



General Mariano Alvarez Water District

LWUA CCC No. 393
General Mariano Alvarez, Cavite

FORM NO.: OGM-004-0

January 28, 2020

JECI A. LAPUS

Administrator

Local Water Utilities Administration

MWSS-LWUA Complex

Katipunan, Avenue, Balara

Quezon City



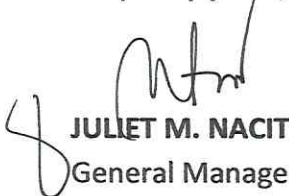
Dear Sir:

Greetings!

Respectfully transmitting you herewith the filled up Form A (Performance Targets and Accomplishment Report FY 2019) and Form A-1 (Details of Delivery/Office Performance Indicators and Targets) of the General Mariano Alvarez Water District for your reference.

Thank you very much and more power.

Very truly yours,


JULIET M. NACITA
General Manager

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FORM A
PERFORMANCE TARGETS & ACCOMPLISHMENT REPORT
FY 2019

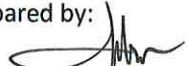
LWD: GENERAL MARIANO ALVAREZ WATER DISTRICT


| MFOs AND PERFORMANCE INDICATORS (1) | FY 2018 ACTUAL ACCOMPLISHMENT (2) | FY 2019 TARGET (3) | RESPONSIBLE OFFICE/UNIT (4) | FY 2019 ACTUAL ACCOMPLISHMENT (5) | ACCOMPLISHMENT RATE (6) | REMARKS (7) | |
|--|---|---------------------|-----------------------------|-----------------------------------|-------------------------|-------------|-----------------------------|
| 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 pf the LWD | 96% | 26 out of 27 barangays | Production Division | 26 out of 27 barangays | 100% | As compared to 2019 targets |
| PI 2 (Quality) reliability of the service | Percentage of household connections receiving 24/7 supply of water | 95% | 95% | Production Division | 95% | 100% | As compared to 2019 targets |
| PI 3 (Timeliness) Adequacy (should not be less than 1.2:1) | Source of Capacity of LWD to meet demands for 24/7 supply of water To compute adequacy, use formula below: | 1.52:1 | 1.2:1 | Production Division | 1.31:1 | 109% | As compared to 2019 targets |
| | <u>Rated Capacity of Sources(cu.m/yr)</u> | 7,744,548/5,101,028 | | | 7,627,827/5,786,158 | | |
| | Demand(cu.m/yr) Demand = No. of Active Connections x 5 (average households size) x 100-130 (Liters per capita per day) x 365 days x 1L/1000 | 5,101,028 | | Production Division | 5,786,158 | | As compared to 2019 targets |
| B. Water Distribution Service Management | | | | | | | |
| 2019 Budget | | | | | | | |
| PI 1 (Quantity) NRW: NRW should not exceed 30% | Percentage of unbilled water to water production | 20% | 20% | Production Division | 18% | 110% | As compared to 2019 targets |
| PI 2 (Quality) Potability | Daily chlorine residual requirement should be at least 0.3ppm at the farthest point. In case the LWD is using chlorine dioxide, the allowable using chlorine dioxide, the allowable | 0.3ppm | 0.3ppm | Production Division | 0.3ppm | 100% | As compared to 2019 targets |

