

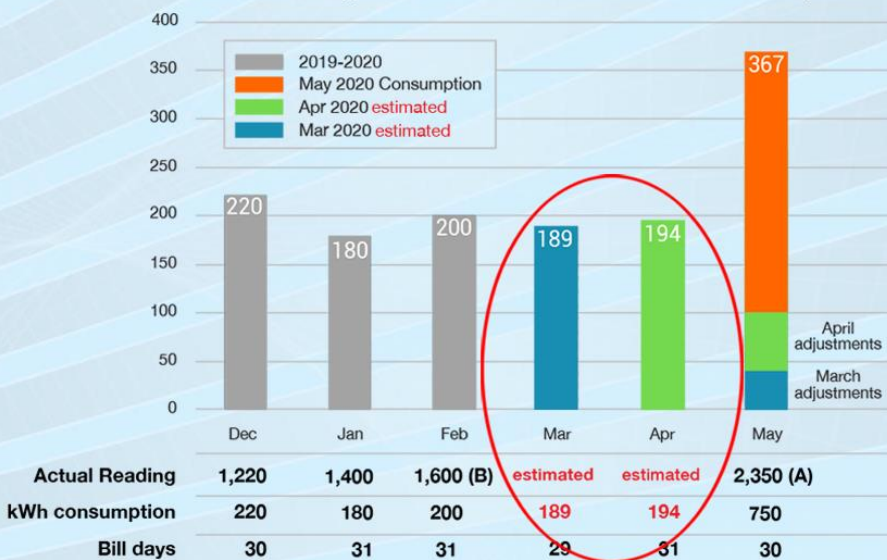
WHY IS MY **MAY** BILL UNUSUALLY HIGH?



We were able to read your meter, and as a result, your **actual consumption** for March and/or April has been reflected, and adjustments were included in your May bill.

Let's use **Anna's** household consumption as an example, shown in the **BAR CHART**.

BAR CHART of typical 200 kWh residential household consumption



ENGLISH MAY-1

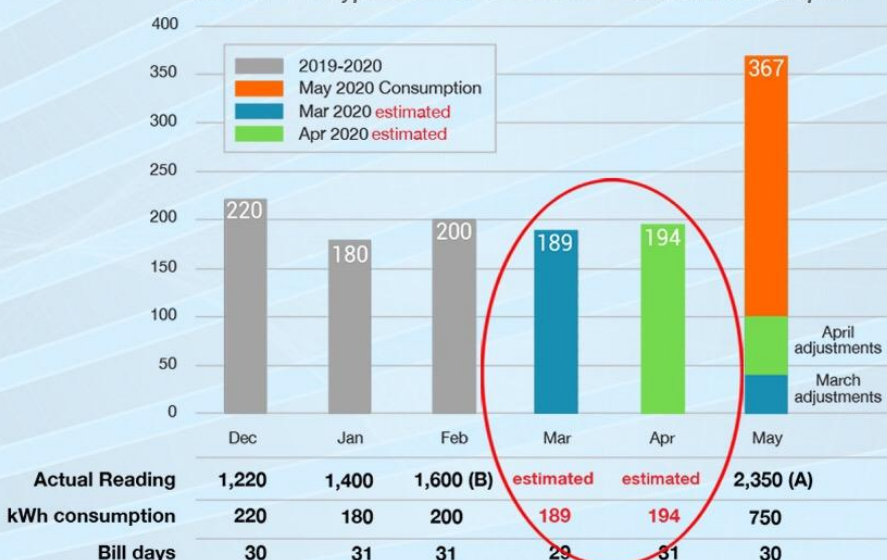
BAKIT PO TUMAAS ANG ATING **MAY** BILL?



Nakapag-meter reading na po kami at ang inyong **actual consumption** para sa March and/or April ay kasama na sa inyong May bill.

Bilang halimbawa, tingnan po natin ang konsumo sa bahay ni **Anna** na pinapakita sa BAR CHART na ito.

BAR CHART of typical 200 kWh residential household consumption



HERE'S HOW WE COMPUTED FOR ANNA'S MAY BILL.



Let's look at the Present Reading (Pres Rdg) found at the back of Anna's February and May bills. These are Meralco's last two actual readings. (Let's use the actual readings indicated at the bottom of Anna's **BAR CHART**).

