Form A-1
DETAILS OF DELIVERY/OFFICE PERFORMANCE INDICATORS AND TARGETS 2020

Local Water District; LICAB WATER DISTRICT

Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2020 Target for Performance Indicator 1	FY 2020 ACCOMPLISH MENT for Performance Indicator 1	Performance Indicator 2	FY 2020 Target for Performance Indicator 2	FY 2020 ACCOMPLISH MENT for Performance Indicator 2	Performance Indicator 3	FY 2020 Target for Performance Indicator 3	FY 2020 ACCOMPLISH MENT for Performance Indicator 3	Performance Indicator 4	FY 2020 Target for Performance Indicator 4	FY 2020 ACCOMPLISH MENT for Performance Indicator 4
C. Support to C	perations (ST	0)										
Administrative Unit							Customer Satisfaction Ease of Doing Business -					
Commercial Unit	Staff Productivity Index Cat. D = 1:100	ivity t. D = 1:100	Mu	Affordability Must be LWUA-	3.6% of UG (5,000.00)		Complaince to CSC 14-2016 Customer complaints acted upon against received complaints Complaints thru 888 acted upon within 72 hrs	50				
Maintenance Unit				approved Water Rates								
Production Unit												

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2020

Local Water District; LICAB WATER DISTRICT

Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2020 Target for Performance Indicator 1	FY 2020 ACCOMPLISH MENT for Performance Indicator 1	Performance Indicator 2	FY 2020 Target for Performance Indicator 2	FY 2020 ACCOMPLISH MENT for Performance Indicator 2	Performance Indicator 3	FY 2020 Target for Performance Indicator 3	FY 2020 ACCOMPLISH MENT for Performance Indicator 3	Performance Indicator 4	FY 2020 Target for Performance Indicator 4	FY 2020 ACCOMPLISH MENT for Performance Indicator 4
D. General Adr	ministration and	Support Serv	ice (GASS)									
Commercial Unit	Financial Viability & sistainability	Collection Efficiency - ≥ 90%			Submit Financial Statement every 15th of the following month, ageing of cash advances and ROSA quarterly							
	Collection Efficiency ≥ 90%			Compliance to	Statement of financial position							
Administrative/ Finance Unit	Positive Net Income Balance	Operating Ratio - 82.15%		COA reporting requirements	Statement of comprehensive income Statement of cashflows							
	Current Ratio ≥ 1.5:1	Current Ratio ≥ 1.5:1			 Statement of changes in equity Notes to financial statement 							

Production Unit	Compliance to LWUA reporting requirements	Monthly Data Sheet, Financial Statements, Microbiological/ Chlorine Residual Report submitted on or before 15th day of the month. Physical/Chemical Report submitted every 3rd quarter of the year; Approved Water District budget submitted every first month of the year; Annual Report Submitted every 3rd week of January.						
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Prepared and Approved by:

ANNE LORELIE DL. LAURETA 09/21/20

General Manager