

**SOUTHERN UTILITY MANAGEMENT & SERVICES, INC
PERFORMANCE SCORECARD % RESULT**

	Strategic Plan					% PERFORMANCE RATING RESULT	
	Component						
	Description	Weight	Activity	2014 Target	Actual		
Customers/ Stakeh	SO 1	To Enhance Customer Satisfaction					
	SM1	% of Satisfied Customers	10%		≥50%	84%	10%
	SO 2	To Efficiently Manage Water Consumption and Conservation					
	SM 2	% of Water Wastages Based on Industry Non-Revenue Water (NRW) Standard of ≤25%	15%		25%	7%	15%
Financial	SO 3	To Improve Financial Operations and Revenue Generation					
	SM 3	EBITDA Margin (cumulative)	15%		16%	20%	15%
	SM 4	Net Profit	15%		P2M	P 3.701M	15%
	SM 5	Increase in water rates	15%		123.00	123.00	15%
Internal Process	SO 4	To Deliver a Higher Level of Service					
	SM6	% of Service Area with 24 Hour Water Service	5%		100%	100%	5%
	SO 5	To Upgrade Major Equipment Essential to the Delivery of Products and Services					
	SM 7	Number of Pumping Stations Rehabilitated	8%		3	3	8%
	SM 8	Number of Overhead Tanks Repaired/ Repainted	6%		2	2	6%
	SO 6	To Provide a Fair Value for Money on Product and Services					
Learning & Growth	SM 9	% Compliance to NWRB Meter Calibration Standards	5%		1500	1646	5%
	SO 7	To Transform the Personnel to a Highly Qualified and Dedicated Workforce					
	SM 10	Number of Non-Technical Employees Who Have Attended Enhancement Trainings and Seminars (RA9184 Procurement Law Seminar)	3%		2	2	3%
	SM 11	Number of WAVE Training & Seminar	1%		20	20	1%
	SO 8	To Broaden Knowledge on Water Management Industry					
	SM 12	Automate Billing & Collection	2%		100%	100%	2%
	Total Weight		100%				100%