UNDERSTANDING YOUR MARCH 2020 TO MAY 2020 BILLS*

(For business customers with demand-based billing)**

* This applies to Meralco business customers who have received and will be receiving their new bill/s for March 2020, April 2020 and/or May 2020. These new bills are based on actual meter reading. Meralco business customers who received estimated bills for March 2020, April 2020 and/or May 2020 are advised to disregard these estimated bills.

**This applies only to Meralco business customers with demand-based billing. Meralco business customers who are not on demand-based billing should refer to the Meralco advisories for residential customers.

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

Please refer to page 2 of your bill. If ALL the columns "PREV RDG" (previous meter reading), "PRES RDG" (present meter reading), "MULT" (multiplier) and "REGISTERED" on the upper left side contain numbers, then your bills are based on actual meter reading.

General Service B customers

(Small Enterprise with demand of 5kW to 39kW)

Bill without meter reading

Metering Information

Meter Number	Prev Rdg	Pres Rdg	Mult	Registered		Rate/kWh
99ABC01234				1774	kWh	
99ABC01234				5,922	kW	

Bill with meter reading

Metering Information

Meter Number	Prev Rdg	Pres Rdg	Mult	Registered		Rate/kWh
99ABC01234	28352.0	28379.0	18.0	486	kWh	
99ABC01234	0.0	0.266	18.0	4.788	kW	

General Power customers

(Medium to Large Enterprise with demand of 40 kW and above)

Bill without meter reading

Metering Information

Meter Number	Prev Rdg	Pres Rdg	Mult	Registered		Rate/kWh
99ABC01234				18040	kWh	
99ABC01234				3960	rkVAh	
99ABC01234				156.520	kW	

Bill with meter reading

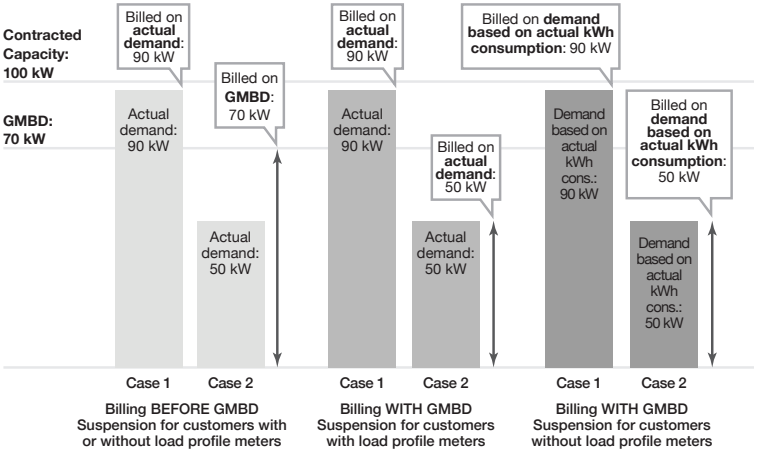
Metering Information

Meter Number	Prev Rdg	Pres Rdg	Mult	Registered		Rate/kWh
99ABC01234	14388.0	14648.0	40.0	10400	kWh	
99ABC01234	8909.0	8953.0	40.0	1760	rkVAh	
99ABC01234	0.0	0.699	40.0	27.960	kW	

To ease your payment burden, the Energy Regulatory Commission (ERC) directed all distribution utilities to provide an installment plan to their customers. Accordingly, Meralco business customers are entitled to this installment plan for bills falling due from March 1 to May 31, 2020.

There will be no disconnection until September 30, 2020.

1. For the bill months of March 2020, April 2020 and/or May 2020, the demand reflected in your new bill/s is based on the following:
   - For General Power and General Service B customers with load profile meters, on actual load profile data registered in the meters.
   - For General Power and General Service B customers without load profile meters, on actual kWh consumption registered in the meters.
2. To further ease your payment burden, Meralco has suspended the Guaranteed Minimum Billing Demand (GMBD) for bills dated March 16 to June 30, 2020.



	Billing BEFORE GMBD Suspension for customers with or without load profile meters Business customers are billed **based on actual demand or the GMBD, whichever is higher**	**Billing WITH GMBD Suspension** for customers with load profile meters Business customers are billed **on demand based on actual load profile data**	**Billing WITH GMBD Suspension** for customers without load profile meters Business customers are billed **on demand based on actual kWh consumption**
Case 1: Demand is higher than GMBD	Example: If actual demand (90 kW) is higher than GMBD (70 kW), customer will be billed based on actual demand (90 kW).	Example: If actual demand (90 kW) is higher than GMBD (70 kW), customer will be billed based on actual demand (90 kW).	Example: If demand based on actual kWh consumption (90 kW) is higher than GMBD (70 kW), customer will be billed based on actual kWh consumption (90 kW).
Case 2: Demand is lower than GMBD	Example: If actual demand (50 kW) is lower than GMBD (70 kW), customer will be billed based on GMBD (70 kW).	Example: If actual demand (50 kW) is lower than GMBD (70 kW), customer will be billed based on actual demand (50 kW).	Example: If demand based on actual kWh consumption (50 kW) is lower than GMBD (70 kW), customer will be billed on demand based on actual kWh consumption (50 kW).

3. In consideration of the restrictions imposed under applicable Inter-Agency Task Force (IATF) guidelines (as of June 3, 2020), Meralco implemented the following:
   - For industries that: (a) have been allowed 50% to full operational capacity (Category II); (b) have been allowed skeleton workforce to 50% operational capacity (Category III); or (c) have not been allowed to operate (Category IV) as of June 1, 2020, Meralco will be extending the suspension of the GMBD to bills dated July 1 to 31, 2020.
   - For industries that have been allowed full operational capacity (Category I) as of June 1, 2020, Meralco will resume the GMBD for bills dated July 1, 2020 onwards.

4. In case you have paid any of your estimated bill/s for March 2020, April 2020 and/or May 2020, these payments have been properly accounted for. You can validate the payments you made for March 2020, April 2020 and/or May 2020 bill/s on page 2 of your bill under the line "Applied Credits".

TOTAL ENERGY AMOUNT	**P 76,135.22**
Applied Credits	
	Amount
CWT Deducted from Cancelled Bill	**-398.44**
FWV Deducted from Cancelled Bill	**-959.06**
Payment from cancelled charge	**-20,779.84**
TOTAL APPLIED CREDITS	**-22,137.34**
Total Bill	
TOTAL CURRENT BILL AMOUNT	**53,997.88**

However, unpaid balances from previous months will still be reflected as balance from previous billing.

Account Summary for Account Number 123456789-0

Balance from Previous Billing		Current Charges		Total Amount Due
		Amount Due	Due Date	
P 14,408.52	Please pay immediately	P 14,914.08	05/30/2020	P 29,322.60

5. If you consumed 200 kWh or lower based on your February 2020 bill, you are entitled to pay your bills falling due from 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 from March 1 to May 31, 2020 in four equal monthly installments. Your first installment is due starting July 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, April 2020 and/or May 2020 estimated bill/s and you want to avail of the installment plan, Meralco will refund the payments to you at its Business Centers or Payments Office at the Meralco Center upon presentation of your proof of payment, proper identification and authorization. The refunded amount will then be treated as part of your unpaid balance and will be included in your installment plan.

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 or through your Biz Partner Manager. We are committed to resolve your concerns at the soonest possible time.

Thank you.