

FINANCIAL AND OPERATING RESULTS

INVESTORS & ANALYSTS BRIEFING

Quarter Ended March 31, 2020

April 27, 2020

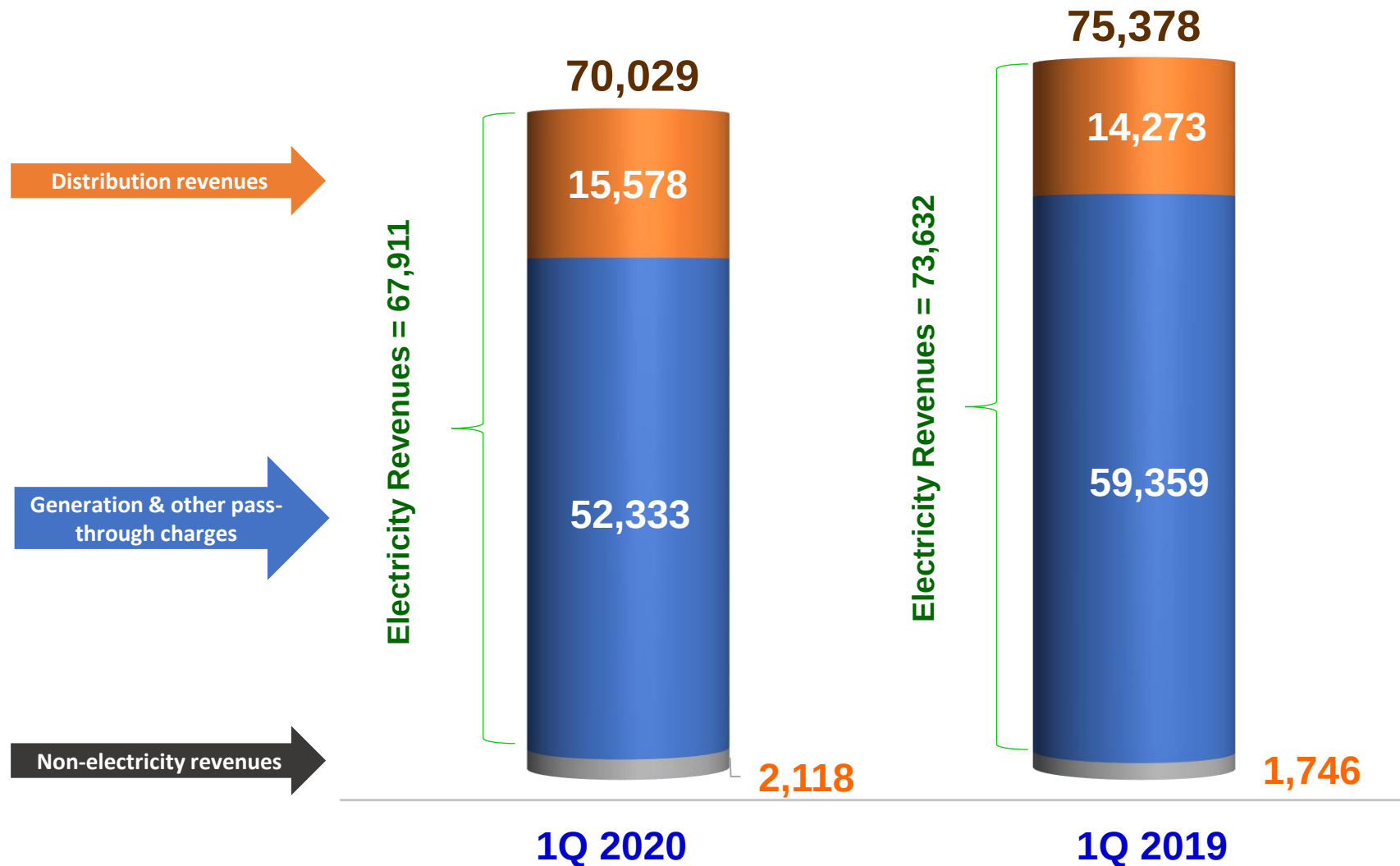


FINANCIAL HIGHLIGHTS

Q1 2020

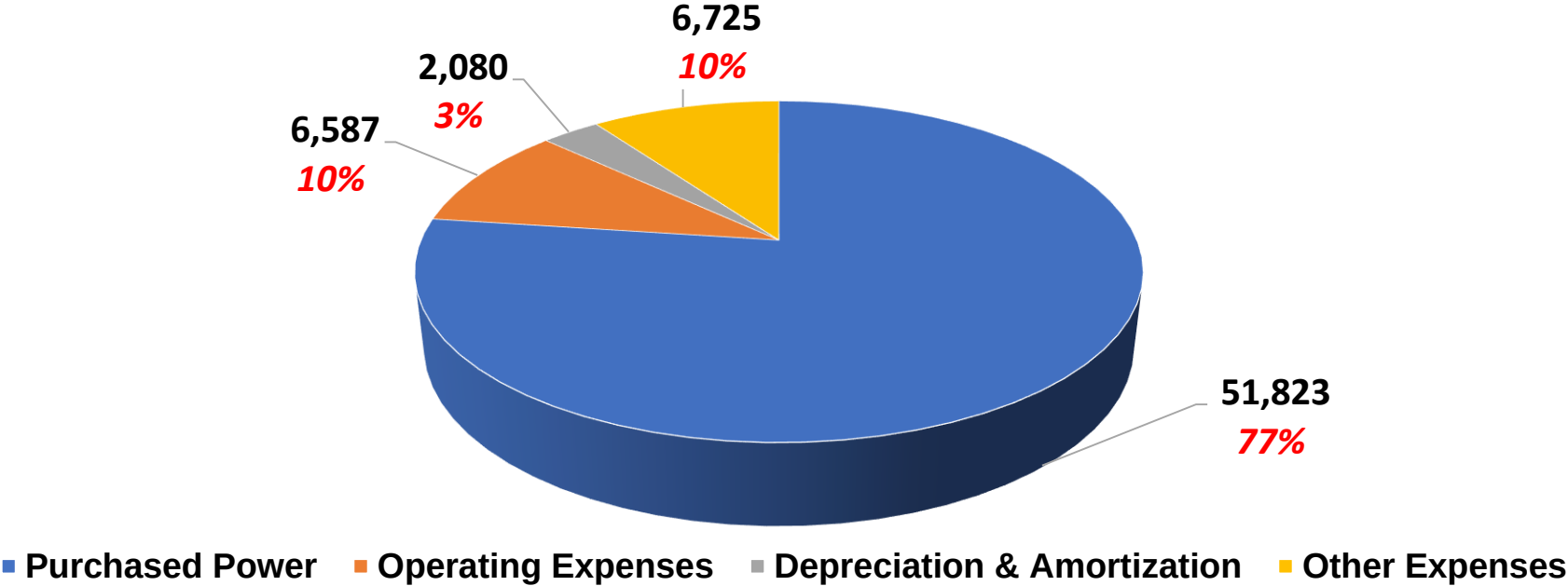


Consolidated Revenues (in Million PhP)

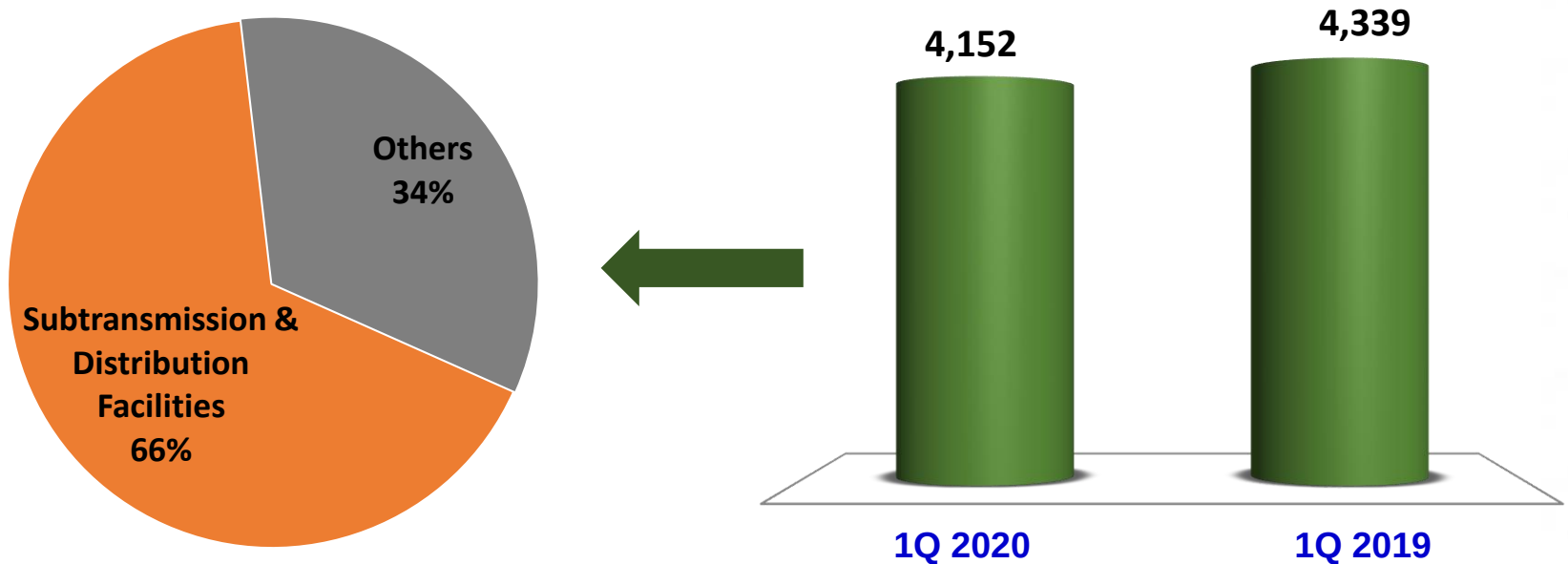


Costs and Expenses/Capital Expenditures (in Million PhP)

