Understanding the Meralco Bill:
Payment Options for Enterprise Customers

July 5, 2022 | 2:00-3:30pm

Overview

PART I. Billing

01 Power Supply Chain

02 Unbundled Electric Bill

03 Understanding the new Meralco Bill

PART II. Payment

04 Payment Options

05 Automatic Payment Arrangement

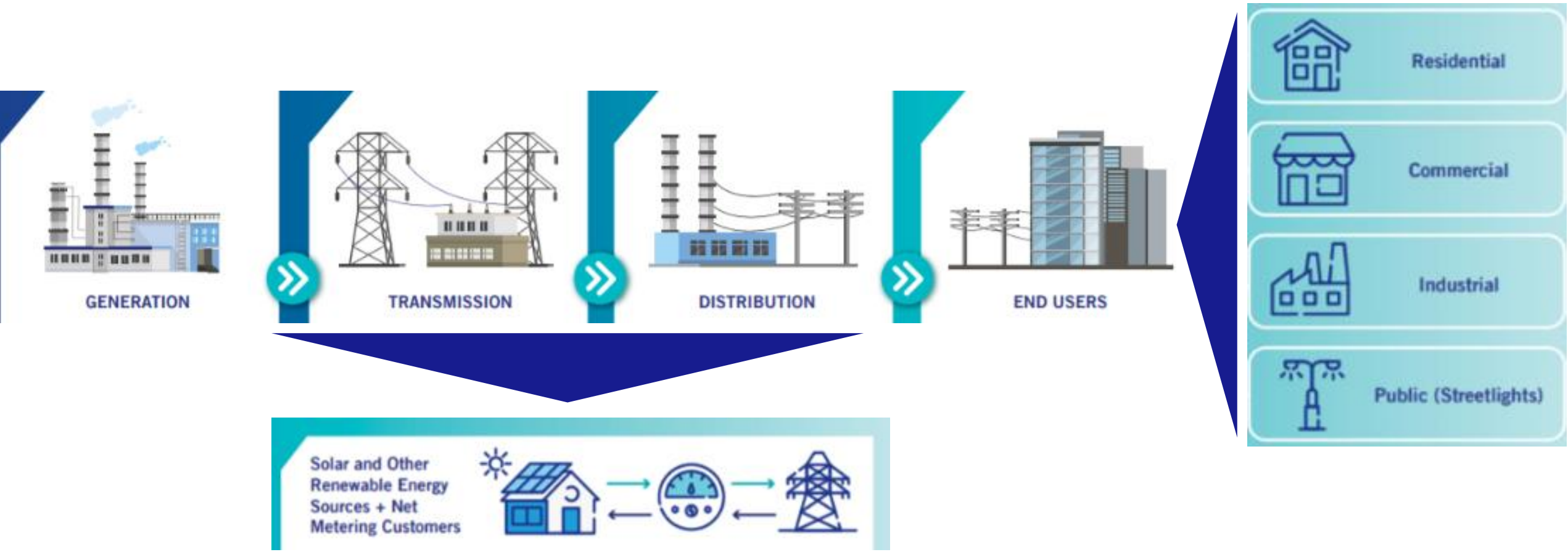
PART III. Operational Efficiency Solutions

06 Energy Efficiency in Business

07 Renewable Energy Solutions

01.
Power Supply Chain

Power Quality and the Power Supply Chain



02.
Unbundled Electric Bill

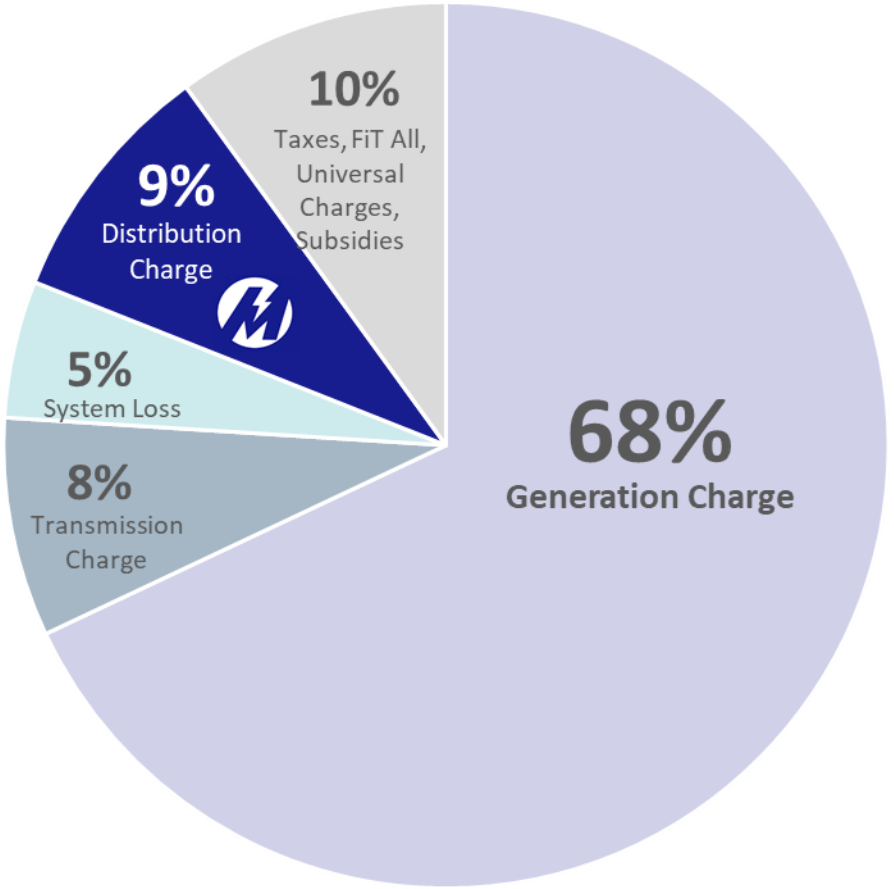
Components of the Bill - Where do the payments go?

Here's a guide to help you understand what each of these bill charges mean, and where they go.

