

Meralco Bill: A Better Understanding of its Components and Convenient Payment Options

July 20, 2022 | 2:00-3:30pm



Overview

PART I. Billing

01

Power Supply
Chain

02

Unbundled
Electric Bill

03

Understanding the
new Meralco bill

PART II. Payment

04

Payment Options

05

Automatic Payment
Arrangement



01. Power Supply Chain



Power Quality and the Power Supply Chain

The Power Quality Chain

The Power Supply Chain is a network of stakeholders involved in the production of power (**Generation**), transmission of power (**Transmission**), delivery of power (**Distribution**) and consumption of power (**End-users**). An issue at any point in the supply chain can cause a whole lot of problems that will affect all in the chain.



GENERATION

Power generation companies produce power from a variety of sources such as coal, natural gas, hydro, geothermal, and oil-based fuels. Base load power plants may vary in their power generating capacity from as low as 12 MW to 1000 MW.

Meralco sources its power from independent power producers (IPPs), private generation companies, and the Wholesale Electricity Spot Market (WESM). In the Philippines, the generation sector is a competitive and open industry. The top power producers include San Miguel Global Power, Aboitiz Power, DMCi Holdings and First Gen.

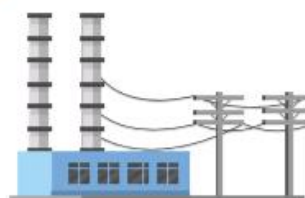
Generation charges comprise **almost 52.5%** of your total electric bill. These charges are pass-through charges and go directly to the power generation companies.



TRANSMISSION

Generated power is then fed to the grid to be transmitted over long distances. The Philippines' transmission grid is operated by the **National Grid Corporation of the Philippines (NGCP)**, a privately owned corporation. As the system operator of the grid, NGCP balances the demand and supply of electricity to efficiently serve all its customers that are part of the power supply chain: This includes power generators, private distribution utilities, cooperatives, government-owned utilities, ecozones, industries, and directly connected customers. The transmission sector is a regulated industry.

An average of 10.1% of your total electricity bill goes to transmission and remitted to NGCP. As with generation, this is a pass-through charge.



DISTRIBUTION

Distribution is the final stage in the delivery of electricity before it goes to the end-users. Distribution utilities (DU) convert the high voltage power from the grid to usable voltage levels for the consumers.

In the Philippines, distribution utilities are owned by electric cooperatives, private corporations or local government units granted with an executive franchise to operate in certain jurisdictions. The distribution sector is also a regulated industry.

Distribution charges comprise an **average of 20%** of your total electricity bill.



END USERS

End-users are the receiving end of the power supply chain. This includes residential, commercial, industrial customers and vital institutions like hospitals, military and police camps, government offices, and other mission-critical establishments. Streetlights are also included in this category.



Residential



Commercial



Industrial



Public (Streetlights)

Solar and Other Renewable Energy Sources + Net Metering Customers



Customers can also install renewable energy (RE) facilities with a capacity of up to 100kW within their properties. Under the Net Metering Program, any excess RE electricity can be exported back to distribution utilities like Meralco, and its corresponding value will be given as credits to the customer's next bill.

Customers with above 100kW capacity and customers whose capacity is solely for their own use are not covered by the Net Metering Program, but fall under the Zero Export (Own-Use). These customers are still required to inform the distribution utility about such installations to ensure that the RE facility does not inadvertently leak energy back to the grid. In both cases, the customers are referred to as prosumers (producer-consumer).



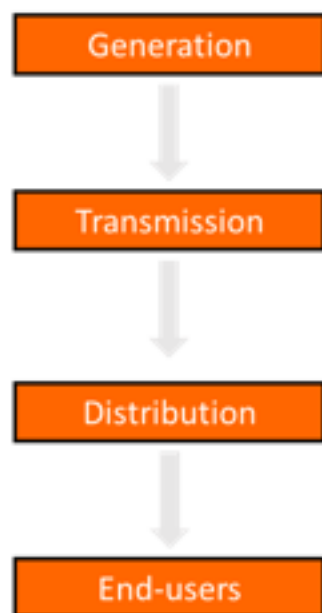
02.

