Republic of the Philippines
ENERGY REGULATORY COMMISSION
Pasig City

RESOLUTION NO. 25, SERIES OF 2026

A RESOLUTION ADOPTING THE MAGNA CARTA FOR ELECTRICITY CONSUMERS

WHEREAS, Section 41 of Republic Act (RA) No. 9136, otherwise known as the *Electric Power Industry Reform Act of 2001 (EPIRA),* expressly grants the Energy Regulatory Commission (Commission) the authority to handle consumer complaints and to ensure the adequate protection and promotion of consumer interests;

WHEREAS, in the exercise of this mandate, the Commission promulgated on 25 June 2004, the *Magna Carta for Residential Electricity Consumers* (Magna Carta), which took effect on 17 July 2004, establishing fundamental rights and obligations governing residential electricity consumers;

WHEREAS, the Magna Carta laid down the rules, procedures, and conditions governing residential electricity consumers, who comprise the majority of the consumer base served by distribution utilities, thereby providing a framework for consumer protection and utility accountability;

WHEREAS, since its adoption, the Magna Carta has been amended or supplemented by (a) Resolution No. 8, Series of 2008, issued on 04 June 2008, amending Article 8; (b) Guidelines issued on 27 October 2004 implementing Articles 7, 8, 14, and 28; and (c) Resolution No. 28, Series of 2010, adopted and approved on 15 November 2010, amending Articles 2, 6, 9, 10, 11, 12, 14, 18, 20, 22, 23, 26, 28, 32, 33, 36 and 37, to address evolving regulatory and operational requirements;

WHEREAS, on 30 May 2017, the Commission approved for posting on the ERC website the initial draft of the proposed *"Rules to Govern the Monitoring and Reporting Process of Bill Deposits"* under ERC Case No. 2017-006 RM for comments;

WHEREAS, on various dates, the Commission received comments on the proposed *"Rules to Govern the Monitoring and Reporting Process of Bill Deposits"* from the following entities, namely: Agusan del Norte Electric Cooperative Inc. (ANECO); Batangas II Electric Cooperative, Inc. (BATELEC II); Bohol Light Company, Inc. (BLCI); Cagayan Electric Power and Light Company, Inc. (CEPALCO); Manila Electric Company (MERALCO); Olongapo Electricity Distribution Company, Inc. (OEDC); and Visayan Electric Company, Inc. (VECO);

WHEREAS, on 03 October 2017, the Commission approved for posting the second draft of the proposed *"Rules to Govern the Monitoring and Reporting Process of Bill Deposits"* on the ERC website under ERC Case No. 2017-006 RM for comments;

WHEREAS, on various dates, the Commission received additional comments on the proposed *"Rules to Govern the Monitoring and Reporting Process of Bill Deposits"* from the following stakeholders: Angeles Electric Corporation (AEC); Dagupan Electric Corporation (DECORP); Philippine Rural Electric Cooperatives Association, Inc. (PHILRECA); and South Cotabato I Electric Cooperative, Inc. (SOCOTECO I);

WHEREAS, on various dates, the Commission issued notices setting the public consultation on the proposed *"Rules to Govern the Monitoring and Reporting Process of Bill Deposits";*

WHEREAS, the rights and protections under the existing Magna Carta and its amendments have been primarily focused on residential electricity consumers. However, as distribution utilities have assumed broader roles and responsibilities, these provisions have not kept pace with industry developments. As a result, business and other non-residential electricity consumers, those who cannot choose their electricity supplier and are outside the Retail Competition and Open Access (RCOA) framework, remain without adequate and clearly defined safeguards;

WHEREAS, in July and August 2025, the Commission conducted a series of Focus Group Discussions (FGDs), during which stakeholders submitted comments and recommendations that were evaluated and considered in the preparation of the proposed amendments;

WHEREAS, on 25 November 2025, the Commission approved for posting on the ERC website the draft proposed amendments under ERC Case No. 2017-006 RM on bill deposits, and ERC Case No. 2025-020 RM, concerning amendments to the Magna Carta, for comments and public consultations;

WHEREAS, during the public consultations and on various dates, the Commission received comments from different stakeholders, namely: Aboitiz Power Corporation (Aboitiz Power); ANECO; Agusan Del Sur Electric Cooperative, Inc. (ASELCO); Benguet Electric Cooperative, Inc.

