



CUSTOMER CHOICE PROGRAMS (CCP)

Customer Choice Programs (CCP)

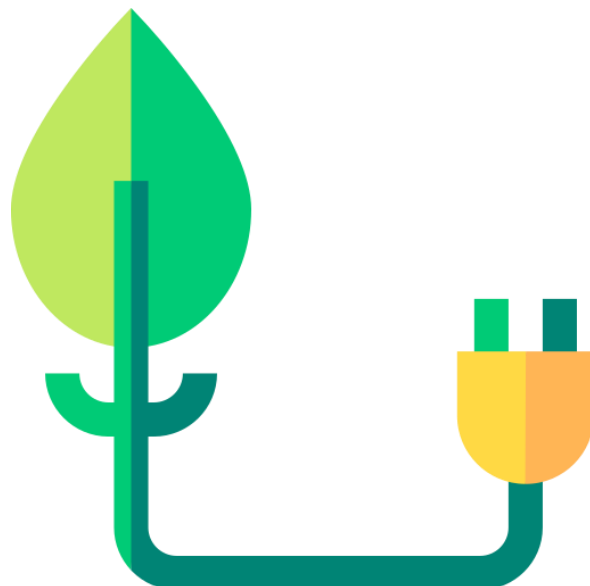
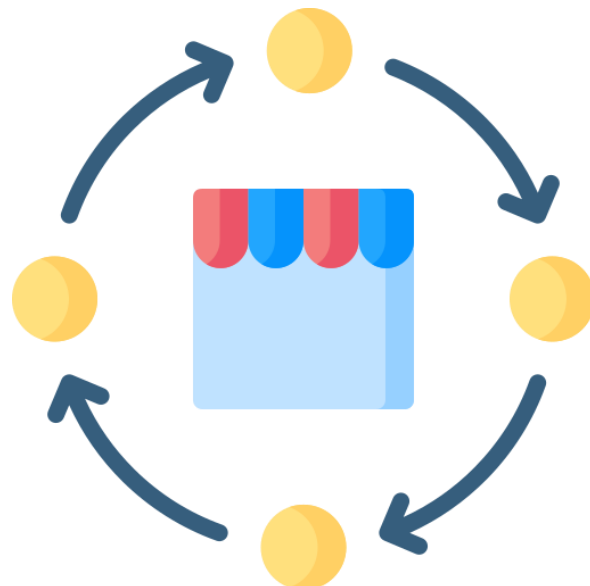
The **Electric Power Industry Reform Act (EPIRA) or RA 9136** mandates the government to promote retail competition, ensure customer choice, advocate the use of Renewable Energy (RE) resources, and institutionalize energy efficiency and conservation.

Through the **Customer Choice Programs (CCP)**, customers have the freedom to select electricity suppliers which offer lower cost and sustainable options.



Customer Choice Programs (CCP)

CCP is composed of three (3) main programs:



Competitive Retail Electricity Market Program	Green Energy Option Program	Retail Aggregation Program
Allows eligible customers to choose their preferred Retail Suppliers , as opposed to captive market customers who must stay with their respective Distribution Utilities (DUs) for their electricity requirements.	Allows consumers to choose 100% renewable energy for their electricity needs, promoting both consumer choice and sustainability.	Allows two or more end-users, or all end-users within a contiguous area, or end users belonging to the same owner or business franchise, to join together and be treated as a single Retail Customer . Aggregated demand is based on the current CREM demand threshold.

SWITCHING TO CCP IS CURRENTLY VOLUNTARY

Customer Choice Programs (CCP)

Customers must meet the following criteria to be eligible to switch to the Customer Choice Programs:

Competitive Retail Electricity Market Program	Green Energy Option Program	Retail Aggregation Program
<ul style="list-style-type: none">Existing end-users with an average monthly peak demand of ≥ 500 kW for the past twelve (12) months.New end-users with forecasted monthly peak demand of 500 kW or above for the next twelve (12) months.	<ul style="list-style-type: none">Existing end-users with a monthly average peak demand of ≥ 100 kW for the past twelve (12) months.New customers with estimated monthly average peak demand of ≥ 300 kW above for the next twelve (12) months.	<ul style="list-style-type: none">End-users not yet meeting the prevailing threshold set by the ERC for the CREM may form an Aggregated Group and participate in the RAPAggregated average monthly peak demand of the Aggregated Members, for the preceding three (3) months is equivalent to or higher than the prevailing demand threshold set by the ERC. At least 2 end-users within Contiguous Area such as subdivision, villages, business district within the same franchise area that belong to the same owner or same business franchise.

Benefits of CCP

CCP empowers consumers with **“The Power of Choice”** with the freedom to select their preferred electricity supplier.