Unbundled Electric Bill



The Unbundled Electric Bill

The power sector supply chain is mirrored by the unbundled electric bill



Bill Computation Summary

Remaining Balance from previous bill	22,908,995.79
<i>(see other bills due for payment under What Remains Unpaid; does not include bills under review and installment)</i>	
Charges for this billing period	7,925,218.15
Generation	4,814,196.80
Transmission	1,091,201.29
System Loss	222,969.60
Distribution (Meralco)	649,008.48
Subsidies	66,913.00
Universal Charges	219,983.40
FIT-All	54,747.00
Government Taxes	806,198.58

Sample bill from a large industrial customer



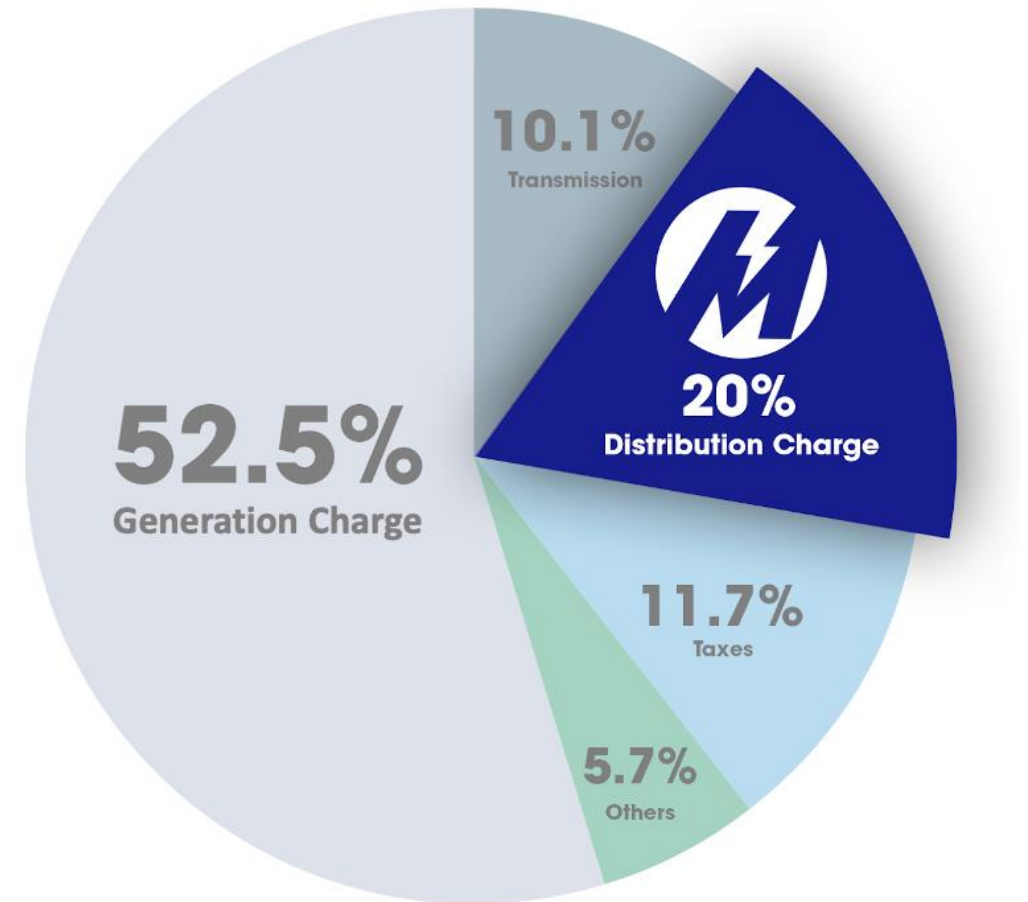
Components of the Bill - Where do the payments go?

Here's a guide to help you understand what each of these bill charges mean, and where they go.

Distribution Charge

Only about 20% of your bill actually goes to Meralco

Meralco is responsible for collecting all these charges, so you won't need to worry about the many different entities collecting payment from you.





Average share per bill



Generation
52.5%

Transmission
10.1%

Taxes
11.7%

Others
5.7%

Meralco
20%



Bill Component – Generation

This is the cost of generating electricity.

This goes to power generators.

