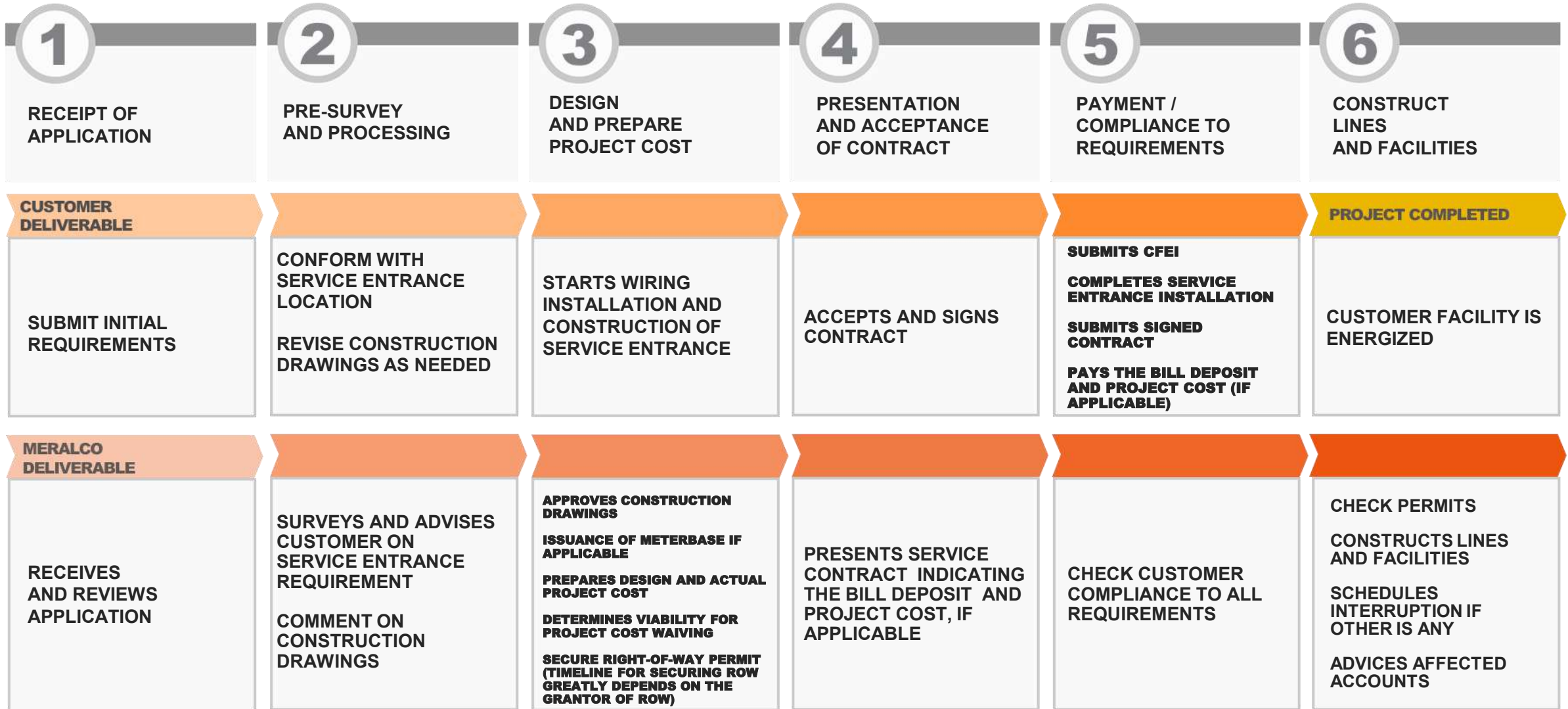




**SERVICE APPLICATION PROCESS**  
*THE NEW NORMAL*

# PROJECT COVERED APPLICATION



# PROJECT COVERED APPLICATION

1

RECEIPT OF  
APPLICATION

CUSTOMER  
DELIVERABLE

SUBMIT INITIAL  
REQUIREMENTS

MERALCO  
DELIVERABLE

RECEIVES  
AND REVIEWS  
APPLICATION

**Option 1: No walk in customers will be allowed entry in MOC/Sector**  
SUBMISSION OF APPLICATION REQUIREMENTS WILL BE DONE THROUGH DIGITAL CHANNELS.  
(EMAIL, MERALCO ONLINE - [HTTPS://ONLINE.MERALCO.COM.PH/](https://online.meralco.com.ph/))

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PORTION OF QC  
(NORTHERN SIDE OF Q.AVE)

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MARIKINA

PASIG

MAKATI

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TAGUIG

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(SOUTHERN SIDE OF Q.AVE)

PARANAQUE

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MUNTINLUPA

LAGUNA

CAVITE

BATANGAS

QUEZON PROVINCE



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For the electrical plan either scan the PEE signed and sealed copy or send the pdf copy of the electrical plan and take a photo of the signed and sealed part of the original copy. Or email certification from PEE that the plan is signed and sealed.

If there are walk-in customers, provide them contact nos. and email where they can coordinate submission of requirements

Set-up booth near the gate of MOC/Sector for the EOD



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## **Option 2: If walk-in customer will be required to be entertained Will depend on Security Guidelines and Protocol**

### **Scheme 1:**

Must have a scheduled appointment

- Set-up an information booth near the gate of MOC/Sector to disseminate the contact information to secure schedule.
- Only customers with facemask will be entertained
- Drop-off documents will be placed in a container box and will be subjected to disinfection protocol

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## **Option 2: If walk-in customer will be required to be entertained Will depend on Security Guidelines and Protocol**

### **Scheme 2**

If customer will be allowed entry to MOC/Sector set-up a customer waiting area following the social distancing protocol.

- Discussion rooms will be used as venues to answer customer inquiries. Discussion rooms must be set-up with plastic/acrylic dividers and with sanitizing solutions.
- Customer will answer a health declaration form for screening purposes.
- For customers with declared findings in health declaration form must have clearance first from CWC.
- For customers with visible symptoms of COVID19 will be advised politely to re-schedule the appointment.
- Submitted documents will be placed in a container box and will be subjected to disinfection protocol.
- Set-up virtual assistant for additional workforce that will entertain walk-in customer.

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## **Option 2: If walk-in customer will be required to be entertained Will depend on Security Guidelines and Protocol For scheduled meetings**

- As much as possible use Microsoft Teams for other digital platform app, use personal devices if possible if company devices is not allowed to be installed with unauthorized digital app.

## **In case that a face-to-face meeting cannot be avoided**

- Conference rooms will be used as venues and must be set-up with plastic/acrylic dividers and with sanitizing solutions.
- Customer will answer a health declaration form for screening purposes.
- For customers with declared findings in health declaration form must have clearance first from CWC.
- For customers with visible symptoms of COVID19 will be advised politely to re-schedule the appointment.
- Submitted documents will be placed in a container box and will be subjected to disinfection protocol.