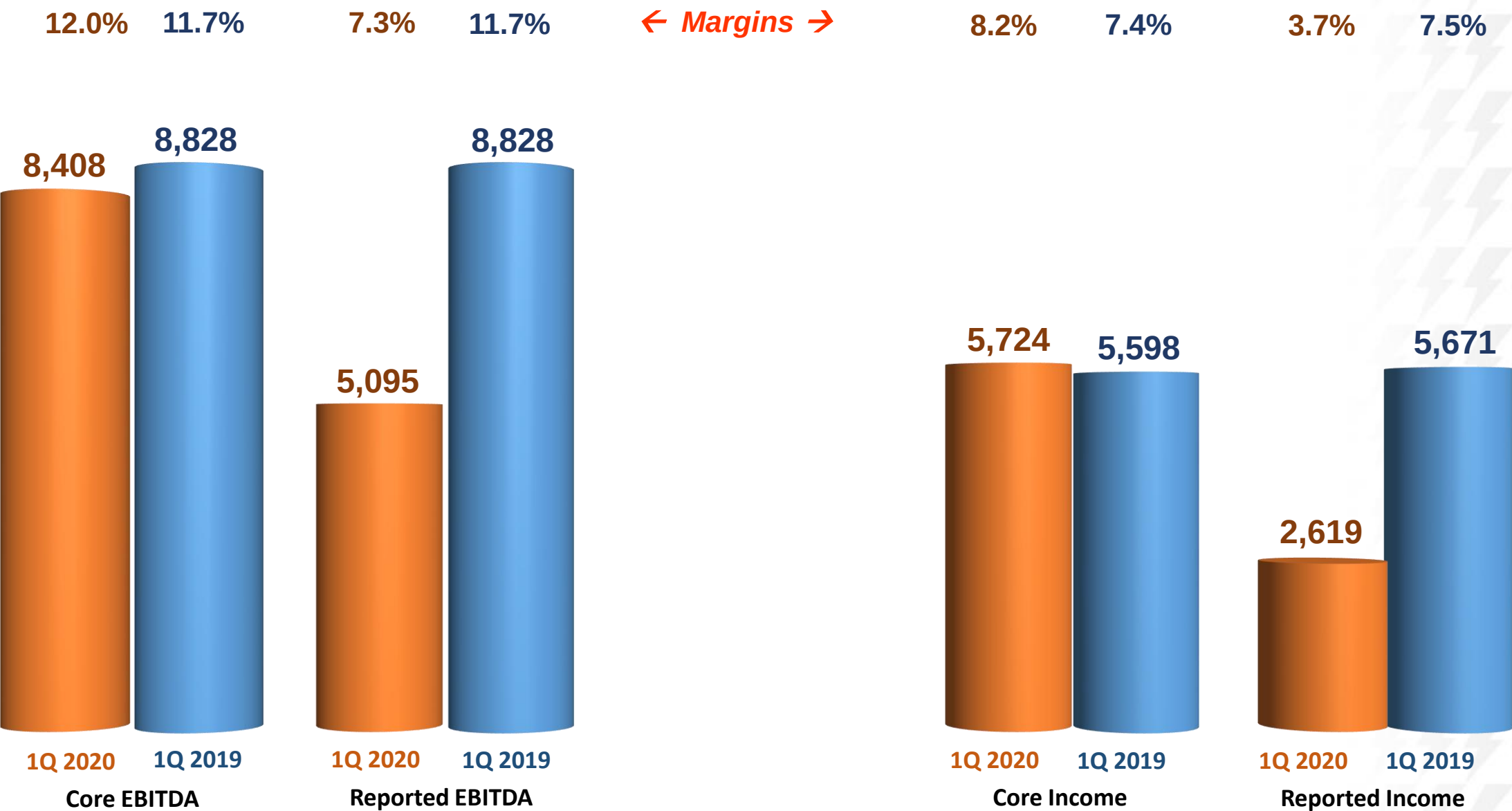
Costs and Expenses



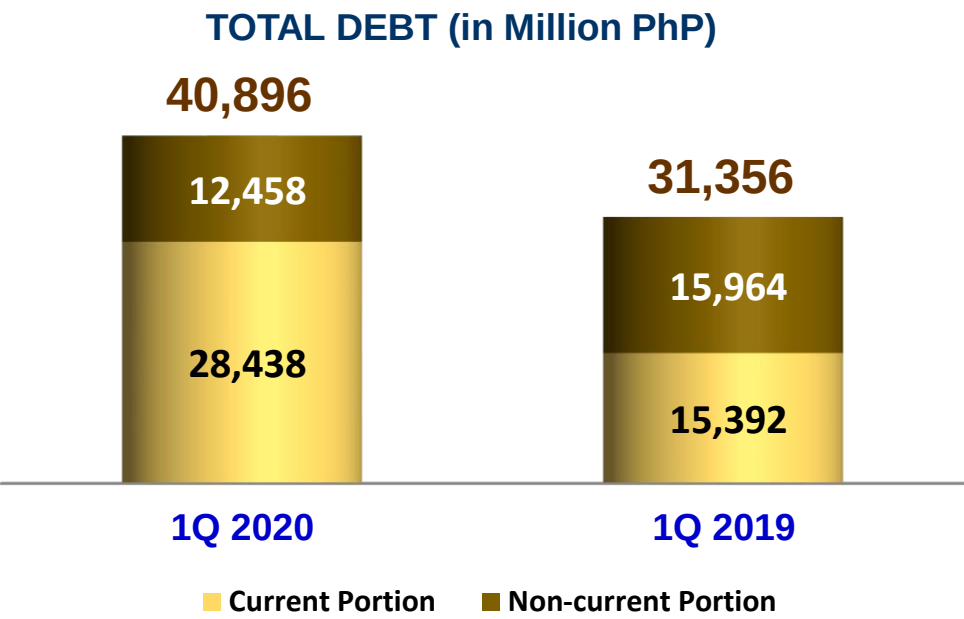
Capital Expenditures



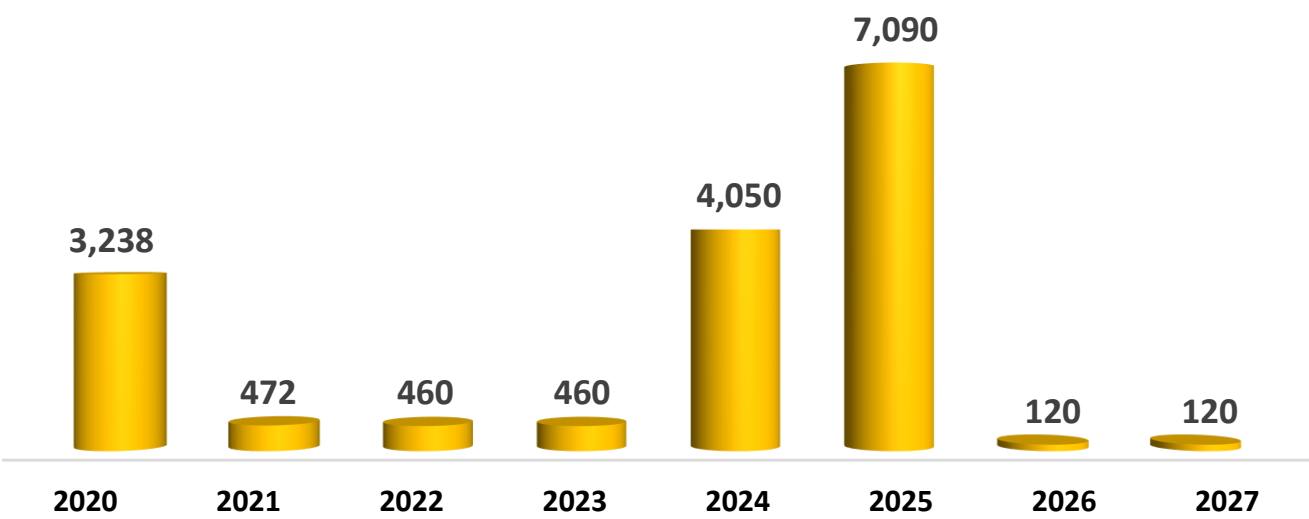
Consolidated EBITDA and Net Income (in Million PhP)



Credit and Debt Profile

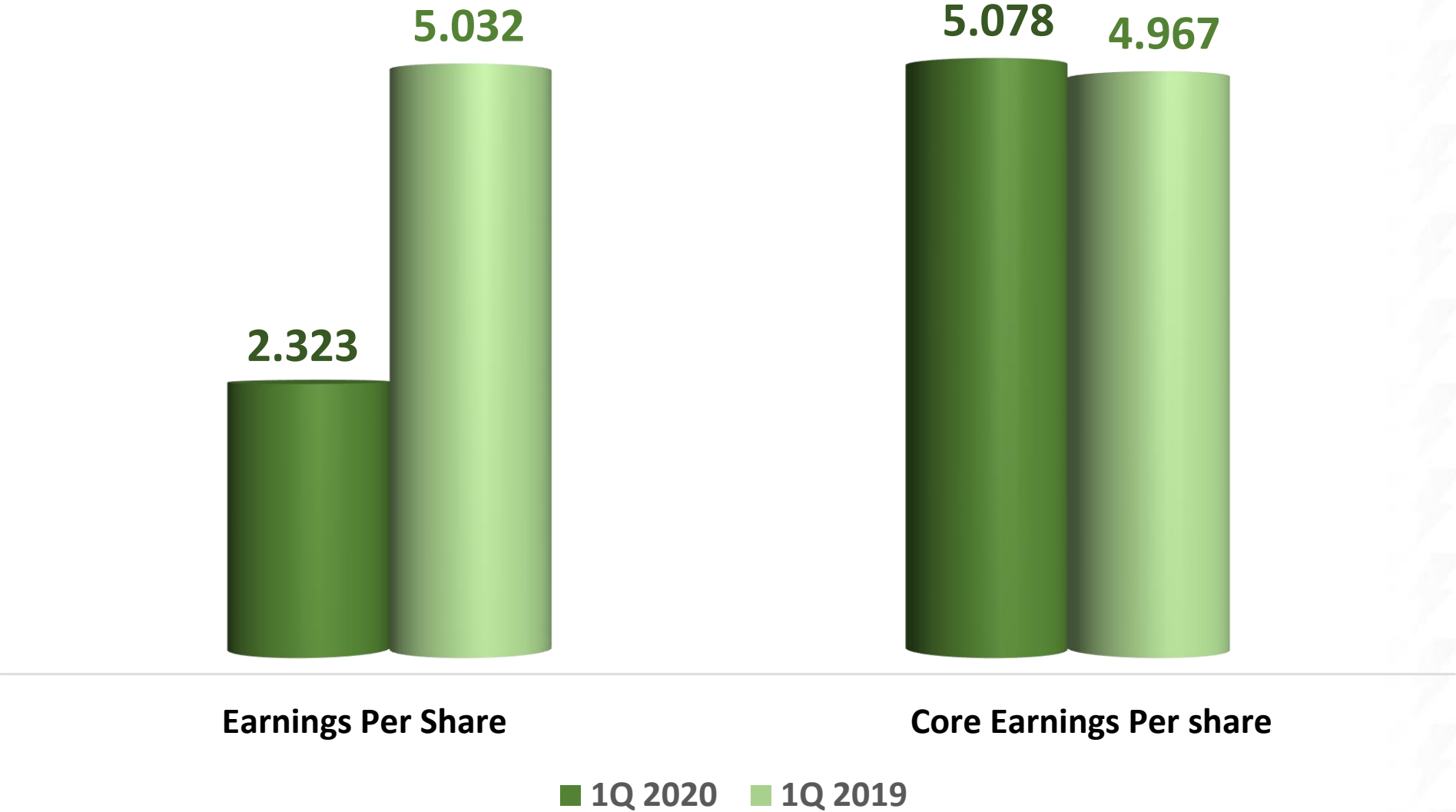


LONG-TERM DEBT REPAYMENT SCHEDULE (in Million PhP)



(in Million PhP, Except Ratios)	1Q 2020	1Q 2019
Cash	57,499	36,057
Gross Debt	40,896	31,356
Net Debt	(16,603)	(4,701)
Gross Debt/EBITDA	2.0	0.9
Net Debt/EBITDA	(0.8)	(0.1)
Gearing Ratio	(0.2)	(0.1)
Interest Expense	412	442

Earnings Per Share (in PhP)





REPORT OF THE CHIEF EXECUTIVE

Performance ended March 2020

Operating Highlights

▪ **Reflecting impact of ECQ starting March 17**

1Q 2020

Energy
Sales

↑4.8%*
10,879 GWh

Customer
Count

↑3.8%*
6.93 million

Net System
Input (NSI)

↑3.7%*
11,402 GWh

Peak
Demand

↑9.6%*
7,614 MW

Ave. Retail
Rates

↓11.0%*
P8.11/kWh

S-Factor
& GSL**

Sustained
Service
Improvement

Business
Updates

CONSOLIDATED NUMBERS FOR ENERGY SALES, CUSTOMER COUNT & NET SYSTEM INPUT

*vs. same period, previous year

**For GSL, RY2020 Period (July 1, 2019- June 30, 2020); compared with past levels (in the absence of 4RP standards/ reset)



