



INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW (IPCR)

I, _____, of the **Customer Accounts Division** of the **Angeles City Water District**, commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period of July to December 2016.

Assessed by:	Date:	Approved by:	Date:
Assist. General Manager		REYNALDO C. LIWANAG General Manager A	

Date: _____

5 point Numerical Rating Scales

- 5 - Outstanding
- 4 - Very Satisfactory
- 3 - Satisfactory
- 2 - Unsatisfactory
- 1 - below-poor

	MFO	Success Indicators (Measures+Targets)	Actual Accomplishments	Rating				Remarks
				Q ¹	E ²	T ³	A ⁴	
40%	BILLING & METER READING	TEAMWORK/ACTIVITY/PERFORMANCE	TEAMWORK/ACTIVITY/PERFORMANCE					0.00
		Monitoring and checking of 303,500 water bills / statement of accounts accurately read and printed out in 1minute per water bill/ statement of account						
		Daily checking of 965 Billing Edit List for monitoring of consumptions, billed & unbilled accounts in 15 minutes upon completion of uploading of meter readings as per scheduled zones.						
		Validation of Defective Meters (stuck-up, reduced readings, inverted meters, broken meter glass, old meters, glass leak) & reported accurately in 10 minutes per account per zone.						
		Daily monitoring of Accounts with sudden changes in consumption (High, Low, & Zero) accurately checked in 5 mintues per identified accounts.						
		72 monthly accomplishment reports accurately checked and submitted on the 5th day of the succeeding month						

	MFO	Success Indicators (Measures+Targets)	Actual Accomplishments	Rating				0.00	Remarks
				Q ¹	E ²	T ³	A ⁴		
40%	RECLASSIFICATION	100% of accounts with high monthly average consumptions checked & validated to ledger for possible reclassification in 5 minutes per account.				0.00	0.00		
	DEFECTIVE METERS	100% Possible Defective Meters (zero consumption, reduced readings) accurately checked to ledger in 5 minutes per account.				0.00			
	BILLING ADJUSTMENTS/DEBIT CREDIT MEMOS	100% billing adjustments for erroneous bills and erroneous readings adjusted in 10 mins per memo upon receipt and/or as scheduled.				0.00			
	PERFORMANCE EVALUATION	12 Monthly performance evaluation of subordinates within the 10th day of the succeeding month.				0.00			

EMPLOYEE'S ADHERENCE TO ACWD RULES AND REGULATIONS AND ACTIVITIES AS SET WITH THE PMT:

10%	COURTESY	(Polite, Kind and Thoughtful behavior toward the public/clientele in manners of speech and actuations)					0.00	0.00	
	HUMAN RELATIONS	(Integrate concern for people at work office, cleintele, and supervisor or subordinate relationship into work situations.)					0.00		
	INITIATIVE	(Starts action, projects and performs assigned tasks without being told and under minimal supervision.)					0.00		
	INDUSTRY	(The extent to which theemployees may be described as a hard worker and the amount of concentration and effort exerted in the performance of his job.)					0.00		
10%	GENERAL BEHAVIOR							0.00	
	PUNCTUALITY	(Comes to the office on time to attend clients/complete assigned tasks.)					0.00		
	ATTENDANCE	(Comes to office and present at work to attend clients/complete assigned tasks.)					0.00		
	ADHERENCE TO	(Refers to the general dsicpline/decorum and following rules and regulations w/out urging. Includes adherence					0.00		
	Final Average Rating								0.00
	Discussed with:	Date	Assessed by:	Date	Final Rating by			Date	
	PMT		I certify that I discussed my assessment of the performance with the employee						
			NELSON R. CIRINEO Assistant General Manager A		REYNALDO C. LIWANAG General Manager A				



INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW (IPCR)

I, _____, of the **Customer Accounts Division** of the **Angeles City Water District**, commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period of July to December 2016.

Assessed by:	Date:	Approved by:	Date:
NELSON R. CIRINEO Assistant General Manager		REYNALDO C. LIWANAG General Manager	

Water/Sewerage Maintenance C
Date: _____

5 point Numerical Rating Scales

- 5 - Outstanding
- 4 - Very Satisfactory
- 3 - Satisfactory
- 2 - Unsatisfactory
- 1 - below-poor

WEIGHT ALLOCATION	MFO	Success Indicators (Measures+Targets)	Actual Accomplishments	Rating				A*WA	Remarks
				Q ¹	E ²	T ³	A ⁴		
80%	WATER BILLS / STATEMENT OF ACCOUNTS	23,661 water bills / statement of accounts accurately read and printed out in 1 minute per water bill/ statement of account	23,852 water bills / statement of accounts accurately read and printed out in 1 minute per water bill/ statement of account				0.00	0.00	
	BILLING EDIT LIST	85 Billing Edit List accurately printed out for checking of consumptions in 15 minutes upon completion of uploading of meter readings per scheduled zones.	85 Billing Edit List accurately printed out for checking of consumptions in 15 minutes upon completion of uploading of meter readings per scheduled zones.				0.00		
	DEFECTIVE METERS & RECLASSIFICATIONS	100% Defective Meters (stuck-up, reduced readings, inverted meters, broken meter glass, old meters, glass leak) reported accurately to billing personnel in 10 minutes per account per zone.	18 Defective Meters (stuck-up, reduced readings, inverted meters, broken meter glass, old meters, glass leak) reported accurately to billing personnel in 10 minutes per account per zone.				0.00		
	SUDDEN CHANGES IN CONSUMPTIONS	100% of Accounts with sudden changes in consumption (High, Low, & Zero) accurately rechecked on site in 2 hours upon validation of billing personnel.	78 of Accounts with sudden changes in consumption (High, Low, & Zero) accurately rechecked on site in 2 hours upon validation of billing personnel.				0.00		
	Monthly Accomplishment Report	6 monthly accomplishment reports accurately prepared and submitted on the 5th day of the succeeding month	6 monthly accomplishment reports accurately prepared and submitted on the 5th day of the succeeding month				0.00		