## **APPLICATION REQUIREMENTS**

- 1. Letter of request for electric connection with contact person and and location sketch**
- 2. Authorization Letter for contractors/representatives**
- 3. Electrical Plan and Load Schedule – signed and sealed by a Professional Electrical Engineer**
- 4. SEC Registration**
- 5. BIR Certificate of Registration**
- 6. Authorization Letter for customer representative**
- 7. General Information Sheet (GIS)**
- 8. Valid ID's**
- 9. Secretary Certificate for the signatory of contract**
- 10. Authority to Occupy Docs (TCT/Deed of Sale/ Lease Contract)**
- 11. Site Development**
- 12. Certificate of Final Electrical Inspection**
- 13. Vault Room Plan / Transformer Pad Plan for applications involving installation of Meralco Padmounted Transformer and Primary metering vault**

**Items 1 – 3 are the initial requirements needed in order to initiate a field survey/evaluation**

## **APPLICATION REQUIREMENTS**

### **For large developments applications**

- 1. Proposed Masterplan**
- 2. Approved Stub-out Location**
- 3. Load Growth Demand Profile**
- 4. Waiver and Warranty Quit Claim**
- 5. Equipment Test Result**
- 6. If development is 10MVA or above negotiation for substation lot will be required**

**(note the MOA or Usufruct for the substation lot must be signed and notarized first by both parties prior to the preparation of Masterplan)**

## **SUBDIVISION MASTER PLAN REQUEST REQUIREMENTS**

- 1. Site Development Plan**
- 2. Grading Plans**
- 3. Plan showing roads, sidewalks, easements and right-of-way (include map w/ north arrow)**
- 4. Water/sewerage Plan including fire Hydrant locations**
- 5. Street lighting Plans**
- 6. Proposed Load Requirement per Lot**
- 7. Locations of 3-phase loads**

## **USUFRUCT REQUIREMENTS (ATTACHMENT)**

- 1. Title Certificate Title**
- 2. Lot Technical Description**
- 3. Lot Topo**
- 4. Deed of Restrictions**

**3 Banks of 83 MVA (conventional)**  
**5400                      54 x 100 – Frontage 54**

**2 Banks of 83 MVA (conventional)**  
**3375                      45 x 75 – Frontage 45**

**GIS – 1800 sqm – Estimate only**

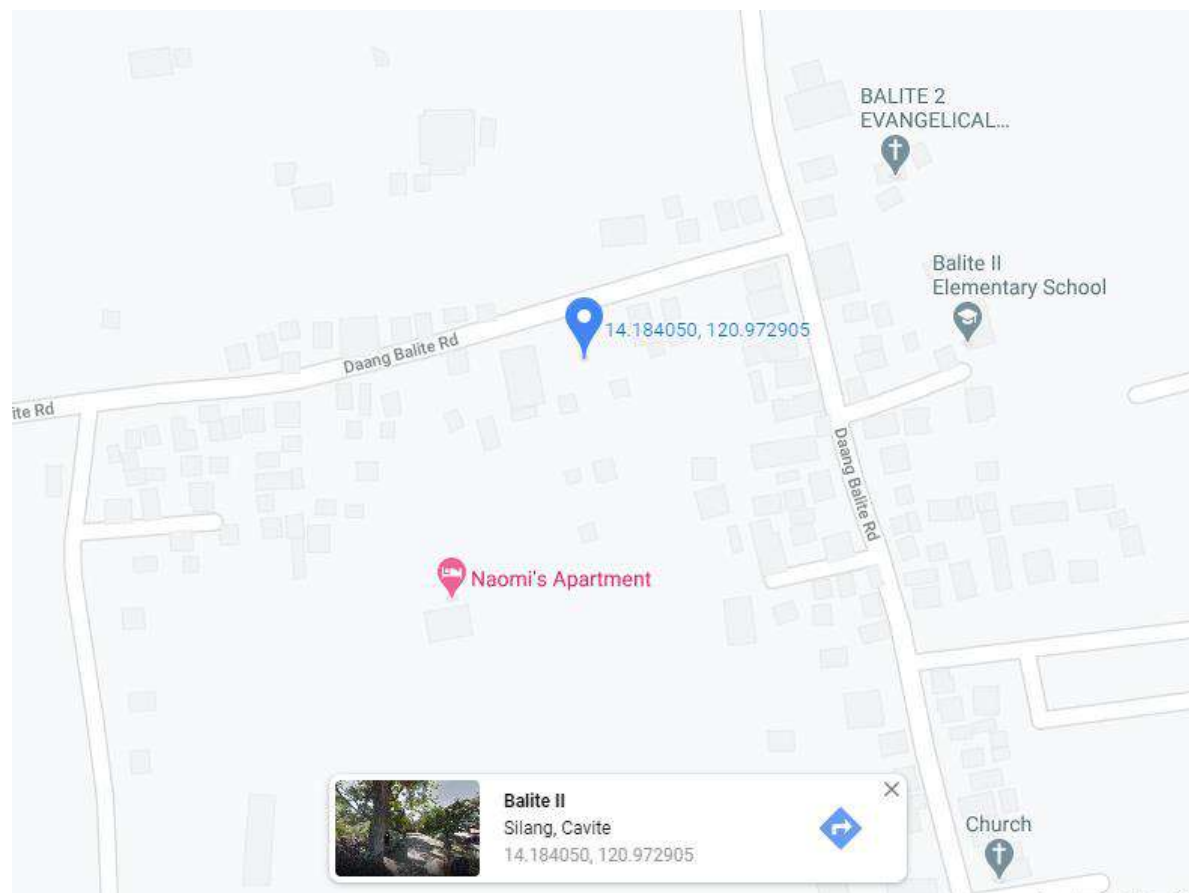
## 6-7 PICTURES

**A replacement for the pre-survey of the site to determine the feasibility of the proposed service entrance location. This is to be submitted at the start of the service application.**

**Contains the following:**

- 1. Site location screenshot with coordinates**
- 2. Site Photos**
- 3. Nearest meter**
- 4. Nearest Meralco Transformer**
- 5. Map Summary**

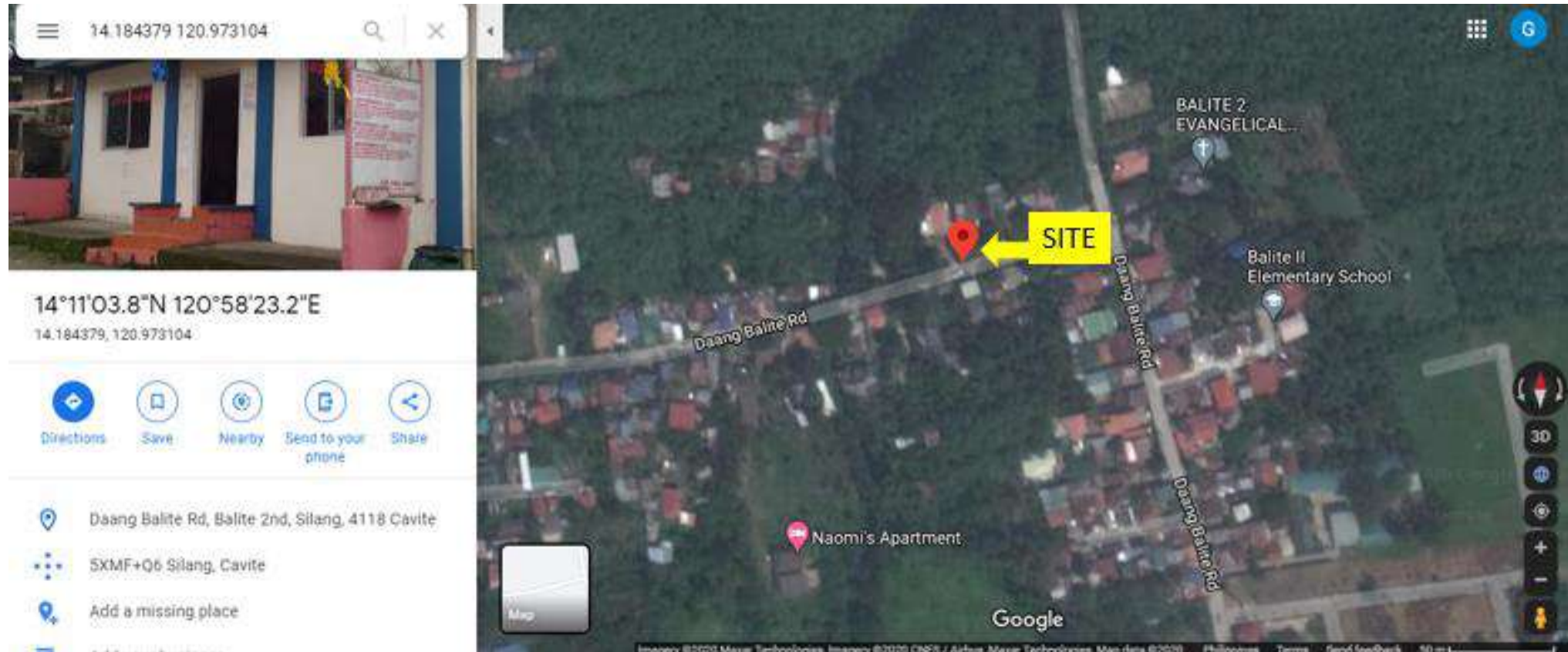
## SITE LOCATION SCREENSHOT WITH COORDINATES



