

**FORM A
PERFORMANCE TARGETS
FY 2020**

LWD NAME: CAUAYAN CITY WATER DISTRICT

MFOs AND PERFORMANCE INDICATORS (1)	FY 2019 ACTUAL ACCOMPLISHMENT (2)	FY 2020 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)
A. Water Facility Service Management			
2019 Budget:			
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 $\frac{15}{65} = 23.08\%$	$\frac{17}{65} = 26.15\%$	Commercial Services Department and Construction and Maintenance Division
PI 2 (Quality) reliability of the service	Percentage of household connections receiving 24/7 supply of water $\frac{11,486}{10,000} = 114.86\%$	$\frac{11,856}{10,000} = 118.5\%$	Water Resources Division
PI 3 (Timeliness) Adequacy (should not be less than 1.3:1)	Source of Capacity of LWD to meet demands for 24/7 supply of water To compute adequacy, use formula below: $\frac{\text{Rated Capacity of Sources (cu.m/yr)}}{\text{Demand (cu.m/yr)}}$ Demand = No. of Active Connections x 5 (average household size) x 100-130 (Liters per capita per day) x 365 days x 1L/1000 $2.61:1$	$2.60:1$	Construction and Maintenance Division and Water Resources Division
PI 4 COVID-19 Response Measures	COVID-19 Response Measures: -Wash hand facilities -Water delivery services -Public Information drives -Sanitation and hygiene activities -Disinfection initiatives -Issuance of Health protocols -Other resiliency program/s to mitigate COVID-19 100% Public Service Community Plan	100%	CCWD Management

MFOs AND PERFORMANCE INDICATORS (1)	FY 2019 ACTUAL ACCOMPLISHMENT (2)	FY 2020 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	
B. Water Distribution Service Management				
2019 Budget:				
PI 1 (Quantity) NRW: NRW should not exceed 30%	Percentage of unbilled water to water production	19%	19%	Water Resources Division
PI 2 (Quality) Potability	All Water samples during the year should pass the physical-chemical and microbiological tests as required by PNSDW 2017. Daily chlorine residual requirement should be at least 0.3ppm at the farthest point. In case the LWD is using chlorine dioxide, the allowable level should be at least 0.2 to 0.4 ppm.	0.38 ppm	0.3 ppm	Water Resources Division
PI 3 (Timeliness) Adequacy/reability of service	Average response time to restore service (major and minor repair) when there are interruptions due to line breaks and/or production equipment or facility breakdown as reflected in the updated Citizen's or Service Charter of the LWD	Within 24 Hours	Within 24 Hours	Construction and Maintenance Division
C. Support to Operation (STO)				
2019 Budget:				
PI1 Staff Productivity Index	Categories A, B, C = 1 staff for every one hundred twenty(120) service connections. Category D = 1 staff for every one hundred (100) service connections.	11,486 ActiveService Connections 45 Regular Employees 1:255	11,856 ActiveService Connections 48 Regular Employees 1:247	Administrative and Human Resource Department; Finance Services Department and Commercial Services Department
PI 2 Affordability	Reasonableness/affordability and should observe the LWUA-approved rates.	Domestic/Government ₱ 150.00 min. charge Commercial/Industrial ₱ 300.00 min. charge Bulk/Wholesale ₱ 450.00 min. charge <5% of LIG	Domestic/Government ₱ 150.00 min. charge Commercial/Industrial ₱ 300.00 min. charge Bulk/Wholesale ₱ 450.00 min. charge <5% of LIG	Commercial Services Department
PI 3 Customer Satisfaction	1. Compliance with RA No. 11032 or the Ease of Doing Business (EODB) and Efficient Government Delivery 2. Percentage of Customer Complaints acted upon against received complaints. •Complaints through hotline #8888 acted upon within 72 hours. 3. Complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances.	100%	100%	Administrative and Human Resource Department;
100%	100%			