Distribution Charge

Only about 9% of your bill actually goes to Meralco

Meralco is responsible for collecting all these charges, so you won't need to worry about the many different entities collecting payment from you.



*BASED ON APRIL 2023 AVERAGE RATE

Average share per bill

Generation	Transmission	Taxes	System Loss	Meralco
68%	8%	10%	5%	9%

Bill Component – Generation

This is the cost of generating electricity.
This goes to power generators.

Average Share

Generation
68%

SMC GLOBAL POWER

AboitizPower
A Better Future

SEM-CALACA POWER CORPORATION

FPH
A Lopez Group Company
POWERED BY GOOD

panay energy
development corp.
A GDP Company

Bill Component – Transmission

This is the cost of delivering electricity from generators (usually located in the provinces or in remote areas outside the DU's franchise area) to Meralco's distribution system.
This goes to the National Grid Corporation of the Philippines (NGCP).

Average Share

Transmission

8%

Bill Component – Taxes, System Loss & Others

1. Value Added Tax (VAT)
2. Local Franchise Tax
3. Missionary Electrification Charge
4. Environmental Charge
5. FiT-All
6. Subsidies (Lifeline & Senior Citizen)
7. System Loss

Taxes Others	System Loss
10%	5%

Bill Component – Meralco charges

This is the cost of delivering electricity from the transmission system to the end users (residential, commercial & industrial business). This goes to Meralco.

1. Distribution Charge
2. Metering Charge
3. Supply Charge

03.
Understanding the new Meralco bill

"Meralco conducted research and banked on consumer feedback to provide a bill format that we hope provides complete information that encourages energy efficiency."

Ferdinand O. Geluz
Senior Vice President and
Chief Revenue Officer of Meralco

Things we found out about our old bill

MARKET RESEARCH DISCOVERY:
When a bill is hard to read people tend to overlook a lot of important details.

CLEAR FACT:
Presbyopia, the gradual loss of your eyes' ability to see things clearly up close, sets in at age of 40.

MERALCO BUSINESS CENTER (BC) FOOT TRAFFIC STUDY RESULT:
About 50% who transact with Meralco are household heads aged 45 and above with children. That meant that around 50% of bill readers needed their reading glasses to see the smaller font on the current format.

The need to change

Meralco fixed all those problems as part of its customer centricity efforts.

Additional insights from real customers and eye tracking studies led to several changes in the bill format.

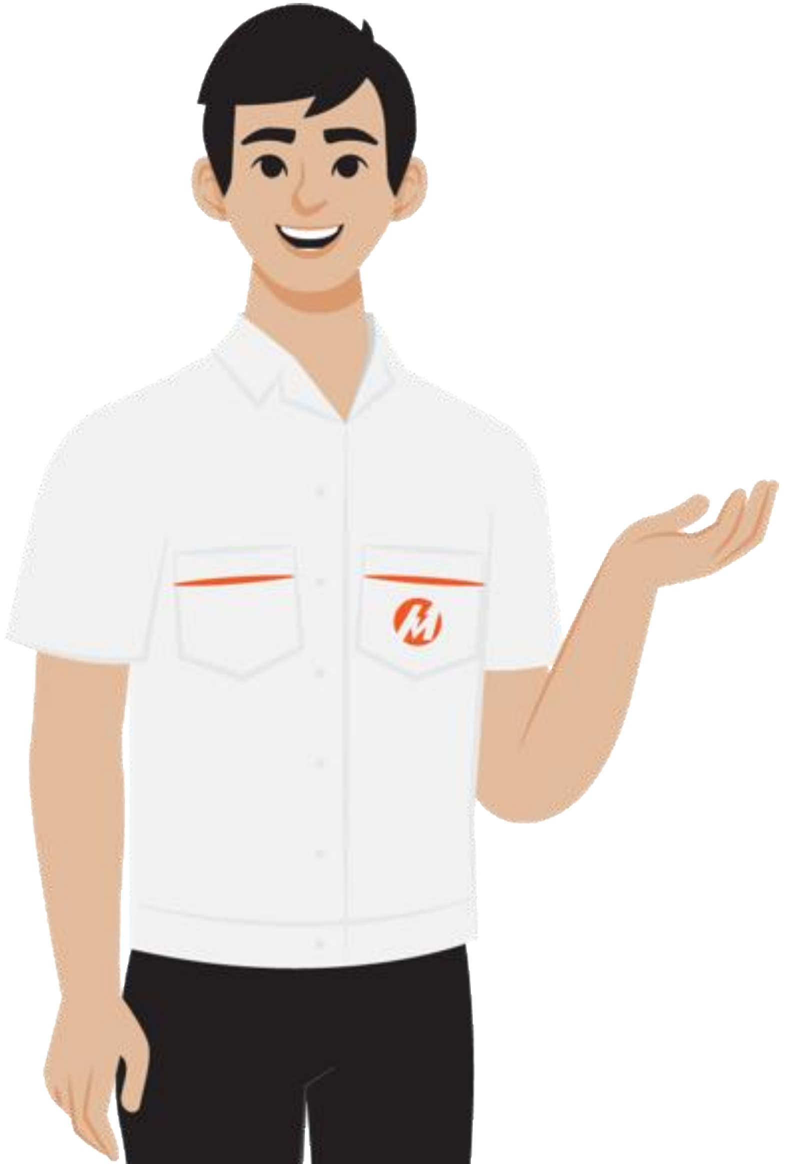
Every adjustment made was aimed to:

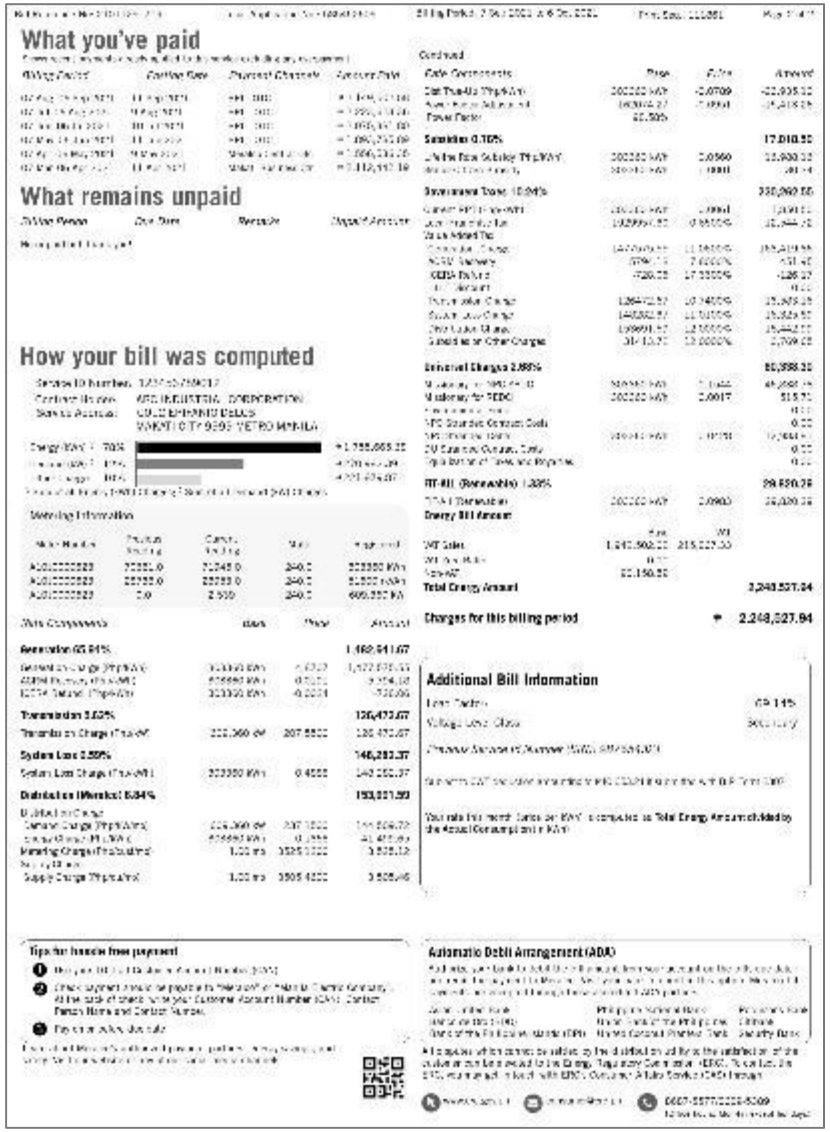
- Enhance readability
- Keep customers better informed
- Make customers smarter with their power usage

Understanding your Meralco bill can help you:

1. Manage your energy consumption better
2. Save money

Understanding The New Meralco Bill for Businesses:



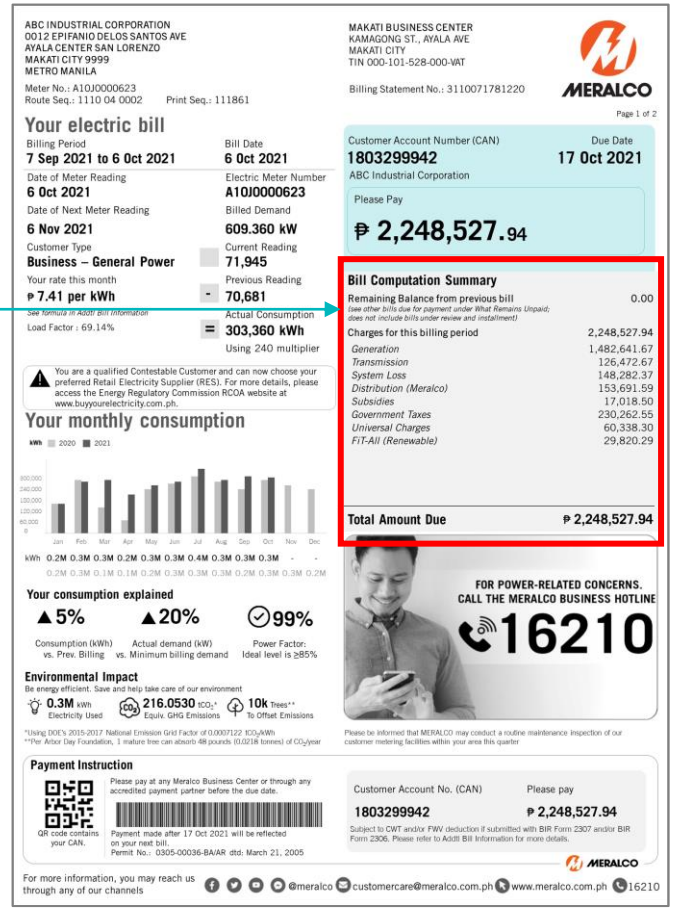


The Unbundled Electric Bill & Computation Summary

- Generation
- Transmission
- Distribution
- End-users

Bill Computation Summary

Remaining Balance from previous bill *(see other bills due for payment under What Remains Unpaid; does not include bills under review and installment)*	0.00
Charges for this billing period	**2,248,527.94**
Generation	1,482,641.67
Transmission	126,472.67
System Loss	148,282.37
Distribution (Meralco)	153,691.59
Subsidies	17,018.50
Government Taxes	230,262.55
Universal Charges	60,338.30
FiT-All (Renewable)	29,820.29
Total Amount Due	**₱ 2,248,527.94**