The Location Screenshot must show the following:

- Site location
- Site Coordinates
- Landmarks

## SITE LOCATION SCREENSHOT WITH COORDINATES



## SITE PHOTOS

Front Picture with Proposed Service Entrance Location



## SITE PHOTOS

LEFT



RIGHT



**Note: All of the pictures are relative to the Service Entrance**

NEAREST METER

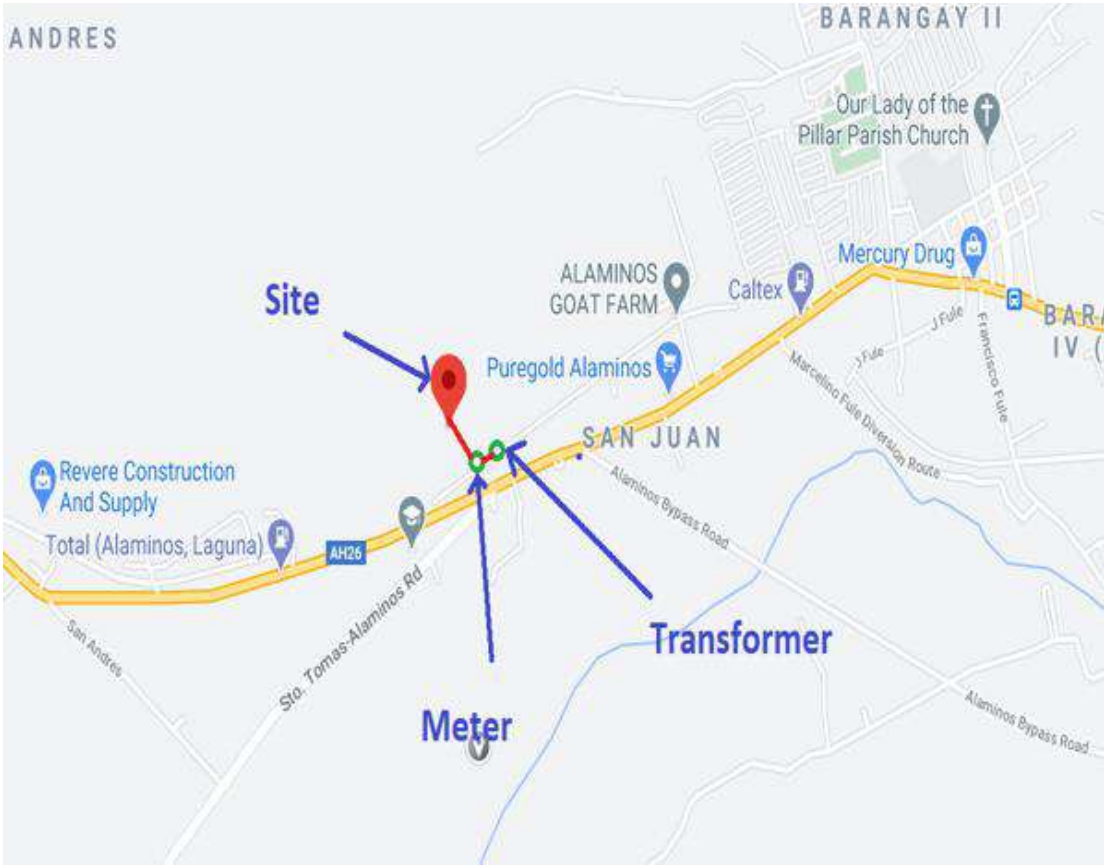


