



Major Final Outputs/Responsible Division	Performance Indicator 1	FY 2020 Target for Performance Indicator 1	FY 2020 ACCOMPLISHMENT for Performance Indicator 1	Performance Indicator 2	FY 2020 Target for Performance Indicator 2	FY 2020 ACCOMPLISHMENT for Performance Indicator 2	Performance Indicator 3	FY 2020 Target for Performance Indicator 3	FY 2020 Accomplishment for Performance Indicator 3	Performance Indicator 4	FY 2020 Target for Performance Indicator 4	FY 2020 Accomplishment for Performance Indicator 4
<b>B. Water Distribution Service Management</b>												
	(Quantity) NRW: NRW should be ≤ 30%	25%	24.2%	(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	0.30 ppm	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	3	1.3 hours			
	Percentage of unbilled water to water production											
<b>C. Support to Operations (STO)</b>												
	Staff Productivity Index Cat A,B,C = 1:120 Cat D = 1:100	1:120	1:588	Affordability Must be LWUA-approved Water Rate	<5% of LIG	2%	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 hours	100%	100%			

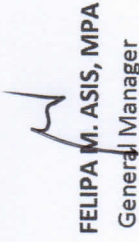
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<b>D. General Administration and Support Services (GASS)</b>												
Financial Viability & Sustainability				Compliance to COA reporting requirements	4/4	4/4	Compliance to COA AOM	30%	55.81%			
Collection Efficiency	90%	17,450.49	95.60%	Compliance to LWUA reporting requirements	12/12	12/12	BUR	85%	87.87%			
Positive Net Balance on Ave. Net Income			700,806.39									
Current Ratio	1.51:1	6.137:1										

Prepared by:

  
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