EMPLOYEE'S ADHERENCE TO ACWD RULES AND REGULATIONS AND ACTIVITIES AS SET WITH THE PMT:

10%	COURTESY	(Polite, Kind and Thoughtful behavior toward the public/clientele in manners of speech and actuations)						0.00	0.00	
	HUMAN RELATIONS	(Integrate concern for people at work office, cleintele, and supervisor or subordinate relationship into work situations.)						0.00		
	INITIATIVE	(Starts action, projects and performs assigned tasks without being told and under minimal supervision.)						0.00		
	INDUSTRY	(The extent to which the employees may be described as a hard worker and the amount of concentration and effort exerted in the performance of his job.)						0.00		
10%	GENERAL BEHAVIOR									
	PUNCTUALITY	(Comes to the office on time to attend clients/complete assigned tasks.)						0.00	0.00	
	ATTENDANCE	(Comes to office and present at work to attend clients/complete assigned tasks.)						0.00		
	ADHERENCE TO COMPANY RULES	(Refers to the general dsicpline/decorum and following rules and regulations w/out urging. Includes adherence to safety rules and regulations.)						0.00		
	Final Average Rating								0.00	
	Discussed with:	Date	Assessed by:		Date	Final Rating by			Date	
	PMT		I certify that I discussed my assessment of the performance with the employee							
			NELSON R. CIRINEO Assistant General Manager A			REYNALDO C. LIWANAG General Manager A				

INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW (IPCR)

I, _____, of the **Customer Accounts Division** of the **Angeles City Water District**, commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period of January to June 2016.

Adimistrative Services Aide
Date: _____

Assessed by:	Date:	Approved by:	Date:
NELSON R. CIRINEO Assist. General Manager A		REYNALDO C. LIWANAG General Manager A	

5 point Numerical Rating Scales

- 5 - Outstanding
- 4 - Very Satisfactory
- 3 - Satisfactory
- 2 - Unsatisfactory
- 1 - below-poor

MFO	Success Indicators (Measures+Targets)	Actual Accomplishments	Rating				Remarks
			Q ¹	E ²	T ³	A ⁴	
BILLING ADJUSTMENT AND DEBIT/CREDIT MEMOS	100% billing adjustments and debit/credit memos for last reading, senior, penalties and transfer of payments within 10 mins per memo upon receipt	806 billing adjustments and debit/credit memos for last reading, senior, penalties and transfer of payments within 5 mins per memo upon receipt				0.00	
ACCOMPLISHMENT OF CHANGE / REPLACE WATER METER	100% accomplished change / replace of water meter for defective or old meters within 10 mins per accounts upon receipt of the job order	1,944 accomplished change / replace of water meter for defective or old meters within 5 mins per accounts upon receipt of the job order				0.00	
POSTING OF PAYMENTS AND COLLECTION REPORT	100% posting of payments within 10 mins per accounts upon the receipt of the collecting agent	125 posting of payments within 5 mins per accounts upon the receipt of the collecting agent				0.00	
	100% collection reports within a day upon receipt of the collecting agent	264 collection reports within a day upon receipt of the collecting agent				0.00	

ACCOMPLISHED DISCONNECTION	100% accomplished disconnection with last reading for adjustment within 10 minutes per accounts	145 accomplished disconnection with last reading for adjustment within 5 minutes per accounts				0.00	
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0.00

EMPLOYEE'S ADHERENCE TO COMPANY RULES AND ACTIVITIES AS SET WITH THE PMT:

Punctuality	100% adherence to the ACWD Internal Rules and Regulations set by the PMT						
Attendance	100% adherence to the ACWD Internal Rules and Regulations set by the PMT						
Employee's Discipline	100% adherence to the ACWD Internal Rules and Regulations set by the PMT						

0.00

Final Average Rating

0.00

Very Satisfactory

Discussed with:	Date	Assessed by:	Date	Final Rating by	Date
PMT		I certify that I discussed my assessment of the performance with the employee			
		NELSON R. CIRINEO Assistant General Manager A		REYNALDO C. LIWANAG General Manager A	

INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW (IPCR)

I, _____, of the **Customer Accounts Division** of the **Angeles City Water District**, commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period of January to June 2016.

