



August 07, 2018

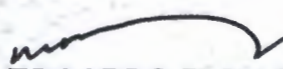
MEMORANDUM No. 2018-051

TO : ALL ELECTRIC COOPERATIVES (ECs)

SUBJECT : System Procedure in the Implementation of the National Electrification Administration – Business Intelligence Technology (NEA – BIT)

This is to provide you with the approved System Procedure in the Implementation of the National Electrification Administration – Business Intelligence Technology (NEA-BIT).

For your information and reference.


EDGARDO R. MASONGSONG
Administrator

NATIONAL ELECTRIFICATION
ADMINISTRATION
Office of the Administrator



NEA-OA255177





NATIONAL ELECTRIFICATION ADMINISTRATION
"The 1st Performance Governance System-Institutionalized National Government Agency"
57 NIA Road, Government Center, Diliman, Quezon City 1100



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August 6, 2018

THE DIRECTOR

Office of the National Administrative Register
University of the Philippines Law Center
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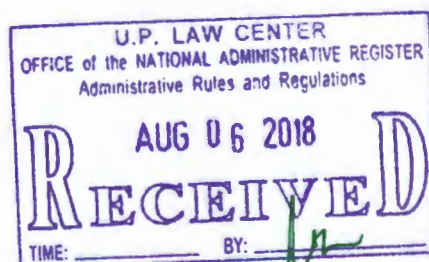
Sir:

Pursuant to Book VII, Chapter 2, Section 3 of the 1987 Administrative Code of the Philippines, we are respectfully submitting to the U.P Law Center for filing, publication and recording the attached certified true copies of the **"SYSTEM PROCEDURE IN THE IMPLEMENTATION OF THE NATIONAL ELECTRIFICATION ADMINISTRATION – BUSINESS INTELLIGENCE TECHNOLOGY (NEA-BIT)"** promulgated by the National Electrification Administration (NEA) in accordance with its authority under Section 5 of P.D. No. 269 as amended.

Thank you very much for the usual and kind assistance of the U.P Law Center.

Very truly yours.

ATTY. ALEXANDER PAUL T. RIVERA
Corporate Board Secretary V





System Procedure in the Implementation of the National Electrification Administration – Business Intelligence Technology (NEA-BIT)

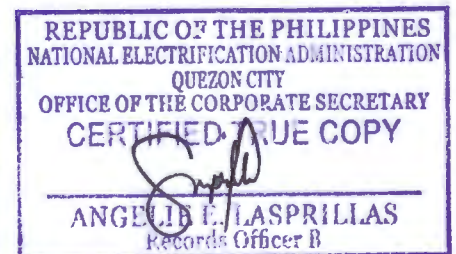
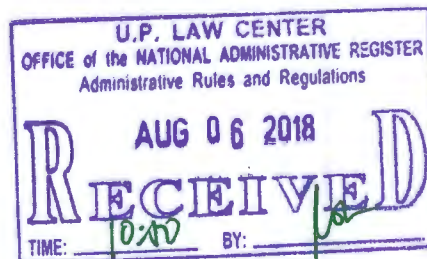
Republic Act (RA) 10531 mandated NEA to empower and enable Electric Cooperatives to cope with the changes brought about by the restructuring of the electric power industry. Relative to this, NEA should ensure that the Electric Cooperatives (ECs) are technically and financially viable and able to meet the operational standards.

As such, NEA finds new ways of serving the ECs better and providing timely interventions with the development and implementation of a more efficient and effective performance evaluation system through the National Electrification Administration – Business Intelligence Technology (NEA-BIT).

The NEA-BIT will be the tool in fulfilling the mandate of RA 10531, for the NEA and the ECs towards the completion of rural electrification and in forging sustainable development. The reporting system will pave the way for the provision of strategic interventions to ECs derived from the meaningful reports and analytics generated by the system obtained from standardized and credible data input.

With the web portal, the NEA will be better equipped at introducing programs and policy interventions for ECs that will further empower them as an institution. Through empowered ECs, quality and reliable services may be delivered to the member-consumer-owners.

This system procedure supersedes Memorandum No. 2013 – 028, the Policy on the Submission of Reportorial Requirements for the Integrated Assessment Report issued on November 8, 2013.



I. OBJECTIVES

1. To attain faster turnaround time for EC data submission and NEA feedback mechanism giving more time for a holistic evaluation of EC performance.
2. To reduce human intervention and standardize information across NEA Departments/Offices and other Institutions.
3. To help NEA strengthen its analytical capabilities and determine its priorities in terms of supervision and assistance, thus, providing more timely interventions and resources to ECs.

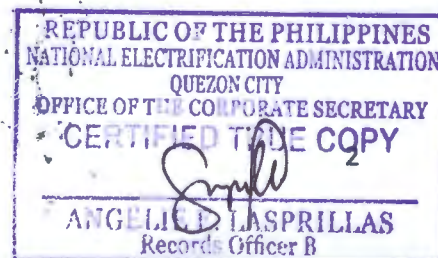
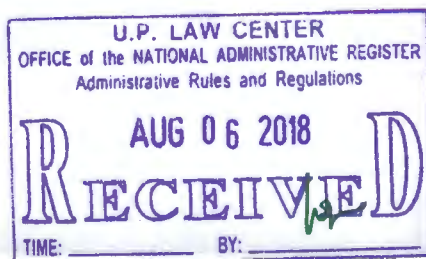
II. POLICY STATEMENT

It shall be the policy of the National Electrification Administration (NEA) for the electric cooperatives' (ECs) to use the NEA Business Intelligence Technology (NEA-BIT) in the submission of the data requirements to generate ECs Operational Reports in compliance to Rule VII, Section 27 of the Implementing Rules and Regulations of Republic Act. No. 10531.

III. PURPOSE/SCOPE

To set the process for the implementation of the NEA BIT that applies across the NEA and EC concerned departments/ offices and to provide guidance to the following:

1. NEA Data Governance Team for the review of the system to determine whether there is a need to update or create new documents and requirements;
2. System Administrator for the creation and management of system settings, user accounts and profiles;
3. NEA designated Master Data Managers for the centralized data management and modification of master data records;
4. Authorized EC representative - for the submission of Data Entry Templates (DETs) to the NEA BIT web portal;
5. NEA Users for the modification of Master Data, acknowledgement/review of Data DETs, and viewing of reports in the NEA BIT Web Portal and Reports Portal;



6. External users who are authorized, deputized or allowed by NEA for viewing the Operational Reports in the NEA BIT Web Portal; and
7. Users who would request to retrieve archived data.
8. Helpdesk Support - for receiving and assessing the information on reported incident and request tickets.