(BENECO); Bohol I Electric Cooperative, Inc. (BOHECO I); CEPALCO; Cebu II Electric Cooperative, Inc. (CEBECO II); Davao Oriental Electric Cooperative, Inc. (DORECO); Infrawatch Ph; Kalinga Electric Cooperative, Inc. (KAELCO); MERALCO; National Association of Electricity Consumers for Reforms, Inc. (NASECORE); OEDC; Peninsula Electric Cooperative, Inc. (PENELCO); PHILRECA; Private Electric Power Operators Association (PEPOA); Samar I Electric Cooperative, Inc. (SAMELCO I); Zamboanga del Norte Electric Cooperative, Inc. (ZANECO); Former Commissioner Alfredo J. Non; and Atty. Lester Nazarene V. Ople;

WHEREAS, during the public consultations, the proposals received and issues discussed included the following: (a) the rationale behind the bill deposit requirement itself; (b) the process for its refund; and (c) the existing documentary requirements for new electricity connections for residential consumers with the distribution utilities;

WHEREAS, InfraWatch Ph, PEPOA, Bantay Konsyumer, Kuryente, Kalsada (BK3), MERALCO, Aboitiz Power, and BENECO, among others, have urged the Commission to thoroughly examine the proposed removal and refund of bill deposits, considering its rate implications and the long-term stability of the sector;

WHEREAS, on 29 January 2026, the Commission issued Resolution No. 3, Series of 2026, adopting the amendments to the Magna Carta specifically, Articles 2, 6, 7, and 28 thereof. These amendments were intended to provide immediate relief to residential consumers with respect to new electric service requirements and Bill Deposit obligations and refunds, pending completion of more comprehensive amendments;

WHEREAS, the subject Resolution further amending the Magna Carta seeks to: (a) expand its coverage to include all captive consumers, both residential and non-residential, and serve as suppletory framework for contestable customers under RCOA, provided its provisions are consistent with applicable rules; (b) strengthen consumer rights relating to access to electric service, billing, disconnection, reconnection, bill deposits, and dispute resolution; (c) enhance the obligations and accountability of distribution utilities to ensure transparent, reliable, and efficient service delivery in accordance with regulatory standards and consumer protection principles; and (d) align policies and procedures with prevailing laws, regulations, and industry practices to address current and emerging challenges in the electric power industry;

NOW, THEREFORE, pursuant to its mandate under the *EPIRA* to safeguard and advance the interests of electricity consumers while balancing the interests and concerns of all stakeholders, the Commission hereby

RESOLVES to **APPROVE** and **ADOPT** the *Magna Carta for Electricity Consumers* and its Annexes, hereto attached and made an integral part of this Resolution, consolidating and superseding previous issuances.

RESOLVED FURTHER, that the *Magna Carta for Electricity Consumers* shall take effect fifteen (15) days following its publication in a newspaper of general circulation or in the Official Gazette.

Let copies of this Resolution be furnished to the University of the Philippines Law Center - Office of the National Administrative Register (UPLC-ONAR), as well as published on the ERC's official website and such other online platforms available to the Commission.

