

## **Criteria of Metering Services Provider Performance Measures**

The Performance of an MSP shall comply with the following requirements:

### **A. Service Delivery with weight average of 90%**

#### **1. Daily Meter Data Delivery (25% Weight Average)**

Daily Meter Data Delivery or Meter Retrieval Success (Communication) is the ratio of number of metering installation successfully communicated to the total number of registered metering installations. Required average daily result shall be greater than or equal to 95%.

#### **2. Timeliness and Percentage Resolution to the Daily Meter Trouble Report (15% Weight Average)**

This measure the percentage of the total number of metering installation for which a daily meter trouble reports (MTR) is issued, that has been resolved or corrected in 10 calendar days. Required average daily result shall be greater than or equal to 90%.

#### **3. Integrity of Metering Data (25% Weight Average)**

Integrity of Metering Data is the valid meter data that passed the validation process. This measures the ratio of the number of metering installations for which the data passes the validation process to the total number of metering installation successfully retrieved (communicated). Required average daily result shall be greater than or equal to 95%.

#### **4. Timeliness of Monthly Meter Data Delivery (15% Weight Average)**

This involves the delivery/review/compilation/part retrieval of meter data for all the metering installations. The standard shall be rated 100% for the complete delivery of meter data for all metering installations within 3 calendar days after the billing period.

#### **5. Timeliness and Percentage Resolution to the Monthly Meter Trouble Report (10% Weight Average)**

The MTR issued (for each metering installation) based on the submitted monthly compact disc containing all meter data for the billing period shall be resolved and corrected within 2 business days. Required result shall be greater than or equal to 90%.

### **B. Customer Satisfaction Rating with weight average of 10%**

A survey questionnaire to measure the service satisfaction provided by a Metering Services Provider shall be rated by the WESM trading participants and RCOA Contestable Customers. Required annual average result shall be greater than or equal to 90%.

