



Republic of the Philippines  
LOCAL WATER UTILITIES ADMINISTRATION  
Katipunan Avenue, Balara, Quezon City

ACKNOWLEDGEMENT RECEIPT

The Local Water Utilities Administration hereby acknowledges receipt of your communication/transmittal which has been routed to the appropriate office/s with the following information:

Communication/Transmittal

Sender GM Crispin Q. Tria, Orion WD, Lati, Orion, Bataan

Sent Through: 149828763446/LBC

Subject: Letter dated January 18, 2023 To: OIC Eileen L. Dela Vega, Through: Mr. Romualdo C. Cuico Re: Submitting Form A: Performance Targets and Accomplishments for Y2022; and Form A-1: Details of Delivery Unit/Office Performance Indicators and Targets

Date Received: January 19, 2023

Received by D. Suarez

Routed to: R. Cuico, Manager, UDEV 1

Remarks: as stated

LWUA Records and Communications Division does not vouch for the completeness of documentary requirements submitted, if any.

  
AMELIA G. DUMINDIN  
Chief Administrative Officer  
Records and Communications Division  
General Services Department/Administrative Service



FORM A  
PERFORMANCE TARGETS AND ACCOMPLISHMENT REPORT  
FY 2022

LWD NAME: ORION WATER DISTRICT (ORIMAD)

PREQUALIFICATION CONDITIONS		Compliant/ Non-compliant					
Compliance with LWUA reporting requirements in accordance to content and period of submission		Compliant					
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							
MFOs AND 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							
P1 1 (Quantity) Access to potable water	Percentage of households with access to potable water against the total number of household within the coverage of the LWD.	72%	74% Household with access to potable water- 7,420 vs. Total No. of households within the coverage of LWD- 9,942	Technical and Commercial	75% Household with access to potable water- 7,463 vs. Total No. of households within the coverage of LWD- 9,942	100%	
P1 2 (Quality) Reliability of Service	Percentage of household connections receiving 24/7 supply of water	100%	100%	Technical	100%	100%	
P1 3 (Timeliness) Adequacy	Source Capacity of LWD to meet demands for 24/7 supply of water. To compute adequacy, use of formula below:  Rated Capacity of sources (cu.m/yr) / Demand (cu.m /yr)	4.6:1	Adequacy 1.9:1	Technical and Commercial	4.35:1	100%	
	Demand= No. of active connections x 5 (average household size) x 100- 130 (liters per capita per day) x 365 days x 1L/1000	*7,828,786 cu.m divided by 1,701,794.25 cu. m.			*7,715,331.84 cu.m divided by 1,770,596.75 cu. m.		
P1 4 COVID-19 Response Measures	COVID-19 Response measures: -Wash hand facilities -water delivery services -Public information drives -Sanitation and hygiene activities -disinfection initiatives -Issuance of health protocols Other resiliency program/s to mitigate COVID-19	Complied 100%	Complied 100%	Office of the General Manager, Admin, Commercial and Technical Sections	Complied/ Implemented 100%	100%	
P1 5 (Quantity) NRW	Percentage of unbilled water to water production	20.0%	≤25%	Technical and Commercial Sections	20.00%	100%	
P1 6 (Quality) Potability	All water samples during the year should pass the physical-chemical and microbiological tests as required by PNSDW 2017.	Physical-Chemical test- once a year Microbiological test- every month	Physical-Chemical test- once a year Microbiological test- every month	Technical Section	Physical-Chemical test- once a year Microbiological test- every month	100%	
	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 least 0.2 to 0.4 ppm	0.3 – 0.7 Always within the acceptable range	0.3 – 0.7 Always within the acceptable range		0.3 – 0.7 Always within the acceptable range		


FORM A  
PERFORMANCE TARGETS AND ACCOMPLISHMENT REPORT  
FY 2022

LWD NAME: ORION WATER DISTRICT (ORIMAD)

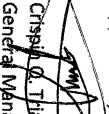
PREQUALIFICATION CONDITIONS		Compliant/ Non-compliant				
Compliance with LWUA reporting requirements in accordance to content and period of submission	Compliance with PMSDW Current in Debt Service Status LWUA-Approved Water Rates Submission of documents-MDS and FS (January to December 2022; Approved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

