



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: 149850100664/LBC

Subject: Letter dated February 16, 2024 To: Administrator Revil, Thru: Mr. Federico Badua Re: Resubmitting documents for PBB 2023

Date Received: February 19, 2024

Received by D. Suarez

Routed to: F. Badua, UDEV

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

FY 2023 PERFORMANCE TARGETS

(Note: Same form to be used for submitting 2023 Accomplishments)

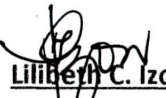
LWD NAME : ORION WATER DISTRICT

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 2023	Compliant
g. Submission of documents: 1. MDS and FS (January to December 2023); 2. Approved LWD FY 2023 Budget; 3. Updated Business Plan covering FY 2023; 4. FY 2023 LWD Annual Report	Compliant

MFO's & PERFORMANCE INDICATORS (1)		FY 2022 ACTUAL ACCOMPLISHMENT (2)	FY 2023 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2023 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	75%	79%	Technical and Commercial Unit			
PI 2 - (Quality) Reliability of the service	Percentage of household connection receiving 24/7 supply of water.	100%	100%	Technical Unit			
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	4.35:1	1.9:1	Technical and Commercial Unit			
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.	WSP reviewed and approved.	WSP reviewed and approved.	Office of the General Manager, Technical Unit			
PI 5 - (Quantity) Non-Revenue Water	Percentage of unbilled water to water production should not exceed 30%	20.00%	20%	Technical and Commercial Unit			
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.	Physical-Chemical test- once a year Microbiological test- every month 0.6-0.7 Always within the acceptable range	Physical-Chemical test- once a year Microbiological test- every month 0.6-0.7 Always within the acceptable range	Technical unit			

MFO's & PERFORMANCE INDICATORS (1)		FY 2022 ACTUAL ACCOMPLISHMENT (2)	FY 2023 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2023 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
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	Minor repairs- 30 minutes Major repairs- maximum of 8 hours	Minor repairs- 30 minutes Major repairs- maximum of 8 hours	Technical and Commercial Unit			
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)	1:276	1: 120	Admin and Commercial Unit			
PI 9 - Water Quality Reports	(1) Microbiological/ Bacteriological Reports; (2) Physical & Chemical Analysis Reports; and (3) Daily Chlorine Residual Reports	Complied 100%	Complied 100%	Technical Unit			
B. PROCESS RESULTS							
PI 1 - Quality of service	At least 90% Compliance with the Commerical Practice System (CPS)	Complied 100%	Complied 100%	All Units			
C. FINANCIAL RESULTS							
PI 1 - Financial Viability and Sustainability	Collection Efficiency (≥ 90%)	97.0%	90.0%	Accounting Unit			
	Current Ratio ≥ 1.5 : 1	3.6:1	1.5:1	Accounting Unit			
	Positive Net Balance in the Average Net Income for twelve (12) months	Positive ₱187,188.70	Positive Net Balance	Accounting Unit			
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;	Complied 100%	Complied 100%	Technical and Commercial Unit			
	(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 (CCB), which were acted upon within 72 Hours;	N/A (no complaints received)	Complied 100%	Technical and Commercial Unit			
	(3) Complaints received through the LWD Customer Service unit within the period prescribed under RA 11032 and other issuance.	Complied 100% (Complaints received and acted upon- 6,251)	Complied 100%	Technical and Commercial Unit			

Prepared by:


Lilibeth C. Izon
 PBB Focal Person
 Date : 01/26/2024

Approved by:


Crispin Q. Tria
 General Manager
 Date : 01/26/2024

FORM A
FY 2023 PERFORMANCE ACCOMPLISHMENTS

LWD NAME : **ORION 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 2023	Compliant
	g. Submission of documents:	Compliant
	1. MDS and FS (January to December 2023); 2. Approved LWD FY 2023 Budget; 3. Updated Business Plan covering FY 2023; 4. FY 2023 LWD Annual Report	Compliant

MFO's & PERFORMANCE INDICATORS (1)		FY 2022 ACTUAL ACCOMPLISHMENT (2)	FY 2023 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2023 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	75%	79%	Technical and Commercial Unit	81%	100%	
PI 2 - (Quality) Reliability of the service	Percentage of household connection receiving 24/7 supply of water.	100%	100%	Technical Unit	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	4.35:1	1.9:1	Technical and Commercial Unit	4.27:1	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.	WSP reviewed and approved.	WSP reviewed and approved.	Office of the General Manager, Technical Unit	WSP reviewed and approved. 85.33% acceptance rating	100%	
PI 5 - (Quantity) Non-Revenue Water	Percentage of unbilled water to water production should not exceed 30%	20.00%	20%	Technical and Commercial Unit	19%	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 .	Physical-Chemical test- once a year Microbiological test- every month 0.6-0.7 Always within the acceptable range	Physical-Chemical test- once a year Microbiological test- every month 0.6-0.7 Always within the acceptable range	Technical unit	Physical-Chemical test- once a year Microbiological test- every month 0.6-0.7 Always within the acceptable range	100%	