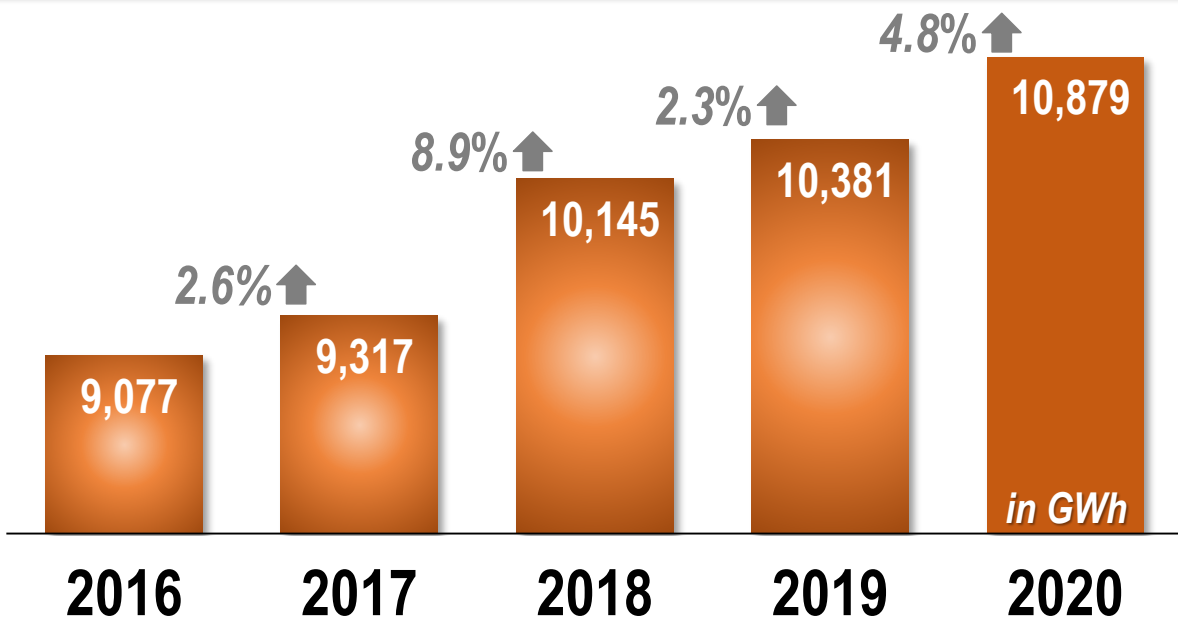
Details

1Q
2020



Energy Sales: 1Q 2020

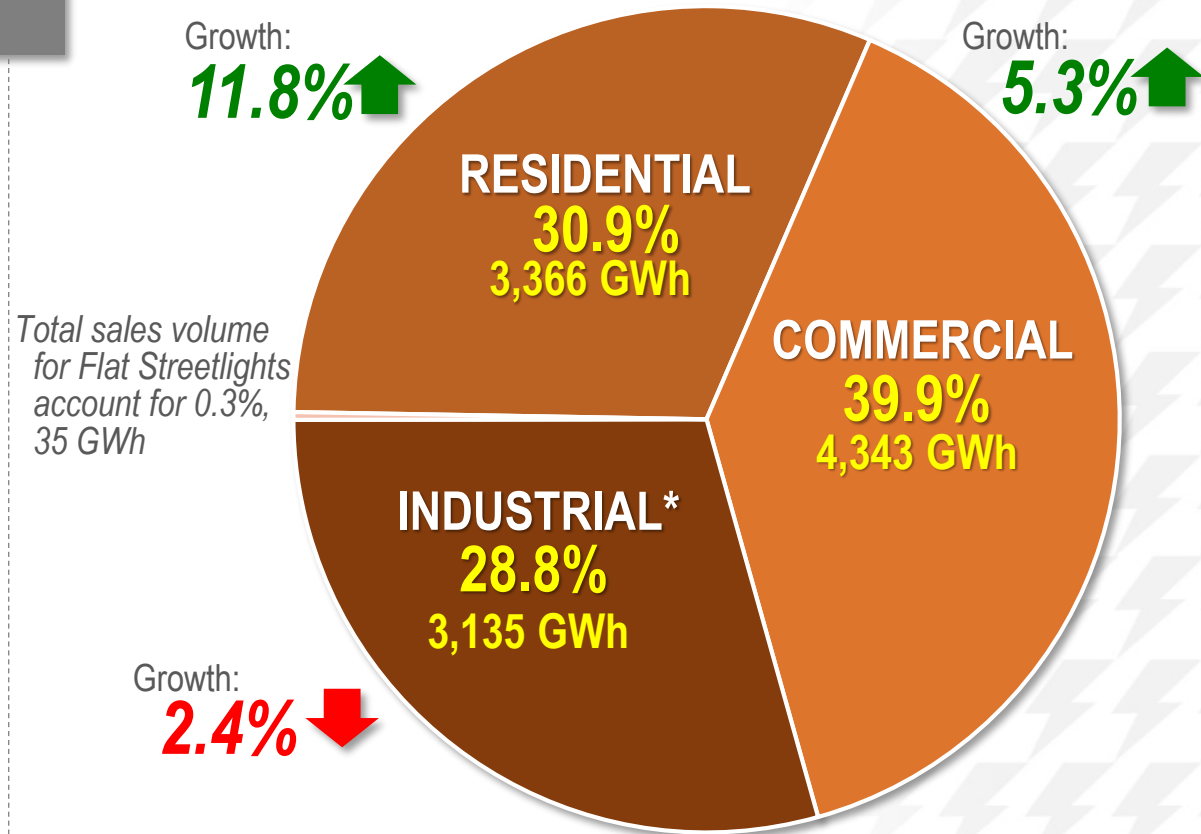
- Up 4.8% vs. 2019 (+498 GWh)
 - About 10% (1,117 GWh) estimated beginning Mar. 17 due to ECQ



Details (2020):

Parent: 98.7% (10,742 GWh); CEDC 1.3% (137 GWh)

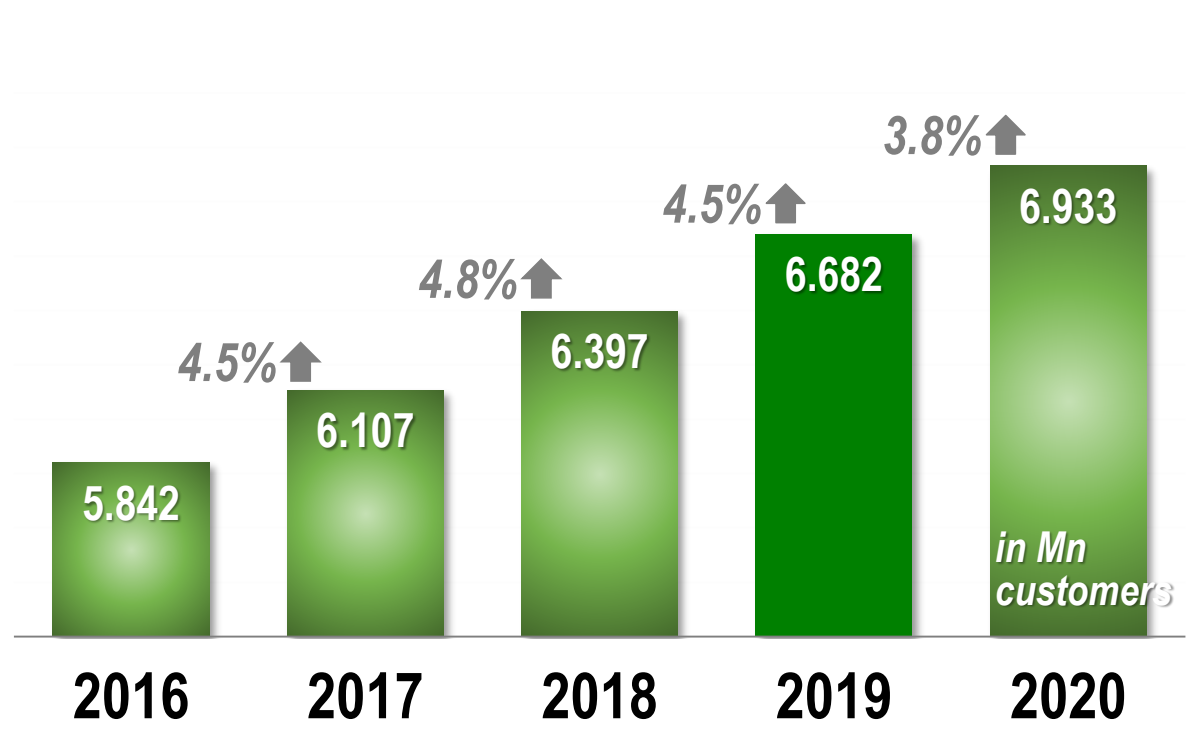
Share / Δ for 1Q 2020:



*incl. Generator Wheeling

Customer Count: 1Q 2020

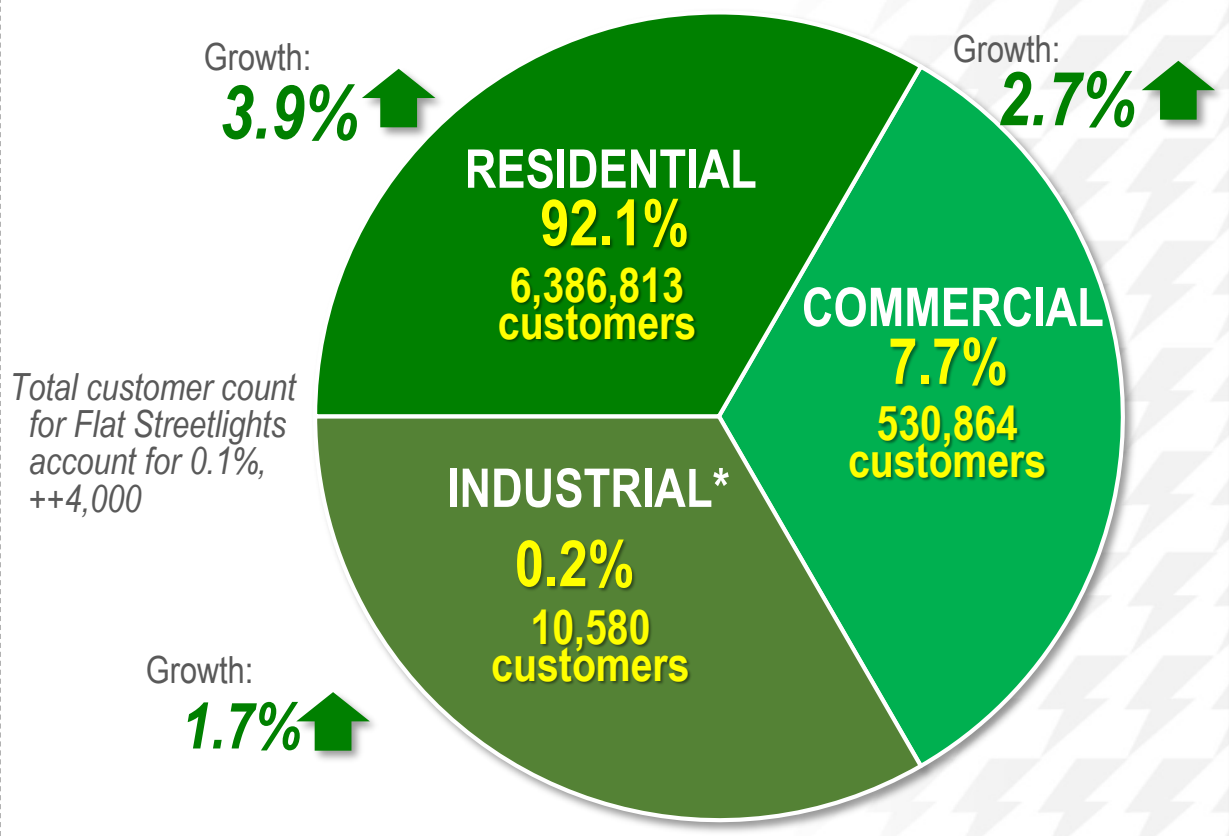
➤ Up 3.8% vs. 2019 (+251,277 customers)



Details (2020):

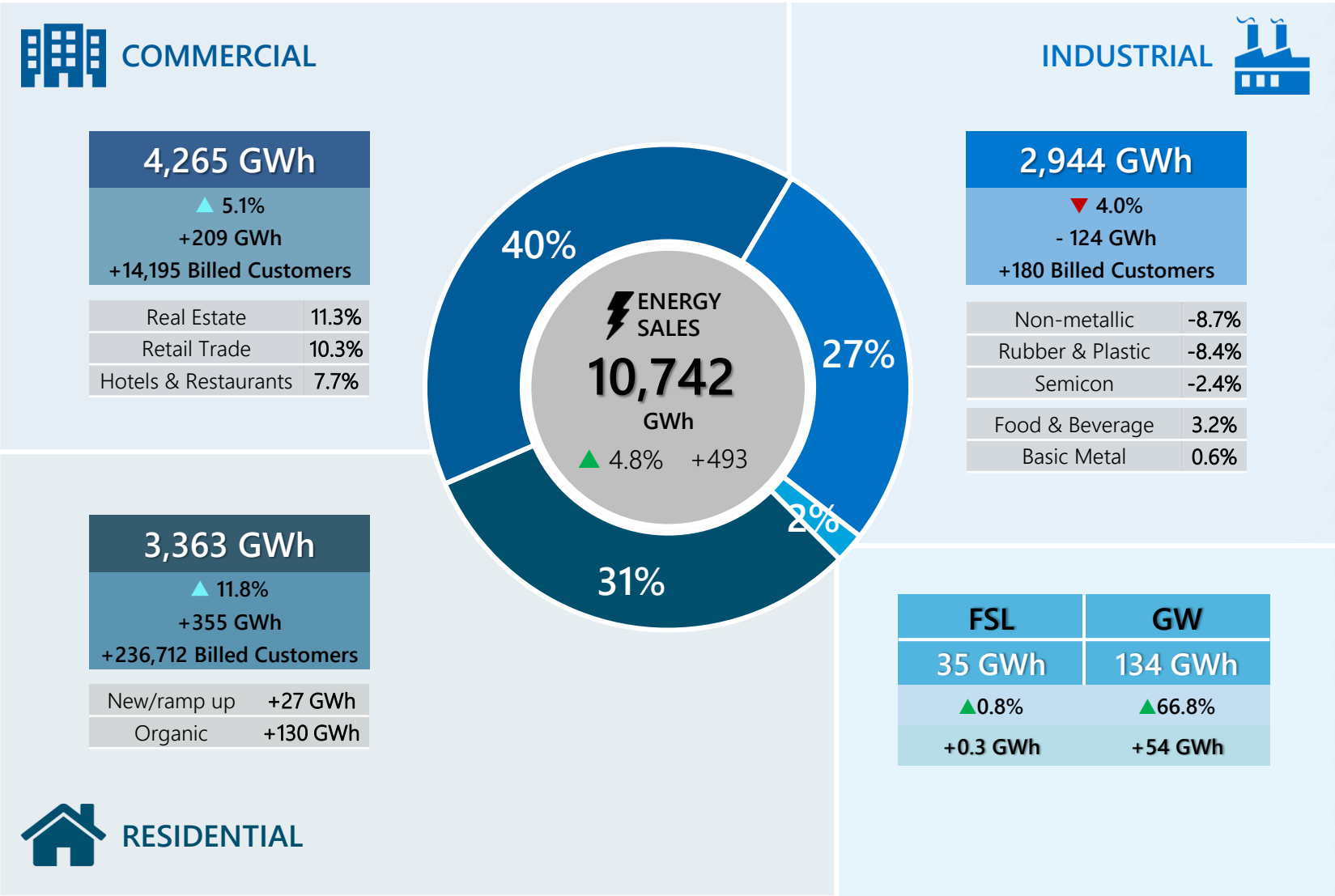
Parent: 99.9% (6,930,693 Cust.); CEDC 0.1% (2,562 Cust.)

