

2013 CORPORATE PERFORMANCE COMMITMENTS*
Balanced Scorecard

PERFORMANCE MEASURES	WEIGHT (%)	TARGETS
I. STAKEHOLDERS' PERSPECTIVE		
1. Sitio Energization	20	6,614
2. Barangay Line Enhancement	10	328
3. Reduction of National Average System Loss	10	11.50
4. Consumer Connections	10	445,000
5. Number of NEA-Supervised ECs with Positive Financial Operation	10	88
II. FINANCIAL PERSPECTIVE		
6. Amount of Loans Facilitated (PHP Billion)	5	1,650
7. Collection Efficiency (%)	5	100
8. Profitability	5	Positive
9. Debt Servicing (%)	5	100
III. INTERNAL PROCESS PERSPECTIVE		
10. Average Response Time on Documents Received		
a. Fast Lane Documents (hours)	5	38
b. Regular Lane Documents (hours)	5	112
IV. LEARNING AND GROWTH PERSPECTIVE		
11. Average Performance Rating of Employees (%)	5	94
12. Number of officials/employees graduated from Certification/Competency Programs		
a. NEA	2.5	600
b. ECs	2.5	3,400
Total	100	

* Approved by the Board of Administrators under Board Resolution No. 89 during its Meeting on June 27, 2013

- 1-2. To put electrification at the forefront of the country's development measures, the agency commits to energize 6,614 sitios for the year and line enhancement programs for about 328 solarized and small genset operated barangays that are requesting for on-grid connection.
3. NEA commits 11.50% national average system loss for this year to promote the best interest of the ECs' member-consumers. This target was derived from historical and projected data which shows a steady and gradual reduction since 2004.
4. The annual target for consumer connections has been set to 445,000 to reflect the growing demand of households and businesses to have access to electricity.
5. To highlight the viability of ECs as business-oriented entities, the number of NEA-supervised ECs with Positive Financial Operation is targeted to 88 in 2013. This takes into consideration the present power supply shortage in Mindanao.
6. NEA is committed to facilitate loans to ECs in the amount of PHP 1.650 B for this year in order to continually support the ECs' financial requirements and to ensure its sustainability and financial viability.

7. A 100% target is set for NEA's collections from the ECs' amortization payment and from PSALM for ECs' loans assumed in accordance with R.A. 9136.
8. Arising from the improved revenue generation and reduced operational expenditures, NEA showed profitability from 2004 to 2012. It is committed to maintain this level of performance in 2013.
9. NEA aims to sustain 100% debt service to its foreign creditors. This unburdens the National Government, specifically the Bureau of the Treasury, with advance payments of amortizations due in behalf of NEA. It also frees NEA from unnecessary payment of interests because of these advanced payments.
10. To emphasize quality response time for all documents received by the agency, the institutionalization of the Fast Lane Service (FLAS) and the monitoring of the Regular Lane Documents is continued to promote operational efficiency in service delivery. This will keep NEA posted on its own response ability level. This is also to ensure that service standards are being met for all external clients availing of the agency's assistance in accordance with the "Anti-Red Tape Act of 2007 (RA No. 9485)." For 2013, the target average response time for Fast Lane Documents and Regular Lane Documents are 38 and 112 hours, respectively.
11. The 94% target for the average performance rating of employees is maintained to emphasize the contribution of every employee of the agency in attaining the targets at the corporate, departmental and individual level.
12. To highlight the importance of capacity building in a PGS-Institutionalized agency and to sustain operational excellence by producing highly-skilled and motivated employees, the agency is targeting 600 for NEA and 3,400 EC officials and employees to graduate from Certification/Competency Programs.