Your Electric Bill Details

Your electric bill

Billing Period
7 Sep 2021 to 6 Oct 2021

Bill Date
6 Oct 2021

Date of Meter Reading
6 Oct 2021

Electric Meter Number
A10J0000623

Date of Next Meter Reading
6 Nov 2021

Billed Demand
609.360 kW

Customer Type
Business – General Power

Current Reading
71,945

Your rate this month
₱ 7.41 per kWh

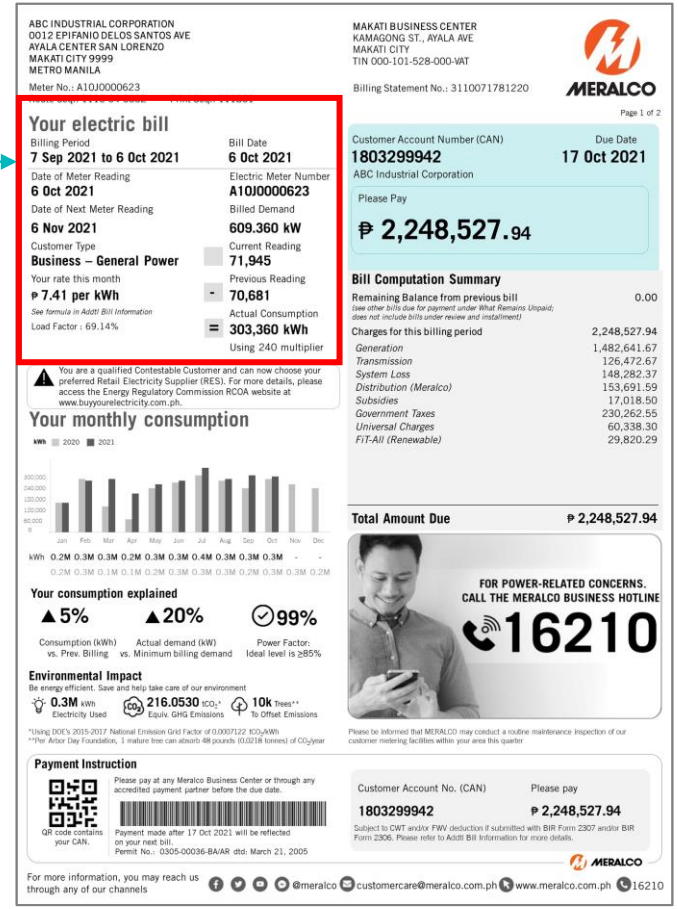
See formula in Addtl Bill Information

Previous Reading
- 70,681

Load Factor : 69.14%

Actual Consumption
= 303,360 kWh

Using 240 multiplier


ABC INDUSTRIAL CORPORATION
0012 EPIFANIO DELOS SANTOS AVE
AYALA CENTER SAN LORENZO
MAKATI CITY 9999
METRO MANILA
Meter No.: A10J0000623

MAKATI BUSINESS CENTER
KAMAGONG ST., AYALA AVE
MAKATI CITY
TIN 000-101-528-000-VAT

Billing Statement No.: 3110071781220

MERALCO

Page 1 of 2

Your electric bill
Billing Period
7 Sep 2021 to 6 Oct 2021
Bill Date
6 Oct 2021
Date of Meter Reading
6 Oct 2021
Electric Meter Number
A10J0000623
Date of Next Meter Reading
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See formula in Addtl Bill Information
Previous Reading
- 70,681
Load Factor : 69.14%
Actual Consumption
= 303,360 kWh
Using 240 multiplier

Customer Account Number (CAN)
1803299942
ABC Industrial Corporation
Due Date
17 Oct 2021
Please Pay
₱ 2,248,527.94

Bill Computation Summary
Remaining Balance from previous bill 0.00
Charges for this billing period 2,248,527.94
Generation 1,482,641.67
Transmission 126,472.67
System Loss 148,282.37
Distribution (Meralco) 153,691.59
Subsidies 17,018.50
Government Taxes 230,262.55
Universal Charges 60,338.30
FIT-All (Renewable) 29,820.29
Total Amount Due ₱ 2,248,527.94

You are a qualified Contestable Customer and can now choose your preferred Retail Electricity Supplier (RES). For more details, please access the Energy Regulatory Commission RCOA website at www.buyyourelectricity.com.ph.

Your monthly consumption

Your consumption explained
▲5% ▲20% 99%
Consumption (kWh) vs. Prev. Billing
Actual demand (kW) vs. Minimum billing demand
Power Factor: Ideal level is ≥85%

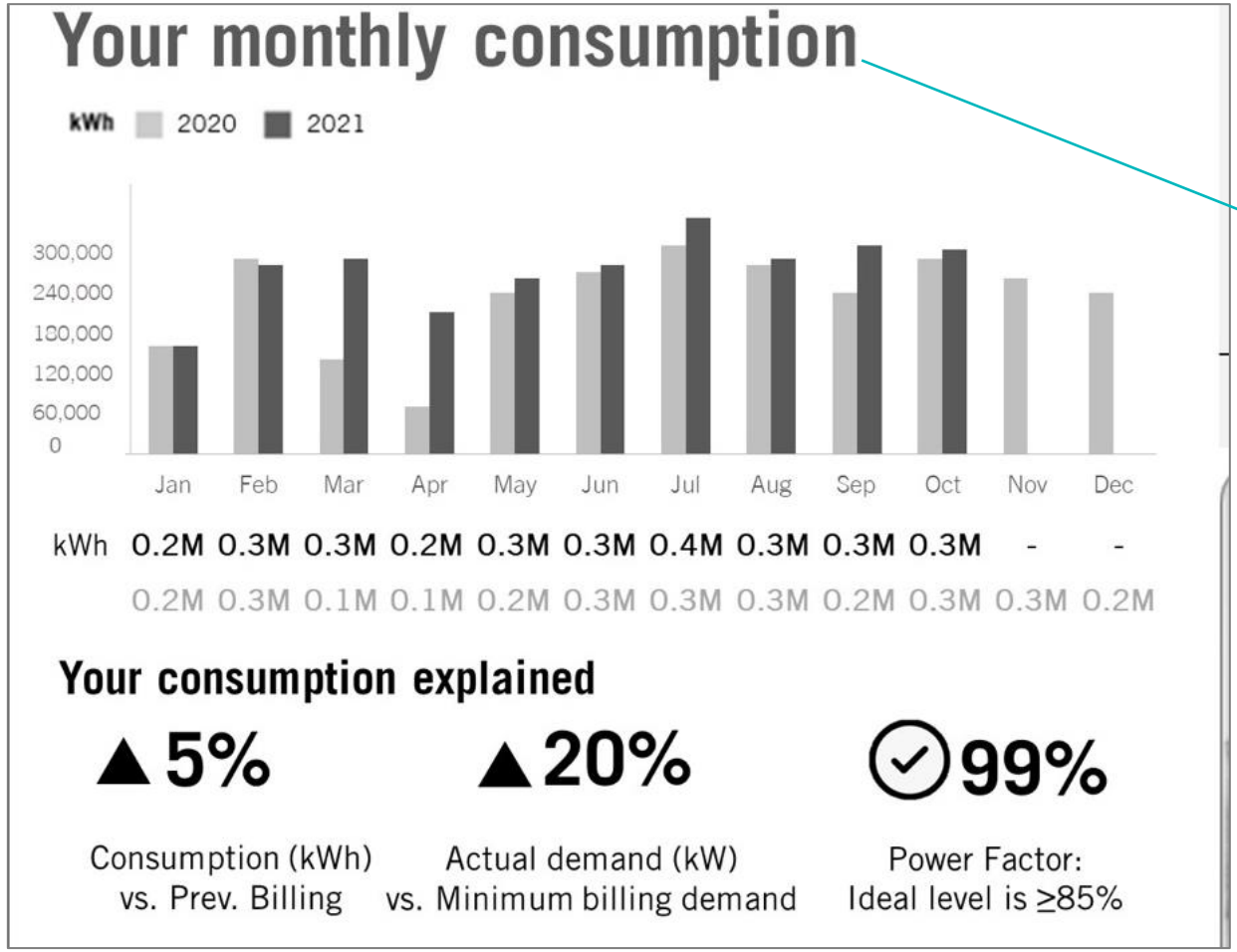
Environmental Impact
Be energy efficient. Save and help take care of our environment
0.3M kWh Electricity Used
216.0530 Equiv. GHG Emissions
10k To Offset Emissions

