

PERFORMANCE IMPROVEMENT PLANNING – Example #2

Name of Utility: Partido Development Administration
Area for Improvement: Coverage (House Connections) and Accounts Receivable

PROCESS	PRACTICES/ACTIVITIES	ACTION	TIME	BUDGET
Increase Household connections	1. Household survey	Conduct house to house survey to determine number of households willing to be connected to the system	2 months	P26,400
	2. Marketing	<ol style="list-style-type: none"> 1. Information campaign 2. Give incentives to new applicants 3. Engage the services of private marketing agents on commission basis 		
	3. Expand Coverage Areas	<ol style="list-style-type: none"> 1. Identify feasible expansion areas 2. Prepare plans and program of works 3. Implement approved plans and POW 		Amount of approved POW
100% Collection Efficiency	Incentive and Penalty System	<ol style="list-style-type: none"> 1. Give discount on prompt payors 2. Give surcharge on late payors 3. Conduct promo raffles for current payors 		
	Disconnections	Uniform and strict implementation of disconnection policy		
	Collection Reminder	<ol style="list-style-type: none"> 1. Individual follow-up of delinquent consumer/customer 2. Reminder regarding due dates 		
	Information Campaign	<ol style="list-style-type: none"> 1. Using mobile sound system 2. Through radio and forum discussion to inform opinion leaders and customers 3. Giving leaflets or flyer 		
	Provide Customer-Friendly Environment	<ol style="list-style-type: none"> 1. Extend working hours to accept payment 2. Set specific place and date of payments for areas far from collection centers. 		

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