COMPETITIVE RETAIL ELECTRICITY MARKET



Encourages higher efficiency and reforms in the industry, resulting in greater quality, reliability, security, and affordability of power supply



Opens possibility of more online transactions and more electricity trading



Promotes market-driven, competitive pricing of electricity



Fosters better understanding of energy requirements

GREEN ENERGY OPTION PROGRAM



Supplies energy that is from 100% renewable sources



Provides viable option for end-users who are focused on sustainability



Contributes to the development and use of renewables in a low cost, sustainable manner

RETAIL AGGREGATION PROGRAM



Ensures transparent and reasonable prices of electricity



Expands the base of end-users having the ability to choose their electricity suppliers and assures consumer protection

Industry players

POLICY MAKERS/REGULATORS



Department of Energy

- Supervises restructuring of the electricity industry
- Formulates policies, rules and regulations necessary to implement EPIRA's objectives



Energy Regulatory Commission

- Promotes competition, among others
- Enforces rules, regulations, including issuances of permits and licenses
- Resolves cases (rates and other cases) and disputes
- Promotes consumer interest



Independent Electricity Market Operator of the Philippines (IEMOP)

- Acts as the Central Registration Body (CRB)
- Operates the Wholesale and Retail Markets



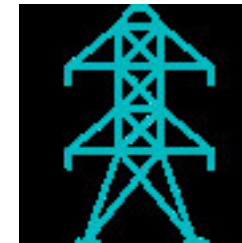
Philippine Electricity Market Corporation (PEMC)

- Governs and oversees the operations of the IEMOP and the wholesale and retail market

