PROJECTED CASH FLOW STATEMENT

For the Year 2013

		AMOUNT
Inflows:		
Operating Revenues	(see Page 8)	544,230,916.04
Revenues from Sale of Fittings	(P5,000 x 3,600 conn x 20%)	3,600,000.00
Misc. Service Revenues:		
Inspection Fee	(P50/connection)	180,000.00
Registration Fee	(P50/conn x 3,600 conn)	180,000.00
Tapping Fee	(P300/connection)	1,080,000.00
Reconnection Fee (meter stand)	(12,000 conn. @ P50/conn)	600,000.00
Reconnection Fee (underground)	(4,000 conn. @ P500/conn)	2,000,000.00
Other Revenues		
Interest Revenues		2,008,755.63
Notarial Fee	(P75 per connection)	270,000.00
Total Inflows		554,149,671.67
Outflows: *		
Operation and Maintenance Expenses		394,522,259.96
Commercial	24,464,314.38	
Production & Distribution	215,422,925.51	
Engineering	36,988,100.61	
Admin & Finance	117,646,919.45	
Capital Expenditures		23,884,000.00
Commercial	1,183,000.00	
Production & Distribution	8,112,000.00	
Engineering	13,509,000.00	
Admín & Finance	1,080,000.00	
Provision for Amortization:		102,409,628.80
Prinicipal	19,533,546.28	
Interest	82,876,082.52	
Provision for Franchise Tax		14,618,888.75
Year 2013 (2% of Metered Sales)	10,332,805.43	
May 2001 - September 2003 (Backbilling)	4,286,083.32	
Provision for 2% Reserve Fund		10,332,805.43
Taxes Assumed on Interest		401,751.13
Total Outflows		546,169,334.06
Net Inflows/(Outflows)		7,980,337.61
Add: Cash Balance, Beginning		500,000.00
Cash Balance, Ending		8,480,337.61

Prepared by:

YOLANDA D. BERBANO Division Manager - Finance

Recommending Approval :

ENGR. LORETO G. LIMCOLIOC

General Manager

Verified by:

VIRGINIA S. DE SILVA

Department Manager - Admin & Finance

ME PELIPE M. POLICARPIO, JR.

Chairman, Board of Directors
Board Resolution No. <u>DGO</u> Series of 2012

Page 1

PROJECTED INCOME STATEMENT

For the Year 2013

Operating Revenues:	
Metered Sales	
Penalty Charges	516,640,271.70
Meter Maintenance Fee	19,388,524.34
	8,202,120.00
Other Sales or Services	3,600,000.00
Misc. Service Revenues	4,040,000.00
Total Operating Revenues	551,870,916.04
Less: Operating& Maintenance Expenses	394,522,259.96
Depreciation Expense	46,800,000.00
Utility Operating Income	
oranty operating moonie	110,548,656.08
Other Income:	
Interest Revenues	2,008,755.63
Notarial Fee	270,000.00
	112,827,411.71
Miscellaneous Income Deductions:	
Franchise Tax	14,618,888,75
Taxes Assumed on Interest	401,751.13
Reserve Fund	10,332,805.43
Net Income before Interest Charges Interest Charges:	87,473,966.40
Interest on Long Term Debt	82,876,082.52
NET INCOME/ (LOSS)	4,597,883.88

Prepared by:

YOLANDA D. BERBANO Division Manager - Finance

Recommending Approval:

ENGR. LORETO G. LIMCOLIOC

General Manager

Verified by:

VIRGINIA S. DE SILVA

Dept. Mgr.-Admin & Finance

Approved b

. POLICARPIO, R.