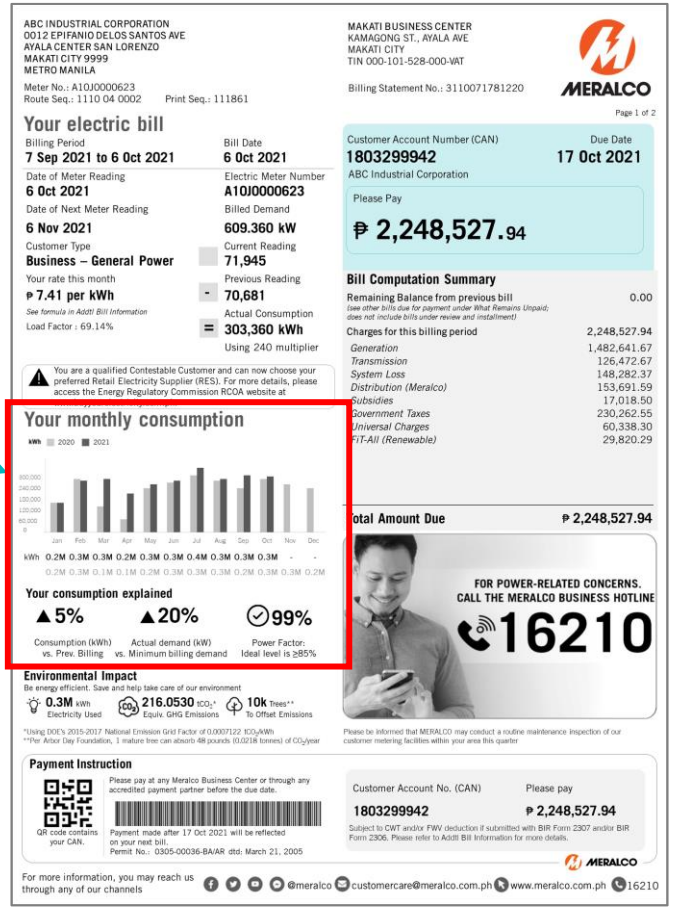
FOR POWER-RELATED CONCERNS. CALL THE MERALCO BUSINESS HOTLINE 16210

Payment Instruction
Please pay at any Meralco Business Center or through any accredited payment partner before the due date.
QR code contains your CAN.
Payment made after 17 Oct 2021 will be reflected on your next bill.
Permit No.: 0305-00036-BA/AR dtd: March 21, 2005
Customer Account No. (CAN) 1803299942
Please pay ₱ 2,248,527.94

For more information, you may reach us through any of our channels @meralco customercare@meralco.com.ph www.meralco.com.ph 16210

Your Monthly Consumption Explained





How Your Bill Was Computed

How your bill was computed

Service ID Number: 123456789012
Contract Holder: ABC INDUSTRIAL CORPORATION
Service Address: 0012 EPIFANIO DELOS
MAKATI CITY 9999 METRO MANILA

Energy (kWh) [1]	78%	₱ 1,755,665.68
Demand (kW) [2]	12%	₱ 270,982.39
Other Charges	10%	₱ 221,879.87