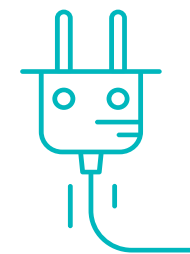
POWER INDUSTRY



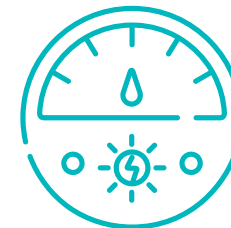
Generation Companies



Transmission Provider



Distribution Utilities



Retail Metering Services Provider



Retail Suppliers/ Retail Aggregator

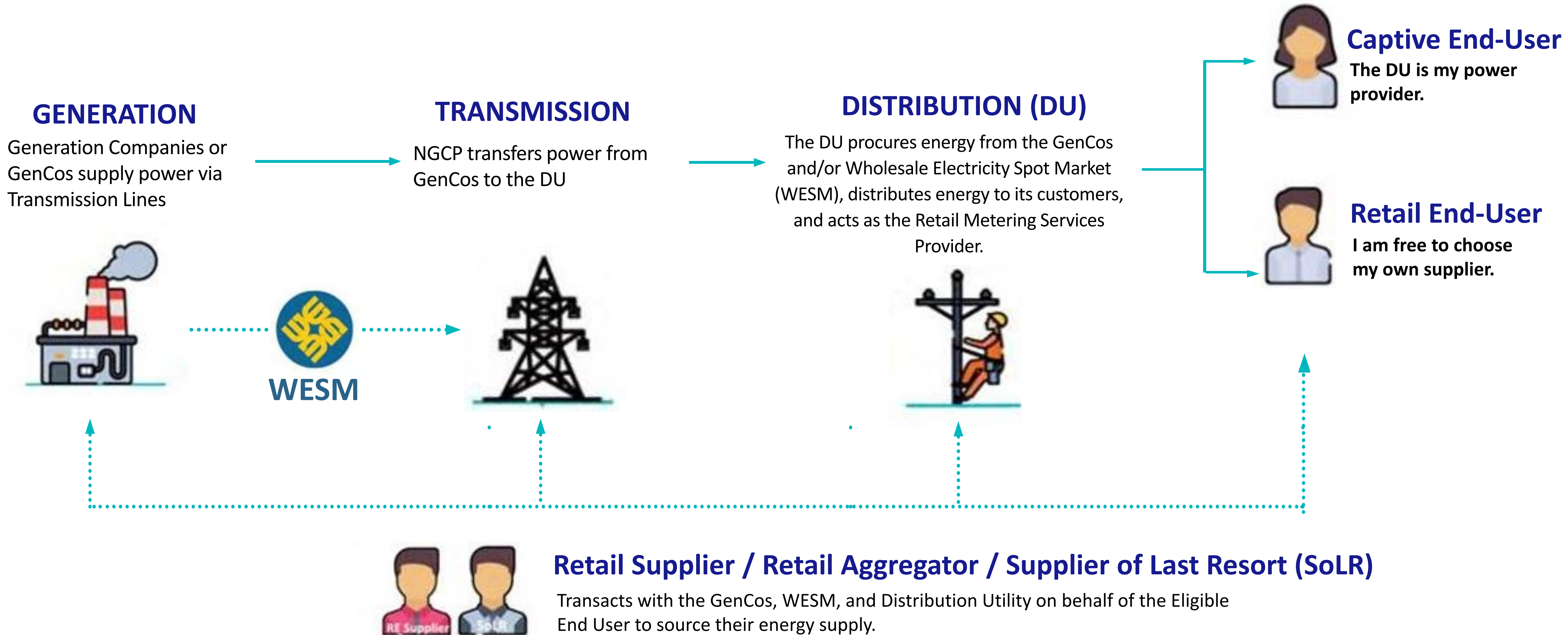
END-USERS



Eligible end-user

The most important player in the retail market

Electricity Supply Chain





Switching to the
Retail Market
CREM & GEOP

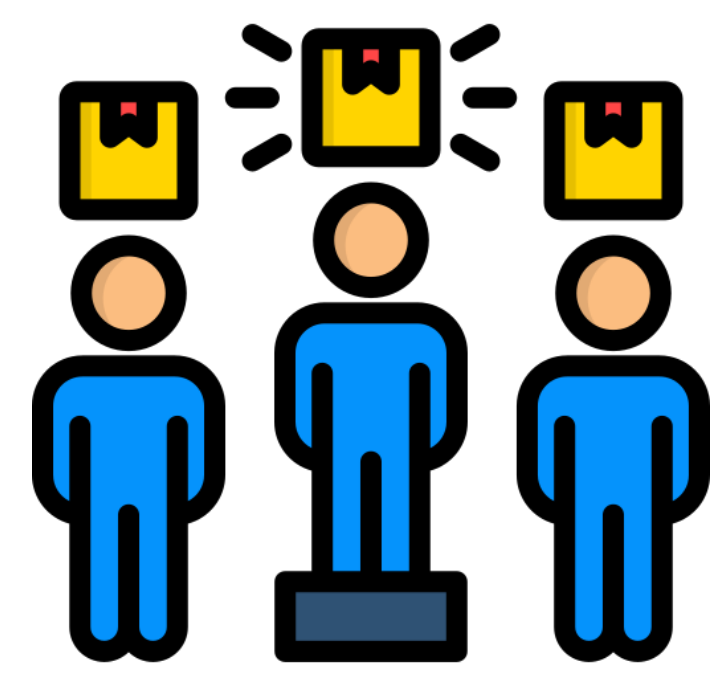
STEP 1: Check if you are qualified

CRITERIA	CREM	GEOP
Qualifications	<ul style="list-style-type: none">Existing end-users with an average monthly peak demand of 500 kW for the past twelve (12) months.New end-users with forecasted monthly peak demand of 500 kW or above for the next 12 months.	<ul style="list-style-type: none">Existing end-user with a monthly average peak demand of $\geq$ 100 kW for the past twelve (12) months.New customers with estimated monthly average peak demand of $\geq$ 300kW for the next 12 months or Historical demand for 3 consec. Months $\geq$ 100kW with est. monthly average peak demand of 100kW to 300kW for the next 12 months.
Eligibility Notification Via an advertisement in the Meralco bill	<div><div>CREM & GEOP 500 kW & up)</div><div><div>IMPORTANT NOTICE</div><p>Your average monthly peak demand has reached the threshold of 500kW. You are now an eligible end-user of the Green Energy Option Program (GEOP) or Competitive Retail Electricity Market (CREM) Program.</p><p>For more details, including procedures for switching to your preferred Retail Supplier, please access the Energy Regulatory Commission - Buy Your Electricity Website (bye.erc.ph)</p><p>In compliance with ERC regulations, your and your contact person's personal data will be submitted to ERC. For details on how we protect your data, visit https://mer.ph/privacy-policy</p><div>For inquiries, contact your Relationship Manager or reach us via www.meralco.com.ph/enterprise ✉ enterprise@meralco.com.ph ☎ (02) 16210</div></div></div>	<div><div>GEOP ONLY (100 kW – 499 kW)</div><div><div>IMPORTANT NOTICE</div><p>Your average monthly peak demand has reached the threshold of 100kW. You are now an eligible end-user of the Green Energy Option Program (GEOP).</p><p>For more details, including procedures for switching to your preferred Retail Supplier, please access the Energy Regulatory Commission - Buy Your Electricity Website (bye.erc.ph)</p><p>In compliance with ERC regulations, your and your contact person's personal data will be submitted to ERC. For details on how we protect your data, visit https://mer.ph/privacy-policy</p><div>For inquiries, contact your Relationship Manager or reach us via www.meralco.com.ph/enterprise ✉ enterprise@meralco.com.ph ☎ (02) 16210</div></div></div>

STEP 2: Choose a Retail Electricity Supplier

Eligible End-Users may choose from different Retail Suppliers in the market; **however, make sure to contact only ERC-licensed Retail Suppliers. For GEOP, with DOE-issued Operating Permit.**

For the list of Retail Electricity Suppliers, visit:

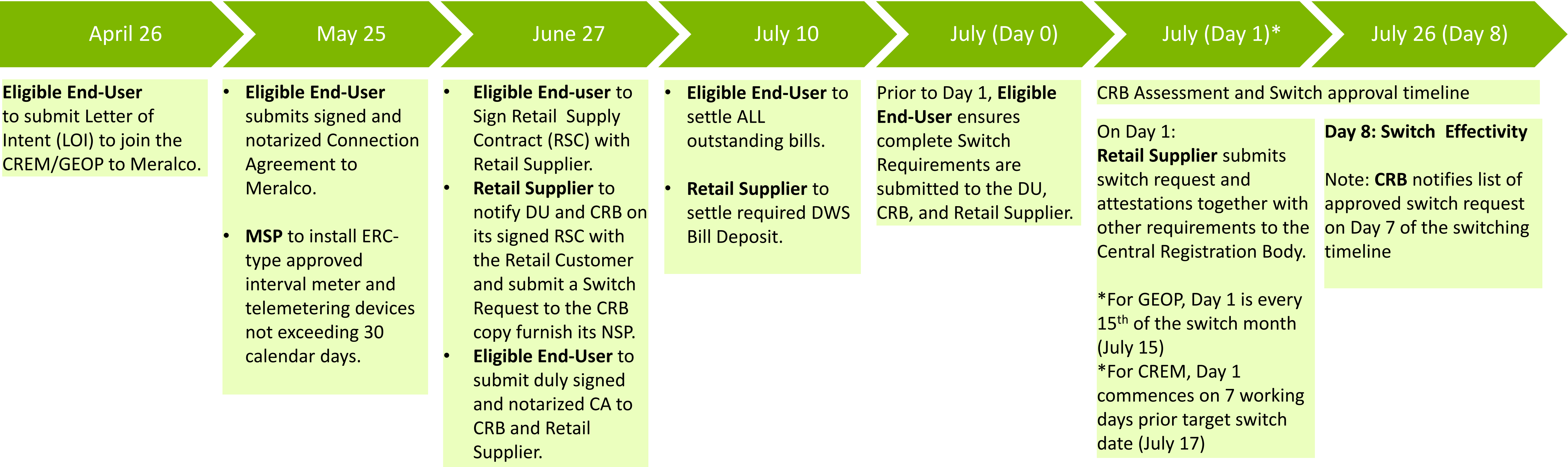


CREM	GEOP
https://buyyourelectricity.erc.ph/RES-Options	https://legacy.doe.gov.ph/renewable-energy/list-renewable-energy-suppliers-under-green-energy-option-program-may-2024
	