## NEAREST MERALCO TRANSFORMER

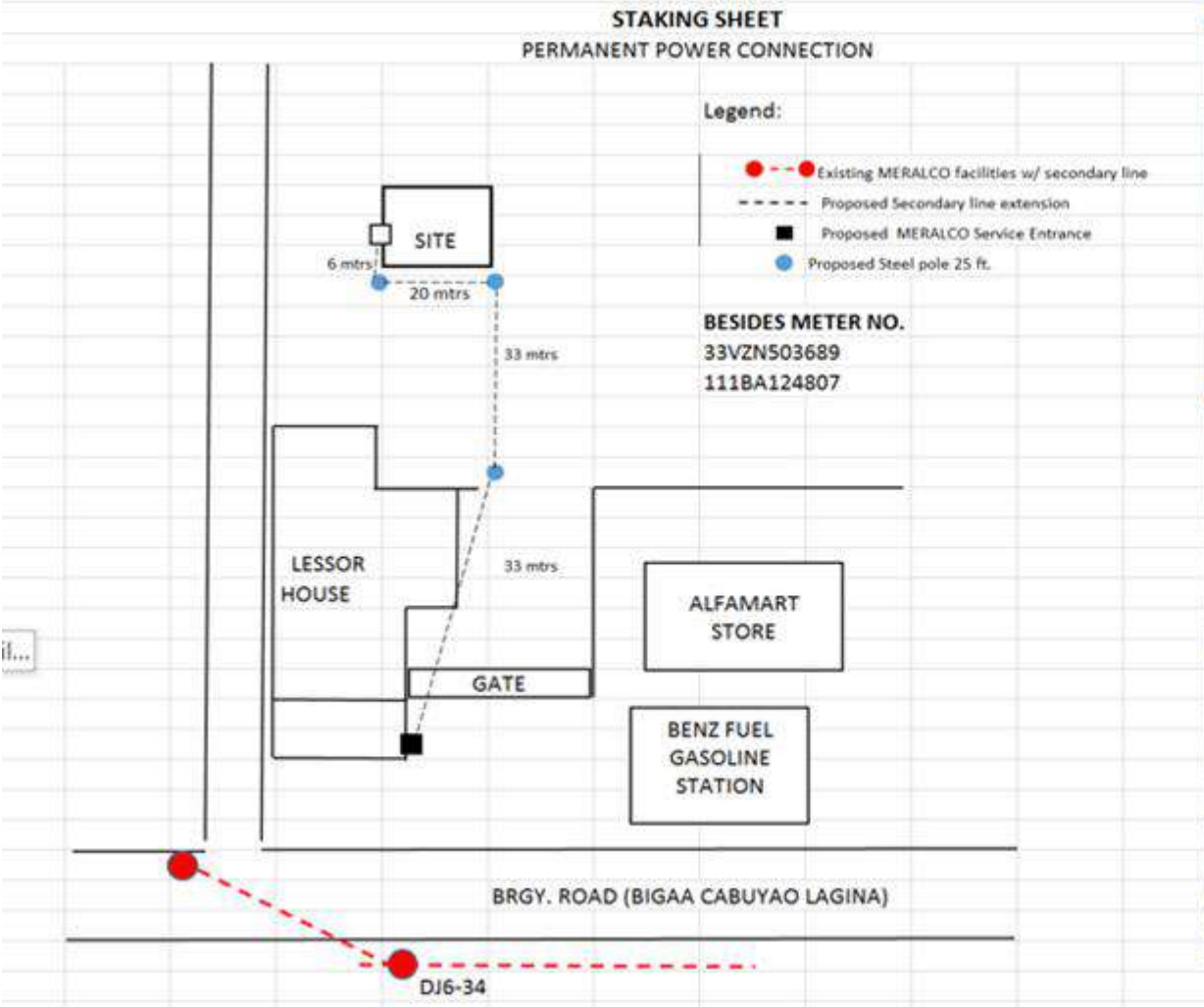


Note: take a picture of the pole tag only

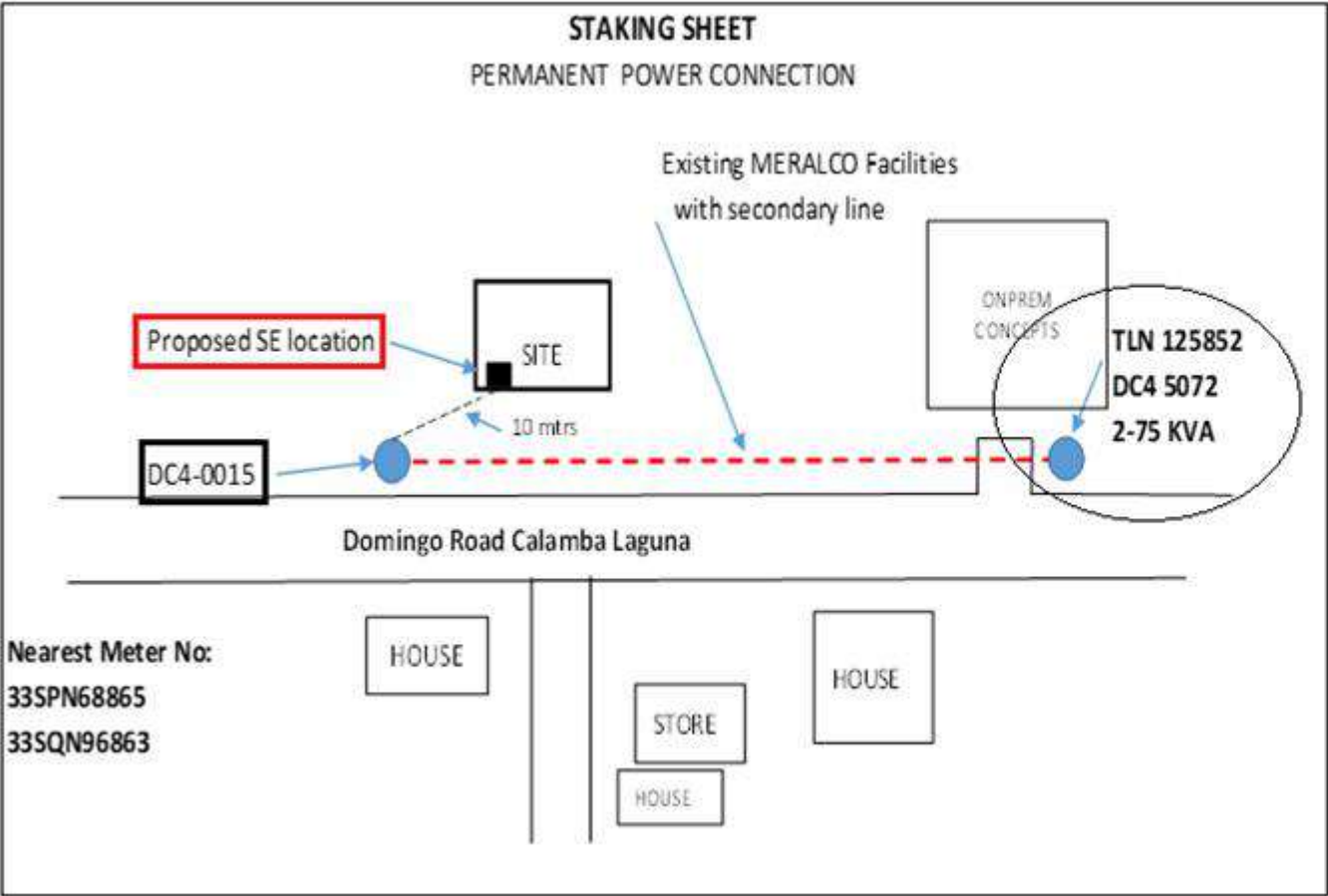
# MAP SUMMARY



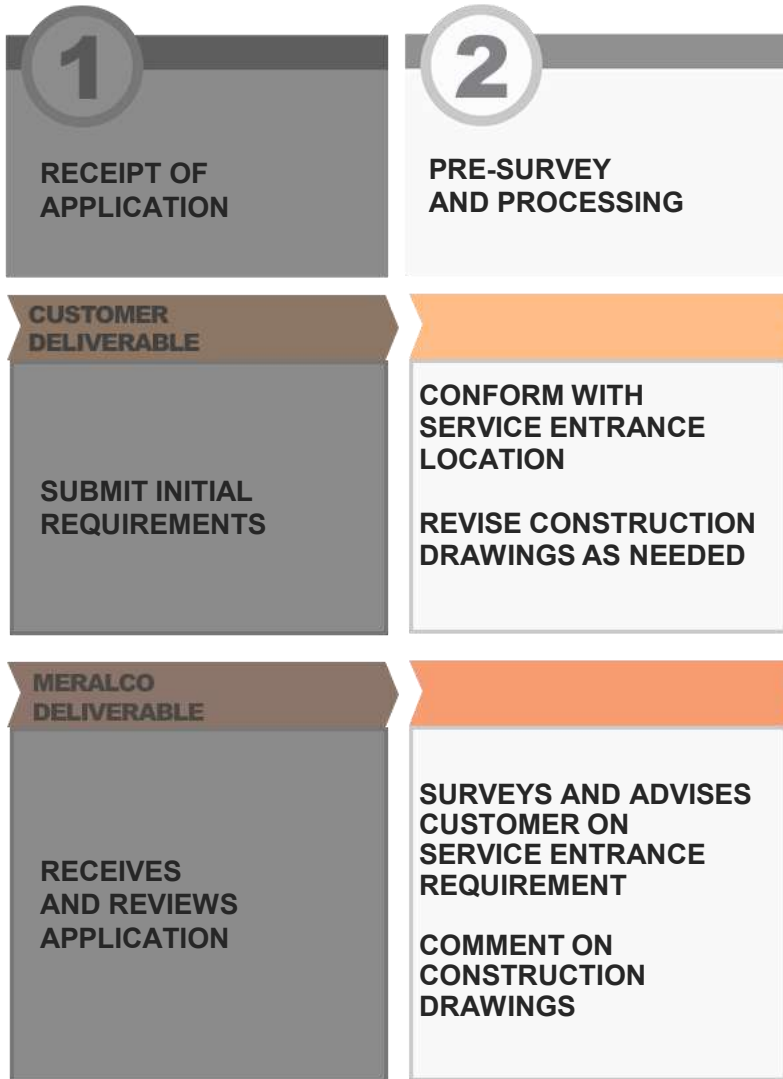
# MAP SUMMARY



# MAP SUMMARY



# PROJECT COVERED APPLICATION



## Field Surveys

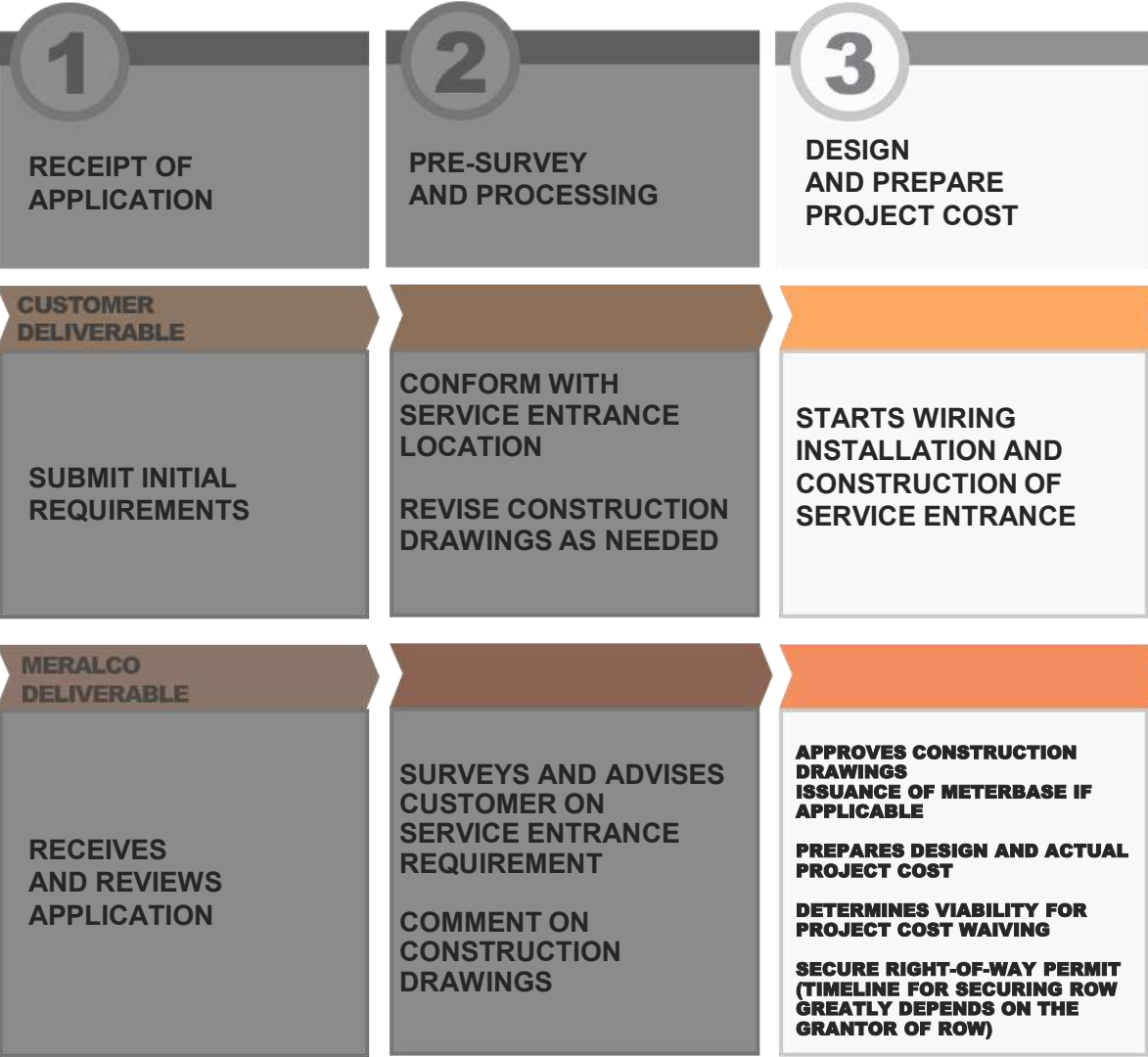
Meralco personnel will follow the guidelines in using company vehicles considering social distancing and sanitizing procedures

As much as possible field personnel will conduct inspection from his/her vehicle specially in cases that the service entrance is along the street/road. Use mobile phones to communicate instructions with the customer

For cases that the field personnel needs to alight the vehicle he/she must have PPEs such as face shield and face mask

