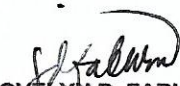
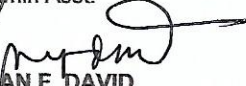



**SOUTHERN UTILITY MANAGEMENT & SERVICES, INC**

**2015 PERFORMANCE SCORECARD % RESULT**

STRATEGIC PLAN					% PERFORMANCE RATING RESULT
Component					
		2015	Full Year 2015 Target	Actual	
<b>SO 1</b>	<b>To Enhance Customer Satisfaction</b>				
SM1	% of Satisfied Customers	10%	80%	86.75%	10%
<b>SO 2</b>	<b>To Efficiently Manage Water Consumption and Conservation</b>				
SM 2	% of Water Wastages Based on Industry Non-Revenue Water (NRW) Standard of ≤25%	15%	Industry standard is ≤ 25%; if falls below standard - all or nothing	11%	15%
<b>SO 3</b>	<b>To Improve Financial Operations and Revenue Generation</b>				
SM 3	EBITDA Margin	15%	18%	24%	15%
SM 4	Net Profit Margin (cumulative)	15%	P2.5 Million	P3.332	15%
<b>SO 5</b>	<b>To Deliver a Higher Level of Service</b>				
SM 5	% of Service Area with 24 Hour Water Service	5%	90%	99%	5%
<b>SO 6</b>	<b>To Cover a Wider Area of Service</b>				
SM 7	% Completion of Website Development	2%	100%	100%	2%
SM 8	Number of Contracts/ MOA with Other Subdivisions	10%	1 signed MOA	1	10%
<b>SO 7</b>	<b>To Upgrade Major Equipment Essential to the Delivery of Products and Services</b>				
SM 9	Number of Pumping Stations Rehabilitated	4%	5	5	4%
SM 10	Number of Overhead Tanks Repaired/ Repainted	3%	9	8	2.6%
SM 11	Rehabilitation of deep well at Phase 1E Pumping Station	5.0%	water pass to DOH standard		***Waiting for DOH Result on first week of March 2016
<b>SO 8</b>	<b>To Provide a Fair Value for Money on Product and Services</b>				
SM 12	% Compliance to NWRB Meter Calibration Standards	5.0%	1000 caibrated water meters	1000 caibrated water meters	5%
<b>SO 9</b>	<b>To Transform the Personnel to a Highly Qualified and Dedicated Workforce</b>				
SM 13	Number of Technical Employees w/ TESDA Certification	3%	4 out of 8 certifications	10 Certifications	3%
SM14	Number of Non-Technical Employees Who Have Attended Enhancement Trainings and Seminars	3%	5 out of 10	7 Certifications	3%
SM 15	Number of Officers Who Have Attended Project Management Seminars	2%	2 Certs	2 Certifications	2%
SM 16	Number of Employees Who Have Attended Leadership Training	1%	4 (out of 18)	4 Certifications	1%
<b>SO 9</b>	<b>To Broaden Knowledge on Water Management Industry</b>				
SM 17	Number of Memberships/ Affiliations with Reputable Institutions and Organizations in the Same Industry	2%	3	3 ( PWWA, Global Water Partnership, NWASA)	2%
<b>Total Weight</b>		<b>100%</b>			
					<b>94.6%</b>

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