Assessed by:	Date:	Approved by:	Date:
NELSON R. CIRINEO Assist. General Manager A		REYNALDO C. LIWANAG General Manager A	

Customer Service Assistant A
Date: _____

5 point Numerical Rating Scales

- 5 - Outstanding
- 4 - Very Satisfactory
- 3 - Satisfactory
- 2 - Unsatisfactory
- 1 - below-poor

MFO	Success Indicators (Measures+Targets)	Actual Accomplishments	Rating				Remarks
			Q ¹	E ²	T ³	A ⁴	
Data Downloading of Concessionaires' accounts	302,000 concessionaires' accounts/data downloaded within 2 minutes per account/data	305,692 concessionaires' accounts/data downloaded within 1 minute and 30 seconds per account/data				0.00	
SUMMARY OF WATER BILLS (BILLING REGISTERED)	302,000 concessionaires/accounts billed within 30 seconds per concessionaire/account	305,692 concessionaires/accounts billed within 20 seconds per concessionaire/account				0.00	
	120 summary of bills prepared/generated and submitted within 4 hours per small zone and within 8 hours per large zone	120 summary of bills prepared/generated and submitted within 2 hours per small zone and within 6 hours per large zone				0.00	
BILLING ADJUSTMENT MEMOS	100% billing adjustments for erroneous bills, erroneous readings, and defective meters within 10 mins per memo upon receipt	89 billing adjustments for erroneous bills, erroneous readings, and defective meters within 5 mins per memo upon receipt				0.00	

0.00

EMPLOYEE'S ADHERENCE TO COMPANY RULES AND ACTIVITIES AS SET WITH THE PMT:

Punctuality	100% adherence to the ACWD Internal Rules and Regulations set by the PMT					
Attendance	100% adherence to the ACWD Internal Rules and Regulations set by the PMT					
Employee's Discipline	100% adherence to the ACWD Internal Rules and Regulations set by the PMT					

0.00

Final Average Rating

0.00

Very Satisfactory

Discussed with:	Date	Assessed by:	Date	Final Rating by	Date
PMT		I certify that I discussed my assessment of the performance with the employee			
		NELSON R. CIRINEO Assistant General Manager A		REYNALDO C. LIWANAG General Manager A	

INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW (IPCR)

I, _____, of the **Customer Accounts Division** of the **Angeles City Water District**, commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period of January to June 2016.

Assessed by:	Date:	Approved by:	Date:
NELSON R. CIRINEO Assist. General Manager A		REYNALDO C. LIWANAG General Manager A	

Utilities/Customer Service Officer A
Date: _____

5 point Numerical Rating Scales

- 5 - Outstanding
- 4 - Very Satisfactory
- 3 - Satisfactory
- 2 - Unsatisfactory
- 1 - below-poor

MFO	Success Indicators (Measures+Targets)	Actual Accomplishments	Rating				Remarks
			Q ¹	E ²	T ³	A ⁴	
AGING OF ACCOUNTS RECEIVABLES	120 zones on aging of accounts receivables for active and inactive concessionaires prepared in 1 hour per zone	120 zones on aging of accounts receivables for active and inactive concessionaires prepared in 1 hour per zone				0.00	
	1 monthly report on aging of account receivables for active & inactive concessionaires prepared within 4 hours	6 monthly report on aging of account receivables for active & inactive concessionaires prepared within 4 hours				0.00	
BILLING ADJUSTMENT AND DEBIT/CREDIT MEMOS	100% billing adjustments and debit/credit memos for senior, additional bills and penalties within 10 mins per memo upon receipt	340 billing adjustments and debit/credit memos for senior, additional bills and penalties within 5 mins per memo upon receipt				0.00	
DISCONNECTION OF CONCESSIONAIRES' SERVICES WITH DELIQUENT ACCOUNTS	20 zones disconnection list and notice prepared and printed within 4 hours per schedule	20 zones disconnection list and notice prepared and printed within 4 hours per schedule				0.00	
JOB-ORDERS FOR INQUIRIES	100% job-orders for inquiries and complains reported by the concessionaires within 10 minutes per report upon receipt	74 job-orders for inquiries and complains reported by the concessionaires within 5 minutes per report upon receipt				0.00	

0.00

EMPLOYEE'S ADHERENCE TO COMPANY RULES AND ACTIVITIES AS SET WITH THE PMT:

Punctuality	100% adherence to the ACWD Internal Rules and Regulations set by the PMT					
Attendance	100% adherence to the ACWD Internal Rules and Regulations set by the PMT					
Employee's Discipline	100% adherence to the ACWD Internal Rules and Regulations set by the PMT					

0.00

Final Average Rating

0.00

Discussed with:	Date	Assessed by:	Date	Final Rating by	Date
PMT		I certify that I discussed my assessment of the performance with the employee			
		NELSON R. CIRINEO Assistant General Manager A		REYNALDO C. LIWANAG General Manager A	



INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW (IPCR)

I, _____, of the **Customer Accounts Division** of the **Angeles City Water District**, commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period of January to June 2016.