Comments on customer plans will be sent through digital channels

# PROJECT COVERED APPLICATION



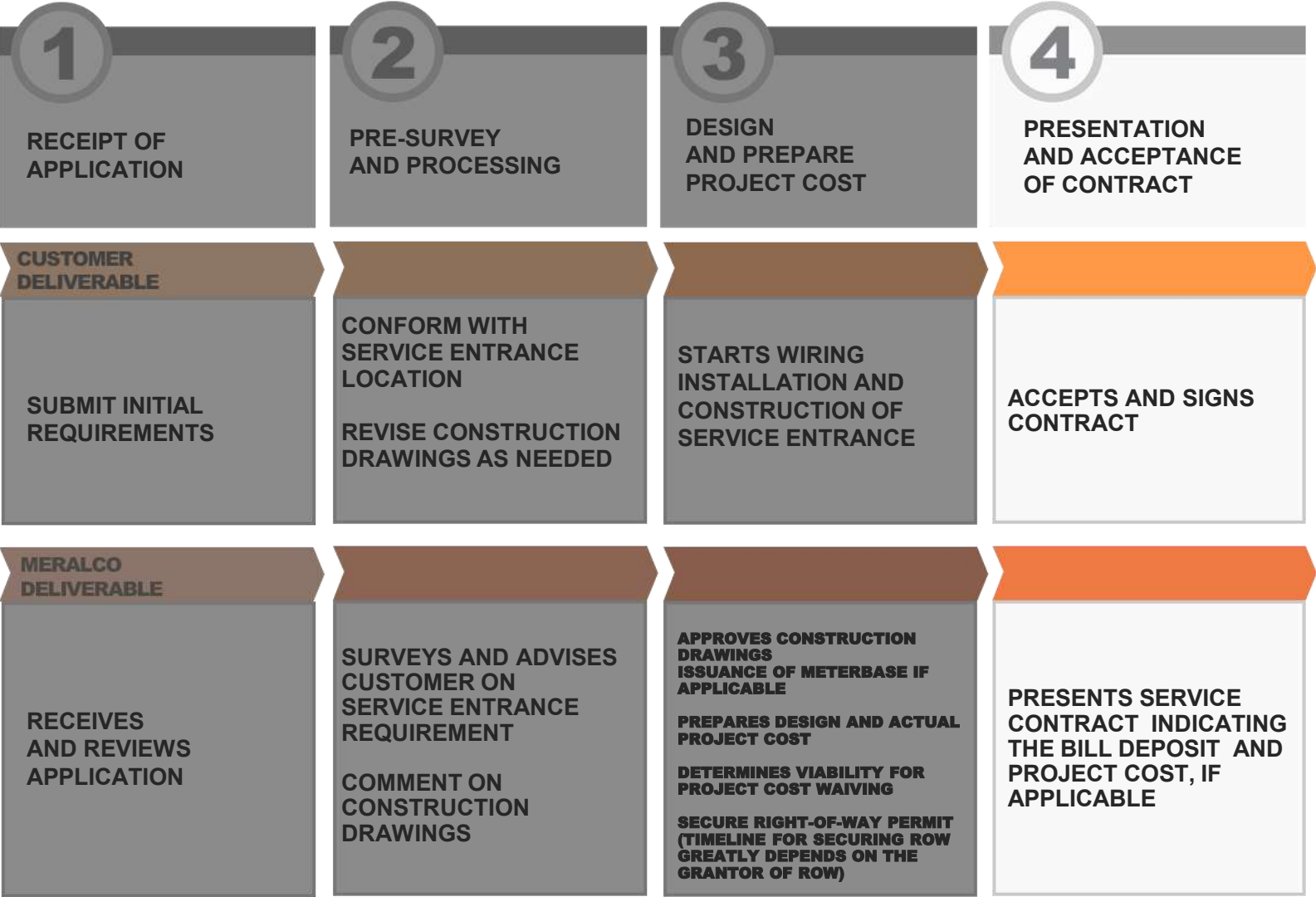
## Meterbase Withdrawal

Meterbase Withdrawal Form will be sent to the customer's email

Meterbase withdrawal:  
Follow the protocol of Meralco Sectors



# PROJECT COVERED APPLICATION

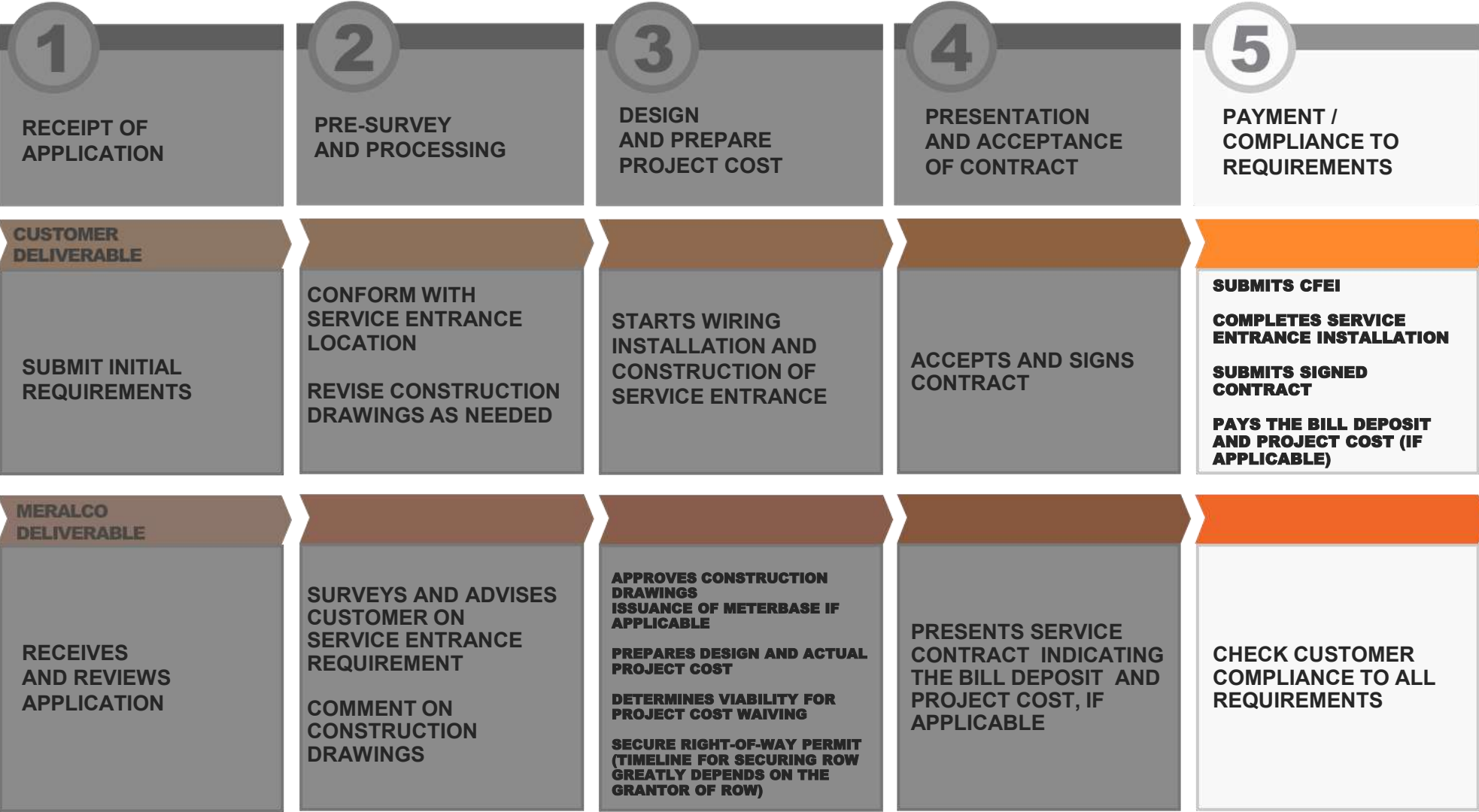


## Contracts and charge letters

Electronic copies of contracts and charge letters will be sent through email



# PROJECT COVERED APPLICATION



**Contract and CFEI**  
Signed Contract and CFEI will be submitted through email

Payments will be done through electronic fund transfer (EFT) but needs prior coordination with handling Engr.

In case that EFT is not available physical check shall be delivered to the handling Engr. but will go through the same procedures in securing appointments for meeting inquiries and acceptance of document submission.