| MFOs AND PERFORMANCE INDICATORS (1) | | FY 2018 ACTUAL ACCOMPLISHMENT (2) | FY 2019 TARGET (3) | RESPONSIBLE OFFICE/UNIT (4) | FY 2019 ACTUAL ACCOMPLISHMENT (5) | ACCOMPLISHMENT RATE (6) | REMARKS (7) |
|--|---|-----------------------------------|---------------------------------|-----------------------------|-----------------------------------|-------------------------|---|
| PI 3 (Timeliness) Adequacy/ reliability 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 CSC-approved Citizen's Charter of the WD | Within 24 hours | Within 24 hours | Commercial Department | Within 24 hours | 100% | As compared to 2019 targets |
| 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. | 1:162 | 1:120 | Human Resource Division | 1:159 | 133% | Within the SPI ratio set for Category B |
| PI 2 Affordability | LWUA approved water rates | Minimum - 280.00; LIG - 10,516.00 | Minimum - 280.00; LIG-10,516.00 | Commercial Department | Minimum - 280.00; LIG - 10,516.00 | 100% | As compared to 2018 targets |
| PI 3 Customer Satisfaction | 1. Ease of Doing Business – Compliance to CSC Memo No. 14-2016. | | | | | | |
| | 2. Percentage of Customer Complaints acted upon against received complaints. <ul style="list-style-type: none"> Complaints through hotline #8888 acted upon within 72 hours. Complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances. | 100% | 100% | OGM/Commercial Department | 100% 3/3 | 100% | As compared to 2018 targets |
| | | 100% | 100% | Commercial Department | 100% 620/620 | 100% | |

| MFOs AND PERFORMANCE INDICATORS (1) | FY 2018 ACTUAL ACCOMPLISHMENT (2) | FY 2019 TARGET (3) | RESPONSIBLE OFFICE/UNIT (4) | FY 2019 ACTUAL ACCOMPLISHMENT (5) | ACCOMPLISHMENT RATE (6) | REMARKS (7) |
|--|--|--------------------|-----------------------------|-----------------------------------|-------------------------|---------------------------------|
| General Administration and Support Services (GASS) | | | | | | |
| 2019 Budget: | | | | | | |
| PI1 Financial Viability and Sustainability | <ul style="list-style-type: none"> Collection efficiency \geq 90%; Positive Net Balance in the Average Net Income for twelve (12) months; Currents Ratio \geq 1.5:1 | 96% | 90% | Commercial Department | 97% | As compared to its 2019 targets |
| | | 2,385,970.64 | 1,503,357.25 | Finance Department | 2,310,849.09 | As compared to its 2019 targets |
| | | 2.72:1 | 2.0 | Finance Department | 1:39:1 | As compared to its 2019 targets |

| MFOs AND PERFORMANCE INDICATORS (1) | FY 2018 ACTUAL ACCOMPLISHMENT (2) | FY 2019 TARGET (3) | RESPONSIBLE OFFICE/UNIT (4) | FY 2019 ACTUAL ACCOMPLISHMENT (5) | ACCOMPLISHMENT RATE (6) | REMARKS (7) | |
|-------------------------------------|---|--------------------|-----------------------------|-----------------------------------|-------------------------|-------------|--|
| PI 3 Compliance to COA AOM | ³ Resolved at least 30% of COA findings stated in the AOM issued to the Agency for prior years as of December 31, 2018 | 75% | 30% | Finance Department | 60% | 200% | As compared to 2019 targets |
| PI 4 Budget Utilization Rate (BUR) | Actual Disbursement on CAPEX versus Approved CAPEX budget for the current year should not be less than 85%. | 89% | 85% | Finance Department | 80% | 94% | As compared to 2019 targets **Understatement of Actual Disbursement on CAPEX against Approved CAPEX was due to the delay of approval by DPWH for vehicle request. The implementation of Septage Treatment Plant was made on October 2019. |

Prepared by:

 MA. CECILIA R. BUENO
 OIC – Finance Division

Approved by:

