



General Mariano Alvarez Water District

LWUA CCC No. 393
General Mariano Alvarez, Cavite

March 9, 2023

ATTY. VICENTE HOMER B. REVIL

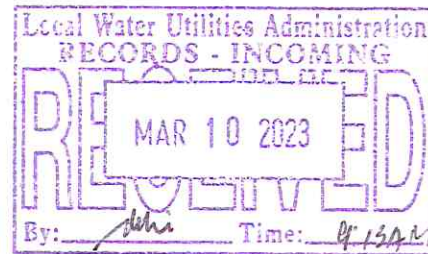
Administrator

Local Water Utilities Administration

MWSS-LWUA Complex

Katipunan, Avenue, Balara

Quezon City



Sir:

Greetings!

Respectfully transmitting you herewith the following reports/documents pursuant to the Joint Memorandum Circular No. 2020-1 for 2021 Performance-Based Bonus (PBB) of General Mariano Alvarez Water District (GMAWD):

1. Physical Targets/Accomplishment Form A;
2. Physical Targets/Accomplishment Form A-1;
3. Photos in support of Indicator PI 4-COVID Response Measures (Annex 1- Annex 7);
4. PBB Evaluation Form (Computation Worksheet);
5. Data of Population Served;
6. Certification for Household Served;
7. Certification of Average Net Income;
8. Certification of PNSDW Compliance;
9. Photocopy of Certificate issued by TUV NORD for Management System as per ISO 9001:2015; ISO 45001:2018 and ISO 14001:2015
10. Certification for compliance of customer's complaint acted upon;
11. Summary report of Presidential Complaint;
12. Certification of Approval and passage of policy;

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13. Photocopy of Annual Audit Report;
14. Photocopy of Approved Budget for FY 2022;
15. Financial Statements (January to December 2022);
16. Monthly Data Sheet (January to December 2022);
17. Five-Year Strategic Development Plan (Year 2017-2022);
18. Summary of Physical and Chlorine Analysis;
19. Microbiological Test Report (January to December 2022); and
20. Daily Chlorine Residual (January to December 2022)

Thank you very much and more power.

Very truly yours,

JULIET M. NACITA
General Manager

FORM A
FY 2022 PERFORMANCE TARGETS & ACCOMPLISHMENT REPORT

LWD NAME : GENERAL MARIANO ALVAREZ WATER DISTRICT

PREQUALIFICATIONS CONDITIONS	Compliant/ Non-compliant
Compliance with LWUA reporting requirements in accordance to content and period of submission Compliance with PNSDW Current in Debt Service Status LWUA-Approved Water Rates Submission of documents - MDS and FS (January to December 2022); Approved WD 2022 Budget; Updated Business Plan 2022; Annual Report 2022	

MFO's & PERFORMANCE INDICATORS (1)		FY 2021 ACTUAL ACCOMPLISHMENT (2)	FY 2022 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2022 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. PERFORMANCE RESULTS							
PI 1 - (Quality) Access to potable water	Percentage of household with access to potable water against the total number of households within the coverage of the LWD	67%	67%	Production Division	68%	100%	ASC : 23,126 Total HH as of Dec. 2022 33,965 = 68%
PI 2 - (Quality) Reliability of the service	Percentage of household connection receiving 24/7 supply of water.	100%	100%	Production Division	23,126	100%	Percent of HH received 24/7 supply water as of Dec. 2022 23,126 = 100%
PI 3 -(Timeliness) Adequacy - should not be less than 1.5:1	Source Capacity of LWD to meet demands for 24/7 supply of water. To compute adequacy, use formula below: Rated capacity of source (cu.m./yr)/ 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 1 m ³ / 1000 Lit	1.77:1	1.80:1	Production Division	1.77:1	100%	Rated Capacity : 735,514 cu.m/mo./ASC: 23,126 = 1.77:1
PI 4 -COVID-19 Response Measures	Wash hand facilities Water deliver services	100%	Install hand washing area Water service delivery thru water truck for concessionaires during water interruption	OGM/ PRODUCTION/ ADMIN./ HR	Done all Covid-19 response measures		Photos for Covid-19 response measures are hereto attached

