

Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2018 Target for Performance Indicator 1	FY 2018 ACCOMPLISH-MENT for Performance Indicator 1	Performance Indicator 2	FY 2018 Target for Performance Indicator 2	FY 2018 ACCOMPLISH-MENT for Performance Indicator 2	Performance Indicator 3	FY 2018 Target for Performance Indicator 3	FY 2018 Accomplish-ment for Performance Indicator 3	Remarks
Admin/ Engineering/ Production Division	(Quantity) NRW: NRW should be ≤ 30% Percentage of unbilled water to water production	14.50%	14.11%	(Quality) Potability *Daily Chlorine residual requirement should be at least 0.3ppm at the farthest point * Chlorine Dioxide residual requirement should be at least .2ppm	0.41 ppm	0.41 ppm	(Timeliness) adequacy/ reliability of service Average response time to restore service when there are interruptions due to line breaks and/or production equipment or facility breakdown as reflected in the CSC-approved Citizen's Charter of WD	1-2 DAYS	1-2 DAYS	

C. Support to Operations (STO)

Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2018 Target for Performance Indicator 1	FY 2018 ACCOMPLISH- MENT for Performance Indicator 1	Performance Indicator 2	FY 2018 Target for Performance Indicator 2	FY 2018 ACCOMPLISH- MENT for Performance Indicator 2	Performance Indicator 3	FY 2018 Target for Performance Indicator 3	FY 2018 Accomplish-ment for Performance Indicator 3	Remarks
Admin/Financ e Division	Staff Productivity Index Cat A,B,C = 1:120 Cat D = 1:100	1:166	1:166	Affordability Must be LWUA- approved Water Rate	Minimum Charge (10 cu.m.) - P 235.00 4.7% of LIG	Minimum Charge (10 cu.m.) - P 235.00 4.7% of LIG	Customer Satisfaction Ease of Doing Business- Compliance to CSC 14-2016 Customer complaints acted upon against received complaints Complaints thru 888 acted upon within 72 hrs	Certificate of Compliance August 1, 2018 •Complaints through hotline #8888 acted upon within 72 hours. •Complaints received through the WD customer service unit within theperiod prescribed by ARTA and other issuances.	Certificate of Compliance August 1, 2018 Complaints throught 8888 - none Complaints received through WD customer service unit within the period - 1,483 complaints acted upon.	

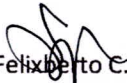
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D. General Administration and Support Services (GASS)										
Finance Division / GWD Management	Financial Viability & sustainability Collection Efficiency $\geq 90\%$ Positive Net Income Balance Current Ratio $\geq 1.5:1$	<ul style="list-style-type: none"> Collection efficiency $\geq 90\%$; 2•Positive Net Balance in the Average Net Income for twelve (12) months; •Current Ratio $\geq 1.5:1$ 	<ul style="list-style-type: none"> Collection efficiency $\geq 90\%$; 2•Positive Net Balance Mo.Ave.NI.= P1,120,479.48 •Current Ratio $\geq 2.69:1$ 	Compliance to COA reporting requirements Compliance to LWUA reporting requirements	Financial Statetements on or before March 30, 2018 and Ageing of Cash Advance on or before Dec. 1,2018. Monthly Data Sheet, Financial Statements, Microbiological/Chl orine Residual Report submitted on the 3rd week of the following month. Physical/Chemical Report submitted every quarter of the year. Approved Water District budget submitted every 2nd Quarter of the year. Annual Report submitted on the 2nd week of the following year	Financial Statements submitted Feb. 14, 2018 Aging of Cash Advance submitted Nov. 26, 2018. Monthly Data Sheet, Financial Statements, Microbiological/Chl orine Residual Report submitted on the 3rd week of the following month. Physical/Chemical Report submitted February 2018. Approved Water District budget submitted April 17, 2018. Annual Report submitted January 26, 2018.	Budget Utilization Rate (BUR) Actual Disbursement on CAPEX. Approved CAPEX budget for the current year should be at least 85% to 90%	21,915,934.00	P 20,193,467.50 / 21,915,834.00 = 92%	

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Prepared by:


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Approved by:


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