



MFO ACCOUNTABILITY REPORT CARD (MARC-1)

Energy Regulatory Commission

OUTPUTS	DEPARTMENT BUDGET FY 2014 (in million)	OVERALL RESULTS ASSESSMENT				RATING
		SERVICE / PRODUCT RESULTS				
		PERFORMANCE INDICATORS	FY 2014 ACTUAL ACCOMPLISHMENT	FY 2014 TARGET	FY 2014 ACTUAL ACCOMPLISHMENT	
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		
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	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