Share / Δ for 1Q 2020:



MER Sales in Q1 had decent growth of 4.8%

RES'L(11.8%) led with a double-digit growth; COM'L(5.1%) had decent growth while IND'L(-4.0%) decreased as external factors, Taal eruption in Jan and COVID-19 impact on supply chain in Mar, impacted it



Energy Sales: Q1 2020, Residential

RESI leads all sector with 11.8% growth in Q1
Posted double-digit increase in Jan and Feb, remained positive in Mar since most residence are under ECQ

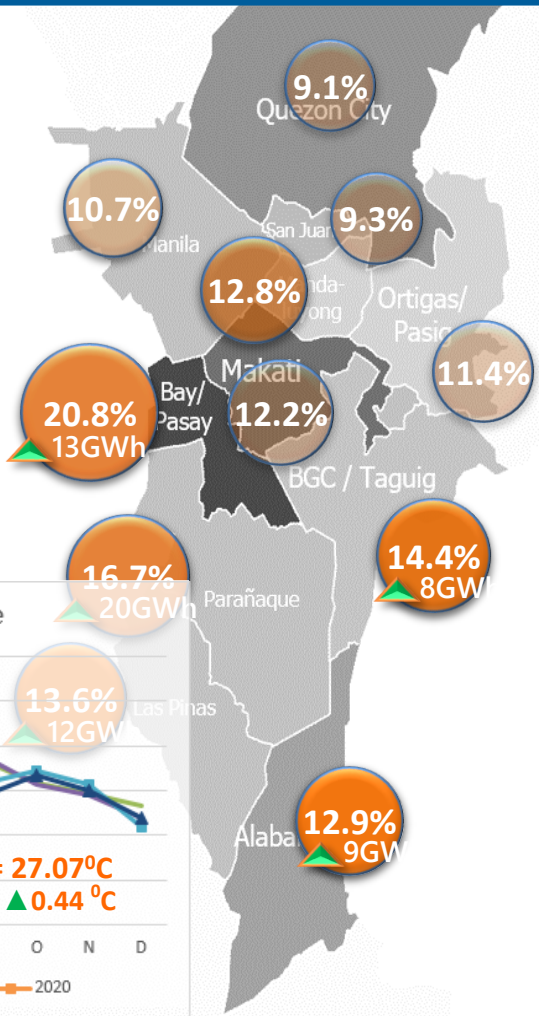
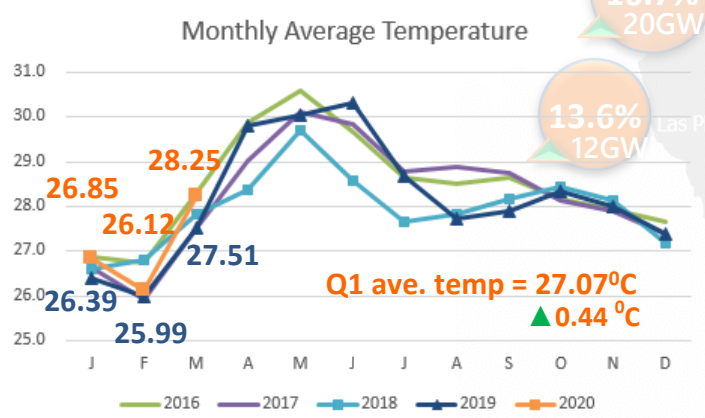


RESIDENTIAL

3,363 GWh
▲ 11.8%

Province	Q1 GWh	% inc
MM	▲ 199	11.6%
CAVITE	▲ 50	13.7%
BULACAN	▲ 32	11.7%
RIZAL	▲ 31	11.2%
LAGUNA	▲ 28	11.1%
QUEZON	▲ 7	10.8%
BATANGAS	▲ 6	12.2%

Source: Meralco EIS



*Beginning bill group 10, in which meter reading was not completed during Mar 17, we started estimating bills which is roughly 33% of billed sales for Mar

KEY TRENDS & DEVELOPMENTS



247K workers affected in MM due to Covid-19 - DOLE

Source: DOLE

Based on reports from DOLE regional offices, some 1,048,649 workers in the formal sector were either affected by temporary closures or flexible work arrangements. This figure is on top of the close to quarter of a million informal sector workers needing assistance under the Tulong Panghanapbuhay sa Ating Disadvantaged/ Displaced Workers Program-Barangay Ko, Bahay ko (TUPAD-BKBK) program.

As of April 11, Saturday, the highest displacement was recorded in Metro Manila with about 246,810 workers, followed by Central Luzon at 179,875; Calabarzon with 99,178; Davao region at 90,414 and Region 2 with 75,189; followed by Central Visayas with 51,150; Cordillera region at 46,614 and Region 10 with 46,351 and the Bicol region with 41,322.



PHL quarantines island of 57 million people

For daily wage earners, no work means no pay 'so no choice' and social distancing is impossible, critics say.

Source: Aljazeera



Almost 10,000 call to #StayAtHome

Gov't urged to hasten WFH for BPO workers as CoViD-19 cases rise

Source: Bienphilippines

The BPO Industry Employees Network gathered close to 10,000 signatures for its petition "Let Us Stay At Home" that calls on the Philippine government as well as BPO companies to a) suspend onsite work and set up work from home (WFH) arrangements, b) guarantee income and paid time off with no reduction in leave credits c) conduct free mass testing and free treatment for CoViD19 patients.

"Thousands of BPO workers have spoken and we are hoping that our voice won't fall on deaf ears. With rising CoViD-19 cases in the country as well as a number of confirmed CoViD-19 cases and deaths among BPO workers, we urge the Philippine government to help in facilitating WFH arrangements for BPO workers and suspend on-site operations of BPOs to prevent more CoViD 19 cases among BPO workers," Mylene Cabalona, BIEN President said.

Energy Sales: Q1 2020, Commercial

COM'L had a decent growth of 5.1% in Q1



COMMERCIAL

4,265 GWh

▲ 5.1%

Top 3 Commercial Sector

2020 Q1 (in GWh)



(in GWh / %)

REAL ESTATE	1,529	112	▲ 7.9%
RETAIL TRADE	774	40	▲ 5.4%
HOTELS/RESTAURAN...	436	15	▲ 3.6%

REAL ESTATE – 7.9%

- Ramp up of newly energized accounts in 2018 contributed to the increase. These accounts are Meridian Park and Filinvest Cyberparks Bay City, both of which are in Bay City.

TOP 2 : MERIDIAN PARK, FILINVEST CYBERZONE R7

RETAIL TRADE – 5.4%

- Estancia Mall opened 6 new movie houses while SM Fairview had an expansion

TOP 2: ORTIGAS & CO(Estancia Mall), SM FAIRVIEW,

HOTELS & RESTAURANTS – 3.6%

- Tiger Resort's increase was due to completion of fit out of new luxury suites located in their Coral Wing. Room availability increased from 500 to 993.
- City of Dreams increased its consumption with the expansion of their 2nd Level Casino, housing additional gaming machines

TOP 2: TIGER RESORT, CITY OF DREAMS

KEY TRENDS & DEVELOPMENTS



Leechiu Property Consultants lowered its forecast expects office space supply 44% lower than originally forecasted. expect delays in construction, will decrease supply to **842,000 sqm** down from **1.498 million sqm**

Source: Leechiu

- Leechiu Property Consultants on Thursday(April 2) **lowered its forecast for the Philippine office supply** this year.
- In an online media briefing, LPC CEO David Leechiu said they now expect **office space supply 44% lower than originally forecasted.**
- "With the enhanced community quarantine (ECQ), we **expect delays in construction**, therefore we are reforecasting 2020 supply to be **842,000 square meters down from 1.498 million square meters**," he said.
- POGOs are expected to make a strong comeback** once the travel ban is lifted, according to Leechiu Property Consultants (LPC).
- "**Leasing activity will resume and catch up in August**," Leechiu said.
- He noted the increasing interest in the Philippines from multinational corporations in China.
- Leechiu said the IT-BPM industry would remain resilient** as multinational companies worldwide seek to "aggressively cut costs and increase production in a climate of falling revenues."



Business outlook on the PHL economy weakened

overall confidence index (CI) based on the Q1 2020 Business Expectation Survey decreased to **22.3%** from **40.2%** in Q4 2019

Source: BSP

Energy Sales: Q1 2020, Industrial

IND'L decreased by 4.0% in Q1

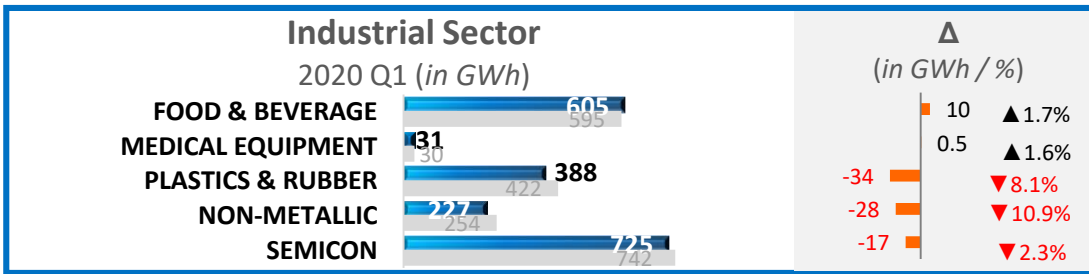


INDUSTRIAL

(excl. Gen. Wheeling)

2,944 GWh

▼ 4.0%



FOOD & BEVERAGE – 1.7%

- Republic Flour Mills, in order to meet increasing demand, utilized 1 more milling line to augment the capacity of the 2 existing lines
- Nestle's Additional plant started its operation late last year. This catered to the production of ready-to-drink line (Chuckie) and all-purpose cream.

TOP 3: REPUBLIC FLOUR, NESTLE, COCA-COLA

MEDICAL EQUIPMENT – 1.6%

- Euro-Med Labs products are mostly used in the hospitals like IV Fluids. Production lines are in full operation due to increase in demand. Other brands are having hard time importing their goods due to the shutdown of plants in China.

TOP 2: EURO-MED LABS, PROCTER & GAMBLEPHILS. INC.

PLASTICS & RUBBER – (8.1%)

- JG Summit Petrochem conducted its scheduled maintenance in Jan which extended to Feb. In March, customer is gradually increasing the load it is shifting back to the grid.

KEY TRENDS & DEVELOPMENTS

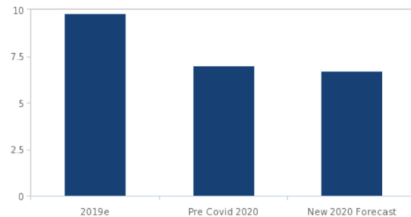


Consumer consumption to decline on non-essential commodities and activities

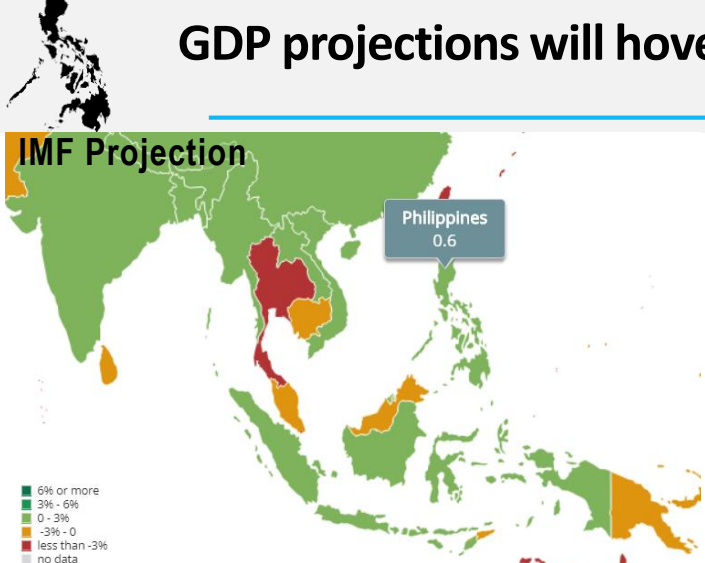
Source: National statistics, Fitch Solutions

- Some Consumer-driven industries will experience slower growth in 2020
- Philippines' Total Household Spending will experience slower growth In 2020
- Food, drinks and health Spending to be consumers' priority

Total Household Spending, % Change y-o-y



Period	% Change y-o-y
2019e	~9.5%
Pre Covid 2020 Forecast	~7.0%
New 2020 Forecast	~6.5%



