

AGENCY PERFORMANCE MEASURES

FORM B

DEPARTMENT/AGENCY: Other Executive Office/ENERGY REGULATORY COMMISSION

MFO / Indicator (Qualitative and/or Quantitative)	Unit of Measure	PERFORMANCE						BUDGET ALLOCATION (P'000)				
		Yr. 2011		Yr. 2012 Targets		Yr. 2013 Targets		Yr. 2011	Yr. 2012		Yr. 2013	
		Target	Actual	Original per OPIF Book	Revised	Within the Ceiling	Above the Ceiling	Actual	Original per OPIF Book	GAA	Within the Ceiling	Above the Ceiling
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)
MFO 1: Regulatory and Market Operations Services								56,720	51,318	90,805	52,427	180,776
	Percentage of permits and licenses issued within the prescribed processing time	90%	100%	90%	90%	80%	90%					
	Percentage of rules promulgated vs. targeted	50%	63%	50%	50%	50%	55%					
	Percentage of rules filed with the ERC promulgated within the prescribed processing time*	N/A	N/A	N/A	N/A	50%	65%					
	Percentage of market or compliance reports issued vs. targeted*	N/A	N/A	N/A	N/A	50%	80%					
	Number of frontline services rendered*	N/A	N/A	N/A	N/A	2,510	2,510					
MFO 2: Adjudication Services								96,333	85,610	24,262	87,555	316,660
	Percentage of Uncontested cases decided vs. filed for the previous year**	N/A	N/A	70%	70%	70%	75%					
	Percentage of Contested Cases decided within 90 days from submission for resolution**	N/A	N/A	60%	60%	60%	70%					
	Number of audit activities conducted to verify compliance to the rules and regulations of the ERC	40	45	40	40	40	100					
	Number of frontline services rendered*	N/A	N/A	N/A	N/A	500	840					
MFO 3: Consumer Welfare, Protection & Education Services								121,457	76,789	98,650	78,091	250,947
	Percentage of complaints resolved at pre-hearing stage	70%	73%	70%	70%	70%	75%					
	Percentage of formal complaints for resolution resolved	20%	25%	20%	20%	20%	25%					
	Number of frontline services rendered	2,526	4,258	2,526	2,526	1,944	1,944					
	Number of consumer education/information dissemination activities	192	958	192	192	101	101					
	Number of new watt-hour meters tested and calibrated (including reference standards and tampered meters monitored)	1,300,000	1,767,462	1,300,000	1,300,000	1,300,000	1,600,000					
	Number of in-service watt-hour meters tested and calibrated**	N/A	N/A	N/A	N/A	3,000,000	3,500,000					
Total Cost								274,510	213,717	213,717	218,073	748,383

* New targets for 2013

** New targets for 2012. In the previous years, cases were not categorized as contested or uncontested. Thus, no figures were provided for Year 2011.

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 Date