI 1. (Quantity) Access to Potable Water Percentage of households with access to potable water against the total number of households within the coverage of the LWD | 39% | 43% | Commercial Div. & -60% Engineering-40% | 42% | 99% | |
| PI 2. (Quality) Reliability of Service Percentage of household connections receiving 24/7 supply of water | 88% | 88% | Production & Maintenance | 56% | 64% | |
| PI 3. (Timeliness) Adequacy Source capacity of TCWD to meet demands for 24/7 supply of water | 1.52:1 Production 4,952,467 Metered Sales 3,261,244 | 1.38:1 Production 5,861,522 Metered Sales 4,239,453 | Production & Maintenance | 1.61:1 Production 5,560,405 Metered Sales 3,450,315 | 117% | |

B. Water Distribution Service Management

2017 Budget

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|---|------------|------------|--|------------|------|--|
| PI 1. (Quantity) NRW: NRW should not exceed 30% Percentage of unbilled water to water production | 34% | 30% | Production & Maintenance | 38% | 73% | |
| PI 2. (Quality) Potability Daily chlorine residual requirement should be at least 0.3 ppm at the farthest point | .33 ppm | .3 ppm | Production & Maintenance | 0.38 | 127% | |
| PI 3. (Timeliness) Adequacy/reliability of Service Average response time to restore service when there are interruptions based on the Citizen's Charter of TCWD approved by the CSC | 1.43 hours | 1.43 hours | Production & Maintenance 70% PACC 30% | 0.548 hrs. | 188% | |

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|--|--------------------------------------|-----------------------|--------------------------------|---|-------------------------------|----------------|
| C. SUPPORT TO OPERATIONS (STO) | | | | | | |
| 2017 Budget | | | | | | |
| PI 1. Staff Productivity Index | | | | | | |
| 1 staff for every one hundred twenty (120) service connections | 1:167 | 1:186 | Administrative | =1:191 | 103% | |
| PI 2. Reasonableness/Affordability of water rates | | | | | | |
| Water rate for the 1st 10 cu.m. must not exceed 5% of the average income of LG. Water rates should be LWUA-approved | 2.2% | 2.0% | Administrative/Finance | 1.64% | 122% | |
| PI 3. Customer Satisfaction | | | | | | |
| 1. Ease of doing business-compliance to CSC Memo No.14-2016 | 100% compliance | 100% compliance | All Divisions | 100% | 100% | |
| 2. Percentage of customer complaints acted upon against received complaints | 99% | 100.00% | All Divisions | 100% | 100% | |
| 3. Complaints through hotline#8888 acted upon within 72 hours | 100% | 100.00% | All Divisions | 100% | 100% | |
| 4. Complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances | 100% | 100.00% | All Divisions | 100% | 100% | |

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|---|--------------------------------------|-----------------------|---------------------------------|---|-------------------------------|----------------|
| D. General Administration and Support Services (GASS) | | | | | | |
| 2017 Budget | | | | | | |
| PI 1. Financial viability & sustainability of the WD operations | | | | | | |
| Collection Efficiency \geq 90% | 81% | 90% | Commercial 70% & Finance 30% | 92% | 102% | |
| Positive Net Balance in the Average Net Income for twelve (12) months | 3% | 4% | All Divisions | -0.11% | -3% | |
| Current Ratio = \leq 1.5:1 | 1.41 | 1.01 | All Divisions | 1.41 | 139% | |
| PI 2 a). Compliance with COA reporting requirements in accordance with content & period of submission. | | | | | | |
| In accordance with the prescribed content and period of submission (Submission of five financial reports, ie. Balance Sheet, Statement of Income and Expenses, Statement of Cashflows, Statement of Government Equity, Notes to Financial Statements, Report on Ageing of Cash Advance) | 100% | 100% | Finance Division | 100% | 100% | |
| b.) Compliance with LWUA reporting requirements in accordance to content and period of submission | | | | | | |
| In accordance with the prescribed content and period of submission (Submission of five financial reports, ie. Balance Sheet, Statement of Income and Expenses, Statement of Cashflows, Statement of Government Equity, Notes to Financial Statements, Report on Ageing of Cash Advance) | 100% | 100% | Finance Division | 100% | 100% | |

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Shirley


Form A
DEPARTMENT/AGENCY PERFORMANCE ACCOMPLISHMENT FY 2017

TOLEDO CITY WATER DISTRICT

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|---|--------------------------------------|-----------------------|--------------------------------|---|-------------------------------|--|
| PI 3. Compliance with COA AOM Resolve at least 30% of COA findings stated in the COA AOM issued to the agency for prior years as of December 31, 2016 | 30% | 30% | All Divisions | 36% | 119% | |
| PI 4. Budget Utilization Rate Actual Disbursements on CAPEX. Approved CAPEX budget for the current year should be at least 85% to 90% | 59% | 85% | All Divisions | 52% | 61% | 69% of the 2M Meter Clustering Project was implemented pending the implementation of 50M project of the DPWH to replace the distribution pipeline in the Central Section. Simultaneous implementation would be economically beneficial for TCWD hence, the partial implementation. |

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