Present Reading of May bill (A)	2,350 kWh
Present Reading of Feb bill (B)	- 1,600 kWh
Difference	750 kWh

Now, let's subtract the estimated March and April readings. The result is Anna's May kWh consumption.

Difference from A and B	750 kWh
Less (March estimate)	- 189 kWh
Less (April estimate)	- 194 kWh
May Consumption*	367 kWh

**May consumption already includes your actual May consumption and catch up for March and April.*



ENGLISH MAY-2

GANITO NAMIN NA-COMPUTE ANG MAY BILL NI ANNA.



Tignan natin ang Present Reading (Pres Rdg) sa likod ng February at May bills ni Anna. Ito ang last two actual readings ng Meralco. (Gamitin natin dito ang actual readings na nakatala sa ilalim ng **BAR CHART**, sa halimbawa ni Anna.)

Present Reading of May bill (A)	2,350 kWh
Present Reading of Feb bill (B)	- 1,600 kWh
Difference	750 kWh

Ngayon, ibawas natin ang estimated readings ng March at April. Ang resulta ay ang May kWh consumption ni Anna.

Difference from A and B	750 kWh
Less (March estimate)	- 189 kWh
Less (April estimate)	- 194 kWh
May Consumption*	367 kWh

**May consumption already includes your actual May consumption and catch up for March and April.*



HERE'S HOW WE COMPUTED FOR ANNA'S ESTIMATED MARCH AND APRIL BILLS.



There is a specific formula for estimating bills, which follows the Distribution Services and Open Access Rules (DSOAR) of the Energy Regulatory Commission (ERC).

Formula:
Estimated bill (N) = $\left(\frac{\text{Total past 3 months consumption}}{\text{Total Bill Days}} \right) \times N \text{ Bill Days}$

We used the kWh consumption and bill days listed at the bottom of the **BAR CHART**.

To compute for March:
March bill (x) = $\left(\frac{220 + 180 + 200}{30 + 31 + 31} \right) \times 29 \text{ bill days} = 189 \text{ kWh}$

To compute for April:
April bill (y) = $\left(\frac{180 + 200 + 189}{31 + 31 + 29} \right) \times 31 \text{ bill days} = 194 \text{ kWh}$

Bill Date	Start	End	Bill Days*	Consumption
Dec 2019	11/20/19	12/19/19	30	220
Jan 2020	12/20/19	1/19/20	31	180
Feb 2020	1/20/20	2/19/20	31	200
Mar 2020	2/20/20	3/19/20	29	x = 189
Apr 2020	3/20/20	4/19/20	31	y = 194

*not calendar days



ENGLISH MAY-3

GANITO NA-COMPUTE ANG ESTIMATED MARCH AT APRIL BILLS NI ANNA.



Wala pong magic o panghuhula. Heto po ang formula:

Formula:
Estimated bill (N) = $\left(\frac{\text{Total past 3 months consumption}}{\text{Total Bill Days}} \right) \times N \text{ Bill Days}$

Ginamit namin ang kWh consumption at bill days na nakatala sa ilalim ng **BAR CHART**.

To compute for March:
March bill (x) = $\left(\frac{220 + 180 + 200}{30 + 31 + 31} \right) \times 29 \text{ bill days} = 189 \text{ kWh}$

To compute for April:
April bill (y) = $\left(\frac{180 + 200 + 189}{31 + 31 + 29} \right) \times 31 \text{ bill days} = 194 \text{ kWh}$

Bill Date	Start	End	Bill Days*	Consumption
Dec 2019	11/20/19	12/19/19	30	220
Jan 2020	12/20/19	1/19/20	31	180
Feb 2020	1/20/20	2/19/20	31	200
Mar 2020	2/20/20	3/19/20	29	x = 189
Apr 2020	3/20/20	4/19/20	31	y = 194

*not calendar days



WHY IS MY **MAY** BILL UNUSUALLY HIGH?

- Your meter has been read and your actual consumption is already reflected in your May bill. This includes consumption that were not included in the estimated March and April bills.
- With the enforcement of Enhanced Community Quarantine, more people spent more time at home. Appliances (TV, electric fan, computer, game console, air conditioner, etc.) were used longer. Refrigerator doors may have been opened more frequently.
- Warmer temperature during summer also means that appliances with compressors, such as aircons and refrigerators, tend to work harder, thus consuming more power, compared to when used during cooler months. Meralco Power Lab estimates a 25% to 40% increase in these appliances' electricity consumption in the summer, even without additional usage time. Accordingly, if they are used longer and more frequently, consumption increases even more.