CREM and GEOP Switching Timeline



Sample Switch Timeline (2025):



CREM and GEOP Switching Timeline



Sample Switch Timeline (2025):



Eligible End-User to submit Letter of Intent (LOI) to join the CREM/GEOP to Meralco.

The Letter of Intent (LOI) should reflect the following:

- Target Switch Date
- Updated customer records (i.e. Registered Name)
- Service ID Number

Meralco shall provide an Acknowledgement Letter, and other correspondences, to the Eligible End-user containing the checklist of contractual and technical requirements to facilitate the switch.

CREM and GEOP Switching Timeline



Sample Switch Timeline (2025):



- **Eligible End-User** submits signed and notarized Connection Agreement to Meralco.

NOTE: To ensure delays are avoided, Meralco strongly recommends to submit duly signed and notarized contracts to your Biz Partner Manager / Relationship Manager at least 45 calendar days from submission of LOI.

List of Other Requirements:

- Updated General Information Sheet
- Updated SEC Registration
- Updated BIR COR
- Notarized Secretary Certificate of the Authorized Representative
- 2 valid IDs of Corporate Secretary, as applicable
- 2 valid IDs of Authorized representative

CREM and GEOP Switching Timeline



Sample Switch Timeline (2025):



- **MSP** to install ERC-type approved interval meter and telemetering devices not exceeding 30 calendar days.

Please coordinate with your Biz Partner Manager or Enterprise Relationship Manager to schedule your meter replacement.

Note: As part of end user's upcoming transition to the Retail Market, Meralco will be adjusting the meter reading schedule and billing period. This change is necessary to ensure reliable, uninterrupted service and the timely issuance of your electricity bill. As such, Eligible End-User to sign conformity to allow DU to change end users DWS billing period in preparation for its upcoming switch to the Retail Market.

CREM and GEOP Switching Timeline



Sample Switch Timeline (2025):



- **Eligible End-user** to Sign Retail Supply Contract (RSC) with Retail Supplier.
- **Retail Supplier** to notify DU and CRB on its signed RSC with the Retail Customer and submit a Switch Request to the CRB copy furnish its NSP.
- **Eligible End-User** to submit duly signed and notarized CA to CRB and Retail Supplier.

CREM and GEOP Switching Timeline



Sample Switch Timeline (2025):



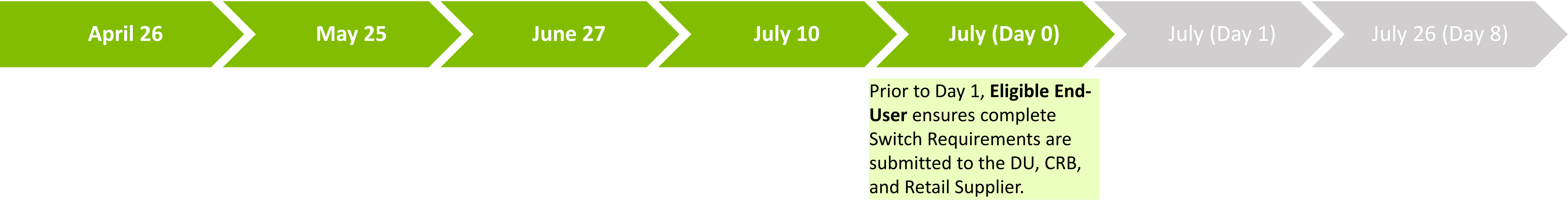
- **Eligible End-User** to settle ALL outstanding bills.
- **Retail Supplier** to settle required DWS Bill Deposit.

Once financial obligations are settled, the **DU-NSP** shall provide **Certification/ Attestation of No Outstanding Balance** to the Retail Supplier.

CREM and GEOP Switching Timeline



Sample Switch Timeline (2025):



CREM and GEOP Switching Timeline



Sample Switch Timeline (2025):



CRB Assessment and Switch approval timeline

On Day 1:
Retail Supplier submits switch request and attestations together with other requirements to the Central Registration Body.

*For GEOP, Day 1 is every 15th of the switch month (July 15)
*For CREM, Day 1 commences on 7 working days prior target switch date (July 17)

CREM and GEOP Switching Timeline



Sample Switch Timeline (2025):



CRB Assessment and Switch approval timeline

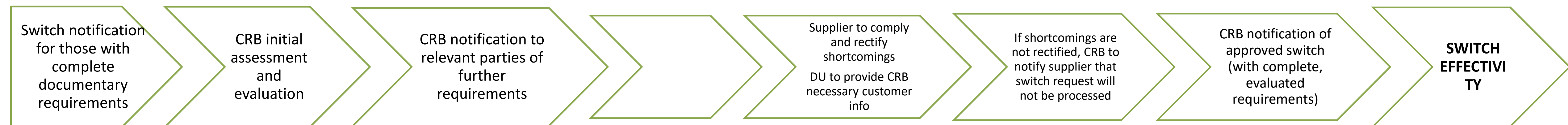
Day 8: Switch Effectivity

Note: **CRB** notifies list of approved switch request on Day 7 of the switching timeline

CRB Assessment and Switch Approval Timeline

7 Working Days Switching Timeline

- Carefully plan your switch to any Customer Choice Programs prior to completing submissions
- Supplier shall submit switch notification to CRB not later than seven (7) working days prior to the proposed effectivity date



- Notarized Attestation
- Total historical 12 months Meter Quantity and % projected spot exposure
- Metering requirements
- Applicable WESM requirements for End-Users that intend to register in the WESM

- Supplier to submit new switch request when all conditions are met.