Chairman, Board of Directors

BR No. 06 Series of 2012

SCHEDULE OF ALLOCATIONS FROM RESERVE FUND

For the Year 2013

	PARTICULARS				AMOUNT
ccun	nulated Reserve Fund				97,437,230.7
	Landbank (As of October 31, 2012)			67,437,230.78	
	Metrobank		_	30,000,000.00	
\dd:	Set-up fund for Nov,Dec2012 & Y2013				12,012,805.4
	Source Development Share for Subdivisions:				15,358,807.4
	I. Postdated checks due until 12/31/12			1,977,365.65	
	a. HAUSPLUS VENTURES - Villa Anapolis Subd.		63,975.00		
	b. GOLDENVILLE REALTY - Towerville Ph. 6		606,495.67		
	C. FIRST SARMIENTO PROPERTIES - University Heights		58,291.66		
	d. KIRKWOOD DEV'T. CORP Kelsey Hills Subd.		849,958.32		
	e. GOLDENVILLE REALTY - Heroesville 1		305,315.00		5.8
	f. RED OAK PROPERTIES INC Amaresa Subd.	*	93,330.00		
	II. Postdated checks due on 2013:			13,381,441.76	
	a. HAUSPLUS VENTURES - Villa Anapolis Subd.		223,912.50	4	
	b. GOLDENVILLE REALTY - Towerville Ph. 6		6,069,182.68		
	c. FIRST SARMIENTO PROPERTIES - University Heights		408,041.62		
	d. KIRKWOOD DEV'T. CORP Kelsey Hills Subd.		2,549,874.96		
	e. GOLDENVILLE REALTY - Heroesville 1		3,663,780.00		
	f. RED OAK PROPERTIES INC Amaresa Subd.		466,650.00		
Fotal	Reserve Fund 2013 -				124,808,843.6
less:	Allocations for Projects				105 669 011
	Carry-Over Cost of Projects:			2 205 452 40	105,668,011.4
	a. Raw Water Balancing Tank for WTP2			3,286,163.40	•
	b. WTP 2 Treated Water Pump Upgrading			2,941,898.00	
	c. Bulk Water Supply System Project (see Schedule II-A)			87,714,953.07	
	c1. Package 1 - HDPE Pipes		27,294,119.01		
	c2. Package 2 - Fabricated Steel Ground Reservoir		2,922,250.00		
	c3. Package 3 - Pumps & Motors		5,783,052.00		
	c4. Package 4 - Steel Pipes & Fittings		3,141,906.81		
	c5. Package 5 - Cl Fittings		3,643,012.00		
	c6. Package 6 - Electromagnetic FlowMeters		1,725,000.00		
	c7. Package 7 - Valves		8,614,810.00		
	c8. Package 8 - Generator Sets		2,456,000.00		
	c9. Labor, Equipments & Other Related Costs		32,134,803.25		
	> Labor	23,858,841.25			
	> Site Work (Land Dev't./Access Road)	780,000.00			
	> Steel Gate & Barbed Wire Fence	230,000.00			
	> Pump House & Service Entrance	1,997,400.00			
	> Meralco Line	3,400,000.00			
	> Construction Equipments	1,635,000.00			
	> Permit/ DPWH Bond	233,562.00			
				11,724,997.00	

NET RESERVE

19,140,832.15 ^

Prepared by:

YOLANDA D. BERBANO DIVISION Manager - Finance

Recommending Approval:

ENGR. LORETO G. LIMCOLIOC General Manager

VIRGINIA S. DE SILVA L'ept. Manager - Admin & Finance

MP. FELIPE M. POLEARPIO, Jr. Chairman, Board of Directors
BR# 150 Series of 1012

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SUMMARY OF BUDGET PROPOSAL For the Year 2013

A. Regular Operation & Maintenance Expenses and CAPEX

PARTICULARS			AMOUNT
REVENUES:			544,230,916.0
Metered Sales	(page 4)	516,640,271.70	
Meter Maintenance Fee	(page 4)	8,202,120.00	
Penalty Charges	(page 4)	19,388,524.34	
Other Revenues:	New Control		9,918,755.6
Sale of fittings	(P5,000 x 3,600 conn x 20%)	3,600,000.00	-,,
Inspection Fee	(P50/connection)	180,000.00	
Registration Fee	(P50/conn x 3,600 conn)	180,000.00	
Tapping Fee	(P300/connection)	1,080,000.00	
Reconnection Fee: Meter Stand	(12,000 conn. @ P50/conn)	600,000.00	
Underground	(4,000 conn. @ P500/conn)	2,000,000.00	
Notarial Fee	(P75/connection)	270,000.00	
Interest Revenues on Bank Deposits		2,008,755.63	1.9
TOTAL DEVICENCE	_		
TOTAL REVENUES		_	554,149,671.67
LESS:			
EXPENSES:			394,522,259.96
Commercial Department	(page 25-26)	24,464,314.38	
Production & Distribution Department	(page 49-50)	215,422,925.51	
Engineering Department	(page 38)	36,988,100.61	
Admin & Finance Department	(page 7-8)	117,646,919.45	
CAPITAL EXPENDITURES:			22 004 000 00
Commercial Department	(page 24)	1,183,000.00	23,884,000.00
Production & Distribution Department	(page 48)		
Engineering Department	(page 36-37)	8,112,000.00	
Admin & Finance Department	(page 6)	13,509,000.00	
Total	(page o)	1,080,000.00	
PROVISION FOR:			
FRANCHISE TAX			14,618,888.75
Year 2013 (2% of Metered Sales)		10,332,805.43	- 1,020,000.73
May 2001 - September 2003 (Backbilling)		4,286,083.32	
LOAN AMORTIZATION:			
Principal		10 522 546 20	102,409,628.80
Interest		19,533,546.28	
		82,876,082.52	
RESERVE FUND (2% of Metered Sales)			10,332,805.43
NET REVENUES -			8,382,088.71
llocation from Reserve Fund/Source Developmer	nt Share (Bulk water & on-going projects)		105,668,011.47

Prepared by:

YOLANDA D. BERBANO
Division Manager - Finance

Recommending Approval:

ENGR. LORETO G. LIMCOLIOC

General Manager

Verified by:

VIRGINIA S. DE SILVA

Depa Manager-Admin & Finance

MR. PELIPE M POLICARPIO Board Chairman

BR# <u>%</u>0 Ser **9**s of 2012

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PROJECTED REVENUE FOR 2013

I. REVENUE SCHEDULE/STARMALL/MASTERPIECE ASIA

Month	Ave. cons.	Metered Sales
	per month (m³)	
January	2,649.14	Php 234,012.18
February	2,392.77	211,365.84
March	2,649.14	234,012.18
April	2,563.68	226,463.40
May	2,649.14	234,012.18
June	2,563.68	226,463.40
July	2,649.14	234,012.18
August	2,649.14	234,012.18
September	2,563.68	226,463.40
October	2,649.14	234,012.18
November	2,563.68	226,463.40
December	2,649.14	234,012.18
Total	31,191.44	Php 2,755,304.70

II. REVENUE SCHEDULE/DES EAUX LOMA/DECCA

\$ 4 to 1.	Ave. cons.	Material Onless
Month	per month (m ³)	Metered Sales
January	98,317.74	Php 2,477,609.90
February	88,803.12	2,237,841.20
March	98,317.74	2,477,609.90
April	95,146.20	2,397,687.00
May	98,317.74	2,477,609.90
June	95,146.20	2,397,687.00
July	98,317.74	2,477,609.90
August	98,317.74	2,477,609.90
September	95,146.20	2,397,687.00
October	98,317.74	2,477,609.90
November	95,146.20	2,397,687.00
December	98,317.74	2,477,609.90
Total	1,157,612.10	Php 29,171,858.50

III. REVENUE FOR EXISTING SERVICE AREA

en (49 v.	Ave. cons.		Metered Sales
Month	per month (m ³)		Metereti Sales
January	1,218,560.71	Php	40,118,863.90
February	1,100,635.48		36,236,393.20
March	1,218,560.71		40,118,863.90
April	1,179,252.30		38,824,707.00
May	1,218,560.71		40,118,863.90
June	1,179,252.30		38,824,707.00
July	1,218,560.71		40,118,863.90
August	1,218,560.71		40,118,863.90
September	1,179,252.30		38,824,707.00
October	1,218,560.71		40,118,863.90
November	1,179,252.30		38,824,707.00
December	1,218,560.71		40,118,863.90
Total	14,347,569.65	Php	472,367,268.50

IV. PROJECTED NEW WATER SERVICE CONNECTIONS

Month	Target No. of Connections	Accumulated No. of Connections	Ave. cons. per month (m³)	Metered Sales
January	300	300	5,400	Php 158,280.00
February	300	600	10,800	316,560.00
March	300	900	16,200	474,840.00
April	300	1,200	21,600	633,120.00
May	300	1,500	27,000	791,400.00
June	300	1,800	32,400	949,680.00
July	300	2,100	37,800	1,107,960.00
August	300	2,400	43,200	1,266,240.00
September	300	2,700	48,600	1,424,520.00
October	300	3,000	54,000	1,582,800.00
November *	300	3,300	59,400	1,741,080.00
December	300	3,600	64,800	1,899,360.00
Total			421,200	Php 12,345,840.00

PROJECTED REVENUES FOR 2013

MONTH		ACCUMULATED NO. OF CONNECTIONS	TOTAL CU.M.	METERED SALES		MMFEE	PENALTY		TOTAL
Dec-12	66401			Php 42,988,765.98	Php	667,010.00	1,611,08	35.76	45,266,861.74
anuary	300	66,701	1,324,927.59			670,010.00	1,462,1:		41,134,288.37
ebruary	300	67,001	1,202,631.37	39,002,160.24		673,010.00	1,623,74		45,602,084.14
/larch	300	67,301	1,335,727.59	43,305,325.98	T	676,010.00	1,578,3		44,336,300.48
April	300	67,601	1,298,562.18	42,081,977.40		679,010.00	1,636,4		45,937,306.54
Vlay	300	67,901	1,346,527.59	43,621,885.98		682,010.00	1,590,9		44,671,522.8
une	300	68,201	1,309,362.18	42,398,537.40		685,010.00	1,649,0		46,272,528.9
uly	300	68,501	1,357,327.59	43,938,445.98		688,010.00	1,655,4		46,440,140.1
August	300	68,801	1,362,727.59			691,010.00	1,609,9		45,174,356.4
September	300	69,101	1,325,562.18				1,668,0		46,775,362.5
October	300	69,401	1,373,527.59			694,010.00	1,622,6		45,509,578.8
November	300	69,701	1,336,362.18			697,010.00	1,680,7		47,110,584.9
December	300	70,001	1,384,327.59			700,010.00	Php 19,388,5		544,230,916.0
TOTAL			15,957,573.19	Php 516,640,271.70	Php	8,202,120.00	F119 25/300/		