MFO's & PERFORMANCE INDICATORS (1)		FY 2022 ACTUAL ACCOMPLISHMENT (2)	FY 2023 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2023 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
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	Minor repairs- 30 minutes Major repairs- maximum of 8 hours	Minor repairs- 30 minutes Major repairs- maximum of 8 hours	Technical and Commercial Unit	Minor repairs- 30 minutes Major repairs- maximum of 8 hours	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)	1:276	1: 120	Admin and Commercial Unit	1:268	100.00%	
PI 9 - Water Quality Reports	(1) Microbiological/ Bacteriological Reports; (2) Physical & Chemical Analysis Reports; and (3) Daily Chlorine Residual Reports	Complied 100%	Complied 100%	Technical Unit	Complied 100%	100%	
B. PROCESS RESULTS							
PI 1 - Quality of service	At least 90% Compliance with the Commerical Practice System (CPS)	Complied 100%	Complied 100%	All Units	Complied 100%	100%	
C. FINANCIAL RESULTS							
PI 1 - Financial Viability and Sustainability	Collection Efficiency ($\geq 90\%$)	97.0%	90.0%	Accounting Unit	98.00%	100%	
	Current Ratio $\geq 1.5 : 1$	3.6:1	1.5:1	Accounting Unit	5:1	100%	
	Positive Net Balance in the Average Net Income for twelve (12) months	Positive ₱187,188.70	Positive Net Balance	Accounting Unit	Positive ₱143,391.50	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;	Complied 100%	Complied 100%	Technical and Commercial Unit	Complied 100%	100%	
	(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 (CCB), which were acted upon within 72 Hours;	N/A (no complaints received)	Complied 100%	Technical and Commercial Unit	N/A (no complaints received)	100%	
	(3) Complaints received through the LWD Customer Service unit within the period prescribed under RA 11032 and other issuance.	Complied 100% (Complaints received and acted upon- 6,251)	Complied 100%	Technical and Commercial Unit	Complied 100% (Complaints received and acted upon- 7,126)	100%	

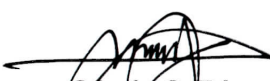
Prepared by:


Lilibeth C. Izon

PBB Focal Person

Date : 01/26/2024

Approved by:


Crispin Q. Tria
General Manager

Date : 01/26/2024

FORM A-1

DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATOR AND ACCOMPLISHMENTS


LWD NAME: **ORION WATER DISTRICT**

Major Final Output/ Responsible Units (1)	Performance Indicator 1 (2)	FY 2023 TARGET for Performance Indicator 1 (3)	FY 2023 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2023 TARGET for Performance Indicator 2 (6)	FY 2023 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2023 TARGET for Performance Indicator 3 (9)	FY 2023 ACCOMPLISHMENT for Performance Indicator 3 (10)
A. Performance Results									
Technical Unit, Commercial Unit, Gen. and Administrative Unit and Office of the General Manager	Access and Coverage	79%	81%	Reliability	100%	100%	Adequacy	1.9:1	4.27:1
B. Process Results									
All units	Quality of Service	Complied 100%	Complied 100%						
C. Financial Results									
Accounting Unit	Collection Efficiency	90.00%	98%						
Accounting Unit	Current Ratio	1.5:1	5:1						
Accounting Unit	Positive Net Balance in the Average Net Income for twelve (12) months	Positive Net Balance	Positive ₱143,391.50						
D. Citizen/Client Satisfaction Results									
Technical and Commercial Units	Customer Satisfaction	Complied 100%	Complied 100%						

Prepared by:


Lilibeth C. Izon
Accpountant

Approved:


Crispin Tria
General Manager


2023 PBB: Form A-1
Orion Water District

Performance Indicator 4 (11)	FY 2023 TARGET for Performance Indicator 4 (12)	FY 2023 ACCOMPLISHMENT for Performance Indicator 4 (13)	Performance Indicator 5 (14)	FY 2023 TARGET for Performance Indicator 5 (15)	FY 2023 ACCOMPLISHMENT for Performance Indicator 5 (16)	Performance Indicator 6 (17)	FY 2023 TARGET for Performance Indicator 6 (18)	FY 2023 ACCOMPLISHMENT for Performance Indicator 6 (19)
A. Performance Results								
Water Safety Plan	WSP reviewed and approved.	WSP reviewed and approved. (85.33% acceptance rating)	Non-Revenue Water	20%	19%	Potability	Physical-Chemical test- once a year Microbiological test-every month 0.6-0.7 Always within the acceptable range	Physical-Chemical test- once a year Microbiological test-every month 0.6-0.7 Always within the acceptable range
B. Process Results								
C. Financial Results								
D. Citizen/Client Satisfaction Results								

Prepared by:


Lilipeth C. Izon
Accountant

Approved:


Crispin Tria
General Manager

2023 PBB: Form A-1
Orion Water District

Performance Indicator 7 (20)	FY 2023 TARGET for Performance Indicator 7 (21)	FY 2023 ACCOMPLISHMENT for Performance Indicator 7 (22)	Performance Indicator 8 (23)	FY 2023 TARGET for Performance Indicator 8 (24)	FY 2023 ACCOMPLISHMENT for Performance Indicator 8 (25)	Performance Indicator 9 (26)	FY 2023 TARGET for Performance Indicator 6 (27)	FY 2023 ACCOMPLISHMENT for Performance Indicator 9 (28)	Remarks (29)
A. Performance Results									
Reliability of Service	Minor repairs- 30 minutes Major repairs- maximum of 8 hours	Minor repairs- 30 minutes Major repairs- maximum of 8 hours	Staff Productivity Index	1:120	1:268	Water Quality Reports	Complied 100%	Complied 100%	
B. Process Results									
C. Financial Results									
D. Citizen/Client Satisfaction Results									

Prepared by:


Lillbeth C. Izon
Accountant

Approved:


Crispin Tyia
General Manager