Assessed by:	Date:	Approved by:	Date:
NELSON R. CIRINEO Assist. General Manager A		REYNALDO C. LIWANAG General Manager A	

Sr. Utilities/Customer Service Officer
Date: _____

5 point Numerical Rating Scales

- 5 - Outstanding
- 4 - Very Satisfactory
- 3 - Satisfactory
- 2 - Unsatisfactory
- 1 - below-poor

MFO	Success Indicators (Measures+Targets)	Actual Accomplishments	Rating				Remarks
			Q ¹	E ²	T ³	A ⁴	
Meter Reading Schedule and Itinerary of Travel	6 months water meter reading schedules and itinerary of travel prepared within 30 minutes per schedule	6 months water meter reading schedules and itinerary of travel prepared within 25 minutes per schedule				0.00	
Billed Accounts (Billing Summary)	120 zones Summary of Bills and list of Billed Accounts checked and verified within 30 minutes per zone	120 zones Summary of Bills and list of Billed Accounts checked and verified within 25 minutes per zone				0.00	
Billing Adjustment and Debit/Credit Memos	100% billing adjustments for erroneous bills, erroneous readings, and defective meters checked and verified within 10 mins per memo upon receipt	1,779 billing adjustments for erroneous bills, erroneous readings, and defective meters checked and verified within 5 mins per memo upon receipt				0.00	
Aging of Accounts Receivables (Active & Inactive)	120 zones on aging of accounts receivables ative and inactive certified correct within 1 hour per zone	120 zones on aging of accounts receivables ative and inactive checked and verified within 45 minutes per zone				0.00	
Monthly Status Report	6 monthly status report accurately prepared and submitted to the division manager on the 20th day of the succeeding month	6 monthly status report accurately prepared and submitted to the division manager on the 20th day of the succeeding month				0.00	

Monthly Data Sheet	6 monthly data sheet accurately prepared and submitted to the Finance division on the 20th day of the succeeding month	6 monthly data sheet accurately prepared and submitted to the Finanace division on the 20th day of the succeeding month				0.00	
Performance Evaluation	Semi annual performance evaluation of 5 subordinates on the 15th day of the rating period.	Semi annual performance evaluation of 5 subordinates on the 15th day of the rating period				0.00	
Reports: Monthly Reports on Debit Memos, Summary of Bills, Billing Adjustments, Debit/Credit Memos, Aging of Account Receivables	6 sets of reports accurately prepared and submitted to the Division Manager on the 10th day of the succeeding month	6 sets of reports accurately prepared and submitted to the Division Manager on the 6th day of the succeeding month				0.00	

0.00

EMPLOYEE'S ADHERENCE TO COMPANY RULES AND ACTIVITIES AS SET WITH THE PMT:

Punctuality	100% adherence to the ACWD Internal Rules and Regulations set by the PMT						
Attendance	100% adherence to the ACWD Internal Rules and Regulations set by the PMT						
Employee's Discipline	100% adherence to the ACWD Internal Rules and Regulations set by the PMT						

0.00

Final Average Rating

0.00

Very Satisfactory

Discussed with:	Date	Assessed by:	Date	Final Rating by	Date
PMT		I certify that I discussed my assessment of the performance with the employee			
		NELSON R. CIRINEO Assistant General Manager A		REYNALDO C. LIWANAG General Manager A	

DIVISION PERFORMANCE COMMITMENT AND REVIEW

I, **AILYN M. CORDERO**, of the **CUSTOMER SERVICE DIVISION** of **ANGELES CITY WATER DISTRI** following targets in accordance with the indicated measures for the period **JANUARY TO JUNE**

Assessed by	Date:	Approved by:	Date:
ENGR. NELSON R. CIRINE Asst. General Manag		ENGR. REYNALDO C. LIWANAG General Manager	

AILYN M. CORDERO
 Division Manager A
 Date:

MFO	SUCCESS INDICATOR	Alloted Budget	Individual Accountabl	ACTUAL ACCOMPLISHMENT
Customer's Queries/ Requests	100% of the customers served within 15 mins. for simple queries and 35 mins for complex queries.		A.CORDERO, W. FRANCISCO,G. MAGTOTO,PJ SANTOS,R. UMALI, G. SISON,H. SERRANO	customers served within 10 mins. for simple queries and 28 mins for complex queries.
New Service	1500 New Service Connection Request, Inspection Report and		A. CORDERO, W.	New Service Connection Request, Inspection Report and other related
Customer's Queries	100% of the Customer's Queries/Request received, surveyed		A. CORDERO, W.	Customer's Queries/Request received, surveyed accurately in 6
Accomplish ed Disconnecti on Request	100% Disconnection Request(Voluntary Disconnection) received acted in 24 hours after application and 100%		A. CORDERO,G. MAGTOTO,D. ALONZO, J. ANGELES, E. BALITISTA, S	Disconnection Request(Voluntary Disconnection) received acted in 6 hourhours after application and
Accomplish ed Reconnecti on Request	100% of the Reconnection Request received accurately acted in 24 hours after application		A.CORDEO, G. MAGTOTO, E. ONG, E. RUCAO	Reconnection Request received accurately acted within 6 hours.
	24 Reports are accurately prepared every 15th day of the succeeding month		A. Cordero, W. Francisco.	24 Reports are accurately prepared every 15th day of the succeeding month
ANNUAL DIVISION BUDGET	Annual Division Budget verified and submitted 2 weeks after CORPLAN		A. CORDERO, W. FRANCISCO	Annual Division Budget verified and submitted 2 weeks after CORPLAN
ANNUAL DIVISION PPMP	Annual Division PPMP verified and submitted 2 weeks after CORPLAN		A. CORDERO, W.	Annual Division PPMP verified and submitted 2 weeks after CORPLAN