	<p>Public Information drives</p> <p>Sanitation and hygiene activities</p> <p>Disinfection Initiatives</p> <p>Issuance of health protocols</p> <p>Other resiliency program/s to mitigate COVID-19</p>		<p>Health protocol were posted at entrance area of GMAWD office</p> <p>Give employees Vitamin C and Alcohol. Provide accessible sink, soap, water and paper towel.</p> <p>Disinfection activity by the use of fogging and misting machine at GMAWD office and sub-offices</p> <p>Temparature check and health declaration form</p> <p>Vaccination Drive for GMAWD Employees and Families</p>				<p>Photos for vaccination drive are hereto attached</p>
PI 5 - (Quantity) Non-Revenue Water should not exceed 30%	Percentage of unbilled water to water production	18.92%	20%	Production Division	19.19%	100%	Produced:6,553,677 Billed : 5,296,133 NRW as of Dec. 2022 = 19.19%
PI 6 - (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 0.3 ppm at the farthest point. In case the LWD is using chlorine dioxide, the allowable level should be at 0.2 to 0.4 ppm.	0.3ppm	0.3ppm	Production Division	0.3ppm	100%	Chlorine dioxide meet its allowable level of parts per million (ppm) = 0.3ppm
PI 7 - (Timeliness) Adequate / Reliability of Service	Average response time in hours to restore service (major repair) when there are interruption 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	Commercial Department	Within 24 hours	Within 24 hours	As compared to 2022 targets

PI 8 - 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	1:146	1:120	Human Resource Division	1:150	100%	ASC : 23,126 Employees : 154 Staff Productivity Index as of Dec. 2022 - 1: 150
PI 9 - Water Quality Reports	Microbiological/ Bacteriological Reports, Physical & Chemical Reports, and Chlorine Residual Reports	Report per month (12 report per year) for each of the LWUA reporting requirements indicated herein	Monthly Report submitted to LWUA	Production Division	100% complied	100%	12 reports a year as required by the Local Water Utilities Administration (LWUA)

. PROCESS RESULTS

PI 1 - Quality of service	1. ISO-certified Quality Management System (QMS) or its equivalent for LWDs under Categories A and B; 2. Commercial Practice System Certified for LWDs under Categories C and D	ISO 9001:2015 Quality, Management System(QMS)	ISO 9001:2015 Quality, Management System(QMS), ISO 14001 Environment Management System (EMS) and ISO 45001 Occupational Health and Safety Management System (OHSMS)	All Departments	100% complied	100%	Certificate Registration No. 44 100 17 93 0018 Valid from 2020-03-26 to 2023-03-26
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C. FINANCIAL RESULTS

PI 1 - Financial Viability and Sustainability	Collection Efficiency (≥ 90%)	92.0%	90.0%	Finance Department	96.00%	107%	
	Current Ratio ≥ 1.5 : 1	1:86:1%	2.35:1		2.17:1	92%	
	Positive Net Balance in the Average Net Income for twelve (12) months	1,059,131.60	1,192,423.70		61,303.86	5%	<p>Average Net Income for the Year 2022 decreased by 95% due to the sudden very high increase in the price of Fuel, Oil and Gas as a result of extreme global demand. Expenses incurred for this Year 2022 had a percentage increase of 327% compared to the Year 2021 expenses.</p> <p>GMAWD obtained these very high increases in the expense of fuel because of the two (2) newly drilled wells located at Teachers Village (PS# 3) and Alta Tierra Homes (PS # 23) that have yet to be energized by MERALCO. Considering that, their first priority is the relocation of service lines affected by road widening. After one year and one month of waiting, Teachers Village PS # 3 was finally energized last January 31, 2023, while, Alta Tierra PS# 23 still uses fuel for its dally operation. Likewise, the surge in natural gas prices adversely affects the cost of electricity, the percentage of actual expenses for the Year 2022 against the Year 2021 is increased by 126%. Moreover, these circumstances were not beyond our control, which brought an adverse effect on Financial Statement, thus the Net Income for the Year 2022 decreased by 95% as compared to the Year 2021 performance.</p>

D. CITIZEN/ CLIENT SATISFACTION RESULTS							
PI 1 - Customer Satisfaction	1. Compliance with Republic Act No. 11032 or Ease of Doing Business and Efficient Government Delivery Service Act of 2018;						
	2. Percentage of Customer's Complaints acted upon against received complaints * Complaints through Hotline #8888, Presidential Complaint Center, Contact Center ng Bayan acted upon within 72 Hours;	3 out of 3 or 100% of hotline #8888 acted upon within 72 hours		100%	OGM/ Commercial Department	2 out of 2 or 100% of hotline # 8888 acted upon within 72 hours 457	100%
	3. Complaints received through the WD Customer Service unit within the period prescribed under RA 11032 and other issuance.	449 out of 449 or 100% of customer service request received and acted				out of 457 or 100% of customer service requests received and acted	