ENGLISH MAY-4



BAKIT PO TUMAAS ANG ATING **MAY** BILL?

- Nakapag-meter reading na po kami at ang inyong actual consumption na ang naka-print sa inyong May bill. Ang konsumong hindi naisama sa estimated March and April bills ay kasama na rin dito.
- Mas maraming naglalagi sa bahay kaya maaaring mas madalas at mas matagal ang paggamit ng mga appliances tulad ng TV, electric fan, computer, game console, at air conditioner. Ang refrigerator ay maaaring binubuksan din nang mas madalas.
- Kapag mainit sa labas, ang mga appliances na may compressors tulad ng aircons at refrigerators ay mas nahihirapan. Kaya kahit hindi humaba o dumalas ang paggamit sa mga ito, ang konsumo nito ay mas mataas. Sa pag-aaral ng Meralco Power Lab, tumataas nang 25% to 40% ang konsumo during summer months kahit hindi nadagdagan ang oras ng paggamit nito. At kung mas madalas o mas mahaba ang oras ng gamit nito, mas mataas pa lalo ang konsumo.



YOU CAN PAY IN INSTALLMENT.

0%
interest

To help ease the financial worries of our customers, bills due within March 1 to May 31 do not need to be paid in full. Installment plans are available, in accordance with the ERC Advisory on May 22 and Meralco's recent announcements.



ENGLISH GENERIC- 1



PWEDE TAYONG MAGBAYAD NANG INSTALLMENT.

0%
interest

Para makagaan sa mga bayarin, lahat ng electric bills na due mula March 1 to May 31, 2020, ay hindi muna kailangan bayaran agad. Ito'y alinsunod sa ERC Advisory noong May 22 at sa mga pahayag ng Meralco.





HERE ARE OUR INSTALLMENT PLANS.

Your monthly installment plan is dependent on your February 2020 consumption, in accordance with ERC advisory dated May 22.

6-MONTH INSTALLMENT
(due every 15th of the month)
Households with consumption
of 200 kWh and below
in Feb 2020

4-MONTH INSTALLMENT
(due every 15th of the month)
Households with consumption
of 201 kWh and above
in Feb 2020.

The first installment payment is due on July 15, 2020.

You will receive a separate bill with details of your full installment schedule and amount due per installment.

ENGLISH GENERIC- 2



ITO PO ANG AMING INSTALLMENT PLANS.

Ang inyong monthly installment plan ay depende sa inyong konsumo noong February 2020, alinsunod sa ERC advisory dated May 22.

6-MONTH INSTALLMENT
(due every 15th of the month)
Kung 200 kWh at pababa ang inyong
Feb 2020 consumption

4-MONTH INSTALLMENT
(due every 15th of the month)
Kung 201 kWh at pataas ang inyong
Feb 2020 consumption

The first installment payment is due starting July 15, 2020.

Makakatanggap ka ng hiwalay na bill na may details ng full installment schedule at amount due per installment.



I WAS NOT HOME OR MY SHOP WAS CLOSED. WHY IS MY BILL HIGHER THAN EXPECTED?

Bills during the ECQ were estimated* based on your average consumption pre-ECQ. Please set these aside and refer only to your June bill.

You don't have to pay for these estimated ECQ bills.

However, if you have already paid, you may request for a refund from any Meralco Business Center before your next bill date.

If we don't receive a refund request, we will automatically apply any over-payment to your succeeding bills.

*See "Additional Bill Information" at the back of your bill or visit www.meralco.com.ph/understandingyourbill



ENGLISH GENERIC- 3



WALA KAMI SA BAHAY O SARADO ANG SHOP KO PERO NA-BILL AKO. PAANO KO MAKUKUHA ANG REFUND?

Maaaring nakatanggap po kayo ng bill na estimated*. Paki-tabi na lang po ito at gamitin ang June bill.

Ang inyong estimated bills sa mga nakaraang buwan ay amin pong ia-adjust. Kung nabayaran mo na at nais ng refund, pumunta sa pinakamalapit na business center bago ang next bill date mo. Kung wala po kaming makuhang request sa inyo, automatic na ia-apply na lang namin ito sa inyong mga susunod na bills.

*See "Additional Bill Information" at the back of your bill or visit www.meralco.com.ph/understandingyourbill