MAJOR FINAL OUTPUTS (OPCR)	OUTPUTS (IPCR)	PERFORMANCE MEASURES	PERFORMANCE TARGETS	SUCCESS INDICATOR	ORGANIZATIONAL OUTCOME/ SECTORAL GOALS
	PRODUCTION & DISTRIBUTION DEPARTMENT				
	Water Production				
		QUANTITY	Production of 18.3 million cubic meters of water for a period of one year	Production of 18.3 million cubic meters of water for a period of one year	Adequate Water Supply
	- Water Production of safe and potable water	QUALITY	100% conformance with the Philippine National Standard for Drinking Water	Produced water passed and conformed with the Philippine National Standard for Drinking Water	Quality Water
	Distribution of Water Supply				
SAFE & POTABLE, ADEQUATE WATER	- Adequacy of Water Supply	QUANTITY	24/7 water supply to the 95% total active water consumers	24/7 water supply to the 95% to active water consumers	Improved Water Supply
	Non-Revenue Water Management	QUALITY	Chlorine residual of at least 0.3ppm to 95% of water samples collected	Chlorine residual of at least 0.3ppm to 95% of water samples collected	Quality Water Supply
	- Non-Revenue Water Control	QUANTITY	Lowered the unaccounted for water to 23 percent by the end of the year	Lowered the unaccounted for water to at least 25 percent	Reduced Non Revenue Water
	Maintenance Works				
	- Well Rehabilitation of Deepwell Sources	QUANTITY	3 deepwells in a year	Rehabilitated 3 deepwells in a year	Adequate Water Supply
	- Maintenance of Production Facilities	QUALITY	110 production facilities per year number of production facilities maintained	Well maintained 110 production facilities	Improved production facilities

MAJOR FINAL OUTPUTS (OPCR)	OUTPUTS (IPCR)	PERFORMANCE MEASURES	PERFORMANCE TARGETS	SUCCESS INDICATOR	ORGANIZATIONAL OUTCOME/ SECTORAL GOALS
(3.3.4)	ENGINEERING DEPARTMENT Water Facilities Improvement				
	- Additional Water System Facilities	QUANTITY	2,000 linear meters of pipelines newly laid and activated per year one(1) additional water facilities in a year	2,000 linear meters of pipelines newly laid and activated per year one (1) additional water	Improved Water distribution facilities Improved water facilities
	- Rehabilitation of Structures (Elevated Steel Tank, Pump House and Fence) New Service Connection	QUALITY	three (3) structures to be improved and modernized in a year	three (3) structures to be improved and modernized in a year	Improved water facilities Enhanced corporate image of San Jose Water
SAFE & POTABLE, ADEQUATE WATER	- Implementation of New Service Connection	QUANTITY	2,400 new service connection implemented per year as per standard installation of San Jose Water	100% implementation of actual new service connection application connections per year	Increased income
		QUALITY	100% accomplished NSC w/in acceptable standard installation	95% accomplished NSC w/in acceptable standard installation	
	Other Infrastructure Project				
	- Improvements/Construction of Building Ground/Facilities Water Maintenance Services	QUANTITY	100% of actual aproved Program of Works in a year	100% implementation of approved program of works in a year	Improved facilities
	- Maintenance of Service Connection	QUANTITY QUALITY	55,000 service connections maintained per year as per standard of San Jose Water	55,000 service connections maintained per year as per standard of SJW	Total concessionaires satisfaction Improved service connections Improved service to concessionaires