IV. DEFINITION OF TERMS

- | | | |
|-----------------------------------|---|--|
| Acknowledged Receipt ¹ | - | Status of the DET when a DET is successfully received by the NEA DET Reviewer. |
| Analytical Views (AVs) | - | Graphical representation of data that can be used by NEA for monitoring purposes, decision-making, and conceptualizing proactive initiatives to support the ECs. |
| Archiving | - | Automatic copying of data to another electronic storage location. |
| BOD Profile | - | Master Data that contains Board of Director (BOD) information. |
| Compliance Reports | - | Reports that facilitate monitoring and analysis of the utilization of the NEA BIT Web Portal. |
| Data Entry Template (DET) | - | Input Templates used to fill out information and submitted by the ECs to the NEA BIT Web Portal for NEA acknowledgement and reports generation. These templates serve as inputs in the generation of reports. |
| Data Retention | - | A way of keeping data stored in the NEA BIT Web Portal for future use or reference, to organize information so it can be searched and accessed at a later date and to dispose of information that is no longer needed. |
| EC Profile | - | Master Data that contains the data profiling of the ECs. |
| For Revision | - | Status of a DET when revision is needed after checking the completeness of the data by the NEA DET Reviewer. |
| Geography | - | Master Data that contains EC franchise area data on island group, region, province, city/municipality, barangay and sitio/purok. |

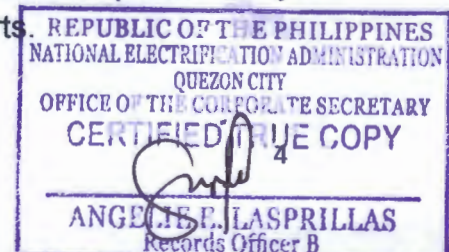
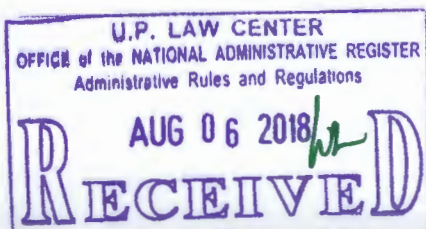
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TIME: _____ BY: _____
There is recognition of the possibility of change in the status from "Validated" to "Acknowledged Receipt".

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ANGELICA LASPRILLAS
Records Officer B

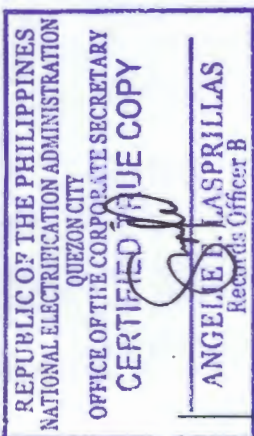
- Incident - Unplanned interruption or decline in the quality of the system reported through Helpdesk Support.
- Master Data (MD) - Data representing standard business information which are common and shared across users and managed centrally at NEA. These can be modified as requested by the Users for the addition of new values, updating or revisions and deactivation.
- NEA BIT Web Portal - The centralized repository of data that enables ECs to submit the accomplished DETs for data warehouse processing and for the generation of Operational Reports.
- Open-source Ticket Request System (OTRS) - A web-based ticketing system where incidents or requests are recorded.
- Operational Reports (ORs) - Reports required by NEA as mandated by RA No. 10531 or other operational information which are generated as outputs after collecting data from the ECs through the DETs.
- Power Plant/s - Master Data that contains the information of the Power Plant/s of the ECs.
- Power Supplier/s - Master Data that contains the information of the Power Supplier/s of the ECs.
- Previous Month/s - The month/s prior to the Reporting Month.
- Purging - Automatic deletion of data from an electronic storage location.
- RA No. 10531 - An act strengthening the National Electrification Administration, further amending for the purpose Presidential Decree No. 269, as amended, otherwise known as the "National Electrification Administration Reform Act of 2013".
- Reporting Date - The date of DET submission.
- Reporting Month - The month covered by the data being reported. This is the data for the month earlier than the current month (Month X – 1).
- Reports Portal - The repository of all Operational Reports, Analytical Views, and Compliance Reports.



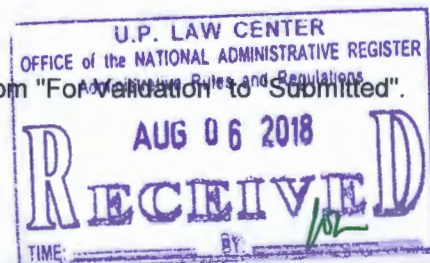
- Request - A formal request for service, information or change in the NEA BIT functionalities made through Helpdesk Support.
- Subject Area - Composed of Finance, Institutional, Technical, and Projects groups classifying the ownership.
- Submitted ² - Status of the DET when it is successfully submitted in the NEA BIT Web Portal by the EC.
- Substation - Master Data that contains the information of the Substation of the ECs.
- Transformer/s - Master Data that contains the information of the Transformer/s of the ECs.

V. ROLES AND RESPONSIBILITIES

- Data Governance Team - Responsible for policy and system governance of the NEA Data Owners and management of resources, initiatives and work products of NEA BIT Web Portal and Reports Portal.
- Electric Cooperatives (ECs) - Responsible for accomplishing, submitting, revising, and resubmitting DETs. Also accountable for the correctness and accuracy of the submitted data through the DETs and the final outcome of Operational Reports.
- External Viewers - Government agencies and offices other than NEA provided with access to the system and responsible for the safekeeping and distribution of all downloaded and printed Operational Reports of ECs from the NEA BIT Web Portal.
- Helpdesk Support - Responsible for receiving and assessing the information on reported incident and request tickets.
- Master Data (MD) Manager - Responsible for maintaining assigned Master Data in the NEA BIT Web Portal. May also acknowledge EC submissions and has access to operational reports, as assigned.
- NEA Data Owners - Subject Matter Experts (SMEs) responsible for establishing data quality requirements. NEA DET Reviewer and NEA Report Viewers can also be the NEA Data Owners.



² There is recognition of the possibility of change in the status from "For Validation" to "Submitted".

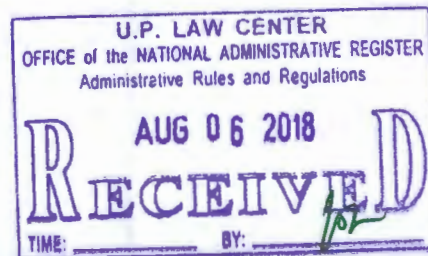


- NEA DET Reviewers - Responsible for acknowledging/ reviewing the submitted DETs by the ECs.
- NEA Report Viewers - NEA personnel responsible for the safekeeping and distribution of all downloaded and printed Operational Reports, Analytical Views, and Compliance Reports in the Reports Portal.
- System Administrator - Responsible for creating and managing system settings, user accounts, and profiles. May also maintain Master Data on behalf of MD Manager.
- System Provider - Vendor or supplier that provides and handles IT-related goods (e.g. website, application) or services.

VI. GUIDELINES

A. Data Governance

1. NEA created a Data Governance Team (DGT) to oversee and regulate the use of data in the NEA BIT Web Portal and Reports Portal and facilitate the necessary documentation of applicable policies, procedures and guidelines. The DGT also manages how data is captured, defined, stored and distributed across NEA's internal and external parties.
2. The DGT shall conduct a review of existing governance documents at least annually to decide if there is a need to update or create new documents and system requirements. Other stakeholders may be invited, as needed.
3. After the discussion of the existing state of system requirements, an action plan is created detailing the actions to be undertaken, as necessary. This may include the implementation of actual changes or the establishment of project plans for major changes.
4. The DGT recommends changes to the NEA BIT Web Portal major issues or changes affecting the NEA BIT Web Portal such as additional/ modification of requirements as agreed upon during the meeting should be endorsed to the System Provider for implementation. These decisions are raised by the Data Governance Team to NEA Management through the Steering Committee for approval.
5. Minutes of the meeting together with the finalized action plan shall be prepared and sent to all attendees.