Average Share



Generation
52.5%



SMC GLOBAL POWER



panay energy
development corp.

A GDD Company



Bill Component – Transmission

This is the cost of delivering electricity from generators (usually located in the provinces or in remote areas outside the DU's franchise area) to Meralco's distribution system. This goes to the National Grid Corporation of the Philippines (NGCP).

Average Share



Transmission
10.1%



Bill Component – Taxes and Universal Charges

Average Share



Taxes
11.7%

1. Value Added Tax (VAT)
2. Local Franchise Tax
3. Missionary Electrification Charge
4. Environmental Charge
5. FIT-All

Bill Component – Others

Average Share



1. Lifeline Discount/Subsidy
2. Senior Citizen Discount/
Subsidy
3. System Loss

Others
5.7%



Bill Component – Meralco charges

This is the cost of delivering electricity from the transmission system to the end users (residential, commercial & industrial business). This goes to Meralco.



1. Distribution Charge
2. Metering Charge
3. Supply Charge



03.

Understanding the new Meralco bill



"Meralco conducted research and banked on consumer feedback to provide a bill format that we hope provides complete information that encourages energy efficiency."

Ferdinand O. Geluz

First Vice President
Customer Retail Services and
Chief Commercial Officer of Meralco





Things we found out about our old bill

MARKET RESEARCH DISCOVERY:

When a bill is hard to read people tend to overlook a lot of important details.

CLEAR FACT:

Presbyopia, the gradual loss of your eyes' ability to see things clearly up close, sets in at age of 40.

MERALCO BUSINESS CENTER (BC) FOOT TRAFFIC STUDY RESULT:

About 50% who transact with Meralco are household heads aged 45 and above with children. That meant that around 50% of bill readers needed their reading glasses to see the smaller font on the current format.





The need to change

Meralco fixed all those problems as part of its customer centricity efforts.

Additional insights from real customers and eye tracking studies led to several changes in the bill format.

Every adjustment made was aimed to:

- 🕒 Enhance readability
- 🕒 Keep customers better informed
- 🕒 Make customers smarter with their power usage

Understanding your Meralco bill can help you:

1. Manage your energy consumption better
2. Save money



JUAN DELA CRUZ
123 MALIWAG ST.,
BRGY BUKAS
PASIG CITY
METRO MANILA

For further assistance:
Direct Message on FB.com/Meralco or @meralo (Twitter)
Email: customerservice@meralo.com.ph
Call 19211 (residential) or 19210 (business)

MARINA BUS CENTER
BAYAN-BAYAN
MARINA
Tel. 800-101-528-600-087
170385

Page 1 of 2

ELECTRIC BILL

Summary for Customer Account Number (CAN) 0123456789

Balance From Previous Billing		Current Charges		Total Amount Due
Amount Due	Due Date	Amount Due	Due Date	
P 0.00	Thank you	P 3,924.58	04/09/2021	P 3,924.58

Payments made after 04/15/2021 will be reflected on your next billing statement.

Service Info

Service ID Number: 00000000000000000000
Name: DELA CRUZ, JUAN
Contract in the name of: DELA CRUZ, JUAN
Service Address: 123 MALIWAG ST. BRGY BUKAS, PASIG CITY
MTRC 0000-0000

Billing Info

Bill Date: 15 Apr 2021
Meter Reading Date: 15 Apr 2021
Bill Period: 16 Mar 2021 to 15 Apr 2021
Due Date: 26 Apr 2021
Total kWh: 407
Total current amount: P 3,924.58
Next Meter Reading: 15 May 2021

BREAKDOWN OF ELECTRICITY CHARGES

BILL SUBGROUP	SUBTOTAL	PERCENTAGE
Generation	1,853.25	47.22 %
Transmission	245.73	6.26 %
System Loss	113.26	2.91 %
Grid-Feed Allowance	1,112.73	28.35 %
Subsidies	18.82	0.48 %
Government Taxes	488.13	12.46 %
Universal Charges	88.90	2.26 %
FTT All (Renewable)	49.40	1.26 %
Other Charges	0.00	0.00 %

Please be informed that MERALCO may conduct a routine maintenance inspection of our customer metering facilities within your area this quarter.

