


Particulars	UACS CODE	Physical Target (Budget Year)					Physical Accomplishment (Budget Year)					Variance	Remarks
		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total		
1	2	3	4	5	6	7	8	9	10	11	12	13	14
4. Percentage of violators issued with Show Cause Order (SCO) within 45 days from the discovery of violation of rules relative to Certificate of Compliance (COC) and Retail Electricity Suppliers (RES)		98%	98%	98%	98%	98%	N/A ⁴	N/A ⁴	100%		100%	2%	2020 Indicator. ⁴ For Q1 & Q2 - No Show Cause Order was filed or submitted since there was no violation found. Exceeded the target.
Output Indicators													
1. Percentage of applications for Certificate of Compliance (COC) acted upon from receipt of compliant submission		-	-	-	-	-							2018 Indicator
2. Percentage of sites and facilities inspected and audits conducted which resulted in the issuance of Notice		-	-	-	-	-							2018 Indicator
3. Percentage of cases (violations, complaints and disputes and petitions/ applications) resolved/ decided		-	-	-	-	-							2018 Indicator
1. Percentage of applications for Certificate of Compliance (COC) acted upon within 50 days from receipt of complete requirements		98%	98%	98%	98%	98%	100%	91.52% ⁵	57.53% ⁶		83.02%	-14.98%	2019 & 2020 Indicator. ⁵ For Q2 - Affected by Enhanced Community Quarantine (ECQ) and ERC Advisory dated 17 March 2020 indicating that COCs/PAOs expiring during the quarantine period are extended for sixty (60) days from 14 April 2020, among others. ⁶ For Q3 - Affected by the imposition of several community quarantine, lockdown of the Energy Regulatory Commission, and declaration of State of National Emergency.
2. Number of audits conducted on sites and facilities (subjected to rate audits and regulatory visits)		209	209	209	209	836	210	230	500		940	313	2019 & 2020 Indicator. Already exceeded the total target for 2020 by 104.
3. Percentage of consumer related cases resolved/ decided within 60 days from the time the case was submitted for resolution		70%	70%	70%	70%	70%	66.67% ⁷	N/A ⁸	N/A ⁸		66.67%	-3.33%	2019 & 2020 Indicator. ⁷ For Q1 -The ERC was supposed to achieve 3 out of 3 or 100% for the indicator but the Order was not released for one (1) case due to Presidential Proclamation No. 929, S. 2020 Imposing an Enhanced Community Quarantine (ECQ). ⁸ For Q2 & Q3 - No case was submitted for resolution.
4. Percentage of non-consumer related cases		60%	60%	60%	60%	60%	91.67%	100%	100%		97.22%	37.22%	2019 & 2020 Indicator. Exceeded the target.

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1	2	3	4	5	6	7	8	9	10	11	12	13	14
resolved/decided within 90 days from the time the case was submitted for resolution													
5. Number of rules and resolutions promulgated		1	2	1	10	14	1	4	3	0	8	4	2019 & 2020 Indicator. Exceeded the target.
6. Number of new watt-hour meters tested and calibrated		549,373	549,373	549,373	549,373	2,197,492	484,713 ⁹	216,896 ⁹	569,135		1,270,744	-377,375	2019 & 2020 Indicator. ⁹ For Q1 & Q2 - The ERC was not able to continue its meter testing and calibration activities due to Presidential Proclamation No. 929, S. 2020 Imposing an Enhanced Community Quarantine (ECQ) and Executive Order No. 112 Imposing a General Community Quarantine (GCQ) within the National Capital Region and Enhanced Community Quarantine (ECQ) in High Risk Geographic Areas in the Philippines.

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