B. System Administrator

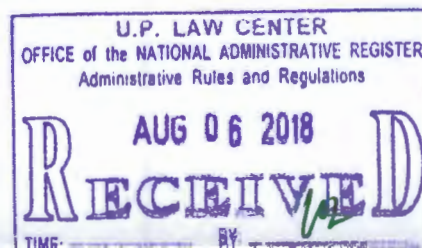
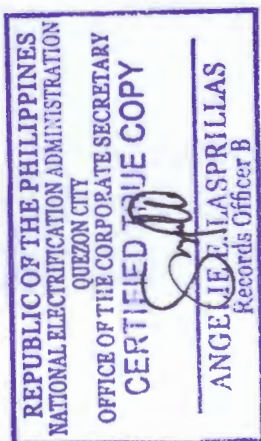
1. The designated System Administrator is assigned to execute system-related decisions made by the Data Governance team, based on requests from users when endorsed by the corresponding authorities
2. The System Administrator is responsible for creating and managing (e.g. add, change, deactivate, activate) system settings, user accounts, and profiles.
3. The System Administrator can also maintain Master Data on behalf of MD Manager to add, change, deactivate, and/or activate records.



C. Master Data Maintenance

1. The NEA designated Master Data (MD) Managers per Subject Area are responsible for the centralized management and modifications (e.g. add, change, deactivate, activate) of the Master Data records in the NEA BIT Web Portal.

Listed below are the different Master Data being maintained in the system:

| Master Data | Subject Area | Master Data Templates |
|----------------------------|---------------|--|
| DET009 Substation | Technical |  DET009 Substation.xlsx |
| DET010 Power Plant/s | Technical |  DET010 Power Plants.xlsx |
| DET011 Power Supplier/s | Technical |  DET011 Power Suppliers.xls |
| DET041 EC Profile | Institutional |  DET041 – EC Profile.xls |
| DET042 BOD Profile | Institutional |  DET 042 BOD Profile.xls |



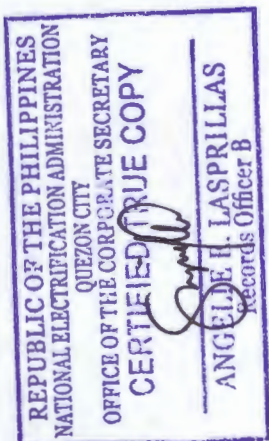
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|-------------------------|-----------|---|
| DET043 Transformer/s | Technical |  DET043 Transformer.xlsx |
| DET048 Geography | Projects |  DET048 Geography.xls |

Additional DETs can be defined in the future if there will be other Master Data Records so required.

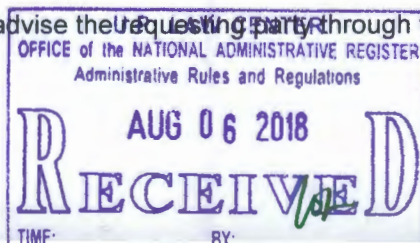
2. A request for Master Data update shall be initiated by ECs or NEA Users through the defined standard Helpdesk Support process. Refer to IX. *References* for Helpdesk Support documents.
3. The requesting party must accomplish the Master Data Update Template Form for any modifications (add, update, change, deactivate, activate) in the Master Data records in the NEA BIT Web Portal. The form must be attached to the request ticket as required in the Helpdesk Support process.
4. The request shall be approved by the MD manager upon consultation with the concerned department manager before the modifications are made in the NEA BIT Web Portal.³
5. The Users of the NEA BIT Web Portal shall receive an email notification and will be prompted through the NEA BIT Web Portal alert for the new version of the affected DETs due to the Master Data modifications. Users must download and use the latest DET version when submitting data to NEA BIT Web Portal.

D. Hardcopy DET Data Encoding

1. Submission of DET hardcopies by ECs shall not be allowed. The data owner will issue a memorandum to ECs which failed to submit through the NEA BIT Web Portal.
2. However, due to special circumstances subject to the approval of the Data Governance Team and NEA Management, ECs may submit hardcopy DETs.

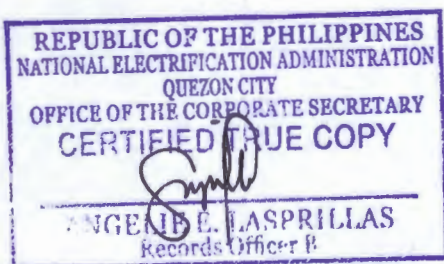


³ If request is disapproved, the MD manager to advise the requesting party through the Helpdesk Support process.



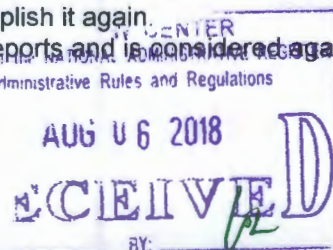
E. Data Entry Templates (DET) Submission

1. EC Submission of Reportorial Requirements using Data Entry Templates (DETs)
 - a) The ECS shall submit all required information using the latest version of the DETs which are downloadable from the NEA BIT Web Portal.
 - b) DETs must not be tampered with. This includes the addition of columns, rows, fields, tabs or direct pasting of values from other worksheets or files. Copy - Paste as Values is acceptable. ⁴
 - c) Accomplish DETs in MS Excel 97-2003 file version or higher with a maximum of 2MB file size.
 - d) Accomplished DETs must be approved by the General Manager (GM) of the EC before the submission in the NEA BIT Web Portal.
 - e) The ECs shall ensure that all information are correct and accurate to reflect the true state of health of the electric cooperative. These information shall become the bases for assessment and early warning signals for crafting of solutions that will improve the EC efficiency and service reliability. An affidavit duly signed by the EC General Managers will be required to ensure the correctness and completeness of all inputs in the DETs.
 - f) The ECs are responsible and accountable for submitted data through the DETs and the final outcome of Operational Reports.
2. Timelines for the Submission of Data Entry Templates (DETs)
 - a) Submission of DETs must be on or before the deadline prescribed by NEA even if it falls on a weekend or holiday. ⁵

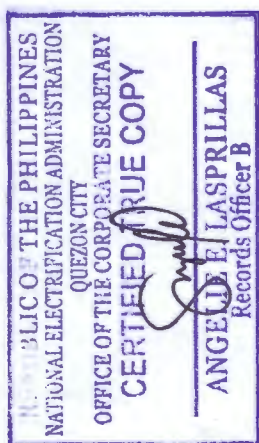


⁴ If DET is tampered, submission to the NEA BIT Web Portal will be unsuccessful. EC will have to download the DET from NEA BIT Web Portal and accomplish it again.