For authorized collecting agents
Scan the CAN!
Use this barcode to make online payments easier

Customer Account Number (CAN):
0123456789

Good news!
Starting December 1, 2020,
just use this Customer Account Number (CAN)
to pay this our authorized payment partner!

Please pay at any Meralco Business Center or through any accredited payment center on or before the due date.
SIR Period No. 0000-110-00000-BAYAN-000 March 21, 2020

This summer, YOU have the power!

Pay over and not, over din ang work ng ating aron at not dahil nagpapalitan ang compressor. Mas matagal natatag ginagamit, at sa mas matagal a makakas na setting, talo na ang electric fans. Historically, summer may increase consumption from 10-40%.

Visit www.meralco.com.ph/brightideas para you have the power over summer!

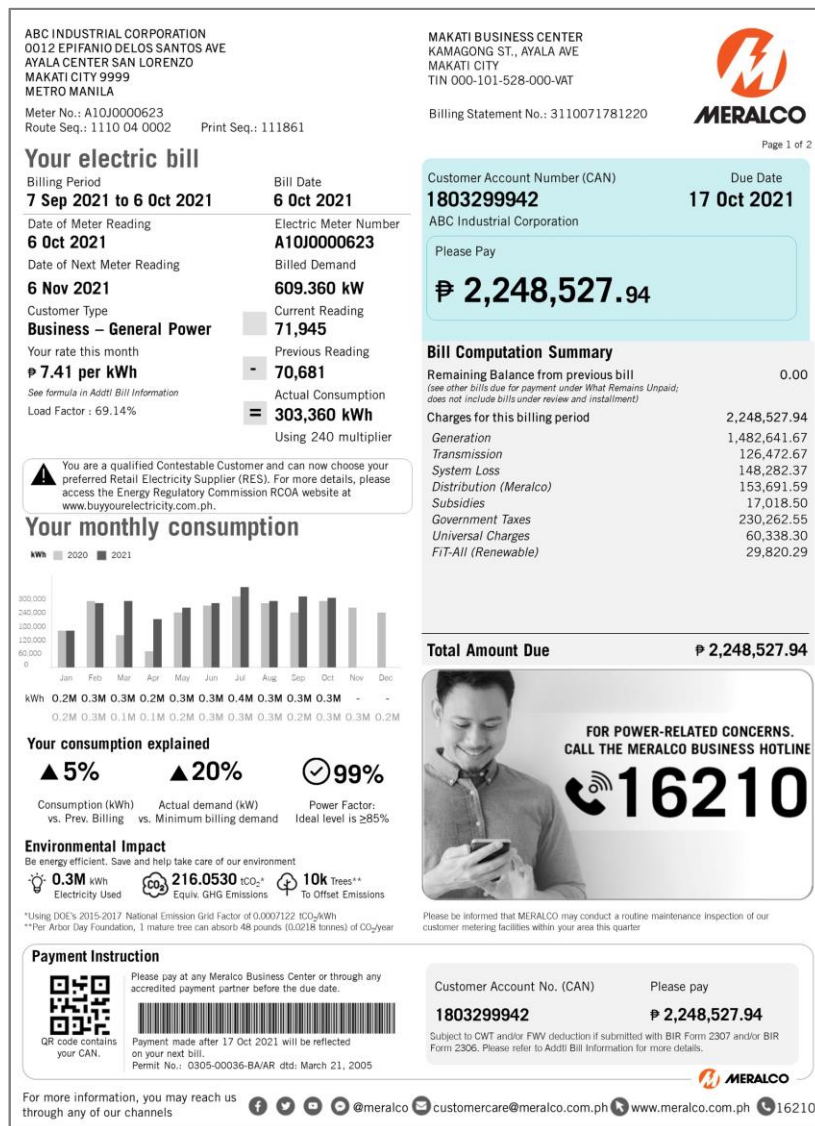
Your monthly electricity consumption chart

1000
800
600
400
200
0

Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov

Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov

consumption from previous months

[illegible]



04. Payment Options



How to pay for your Meralco bill

1. Meralco Business Centers

Check out Meralco's website or Facebook page for the complete address and schedule of your preferred branch.