¹Certificate from HR Manager & GM on the compliance to CSC Memo # 14- 2016

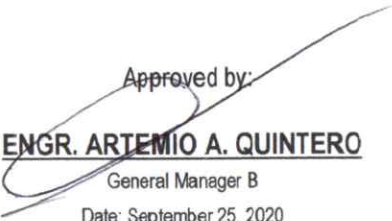
MFOs AND PERFORMANCE INDICATORS (1)	FY 2019 ACTUAL ACCOMPLISHMENT (2)	FY 2020 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	
D.General Administration and Support Services (GASS)				
2019 Budget:				
PI 1 Financial Viability and Sustainability	<ul style="list-style-type: none"> •Collection efficiency \geq 90%; 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 Ratio - 90% * 10,438,603.55 * Current Ratio - 1:4.88 	<ul style="list-style-type: none"> *Collection Ratio - 90% * 8,184,452.00 * Current Ratio - 1:4.55 	Finance Services Department/ Commercial Services Department
PI 2 a) Compliance with COA reporting requirements	Following the prescribed content and period of submission of five financial reports: <ul style="list-style-type: none"> •Statement of Financial Position •Statement of Comprehensive •Statement of Cash Flows, •Statement of Changes in Equity, •Notes to Financial Statement, •Report on Ageing of Cash Advance 	12/12	12/12	Finance Services Department
b) Compliance with LWUA reporting requirements in accordance to content and period submission	b. Compliance with LWUA reporting requirements in accordance to content and period of submission i.e. Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological/Physical/Chemical/Chlorine residual report, Approved WD budget w/ Annual Procurement Plan, Annual Report	12/12 Compliant	12/12 Compliant	Finance Services Department / Water Resources Division

²Average Positive Net Income - EO 181-2015; LWUA MC 007-15; DBM-BC #007-2016

Prepared by:

MARIE PAZ C. VALDEZ
 OIC- Finance Services Department
 Date: September 25, 2020

Recommending Approval:

ENGR. MANOLIS B. SUPNET
 OIC - Administrative and Human Resource Department
 Date: September 25, 2020

Approved by:

ENGR. ARTEMIO A. QUINTERO
 General Manager B
 Date: September 25, 2020

Form A-1
DETAILS OF DELIVERY/OFFICE PERFORMANCE INDICATORS AND TARGETS
2020

LWD NAME: CAUAYAN CITY WATER DISTRICT

Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2020 Target for Performance Indicator 1	Performance Indicator 2	FY 2020 Target for Performance Indicator 2	Performance Indicator 3	FY 2020 Target for Performance Indicator 3	Performance Indicator 4	FY 2020 Target for Performance Indicator 4
A. Water Facility Service Management:								
Commercial Services Department/ Construction and Maintenance Division/ Water Resources Division and CCWD Management	(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	26.15%	(Quality) reliability of service Percentage of Household connections receiving 24/7 supply of water	118.5%	(Timeliness) Adequacy Source Capacity of WD to meet demands for 24/7 supply	2.60:1	COVID-19 Response Measures implementation of resiliency programs to mitigate COVID- 19	100%
B. Water Distribution Service Management								
Water Resources Division and Construction and Maintenance Division	(Quantity) NRW: NRW should be ≤ 30% Percentage of unbilled water to water production	19%	(Quality) Potability All Water samples during the year should pass the physical- chemical and microbiological tests as required by PNSDW 2017. *Daily Chlorine residual requirement should be at least 0.3ppm at the farthest point * Chlorine Dioxide residual requirement should be at least .2ppm	0.3 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	Within 24 Hours		

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LWD NAME: CAUAYAN CITY WATER DISTRICT

Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2020 Target for Performance Indicator 1	Performance Indicator 2	FY 2020 Target for Performance Indicator 2	Performance Indicator 3	FY 2020 Target for Performance Indicator 3	Performance Indicator 4	FY 2020 Target for Performance Indicator 4
C. Support to Operations (STO)								
Administrative and Human Resource Department; Finance Services Department and Commercial Services Department/ Water Resources Division	Staff Productivity Index Cat A,B,C = 1:120 Cat D = 1:100	1:247	Affordability Must be LWUA-approved Water Rate	Domestic/Government ₱ 150.00 min. charge Commercial/Industrial ₱ 300.00 min. charge Bulk/Wholesale ₱ 450.00 min. charge <5% of LIG	Customer Satisfaction Ease of Doing Business- Compliance to CSC 14-2016 Customer complaints acted upon against received complaints Complaints thru 8888 acted upon within 72 hrs			
D. General Administration and Support Services (GASS)								
Finance Services Department and Commercial Services Department	Financial Viability & sustainability Collection Efficiency ≥ 90% Postive Net Income Balance Current Ratio ≥ 1.5:1	90% 8,184,452.00 1:4.55	Compliance to COA reporting requirements Compliance to LWUA reporting requirements	12/12 12/1				

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OIC - Finance Service Department

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General Manager B

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