OUTPUTS (OPCR) - Rehabilitation of Pipelines and Defective Water System Facilities - Rehabilitation of Pipelines and Defective Water System Facilities - Rehabilitation of Pipelines and Defective Water System Facilities - TIMELINESS - Replacement of Old Water Meter - Replacement of Old Water Meter - COMMERCIAL DEPARTMENT - Service Connections - New Service Connect
- Rehabilitation of Pipelines and Defective Water System Facilities - Rehabilitation of Pipelines and Defective Water System Facilities - Timeliness - Timeline
and Defective Water System Facilities TIMELINESS Timelines rehabilitated in a year Timelines rehabilitated in a year Timelines rehabilitated in a year To units of hydrant/blow-off maintained per year 10 units of hydrant/blow-off maintained per year 10 units of hydrant/blow-off maintained per year 10 units of hydrant/blow-off maintained per year 4,000 water meter maintained & calibrated per year 10 units of hydrant/blow-off maintained per year 4,000 water meter maintained and calibrated per year 10 units of hydrant/blow-off maintained per year 4,000 water meter maintained and calibrated per year 5,000 old water meter replaced per year 10 units of hydrant/blow-off maintained per year 4,000 water meter maintained and calibrated per year 5,000 old water meter replaced per year 10 units of hydrant/blow-off maintained per year 4,000 water meter maintained and calibrated per year 5,000 old water meter replaced per year 10 units of hydrant/blow-off maintained per year Maximized meter life span Maximized meter life span Maximized meter life span 10 units of hydrant/blow-off maintained per year 4,000 water meter maintained and calibrated per year 5,000 old water meter replaced per year 10 units of hydrant/blow-off maintained per year 10 units of hydrant/blo
Facilities TIMELINESS TIMELINESS To units of hydrant/blow-off maintained per year Water Maintenance and Calibration - Calibration and Maintenance of Water Meter - Replacement of Old Water Meter Maximized meter life span - New Service Connections - New Servi
Water Maintenance and Calibration - Calibration and Maintenance of Water Meter - Replacement of Old Water Meter SAFE & POTABLE, ADEQUATE WATER - New Service Connections Processed - New Service Connections Processed TIMELINESS TIMELINESS 10 units of hydrant/blow-off maintained and function in the property of maintained and calibrated per year 4,000 water meter maintained and calibrated per year 5,000 old water meter replaced per year 5,000 old water meter replaced per year Maximized meter life span maintained and calibrated per year Foundation of the property of the prope
Water Maintenance and Calibration - Calibration and Maintenance of Water Meter - Replacement of Old Water Meter life span - Replacement of Old Wa
Water Maintenance and Calibration - Calibration and Maintenance of Water Meter - Replacement of Old Water Meter - Replacement of Old Water Meter - Replacement of Cold Water Meter - Replacement of Old Water Meter Iife span - Maximized meter life span - Maximized meter life span - Per year - New Service Connections
and Calibration - Calibration and Maintenance of Water Meter - Replacement of Old Water Meter life span - New Service Connections
- Calibration and Maintenance of Water Meter - Replacement of Old Water Meter - COMMERCIAL DEPARTMENT Service Connections - New Service Connections - New Service Connections - Processed - Calibration and Maintenance of Water meter maintained & 2,000 water meter maintained and calibrated per year 5,000 old water meter replaced per year Maximized meter life span Maximized meter life span - Maximized meter life span Maximized meter life span - Maximized meter life span Maximized meter life span - New Service Connections - New Service Connections Processed - New Service Connections Processed - Calibration and Maintenance of Water meter maintained and calibrated per year - Spond old water meter maintained and calibrated per year - Spond old water meter maintained and calibrated per year - Spond old water meter maintained and calibrated per year - Spond old water meter maintained and calibrated per year - Spond old water meter replaced per year - Spond old water meter maintained and calibrated per year - Spond old water meter maintained and calibrated per year - Spond old water meter replaced per year
Water Meter - Replacement of Old Water - R
Water Meter - Replacement of Old Water Meter Me
- Replacement of Old Water Meter SAFE & POTABLE, ADEQUATE WATER - Replacement of Old Water Meter COMMERCIAL DEPARTMENT Service Connections - New Service Connections Processed - Replacement of Old Water Meter TimeLINESS 5,000 old water meter replaced per year 5,000 old water meter replaced per year Maximized meter life span Maximized meter life span Service Connections 2,880 NC processed in a year (w/o meter) [240 NCs/month]
SAFE & POTABLE, ADEQUATE WATER Service Connections - New Service Connections Processed OUANTITY Processed Per year Louing per year Louing per year per year 2,880 NC processed in a year (w/o meter) per year
SAFE & POTABLE, ADEQUATE WATER Service Connections - New Service Connections Processed OUANTITY Processed Per year Louing per year Louing per year per year 2,880 NC processed in a year (w/o meter) per year
SAFE & POTABLE, ADEQUATE WATER COMMERCIAL DEPARTMENT Service Connections - New Service Connections Processed OUANTITY 2,880 NC processed in a year (w/o meter) 2,880 NCs processed in a year Increased new service connections Increased
SAFE & POTABLE, ADEQUATE WATER Service Connections - New Service Connections Processed QUANTITY QUANTITY 2,880 NC processed in a year (w/o meter) 2,880 NCs processed in a year Increased new service connections Increased
ADEQUATE WATER Service Connections - New Service Connections Processed OUANTITY 2,880 NC processed in a year (w/o meter) 2,880 NCs processed in a year Increased new service connections Increased Increa
Service Connections - New Service Connections Processed OUANTITY 2,880 NC processed in a year (w/o meter) 2,880 NC processed in a year (w/o meter) 2,880 NCs processed in a year Increased new service connections (240 NCs/month)
- New Service Connections Processed OUANTITY 2,880 NC processed in a year (w/o meter) 2,880 NCs processed in a year Increased new service connections (240 NCs/month)
Processed meter) Increased Income (240 NCs/month)
Processed meter) Increased Income (240 NCs/month)
(240 NCs/month)
QUALITY 95% accuracy 95% accuracy
- Marketing Strategies/ Programs QUANTITY 100% of scheduled orientation per 100% of scheduled
Formulated year orientations/ seminars
TIMELINESS on time orientation
New Marketing strategies at Increased service connections
New Marketing strategies at least least least one(1) new program Increased Income
one(1) new program within the year within the year
QUANTITY 95% accuracy 95% accuracy
- Demand Letters Issued QUANTITY 100% of accounts scheduled were 100% of accounts scheduled Reduced accounts Receivables
issued with demand and multiple were Collection Efficiency
connection letters issued with demand and
issued with definition and
QUALITY 95% accuracy 95% accuracy