Switching to the
Retail Market
RAP

STEP 1: Check if you are qualified

Qualifications	<p>End-users not yet meeting the prevailing threshold set by the ERC for the CREM may form an Aggregated Group and participate in the RAP, subject to the following:</p> <ul style="list-style-type: none">• Aggregated average monthly peak demand of the Aggregated Members, for the preceding three (3) months is equivalent to or higher than the prevailing demand threshold set by the ERC.• Members of the Aggregated Group may be located within a contiguous or non-contiguous area.• Contiguous area refers areas which are located within certain boundaries such as subdivisions, villages, economic zones, business districts and other adjacent areas in which supply of electricity similarly situated End-users in which supply of electricity can be measured through metering devices.
Criteria	<p>Aggregation of End-users may be allowed within any of the following geographical locations:</p> <ul style="list-style-type: none">• Subdivisions;• Villages;• Business Districts;• Special Economic Zones; and• Such other location in which supply of electricity of similarly situated End-users can be measured through metering devices:<ul style="list-style-type: none">• Condominium buildings;• Commercial establishments;• Mixed-use development complexes;• Same Franchise Area of the DU, Provided, that the metering facilities to be aggregated, belong to:<ul style="list-style-type: none">• Same owner; or• Businesses covered by the same franchise• Others, as may be determined by the ERC

STEP 1: Check if you are qualified

How to find your Aggregated Average Monthly Peak Demand

Sample Computation

Service ID Number	Oct-24	Nov-24	Dec-24	Average KW from Oct-Dec
(SIN)	(kW)	(kW)	(kW)	(kW)
A	200	250	300	250
B	200	300	400	300
Aggregated average monthly peak demand for preceding 3 months				550

For business customers:

Your electric bill 

Billing Period

7 Sep 2021 to 6 Oct 2021

Date of Meter Reading

6 Oct 2021

Date of Next Meter Reading

6 Nov 2021

Customer Type

Business – General Power

Your rate this month

₱ 7.41 per kWh

See formula in Addtl Bill Information

Load Factor : 69.14%

Bill Date

06 Oct 2021

Electric Meter Number

A10J0000623

Billed Demand

609.360 kW

Current Reading

71,945

Previous Reading

- 70,681

Actual Consumption

= 303,360 kWh

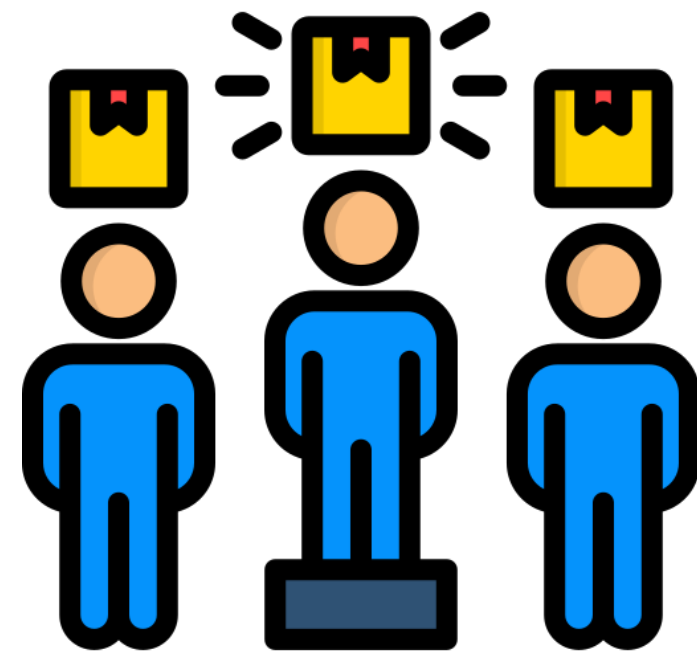
Using 240 multiplier

For residential and Microbiz (General Service A) customers, Government Hospitals and Charitable Institutions, please scan the QR code for an estimate of your power demand.

Power Demand Estimator:
<https://demandcalculator.meralco.com.ph/>



STEP 2: Choose a Retail Aggregator



Eligible End-Users may choose from different Retail Aggregators in the market. **Make sure to contact only ERC-licensed Retail Suppliers, and Retail Aggregators with Authority to Aggregate from ERC.** For the list of Retail Electricity Suppliers, visit:

RAP: Retail Electricity Suppliers -
<https://buyyourelectricity.erc.ph/RES-Options>



RAP Switching Timeline



Sample Switch Timeline (2025):



RAP Switching Timeline



Sample Switch Timeline (2025):



Retail Aggregator to Submit Letter of Intent (LOI) confirming that it has formed an Aggregated Group and intends to join the RAP to Meralco.