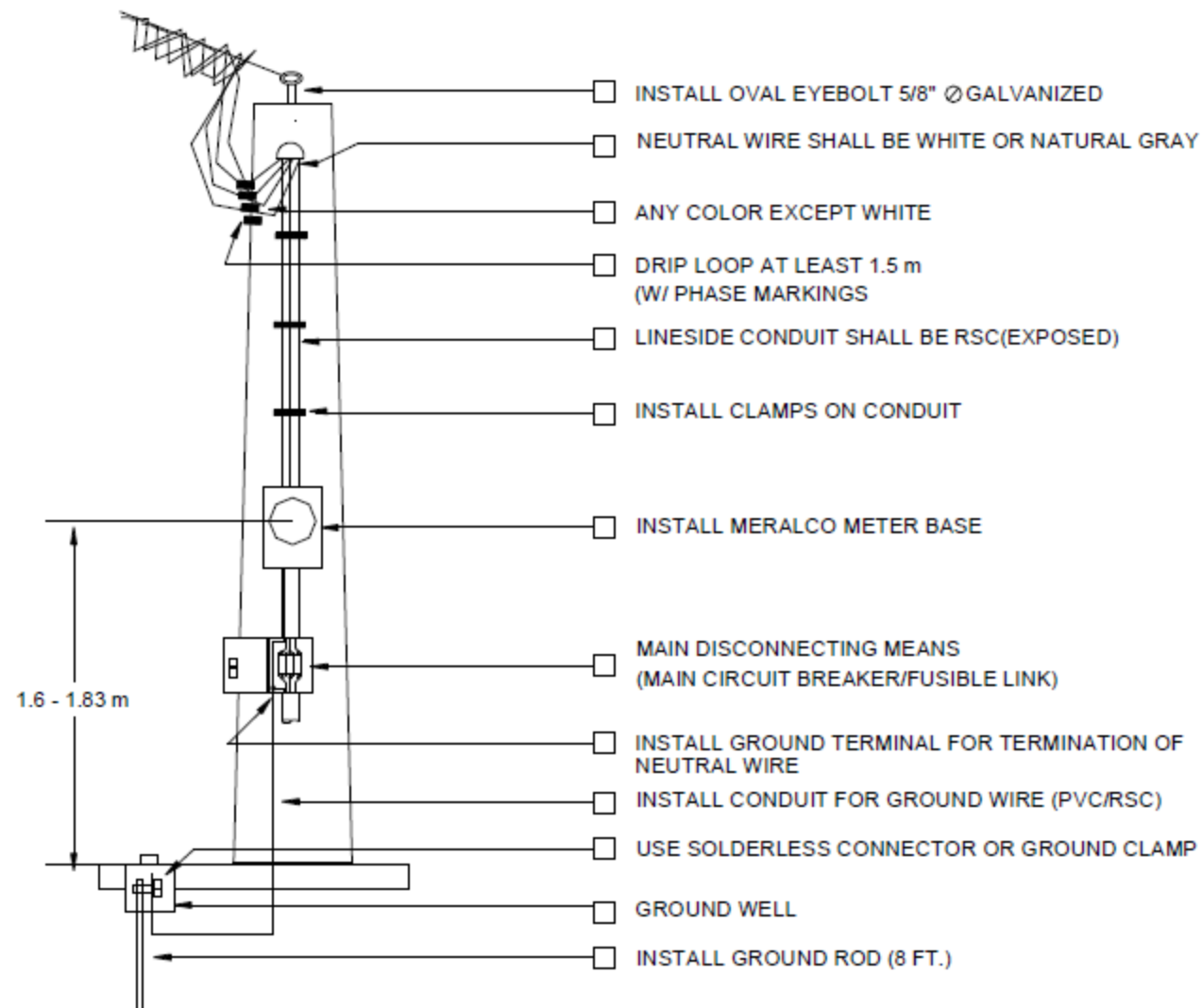
## FINAL INSPECTION PICTURES

**A replacement for the final Inspection of the service entrance which determine if the customer facilities are ready for energization. This is to be submitted prior to the energization of the project.**

**Contains the following:**

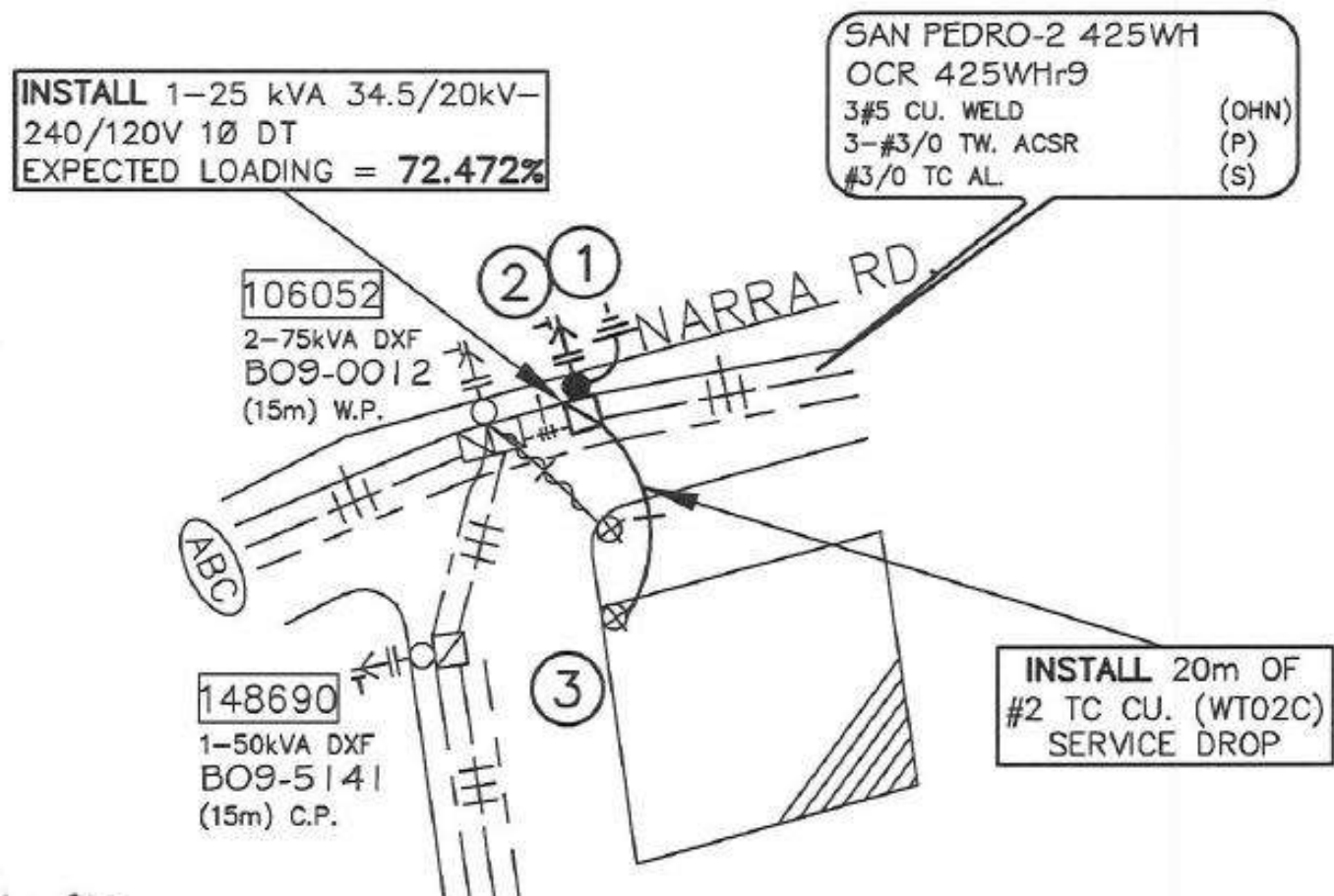
- 1. Oval Eyebolt**
- 2. Meterbase**
- 3. Main Circuit breaker**
- 4. Clamps And Support**
- 5. Grounding**
- 6. Perspective Pictures**

