



MFO ACCOUNTABILITY REPORT CARD (MARC-1)

| Energy Regulatory Commission | DEPARTMENT BUDGET | OVERALL RESULTS ASSESSMENT | | | | | |
|--|--|--|------------------------|----------------------------|-------------------------------|--|--------|
| | | OUTPUTS | PERFORMANCE INDICATORS | SERVICE / PRODUCT RESULTS | | | RATING |
| | | | | FY 2014 (in million) | FY 2014 ACTUAL ACCOMPLISHMENT | FY 2014 TARGET | |
| MAJOR FINAL OUTPUTS | | | | | | | |
| <p>The Energy Regulatory Commission (ERC) ensures the adequate promotion of consumer interests and customer choice; promotes competition, encourages market development, and penalizes abuse of market power. It is also responsible for enforcing the implementing rules and guidelines of the EPIRA.</p> <p>Electric Power Industry Regulation Services</p> | | Screening and Registration | | | | | |
| | | Number of application for certificates, permits and licences acted upon | | 87 application | | 584 application | 671% |
| | | Percentage of certificate, permit and licence holders violating one or more of the authorization conditions in the last 5 years | | 8% | | 1% | 188% |
| | | Percentage of applications for CPCN acted upon within 90 days from the time the Commission declares the case as submitted for resolution | | 70% | | 100% | 143% |
| | | Percentage of applications of Certificate of Compliance (COC) acted upon within 50 days from receipt of compliant submission | | 75% | | 100% | 133% |
| | | Percentage of applications of Certificate of Registration for Wholesale Aggregators (WA) acted upon within 30 days from receipt of compliant submission | | 75% | | No application for Certificate of Registration for WA received | |
| | | Percentage of applications of Retail Electricity Suppliers (RES) acted upon within 50 days from receipt of compliant submission | | 75% | | 100% | 133% |
| | | Percentage of applications for franchise to operate sub-transmission assets as consortium acted upon within 90 days from the time the Commission declares the case as submitted for resolution | | 70% | | 100% | 143% |
| | | Percentage of applications for Certificate of Authority as Meter Shop acted upon within 2 months from receipt of compliant applications | | 75% | | 100% | 133% |
| | | Monitoring | | | | | |
| | | Number of sites/ facilities/meter laboratories inspected to monitor compliance with the terms and condition of the license, permits, certificates issued | | 95 laboratories inspected | | 193 laboratories inspected | 203% |
| | | Number of watt-hour meters (new and in-service) tested and calibrated | | 2,500,000 watt-hour meters | | 3,789,168 watt-hour meters | 152% |
| | | Number of audits conducted on compliance to rules and regulations of ERC | 40 actual audits | 505 desk and actual audits | | 511 desk and actual audits | 101% |
| | | Percentage of sites and facilities inspected and audits conducted which resulted in the issuance of show-cause orders | | 3.50% | | No show cause orders issued | |
| | | Percentage of sites and facilities inspected within the middle term of the validation of the term certificate/license/permit issued | | 33% | | 38% | 115% |
| | | Enforcement | | | | | |
| | | Number of cases (violations, complaints and disputes, and petitions/applications) resolved | | 448 cases | | 538 cases | 120% |
| | | Number of rules and regulation promulgated | 22 | 12 rules and regulation | | 19 rules and regulation | 158% |
| | | Percentage of consumer complaints resolved at pre-hearing stage | 81% | 70% | | 81% | 116% |
| | | Percentage of reversals on appeals filed (rate cases) | 8% | 10% | | 7% | 130% |
| | Percentage of cases (application/petitions and violations) decided within 90 days from the date the Commission declares the case as submitted for the resolution | | 70% | | 81% | 116% | |



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|--|--|---|----------------------------|-------------------------------|----------------|---------------------------------------|--------------|--|
| | | | PERFORMANCE INDICATORS | FY 2013 ACTUAL ACCOMPLISHMENT | FY 2014 TARGET | FY 2014 ACTUAL ACCOMPLISHMENT | | |
| <p>The Energy Regulatory Commission (ERC) ensures the adequate promotion of consumer interests and customer choice; promotes competition, encourages market development, and penalizes abuse of market power. It is also responsible for enforcing the implementing rules and guidelines of the EPIRA.</p> | STO and GASS | | | | | | | |
| | SUPPORT TO OPERATIONS | Timely and relevant updating of data in ERC website | 100% | 100% | 100% | | 100% | |
| | | Percentage of top and middle level Managers oriented on ISO 9001:2008 Quality Management System (QMS) | | | 100% | 100% | 100% | |
| | GENERAL ADMINISTRATIVE SUPPORT SERVICES | Budget Utilization Rate | | | | | | |
| | | Obligations BUR Ratio of total obligations to total release. | | | 100% | 72% Php67,941,000 Php94,962,000 | 72% | |
| | | Disbursements BUR Ratio of total disbursement to total obligations. | 98% | 100% | 98% | Php66,898,000 Php67,941,000 | 98.5% | |
| | | Submission to COA | | | | | | |
| Financial Statements for FY 2013 (per PD 1445) | 100% | 100% | 100% | | 100% | | | |
| Report on ageing of Cash Advances (cut-off date November 15, 2014) | 100% | 100% | 100% | | 100% | | | |

Source: Agency Form A/A-1; Assessment of DBM BMB-A; Assessment of OP-OES