⁵ Non-submission of DETs results in non-generation of reports and is considered against RA 10531 and will affect the resulting Operational Reports. Administrative Rules and Regulations

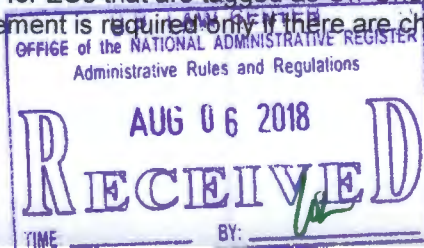


| DET | Subject Area | Submission Deadline |
|--|----------------|---|
| DET001 NGCP Bill ⁶ | Technical | Every 30th day of the month following the Reporting Month |
| DET002 Power Supply | Technical | Every 30th day of the month following the Reporting Month |
| DET003_4 Energy and Interruption Data | Technical | Every 30th day of the month following the Reporting Month |
| DET005 Distribution Lines, Substation & Power Quality | Technical | Every 30th day of the month following the Reporting Month |
| DET006 Compliance to PDC | Technical | Every 30th day of the month following the Reporting Month |
| DET007 Compliance to PGC | Technical | Every 30th day of the month following the Reporting Month |
| DET008 Power Supplier Agreement ⁷ | Technical | Every 30th day of the month following the Reporting Month |
| DET012 Statement of Operations | Finance (ACAM) | Every 30th day of the month following the Reporting Month |
| DET013 Statement of Financial Position | Finance (ACAM) | Every 30th day of the month following the Reporting Month |
| DET014 Power Accounts Payable | Finance (ACAM) | Every 30th day of the month following the Reporting Month |

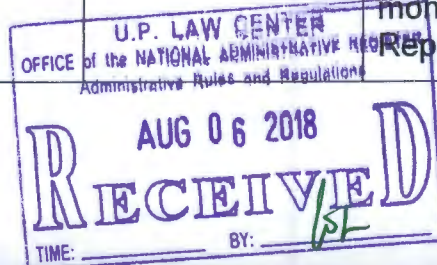
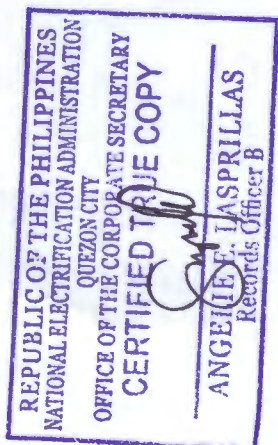


⁶ Submission of DET001 NGCP Bill is required for ECs that are tagged as On-Grid or Combination.

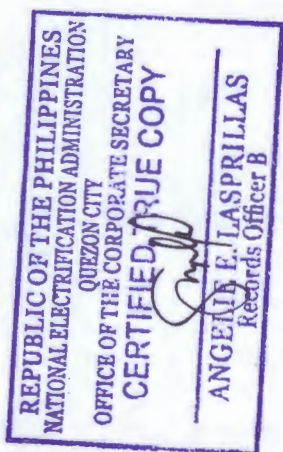
⁷ Submission of DET008 Power Supplier Agreement is required only if there are changes from the initial submission of data.



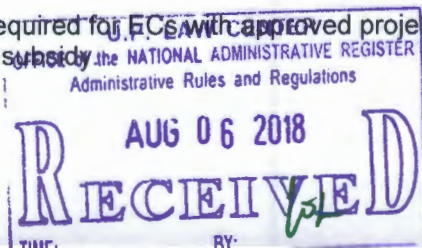
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| DET015 Rates | Finance (ACAM) | Every 30th day of the month following the Reporting Month |
| DET016 Statement of Cash Flows | Finance (ACAM) | Every 30th day of the month following the Reporting Month |
| DET017 Accounting of Reinvestment Fund for Sustainable CAPEX (RFSC) | Finance (ACAM) | Every 30th day of the month following the Reporting Month |
| DET018 Cash Advance | Finance | Every 30th day of the month following the Reporting Month |
| DET019 Schedule of Consumer's Accounts Receivables | Finance (ACAM) | Every 30th day of the month following the Reporting Month |
| DET020 Accounting of Universal Charge | Finance (ACAM) | Every 30th day of the month following the Reporting Month |
| DET021_22 Top 10 Prompt and Delinquent Payors | Finance | Every 30th day of the month following the Reporting Month |
| DET023 Schedule of Amortization | Finance | Every 30th day of the month following the Reporting Month |
| DET027 Meetings and Resolutions | Institutional | Every 30th day of the month following the Reporting Month |
| DET028 BOD | Institutional | Every 30th day of the month following the Reporting Month |
| DET029 MSEAC | Institutional | Every 30th day of the month following the Reporting Month |



| | | |
|--|----------------|---|
| DET030 List of Employees | Institutional | Every 30th day of the month following the Reporting Month |
| DET031 Salary | Institutional | Every 30th day of the month following the Reporting Month |
| DET032 Complaints Received and Acted Upon | Institutional | Every 30th day of the month following the Reporting Month |
| DET033 Labor Management Issues | Institutional | Every 30th day of the month following the Reporting Month |
| DET034 Institutional - Others | Institutional | Every 30th day of the month following the Reporting Month |
| DET035 Compliance Assessment | Institutional | Every 30th day of the month following the Reporting Month |
| DET036 District Elections | Institutional | Every 30th day of the month following the Reporting Month |
| DET039 SEP & BLEP ⁸ | Projects | Every Thursday of the Reporting Month |
| DET040 Connections | Projects | Every 15th day of the month following the Reporting Month |
| DET044 Allocation Factors | Finance (ACAM) | Every 30th day of the month following the Reporting Month |
| DET045 Trial Balance | Finance (ACAM) | Every 30th day of the month following the Reporting Month |



⁸ Submission of DET039 SEP & BLEP is required for ECs with approved projects for the year and with on-going projects funded by previous year subsidy.



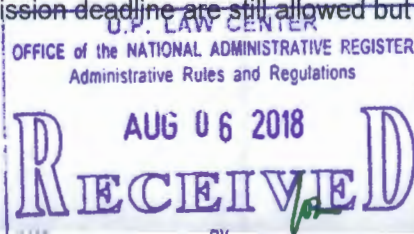
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| DET046 Consolidated Cash Flows | Finance (ACAM) | Every 30th day of the month following the Reporting Month |
| DET047 Payroll Allocation | Finance (ACAM) | Every 30th day of the month following the Reporting Month |

Additional DETs may be required for submission in particular deadline of every 30th day of the month unless stated accordingly.

- b) Submission of DETs shall be on or before 11:59 pm of the deadline.⁹ The standard time shall be based on the NEA BIT Web Portal's official time which follows the Philippine time from Philippine Atmospheric Geophysical and Astronomical Services Administration (PAGASA).
 - c) Only DETs with completely filled-out fields and correct data formats are accepted and submitted successfully in the NEA BIT Web Portal.
 - d) DETs with identified missing required fields or incorrect data formats should be revised and uploaded again in the NEA BIT Web Portal until successful submission. Only successfully submitted DETs are stored in the NEA BIT Web Portal.
3. Revision and Resubmission of Data Entry Templates (DET)s
- a) Revision and Resubmission of DETs are accepted by the NEA BIT Web Portal provided that the status of the previously submitted version of the DET is "For Revision" or "Acknowledged Receipt".
 - b) Submitted DET with status "For Revision" shall be revised by the EC. Revised DET must be resubmitted for acknowledgement and for the data to be included in the reports.
 - c) Revision of the DETs can be done offline. EC can communicate with the NEA DET Reviewer for clarifications on the revisions.
 - d) Resubmission of DETs after the deadline, stated in RA 10531, is also allowed but will be considered late.
 - e) NEA BIT Web Portal will assign an incremented version upon successful resubmission of the DET. It should be noted that the



⁹ DETs submitted after 11:59 pm of the submission deadline are still allowed but is recorded in the system as "Late".

