



BUTUAN CITY WATER DISTRICT

Gov. Jose A. Rosales Avenue, Butuan City
Tel. Nos. (085) 341-6373/74, 342-3145/46
0918-930-4234/ 0917-188-8726



February 22, 2022

MS. GEMMA ENGLISA

Division Manager

Udev 4, Institutional Development Service
Local Water Utilities Administration
Katipunan Road, Balara, Quezon City

Dear Ms. Englis:


The Butuan City Water District (BCWD) is submitting the following forms as compliance to the requirements of the Local Water Utilities Administration (LWUA) for the Performance Based Bonus (PBB) 2021, to wit:

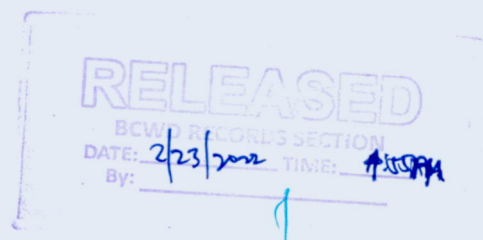
- Water District Performance Evaluation as of December 2021;
- Form A – Performance Targets and Accomplishments for FY 2021; and
- Form A-1 – Details of Delivery Unit/Office Performance Indicators and Targets 2021.

For your reference.

Thank you very much.

Very truly yours,


ANSELMO L. SANG TIAN, C.E.
General Manager



“Replicating Nature’s Way”

2021

WATER DISTRICT DEVELOPMENT DIVISION, AREA 7
WDD MINDANAO
WATER DISTRICT PERFORMANCE EVALUATION as of *December 2021

Water District: **BUTUAN CITY WATER DISTRICT**
Province: **Agusan del Norte**
Office Address: **Gov. Jose A. Rosales Ave., Butuan City**

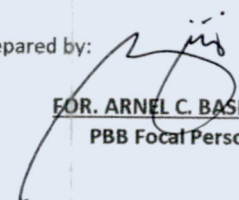
Category: **"A"**
NO. of Connections:

CCC No: **007**
Tel. No. **(085) 342-3145/341-6373**
E-mail: bcwd_pr@yahoo.com


I. GOOD GOVERNANCE CONDITIONS		IATF/TWG REPORT	Remarks
1	COMPLIANT		as per RBPMS dated _____
2	NON-COMPLIANT		

II. MAJOR PERFORMANCE OUTPUT & PERFORMANCE INDICATORS		2021		Accomplishment	Remarks
A WATER FACILITIES MANAGEMENT		Target	*Actual	Rate	
1	Access to Potable Water	90%	92.00%		
2	Reliability of Service (24/7 supply)	90%	98.50%		
3	Adequacy	≥ 1.2:1	2.57:1		
B WATER DISTRIBUTION MANAGEMENT					
1	Non-Revenue Water	≤30%	46.00%		
2	Potability	0.3	0.3		
3	Adequacy and Reliability of Service	24 hrs.	24 hrs.		
C SUPPORT TO OPERATION					
1	Staff Productivity Index	1:220	1:341		
2	Reasonableness of Water Rates & LWUA	less than 5%	less than 5%		
3	Customer Satisfaction	100%	100%		
D GENERAL ADMINISTRATION & SUPPORT SERVICES					
1	Collection Efficiency	≥ 90%	93.40%		
2	Positive Net Balance in the Ave. Net	300,000.00	2,618,304.20		
3	Current Ratio	≥ 1.5:1	0.80:1		
4	Monthly Data Sheet (Jan. to Dec. 2021)	12	12		
5	Financial Reports (Jan. to Dec.)	12	12		
6	Water Quality Reports	12	12		

Prepared by:


FOR. ARNEL C. BASNILLO
PBB Focal Person

Certified True & Correct:


ENGR. ANSELMO L. SANG TIAN
General Manager

Noted by:

Management Advisor

FORM A
FY 2021 PERFORMANCE TARGETS & ACCOMPLISHMENT REPORT
as of December 2021

LWD Name : BUTUAN CITY WATER DISTRICT

	Compliant/Non-Compliant
<p>PREQUALIFICATIONS CONDITIONS Compliance with PNSDW Current In Debt Services Status Submission of Documents-MDS & FS (January to December 2021) Approved WD 2021 Budget Updated Business Plan 2021 Annual Report 2021</p>	Compliant/Non-Compliant