IMF Projection

Philippines 0.6

GDP projections will hover around -1% to 3%

Source: World Bank, IMF

Growth Regions in Asia Expected to Suffer GDP Losses

2019 GDP growth and 2020 expected GDP growth for developing countries in East Asia

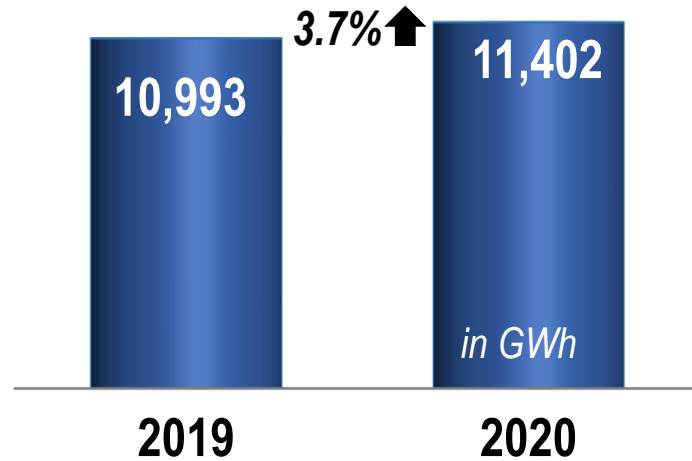
■ 2019* ■ 2020 baseline scenario ■ 2020 lower case scenario

Country	2019*	2020 baseline scenario	2020 lower case scenario
Vietnam	~5.5%	~4.5%	~3.5%
Cambodia	~4.5%	~3.5%	~2.5%
China	~2.5%	~2.0%	~1.5%
Philippines	~1.5%	~1.0%	~0.5%
Indonesia	~5.0%	~4.0%	~3.0%
Malaysia	~4.0%	~3.0%	~2.0%
Thailand	~3.0%	~2.0%	~1.0%
Developing EAP	~4.0%	~3.0%	~2.0%

* estimates
Source: World Bank East Asia and Pacific Economic Update (April 2020)

NSI*: 1Q 2020

➤ Up 3.7% (+409 GWh)



Details (2019):

Parent: 98.8% (11,262 GWh); CEDC 1.2% (140 GWh)

*Net System Input (NSI) includes:

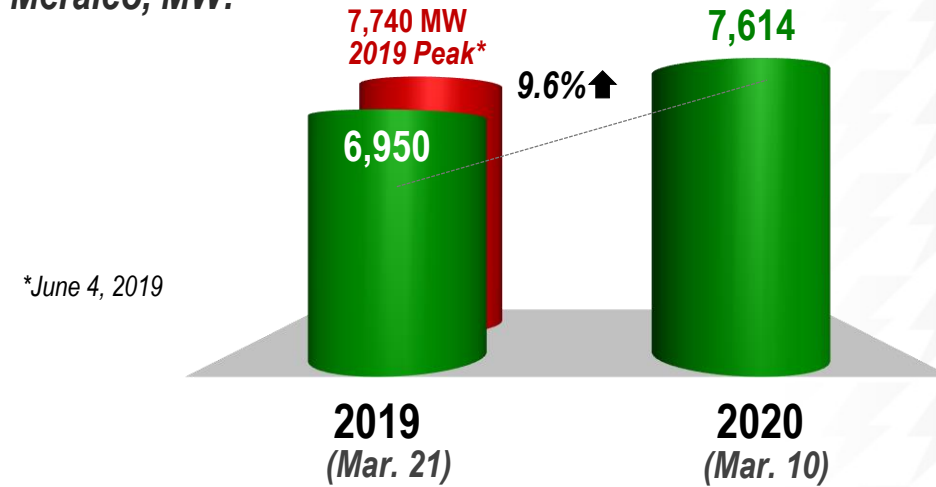
- Power purchases of D.U. (for Captive Customers), its Local RES (for Contestable Customers)
- Other RESs (for Contestable Customers)
- Volumes for CEZ, Sunpower, Coccochem Agro-Industrial Park (CAIP)
- Export Energy from Net Metering customers

CONSOLIDATED

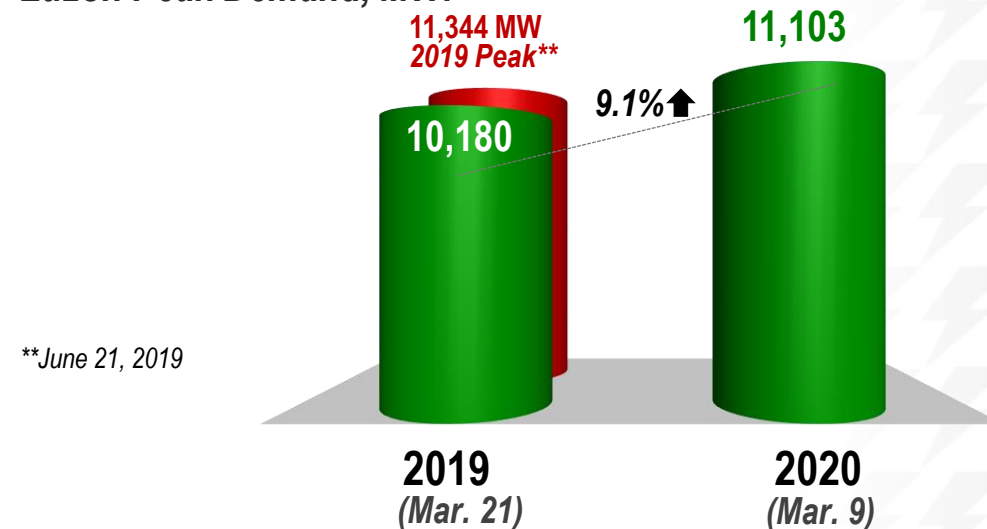
Peak Demand: 1Q 2020

➤ Meralco Peak Demand up 9.6% vs. 2019 to 7,614 MW

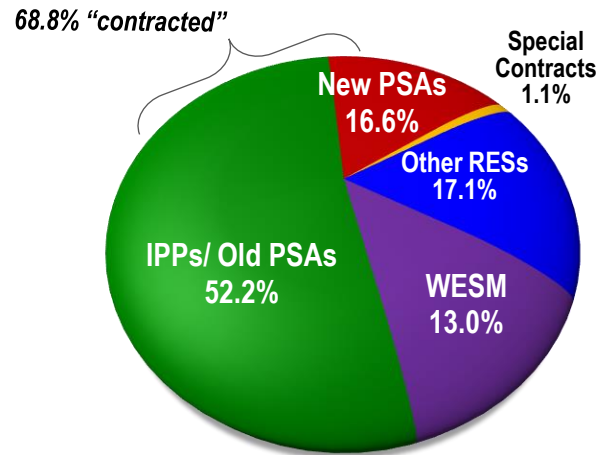
Meralco, MW:



Luzon Peak Demand, MW:



Energy Sources: 1Q 2020



SOURCE	GWh	Share
New PSAs*	1,897.6	16.6%
Old IPPs/ PSAs**	5,952.7	52.2%
WESM***	1,480.3	13.0%
Special Contracts****	123.5	1.1%
Other RES*****	1,947.6	17.1%
TOTAL SOURCE (NSI Equivalent)	11,401.7	100.0%

*Includes volumes from AC Energy, SMEC, SPPC (all Baseload); AC Energy, SPPC (all Midmerit)

**Includes volumes from QPPL, Sta. Rita, San Lorenzo, TLI, San Gabriel, SBPL, PEDC, MEI, TMO, SPTC, Philpodeco, Isla Verde, Cagbalete, and PSA components of CEDC & MPower & other inputs from Renewables

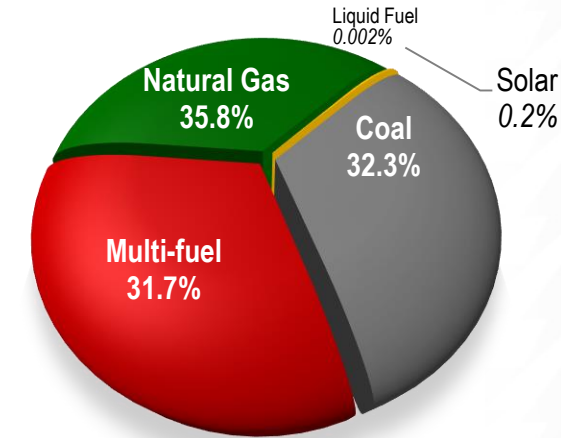
***Includes volumes from WESM components of CEDC & MPower

****Includes volumes for Cavite Economic Zone (CEZ), Cocomchem Agro-Industrial Park (CAIP)

*****Includes volumes for Other Retail Electricity Suppliers (Parent and CEDC)

CONSOLIDATED

Fuel Mix: 1Q 2020



TYPE OF FUEL	GWh	Share
Natural Gas	4,078.0	35.8%
Liquid Fuel*	0.2	0.002%
Solar	28.2	0.2%
Coal**	3,684.3	32.3%
Multi-fuel***	3,610.9	31.7%
TOTAL FUEL MIX (NSI Equivalent)	11,401.7	100.0%

*Due to testing activities of Santa Rita

**Includes CEDC and MPower volumes

***Coal, Hydro, Biomass, Geothermal, Oil. et. al.;

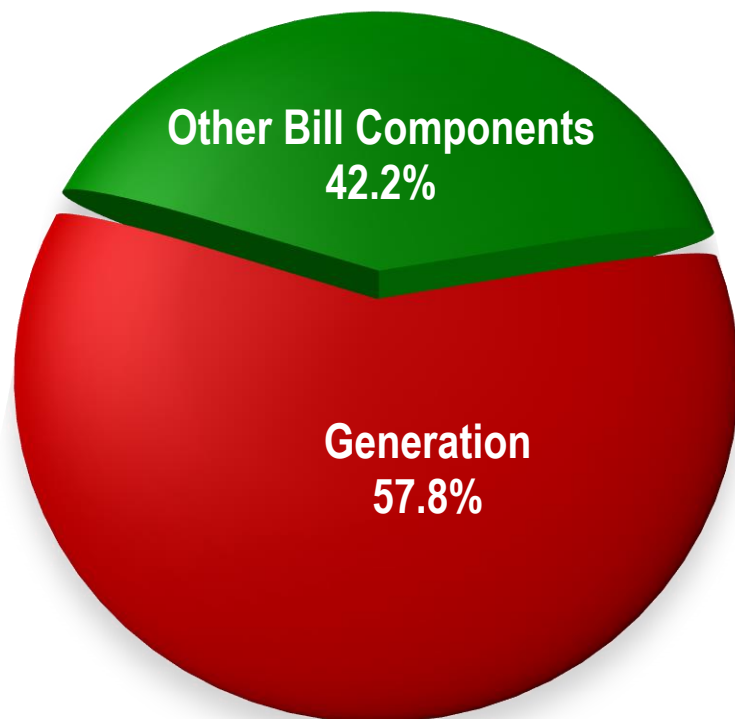
includes also WESM, CAIP, Other RESs plus CEDC and MPower volumes

Average Retail Rates: 1Q 2020

(Reflects Generator Wheeling adjustments)

➤ **11.2% lower than 2019 average rates (-P1.02/kWh)**

- Generation Charge is largest component in customer's bill at 57.8%; Other Bill Components make up the balance of 42.2%



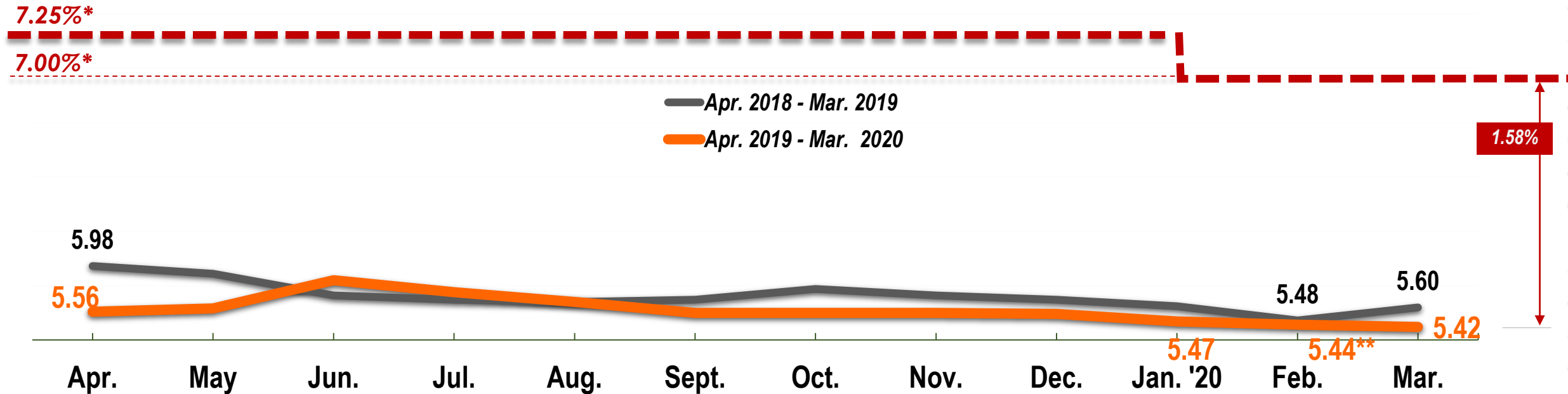
	1Q 2019 Overall Ave, P/kWh	1Q 2020 Overall Ave, P/kWh	Δ P/kWh
TOTAL*	9.13	8.11	-1.02 (11.2%↓)
Generation Charge	5.47	4.69	-0.79
Other Bill Components**	3.66	3.43	-0.23

