## Ano ang ibig sabihin ng 30-day grace period?

Kung mayroon kang unpaid ECQ/MECQ (March 1 to May 31, 2020) and MECQ (August 1 to 31, 2020) electricity bills, kasama ka sa 30-day extension kung:

- Ang iyong original ECQ/MECQ installment plan ay natapos nang o bago mag-October 15, kasama ka sa 30-day extension simula October 29, 2020.
- Mayroon kang ongoing na ECQ/MECQ installment plan, kasama ka sa 30-day extension mula sa huling due date ng iyong installment plan.
- Mayroon kang unpaid balance na due noong MECQ (August 1 to 31), kasama ka sa 30-day extension simula October 29, 2020.

Sang-ayon sa ERC advisory, ang mga customer na kayang magbayad ay hinihikayat na bayaran ang kanilang bills sa original due dates para makatulong sa pag-manage ng cash flow ng energy supply chain at masiguro ang patuloy na supply ng kuryente.

## Anong mangyayari kung hindi ako makabayad pagkatapos ng 30-day grace period?

Pagkatapos ng 30-day extension, anumang unpaid balance mula sa ECQ/MECQ bills ay automatic na iko-convert sa tatlong (3) equal monthly installment payments. Mag-refer lang sa iyong bill para sa installment plan payment schedule. Wala itong interest, penalties, fees, o ano pang additional charges.

## Sino ang covered ng ERC advisory?

Lahat ng postpaid customers sa Meralco franchise area.

Subalit, ang mga Government Offices, Government Agencies, Government Owned-and-Controlled Corporations (GOCCs) at iba pang Government instrumentalities ay hindi covered ng 30-day grace period at installment payment arrangement.

# What does the ERC advisory mean for Meralco residential customers?

If you have any questions or additional concerns, you may get in touch with us through any of these channels:

**fb.com/meralco**

**@meralco**

**customercare@meralco.com.ph**

**16211**

**#PoweringTheNewNormal #MorePowerToYou**

# Guided by the Energy Regulatory Commission's (ERC) Advisory on October 29, 2020,* here's how you can manage your electricity bills.

Follow this chart and check the consumption reflected in your November and December 2020 bills.

| November 2020 bill | Disconnection Rule | December 2020 bill | Disconnection Rule | 30-day Grace period | New Installment plan |
|---|---|---|---|---|---|
| Consumption is 200kWh and below | No disconnection for unpaid bills (both regular and ECQ/MECQ) until December 31, 2020 | Consumption is 200kWh and below | No disconnection for unpaid bills (both regular and ECQ/MECQ) until December 31, 2020 | Not applicable | Not applicable |
| Consumption is 200kWh and below | No disconnection for unpaid bills (both regular and ECQ/MECQ) until December 31, 2020 | Consumption is 201kWh and above | Resume disconnection in December 2020 for unpaid December 2020 bill and other bills except ECQ/MECQ and November 2020 bills | Grace Period for unpaid ECQ/MECQ bills starts on October 29, 2020 or after the last due date of your original Installment Plan, whichever is later | Any unpaid balance from the ECQ/MECQ bills after the grace period will be automatically converted into 3 equal monthly installments |
| Consumption is 201kWh and above | Resume disconnection in November 2020 for unpaid regular bills | Consumption is 200kWh and below | No disconnection until December 31, 2020 for unpaid December 2020 bill if November 2020 bills and prior bills have been paid | | |
| Consumption is 201kWh and above | Resume disconnection in November 2020 for unpaid regular bills | Consumption is 201kWh and above | Continue disconnection for unpaid regular bills | | |

**For more details, visit our website at www.meralco.com.ph.*

## What does the 30-day grace period mean?

If you have any unpaid ECQ/MECQ (March 1 to May 31, 2020) and MECQ (August 1 to 31, 2020) electricity bills, you are entitled to a 30-day extension as follows:

- If your original ECQ/MECQ installment plan ended on or before October 15, you are entitled to a 30-day extension from October 29, 2020.
- If you have an ongoing ECQ/MECQ installment plan, you are entitled to a 30-day extension from the last due date of your installment plan.
- If you have an unpaid balance falling due within MECQ (August 1 to 31), you are entitled to a 30-day extension from October 29, 2020.

Per ERC advisory, customers who have the ability to pay are encouraged to settle their bills within the original due dates to help manage the cash flow in the energy supply chain and ensure the continuous supply of electricity.

## What will happen if I can't pay after the 30-day grace period?

After the 30-day extension, any unpaid balance from ECQ/MECQ bills will automatically be converted into three (3) equal monthly installments. Please refer to your bill for the installment plan payment schedule.

There will be no interest, penalties, fees, or any other additional charges.

## Who are covered by the ERC advisory?

All postpaid customers in the Meralco franchise area.

However, Government Offices, Government Agencies, Government Owned-and-Controlled Corporations (GOCCs) and other Government instrumentalities are not covered by the thirty (30) days grace period and installment payment arrangement.