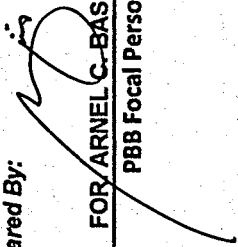
MFO's and PERFORMANCE INDICATORS (1)	FY 2020 ACTUAL ACCOMPLISHMENT (2)	FY 2021 TARGET (3)	RESPONSIBLE OFFICE/ UNIT (4)	FY 2021 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. Water Facility Service Management						
PI 1 (Quantity) Access to potable water	90.00%	90.00%	Engineering/ Production / Commercial	92.00%		2020 Population (58 Brgys-w/in coverage of LWD)= 296,594 HH=296,594/5=59,319 HH Served 2021= 54,578HH
PI 2 (Quality) Reliability of the service	90.00%	90.00%	Production	98.50%		Brgys. Dumalagan, Bancasi & Pinamanculan or 817 HH w/ active connections were not receiving 24/7 water supply
PI 3 (Timeliness) Adequacy (should not be less than 1.5:1)	2.70:1	≥1.2:1	Production	$\frac{30,703,800 \text{ m}^3/\text{yr}}{11,949,094.8 \text{ m}^3/\text{yr}}$ 2.57:1		Rated Capacity (m ³ /day)= 84,120 x 365= 30,703,800m³ Demand=54,413 HH x 5 x 120 x 366 x 1L/1000= 11,949,094.8
PI 4 COVID-19 Measures						Please see Butuan City Water District web site: Adapting during the Time of the COVID-19 Pandemic through focusing on the Fundamentals and Looking to the Long-Term measures

PI 5 (Quantity) NRW: Non Revenue Water should not exceed 30%	Percentage of unbilled water to water production.	43.58%	≤30.00%	Production / PAMD / Engineering/ Commercial	46.00%	Total Production-18,851,679 c.u. m Billed - 10,179,396 cu.m.
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 0.3ppm 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	0.3	0.3	Production	0.3	
PI 7 (Timeliness) Adequacy / Reliability of service	Average response time 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 WD	within 24 hrs.	within 24 hrs.	Production / PAMD / Commercial	24 hrs.	
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.	1:247	1:220	ASD_HR	1:341	No. of Service Connections: as of Dec. 2021 Actual- 54,794
PI 9 - Water Quality Reports	Microbial/Bacteriological Reports, Physical & Chemical Reports, and Chlorine Residual Reports	100% passed	95% passed	Production	100% passed	No. of employees : Actual- 257
B. 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 Practices System Certified for LWDs under Categories C and D	Certified Quality Management System (QMS) ISO 9001:2015	Compliance to QMS-ISO 9001:2015 requirements	Quality Management Coordinator	Certified Quality Management System (QMS) ISO 9001:2015	
C. FINANCIAL RESULTS						
PI 1 Financial Viability and Sustainability	Collection Efficiency ≥ 90%	89.76%	≥90%	Commercial	93.40%	
	Positive Net Balance in the Average Net Income for 12 months	P 108,773.95	P-300,000.00	Finance	P 2,618,304.2	
	Current Ratio ≥ 1.5:1	0.89:1	≥1.5:1	Finance	0.80:1	

D. CITIZEN/CUSTOMER SATISFACTION RESULTS


PI 3 Customer Satisfaction	1. Compliance with RA No. 11032 or the Ease of doing Business (EODB) and Efficient Government Delivery Service Act of 2018	100%	Commercial/ PAMD/ Production	100%	100%	Certificate of Compliance dated July 23, 2020 uploaded on Agency's website & Transparency Seal
	2. Percentage of Customer Complaints acted upon against received complaints. *Complaints through hotline #8888, Presidential Complaints Center, Contact Center ng Bayan acted upon within 72 hours.	100%		8 complaints received and acted within 72 hours	13 complaints received and acted within 72 hours	
	3. Complaints received through the WD customer service unit within the period prescribed by RA 11032 and other issuances.				100%	Minor Repair or Simple works- within 3 days Major/Complex works- within 4-7 days
						Received Complaints - 3,359 Acted Minor Repairs- 3,076 Major Repairs-283

Prepared By:


 FOR ARNEL C. BASNILLO
 PBB Focal Person

Date:

Approved by:


 Engr. ANSELMO L. SANG TIAN
 General Manager

Date:

FORM A-1
DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATORS AND TARGETS
as of December 2021

