



### **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 2020



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	Customer Satisfaction	Total Rating (Passing Score 94%)
National Grid Corporation of the Philippines	NGCPMSP	23.807%	15.000%	25.000%	15.000%	10.000%	88.807%	8.720%	97.527%
Manila Electric Company	MRLCOMSP	24.907%	15.000%	25.000%	14.641%	10.000%	89.547%	9.560%	99.107%
Visayan Electric Company	VECOMSP	19.891%	15.000%	24.430%	14.986%	9.167%	83.473%	9.670%	93.143%
Angeles Electric Corporation	AECMSP	23.561%	14.792%	24.977%	15.000%	5.000%	83.330%		83.330%
Authority of the Freeport Area of Bataan	AFABMSP	0.000%	0.000%	0.000%	8.750%	0.000%	8.750%		8.750%
Aklan Electric Cooperative, Inc.	AKELCOMSP	10.705%	2.985%	10.656%	13.750%	3.333%	41.430%	10.000%	51.430%
Albay Electric Cooperative, Inc.	ALECOMSP	17.090%	1.537%	12.947%	14.583%	5.833%	51.991%		51.991%
Antique Electric Cooperative, Inc.	ANTECOMSP	0.134%	0.081%	0.134%	15.000%	0.000%	15.349%		15.349%
Balamban Enerzone Corporation	BEZMSP	24.667%	15.000%	24.933%	15.000%	10.000%	89.599%		89.599%
Bohol I Electric Cooperative, Inc.	BHCO1MSP	8.415%	4.492%	7.895%	13.750%	4.167%	38.719%	10.000%	48.719%
Bohol Light Company, Inc.	BLC1MSP	19.451%	10.152%	16.886%	15.000%	0.000%	61.488%		61.488%
Batangas I Electric Cooperative, Inc.	BTLC1MSP	21.874%	1.766%	5.525%	15.000%	6.667%	50.832%		50.832%
Batangas II Electric Cooperative, Inc.	BTLC2MSP	23.762%	15.000%	24.659%	15.192%	10.000%	88.614%		88.614%
Camarines Sur II Electric Cooperative, Inc.	CASUR2MSP	0.000%	0.000%	0.000%	12.500%	0.000%	12.500%		12.500%
Cebu I Electric Cooperative, Inc.	CEBEC1MSP	8.609%	1.169%	14.359%	6.875%	0.833%	31.846%	10.000%	41.846%
Cebu II Electric Cooperative, Inc.	CEBEC2MSP	5.052%	0.000%	6.646%	15.000%	0.000%	26.698%	10.000%	36.698%
Clark Electric Distribution Corporation	CEDCMSP	24.118%	8.141%	24.326%	15.000%	4.167%	75.752%		75.752%
Cabanatuan Electric Corporation	CELCOMSP	24.969%	14.919%	24.973%	15.000%	10.000%	89.862%		89.862%
Central Pangasinan Electric Cooperative, Inc.	CENPELCOMSP	0.000%	0.000%	0.000%	13.750%	5.833%	19.583%		19.583%
Cagayan I Electric Cooperative, Inc.	CGLC01MSP	23.589%	13.625%	24.625%	15.000%	10.000%	86.838%		86.838%
Cagayan II Electric Cooperative, Inc.	CGLC02MSP	4.167%	0.040%	0.067%	12.500%	7.500%	24.274%		24.274%
Dagupan Electric Corporation	DECORPMSP	20.200%	12.310%	19.745%	10.000%	7.500%	69.754%		69.754%
Don Orestes Romualdez Cooperative, Inc.	DRLCOMSP	6.250%	6.583%	6.250%	13.750%	3.333%	36.167%		36.167%
Iloilo I Electric Cooperative, Inc.	ILECO1MSP	0.034%	0.000%	0.034%	10.625%	0.000%	10.692%		10.692%
Ilocos Norte Electric Cooperative, Inc.	INECMSP	24.807%	14.792%	24.919%	15.000%	9.167%	88.685%	9.320%	98.005%
