MERALCO ADVISORY

UNDERSTANDING YOUR MAY 2020 BILL*

(For Residential Customers)**

* All bills due from May 1 to 31, 2020 with actual meter reading. This advisory does not apply to residential customers whose May 2020 bill is not based on actual meter reading. In such case, please refer to the Meralco Advisory for June 2020 bills.
** Meralco will issue a separate advisory for commercial and industrial customers.

Your May 2020 bill with actual meter reading already reflects your actual consumption. You will only pay for what you consumed.

1. **To ease your payment burden, the Energy Regulatory Commission (ERC) directed all distribution utilities to provide an installment plan to their customers. Accordingly, MERALCO customers are entitled to this installment plan for bills falling due from March 1 to May 31, 2020.**
2. **There will be no disconnection until September 30, 2020.**

How do you know if your May 2020 bill is based on an actual meter reading?

Please refer to page 2 of your bill. If the columns "PREV RDG" (previous meter reading) and "PRES RDG" (present meter reading) on the upper left side contain numbers, then your May 2020 bill is based on actual meter reading.

BRN : 12345678901 CUSTOMER NAME:
Statement number : 123456789
SIN : 123456789010

Metering Information

Meter Number	Prev Rdg	Pres Rdg
123ABC456789		

Without actual meter reading

BRN : 12345678901 CUSTOMER NAME: JUAN DELA CRUZ
Statement number : 123456789
SIN : 123456789010

Metering Information

Meter Number	Prev Rdg	Pres Rdg	Mult	Registered
123ABC456789	121.00	237.00	1.0	116 kWh

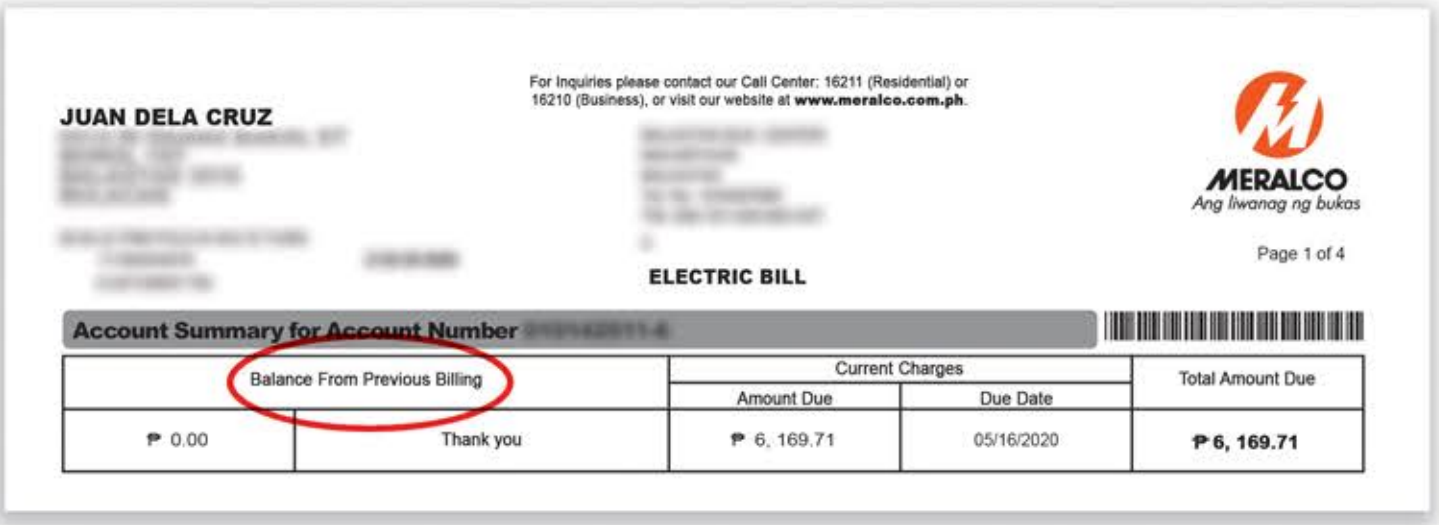
With actual meter reading

1. Since Meralco was not able to read your meters during the ECQ months of March 2020 and/or April 2020, your bills for these months were estimated based on your last three months' average consumption in accordance with the Distribution Services and Open Access Rules (DSOAR) of the ERC.
2. The March 2020 bill was based on your average daily consumption in December 2019, January 2020, and February 2020, while the April 2020 bill was based on your average daily consumption in January 2020, February 2020 and March 2020.
3. Your May 2020 bill reflects your actual kWh consumption based on the actual reading in May 2020 minus your estimated March 2020 and/or April 2020 kWh consumption.

Important Notice

Your total kWh consumption from March 2020/April 2020 to May 2020 will still be pro-rated to compute for your average consumption for these months. Thereafter, the corresponding ERC-approved charges for the particular month will be applied. The result will be the final amount due for the months of March 2020/April 2020 to May 2020. If you have paid any of the bills rendered during these periods, the payment/s will be deducted from the final amount due for said months and any adjustment, upward or downward, resulting from the proration will be reflected in your August 2020 bill.

4. In case you have paid your March 2020 and/or April 2020 estimated bill/s, these payments have been properly accounted for. However, unpaid balances from previous months will still be reflected as balance from previous billing.


For Inquiries please contact our Call Center: 16211 (Residential) or 16210 (Business), or visit our website at **www.meralco.com.ph**.

JUAN DELA CRUZ

MERALCO
Ang liwanag ng bukas

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ELECTRIC BILL

Account Summary for Account Number

Balance From Previous Billing		Current Charges		Total Amount Due
		Amount Due	Due Date	
₱ 0.00	Thank you	₱ 6, 169.71	05/16/2020	**₱ 6, 169.71**

5. If you consumed 200 kWh or lower based on your February 2020 bill, you are entitled to pay your bills falling due between March 1 to May 31, 2020 in six equal monthly installments. If you consumed 201 kWh or higher based on your February 2020 bill, you are entitled to pay your bills falling due between March 1 to May 31, 2020 in four equal monthly installments. Your first installment was due on June 15, 2020. You will receive a separate installment bill that is due every 15th of the month.
6. In case you have paid your March 2020 and/or April 2020 estimated bill/s and you want to avail of the installment plan, Meralco will refund the payments to you at its Business Centers upon presentation of your proof of payment and proper identification or authorization. The refunded amount will then be treated as part of your unpaid balance and will be included in your installment plan.
7. In case your house was unoccupied and you received an estimated March 2020 and/or April 2020 bill/s:
   a. Your May 2020 bill has been adjusted to reflect your consumption based on the actual meter reading.
   b. If you have paid your estimated March 2020 and/or April 2020 bill/s, Meralco will refund any overpayment to you at its Business Centers upon presentation of your proof of payment and proper identification or authorization, or, if not claimed, the amount will be applied to your future bills.
8. You also have the option to pay your May 2020 bill in full. When paying through any of Meralco's payment partners, you may request for an updated ATM/Phone Reference Number or Meralco Reference Number through any of the Meralco touchpoints specified at the bottom of this page.

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

Thank you.

Meralco Touchpoints:

Meralco Center, Ortigas Avenue, Brgy. Ugong, Pasig City, 1605 PH • Homes: (632) 16211 / Businesses: (632)16210 • www.meralco.com.ph

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