 JULIET M. NACITA
 General Manager

Form A-1
 DETAILS OF DELIVERY/ OFFICE PERFORMANCE INDICATORS AND TARGETS
 2019

LWD: GENERAL MARIANO ALVAREZ WATER DISTRICT

| Major Final Outputs/ Responsible Division | Performance Indicator 1 | FY 2019 Target for Performance Indicator 1 | FY 2019 ACCOMPLISH-MENT for Performance Indicator 1 | Performance Indicator 2 | FY 2019 Target for Performance Indicator 2 | FY 2019 ACCOMPLISH-MENT for Performance Indicator 2 | Performance Indicator 3 | FY 2019 Target for Performance Indicator 3 | FY 2019 ACCOMPLISH-MENT for Performance Indicator 3 | Remarks |
|--|---|--|---|--|--|---|--|--|---|-------------------------------|
| A. Water Facility Service 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 out of 27 Barangays | 26 out of 27 Barangays | (Quality) reliability of service Percentage of Household connections receiving 24/7 supply of water | 92% | 92% | (Timeliness) Adequacy Source Capacity of WD to meet demands for 24/7 supply | 1.2:1 | 1.31:1 | 100% accomplished its targets |

| | | | | | | | | | | |
|---|---|-----|-----|--|--------|--------|--|-----------------|-----------------|-------------------------------|
| B. Water Distribution Service Management | | | | | | | | | | |
| | (Quantity) NRW: NRW should be ≤ 30% Percentage of unbilled water to water production | 20% | 18% | (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 | 0.2ppm | 0.2ppm | (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 | within 24 hours | 100% accomplished its targets |
| | | | | | 0.2ppm | 0.2ppm | | within 24 hours | Within 24 hours | 100% accomplished its targets |

| Major Final Outputs/ Responsible Division | Performance Indicator 1 | FY 2019 Target for Performance Indicator 1 | FY 2019 ACCOMPLISHMENT for Performance Indicator 1 | Performance Indicator 2 | FY 2019 Target for Performance Indicator 2 | FY 2019 ACCOMPLISHMENT for Performance Indicator 2 | Performance Indicator 3 | FY 2019 Target for Performance Indicator 3 | FY 2019 ACCOMPLISHMENT for Performance Indicator 3 | Remarks |
|---|---|--|--|---|--|--|--|--|--|------------------|
| C. Support to Operations (STO) | | | | | | | | | | |
| | Staff Productivity Index Cat A,B,C = 1:20 Cat D = 1:100 | 1:120 | 1:159 | Affordability Must be LWUA-Approved Water Rate | 371.00 minimum | 280.00 minimum | 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 | 4% 100% 3/3 | 4.63% 620/620 3/3 | Excellent rating |

D. General Administration and Support Services (GASS)

| | | | | | | | | | | |
|--|--------------------------------------|--------------|--------------|---|---|---|--|--------------|------|--|
| | Financial Viability & sustainability | | | Compliance to COA reporting requirements | 4 Quarterly Reports/2 Reports for Semi-Annual/ Annual Report | 7 Reports a year as required by the Commission on Audit | Budget Utilization Rate (BUR) | 80% | 80% | As compared to 2019 targets |
| | Collection Efficiency \geq 90% | 90% | 97% | Compliance to LWUA reporting requirements | 1 Report per month (12 reports a year) for each of the LWUA reporting requirements indicated herein | Report per month (12 reports a year) for each of the LWUA reporting requirements indicated herein | Actual Disbursement on CAPEX. Approved CAPEX budget for the current year should be at least 85% to 90% | 85% | 80% | As compared to 2019 targets **Understatement of Actual Disbursement on CAPEX against Approved CAPEX was due to the delay of approval by the DPWH for vehicle request. The implementation of Septage Treatment Plant was made on October 2019. |
| | Positive Net Income Balance | 1,503,357.25 | 2,310,849.09 | Compliance to LWUA reporting requirements | 1 Report per month (12 reports a year) for each of the LWUA reporting requirements indicated herein 1 | Report per month (12 reports a year) for each of the LWUA reporting requirements indicated herein | Positive Net Balance in the Average Net Income for twelve (12) months | 2,301,849.92 | 153% | As compared to 2019 targets |
| | Current Ratio \geq 1.5:1 | 2.0 | 2.72:1 | Compliance to LWUA reporting requirements | 1 Report per month (12 reports a year) for each of the LWUA reporting requirements indicated herein 1 | Report per month (12 reports a year) for each of the LWUA reporting requirements indicated herein | Capability to satisfy current obligations | 1:39:1 | 196% | As compared to 2019 targets |

