

JUAN DELA CRUZ 2
SAPPHIRE BLOC T1 ADMIN SAPPHIRE ST ORTIGAS
COMMERCIAL CENTER SAN ANTONIO
PASIG CITY METRO MANILA

CP CENTRAL GP
 PASIG CITY
 MERALCO
 16228793
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ADDRESS REMARKS
 12ABC34567

3130 00 0000-0000

July 7, 2020

Dear JUAN DELA CRUZ with Service Identification Number: 123456789012

We refer to your bill dated **May 21, 2020** with Electric Bill (EB) Invoice Number 1234123456789.

Your meter was read on **May 21, 2020** and the actual meter reading was 12973.

Your previous meter reading was done on Feb 21, 2020 with an actual meter reading of 12720. Please refer to your Feb 21, 2020 bill.

Given this, your **total actual kWh consumption from Feb 21, 2020 to May 21, 2020** was 253 kWh*.

**computed as May 2020 minus Feb 2020 actual meter reading*

We would like to inform you that your Mar 2020 and Apr 2020 bills were **ESTIMATED** based on your previous 3 months' average consumption.

Your May 21, 2020 bill kWh consumption is 98 kWh and is broken down below:

Billing Month	kWh Consumption	Basis
Mar to May 2020 (Total Actual kWh Consumption)	253	Difference between Feb 21, 2020 and May 21, 2020 Actual Meter Readings
Minus:		
Mar 2020 (Estimated)	75	Based on Dec 2019 to Feb 2020 average consumption
April 2020 (Estimated)	80	Based on Jan 2020 to Mar 2020 average consumption
Difference:		
May 2020 Bill (Actual)	98	Mar 2020 to May 2020 Total Actual kWh Consumption minus Mar 2020 and Apr 2020 Estimated kWh Consumption

We note that you have made payments for the following bills as of Jul 6, 2020:

Bill Date	Bill Period	Bill Amount	Amount Paid
Mar 21, 2020 (estimated)	Feb 22 to Mar 21, 2020	526.49	526.49
Apr 21, 2020 (estimated)	Mar 22 to Apr 21, 2020	582.95	582.95
May 21, 2020 (actual)	Apr 22 to May 21, 2020	689.61	689.61
TOTAL (Php)		1,799.05	1,799.05

Your remaining Total Outstanding Balance (Total Bill Amount minus Total Amount Paid) is Php 0.00.

In case you want to avail of the installment plan, Meralco will refund the payments to you at the Meralco Business Center upon presentation of your proof of payment and proper identification or authorization. The refunded amount will then be treated as unpaid balance and will be included in your installment plan.

Important Notice

Your total kWh consumption under your May 21, 2020 bill will still be pro-rated to compute for your average consumption for the particular months. Thereafter, the corresponding ERC-approved charges for the particular month will be applied. The resulting amount would be the final amount due under your May 21, 2020 bill. Any adjustment, upward or downward, will be reflected in your **August 2020** bill.

We hope that the above information will help clarify your concerns regarding your May 2020 actual bills. If we can be of further assistance, please contact us through any of the touchpoints specified at the bottom of this page. We are committed to resolve your concerns at the soonest possible time.

Sincerely,

VICTOR S. GENUINO

*FVP and Head, Customer Retail Services
 and Corporate Communications*