MFOs AND PERFORMANCE INDICATORS (1)		FY 2021 ACTUAL (2)	FY 2022 TARGET (3)	RESPONSIBLE OFFICE / UNIT (4)	FY 2022 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
Pl 7 (Timeliness) Adequacy/ 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 LWD	Minor repairs- 30 minutes Major repairs- maximum of 8 hours	Within 30 minutes for minor repairs Maximum 8 hours for major repairs	Technical Section	Minor repairs- 30 minutes Major repairs- maximum of 8 hours	100%	
Pl 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.	1:256 As of December 31, 2021 28 employees vs. 7,173 active concessionaires	1:120	Admin & Commercial	1:276 As of December 31, 2022 27 employees vs. 7,463 active concessionaires	100%	
Pl 9 Water Quality Reports	Microbiological/ Bacteriological Reports, Physical & Chemical Reports, and Chlorine Residual Reports	Complied 100%	Complied 100%	Technical Section	Complied 100%	100%	
B. PROCESS RESULTS							
Pl- 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.	Complied 100% (Compliance Practice System/ manual)	Complied 100% (Compliance Practice System/ manual)	All Sections/Departments	Complied 100% (Compliance Practice System/ manual)	100%	
C. FINANCIAL RESULTS							
Pl 1 Financial Viability and Sustainability	Collection Efficiency (≥90%)	93.00%	90%	Accounting and Finance	97%	100%	
	Current Ration (≥15:1)	4.47:1	1.5:1	Accounting and Finance	3.6:1	100%	
	Positive Net Balance in Average Net Income for twelve (12) months	Positive ₱359,500	Positive ₱150,000.00	Accounting and Finance	Positive ₱187,188.70	100%	
D. CITIZEN/ CLIENT SATISFACTION RESULTS							
Pl 1 Customer Satisfaction	1. Compliance with RA No. 11032 or ease of Doing Business (EODB) and Efficient Government Delivery Service Act of 2018.	Complied 100%	Complied 100%	Commercial and Technical Section	Complied 100%	100%	
	2. Percentage of customer acted upon against received complaints.	N/A (no complaints received)	Complied 100%	Commercial and Technical Section	N/A (no complaints received)		
	* Complaints through Hotline #8888, Presidential Complaint Center, Contact Center ng Bayan acted upon within 72hours						
	3. Complaints received through the WD customer service unit within the period prescribed by ATRA and other	Complied 100% (Complaints received and acted upon- 4,752)	Complied 100%	Commercial and Technical Section	Complied 100% (Complaints received and acted upon- 6,251)		

Prepared by:

  
Lilipet P. Calderon  
Senior Internal Control Officer B


Approved by:


  
Crispin D. Tria  
General Manager

**FORM A-1**  
**DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATORS AND TARGETS**  
 (Note: Same form to be used for submitting 2022 Accomplishments)

LWD NAME: ORION WATER DISTRICT (ORIWAD)																			
Major Final Outputs / Responsible Bureaus (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 PI 2 (6)		FY 2022 ACCOMPLISHMENT for PI 2 (7)		Performance Indicator 3 (8)		FY 2022 TARGET for PI 3 (9)		FY 2022 ACCOMPLISHMENT for PI 3 (10)	
A. PERFORMANCE RESULTS		Access and Coverage						Reliability				Adequacy							
		Technical Department and Commercial Department		Percentage of households with access to potable water against the total number of household within the coverage of the LWD.		Household with access to potable water- 7,420 vs. Total No. of households within the coverage of LWD- 9,942		Household with access to potable water- 7,463 vs. Total No. of households within the coverage of LWD- 9,942		Percentage of household connections receiving 24/7 supply of water		100%		100%		Source of capacity of W/D meet demands for 24/7 supply		Adequacy 1.9:1	
All Departments (Admin & Finance), Commercial, Technical and Office of the General Manager		Quality of Service																	
		Commercial Practice System Certified for LWDs under Categories C and D.		Complied 100% (CPS)		Complied 100% (Compliance Practice System/ manual)													
C. FINANCIAL RESULTS																			
Commercial Department		Collection Efficiency		90%		97%													
		Current Ratio		1.5:1		3.6:1													
Admin and Finance Department		Positive net Balance in the Average Net Income for twelve (12) months		Positive ₱150,000.00		Positive ₱187,188.70													
D. CITIZEN/ CLIENT SATISFACTION RESULTS																			
Commercial Department, Technical Department and Admin& Finance Department		Customer Satisfaction		Complied 100%		Complied 100%													

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Prepared by:   
LILIBETH F. VALDERON  
Senior Internal Control Officer B

Approved by:   
CRISPIN Q. IRIA  
General Manager C  
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