Pasig City. August 18, 2026

FRANCIS SATURNINO C. JUAN
Chairperson and CEO

FLORESINDA G. BALDO-DIGAL
Commissioner

MARKO ROMEO L. FUENTES
Commissioner

AMANTE A. LIBERATO
Commissioner

PARIS G. REAL
Commissioner

CAS/LS: JTB/ MDDN/ABC/LSP/MCCG

**Deliberated and approved during the 17 June 2026 Commission Meeting.*

TABLE OF CONTENTS

CHAPTER I.
General Provisions 7
ARTICLE 1. ***Title*** 7
ARTICLE 2. ***Definition of Terms*** 7
ARTICLE 3. ***Applicability*** 11
ARTICLE 4. ***Basic Rights*** 11
ARTICLE 5. ***Basic Obligations*** 12
Consumer Rights 13
ARTICLE 6. ***Right to Electric Service*** 13
ARTICLE 7. ***Right to a Refund of Bill Deposits*** 14
ARTICLE 8. ***Right to Exemption from Payment of Meter Deposits.*** 15
ARTICLE 9. ***Right to an Accurate Electric Meter; Determination of Average Error*** 15
ARTICLE 10. ***Right to a Refund of Overbillings*** 17
ARTICLE 11. ***Right to a Properly Installed Meter*** 18
ARTICLE 12. ***Right to a Meter Testing by Distribution Utility and/or ERC.*** 21
ARTICLE 13. ***Right to a Prompt Investigation of Complaints; Consumer Dealings*** 22
ARTICLE 14. ***Right to Extension of Lines and Facilities*** 23
ARTICLE 15. ***Right to A Smart Meter*** 23
ARTICLE 16. ***Right to Information; Scheduled and Unscheduled Power Interruptions*** 23
ARTICLE 17. ***Right to a Transparent Billing.*** 26
ARTICLE 18. ***Right to a Monthly Electricity Bill*** 27
ARTICLE 19. ***Right to Due Process Prior to Disconnection of Electric Service*** 29
ARTICLE 20. ***Right to a Notice Prior to Disconnection*** 31
ARTICLE 21. ***Right to Suspension of Disconnection*** 33
ARTICLE 22. ***Right to Tender Payment at the Point of Disconnection.*** 35
ARTICLE 23. ***Right to Deposit Disputed Billings*** 36
ARTICLE 24. ***Right to Electric Service Despite Arrearages of Previous Occupant*** 36
ARTICLE 25. ***Right to Reconnection of Electric Service*** 36
ARTICLE 26. ***Right to Consumption Monitoring and Reporting System*** 37
ARTICLE 27. ***Right to Witness Apprehension*** 38
ARTICLE 28. ***Right to Meter Replacement*** 38
ARTICLE 29. ***Right to ERC Testing of Apprehended Meter*** 39
ARTICLE 30. ***Right to Payment Under Protest*** 40
ARTICLE 31. ***Right to File Complaints before ERC*** 40
ARTICLE 32. ***Right to Participate in Net-Metering and Other Renewable Energy Programs*** 41
ARTICLE 33. ***Right to Participate in Retail Aggregation Program*** 41

Consumer Obligations 41

ARTICLE 34. *Obligation to Pay Bill Deposit.* 41

ARTICLE 35. *Obligation to Allow Inspection, Installation and Removal of Electricity Apparatus* 42

ARTICLE 36. *Obligation to Allow the Construction of Poles, Lines and Circuits* 43

ARTICLE 37. *Obligation to Keep Power Line Corridors Free from Obstructions* 44

ARTICLE 38. *Obligation to Receive Monthly Electric Bills* 45

ARTICLE 39. *Obligation to Pay Monthly Electric Bills; High Billings* 46

ARTICLE 40. *Obligation to Pay Undercharges and Billing Adjustments* 48

ARTICLE 41. *Obligation not to Commit Illegal Use of Electricity* 50

ARTICLE 42. *Obligation to Pay Differential Billing* 50

ARTICLE 43. *Transfer of Electric Service* 50

ARTICLE 44. *Service Modifications* 51

ARTICLE 45. *Termination of Electric Service* 52

Final Provisions 53

ARTICLE 46. *Implementation* 53

ARTICLE 47. *Violations and Penalties* 53

ARTICLE 48. *Exception Clause* 53

ARTICLE 49. *Separability Clause* 53

ARTICLE 50. *Repealing Clause* 54

ARTICLE 51. *Effectivity* 54

ANNEX A: Rules to Govern the Monitoring and Reporting Process of Bill Deposits -- 55
ANNEX B: Standardized Bill Format (For Electric Cooperatives) ----------------------58
ANNEX C: Standardized Bill Format (For Private Distribution Utilities)-------------- 60
ANNEX D: Summary of Relevant Laws, Resolutions, and other Issuances ------------62
ANNEX E: Acronyms ---63

CHAPTER I
General Provisions

ARTICLE 1. *Title.* — These Rules shall be known as the *Magna Carta for Electricity Consumers.*

ARTICLE 2. *Definition of Terms.* —

(a) *Actual user* - any individual or household or juridical entity that directly receives and uses electricity service at the specific premises, regardless of whether such person is the registered consumer or end-user of the distribution utilities (DUs).