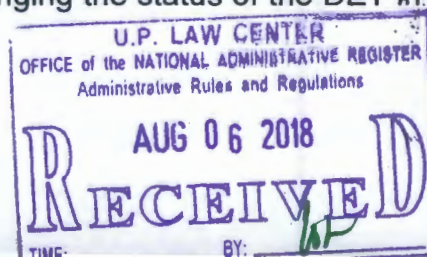
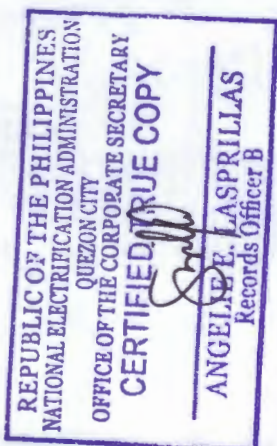


basis for operational report is the latest version with status "Acknowledged Receipt".

- f) NEA BIT Web Portal will only store three (3) latest versions of the DET for viewing but list of the full version history is available.
4. EC Compliance based on Submission of Data Entry Templates (DETs)
- a) All required DETs must be successfully submitted on-time for ECs to be considered compliant. An EC is considered compliant in the following scenarios:
 - EC submits DET on-time and NEA DET Reviewer acknowledges DET and changes status to "Acknowledged Receipt"
 - EC submits DET on-time and NEA DET Reviewer acknowledges DET and changes status to "For Revision", EC was able to submit revision on-time and NEA DET Reviewer acknowledges revised DET and change status to "Acknowledged Receipt"
 - b) An EC is non-compliant in the given scenarios below:
 - EC submits DET on-time and NEA DET Reviewer acknowledges DET with "For Revision" status but EC was not able to submit revised DET on-time
 - EC was not able to submit DET on-time
 - EC was not able to submit DET for the Reporting Month
 - c) EC compliance to DET submission is duly monitored by NEA.
 - d) Implementation of sanctions or penalties is handled by NEA independently. Refer to *VIII. SANCTIONS FOR NON-SUBMITTAL/ NON-COMPLIANCE* for details.

F. DET Acknowledgement Receipt

1. NEA DET Reviewers are responsible for acknowledging successfully submitted DETs by the ECs in the NEA BIT Web Portal.
2. NEA shall assign at least 2 to 5 NEA DET Reviewer per DET and they should be from the Subject Area / Department that handles the DET data. Workload per NEA DET Reviewer should be agreed upon internally.
3. Once the submitted DET is acknowledged, the Reviewer shall be responsible for changing the status of the DET in the NEA BIT Web



Portal to “Acknowledged Receipt” if the data is complete or “For Revision” if it is incomplete and needs revision.

4. DETs with status “For Revision” should be revised and resubmitted by the EC in the NEA BIT Web Portal. However, if deemed necessary, DETs with status “For Revision” can be changed to “Acknowledged Receipt” even without the submission of a new DET.
5. NEA DET Reviewer can acknowledge up to three (3) submissions only.
6. The basis for Operational Report is the latest acknowledged DET version uploaded with status “Acknowledged Receipt”.

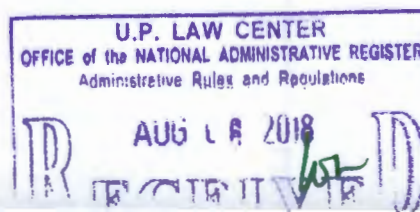
G. Report Viewing

1. Viewing Access to NEA BIT Web Portal Reports

- a) Authorized NEA users have viewing access to all EC Operational Reports in the NEA BIT Web Portal. Sharing of data and reports are beyond the scope of the NEA BIT Web Portal, to be done independently, as necessary.
- b) Viewing of Operational Reports in the NEA BIT Web Portal can be requested by predefined External Users (e.g. ERC and other agencies which may be allowed by NEA) from the NEA Administrator through a formal letter. Once access is granted, clearance to provide the report will be given to ITCSO.
- c) Operational Reports available for viewing in the NEA BIT Web Portal are the latest versions.
- d) Request for a copy of Operational Reports outside the NEA BIT Web Portal (email, hardcopy, etc.) can be requested by External Users (e.g. LGU, DOE) to NEA Data Owners through a formal letter.

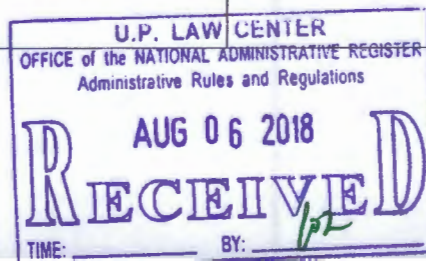
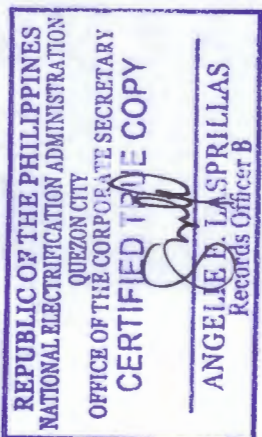
2. Viewing Access to Reports Portal

- a) Only authorized NEA Users have access to view the Operational Reports and Analytical Views in the Reports Portal.
- b) Authorized NEA Users have access to all Operational Reports except for Monthly Institutional Report (MIR) and Performance Standard Monitoring Report (PSMR) which can only be viewed by selected NEA Users as defined by the Data Governance Team due to data sensitivity.
- c) NEA management can access all Operational Reports, Analytical Reports, and Compliance Reports.



- d) Viewer access can be revoked anytime by the Data Governance Team.
3. Data Privacy and Report Distribution
- a) Users are responsible for keeping their user access secured.
 - b) Sanctions for irresponsible sharing of reports are handled independently and are not within the scope of this document.
 - c) Users are also responsible for the safekeeping and distribution of all downloaded and printed reports.
 - d) Confidentiality of information of the reports must always be considered. Processing of personal information shall be covered by the provision of Republic Act No. 10173 or the Data Privacy Act.
 - e) Data Governance Team, in consultation with Data Owners, shall facilitate the classification of reports if for public (to be posted in the official NEA website) or specific consumption of a NEA department. This will be included in the annual review of data and reportorial requirements.
 - f) User access can be revoked anytime by the Data Governance Team.
4. Operational Reports
- a) Operational Reports display data from the acknowledged DETs submitted for the Reporting Month.
 - b) If EC has no submission for the Reporting Month on the following DETs, the affected fields in the corresponding Operational Reports will be displayed as blank.

| DET | Subject Area |
|--|--------------|
| DET002 Power Supply | Technical |
| DET003_4 Energy and Interruption Data | Technical |
| DET005 Distribution Lines, Substation & Power Quality | Technical |



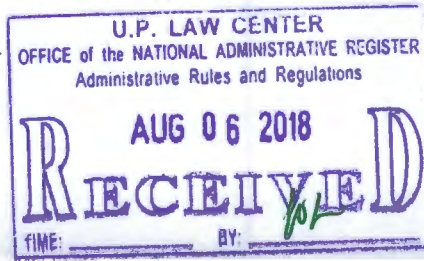
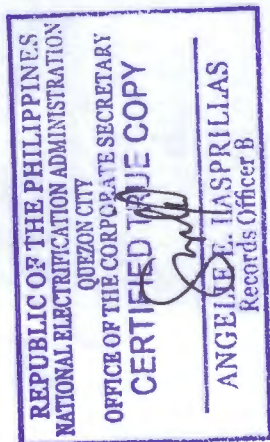
| | |
|--|---------------|
| DET006 Compliance to PDC | Technical |
| DET007 Compliance to PGC | Technical |
| DET018 Cash Advance | Finance |
| DET021_22 Top 10 Prompt and Delinquent Payors | Finance |
| DET027 Meetings and Resolutions | Institutional |
| DET032 Complaints Received and Acted Upon | Institutional |
| DET035 Compliance Assessment | Institutional |

There can be additional reports that can be required in the future.

