



#PoweringUpTheNewNormal

Supporting Our Business Customers

To our valued business partner:

We hope this message finds you 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 have also greatly impacted Meralco's operations and we would like to extend our apologies for the inconvenience this has brought you.



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 give much needed relief to your business:

1) Meter Reading and Billing

- We resumed meter reading operations last April 11 for medium enterprises, and April 20 for small enterprises. Any bills based on estimated consumption that you may have previously received during ECQ will be adjusted and replaced.
- Your replacement bills will be delivered starting June and these will reflect your updated monthly consumption (kWh) and demand (kW), as well as any payments made. Meanwhile, your June bill already reflects your actual consumption (kWh) and demand (kW).
- We are pleased to advise that Meralco is temporarily suspending the Guaranteed Minimum Billing Demand (GMBD) for bills dated March 16 to June 30, 2020. You will only be charged for your actual/adjusted demand (kW) during this period. 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.
- Rest assured, your business will be billed based on updated consumption and demand.

2) Installment Payment

To ease your bills payment, unpaid ECQ bills will be included in the installment plan that is due every 15th of the month.

- Any unpaid balance from bills due from March 1 to May 31, 2020 will be included in the installment plan starting July 15, 2020.
- All customers with consumption of 200 kWh and below as of February 2020 are qualified to avail of the 6 months installment plan. All other customers are given 4 months installment plan.
- Please expect a separate bill for the installment plan.
- The due date of your June bill is no earlier than June 30, 2020.



All these information are currently available in our website:

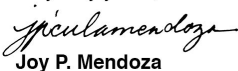
www.meralco.com.ph/biz. If you have other concerns, you can reach us through the channels listed below.

As we continue to operate in this new normal, Meralco will ensure that business customers will experience reliable and dependable power. We approach everyday with vigilance so we may anticipate your needs in the evolving situation and adapt in a timely manner.

This is **#PoweringUpTheNewNormal**.

Thank you for your continued patience. Keep safe!

Very truly yours,



Joy P. Mendoza

Head, Meralco Biz Partners Group

 biz@meralco.com.ph

 meralco.com.ph/biz

 16210

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