

AGENCY PERFORMANCE MEASURES

DEPARTMENT: ENERGY REGULATORY COMMISSION (ERC)/ OTHER EXECUTIVE OFFICES

MFO/ Indicator (Qualitative and/ or Quantitative)	Unit of Measure	FY 2013 Accomplishments		2014 PHYSICAL PERFORMANCE TARGETS								BUDGET ALLOCATION (P'000)						
		PHYSICAL	FINANCIAL** (P'000)	Q1		Q2		Q3		Q4		TOTAL TARGET	TOTAL ACTUAL	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Total Actual
				TARGET	ACTUAL	TARGET	ACTUAL	TARGET	ACTUAL	TARGET	ACTUAL							
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13=5+7+9+11)	(14=6+8+10+12)	(15)	(16)	(17)	(18)	(19=15+16+17+18)
<b>MFO 1: Electric Power Industry Regulatory Services</b>																		
<b>Screening and Registration</b>																		
	No. of applications for certificates, permits and licenses acted upon	*		21	128	22	114	22	148	22	194	87	584					
	% of certificate, permit and license holders violating one or more of the authorization conditions in the last five (5) years	*		8%	1%	8%	N/A*****	8%	0.4%	8%	N/A*****	8%	1%					
	% of applications for CPCN acted upon within 90 days from the time the Commission declares the case as submitted for resolution	*		70%	100%	70%	100%	70%	100%	70%	100%	70%	100%					
	% of applications of Certificate of Compliance (COC) acted upon within 50 days from receipt of compliant submission	*		75%	100%	75%	100%	75%	100%	75%	100%	75%	100%					
	% of applications of Certificate of Registration for Wholesale Aggregators (WA) acted upon within 30 days from receipt of compliant submission	*		75%	N/A***	75%	N/A***	75%	N/A***	75%	N/A***	75%	N/A***					
	% of applications of Retail Electricity Suppliers (RES) acted upon within 50 days from receipt of compliant submission	*		75%	N/A***	75%	100%	75%	100%	75%	N/A*****	75%	100%					
	% 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%	70%	100%	70%	100%	70%	100%	70%	100%					
	% of applications for Certificate of Authority as Meter Shop acted upon within two (2) months from receipt of compliant applications	*		75%	100%	75%	100%	75%	100%	75%	100%	75%	100%					
<b>Monitoring</b>																		
	No. of sites/facilities/meter laboratories inspected to monitor compliance with the terms and conditions of the license, permits, certificates issued	*		23	49	24	54	24	46	24	44	95	193					
	No. of watt-hour meters (new and in-service) tested and calibrated	*		625,000	668,158	625,000	588,766	625,000	803,810	625,000	1,728,434	2,500,000	3,789,168					
	No. of audits conducted on compliance to rules and regulations of ERC	40		126	128	126	128	126	129	126	126	504	511					
	% of sites and facilities inspected and audits conducted which resulted in the issuance of show-cause orders	*		3.5%	N/A****	3.5%	N/A****	3.5%	N/A****	3.5%	N/A****	3.5%	N/A****					
	% of sites and facilities inspected within the middle term of the validity of the certificate/license/permit issued	*		33%	53%	33%	45%	33%	17%	33%	37%	33%	38%					
<b>Enforcement</b>																		
	No. of cases (violations, complaints and disputes, and petitions/applications) resolved	*		112	156	112	111	112	135	112	136	448	538					
	No. of rules and regulations promulgated	*		3	5	3	7	3	2	3	5	12	19					
	% of consumer complaints resolved at pre-hearing stage	81%		70%	82%	70%	81%	70%	81%	70%	81%	70%	81%					
	% of cases (applications/petitions and violations) decided within 90 days from the date the Commission declares the case as submitted for resolution	*		70%	89%	70%	78%	70%	80%	70%	78%	70%	81%					
<b>TOTAL</b>			<b>477,251</b>											<b>35,098</b>	<b>22,597</b>	<b>19,618</b>	<b>25,663</b>	<b>102,976</b>

\* New Indicator for FY 2013

\*\* Total Budget Allocation for 2013 accounts for a different set of MFO (3 MFOs) with different Performance Indicators.


\*\*\*No applications were filed for the period.

\*\*\*\*No sites and facilities inspected and audits conducted which resulted in the issuance of show-cause order during the period.

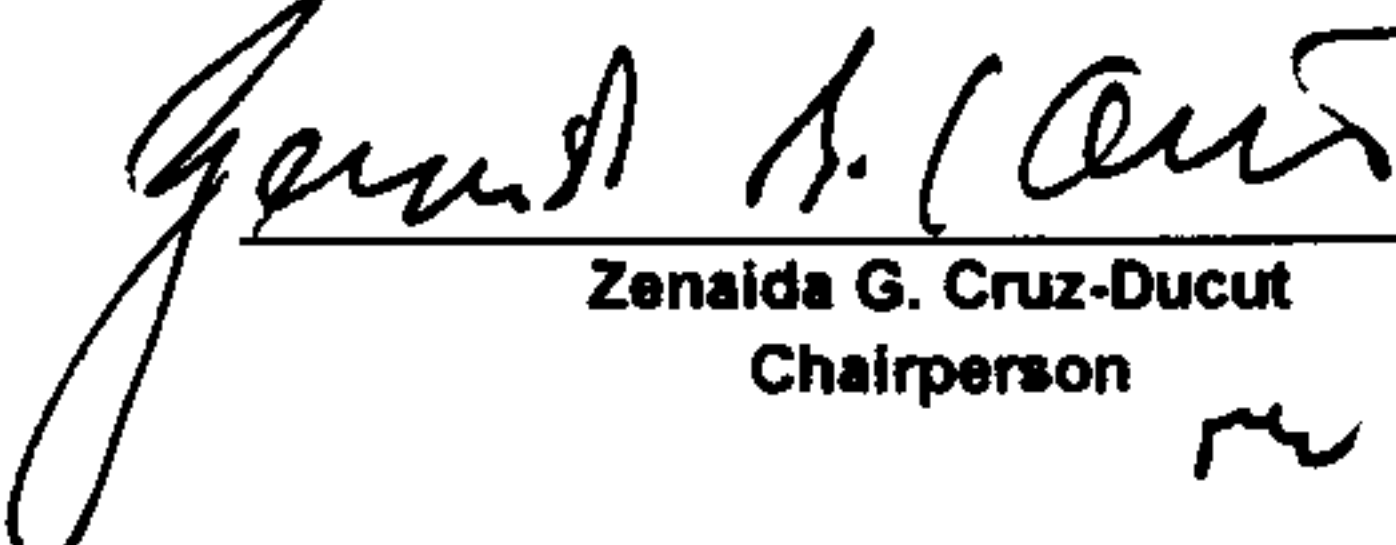
\*\*\*\*\* No certificate, permit and license holders violating one or more of the authorization conditions in the last five (5) years reported for the quarter.

\*\*\*\*\*The issuance of license was suspended per Resolution No. 17, Series of 2014.

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