- c) For the rest of the DETs, if EC has no submission for the month, concerned reports will display the previous month/ latest submitted data.
- d) Reports in PDF version are available in the NEA BIT Web Portal and Reports Portal for downloading.
- e) Data issues that may be encountered on the generated Operational Report (e.g. incorrect, incomplete, etc.) should be reported in the Helpdesk Support.

5. Analytical View Reports

- a) Analytical View Reports are based from the acknowledged DETs submitted for the Reporting Month.
- b) Analytical View Reports will aid NEA in analyzing the data with the help of graphical representations that can be used by management for decision making, and monitoring purposes.
- c) The following Analytical View Reports shall be available for NEA's use:



| Analytical View Report | Source DET |
|---|--|
| Analysis of Asset Value | DET003_4 Energy and Interruption Data |
| | DET005 Distribution Lines, Substation & Power Quality |
| Analysis of Impact on Collection Efficiency | DET019 Schedule of Consumer's Accounts Receivables |
| | DET040 Connections |
| Analysis of Impact on OpEx | DET012 Statement of Operations |
| | DET040 Connections |
| Analysis of Impact on System Loss | DET003_4 Energy and Interruption Data |
| Analysis of Sales | DET003_4 Energy and Interruption Data |
| Analysis of Sitio/Household Growth for Electrification Program Planning | DET040 Connections |
| Assessment of EC Financial Standing based on Statement of Cash Flows | DET016 Statement of Cash Flows |
| Assessment of Net Working Capital | DET013 Statement of Financial Position |
| Audit Findings Monitoring | DET037 Audit Findings |
| Average Power Rate per EC | DET015 Rates |
| BI Support in KPS/KPGS Rating Analysis | DET045 Trial Balance |



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| | |
|---|--|
| | DET013 Statement of Financial Position |
| | DET012 Statement of Operations |
| | DET023 Schedule of Amortization |
| | DET019 Schedule of Consumer's Accounts Receivables |
| | DET003_4 Energy and Interruption Data |
| | DET027 Meetings and Resolutions |
| | DET025 Schedule of Outstanding Loan |
| Bottom 20 ECs with Sustained Financial Performance (Net Margin Before RFSC) | DET012 Statement of Operations |
| Breakdown of ECs Improved and Retrogressed | DET003_4 Energy and Interruption Data |
| Comparison Between Non- Current Assets And Non- Current Liabilities | DET013 Statement of Financial Position |
| Comparison Between Operating Revenue and Expenses Based on Power Cost | DET012 Statement of Operations |
| Comparison Between Total Collections and Total Receivables | DET019 Schedule of Consumer's Accounts Receivables |
| Comparison of Collection Efficiency with Other Performance Indicators | DET019 Schedule of Consumer's Accounts Receivables |
| | DET003_4 Energy and Interruption Data |




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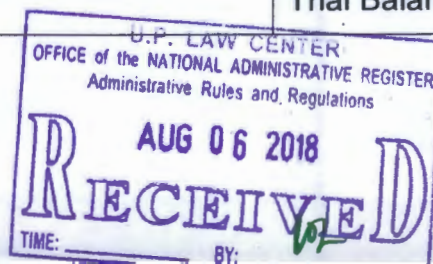
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|---|---|
| Comparison of Completed vs. Energized Sitios | DET040 Connections |
| Comparison of Reliability Indicators with Other Measures | DET003_4 Energy and Interruption Data |
| Comparison of System Loss with Profit Margin | DET012 Statement of Operations |
| | DET003_4 Energy and Interruption Data |
| | DET040 Connections |
| Comparison of System Loss with SAIDI | DET003_4 Energy and Interruption Data |
| Comparison of System Loss with SAIFI | DET003_4 Energy and Interruption Data |
| Customer Service Standards Monitoring | DET035 Compliance Assessment |
| Detection of Early Signs of defaults or Deteriorating EC Performance Part 1 | DET019 Schedule of Consumer's Accounts Receivables |
| | DET030 List of Employees |
| | DET003_4 Energy and Interruption Data |
| | DET040 Connections |
| EC Grouping and Classification | DET041 EC Profile |

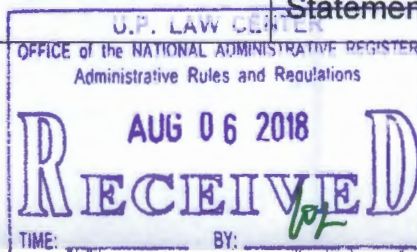
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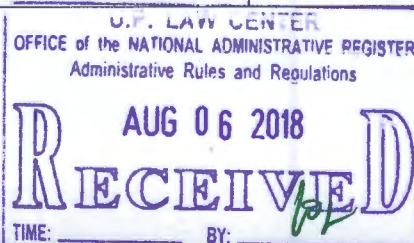
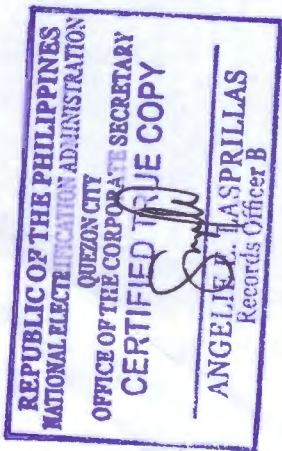
| | |
|--|--|
| EC Performance Part 2 | DET045 Trial Balance |
| | DET013 Statement of Financial Position |
| | DET012 Statement of Operations |
| | DET023 Schedule of Amortization |
| | DET025 Schedule of Outstanding Loan |
| EC System Loss Performance | DET003_4 Energy and Interruption Data |
| ECs by System Loss Range Grouping | DET003_4 Energy and Interruption Data |
| Interruption | DET003_4 Energy and Interruption Data |
| Matching of Revenues & Expenses | DET012 Statement of Operations |
| Monitoring of Complaints | DET032 Complaints Received and Acted Upon |
| Monitoring of Sitios/Purok Energization Completion | DET040 Connections |
| Monitoring of System Loss Trend | DET003_4 Energy and Interruption Data |
| National System Loss Performance | DET003_4 Energy and Interruption Data |
| Performing ECs Above Industry Average | DET045 Trial Balance |



