

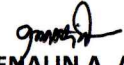
FORM A
FY 2024 PERFORMANCE ACCOMPLISHMENTS

LWD NAME : BACOLOD WATER DISTRICT

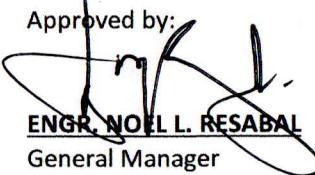
PREQUALIFICATIONS CONDITIONS		Compliant/ Non-compliant					
Compliance with LWUA reporting requirements in accordance to content and period of submission	a. Compliance with PNSDW	Compliant					
	b. Current in Debt Service Status	Compliant					
	c. Existing LWUA-LWD Joint Savings Account/ General Reserves	Compliant					
	d. LWUA-Approved Water Rates	Compliant					
	e. Compliance with Commercial Practice System	Compliant					
	f. Positive Net Balance in the Average Net Income for 12 Months for FY 2024	Compliant					
	g. Submission of documents:	Compliant					
	1. MDS and FS (January to December 2024); 2. Approved LWD FY 2024 Budget; 3. Updated Business Plan covering FY 2024; 4. FY 2024 LWD Annual Report						
MFO's & PERFORMANCE INDICATORS (1)		FY 2023 ACTUAL ACCOMPLISHMENT (2)	FY 2024 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2024 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	90.91%	90%	Engineering & Construction	94.63%	100%	
PI 2 - (Quality) Reliability of the service	Percentage of household connection receiving 24/7 supply of water.	100%	100%	Engineering & Construction	100%	100%	
PI 3 - (Timeliness) Adequacy	Source Capacity of LWD to meet demands for 24/7 supply of water, should not be less than 1.5:1 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 Liter / 1000	2.11:1	1.5:1	Engineering & Construction	2.17:1	100%	
PI 4 - Board-Approved Water Safety Plan	In compliance with the Department of Health (DOH) Administrative Order No. 2014-0027, LWDs, among others, has been required to develop and implement a Water Safety Plan (WSP) to ensure safe delivery of safe drinking water.						
PI 5 - (Quantity) Non-Revenue Water	Percentage of unbilled water to water production should not exceed 30%	23.24%	30%	Production & Water Quality	26%	100%	
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 from 0.3 ppm to 1.5 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 .	Attained 0.77ppm chlorine residual	0.60ppm	Production & Water Quality	0.69ppm	100%	

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PI 7 - (Timeliness) Adequate / Reliability of Service	Average response time in hours to restore service (major 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 24hrs - major and minor repair	within 24hrs - major and minor repair	Engineering & Construction	within 24hrs - major and minor repair	100%	
PI 8 - Staff Productivity Index	Categories A,B,C = 1 staff for every one hundred twenty (120) service connections (1:120); Category D = 1 staff for every one hundred (100) service connections (1:100)	1:251	1:255	Administrative & General Services	1:261	100.00%	
PI 9 - Water Quality Reports	(1) Microbiological/ Bacteriological Reports; (2) Physical & Chemical Analysis Reports; and (3) Daily Chlorine Residual Reports	27 Reports	12 Bacte, 3 PCHEM, 12 Chlorine Residual	Production & Water Quality	12 Bacte, 3 PCHEM, 12 Chlorine Residual Reports	100%	
B. PROCESS RESULTS							
PI 1 - Quality of service	At least 90% Compliance with the Commerical Practice System (CPS)	Compliant	Compliant	Finance	Compliant	100%	
C. FINANCIAL RESULTS							
PI 1 - Financial Viability and Sustainability	Collection Efficiency (≥ 90%)	90.90%	90.00%	Accounting Unit	91.30%	100%	
	Current Ratio ≥ 1.5 : 1	12.78:1%	≥ 1.5 : 1	Accounting Unit	8.41:1%	100%	
	Positive Net Balance in the Average Net Income for twelve (12) months	₱ 378,256.83	₱ 400,000.00	Accounting Unit	₱ 486,255.35	100%	
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;	Compliant	Compliant		Compliant		
	(2) Percentage of Customer's Complaints acted upon against received complaints * Complaints through Hotline #8888, Presidential Complaint Center (PCC)/ Presidential Action Center (PACe), and Contact Center ng Bayan (CCR) which were acted upon within 72 Hours;	100%	100%	Commercial Services Unit and Maintenance Services Unit	100%	100%	
	(3) Complaints received through the LWD Customer Service unit within the period prescribed under RA 11032 and other issuance.	2,065 complaints received & acted within the period prescribed by ARTA & other issuances	1,500		1,790 complaints received & acted within the period prescribed by ARTA & other issuances	100%	

Prepared by:


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 Date : 4/7/2025

Approved by:


ENGR. NOEL L. RESABAL
 General Manager
 Date : 4/7/2025