2. Meralco Customer Payments Office

Temporarily located at:
Meralco Power Lab,
Meralco compound,
Pasig City

Day	Time
Monday – Friday	8:00AM - 4:00PM
Saturday	8:00 AM – 12:00 PM

3. Automatic Payment Arrangement

You can sign up to the **Automatic Payment Arrangement (APA)** through your bank or credit card.

Take note that real time payment (RTP) posting does not apply here.



05. Automatic Payment Arrangement

What is APA?

APA has two categories:

Auto Debit Arrangement (ADA)

Meralco bill will automatically be debited (due date) from their savings account.

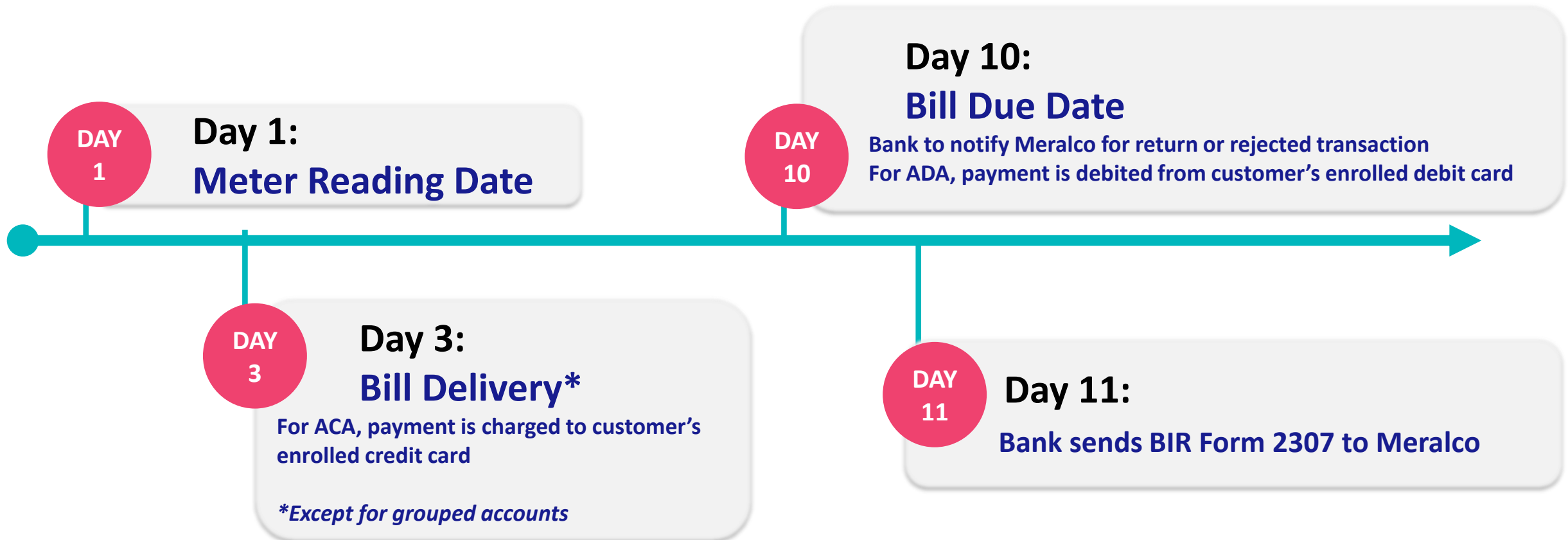


Auto Charge Arrangement (ACA)

Meralco bill will automatically be charged (earlier than due date) to their credit card.



APA Billing and Payment Process





APA Enrollment / Cancellation

1

Bank will send Enrollment / Cancellation request

2

Meralco processes the request

3

Meralco sends the feedback of the request to the bank

4

Bank will inform customer status of Enrollment

Note :

- *Application is between customer and bank, not Meralco*
- *Customer should have no outstanding bill at the time of enrollment*

MERALCO ENTERPR**SE**

**Contact your Relationship Manager
or find out more through:**



corporatepartners@meralco.com.ph



www.corporatepartners.meralco.com.ph



(02) 16210



*Scan this code to join our
Viber Community exclusive for enterprise customers*

Meralco Bill:

A Better Understanding of its Components and Convenient Payment Options

July 20, 2022 | 2:00-3:30pm