# SERVICE ENTRANCE STANDARD



# FINAL INSPECTION PICTURES

## Design Sketch



## FINAL INSPECTION PICTURES



Front



Oval eye bolt



Clamps/support



Meter Base



MCB



Grounding

# FINAL INSPECTION PICTURES

## Perspective Pictures

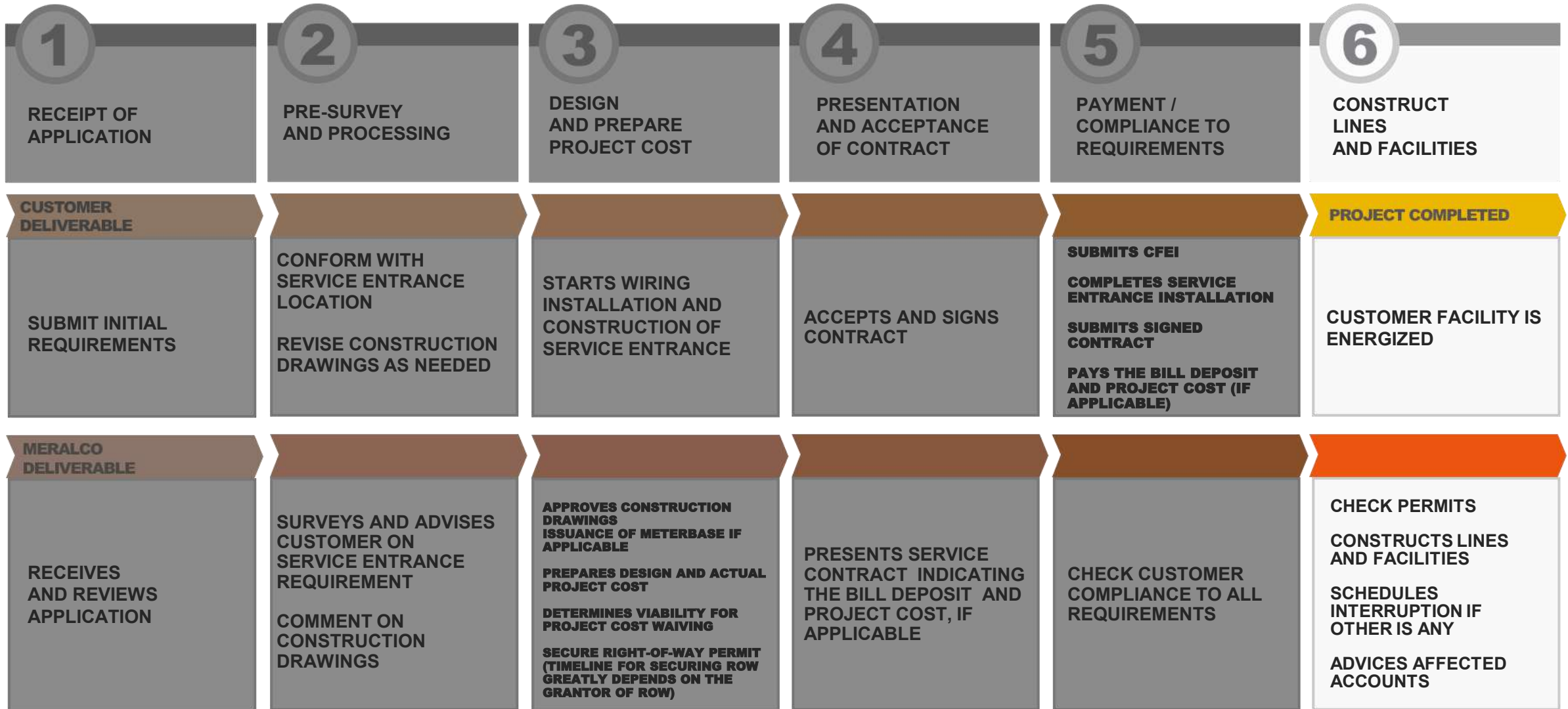


## **PAYMENT**

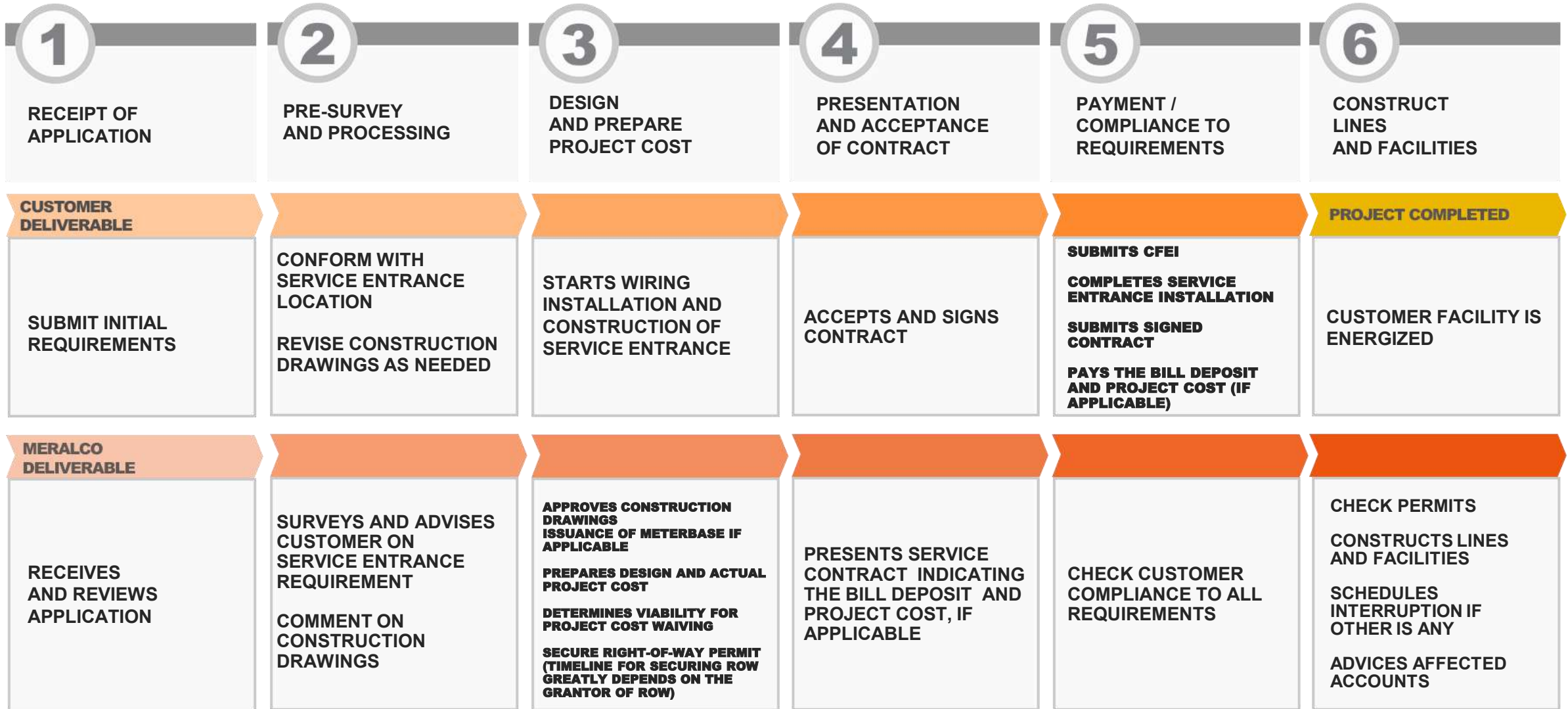
**Once Final Inspection Pictures, Signed Documents and CFEI are approved, payment can be done through the following:**

- 1. Electronic Fund Transfer**
  - a. Customer will submit a picture of the cheque to be paid**
  - b. Meralco engineer will approve the project for payment and send the bank details**
  - c. Customer will pay the said amount to the bank details provided**
  - d. Customer will send a picture of the validated deposit slip**
- 2. Cheque Payment – submit a cheque to the respective Meralco Office**

# PROJECT COVERED APPLICATION



# PROJECT COVERED APPLICATION





For more on Meralco partnerships, visit our website:  
<https://corporatepartners.meralco.com.ph>

**THANK YOU**