EMPLOYEE'S ADHERENCE TO COMPANY RULES AND ACTIVITIES AS SET WITH THE PMT:

Punctuality	100% adherence to the ACWD Internal Rules and Regulations set by the PMT		All Customer Service Personnel	_____
Attendance				_____
Employee's Discipline				_____

Final
Average
Rating

Discussed with	Date	Assessed by	Date	F
PMT		I certify that I discussed my assessment of the performance with the employee.		
		ENGR. NELSON R. CIRINEO Division Manager A		ENGR. RE Ge

FORM (DPCR)

CT, commit to deliver and agree to be rated on the attainment of the **2015.**

5 Numerical Rating Scales

5	Outstanding
4	Very Satisfactory
3	Satisfactory
2	Unsatisfactory
1 below	POOR

RATINGS				REMARKS
Q	E	T	A	
	5	4	4.5	
4	4	4	4	
	5	4	4.5	
	5	4	4.5	
	5	4	4.5	
5	5	3	4.333333	
5	5	3	4.333333	
5	5	3	4.333333	

1				
5			3.33	
4				

38.333333

4.26
Very Satisfactory

Final Rating by	Date
RYNALDO C. LIWANAG General Manager	



INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW FORM (IPCR)

I, **GAIL C. MAGTOTO**, of the **CUSTOMER SERVICE DIVISION** of **ANGELES CITY WATER DISTRICT**, commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period **JULY TO DECEMBER 2016**.

GAIL C. MAGTOTO
CUSTOMER SERVICE OFFICER A

Date:

5 Numerical Rating Scales

5	Outstanding
4	Very Satisfactory
3	Satisfactory
2	Unsatisfactory
1 below	POOR

Assessed by:	Date:	Approved by:	Date:
AILYN M. CORDERO Division Manager A		ENGR. REYNALDO C. LIWANAG General Manager	

WEIGHT ALLOCATION	MFO	SUCCESS INDICATOR	ACTUAL ACCOMPLISHMENT	RATINGS					REMARKS
				Q	E	T	A	A	
TEAMWORK ACTIVITY (40%)									
40%	Accomplished Reconnection Request	Monitoring and Verifying Accomplished Reconnection and Disconnection Request. Monitoring and verifying served disconnection notice.					4.31	1.72	
	Accomplished Disconnection Request								
WORK PERFORMANCE (40%)									
40%	Recorded Approved Reconnection Request	100% of the Approved Reconnection Request recorded accurately in 1 min per request, upon receipt.	1401 Approved Reconnection Request recorded accurately in 35 seconds per request, upon receipt.		4	4	4.00	1.73	3 errors
	Recorded Approved Disconnection Request	100% of the Approved Disconnection Request recorded accurately in 1 min per request, upon receipt.	198 Approved Disconnection Request recorded accurately in 35 seconds per request, upon receipt.		5	4	4.50		
	Refund Authorization and Debit Memo	100% of the Refund Authorization and Debit Memo prepared accurately in 20 min per document, upon receipt.	8 Refund Authorization and 5 Debit Memo prepared accurately in 15 min per document, upon receipt.		5	4	4.50		
	Weekly Report on Accomplished Reconnection and Disconnection Request	132 Weekly Report on Accomplished Reconnection and Disconnection Request prepared accurately and submitted every Monday at 8:30 am.	132 Weekly Report on Accomplished Reconnection and Disconnection Request prepared accurately and submitted every Monday at 8:30 am.		5	3	4.00		
	Monthly Report on Accomplished Reconnection and Disconnection Request	6 Monthly Report on Accomplished Reconnection and Disconnection Request prepared accurately and submitted every 15th day of the succeeding month.	6 Monthly Report on Accomplished Reconnection and Disconnection Request prepared accurately and submitted every 10th day of the succeeding month.	5	5	4	4.67		

ACWD RULES AND REGULATIONS (20%)					
2.50%	COURTESY			4	0.10
2.50%	HUMAN RELATIONS			4	0.10
2.50%	INITIATIVE			3	0.08
2.50%	INDUSTRY			4	0.10
3%	PUNCTUALITY			5	0.15
3%	ATTENDANCE			5	0.15
4%	ADHERENCE TO COMPANY POLICY			4	0.16
100%			FINAL RATING		4.29
					VERY SATISFACTORY



INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW FORM (IPCR)

I, **ABRAHAM SUGAY**, of the **CUSTOMER SERVICE DIVISION** of **ANGELES CITY WATER DISTRICT**, commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period **JULY TO DECEMBER 2016**.