[1] Sum of all Energy (kWh) Charges; [2] Sum of all Demand (kW) Charges

Metering Information

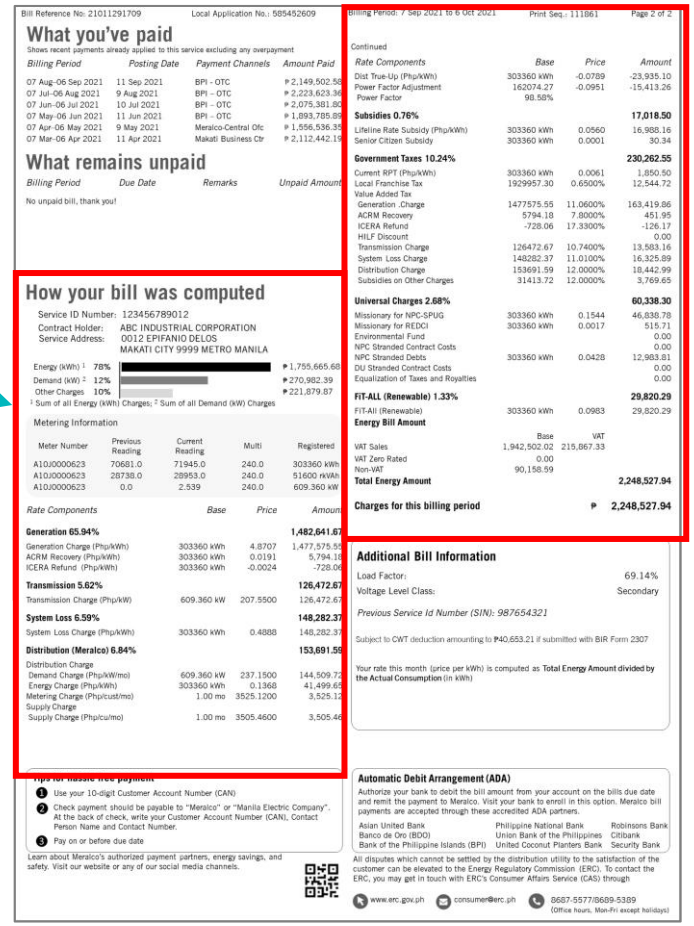
Meter Number	Previous Reading	Current Reading	Multi	Registered
A10J0000623	70681.0	71945.0	240.0	303360 kWh
A10J0000623	28738.0	28953.0	240.0	51600 rkVAh
A10J0000623	0.0	2.539	240.0	609.360 kW

Rate Components	*Base*	*Price*	*Amount*
Generation 65.94%			**1,482,641.67**
Generation Charge (Php/kWh)	303360 kWh	4.8707	1,477,575.55
ACRM Recovery (Php/kWh)	303360 kWh	0.0191	5,794.18
ICERA Refund (Php/kWh)	303360 kWh	-0.0024	-728.06
Transmission 5.62%			**126,472.67**
Transmission Charge (Php/kW)	609.360 kW	207.5500	126,472.67
System Loss 6.59%			**148,282.37**
System Loss Charge (Php/kWh)	303360 kWh	0.4888	148,282.37
Distribution (Meralco) 6.84%			**153,691.59**
Distribution Charge			
Demand Charge (Php/kW/mo)	609.360 kW	237.1500	144,509.72
Energy Charge (Php/kWh)	303360 kWh	0.1368	41,499.65
Metering Charge (Php/cust/mo)	1.00 mo	3525.1200	3,525.12
Supply Charge			
Supply Charge (Php/cu/mo)	1.00 mo	3505.4600	3,505.46

Billing Period: 7 Sep 2021 to 6 Oct 2021 Print Seq.: 111861 Page 2 of 2

Continued

Rate Components	*Base*	*Price*	*Amount*
Dist True-Up (Php/kWh)	303360 kWh	-0.0789	-23,935.10
Power Factor Adjustment	162074.27	-0.0951	-15,413.26
Power Factor	98.58%		
Subsidies 0.76%			**17,018.50**
Lifeline Rate Subsidy (Php/kWh)	303360 kWh	0.0560	16,988.16
Senior Citizen Subsidy	303360 kWh	0.0001	30.34
Government Taxes 10.24%			**230,262.55**
Current RPT (Php/kWh)	303360 kWh	0.0061	1,850.50
Local Franchise Tax	1929957.30	0.6500%	12,544.72
Value Added Tax			
Generation .Charge	1477575.55	11.0600%	163,419.86
ACRM Recovery	5794.18	7.8000%	451.95
ICERA Refund	-728.06	17.3300%	-126.17
HILF Discount			0.00
Transmission Charge	126472.67	10.7400%	13,583.16
System Loss Charge	148282.37	11.0100%	16,325.89
Distribution Charge	153691.59	12.0000%	18,442.99
Subsidies on Other Charges	31413.72	12.0000%	3,769.65
Universal Charges 2.68%			**60,338.30**
Missionary for NPC-SPUG	303360 kWh	0.1544	46,838.78
Missionary for REDCI	303360 kWh	0.0017	515.71
Environmental Fund			0.00
NPC Stranded Contract Costs			0.00
NPC Stranded Debts	303360 kWh	0.0428	12,983.81
DU Stranded Contract Costs			0.00
Equalization of Taxes and Royalties			0.00
FiT-ALL (Renewable) 1.33%			**29,820.29**
FiT-All (Renewable)	303360 kWh	0.0983	29,820.29
Energy Bill Amount			
	Base	VAT	
VAT Sales	1,942,502.02	215,867.33	
VAT Zero Rated	0.00		
Non-VAT	90,158.59		
Total Energy Amount			**2,248,527.94**
Charges for this billing period		₱	**2,248,527.94**



04.
Payment Options

How to pay for your Meralco bill

1. Meralco Business Centers

Check out Meralco's website or Facebook page for the complete address and schedule of your preferred branch.

2. Meralco Customer Payments Office

Ground Floor, Lopez Building,
Meralco compound,
Ortigas, Pasig City

Day	Time
Monday – Friday	8:00AM - 5:00PM
Saturday	8:00 AM – 12:00 PM

3. Automatic Payment Arrangement

You can sign up to the **Automatic Payment Arrangement (APA)** through your bank or credit card.

Take note that real time payment (RTP) posting does not apply here.

05. Automatic Payment Arrangement

What is Automatic Payment Arrangement (APA)?

APA has two categories:

Auto Debit Arrangement (ADA)

Meralco bill will automatically be debited (due date) from their savings account.

AUB ASIA UNITED BANK
BDO
CHINABANK
PNB
RCBC
ROBINSONSBANK A Commercial Bank
SECURITY BANK
UnionBank

Auto Charge Arrangement (ACA)

Meralco bill will automatically be charged (earlier than due date) to their credit card.

