

What does the ERC advisory mean for Meralco business customers?

If we can be of further assistance, please contact us through any of our channels specified below or through your Relationship Manager or Biz Partner Manager.

We are committed to resolve your concerns at the soonest possible time.

Ways to Settle Your Bills

You may pay your bills through any of the following:

Over the Counter

- Meralco Business Centers
- Customer Payments Office at Meralco Center
- Bayad Center Branches
- Partner Banks
- Other Authorized Payment Channels

Online

- Meralco Online and Meralco Mobile app
- Bayad Center App
- Online Banking
- Mobile Wallets

 customercare@meralco.com.ph

 Business Hotline 16210 | Residential Hotline 16211

#PoweringTheNewNormal #MorePowerToYou



**To ensure continuous power supply amidst the difficulties that you may also be facing,
here's how you can manage your electricity bills.
This is guided by the Energy Regulatory Commission's (ERC) advisory on October 29, 2020:***

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.

In case you have an existing contract with a Retail Electricity Supplier (RES), you are advised to further clarify your billing concerns with your RES.