ABRAHAM SUGAY

Water Sewerage Maint. Man C

Date:

5 Numerical Rating Scales

5	Outstanding
4	Very Satisfactory
3	Satisfactory
2	Unsatisfactory
1 below	POOR

Assessed by:	Date:	Approved by:	Date:
AILYN M. CORDERO Division Manager A		ENGR. REYNALDO C. LIWANAG General Manager	

WEIGHT ALLOCATION	MFO	SUCCESS INDICATOR	ACTUAL ACCOMPLISHMENT	RATINGS					REMARKS
				Q	E	T		A	
WORK PERFORMANCE (80%)									
80%	Served Disconnection Notice for Zone 5,10,13,16,17 & 20	100% Disconnection Notice (per zone) served in 16 working hours per zone upon receipt.	3032 Disconnection Notice (per zone) served in 12 working hours per zone upon receipt.		5	4	4.50	3.63	
	Served Disconnection Notice for Zone 1,2,3,4,6,7,8,9,11,12,15,18& 19	100% Disconnection Notice (per zone) served in 8 working hours per zone upon receipt.	1474 Disconnection Notice (per zone) served in 6 working hours per zone upon receipt.		5	4	4.50		
	Accomplished Disconnection Request for Non-Payment of Arrears	100% of the Concessionaires in Arrears(Visited and issued notice) disconnected in 10 working days after the receipt of the disconnection notice(per zone)	144 Concessionaires in Arrears(Visited and issued notice) disconnected in 7 working days after the receipt of the disconnection notice(per zone)		5	4	4.50		
	Daily Accomplishment Report	132 Daily Accomplishment Report prepared accurately at the end of the day.	132 Daily Accomplishment Report prepared accurately at the end of the day.	5	5	4	4.67		

ACWD RULES AND REGULATIONS (20%)						
2.50%	COURTESY			4	0.10	
2.50%	HUMAN RELATIONS			4	0.10	
2.50%	INITIATIVE			4	0.10	
2.50%	INDUSTRY			4	0.10	
3%	PUNCTUALITY			5	0.15	
3%	ATTENDANCE			5	0.15	
4%	ADHERENCE TO COMPANY POLICY			3	0.12	
100%			FINAL RATING			4.45
						VERY SATISFACTORY

Discussed with	Assessed by	Date	Final Rating by	Date
PMT	I certify that I discussed my assessment of the performance with the employee.			
Date	AILYN M. CORDERO Division Manager A		ENGR. REYNALDO C. LIWANAG General Manager	



INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW FORM (IPCR)

I, **ROLANDO ARCEO**, of the **CUSTOMER SERVICE DIVISION** of **ANGELES CITY WATER DISTRICT**, commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period **JULY TO DECEMBER 2016**.

ROLANDO ARCEO

Water/Sewerage Maint. Man C

Date:

5 Numerical Rating Scales

5	Outstanding
4	Very Satisfactory
3	Satisfactory
2	Unsatisfactory
1 below	POOR

Assessed by:	Date:	Approved by:	Date:
AILYN M. CORDERO Division Manager A		ENGR. REYNALDO C. LIWANAG General Manager	

WEIGHT ALLOCATION	MFO	SUCCESS INDICATOR	ACTUAL ACCOMPLISHMENT	RATINGS					REMARKS
				Q	E	T		A	
WORK PERFORMANCE (80%)									
80%	Served Disconnection Notice for Zone 5,10,13,16,17 & 20	100% Disconnection Notice (per zone) served in 16 working hours per zone upon receipt.	2986 Disconnection Notice (per zone) served in 12 working hours per zone upon receipt.		5	4	4.50	3.43	
	Served Disconnection Notice for Zone 1,2,3,4,6,7,8,9,11,12,15,18& 19	100% Disconnection Notice (per zone) served in 8 working hours per zone upon receipt.	1670 Disconnection Notice (per zone) served in 6 working hours per zone upon receipt.		5	4	4.50		
	Accomplished Disconnection Request for Non-Payment of Arrears	100% of the Concessionaires in Arrears(Visited and issued notice) disconnected in 10 working days after the receipt of the disconnection notice(per zone)	118 Concessionaires in Arrears(Visited and issued notice) disconnected in 8 working days after the receipt of the disconnection notice(per zone)		3	4	3.50		32 Unaccomplished
	Daily Accomplishment Report	132 Daily Accomplishment Report prepared accurately at the end of the day.	132 Daily Accomplishment Report prepared accurately at the end of the day.	5	5	4	4.67		

ACWD RULES AND REGULATIONS (20%)						
2.50%	COURTESY			4	0.10	
2.50%	HUMAN RELATIONS			4	0.10	
2.50%	INITIATIVE			4	0.10	
2.50%	INDUSTRY			4	0.10	
3%	PUNCTUALITY			4	0.12	
3%	ATTENDANCE			5	0.15	
4%	ADHERENCE TO COMPANY POLICY			3	0.12	
100%			FINAL RATING			4.22
						VERY SATISFACTORY

Discussed with	Assessed by	Date	Final Rating by	Date
PMT	I certify that I discussed my assessment of the performance with the employee.			
Date	AILYN M. CORDERO Division Manager A		ENGR. REYNALDO C. LIWANAG General Manager	



INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW FORM (IPCR)

I, **RALPH HONOR UMALI**, of the **CUSTOMER SERVICE DIVISION** of **ANGELES CITY WATER DISTRICT**, commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period **JULY TO DECEMBER 2016**.