BDO
BPI
eastwest
EQUICOM SAVINGS BANK
RCBC
Metrobank
PNB
CHINABANK
UnionBank
SECURITY BANK

APA Billing and Payment Process

DAY 1

Day 1:
Meter Reading Date

DAY 3

Day 3:
Bill Delivery
Note: Except for grouped accounts

DAY 10

Day 10:
ADA Due Date

- Bank to notify Meralco for return or rejected transaction
- For ADA, payment is debited from customer's enrolled bank account
- For ACA, payment is charged to customer's enrolled credit card

DAY 11

Day 11:
Bank sends BIR Form 2307 to Meralco
Note: for banks with CWT printing facility – inquire with your bank

APA Enrollment / Cancellation

1. Bank will send Enrollment / Cancellation request
2. Meralco processes the request
3. Meralco sends the feedback of the request to the bank
4. Bank will inform customer status of Enrollment

Note :

- *Application is between customer and bank, not Meralco*
- *Customer should have no outstanding bill at the time of enrollment*

Benefits of Automatic Payment Arrangement and Group Billing

Group Billing:

- SOAs are consolidated and delivered in batches
- Bills are charged to customer's preferred bank, in batches
- No e-mail follow up of payment advice
- One-time processing of payment, based on the number of batches
- Reduce instances of no bill received
- No disconnection for APA enrolled*

Automatic Payment Arrangement (APA):

- Payment is always up to date which will result to a good credit score and standing.
  - Good credit standing
    - For 3 years will allow customer to refund their service deposit even if the contract is not yet terminated
    - Customer needs to ensure as well to submit their CWT forms on or before the due date
- There are banks offering CWT printing facility where they will be the ones to process the preparation and submission of the forms on behalf of the customer
- Provision of summary details

06.
Energy Efficiency in Business

EE&C Act

Energy Efficiency and Conservation Act Republic Act No. 11285

An act institutionalizing energy efficiency and conservation, enhancing the efficient use of energy, and granting incentives to energy efficiency and conservation projects

Compliance to the EE&C Law

- Certified Energy Manager or Energy Conservation Officer
- Energy Management Framework
- Regular Monitoring, Reports and Compliance Audits
- 5 year Record Consumption Data
- Projects to improve efficiency and achieve targets

Reminder to comply with the Energy Efficiency & Conservation Law (R.A. 11285)

Download our Energy Efficiency Manual by scanning the QR code

End-to-End Energy Solutions Provider through the Relationship Management Team

ENERGY EFFICIENCY

Energy Audit (for compliance with R.A. 11285)

Proper energy management

O&M Improvements

CONTRACT/FACILITY UPDATING

Review your Guaranteed Minimum billing demand (GMBD)

Pay for only what you need

PQ AUDIT

Power Fluctuation

Voltage Mismatch

Harmonics distortion

Load and line side

PREVENTIVE MAINTENANCE

Daily Operations

Preventive Maintenance

Corrective Maintenance

Emergency Works

POP

Pay lower rates when you shift power usage from peak to off-peak hours.

Ideal for customers who have night-time operations.

Meralco offers Energy Efficiency Services

MERALCO POWER Academy

Competency Course for Energy Managers

- An 8-day training that equips the participants on how to comply with the DOE requirements on EE&C Law.
- Also enables the participants to maximize the opportunities and better manage energy consumption of facilities, equipment and devices.

MERALCO MSERV

Energy & Facility Audit

- Learn more about your energy consumption and facility performance through audit services.

ESCO Solution

- From design to maintenance, MSERV offers a wide variety of hassle-free and energy-efficient solutions that keep the spending to a minimum.

Marrying Sustainability and Efficiency (Energy Solutions)

Project Description

Upgrading of ABC Company's chillers to magnetic & oil-free chillers, including installation of chiller management system (CMS), and operations and maintenance (O&M) to ensure more savings and operational efficiency.

Implemented to Corporate Centers: High rise commercial building with twin towers

- Tower 1: 34 floors
- Tower 2: 29 floors

PHP2.5M Savings
per month

3.5Years
Return on Investment

53% reduction
In power consumption

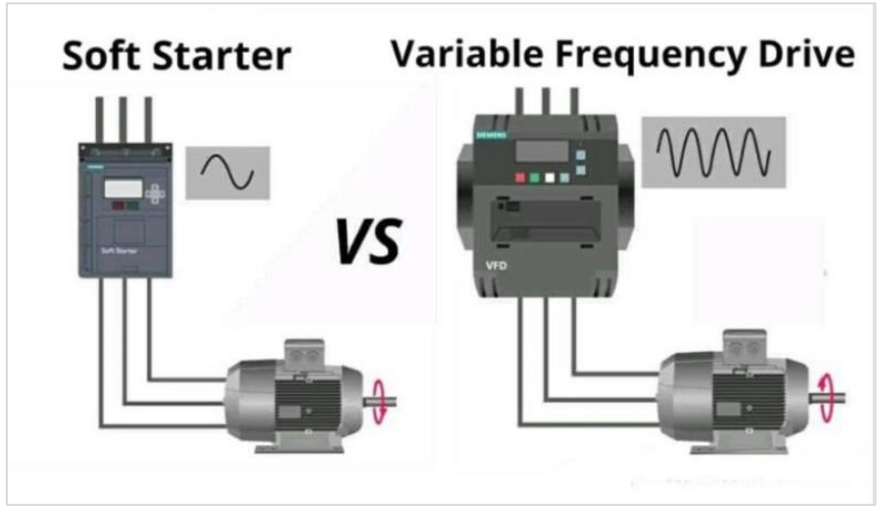
0.615kW/Tr
Improvement from 1/32kW/Tr

Energy Management Solutions

Improvement of Pumps and Motors

Use of Variable Frequency Drive (VFD)

A motor controller known as a variable frequency drive (VFD) controls the frequency and voltage of the power source used to power an electric motor. It optimizes the motor based on the demand.



Benefits:

- Saves energy consumption by reducing power when not required and making speed adjustable
- Controlled starting, stopping, and acceleration
- Has advanced overload protection and makes motor starting currents low.

Application:

- Used in escalators to slow them down while no one is using them.
- Used in chiller pumps to regulate the pump speed based on the demand.

Escalators

Chiller Pumps

Modification of Lights

Replacement of Compact Fluorescent Light (CFL) to Light Emitting Diode (LED)

Benefits:

- LED light is more efficient because most of the energy is converted to light. Unlike in CFL some of the energy is converted into heat.
- The Life hours of a LED is longer than CFL by around 15,000 hours
- You can save **44%** per month in every bulb you replace.