MAJOR FINAL OUTPUTS (OPCR)	OUTPUTS (IPCR)	PERFORMANCE MEASURES	PERFORMANCE TARGETS	SUCCESS INDICATOR	ORGANIZATIONAL OUTCOME/ SECTORAL GOALS
	- Active Service Connections	QUANTITY	100% of accounts scheduled for reconnection are processed daily	95% of accounts scheduled for reconnection are processed daily	
		QUALITY	95% accuracy	95% accuracy	Increased Income
	Customer Service				
	- Maintenance Orders	QUANTITY	100% of MOs are processed and transmitted daily	95% of MOs are processed and transmitted daily	Total customer satisfaction
		TIMELINESS	five (5) minutes per MO	five (5) minutes per MO	Timely response
		QUALITY	95% accuracy	95% accuracy	
SAFE & POTABLE, ADEQUATE WATER	- Service Requests	QUALITY	100% of SRs are processed and transmitted daily	95% of SRs are processed and transmitted daily	Total customer satisfaction
		TIMELINESS	five (5) minutes per SR	five (5) minutes per SR	Timely response
		QUALITY	95% accuracy	95% accuracy	
	- Illegal Connections Apprehended	QUANTITY	100% of reported illegal connections are processed and documented daily	95% of reported illegal connections are processed and documented daily	Reduced NRW Timely Response on reported cases
	Billing Statement	QUALITY	95% accuracy	95% accuracy	
	- Active Water Meters Read and Billed	QUANTITY	68,395 connections are read & billed monthly	100% of active connections are read and billed monthly	Water Sales
		QUALITY	95% accuracy	95% accuracy	Customer satisfaction

MAJOR FINAL	OUTPUTS	PERFORMANCE	PERFORMANCE	SUCCESS	ORGANIZATIONAL OUTCOME/
OUTPUTS (OPCR)	(IPCR)	MEASURES	TARGETS	INDICATOR	SECTORAL GOALS
(OPCR)	ADMINISTRATIVE &		1		
	FINANCE DEPARTMENT				
	A into				
	Appointments				
	- Issuance of Appointments	QUANTITY	Appointments issued	100% Timely issuance of	Efficiency of service
			within 2 days from	appointments to qualified	
		I	decision of appointing	appointees	
			authority		
	Employee Compensation				
		OLIANITITY			
SAFE & POTABLE,	- Employees' Compensation & Benefits	QUANTITY	Accurate employees payroll prepared and	Accurate employees payroll prepared every 10th & 25th	Salaries paid on time Well-motivated employees
ADEQUATE WATER	a seriens	QUALITY	submitted to the depository	of the month	Job satisfaction
			bank one day before		
			payroll day		
	- Monthly Remittances	TIMELINESS	Remittances prepared	Remittance paid on or	Updated premium (EEs & ER)&
			2 days before the	before the 10th day of every	loan repayments to other
			10th of every month	month	agencies Enhanced corporate image of
					San Jose Water
	Personnel Welfare				
	- Leave Administration	QUANTITY	100% Leave credits certified within the day upon	100% leave credits certified within the day upon request	Enhanced service of Human Resource personnel to employees
			request	within the day upon request	Resource personner to employees
			·		
		QUALITY	Update 250 employees leave cards weekly	90% updated leave cards of 250 employees every w	yeek
	-Social Services	TIMELINESS	Immediate assistance		s Enhanced services to employees
			to employees' need	need re: work related and	Enhanced corporate image of
			re: work related and untoward incidents	untoward incidents during working hours	San Jose Water
			during working hours	working nours	