RALPH HONOR UMALI
Customer Service Assistant

DATE: _____

5 Numerical Rating Scales

5	Outstanding
4	Very Satisfactory
3	Satisfactory
2	Unsatisfactory
1 below	POOR

Assessed by:	Date:	Approved by:	Date:
AILYN M. CORDERO Division Manager A		ENGR. REYNALDO C. LIWANAG General Manager	

WEIGHT ALLOCATION	MFO	SUCCESS INDICATOR	ACTUAL ACCOMPLISHMENT	RATINGS					REMARKS
				Q	E	T		A	
WORK PERFORMANCE (80%)									
80%	Service Application	500 Service Applications processed accurately in 5 mins./application upon arrival of the customer.	560 Service Applications processed accurately in 3 mins./application upon arrival of the customer.	3	5	4	4.00	3.45	
	Assesment on Materials, Registrations and other Fees	500 Assesment on Materials, Registrations and other Fees processed accurately in 10 mins per applicant upon receipt.	531 Assesment on Materials, Registrations and other Fees processed accurately in 8 mins per applicant upon receipt.	3	4	4	3.67		3 errors
	Promissory Note (Waterbill,Materials)	100% of the Promissory Note processed accurately in 10 mins per PN upon receipt.	205 Promissory Note processed accurately in 6 mins per PN upon receipt.		5	4	4.50		
	Water Service Contract	230 Water Service Contract processed accurately in 1 min./application upon arrival of the customer.	318 Water Service Contract processed accurately in 35 seconds./application upon arrival of the customer.	5	5	4	4.67		
	Installation Request	500 Installation Request processed accurately in 1 min.per request upon arrival of the customer.	530 Installation Request processed accurately in 35 seconds.per request upon arrival of the customer.	3	5	4	4.00		
	Senior Citizen's Application/Renewal	100% of the Senior Citizen's Application/Renewal processed accurately in 8 mins per application upon arrival of the applicant.	75 Senior Citizen's Application/Renewal processed accurately in 8 mins per application upon arrival of the applicant.		5	4	4.50		

	Water Analysis Application	100% of the Water Analysis Application processed accurately in 8 mins upon receipt.	55 Water Analysis Application processed accurately in 5 mins upon receipt.		5	4	4.50	
	Customer's Queries/Complaints/Request(SIMPLE)	100% of the Customer's Queries/Complaints/Request(SIMPLE) processed accurately in 5 mins per request upon receipt	1,640 Customer's Queries/Complaints/Request(SIMPLE) processed accurately in 3 mins per request upon receipt		5	4	4.50	
	Customer's Queries/Complaints/Request(COMPLEX)	100% of the Customer's Queries/Complaints/Request(COMPLEX) processed accurately in 20 mins per request upon receipt	26 Customer's Queries/Complaints/Request(COMPLEX) processed accurately in 15 mins per request upon receipt		5	4	4.50	
ACWD RULES AND REGULATIONS (20%)								
2.50%	COURTESY						5	0.13
2.50%	HUMAN RELATIONS						4	0.10
2.50%	INITIATIVE						4	0.10
2.50%	INDUSTRY						4	0.10
3%	PUNCTUALITY						1	0.03
3%	ATTENDANCE						5	0.15
4%	ADHERENCE TO COMPANY POLICY						4	0.16
100%			FINAL RATING				4.22	
							VERY SATISFACTORY	

Discussed with	Assessed by	Date	Final Rating by	Date
PMT	I certify that I discussed my assessment of the performance with the employee.			
Date	AILYN M. CORDERO Division Manager A		ENGR. REYNALDO C. LIWANAG General Manager	



INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW FORM (IPCR)

I, **REDENTOR SUPAN JR.**, of the **CUSTOMER SERVICE DIVISION** of **ANGELES CITY WATER DISTRICT**, commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period **JULY TO DECEMBER 2016**.

REDENTOR SUPAN JR.

Senior Water Sewerage Maint. Foreman

DATE: _____

5 Numerical Rating Scales

5	Outstanding
4	Very Satisfactory
3	Satisfactory
2	Unsatisfactory
1 below	POOR

Assessed by:	Date:	Approved by:	Date:
AILYN M. CORDERO Division Manager A		ENGR. REYNALDO C. LIWANAG General Manager	

WEIGHT ALLOCATION	MFO	SUCCESS INDICATOR	ACTUAL ACCOMPLISHMENT	RATINGS					REMARKS
				Q	E	T		A	
WORK PERFORMANCE (80%)									
80%	New Service Connection Inspection Report	375 New Connection Applications surveyed and inspection report prepared accurately in 16 working hours after application(per set of Service Application).	432 New Connection Applications surveyed and inspection report prepared accurately in 12 working hours after application(per set of Service Application).	4	4	4	4.00	3.40	with 3 errors
	Relocation Inspection Report	100% of the Application for Meter Relocation surveyed and inspection report prepared accurately in 16 working hours after application(per set of Service Application).	61 Application for Meter Relocation surveyed and inspection report prepared accurately in 8 working hours after application(per set of Service Application).		5	5	5.00		
	Reclassification Inspection Report(simple)	100% of the Reclassification Request (Simple)surveyed accurately as in 16 working hours (per set of request), upon receipt	69 Reclassification Request (Simple)surveyed accurately as in 13 working hours (per set of request), upon receipt		5	4	4.50		
	Reclassification Inspection Report(Complex)	100% of the Reclassification Request (Complex)surveyed accurately as scheduled.	46 Reclassification Request surveyed accurately as scheduled.		5	3	4.00		
	Meter-Interchanged Inspection Report	100% of the Meter-Interchanged Request surveyed accurately as scheduled.	5 Meter-Interchanged Request surveyed accurately as scheduled.		5	3	4.00		
	Suspected Illegal Connection Inspection Report	100% of the Suspected Illegal Request surveyed accurately as scheduled.	20 Suspected Illegal Request surveyed accurately as scheduled.		5	3	4.00		

