



REPLACEMENT BILLS WITH UPDATED CONSUMPTION AND DEMAND CHARGES

Dear Valued Customer:

We hope this finds you and the rest of your company's representatives in good health and spirits.

Without a doubt, the impact of COVID-19 to the economy and our businesses have been overwhelming these past few months. The constraints brought about by this pandemic has also greatly impacted Meralco's operations, and we would like to extend our apologies for the inconvenience this has brought you and your company.

In this regard, we would like to assure you of our continuous support during these most difficult times. We seek your patience and understanding as we take the following steps to rise to the challenges of surviving in this new normal.

1. Meter Reading and Billing

- Your March, April and May replacement bills will be delivered this June and these will reflect your updated monthly consumption (kWh) and demand (kW), as well as any payments made. These new bills will have a notice indicating that these will supersede any estimated bills you may have previously received.
- As Meralco has suspended the Guaranteed Minimum Billing Demand (GMBD) charge for bills generated from March 16 to June 30, 2020, this will also be applied in the computation for your replacement bills.
- For services wherein we were able to conduct an actual May reading, your June bill will be made available this month. However for services wherein an actual May reading was not possible due to accessibility and resource constraints, we regret to advise that your June bill will only be delivered in July.
- For customers who are under contract with a Retail Electricity Supplier (RES), we encourage you to clarify your billing concerns with your RES.

2. Installment Payment Arrangement (IPA)

- We are pleased to advise that any unpaid bills originally due from March 1 to May 31 will be included in an installment payment plan to help manage your cash flows.
- Your unpaid replacement bills for March, April and May which can be delivered in June, can be paid in installments starting July 15. All customers with consumption of 201 kWh and above based on February 2020 bill, are qualified to avail of the 4 months installment plan while all other customers are given the 6 months installment plan. Kindly note that you will be receiving a separate billing for the installment payments in addition to your regular monthly bill.
- Should you opt to settle these replacement bills in full, please view our payment options, as found in our website: <https://corporatepartners.meralco.com.ph/meralco-faqs-during-covid-19-times>

Rest assured, your company will be billed based on updated consumption and demand.

As we continue to operate in this new normal, Meralco will ensure that business customers will experience reliable and dependable power.

Your dedicated Relationship Manager can be contacted for your any urgent business concerns and clarifications.

Thank you for your continued patience

Keep safe!

Sincerely,



MA. CECILIA M. DOMINGO

Vice President and Head – Corporate Business Group