**The overall passing percentage is 94%.**

# Annual MSP Performance Rating 2018



Metering Service Provider	ShortName	A. Daily Meter Data Delivery	B. Timely Resolution to Daily MTR w/in 10 Calendar Days	C. Integrity of Meter Data	D. Timely and Complete Delivery of All Meter Data w/in 3 Days After the Billing Period Cut-off	E. Timely Resolution to Monthly MTR w/in 2 Business Days	Total Service Delivery (Passing Score 84%)	Customer Satisfaction	Total Rating (Passing Score 94%)
National Grid Corporation of the Philippines	NGCPMSP	24.391%	14.865%	22.999%	15.000%	10.000%	87.255%	9.370%	96.625%
Manila Electric Company	MRLCOMSP	24.793%	15.000%	25.000%	14.650%	10.000%	89.442%		89.442%
Visayan Electric Company	VECOMSP	21.831%	15.000%	24.926%	14.736%	8.333%	84.826%		84.826%
Angeles Electric Corporation	AECMSP	18.596%	13.599%	24.173%	14.792%	5.833%	76.993%		76.993%
Authority of the Freeport Area of Bataan	AFABMSP	0.000%	1.444%	0.000%	10.000%	0.000%	11.444%		11.444%
Aklan Electric Cooperative, Inc.	AKELCOMSP	11.582%	14.000%	12.252%	12.500%	3.333%	53.667%		53.667%
Antique Electric Cooperative, Inc.	ANTECOMSP	2.935%	1.761%	2.935%	15.000%	0.000%	22.632%		22.632%
Balamban Enerzone Corporation	BEZMSP	24.027%	15.000%	23.866%	15.000%	9.167%	87.061%		87.061%
Bohol I Electric Cooperative, Inc.	BHCO1MSP	14.734%	13.750%	16.098%	15.000%	3.333%	62.916%		62.916%
Bohol Light Company, Inc.	BLCMSP	20.018%	0.990%	10.796%	15.000%	0.000%	46.805%		46.805%
Batangas I Electric Cooperative, Inc.	BTLC1MSP	0.000%	0.000%	0.000%	5.000%	0.000%	5.000%		5.000%
Batangas II Electric Cooperative, Inc.	BTLC2MSP	24.295%	15.000%	24.852%	15.000%	10.000%	89.147%		89.147%
Camarines Sur II Electric Cooperative, Inc.	CASUR2MSP	9.872%	8.352%	9.708%	12.000%	3.000%	42.932%		42.932%
Cebu I Electric Cooperative, Inc.	CEBEC1MSP	22.732%	15.000%	23.716%	10.000%	8.333%	79.781%		79.781%
Cebu II Electric Cooperative, Inc.	CEBEC2MSP	19.786%	4.328%	11.884%	13.750%	0.000%	49.748%		49.748%
Clark Electric Distribution Corporation	CEDCMSP	24.535%	15.000%	24.418%	15.000%	3.333%	82.286%		82.286%
Cabanatuan Electric Corporation	CELCORMSP	23.791%	14.918%	24.432%	15.000%	10.000%	88.141%		88.141%
Dagupan Electric Corporation	DECORPMSP	24.629%	15.000%	24.731%	13.750%	8.333%	86.444%		86.444%
Iloilo I Electric Cooperative, Inc.	ILECO1MSP	4.303%	3.505%	3.898%	10.000%	0.000%	21.706%		21.706%
Ilocos Norte Electric Cooperative, Inc.	INECMSP	24.650%	14.958%	24.914%	14.750%	8.333%	87.606%		87.606%
Ilocos Sur Electric Cooperative, Inc.	ISECOMSP	20.002%	11.759%	19.760%	13.500%	1.000%	66.022%		66.022%
Isabela I Electric Cooperative, Inc.	ISLCO1MSP	20.005%	15.000%	20.865%	15.000%	5.000%	75.871%		75.871%
Leyte II Electric Cooperative, Inc.	LEYCO2MSP	5.697%	12.379%	8.584%	12.500%	2.500%	41.660%		41.660%
Leyte V Electric Cooperative, Inc.	LEYCOVMSP	24.290%	15.000%	24.256%	15.000%	9.167%	87.713%	9.260%	96.973%
Lima Enerzone Corporation	LEZMSP	21.407%	15.000%	21.778%	15.000%	6.667%	79.851%		79.851%
La Union Electric Cooperative, Inc.	LUELCOMSP	0.000%	0.000%	2.083%	15.000%	0.000%	17.083%		17.083%
Mactan Electric Company	MECMSP	23.388%	15.000%	23.658%	15.000%	9.167%	86.213%		86.213%
Mactan Enerzone Corporation	MEZMSP	23.974%	15.000%	24.530%	15.000%	9.167%	87.670%		87.670%
Nueva Ecija I Electric Cooperative, Inc.	NEECO1MSP	24.176%	15.000%	23.909%	15.000%	10.000%	88.085%		88.085%
Negros Oriental II Electric Cooperative, Inc.	NRECO2MSP	11.038%	15.000%	13.362%	12.500%	1.667%	53.566%		53.566%
Olongapo Electricity Distribution Company, Inc.	OEDCMSP	20.679%	15.000%	20.957%	13.750%	4.167%	74.553%		74.553%
Pampanga II Electric Cooperative, Inc.	PELCO2MSP	23.096%	15.000%	22.276%	15.000%	8.333%	83.705%		83.705%
Peninsula Electric Cooperative, Inc.	PENLCOMSP	14.672%	12.164%	14.026%	9.545%	3.636%	54.044%		54.044%
Philippine Economic Zone Authority	PEZAMSP	11.423%	13.756%	14.024%	13.393%	1.429%	54.025%		54.025%
Pangasinan III Electric Cooperative, Inc.	PNLCO3MSP	24.659%	14.809%	24.308%	15.000%	8.333%	87.109%	9.660%	96.769%
Subic Enerzone Corporation	SEZMSP	23.415%	15.000%	24.379%	13.750%	10.000%	86.545%	9.500%	96.045%
San Fernando Electric Light & Power Company, Inc.	SFELAPMSP	17.912%	4.574%	19.235%	12.500%	0.000%	54.222%		54.222%
Samar I Electric Cooperative, Inc.	SMCO1MSP	15.310%	13.113%	14.340%	13.500%	1.000%	57.263%		57.263%
Tarlac Electric, Inc.	TEIMSP	20.260%	15.000%	24.468%	15.000%	9.167%	83.894%		83.894%
Tarlac I Electric Cooperative, Inc.	TRLCO1MSP	12.487%	4.365%	12.572%	8.750%	0.000%	38.173%		38.173%
Tarlac II Electric Cooperative, Inc.	TRLCO2MSP	24.222%	15.000%	24.041%	15.000%	4.167%	82.430%		82.430%