MAJOR FINAL	OUTPUTS	PERFORMANCE	PERFORMANCE	SUCCESS	ORGANIZATIONAL OUTCOME/
OUTPUTS (OPCR)	(IPCR)	MEASURES	TARGETS	INDICATOR	SECTORAL GOALS
	Training & Development		One (1) relevant training of at least 68 employees per year	One (1) training of at least 68 employees per year	Employees' personal development
	Awards & Incentives	QUANTITY	Full implementation of existing awards & at least 1 additional	incentive identified &	Job satisfaction Enhanced employees' service
		QUANTITY	incentive identified & implemented for the year compliant with CSC, DBM & COA rules and regulations	implemented for the year compliant with CSC, DBM & COA rules and regulations	
SAFE & POTABLE, ADEQUATE WATER	Employee Discipline	TIMELINESS QUALITY	Complaints handled & process completed within 2 months from receipt of complaint	Observance of due process & disciplinary action taken within two months	Well-disciplined employees
	Transport Services				
	- Vehicle Utilization	QUANTITY	Average of 485 trip tickets per month 100% maintenance of	95% or 485 trip ticket served per month	Efficient delivery of service
			service vehicles	100% accomplished periodic repairs/maintenance of 6 four-wheel motor vehicles	
		TIMELINESS	5 comprehensive issuance for 4 wheel motor vehicle & 15 for motorcycles	100% accomplished comprehensive insurance for 5 fourwheel motor vehicles and 15 motorcycles	
			Execution of 23 contract of rental service vehicles one(1) week before contract expiration	100% accomplished annual contract of 23 rental service vehicles	
	Building Improvement/ Security				
	- Improvement, Security and Maintenance of Building/ Grounds/Facilities	QUANTITY	Facilities & properties well-kept, secured and maintained regularly	Building/facilities well-kept and maintained regularly	Well maintained facilities

MAJOR FINAL	OUTPUTS	PERFORMANCE	PERFORMANCE	SUCCESS	ORGANIZATIONAL OUTCOME/
OUTPUTS (OPCR)	(IPCR)	MEASURES	TARGETS	INDICATOR	SECTORAL GOALS
(OPCR)	Procurement of Materials/ Supply Management	QUALITY		SJ Water properties, buildings, grounds & facilities well secured	
	- Procurement of Materials/ Properties	QUANTITY	At least 40 completed purchase/job order request per month	At least 40 completed purchase/job order requests	Transparency Prudent procurement
SAFE & POTABLE, ADEQUATE WATER	Warehousing/Property Management				
	- Receive and Issue Materials and Properties	QUANTITY	100% issued requested items at 1-5 minutes per item	100% issued requested items at 1-5 minutes per item	
		TIMELINESS	At least 30 PAR or ICS issued within the month	100% or at least 30 Property Accountability Receipt (PAR) or Inventory Custodian Slip (ICS) issued within the month	Transparancy Accountability
	- Storage, Safekeeping and Security of Inventory	QUANTITY	100% received all returned items at 1-3 minutes pe item	100% received all returned items at 1-3 minutes pe item	Effective Inventory System
		TIMELINESS	100% ensured proper storage and security of materials and properties	100% ensured proper storage and security of materials and properties	Effective Asset Management
		QUALITY	At least four(4) batch insurance per year as scheduled	100% insurance of all main & extn. offices and its content	Property Security
	Disposal of Waste Materials Unserviceable Properties	QUANTITY	At least 1 lot disposal per year	Disposed waste, unserviceable and fully depreciated materials and properties per year	Effective Waste Management
	'- Inventory of Materials and properties	TIMELINESS	100% undertake physical count of inventory stocks every 2 months and properties at year end	100% undertake physical count of inventory stocks every 2 months and properties at year end	Effective Inventory System

MAJOR FINAL OUTPUTS (OPCR)	OUTPUTS (IPCR)	PERFORMANCE MEASURES	PERFORMANCE TARGETS	SUCCESS INDICATOR	ORGANIZATIONAL OUTCOME/ SECTORAL GOALS
(5. 6.1)	Records Management				
	- Secure Files/Records	QUANTITY TIMELINESS	100% records/files properly secured and retrieveal w/in 10 minutes	100% records/files properly secured and retrieval w/in 10 minutes	Effective Records Management
	Budget & Cash Management				
	- Executive Annual Budget Budget Utilization Slip	QUANTITY	1 Executive Annual Budget Compliant with COA, DBM & LWUA rules & regulations	95% compliant with COA DBM & LWUA rules & regulations	Transparency Accountability
		TIMELINESS	100% accurate budget utilization slip issued one(1)hour upon request	95% accurate budget utilization slip issued one (1) hour upon request	
SAFE & POTABLE,	- Request for Budget Allocation	QUANTITY	100% of the approved request for processing 1-2 hrs. upon receipt	100% of the approved request for processing 1-2 hrs. upon	Accountability
ADEQUATE WATER	- Comparative Report of Actual vs. Projected Budget for Revenues, CAPEX & Expenses	TIMELINESS	1 Annual Report 100% accurate 3- 5 days upon request	1 Annual Report 100% accurate 3-5 days upon request	Accountability Transparency
	- Budget Monitoring	QUANTITY	95% of all accounts per year	95% of all accounts per year	
	- Collection and Deposit	QUANTITY	100% accurate issuance of Official Receipt	100% accurate issuance of Official	Creditable Cash Management
		QUALITY	100% of total collections received deposited at least twice a week	100% of total collections received deposited at least	Transparency / Accountability
		TIMELINESS	100% of total collections received deposited at least twice a week	100% of total collections received deposited at least	
	- Disbursements	QUANTITY	100% accurate issuance of 5,000 checks per year	100% accurate issuance of 5,000 checks per year	