*Includes generator wheeling customers who are only charged Distribution, Supply, and Metering charges

**Include Transmission, Distribution, System Loss, Taxes/ UC and FIT-All

System Loss Performance: March 2020, 12-MMA

- 12-MMA ending March 2020 at 5.42%, **lowest ever**
 - Improved by 3.2% vs. March 2019's 5.60%
 - Lower by 1.58% pts. vs. newly-set SL cap of 7.00% (starting Jan. 1, 2020)



*Total Allowable System Loss Cap: 7.00% for Jan. 1 – Dec. 31, 2020 vs. 7.25%, Jan. 1 – Dec. 31, 2019;
includes 1% assumed typical Subtransmission + Substation technical losses

**March 2020's 5.42%, all-time low in 116 years

S-Factor & GSL Performance: 1Q 2020 & March 2020 (RY2020) for GSL

➤ **Sustained service improvements** vs. past levels*

SAIFI, Forced and PAI (Times)

TARGET LEVEL	REWARDS (<6.98)	DEADBAND (6.98 – 8.24)	PENALTY (>8.24)
1Q 2020 ACTUAL	0.231		

Ave. Time to Process App. (Days)

TARGET LEVEL	REWARDS (<7.91)	DEADBAND (7.91 – 12.28)	PENALTY (>12.28)
1Q 2020 ACTUAL	3.070		

GSL1 : Customer experiencing a cumulative duration of sustained service interruptions in a Regulatory Year that exceeds the threshold

RY2019 NO. OF INCIDENTS ALLOWED	(CEILING) 373,658 Customers
RY2020 ACTUAL **	98

SAIDI, Pre-arranged (Minutes)

TARGET LEVEL	REWARDS (<126.57)	DEADBAND (126.57 – 198.40)	PENALTY (>198.40)
1Q 2020 ACTUAL	11.394		

Ave. Time to Connect (Days)

TARGET LEVEL	REWARDS (<3.56)	DEADBAND (3.56 – 5.77)	PENALTY (>5.77)
1Q 2020 ACTUAL	1.840		

GSL2 : Customer experiencing a total number of sustained interruption in a Regulatory Year that exceeds the threshold

RY2019 NO. OF INCIDENTS ALLOWED	(CEILING) 18,989 Customers
RY2020 ACTUAL **	0

CAIDI, Forced and PAI (Minutes)

TARGET LEVEL	REWARDS (<144.40)	DEADBAND (144.40 – 168.72)	PENALTY (>168.72)
1Q 2020 ACTUAL	104.531		

Call Center performance (Secs.)

TARGET LEVEL	REWARDS (<13.56)	DEADBAND (13.56 – 21.03)	PENALTY (>21.03)
1Q 2020 ACTUAL	8.410		

GSL3: Restoration of supply to a customer after a fault on the secondary distribution network taking longer than the threshold time

RY2019 NO. OF INCIDENTS ALLOWED	(CEILING) 234,439 Incidents
RY2020 ACTUAL **	37

Prob. of Voltage Level (% not falling within limits)

TARGET LEVEL	REWARDS (<0.86)	DEADBAND (0.86 – 1.44)	PENALTY (>1.44)
1Q 2020 ACTUAL	0.000		

System Loss (%) -12MMA

TARGET LEVEL	REWARDS (< 8.50)	DEADBAND (>8.50)
1Q 2020 ACTUAL	5.420	

GSL4 : Connection not provided on the day agreed with the customer

RY2019 NO. OF INCIDENTS ALLOWED	(CEILING) 163,995 Days Delay
RY2020 ACTUAL **	69,626

Note: All actual performances are indicative

*Based on 3RP Targets (4RP standards not yet available).

** July 1, 2019 – March 31, 2020

Business Updates & Other Events of Interest

1Q
2020



KEEPING THE **LIGHT** — ON —



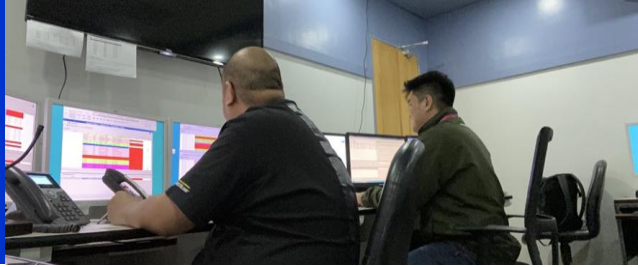
- Dispersed operation of **Back-up Control Centers** manned 24/7 by locked down SOEs
- Deployment of **Networks Emergency Operations Personnel (NEOP)** and Skeletal Workforce
- Quick **response to emergency power outages** or system troubles
- Quick execution of **electric service connections for government agencies and medical institutions**
- Proactive conduct of **line inspection, testing and other maintenance works** for distribution, sub-transmission and substation facilities



Business Updates: **Keeping the Lights On**

❑ **DISPERSED SYSTEM CONTROL OPERATIONS**

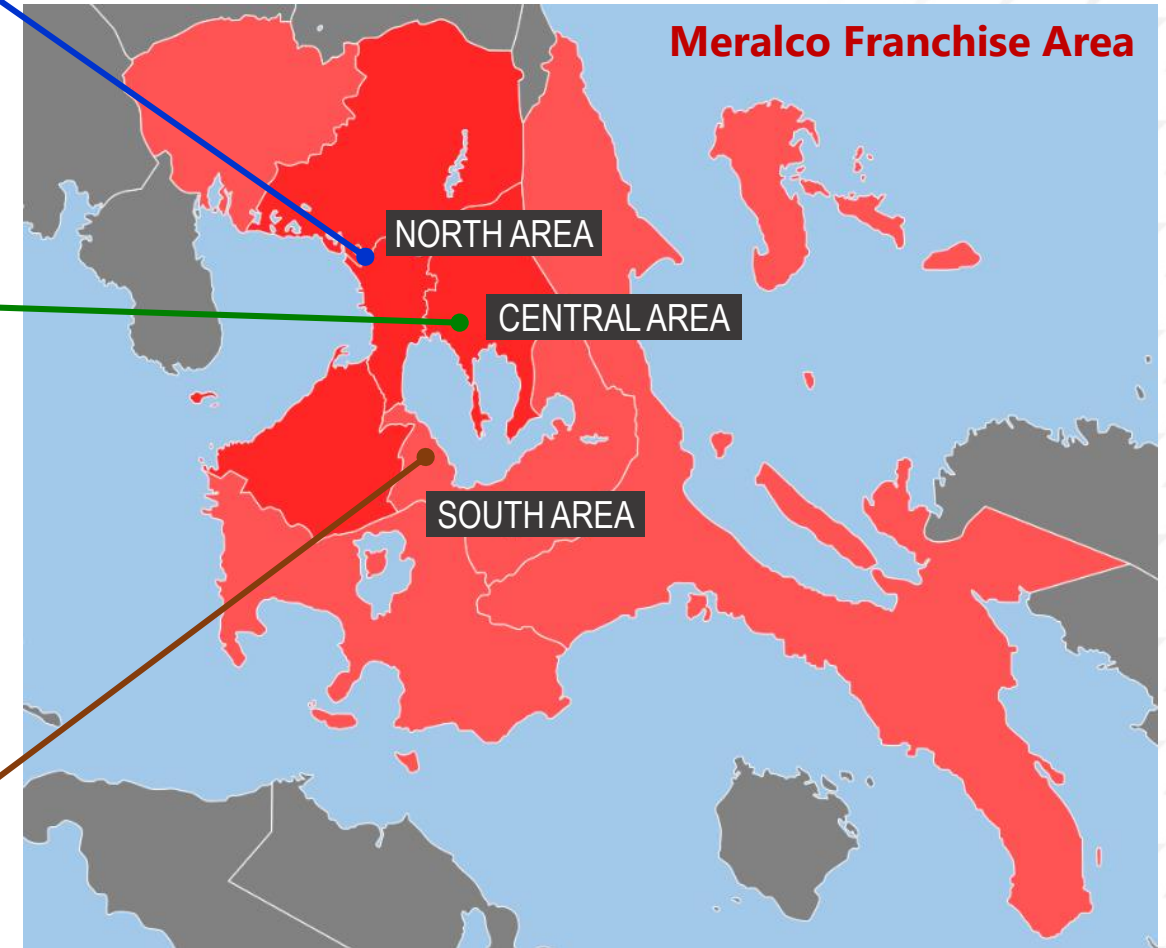
System Control Center (SCC) – Distributed Control Center
Balintawak Sector



System Control Center (SCC) - Delta
Meralco Operating Center - TSB



System Control Center (SCC) – Emerg. Back-up System (EBS)
Sta. Rosa Sector



Business Updates: **Keeping the Lights On**

❑ DEPLOYMENT NETWORKS EMERGENCY OPERATIONS PERSONNEL (NEOP)

Energy Sourcing Office (ESO)
Meralco Operating Center - TSB



Operations Technology Management
Operating Center - TSB



Distribution, Sub-Transmission & Metering Services Crew
Sector Compounds and Various Substations (Forward Posts)



Networks Engineers, Line Personnel and Contractor-partners



Business Updates: **Keeping the Lights On**

❑ PROACTIVE EXECUTION OF DS & STS MAINTENANCE PROJECTS

Replacement of Rotten Cross-Arms



Replacement of Rotten Pole



Replacement of Insulators



Installation of LBS



DT Spot Testing



Tree Trimming Activities



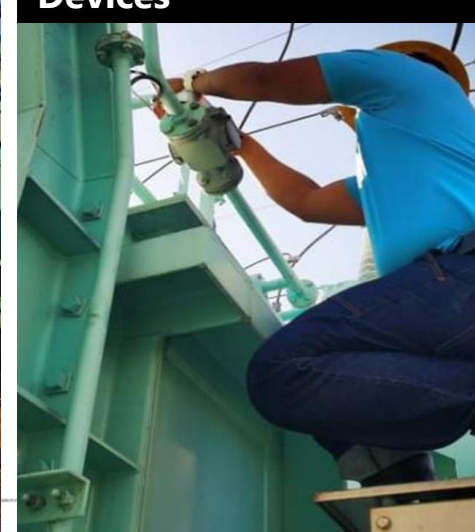
PMT of Power Transformer Bank



115 kV HO Bushing Replacement



Sealing of S/S Safety Devices



Business Updates: **Keeping the Lights On**

❑ QUICK RESPONSE TO EMERGENCY POWER OUTAGES



Outage Management and Restoration Works in various locations

❑ EXECUTION OF SR-ECP PROJECTS

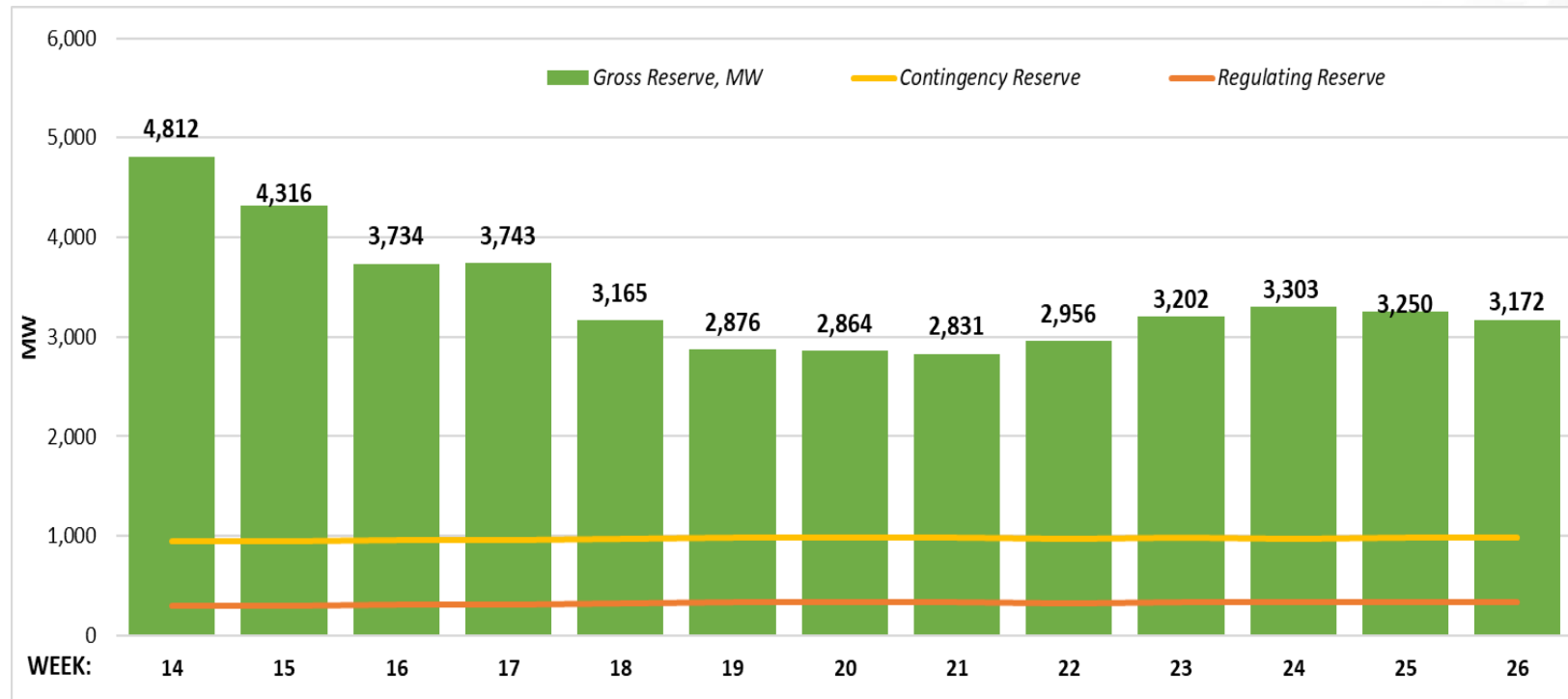


San Jose 115kV Lines – MSERV EPC Project (March 21, 2020)