LWD NAME : **BUTUAN CITY WATER DISTRICT**

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Major Final Outputs/ Responsible Units	Performance Indicator 1	FY 2021 TARGET for Performance Indicator 1	FY 2021 ACCOMPLISHMENT for Performance Indicator 1	Performance Indicator 2	FY 2021 TARGET for Performance Indicator 2	FY 2021 ACCOMPLISHMENT for Performance Indicator 2	Performance Indicator 3	FY 2021 TARGET for Performance Indicator 3	FY 2021 ACCOMPLISHMENT for Performance Indicator 3
A. Performance Results									
	Access and Coverage			Reliability			Adequacy		
	Percentage of barangay with access to potable water against the total number of barangays within the coverage of the LWD	90%	92.00%	Percentage of household connections receiving 24/7 supply of water	90%	98.50%	Source Capacity of LWD to meet demands for 24/7 supply of water	≥1.2:1	2.57:1
B. Process Results									
	Quality of Service								
	1. ISO-Certified Quality Management System (QMS) or its equivalent for LWDs under Categories A and B; 2. Commercial Practices System Certified for LWDs under Categories C and D	Compliance to ISO 9001:2015 requirements	Certified Quality Management System (QMS) ISO 9001:2015						
C. Financial Results									
	Collection Efficiency YTD	90.00%	93.40%	Compliance to COA reporting requirements	12 monthly reports	12 monthly reports			
	Current Ratio	≥1.5:1	1.06:1						
	Positive Net Balance in the Average Net Income for twelve (12) months	P 300,000.00	2,618,304.20	Compliance to LWUA reporting requirements	12 monthly reports	12 monthly reports			
D. Citizen/Client Satisfaction Results									
	Customer Satisfaction								
	Ease of Doing Business- Compliance to CSC 14-2016	100%	100.00%						
	Customer complaints acted upon against received complaints	Minor Repair or Simple works- within 3 days Major/Complex works- within 4-7 days	100.00%						
	Complaints thru 8888 acted upon within 72 hrs.	13 complaints received and acted within 72 hours							

Prepared By:

Approved by:

ARNEL C. BASNILLO
PBB Focal Person Date:

ENGR. ANSELMO L. SANG TIAN
General Manager Date:

Major Final Outputs/ Responsible Units	(11) Performance Indicator 4	(12) FY 2021 TARGET for Performance Indicator 4	(13) FY 2021 ACCOMPLISHMENT for Performance Indicator 4	(14) Performance Indicator 5	(15) FY 2021 TARGET for Performance Indicator 5	(16) FY 2021 ACCOMPLISHMENT for Performance Indicator 5	(17) Performance Indicator 6	(18) FY 2021 TARGET for Performance Indicator 6	(19) FY 2021 ACCOMPLISHMENT for Performance Indicator 6
	COVID-19 Response Measure			Non-Revenue Water			Potability		
	Implementation of resiliency programs to mitigate COVID-19	Adaptation of COVID-19 fundamentals and minimum Health requirement		Percentage of unbilled water to water production	≤30%	46.00%	*Daily Chlorine residual requirement should be at least 0.3ppm at the farthest point * Chlorine Dioxide residual requirement should be at least 0.2ppm	0.3	0.3

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ARNEL C. BASNILLO
PBB Focal Person

Date:

Approved by:

ENGR. ANSELMO L. SANG TIAN
General Manager

Date:

Major Final Outputs/ Responsible Units	Performance Indicator 7 (20)	FY 2021 TARGET for Performance Indicator 7 (21)	FY 2021 ACCOMPLISHMENT for Performance Indicator 7 (22)	Performance Indicator 8 (23)	FY 2021 TARGET for Performance Indicator 8 (24)	FY 2021 ACCOMPLISHMENT for Performance Indicator 8 (25)	Performance Indicator 9 (26)	FY 2021 TARGET for Performance Indicator 9 (27)	FY 2021 ACCOMPLISHMENT for Performance Indicator 9 (28)	REMARKS (29)
	Reliability of Service			Staff Productivity Index			Water Quality Reports			
	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 hrs.	within 24 hrs.	The Staff Productivity Index Category A,B,C=1:120 Category D= 1:100	1:220	1:341	Microbial / Bacteriological Reports, Physical & Chemical Reports, and Chlorine Residual Reports	95% Passed	100% Passed	

Prepared By: 
 ARNEL C. BASNILLO
 PBB Focal Person Date: _____

Approved by: 
 ENGR. ANSELMO L. SANG TIAN
 General Manager Date: _____