The Letter of Intent (LOI) should reflect the following:

- Proof of eligibility (Average preceding 3 months data and total aggregated average peak demand equivalent to at least 500 kW)
- Service ID Number and corresponding customer name
- Aggregated Group Name
- Eligibility criteria (i.e. Contiguous, Non-Contiguous, Same Business Owner, etc.)
- Target Switch Date

Meralco shall provide Acknowledgement Letter, and other correspondences, to the Retail Aggregator containing the checklist of contractual and technical requirements to facilitate the switch.

RAP Switching Timeline



Sample Switch Timeline (2025):



Aggregated members submit signed and notarized Connection Agreement to Meralco.

NOTE: To ensure delays are avoided, Meralco strongly recommends to submit duly signed and notarized contracts to your Biz Partner Manager / Relationship Manager at least 45 calendar days from submission of LOI to account.

List of Requirements:

- Updated General Information Sheet
- Updated SEC Registration
- Updated BIR COR
- Notarized Secretary Certificate of the Authorized Representative
- 2 valid IDs of Corporate Secretary, as applicable
- 2 valid IDs of Authorized representative

RAP Switching Timeline



Sample Switch Timeline (2025):



MSP to install ERC-type approved interval meter and telemetering devices not exceeding 60 calendar days.

Please coordinate with your Biz Partner Manager or Enterprise Relationship Manager to schedule your meter replacement.

Note: As part of end user's upcoming transition to the Retail Market, Meralco will be adjusting the meter reading schedule and billing period. This change is necessary to ensure reliable, uninterrupted service and the timely issuance of your electricity bill. As such, Eligible End-User to sign conformity to allow DU to change end users DWS billing period in preparation for its upcoming switch to the Retail Market.

RAP Switching Timeline



Sample Switch Timeline (2025):



- **Aggregated Group/ Members** to Sign Retail Supply Contract (RSC) with Retail Aggregator.
- **Retail Aggregator** to notify DU and CRB on its signed RSC with the Aggregated Group/ Retail Customer and submit a Switch Request to the CRB copy furnish its NSP.
- **Aggregated Group** to submit duly signed and notarized CA to CRB and Retail Supplier.

RAP Switching Timeline



Sample Switch Timeline (2025):



- **Aggregated Members** to settle ALL outstanding bills.
- **Retail Aggregator** to settle required DWS Bill Deposit.

Once financial obligations are settled, the **DU-NSP shall provide Certification/ Attestation of No Outstanding Balance to the Retail Aggregator**

RAP Switching Timeline



Sample Switch Timeline (2025):



Prior to Day 1, **Aggregated Members** ensures complete Switch Requirements are submitted to the DU, CRB, and Retail Supplier.

RAP Switching Timeline



Sample Switch Timeline (2025):



CRB Assessment and Switch approval timeline

On Day 1:
Retail Aggregator submits switch request and attestations together with other requirements to the Central Registration Body.

RAP Switching Timeline



Sample Switch Timeline (2025):



CRB Assessment and Switch approval timeline

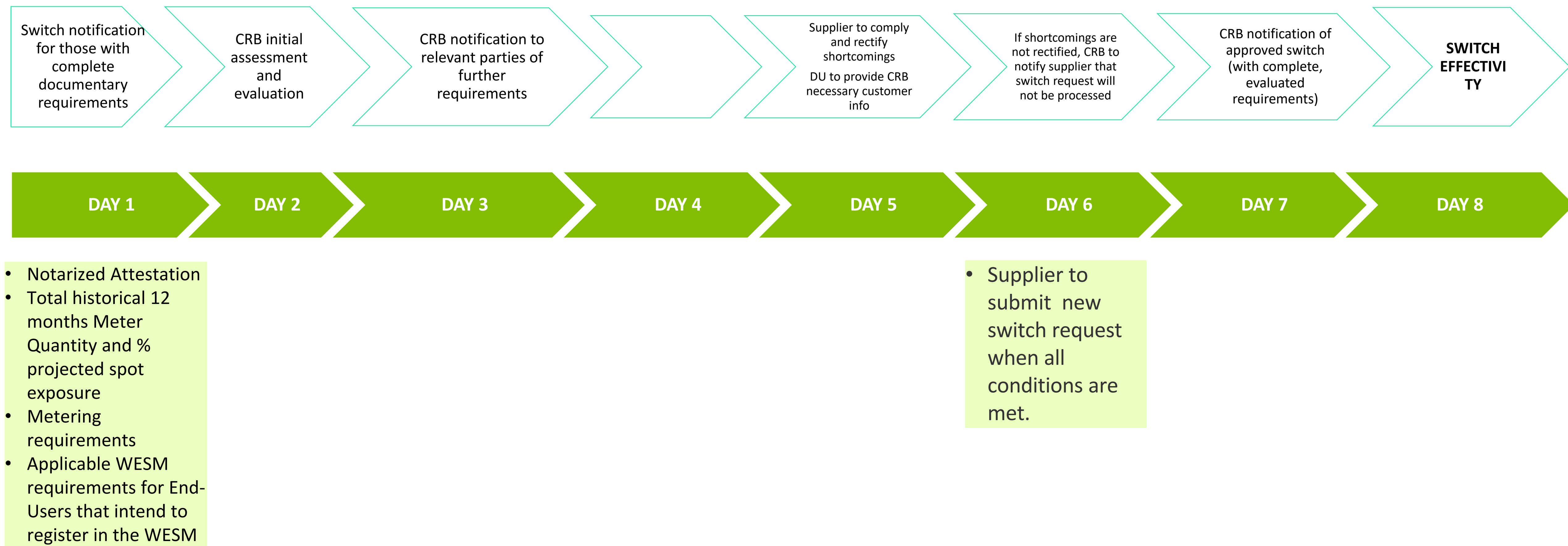
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Note: **CRB** notifies list of approved switch request on Day 7 of the switching timeline