Business Updates: 2020 Luzon Demand-Supply Outlook

2nd Quarter (April – June)

MONTH WEEK	April					May				June			
	14	15	16	17	18	19	20	21	22	23	24	25	26
Existing Capacity, in MW	14,388	14,572	13,607	13,607	13,173	13,173	13,173	13,173	13,173	13,541	13,541	13,541	13,541
Capacity on Outage, MW	2,032	2,732	1,972	1,972	1,972	1,972	1,972	1,972	1,972	2,228	2,228	2,228	2,228
Available Capacity, MW	12,356	11,840	11,635	11,635	11,201	11,201	11,201	11,201	11,201	11,569	11,569	11,569	11,569
Luzon Demand, MW	7,544	7,524	7,901	7,892	8,036	8,325	8,337	8,370	8,245	8,367	8,266	8,319	8,397
Gross Reserve, MW	4,812	4,316	3,734	3,743	3,165	2,876	2,864	2,831	2,956	3,202	3,303	3,250	3,172



Notes:

- Supply projection based on 2019's average historical capacity on forced outage during summer months which is equal to 1,972 MW.
- Available capacity of renewables, hydro and oil-based plants are based from NGCP's latest weekly supply-demand outlook.

Business Updates:

□ CY2020 Updates on CapEx

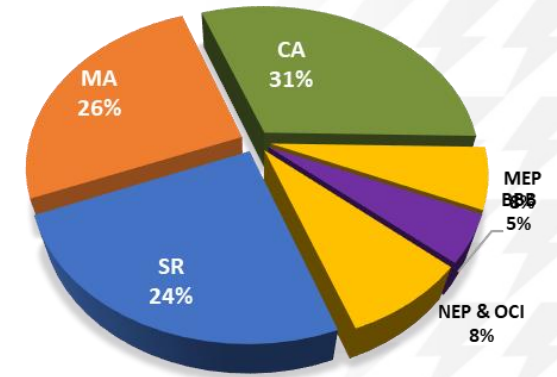
2.541B (27%)



PhP 9.34* B

NETWORKS 2020 CAPEX

Utilization as of March 2020
2.541B (27%)



New Connections / CA

- Installed meters **72,027**
- CA projects energized **1,555**
- Replaced overloaded DT **76**

2.88 B

1.17B

40%



* reduced budget from 17.84B because of ECQ

0.58B

14M

2.4%



Meralco Electrification Project

- Energized Sites **56**
- Installed Meters **1,129**

Asset Renewals / MA

- Replaced poles **856**
- Shielded conductors **250**
- Replaced meters **38,543**
- Replaced substation equipment **205**
- Poles relocated (DPWH-related) **96**

2.39 B

827M

35%



.45B

45M

10%



Build Build Build / PPP

- C3-R10 **1 pole**
- LRT-Line 1 **3 poles**
- C5-Southlink **12 poles**

Addressing Load Growth / SR

- Camarin-San Jose line **94%**
(foundation and poles)
- NAIA s/s **75%**
(switchyard and feeders)
- San Mateo – Diliman line **90%**
(foundation and poles)

2.27 B

394M

17%



0.75B

90M

12%



Immovable Non-Network Assets

- Inst of Fire Protection Line at Pala-Pala Yard
- Rizal Sector Site Development

Movable Non-Network Assets

- EGIS Ph1
- Mobile Work Management System
- Transportation Equipment

Keeping Our Customers Engaged

#KeepingTheLightsOn



Engaging Customers during COVID-19

March 16

30-Day Payment Extension

Customer Advisory | March 16, 2020

#KeepingTheLightsOn

Meralco is one with the country in its efforts to contain COVID-19. Stay safe and healthy; stay home.

Thus, for all Meralco bills due from March 1 to April 14, 2020, we are providing a 30 day payment extension from your due date.

We have also postponed maintenance activities, unless necessary, to ensure continuous electricity service.

Customers may use Meralco Online, Meralco App and our partner online portals to pay their bills. For details, please reach us via Facebook, Twitter, website and Hotline 16211.

No Maintenance Activities

#KeepingTheLightsOn

And suspending all scheduled maintenance unless necessary.

April 6,8 & 13

SMS to 1.3M customers on billing and payment through Meralco Online

< MERALCO
4:57 PM, Apr 4

Dahil sa ECQ inextend namin ng 30-days ang payment ng bills na may due dates mula March 1 hanggang April 14. Kung due na ang bill mo at ayaw mong maipon ang unpaid bills pwede nang magbayad sa Meralco Online / Meralco Mobile app bit.ly/MeralcoMobile o pwede rin sa ibang online payment partners bit.ly/MeralcoPaymentPartners. Message us sa FB/ Twitter o tumawag sa 16211 para malaman ang iyong bill details. Ingat lagi! #StayHome

March 20

Meter Reading and Bill Delivery Suspension

Bill Estimation

March 20, 2020

METER READING & BILLING ADVISORY

Due to the Enhanced Community Quarantine, Meralco is holding off on all physical meter reading and bill deliveries.

For customers with meters scheduled to be read from March 17 to April 14, billing will be estimated based on your average consumption for the past 3 months, as prescribed by the Distribution Services and Open Access Rules (DSOAR) issued by the Energy Regulatory Commission (ERC).

The difference between the estimated 3 month average and the actual meter read (after ECQ is lifted) will be reflected on your next bill and corresponding charges will be adjusted. You are assured that when all adjustments are made, you pay only for what you consumed.

For details, we encourage you to #StayHome and message us on Facebook or Twitter, check our website, or call our hotline 16211.

#KeepingTheLightsOn

Alinsunod sa Enhanced Community Quarantine, tinitigil muna ng Meralco ang pagpapapunta ng meter readers sa bahay bahay at pagpapadala ng electric bills.

Ang Meralco bill, for customers with meters scheduled to be read from March 17 to April 14, 2020, ay ibabatay muna sa average ng inyong konsumo noong nakaraang 3 buwan. Anuman ang kulang o sobra sa inyong aktwal na konsumo ay i-aadjust sa susunod na billing cycle. Pagkatapos ng lahat ng adjustments, ang inyong tamang nakonsumo lamang ang babayaran.

Ito ay ayon sa Distribution Services and Open Access Rules (DSOAR) na inilabas ng Energy Regulatory Commission (ERC).

For details, we encourage you to #StayHome and message us on Facebook or Twitter, check our website, or call our Hotline 16211.

#KeepingTheLightsOn #COVID19 #COVID19Quarantine

April 11 & 20

Resumption of Meter Reading for General Service Customers and General Power Customers



March 21

Closure of All Business Centers

ANNOUNCEMENT

ALL MERALCO BUSINESS CENTERS ARE CLOSED UNTIL FURTHER NOTICE

Business Center Closure Advisory

Alinsunod sa Enhanced Community Quarantine guidelines, at para sa kalusugan at kaligtasan ninyo at ng aming mga empleyado, ALL Meralco Business Centers will be closed starting tomorrow, Saturday, March 21, 2020 until further notice.

For all payment concerns, pwede kayong mag-transact through:

Your nearest Bayad Center branches

April 22 & May 4

- Resumption of field survey activities
- Re-opening of most Business Centers by May 4



Installation of acrylic sheet on frontliners' desk

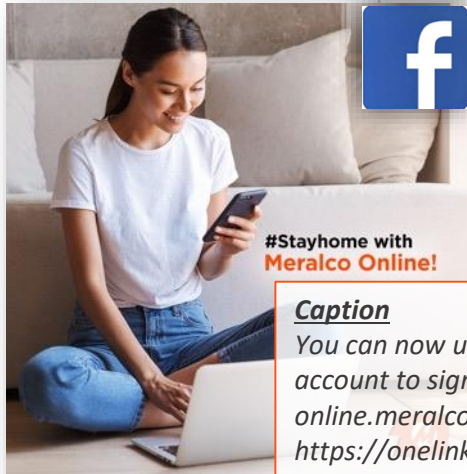
How to Register to Meralco Online

Objective

- Increase acquisition and service enrollment by aiding customers in registration
- Increase service enrollments and reactivate deactivated accounts



Target Market All residential customers



Caption

You can now use your Facebook or Google account to sign up to Meralco Online. Go to [online.meralco.com.ph](https://oneline.meralco.com.ph) or <https://oneline.meralco.com.ph> and enroll your service now. Ilagay lang ang Meralco bill details from any of your bills from the last 6 months.

Do your part to flatten the #COVID19 curve. Continue to #StayHome by connecting with us online.

Release Schedule

April				
W3	W4	W5	W1	W2
		◀ f ▶		
		EDMs		
		SMS		

HOW TO REGISTER TO MERALCO ONLINE

Download the Meralco Mobile App
[Get it on Google Play](#) [Download on the App Store](#)

Step 1 : Get a copy of your bill from tl 6 past 2 months
 Ihanda ang mga sumusunod na impormasyon:
 a. E-mail address
 b. Mobile number
 c. Service ID Number (SIN)
 d. kWh consumption
 e. Bill Date

Step 2 : Go to www.meralco.com.ph and click the Meralco Online button
 Matatagpuan ang button na ito sa top right ng page.

Step 3 : Magregister with full details
 Ilagay sa registration fields ang lahat ng mga kailangang impormasyon. Pwede din i-link ang iyong Facebook at Google account wag lang kalimutan ilagay ang iyong bill details pagkatapos mag-register.

Step 4 : Verify your email and set your account password
 Magpapadala kami ng link sa iyong registered email. I-click ang link at maglagay ng password.

Step 5 : Access your Meralco Online Account
 You may now transact with Meralco, anytime, anywhere!

Para sa kaligtasan at kalusugan ng lahat during ECQ, transact with us via Meralco Online.

For further inquiries, please contact us:
[f /meralco](#) [@meralco](#) [Hotline 16211](#) [SMS 0920-97-16211 \(Smart\) 0925-77-16211 \(Sun\) 0917-55-16211 \(Globe\)](#)



Caption

In all this uncertainty, it's important that you stay safe and #StayHome. That's why we're making it easier to transact with us through Meralco Online!

You can now register using the info from any of your bills in the last 6 months! Enjoy viewing and paying your bills anytime, anywhere, getting bill notifications, paperless billing, and more!

Here's a quick guide on how to register!

Don't have our app? Download Meralco Mobile now via: bit.ly/MeralcoMobile

How to Pay (overdue ECQ) Bills

Objective Encourage customers to pay their overdue bills by:

- Highlighting the view and pay bills benefit of Meralco Online
- Providing different payment partners

Target Market Customers w/ unpaid bills during ECQ



Start powering through your pile of overdue bills! Pay your bills convenience fee - free from the safety of your own homes via Paymaya, Gcash and coins.ph.

To view your full bill details: Register to Meralco Online via bit.ly/MeralcoMobile Message us via Fb / twitter, Email us at customercare@meralco.com.ph Or call our 24/7 hotline 16211

SMS

Release Schedule

April			May	
W3	W4	W5	W1	W2
	SMS			
	Web Banner			

Caption (MO Users)

Start powering through your pile of overdue bills one by one!