CFL

Wattage: 15 W
Lumens: 800 lm
Cost Per hour: **0.16 PHP**

VS

LED

Wattage: 9 W
Lumens: 810 lm
Cost Per hour: **0.09 PHP**

You can Save **P5,000** per month per 100 bulbs

Disclaimer: 24 hours usage per day.

Installation of Motion-sensor Lights

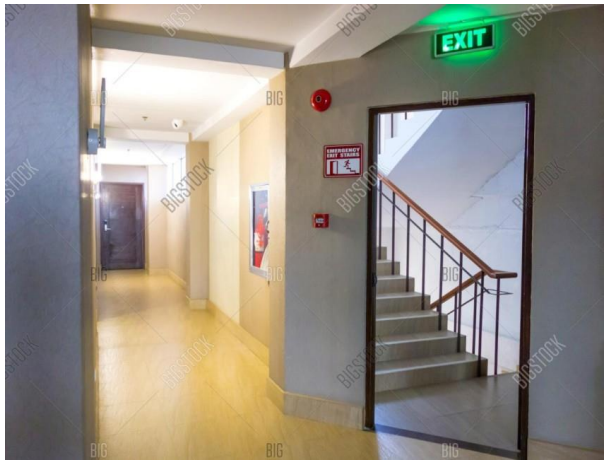
A motion sensor or motion detector, is a device that uses a sensor to detect movement from nearby objects. If used on lighting, it automatically turn on and off the lights once motion is detected.

Benefits:

- No hassle for the user if they forgot to turn off the light.
- Optimum usage of lights. Less consumption means more savings.

Application:

- Install in rarely used rooms or hallways like emergency exits, wash rooms, storage areas, etc.



Emergency Exit

Benefits of Energy Efficiency

- ✓ Reduced operating costs
- ✓ Reduced exposure to rising energy costs
- ✓ Improved reliability and productivity
- ✓ Reduced environmental impact
- ✓ Improved corporate image

Key Takeaways

1. Energy is a measurable resource
2. Anything you can measure; you can manage and control
3. We are energy efficient if we could do more with less
4. Some energy efficiency measures do not require costs
5. Energy efficiency should be a way of life

07.
Renewable Energy Solutions

How solar installations benefit your business

Invest in a sustainable solution for your business and reap the benefits for decades

Reduce operating cost

Lower your monthly electricity bill by generating your own solar energy

Increase efficiency

Manage your energy consumption in real-time with the integrated solar dashboard

Achieve sustainability

Be a pioneer in renewable energy and achieve your sustainability goals

Net Metering, Zero Export, and Distributed Energy Resource

Net Metering (NM)

For customers with RE installations with **a capacity of up to 100kW** and are in good credit standing. Any **excess electricity produced is exported** to the distribution utility (DU), i.e. MERALCO

Zero Export (ZE) / Self Generating Facility (SGF) for End-User Consumption Only

For customers with RE installation **below contracted capacity and do not intend to export energy to Meralco.**

ZE / SGF customers use the electricity generated by their RE facility for their **own consumption**.

Distributed Energy Resource (DER) for End-User Consumption and Export

For customers with RE installations with a **capacity greater than 100kW up to 1MW** and are in good credit standing, **utilizing renewable power sources for End-User consumption and export.**

DER for End-User consumption only utilize any generation or storage technology so long as the **End-User and owner of the facility are not the same entity.**

What is Net Metering (NM)?

NM refers to a system, appropriate for distributed generation, in which a **distribution grid user has a two-way connection to the grid** and is only charged for his net electricity consumption and is credited for any overall contribution as defined in Section 4 of RA 9513.[1]

"CONSUMER" → **"PROSUMER"**

In 2019, **ERC amended** the Net Metering Rules and **mandated the installation of a second meter, the REC meter**, to measure the gross electricity generation from the RE system.

The REC meter reading is the basis for the computation of subsidies, discounts and for the RPS compliance.

COST OF IMPORTED ENERGY − **EXPORT COMPENSATION** + **NET METERING CHARGES** = **NET BILLED AMOUNT**

Cost of Imported Energy = kWh Imported Energy x Meralco's Effective Rate for the month
Export Compensation = kWh Exported Energy x Generation Blended Rate before adjustments for the month
Net Metering Charges were determined based on Section 14 of ERC Resolution No. 9, Series of 2013

[1] Article I of Resolution No. 06, Series of 2019, entitled: "*A Resolution Adopting the Amendments to the Rules Enabling the Net-Metering Program for Renewable Energy*"

Why You Need to Inform MERALCO of Your Solar Installation?

Benefits

SAFETY
Complies with safety standards and regulations

STABILITY
Avoids dangerous fluctuations and power interruptions

SUSTAINABILITY & SAVINGS
Accurately credits to your bill the excess energy exported to the MERALCO grid to generate savings

Risks

Electrical fire and electrocution hazards

Safety risk for linemen and field personnel

Instability of the MERALCO network

Risk of damage to property

Higher electric bill from non-replacement of unidirectional meter

Marrying Sustainability and Efficiency (Solar Energy Solutions)

Project Description

The **1.2MW solar PV system** of a hotel in Manila has helped not only to its contribution to the hotel's sustainability goals, but also became very beneficial during the pandemic.

This led to increased operational efficiencies and served as a great CSR initiative for them.

The whole project enabled them to save upwards of PHP12,000,000 and reduced their carbon footprint by 1,200 tonnes on their first year.

P12M
Peso Savings

1.2tonnes
Carbon Footprint Reduction
(CO^2/kWh)

2GWh
Energy Generation

Note: Actual results may vary due to differences in usage behavior, weather conditions, etc.

MERALCO

MERALCO
ENTERPRISE

Contact your Relationship Manager or find out more through:

enterprise@meralco.com.ph

www.meralco.com.ph

(02) 16210

Scan this code to join our
Viber Community exclusive for Enterprise customers

Understanding the Meralco Bill:
Payment Options for Enterprise Customers

July 5, 2022 | 2:00-3:30pm

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