CRB Assessment and Switch Approval Timeline

7 Working Days Switching Timeline

- Carefully plan your switch to any Customer Choice Programs prior to completing submissions
- Supplier shall submit switch notification to CRB not later than seven (7) working days prior to the proposed effectivity date





Knowing Your Load Requirement

Knowing Your Load Requirement

Consider the following to get the best supplier that fits you and your business’ needs and gives you the best value for money:

- 1. Learn about your power usage information
- 2. Know your consumption forecast
- 3. Know your Load Profile. You may request this from your DU, as needed.

Request for your Load Profile (Optional)

Subject to applicable fees, the Load Profile (LP) contains the information on the actual demand and energy consumption of a customer at specified intervals in a given time period. The LP data is in the hourly intervals of active demand (kilowatt-KW) and energy (kilowatt-hour-kWh) consumption.

Know the type of LP Data request

LP DATA

Numerical values of the interval data of active demand (kW) and energy consumption (kWh)

LP DATA WITH ANALYSIS

Numerical values of the interval data of active demand (kW) and energy consumption (kWh) with graphical representations and analyses

End-users may request and receive load profile data through an authorized officer or designated representative.

Schedule of Applicable Fees for Load Data Profile Requests

- Requests for load profile data shall be subject to a fee amounting to P5,000, exclusive of 12% VAT.
- Table 1 presents the schedule of applicable fees for load profile data requests.

SCHEDULE OF APPLICABLE FEES FOR LOAD PROFILE DATA REQUESTS	
Load Profile Data Request Fee (Base Amount)	Load Profile Data Request Fee (Inclusive of 12%VAT)
PHP 5,000 / month of requested Load Profile Data	PHP 5,600 / month of requested Load Profile Data

Note: This price matrix is subject to changes in rates.

- On the other hand, requests for load profile data with analysis shall be subject to a different pricing scheme depending on the period covered.
- Table 2 presents the schedule of applicable fees for requests for load profile data with analysis.

SCHEDULE OF APPLICABLE FEES FOR LOAD PROFILE DATA REQUESTS		
Requested period	Load Profile Data with Analysis Request Fee (Base Amount)	Load Profile Data with Analysis Request Fee (Inclusive of 12% VAT)
1 month	PHP 15,000	PHP 16,800
3 months	PHP 42,000 (PHP 14,000/month)	PHP 47,040
6 months	PHP 72,000 (PHP 12,000/month)	PHP 80,640
12 months	PHP 120,000 (PHP 10,000/month)	PHP 134,400



**After Switching
to the
Retail Market**

Meralco's roles after you have switched



Distribution Utility (DU) / Network Service Provider (NSP)

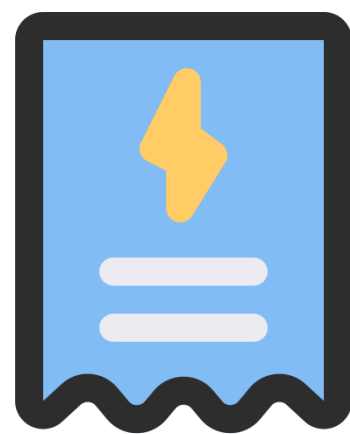


Metering Service Provider (MSP)



Supplier of Last Resort (SoLR)

Keeping You Connected



Billing	Payments	Service Modifications
<ul style="list-style-type: none">The Retail Customer shall receive one consolidated bill from the Retail Supplier or the Primary Retail Supplier reflecting all charges including the approved wheeling charges.	<ul style="list-style-type: none">Settle your electric bill in full to your Retail Supplier. In cases of non-payment/failure to pay:<ol style="list-style-type: none">Retail Supplier may request the DU, through the CRB, to execute disconnection (and/or reconnection) of its customer’s electric service, to manage unpaid bills.The DU executes disconnection and reconnection of an electric service, subject to sending of prior notice to CRB.	<ul style="list-style-type: none">You may course your request for change in load and other service modifications to the DU. It is advisable that you notify your Retail Supplier of any service modifications.In case there is an additional bill deposit resulting from the modification, DU will collect this through your Retail Supplier.

Keeping You Connected



Electricity Concerns	Power Interruption
<ul style="list-style-type: none">You may get in touch with the DU and the Retail Supplier/ Aggregator for your electricity concerns or issues.For billing concerns, you may contact the DU for concerns related to Distribution Wheeling Services (DWS) charges, or your Retail Supplier regarding components to your Retail Supply.Contact the DU for physical connection to the grid through the Meralco Business Center (Home and Microbiz customers) Biz Partner Manager (for BIZ customers) or the Relationship Manager (for Enterprise & National Government customers).	<ul style="list-style-type: none">The DU will advise both Retail Customer and the Retail Supplier/ Aggregator of any pre-arranged power interruptions.You may get in touch with both the DU and your Retail Supplier representatives in case of power interruption and when assistance is needed on line-side facilities.