Major Final Outputs (OPCR)	OUTPUTS (IPCR)	PERFORMANCE MEASURES	PERFORMANCE TARGETS	SUCCESS INDICATOR	ORGANIZATIONAL OUTCOME/ SECTORAL GOALS
SAFE & POTABLE, ADEQUATE WATER	Accounting - Financial Reports	QUANTITY	100% accurate financial reports	100% accurate financial reports	Accountability
	Consolidated Financial & Operation Data (MDS)	QUANTITY	12 Monthly Data Sheet	12 Monthly Data Sheet	Transparency
	Reports/Reconciliation Submitted	QUALITY	Inventory Report Bank Reconciliation Daily Cashier's Position Report	Inventory Report Bank Reconciliation Daily Cashier's Position Report	

MAJOR FINAL	OUTPUTS	PERFORMANCE	PERFORMANCE	SUCCESS	ORGANIZATIONAL OUTCOME/
OUTPUTS	(IPCR)	MEASURES	TARGETS	INDICATOR	SECTORAL GOALS
(OPCR)					
	OFFICE OF THE GENERAL MANAGER CORPORATE AFFAIRS Promotional Activities				
	Internal Relations Activities	QUANTITY TIMELINESS	Printed quarterly publications w/in two months of the next quarter	Printed quarterly publications w/in two months of the next quarter	Well-informed & motivated employees
		QUANTITY TIMELINESS	Facilitates at least one(1) orientation of new employees w/in a year	Facilitates orientation of new employees	
			Preparation of programs for corporate activities, documentation for each activity	Preparation of programs for corporate activities, documentation for each activity	
SAFE & POTABLE, ADEQUATE WATER	Community & Institutional Relations Activities	TIMELINESS	Oratorical & Poster Making Contest	Oratorical & Poster Making Contest	Enhaced corporate image of San Jose Water
			Advertisements prepared w/in three days from approval	Advertisements prepared w/in three days from approval	
			Filled up information sheets/ survey forms, coordination of request for Cultural Group performance	Filled up information sheets/ survey forms, coordination of request for Cultural Group performance	
		TIMELINESS	Timely preparation and release of materials in support of NRW Drive	Timely preparation and release of materials in support of NRW Drive	r f
	Media Relations Activities		Press releases for print & broadcast media	Press releases for print & broadcast media	Improved Information campaign
	Customer Relations Activities	QUANTIY TIMELINESS	Printed quarterly publications for concessionaires, LGU offices & other sector institutions within 45 days of the next quarter	Printed quarterly publications for concessionaires, LGU offices & other sector institutions within 45 days of the next quarter	Customer Satisfaction Improved Public Relationship
		QUALITY, QUANTITY TIMELINESS	Balitarp preparation at all SJW offices w/in the last week of every month w/o misleading information	Balitarp preparation at all SJW offices w/in the last week of eve month w/o misleading informati	,

MAJOR FINAL	OUTPUTS	PERFORMANCE	PERFORMANCE	SUCCESS	ORGANIZATIONAL OUTCOME/
OUTPUTS (OPCR)	(IPCR)	MEASURES	TARGETS	INDICATOR	SECTORAL GOALS
	Corporate Communications	QUANTITY TIMELINESS	Bulletin boards accurate updating w/in the 3rd week of every month 50,000 calendars prepared w/in the 2nd week of January	Bulletin boards accurate updatin w/in the 3rd week of every mon 50,000 calendars prepared w/in 2nd week of January	of San Jose Water
	Legal documents, annual report & correspondences with the LGUs & c institutions	TIMELINESS OUALITY	100% of MOA and letters drafted and finalized within one day from instruction of the GM, free from errors or at least with minimal corrections	100% of MOA and letters drafted and finalized within one day fror instruction of the GM, free from errors or at least with minimal corrections	
	Management Administrative Services	QUANTITY QUALITY TIMELINESS	200 copies of Annual Report with accuracy of information and comprehensiveness of report prepared within four months from end of year to be reported	200 copies of Annual Report with accuracy of information and comprehensiveness of report prepared within four months fround of year to be reported	High prestige of San Jose Water m
	Logbook of all incoming/outgoing documents	TIMELINESS	100% of all incoming and outgoing information recorded in the logbook	100% of all incoming and outgoi information recorded in the log- book	Efficiency of service
SAFE & POTABLE, ADEQUATE WATER	Board Meetings coordinated and minutes recorded	TIMELINESS	100% attendance of Board in meetings held	100% attendance of Board in meetings held	Improved services
		TIMELINESS	Minutes taken during the meeting and drafted within five working days from conduct of meeting	Minutes taken during the meetir and drafted within five working days from conduct of meeting	ng
	Coordination of GM's instructions	TIMELINESS	Instructions relayed to concerned supervisors	Instructions relayed to concerned supervisors	Effective administration services
			Within 30 minutes from GM's instructions	Within 30 minutes from GM's instructions	