

## TERMS AND CONDITIONS AND PRIVACY POLICY

1. **PAPERLESS BILLING OVERVIEW.** Paperless Billing is a free service of Meralco wherein a customer may opt to receive his monthly electric bills electronically instead of paper bills. The electronic copy of the bill may be accessed through a link in the bill notification sent to the customer's enrolled primary email address, or directly through the customer's Meralco Online account. This billing facility is subject to ERC's *Rules on Electronic Billing and Communications for Electricity Consumers*.
2. **MERALCO ONLINE ACCOUNT.** Prior to subscription to Paperless Billing, enrollment in the Meralco Online account, which is free of charge, is required, subject to compliance with the requirements of Meralco Online enrollment. Enrollment in Meralco Online shall require a Service Identification Number (SIN). The customer will be required to nominate a password to ensure the security of the information within the Meralco Online account. This password will be used to log in to the online account and to access his electronic bill.
3. **MERALCO ACCOUNT SUBSCRIPTION TO PAPERLESS BILLING.** Only the account holder (registered customer or actual user), with all SINs associated with him, enrolled in Meralco Online is eligible for subscription to Paperless Billing. If new SINs are associated with the account holder after subscription to Paperless Billing, these new SINs shall automatically be subscribed to Paperless Billing. If SINs are disassociated from the account holder, they will automatically be unsubscribed from Paperless Billing. All Paperless Billing applications are subject to validation and internal processing.
4. **CUSTOMER REPRESENTATIONS AND WARRANTIES.** If the customer intending to subscribe to Paperless Billing is not the registered customer but has been previously named as the person authorized to receive the bill and whose name currently appears on the paper bill, subscription to Paperless Billing and all activities related thereto shall be subject to the following representation and warranties: (a) The customer represents and warrants that he has all rights and permissions necessary to provide Meralco with information in connection with subscription to Paperless Billing and all activities related thereto; and (b) The customer represents and warrants that he has obtained consent and authorization from the registered customer to subscribe to Paperless Billing or to cancel his subscription thereof. The customer further agrees that Meralco reserves the right to cancel his subscription to Paperless Billing at any time in order to protect its contract with the registered customer, with no liability on the part of Meralco.
5. **ACCESS TO ELECTRONIC BILLS.** The customer will automatically receive his bill notifications via email. Thus, he is required to provide a current and valid email address which will be used by Meralco for sending bill notifications. A back-up or secondary email address may also be provided. The customer will receive emails with a link to a copy of his monthly bill. Access to the link is password-protected – the customer needs to input his Meralco Online account password when accessing electronic bills.

Electronic bills may also be viewed by logging in directly to the Meralco Online account. The online pdf copy of bills will only be available for viewing in the customer's online account for thirteen (13) months from the date of posting. If the customer wishes to keep a personal copy of his bills beyond the bill availability period, the customer must download a copy from Meralco Online.

6. **CUSTOMER'S OBLIGATIONS.** It shall be the responsibility of the customer to:
  - a. regularly check and monitor the monthly bill notifications sent via email or the online bill via Meralco Online.
  - b. ensure that there is always available space in his email inbox to allow receipt of new bill notifications.
  - c. ensure that the downloaded copy of the electronic bill is stored securely to avoid unauthorized access to the confidential information.

- d. keep his Meralco Online account username and password strictly confidential to avoid unauthorized log-in and be fully responsible for any unauthorized access or use of his log-in and security credentials.
- e. update his contact details, including, but not limited to, his primary email address, secondary email address and SMS number, whenever necessary, and the name of the actual user. In the event that the customer's contact details and the name of the actual user are not updated, Meralco shall not be liable for the non-payment of bills due to non-receipt of electronic bills sent to the registered email address.
- f. pay the amount due on or before the due date. Non-receipt of the electronic bill notification due to non-compliance to the customer's obligations shall not suspend the running of the prescribed period to pay.
- g. cancel his subscription to Paperless Billing if he is no longer authorized to receive the bills or the actual user of the electric service.

- 7. PRESUMPTION OF RECEIPT OF MONTHLY BILL SUBSCRIBED TO PAPERLESS BILLING.** Monthly electronic bills, unless subjected to further internal validation, will be posted in the customer's Meralco Online account within a day after the meter reading date. For customers under group billing, it will be posted within a day after the preferred statement date. Meralco will also notify customers via email once the bill has been posted in the customer's Meralco Online account. The customer is presumed to have received the electronic bill if he does not inform Meralco of the non-receipt thereof within five (5) days from the scheduled delivery of such bill. Proof of delivery of the electronic bill through the customer-provided email address shall be considered as receipt of said bill. In case of delivery failure, Meralco will resend the same to the customer's secondary email address, if any. Alternatively, the electronic bill may be accessed by the customer through Meralco Online.
- 8. EFFECTIVITY.** Paperless Billing subscription shall be effective upon signing of this Terms and Conditions. Paper bills will no longer be delivered starting next billing period.
- 9. CANCELLATION OF PAPERLESS BILLING SUBSCRIPTION.** The customer can cancel his subscription to Paperless Billing after six (6) months from the effectivity of their subscription. Requests for paperless billing cancellation may be processed earlier than the said period for reasons deemed valid by Meralco.
- 10. YEARLY PAPERLESS BILLING INFORMATION VERIFICATION.** An annual reminder to confirm the authorization of receipt and to update customer contact details shall be sent to the customer's registered email address. If no update was made by the customer, the existing subscription details shall be deemed correct and accurate by Meralco.
- 11. OTHER COMMUNICATION.** Meralco may also send the customer other forms of account-related communication via email.
- 12. CONSENT.** By signing this Terms and Conditions, the customer understands that his personal information is necessary for the provision by Meralco of Paperless Billing, and he hereby gives his direct and full consent to Meralco to process and store all information provided by him, personal, sensitive, privileged or otherwise, in relation to his subscription to Paperless Billing, subject to the requirements of the Data Privacy Act of 2012 (the "Act"). The customer acknowledges further that any information provided by him has been publicly available or accessible before the enactment of the Act and continues to be public. The customer likewise acknowledges that all information provided by him shall be stored by Meralco until he cancels his subscription to Paperless Billing.
- 13. ACCURATE AND COMPLETE INFORMATION.** The customer guarantees that all information provided to Meralco are accurate and complete to the best of his knowledge and holds Meralco, its directors, officers, employees and agents free from any liability should the inaccuracy and incompleteness of the provided information be due to the action of the customer.

14. **NO LIABILITY FOR DISCLOSURE BY THIRD PARTIES.** The customer hereby holds Meralco, its directors, officers, employees and agents free from any liability for any disclosure made by other persons or entities other than Meralco of the personal information provided by him to Meralco.
15. **PRIVACY POLICY.** Any data and information collected from the customer is subject to Meralco's Privacy Policy - <https://company.meralco.com.ph/privacy-policy>.

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(Signature Over Printed Name)  
**MERALCO REPRESENTATIVE**  
Date signed: \_\_\_\_\_

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(Signature Over Printed Name)  
**PAPERLESS BILLING SUBSCRIBER**  
Date signed: \_\_\_\_\_

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(Signature Over Printed Name)  
Witness 1

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(Signature Over Printed Name)  
Witness 2