Reversion to the Captive Market

Reversion to the Captive Market

The Omnibus Rules allow Retail Customers to revert to the Captive Market only upon meeting the demand threshold requirements:

PROGRAM	DEMAND THRESHOLD REQUIREMENT
Competitive Retail Electricity Market Program	Average peak demand has decreased to less than 25% of prevailing CREM threshold for the preceding 6 consecutive months and not attributable to seasonal demand.
Green Energy Option Program	<ul style="list-style-type: none">• Average peak demand has decreased to at least 75% of prevailing GEOP threshold for the preceding 6 consecutive months and not attributable to seasonal demand.• The GEOP End-User may only exercise its option to revert to being a Captive End-User once every twenty-four (24) months.• A GEOP End-User who intends to revert to the Captive Market shall be treated as a new customer by the DU.
Retail Aggregation Program	<ul style="list-style-type: none">• In no case shall any Aggregated Member opt-out of the Aggregated Group during the term of their respective contracts.• The Aggregated Group shall have the right to terminate its contract if the Retail Supplier commits any act of default, which include but are not limited to breach of confidentiality, excess billing of contracted electricity rate, revocation of WESM membership, non-payment on its obligation to the DU, Generation Company and WESM, among others.• The Aggregated Group, upon termination of its RSC with the Retail Supplier subject to the parties' mutual agreement and in accordance with the terms of their respective contracts, may revert to the captive market, whether individually or as group. A notice of intention to revert needs to be submitted thirty (30) calendar days prior effectivity of termination.



MERALCO as Supplier of Last Resort

Supplier of Last Resort (SoLR)

Who is my SoLR?

- **As a Distribution Utility, MERALCO is designated by the ERC as the SoLR in its franchise area.**
- SoLR service is not a service provided to the captive market and is not a Retail Supplier service provided by the DU.
- It is intended to be a temporary service until the End-User transfers to a Retail Supplier following a Last Resort Supply Event, or when an End-User is unable to contract a willing Retail Supplier by the deadline set by ERC for the mandatory switch to the Retail Market.

When would I need a SoLR?

- Circumstances considered as Last Resort Supply Events (LSRE):**
- Either party terminated the RSC due to breach of contract, Provided, that the Retail Customer did not cause the breach;
 - The TSA or DWSA between the Retail Supplier and the relevant NSP was terminated;
 - The Retail Supplier ceased to operate;
 - The GEOP Operating Permit issued to an RE Supplier has been revoked by the DOE;
 - The Retail Supplier is no longer permitted to trade electric energy through the WESM, in accordance with the applicable WESM or Retail Market Rules;
 - The Retail Supplier has given notice to the ERC that it will no longer provide supply of electricity;
 - The Retail Supplier has unilaterally terminated the RSC without just cause;
 - The Retail Supplier does not agree to continue providing supply to the Retail Customer in the event of relocation of the latter and the Retail Customer fails to switch to another Retail Supplier in time for such relocation;
 - The Retail Supplier has defaulted in its RSC with an Aggregated Group;
 - The ERC has revoked the RES License or Letter-authority; and
 - Any other circumstances that may be deemed an LRSE by the ERC.

Supplier of Last Resort (SoLR)

As a SoLR customer of MERALCO, generation rates shall be based on Wholesale Electricity Spot Market (WESM) nodal energy price or bilateral contract price, whichever is applicable, and a 5% premium to cover for the incremental administrative and overhead expenses related to the service.

**GENERATION
CHARGE**

=

kWh x WESM

or

bilateral contract price,
whichever is applicable + 5%
Premium

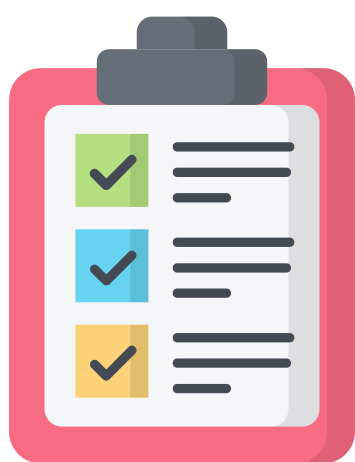
MERALCO-SOLR REQUIREMENTS:



Signed SoLR contract



Pay the corresponding bill deposit
(equivalent to 1-month bill)



Other requirements by the ERC or CRB,
as may be deemed applicable

**The customer may switch out of SoLR as soon as it is able to find a supplier, provided all obligations with the SoLR are settled.
The Retail Customer shall notify the SOLR in writing at least ten (10) calendar days from the proposed termination date.*

Contact Us

To learn more about Customer Choice Programs and switch-related procedures, get in touch with us via the following:

CUSTOMER SEGMENT	EMAIL	HOTLINE
Residential	customercare@meralco.com.ph	(02) 16110
Biz	biz@meralco.com.ph	(02) 16211
Enterprise & Nat Gov	enterprise@meralco.com.ph natgov@meralco.com.ph	(02) 16211



For any other concerns, you may reach the following governing bodies:
Independent Electricity Market Operator of the Philippines (IEMOP)
Trunk Line (632) 5318-WESM (9376) Fax (632) 8 636-0802/634-0985 For market news and advisories:
info@iemop.ph

For registration assistance and inquiries:
registration@iemop.ph
(632) 5 318-9376, dial 9 + loc. 229, 239, 302, or 366

Helpdesk: WESM Helpdesk Ticketing System
(632) 5 318-9376/914-0520 to 24



Energy Regulatory Commission (ERC)
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contestable@erc.gov.ph
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