| | |
|--|---|
| | DET013 Statement of Financial Position |
| | DET012 Statement of Operations |
| | DET023 Schedule of Amortization |
| | DET025 Schedule of Outstanding Loan |
| Planned vs Actual Budget Expenditures | DET016 Statement of Cash Flows |
| Quarterly Performance Color Coded Classification | DET045 Trial Balance |
| | DET019 Schedule of Consumer's Accounts Receivables |
| | DET012 Statement of Operations |
| | DET003_4 Energy and Interruption Data |
| Rates | DET024 Power Accounts Payable Overall |
| | DET015 Rates |
| Regional System Loss Performance | DET003_4 Energy and Interruption Data |
| Results of Operations | DET012 Statement of Operations |
| Return on Assets (ROA) | DET013 Statement of Financial Position |



| | |
|---|---|
| | DET012 Statement of Operations |
| | DET040 Connections |
| Review of PGC and PDC Codes Commonly Not Complied to/ Partially Complied To | DET006 Compliance to PDC |
| | DET007 Compliance to PGC |
| Top 10 ECs in Terms of Assets | DET013 Statement of Financial Position |
| Top 15 Most Improved ECs in terms of Collection Efficiency | DET019 Schedule of Consumer's Accounts Receivables |
| Total Cumulative Services in Place | DET040 Connections |
| Trend of Key Performance Indicators | DET045 Trial Balance |
| | DET013 Statement of Financial Position |
| | DET012 Statement of Operations |
| | DET023 Schedule of Amortization |
| | DET019 Schedule of Consumer's Accounts Receivables |
| | DET003_4 Energy and Interruption Data |
| | DET025 Schedule of Outstanding Loan |



| | |
|---|---|
| Trends in Average Collection Period | DET019 Schedule of Consumer's Accounts Receivables |
| Additional analytical reports can be devised as needed. | |

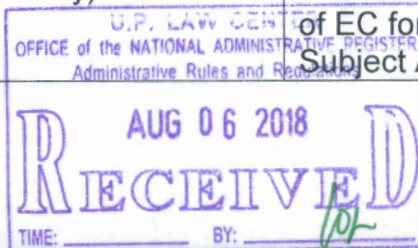
d) Analytical Reports in PDF version are available in the Reports Portal for downloading.

6. Compliance Reports

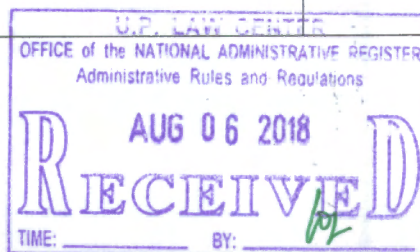
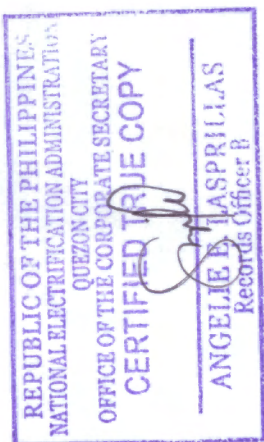
- a) Compliance Reports will allow NEA to:
- Analyze the data submission and data acknowledgement
 - Track DET submission
 - Identify compliant and non-compliant ECs

b) The following Compliance Reports shall be available for NEA's use:

| Compliance Report | Description |
|---|---|
| Summary of Data Submission and Review | Report contains details of all the submitted and acknowledged DETs per ECs such as Total On-Time Submissions, Late Submissions, Pending Submissions, Total Reviewed and Revised DETs. |
| NEA Review Status Report | Report provides the difference between the total time taken between the submission to acknowledgement of submitted DET data. |
| Pending Review per Subject Area | Report shows the list of submitted templates by the ECs per status. |
| Compliant and Non-Compliant ECs | Report shows ECs who comply and do not comply with the submission deadline and requirements. |
| Monthly Trend of Submissions As Of (Date Today) | Report contains running 12 months data on the submission of EC for all DETs grouped per Subject Area (excluding |



| | |
|--|---|
| | SEP&BLEP, NGCP Bill, and Power Supplier Agreement). It can also show quarterly data trends. |
| Monthly Trend of Submissions per EC As Of (Date Today) | Report shows the monthly trend of DET submissions of the EC grouped per Subject Area (excluding SEP&BLEP, NGCP Bill, and Power Supplier Agreement). It can also show quarterly data trends. |
| Compliance Report | Report contains monthly data on EC compliance per Operational Report based on the submitted DETs (excluding SEP&BLEP, NGCP Bill, and Power Supplier Agreement). |
| Submission Status per EC | Report contains monthly DET submission data (regardless if on time or late) of EC per Subject Area (including SEP&BLEP, NGCP Bill, and Power Supplier Agreement). It can also show quarterly data trends. |
| Submission attempts per EC per Reporting Month | Report contains monthly DET submission attempts data (regardless if on time or late) of EC per Subject Area (including SEP&BLEP*, NGCP Bill, Power Supplier Agreement). |
| Review per DET per Reporting Month | Report contains the DET submission attempts (regardless if on time or late) of all ECs per Data Entry Template (excluding SEP&BLEP*, NGCP Bill, Power Supplier Agreement) and the change in DET status ("For Revision" or "Acknowledged Receipt") by the NEA DET Validator. |
| | |



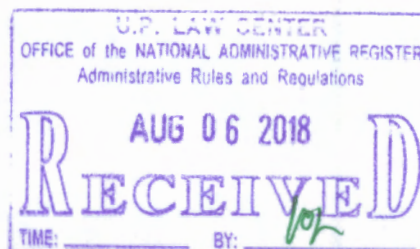
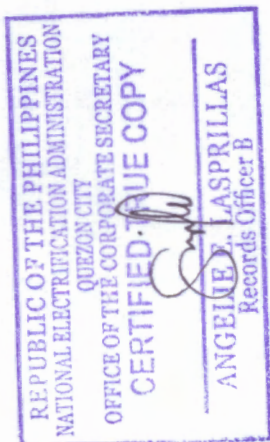
| | |
|---|---|
| Validator Assignments and Performance per Month | Report contains the count of acknowledged DET submissions by all NEA validators assigned to each DET. |
| On Time Review per DET per Reporting Month | Report contains the "Acknowledged Receipt" status of the NEA DET Validators - whether late or not. |
| Master Data Changes per Month | Report contains running 12 months master data changes data from NEA BIT Web Portal activity logs by MD Managers/ System Administrators. |

c. Compliance Reports in PDF version are available in the Reports Portal for downloading.