Prepared by:


MA. CECILIA R. BUENO
 PBB Focal Person
 Date :

Approved by:


JULIET M. NACITA
 General Manager
 Date :

FORM A-1

DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATOR AND TARGETS

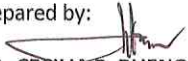
LWD NAME: **GENERAL MARIANO ALVAREZ WATER DISTRICT**

Major Final Output/ Responsible Units (1)	Performance Indicator 1 (2)	FY 2022 TARGET for Performance Indicator 1 (3)	FY 2022 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2022 TARGET for Performance Indicator 2 (6)	FY 2022 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2022 TARGET for Performance Indicator 3 (9)	FY 2022 ACCOMPLISHMENT for Performance Indicator 3 (10)
A. Performance Results									
Commercial/ Production Div.	Access and Coverage	67%	68%	Reliability	100%	146.87%	Adequacy	1.80:1	1.77:1
	ASC	22,894	23,126	ASC	22,894	23,126	Rated Capacity (Cu.M/Mo.)	787,254	735,514
	HH Served (2022 Population)	33,965	33,965	HH with 24/7 supply	33,965	33,965	ASC	22,894	23,126
Water									
Production Div.	Quality of Service	100%	100%						
C. Financial Results									
	Collection Efficiency	90%	96%						
	Current Ratio	2.35:1	2.17:1						

Finance Div.	Positive Net Balance in the Average Net Income for twelve (12) months	1,192,423.70	61,303.86						
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D. Citizen/Client Satisfaction Results


Commercial Div.	Customer Satisfaction	100.0%	100.00%						
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Prepared by: 
MA. CECILIA R. BUENO
 OIC - Finance Division

Approved: 
JULIET M. NACITA
 General Manager

Prepared by:

MA. CECILIA R. BUENO
 OIC - Finance Division


Approved:

JULIET M. NACITA
 General Manager

2022 PBB: Form A-1
 GENERAL MARIANO ALVAREZ Water District

Performance Indicator 7 (20)	FY 2022 TARGET for Performance Indicator 7 (21)	FY 2022 ACCOMPLISHMENT for Performance Indicator 7 (22)	Performance Indicator 8 (23)	FY 2022 TARGET for Performance Indicator 8 (24)	FY 2022 ACCOMPLISHMENT for Performance Indicator 8 (25)	Performance Indicator 9 (26)	FY 2022 TARGET for Performance Indicator 6 (27)	FY 2022 ACCOMPLISHMENT for Performance Indicator 9 (28)	Remarks (29)
Reliability of Service	100%	100%	Staff Productivity Index	120:1	150:1	Water Quality Reports	0.3ppm	0.3ppm	NRW - 19%, Potability = 0.3ppm, Reliability of Service = 146.87%, Staff Productivity Index - 150:1, Water Quality Reports = 0.3ppm
ASC	22,894	23,126							
HH Served (2022 Population)	33,965	33,965							
									Collection Efficiency for the Year 2022 was increased by 4% compared to Year 2021
									The Current Ratio for the Year 2022 was increased by 0.15 percent compared to the Year 2021 accomplishment. Projects/programs that were conducted for public bidding were delivered and implemented in the 1st quarter of 2023.

										<p>Net Income for the Year 2022 decreased by 95% due to the sudden very high increase in the price of Fuel, Oil and Gas as a result of extreme global demand. Expenses incurred for this Year 2022 had a percentage increase of 327% compared to the Year 2021 expenses. GMAWD obtained these very high increases in the expense of fuel because of the two (2) newly drilled wells located at Teachers Village (PS# 3) and Alta Tierra Homes (PS # 23) that have yet to be energized by MERALCO. Considering that, their first priority is the relocation of service lines affected by road widening. After one year and one month of waiting, Teachers Village PS # 3 was finally energized last January 31, 2023, while, Alta Tierra PS# 23 still using fuel for its daily operation. Likewise, the surge in natural gas prices adversely affects the cost of electricity, the percentage of actual expenses for the Year 2022 against the Year 2021 is increased by 126%. Moreover, these circumstances were not beyond our control, which brought an adverse effect on Financial Statement, thus the Net Income for the Year 2022 decreased by 95% as compared to the Year 2021 performance.</p>

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