Ilocos Sur Electric Cooperative, Inc.	ISECOMSP	4.032%	2.460%	4.032%	2.500%	0.833%	13.858%		13.858%
Isabela I Electric Cooperative, Inc.	ISLC01MSP	21.425%	14.833%	23.073%	14.583%	8.333%	82.248%		82.248%
Isabela II Electric Cooperative, Inc.	ISLC02MSP	14.919%	7.500%	12.419%	9.000%	3.000%	46.839%		46.839%
Leyte II Electric Cooperative, Inc.	LEYCO2MSP	0.000%	0.000%	0.000%	11.250%	0.000%	11.250%	10.000%	21.250%
Leyte V Electric Cooperative, Inc.	LEYCOVMSP	24.658%	15.000%	24.796%	15.000%	9.167%	88.621%	9.500%	98.121%
Lima Enerzone Corporation	LEZMSP	23.573%	15.000%	24.052%	15.000%	10.000%	87.625%		87.625%
La Union Electric Cooperative, Inc.	LUELCOMSP	20.833%	0.000%	0.000%	15.000%	0.000%	35.833%		35.833%
Mactan Electric Company	MECMSP	24.460%	14.718%	24.474%	15.000%	9.167%	87.819%	9.900%	97.719%
Mactan Enerzone Corporation	MEZMSP	24.933%	14.712%	24.797%	15.000%	10.000%	89.442%		89.442%
MORE Electric and Power Corporation	MOREMSP	0.000%	0.000%	0.000%	15.000%	2.222%	17.222%	9.840%	27.062%
Nueva Ecija I Electric Cooperative, Inc.	NEEC01MSP	24.866%	15.000%	24.866%	15.000%	10.000%	89.731%		89.731%
Negros Occidental Electric Cooperative, Inc.	NOCECOMSP	3.532%	0.352%	0.587%	5.455%	0.000%	9.925%	10.000%	19.925%
Negros Oriental II Electric Cooperative, Inc.	NRECO2MSP	24.021%	14.556%	24.798%	15.000%	5.833%	84.209%		84.209%
Olongapo Electricity Distribution Company, Inc.	OEDCMSP	20.197%	14.828%	20.197%	15.000%	7.500%	77.721%		77.721%
Panay Electric Company	PECOMSP	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%		0.000%
Pampanga I Electric Cooperative, Inc.	PELCO1MSP	23.376%	15.000%	23.548%	15.000%	10.000%	86.923%		86.923%
Pampanga II Electric Cooperative, Inc.	PELCO2MSP	19.811%	15.000%	19.811%	15.000%	9.167%	78.789%		78.789%
Pampanga III Electric Cooperative, Inc.	PELCO3MSP	22.829%	14.387%	22.350%	15.000%	9.167%	83.733%		83.733%
Peninsula Electric Cooperative, Inc.	PENLCOMSP	20.847%	0.040%	0.134%	13.542%	8.333%	42.897%		42.897%
Pangasinan III Electric Cooperative, Inc.	PNLCO3MSP	19.932%	12.522%	21.060%	15.000%	8.333%	76.847%		76.847%
Subic Enerzone Corporation	SEZMSP	24.095%	14.625%	24.569%	15.000%	10.000%	88.290%		88.290%
San Fernando Electric Light & Power Company, Inc.	SFELAPMSP	10.458%	0.000%	0.000%	13.750%	0.000%	24.208%		24.208%
Samar I Electric Cooperative, Inc.	SNLC01MSP	13.616%	6.502%	11.563%	12.500%	0.833%	45.015%		45.015%
Sorsogon II Electric Cooperative, Inc.	SOREC2MSP	19.337%	4.022%	6.703%	12.500%	5.000%	47.561%		47.561%
Tarlac Electric, Inc.	TEIMSP	24.406%	14.250%	24.966%	14.808%	10.000%	88.429%		88.429%
Tarlac I Electric Cooperative, Inc.	TRLCO1MSP	12.500%	0.000%	0.000%	10.000%	0.000%	22.500%		22.500%
Tarlac II Electric Cooperative, Inc.	TRLCO2MSP	24.710%	13.444%	24.148%	15.000%	9.167%	86.468%		86.468%