Prepared by:


 MA. CECILIA R. BUENO
 OIC – Finance Division

Approved by:


 JULIET M. NACITA
 General Manager

GENERAL MARIANO ALVAREZ WATER DISTRICT
General Mariano Alvarez, Cavite

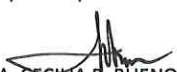
COMPUTATION ON AVERAGE NET INCOME

Accomplishment of Targets (4.1.2 C)

January to December 2019

| | <u>January</u> | <u>February</u> | <u>March</u> | <u>April</u> | <u>May</u> | <u>June</u> | <u>Total</u> |
|-------------------------------------|---------------------|---------------------|---------------------|---------------------|---------------------|-----------------------|----------------------------|
| Operating Revenue | 14,035,427.96 | 13,105,980.91 | 12,456,383.63 | 14,094,665.29 | 14,797,002.14 | 14,886,710.52 | |
| Non-operating Revenue | 106,033.38 | 5,140.00 | 6,452.00 | 11,072.50 | 12,901.50 | 8,499.00 | |
| Less: Expenses | | | | | | | |
| Personal Services | 4,795,569.35 | 3,829,036.15 | 3,770,969.38 | 4,206,869.73 | 6,100,781.83 | 3,760,351.77 | |
| MOOE | 5,096,244.22 | 4,833,616.45 | 5,176,525.32 | 6,755,888.68 | 5,004,987.00 | 5,642,017.48 | |
| Non-Cash Expenses | 677,698.92 | 530,477.36 | 660,230.79 | 713,982.31 | 782,571.20 | 855,783.97 | |
| Others | 205,630.00 | 203,970.00 | 202,297.00 | 200,615.00 | 198,920.00 | 197,214.00 | |
| Net Income | <u>3,366,318.85</u> | <u>3,714,020.95</u> | <u>2,652,813.14</u> | <u>2,228,382.07</u> | <u>2,722,643.61</u> | <u>4,439,842.30</u> | 19,124,020.92 |
| | | | | | | | |
| | <u>July</u> | <u>August</u> | <u>September</u> | <u>October</u> | <u>November</u> | <u>December</u> | |
| Operating Revenue | 14,274,227.34 | 14,401,178.13 | 13,938,161.25 | 13,665,569.26 | 14,956,457.28 | 13,077,369.37 | |
| Non-operating Revenue | 16,526.41 | 6,365.00 | 19,450.00 | 10,800.00 | 18,430.00 | 12,645.00 | |
| Less: Expenses | | | | | | | |
| Personal Services | 3,804,050.21 | 3,813,336.48 | 4,103,248.50 | 4,055,072.72 | 6,894,202.34 | 11,156,342.99 | |
| MOOE | 5,678,187.60 | 5,933,394.55 | 5,269,114.84 | 5,812,991.37 | 5,696,857.28 | 5,460,339.20 | |
| Non-Cash Expenses | 886,513.34 | 988,109.79 | 1,157,296.93 | 1,261,648.83 | 1,344,831.75 | 1,327,699.63 | |
| Others | 196,267.53 | 193,767.00 | 192,226.00 | 190,273.00 | 188,508.00 | 186,731.00 | |
| Net Income | <u>3,725,735.07</u> | <u>3,478,935.31</u> | <u>3,235,724.98</u> | <u>2,356,383.34</u> | <u>850,487.91</u> | <u>(5,041,098.45)</u> | 8,606,168.16 |
| | | | | | | | <u>27,730,189.08</u> |
| Average Net Income Per Month | | | | | | | <u>2,310,849.09</u> |

Prepared by:


MA. CECILIA R. BUENO
OIC - Finance Division

Noted by:


JULIET M. NACITA
General Manager