ACWD RULES AND REGULATIONS (20%)						
2.50%	COURTESY			5	0.13	
2.50%	HUMAN RELATIONS			4	0.10	
2.50%	INITIATIVE			4	0.10	
2.50%	INDUSTRY			4	0.10	
3%	PUNCTUALITY			1	0.03	
3%	ATTENDANCE			5	0.15	
4%	ADHERENCE TO COMPANY POLICY			3	0.12	
100%		FINAL RATING		4.13		
						VERY SATISFACTORY

Discussed with	Assessed by	Date	Final Rating by	Date
PMT	I certify that I discussed my assessment of the performance with the employee.			
Date	AILYN M. CORDERO Division Manager A		ENGR. REYNALDO C. LIWANAG General Manager	



INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW FORM (IPCR)

I, **WARLIE P. FRANCISCO**, of the **CUSTOMER SERVICE DIVISION** of **ANGELES CITY WATER DISTRICT**, commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period **JULY TO DECEMBER 2016**.

WARLIE P. FRANCISCO

Senior Customer Service Officer

Date:

5 Numerical Rating Scales

- | | |
|---------|-------------------|
| 5 | Outstanding |
| 4 | Very Satisfactory |
| 3 | Satisfactory |
| 2 | Unsatisfactory |
| 1 below | POOR |

Assessed by:	Date:	Approved by:	Date:
AILYN M. CORDERO Division Manager A		ENGR. REYNALDO C. LIWANAG General Manager	

WEIGHT ALLOCATION	MFO	SUCCESS INDICATOR	ACTUAL ACCOMPLISHMENT	RATINGS					REMARKS
				Q	E	T		A	
TEAMWORK ACTIVITY (40%)									
40%	Certified Correct Customer's Queries/Request	Monitoring and verifying documents prepared by the Frontline Personel such as Customer's Queries/Request, Service Application for New Service Connection, Assessment on materials, registrattions and other fees, Promissory Note, Installation Request, Senior Citizen Application/Renewaland Water Analysis Request.	Monitoring and Verifying Inpection Report prepared by the Service Investigator such as Tapping, Branch, Additional, Reactivate, Relocation, Stolen Meter, Suspected Illegal Connection,Reclassification and Meter Interchanged,	4.26	1.70	Monitoring and Verifying accomplished Reconnection and Disconnection Request.	Organize schedules, assign work activity, inform CS Personnel about new programs/policies and ensure personnel follow the organization's policies.		
	Certified Correct New Service Application								
	Certified Correct New Connection Related Documents								
	Certified Correct Assessment								
	Certified Correct Inspection Report								
	Certified Correct								
	Certified Correct Accomplished Reconnection and Disconnection Request								
	Certified Correct Reports								

WORK PERFORMANCE (40%)

40%	Certification(For refund of materials, registrations and other fees)	100% of the Certification for refund of materials, registrations and other fees prepared accurately in 15 mins per certification, upon receipt.	19 Certification for refund of materials, registrations and other fees prepared accurately in 10 mins per certification, upon receipt.		4	4	4.00	1.75	3 revisions/errors
	Purchase Request	100% of the Purchase Request prepared accurately in 10 mins per request, upon receipt	Purchase Request prepared accurately in 6 mins per request, upon receipt		5	4	4.50		
	Weekly Reports on Accomplished New Connection	132 Weekly Reports on Accomplished New Coinnection prepared accurately and submitted every Monday at 8:45 am	132 Weekly Reports on Accomplished New Coinnection prepared accurately and submitted every Monday at 8:45 am	5	5	3	4.33		
	Monthly Reports on Accomplished New Connections and Customer's Queries/Request	6 Monthly Reports on Accomplished New Connections and Customer'S Queries/Request prepared accurately and submitted on the 15th day of the succeeding month.	6 Monthly Reports on Accomplished New Connections and Customer'S Queries/Request prepared accurately and submitted on the 10th day of the succeeding month.	5	5	4	4.67		

ACWD RULES AND REGULATIONS (20%)

2.50%	COURTESY					5	0.13	
2.50%	HUMAN RELATIONS					5	0.13	
2.50%	INITIATIVE					4	0.10	
2.50%	INDUSTRY					4	0.10	
3%	PUNCTUALITY					3	0.09	
3%	ATTENDANCE					5	0.15	
4%	ADHERENCE TO COMPANY POLICY					4	0.16	
100%			FINAL RATING				4.30	
							VERY SATISFACTORY	