You can pay with Meralco Online or the Meralco Mobile App anytime, anywhere from from the safety of your own homes!

Don't have the app? Download Meralco Mobile here: <insert link>

Caption (E-wallet Users)

Start powering through your pile of overdue bills one by one!

Pay your bills, without a convenience fee, from the safety of your own homes via Paymaya, Gcash and Coins.ph.

To see your full bill details: Register to Meralco Online via bit.ly/MeralcoMobile Message us via Fb / twitter Email us at customercare@meralco.com.ph, Or call our 24/7 hotline 16211

How to Apply for Service

Objective

Communicate that Meralco is open and has modified its service application process for safer transactions

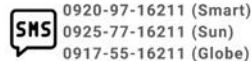
Target Market

Residential customers building a house (with 90% completion) or newly built house for energization.

DROP BOX

I-submit ang mga service application requirements gamit ang drop box.
'Wag kalimutang ilagay ang inyong contact details para mabalikan namin kayo tungkol sa inyong application.

For inquiries, please contact:



Release Schedule

April			May	
W3	W4	W5	W1	W2
	BC Advisory			
	Web banner & digital placements			

BC Advisory



Caption

We've made service applications safe and easy for you during these unpredictable times.
We're #SwitchingTheLightsOn to start your brighter journey together as a family.

Apply for your electric service through Meralco Online at meralco.com.ph, or submit your application documents in drop boxes in all Meralco Business Centers and select Bayad Center branches.

For further assistance, you may send us a message on Facebook or Twitter, or call us at 16211. To know more, visit our website.

Caption

During this unpredictable ECQ, we've made service applications easy so you can start your new chapter safely. We're #SwitchTheLightsOn for the new life you lead.

Apply for your electric service through Meralco Online at meralco.com.ph, or submit your documents in drop boxes at select Meralco Business Centers and Bayad Centers branches.

For further assistance, you may send us a message on Facebook or Twitter, or call us at 16211. To know more, visit our website.

ADDITIONAL UPDATES

#KeepingTheLightsOn
One Meralco Response to COVID-19



❑ **ENERGIZED 17++ HOSPITALS, GOVERNMENT AGENCIES, VITAL INSTITUTIONS INCLUDING TEMPORARY TREATMENT FACILITIES FIGHTING COVID-19**

- In some cases, Meralco waived the 50% of electricity bills for 12 months and ensured line and load side electrical facilities are in good order



❑ **MERALCO PROVIDES SUBSIDY IN THE ELECTRICITY BILLS OF PASIG LGU TEMPORARY SHELTERS FOR HEALTH CARE WORKERS**

- HCWs temporarily housed in Victoria Court, Hill View Lodge and Dahlia Hotel & Restaurant



❑ **INSTALLATION & ENERGIZATION OF ELECTRICAL FACILITIES TO SERVE THE MORTUARY FREEZER OF EAST AVENUE MEDICAL CENTER**

- In coordination with QC LGU / Disaster Risk Reduction and Management Office



❑ **OMF SPONSORED THE DECONTAMINATION OF HOSPITALS AND GOVT. FACILITIES**

- Benefited Rizal Medical Center, PNP General Hospital and PNP Offices



❑ **OMF FUNDING FOR PASIG CITY COVID TESTING KITS**

- In coordination with the Pasig LGU



❑ **MERALCO & OMF CONTINUED ITS SUPPORT TO OUR COUNTRY'S VALIANT HEALTH WORKERS BY PROVIDING MUCH NEEDED PPES TO 44 HOSPITALS & 4 HEALTH CTRS.**

- 10,230 Hazmat Suits, 4,370 goggles, 7,200 surgical masks, 3,890 KN95/N95 masks, 9,550 gloves, 1,330 face shields, 350 pcs.³⁶ gowns



- ❑ **WELCOMED 32 FRONT LINERS FROM THE MEDICAL CITY TO OUR MULTI- PURPOSE HALL (MPH).**
 - Converted into a temporary sleeping hall, complete with amenity kits, food, refrigerator, microwave, TV, WIFI, exercise equipment, and shower/toilet



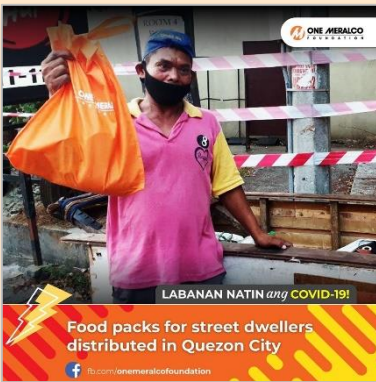
- ❑ **eSAKAY & OMF PARTNERED WITH THE DOTR and SOME LGUs IN DEPLOYING eVEHICLES TO TRANSPORT HEALTH WORKERS AND ESSENTIAL PERSONNEL.**
 - Serving 8 hospitals like The Medical City, Cardinal Santos Medical Center, Our Lady of Lourdes Hospital, among others.



- ❑ **RAISED P1.8 M FROM EMPLOYEES VIA OMF'S "HELP FROM HOME" FUND RAISING ACTIVITY.**
 - Funds were turned over to Caritas Manila through the Philippine Disaster Resilience foundation .



- ❑ **MERALCO's ICT & OMF DONATED 20 COMPUTERS TO THE PHILIPPINE GENOME CENTER (PGC)**
 - The facility that sequences samples from COVID-19 patients admitted at the Research Institute for Tropical Medicine (RITM), Medical City, and PGH.



- ❑ **OMF DONATED CARE PACKAGES / FOOD PACKS TO HEALTH CARE WORKERS AND HOMELESS FAMILIES**
 - 490 Underprivileged/ homeless families within the Meralco franchise area and 3,024 HCWs assigned in various hospitals/ treatment centers



- ❑ **P25.5M RAISED (as of Apr. 22) FROM "A DAY TO GIVE" AND "SHARE A LEAVE" FOR OUR CO-WORKERS ON A DAILY RATE BASIS.**
 - Who will not get compensation during the ECQ.

Business Updates: One Meralco Sustainability Agenda

THE GOOD STORE

Meralco's marketplace for sustainable lifestyle choices

- Weekend market for eco-friendly goods (e.g., SUP alternatives, sustainably-farmed produce, and zero-waste products, etc.)
- Platform for talks and workshops on sustainable living (e.g., plant-based cooking)

Feb29 Launch Highlights:

- Ribbon-cutting led by RCE and ERC Chairperson Agnes Devanadera
- 39 merchants



- ~450 customers (mostly employees and residents of nearby communities)
- 50 youth participants in 'Kids Imagine the Good Life' workshop



Business Updates: One Meralco Sustainability Agenda

THE GOOD STORE



"I am happy to know that in the corporate world, especially in the energy sector, we have the lead corporation, Meralco, that is undertaking this kind of sustainability program."

- Chairperson Agnes Devanadera (ERC)



"Just like Meralco, we believe in sustainability. And so, we will be copying you by starting this in our city. Maraming salamat sa sinimulan ninyo."

- Mayor Lani Mercado (Bacoar LGU)



"The Good Store ay isa sa mga magagandang proyekto ng Meralco na maaaring gawin sa lahat ng lungsod. It's not only a store, but it also provides a learning opportunity for the community. Sustainability at its best!"

- Mayor Len Oreta (Malabon LGU)

Business Updates: One Meralco Sustainability Agenda



X



Meralco pledges its support to the UN's Women Empowerment Principles (WEP)

In support of **UN Sustainability Development Goal 5 (Gender Equality)**, Meralco is a pioneer signatory in the Philippines for WEP.

UN Women to support Meralco in:

- Assessing gender equality capacity
- Developing programs and policies to foster a gender supportive workplace
- Providing exclusive access to training modules (e.g., Webinar on Building a Gender-Balanced Business, etc.)



Business Updates: **One Meralco Sustainability Agenda**

Drove and rolled out key digitization initiatives to empower and sustain our employees and customers

HEIGHTENED WORKFORCE PRODUCTIVITY

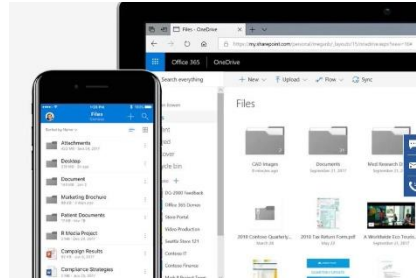
MONITORED EMPLOYEE HEALTH AND WELLNESS

ENHANCED CUSTOMER SERVICE AND EXPERIENCE



MS Teams

- Deployed MS Teams to enable and facilitate meetings, workshops, and training sessions
- **Over 4,600 active users through 1Q2020**



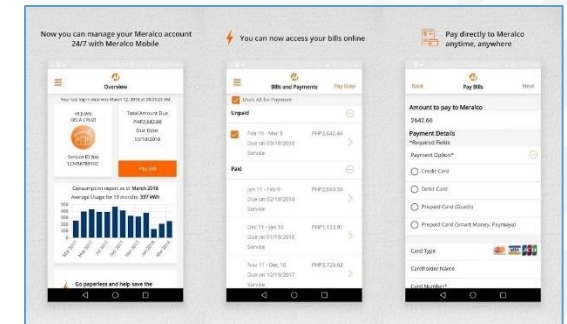
MS One Drive

- Promoted use of One Drive for ease in collaboration (i.e. document sharing and online co-authoring)
- Significantly reduced the need for printing and use of paper
- **Over 4,300 active users and 44M files**



Code Light Chatbot

- Launched Chatbot to encourage employees to report daily work and health status during ECQ
- **Covered over 5,700 employees**
- **99% daily response rate**



Meralco Online

- Promoted Meralco Online as a digital omni-channel to facilitate and service customer transactions during ECQ
- **Over 719k active accounts**
- **~26k paperless billing subscriptions**



#KeepingTheLightsOn

THANK YOU

Energization of Rizal Memorial Stadium, converted into a government COVID19 medical facility

Meralco PowerGen Corporation Overview of Operations

27 April 2020



Meralco PowerGen Corporation Updates on Growth and Expansion

San Buenaventura Power Limited Co. (SBPL)

500MW (gross) Supercritical Coal-Fired Power Plant in Mauban, Quezon

- First operational supercritical coal power plant in the Philippines
- Commercial operations started on **September 26, 2019**; with generally good availability for a project within its first year of operation.
- Joint venture of MGen with New Growth, B.V., a wholly owned subsidiary of Electricity Generating Public Company Limited (EGCO) of Thailand



Meralco PowerGen Corporation Updates on Growth and Expansion

Atimonan One Energy, Inc. (A1E)

2x600 MW (net) Ultra Supercritical (the first in the Philippines) Coal-Fired Power Plant
in Atimonan, Quezon

Total Project Cost: <PhP160 Billion (<USD 3.0 Billion)



- Awaiting final terms of reference and will participate in Meralco's **Competitive Selection Process**.
- EPC contractor have started **site preparation activities** to meet the project schedule but these were temporarily **suspended since March 18** due to ECQ. Works expected to resume once lifted.
- In close coordination with local government to provide support in fighting COVID-19.

Meralco PowerGen Corporation Updates on Growth and Expansion

MGEN Renewable Energy, Inc. (MGreen) was established to serve as MGEN's subsidiary for its renewable energy investments.

- MGreen targets around **1,000 MW of renewable energy projects** over the next 5-7 years.
- The focus is on the development of a portfolio of **utility scale solar, wind and hydro power projects** to supply Luzon grid and electricity consumers with competitive tariff.
- All activities for development projects are on hold and will resume once ECQ is lifted.



Meralco PowerGen Corporation Updates on Growth and Expansion

PowerSource First Bulacan Solar, Inc.

50MWac Solar Power Plant in San Miguel, Bulacan

Total Project Cost: PhP4.25 Billion

- 40%-owned by MGEN Renewable Energy, Inc. (MGreen)
- MGreen's **first solar investment**
- Signed an **engineering, procurement and construction contract** with SUMEC Complete Equipment & Engineering Co. Ltd. on October 18, 2019.
- Construction **commencement notice** issued on December 3, 2019; with target **commercial operations date** by end 2020.
- Site works have been **suspended since March 18** due to the ECQ; expected to cause at least two months of delay.

GLOBAL BUSINESS POWER CORPORATION (GBPC)

- MGen holds 14% equity interest in GBPC, the largest independent power producer in the Visayas with an existing portfolio totaling 854 MW (coal and diesel plants).
 - GBPC has a 50% interest in Alsons Thermal Energy Corporation (ATEC).
 - ATEC holds a 75% interest in a 105-MW net CFB plant in Maasim, Sarangani that started operations in 2016; Another 105-MW CFB unit completed commissioning and started commercial operations in September 2019.

PACIFICLIGHT POWER PTE LTD (PLP)

- PLP has been operating a 2x400 MW natural gas facility in Jurong Island, Singapore since February 2014. The facility supplies electricity to industrial and retail customers in Singapore.
- MGen holds an effective 28% equity interest in PLP.

Cautionary Statements

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