H. Data Retention

1. Data is stored in the NEA BIT Web Portal only for a defined period of time.

| System | Data | Archiving Frequency | Purging Frequency |
|------------------------|---|--------------------------------------|--|
| NEA BIT Web Portal | DET | Every Month | Every Six Months |
| Cloud | Archived DET | - | Every Year |
| NEA BIT Web Portal | Database Information (e.g. Operational Reports) | Every Year | Every Month; Retaining data running twelve months |
| NEA BIT Reports Portal | Database Information (e.g. Operational Reports) | Every Year retaining five years data | Every Five Years; Except for BI-REP-013 Chronicle Data-related information that will be every twelve years |

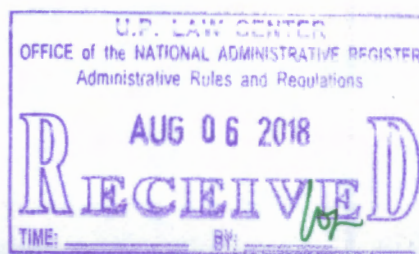
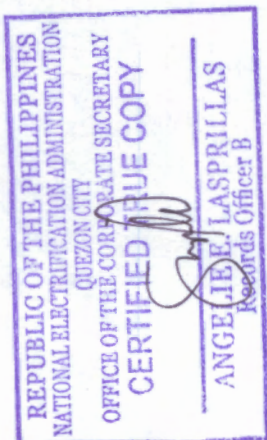


I. Data Retrieval

1. Archived data can be retrieved by request through the Helpdesk Support.
2. Requests are for approval by the Data Governance Team.
3. Only approved requests shall be processed by the System Administrator.

J. Helpdesk Support

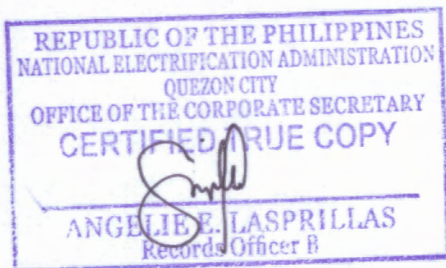
1. All requests and incidents shall be reported to Helpdesk Support. EC and NEA can report through Open-source Ticket Request System (OTRS), email, or call. Refer to IX. *References* for Helpdesk Support documents.
2. Request for additional User Access shall be initiated by EC or NEA. The User Request Access Form shall be provided together with an endorsement letter from the superior of the requesting user.
3. Request for any modifications (add, update, change, deactivate, activate) in the DET or NEA BIT Web Portal functionalities that require changes and is not within the scope of the current business rules will be classified as enhancements or Change Requests (CR). Once agreed on the CR, it will be included in enhancement planning with the System Provider for development. Refer to IX. *References* for O&M Policies.
4. Any change made in the DET or NEA BIT Web Portal will be announced to all ECs. NEA shall send out the System Downtime advisory and Update Completion advisory to all NEA BIT Web Portal users.
5. Answers on inquiries or questions that are not in the DET Manuals from the ECs shall be forwarded to NEA for assistance. Refer to NEA's official website (www.nea.gov.ph) for the complete DET Manuals.
6. NEA BIT Web Portal system incidents like inaccessible system, certificate installation issues, incorrect download of files, error in DET upload, or any unexpected system behavior shall be reported to Helpdesk Support. A detailed list of step by step actions made before encountering the incident and screenshots of the system's page together with a copy of the DET shall be provided for better incident investigation.



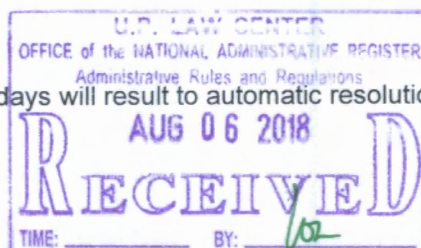
7. Helpdesk Support shall contact the EC or NEA to validate if the reported request is already fulfilled or if the incident is already resolved.¹⁰

VII. SANCTIONS FOR NON-SUBMITTAL/NON-COMPLIANCE

Chapter IV, Section 14 under Final Provisions of RA 10531, states that a new Section, to be designated as Section 64-A. Penalties of PD 269, as amended, and is hereby inserted; and Rule VII, Section 28 on Penalties of its IRR, to read as follows: Any person who willfully violates any rule or regulation promulgated pursuant to the authority granted in this Act shall, be punished by a fine of not less than fifty thousand pesos (P50,000.00) but not more than five hundred thousand pesos (P500,000) or by imprisonment of not less than six (6) months but not more than one (1) year or both, at the discretion of the court: Provided that if the violation is committed by a juridical person, the penalty herein prescribed shall be imposed upon the official and /or employee thereof responsible for the violation: Provided, further, that if the violation is committed by a government official or employee, including those in government-owned or –controlled corporation, such person shall, in addition to the penalty provided herein, be subjected to administrative disciplinary action.







¹⁰ Failure to validate within 14 working days will result to automatic resolution/ fulfillment of report.







VIII. REFERENCES

| | |
|--|---|
| NEA BIT Corporate Governance Procedures Manual |  NEA-QMS-SP-XX Corporate Governance |
| NEA BIT Create New Governance Document Procedures Manual |  NEA-QMS-SP-XX Create New Governan |
| NEA BIT Create New Master Data Record Procedures Manual |  NEA-QMS-SP-XX Create New Master D |
| NEA BIT Modify Existing Master Data Record Procedures Manual |  NEA-QMS-SP-XX Modify Existing Mast |
| NEA BIT Deactivate Existing Master Data Record Procedures Manual |  NEA-QMS-SP-XX Deactivate Existing R |
| NEA BIT Activate Existing Master Data Record Procedures Manual |  NEA-QMS-SP-XX Activate Existing Mast |
| NEA BIT Download Master Data Record Procedures Manual |  NEA-QMS-SP-XX Download Master Dat |
| NEA BIT Create New Value In LOV Group Procedures Manual |  NEA-QMS-SP-XX Create New Value In I |
| NEA BIT Deactivate Value In LOV Group Procedures Manual |  NEA-QMS-SP-XX Deactivate a Value In |
| NEA BIT Activate Value In LOV Group Procedures Manual |  NEA-QMS-SP-XX Activate Value In LOV |
| NEA BIT DET to Operational Reports Mapping Manual |  NEA-QMS-SP-XX DET to Operational Report |

| | |
|--|---|
| NEA BIT Data Upload for ECs Procedures Manual |  NEA-QMS-SP-XX Data Upload for ECs I |
| NEA BIT Data Upload for Proxy Users Procedures Manual |  NEA-QMS-SP-XX Data Upload for Prox |
| NEA BIT NEA Validation Procedures Manual |  NEA-QMS-SP-XX NEA Validation Procedures |
| NEA BIT Report Viewing in the Web Portal Procedures Manual |  NEA-QMS-SP-XX Report Viewing in We |

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Records Officer II

| | |
|--|---|
| <p>NEA BIT Report Viewing in the Reports Portal Procedures Manual</p> |  NEA-QMS-SP-XX Report Viewing in the |
| <p>NEA BIT Support Process</p> |  NEA BIT Support Process.pdf |
| <p>NEA BIT O&M Policies</p> |  O&M Policies.doc |
| <p>NEA BIT Helpdesk Support Procedures Manual</p> |  NEA-QMS-SP-XX Helpdeks Support Pro |

IX. EFFECTIVITY

The policy shall immediately take effect fifteen (15) days following its publication in a newspaper of general circulation. Three (3) copies shall be filed with the University of the Philippines (UP) Law Center pursuant to Presidential Memorandum Circular No. 11 dated October 9, 1992.



EDGARDO R. MASONGSONG
 Administrator

NATIONAL ELECTRIFICATION
 ADMINISTRATION
 Office of the Administrator



NEA-GA2544E1

Handwritten signature and date
 7/10/18

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