(b) *Bill Deposit* - the deposit in an amount not exceeding the customer's estimated or average billing for one month, which a DU may require to be posted by the consumer to guarantee payment of bills.

(c) *Billing Adjustment* - the amount charged to the consumer for the unbilled electricity consumed resulting from a stoppage or defect, conspicuous or otherwise, in the meter; provided, that there is no evidence of tampering thereon.

(d) *Captive Market* - the electricity end-users who do not have the choice of supplier of electricity, as may be determined by the ERC in accordance with the *Electric Power Industry Reform Act of 2001 (EPIRA).*

(e) *Connection Point* - the point at which the user system or equipment is connected to the distribution system (for users of the distribution system). For purposes of this definition, user system or equipment does not include the service entrance up to the meter.

(f) *Consumer Complaints Ticketing System (CCTS)* – refers to a web-based application developed and implemented to facilitate the systematic receipt, processing, tracking, and resolution of consumer complaints filed against DUs before the ERC.

(g) *Customer Meter Data Channel* or *CMDC* - a mechanism or means (e.g., SMS, Web Portal, Mobile App, and Email) for customers to access, retrieve, and monitor their meter data to aid them in effectively managing their energy usage. The process can either be pushing the data directly to the CMDC, or for the customers pulling the data from the CMDC, or a combination of both.

(h) *Distribution Utility (DU)* - any electric cooperative, private corporation, government-owned utility or owned and operated, fully or co-owned, by an existing local government unit, which has an exclusive franchise to operate a distribution system in accordance with the EPIRA. For purposes of these Rules, DUs shall include Microgrid System Providers (MGSPs).

(i) *Differential Billing* - the amount charged to the consumer for the unbilled electricity illegally consumed, as determined through the use of methodologies prescribed by law. It is determined by multiplying the unbilled consumption in kWh, the period covered and the current rate of electricity at the time of apprehension.

(j) *Disputed Billing* - the amount which a consumer formally contests in writing within the period allowed under applicable rules on the grounds of perceived inaccuracy, error, or irregularity. These include differential billing, overbilling, high billing, billing adjustments, and bills based on estimated consumptions.

(k) *Electricity Consumer* - also referred to as *Customer or End-user,* any person who is the Registered Customer of, or property owner, and being supplied with electricity by the concerned DU or retail electricity supplier, or any person authorized by the Registered Customer or property owner to occupy the premises and enjoy electric service.

(l) *Energy Regulatory Commission* - also referred to as *Commission or ERC,* is the independent regulatory agency created under the EPIRA.

(m) Fortuitous Event or Force Majeure Event - refers to any extraordinary event which could not have been foreseen, or which, though foreseen, could not have been avoided, and independent of the human will or the DU's participation, whether by active intervention, neglect or failure to act.

This further refers to an events or circumstances generally caused by: (1) nature, such as, but not limited to fires, floods, typhoons, or other catastrophes; or acts of God; and/or (2) acts of man, such as, but not limited to war, national emergencies, revolution, riot, insurrection, civil unrest or any similar violent or threatening actions.

(n) *Heirs* - persons who, by will or by operation of the law on succession, are called to succeed to the estate of a deceased Registered Customer in accordance with Article 887 and Article 961 of the *New Civil Code of the Philippines*.

(o) *High Billing* - occurs when a consumer's one-month kilowatthour consumption exceeds one hundred percent (100%) of the consumer's average 12-month kilowatthour consumption prior to the contested bill.

(p) *Marginalized End-Users* - captive, household electricity consumers whose household income falls below the poverty threshold of the province or of the district, and whose level of electricity consumption falls at or below the consumption threshold determined and approved by the ERC.

A qualified marginalized end-user shall refer to any of the following:

(i) Qualified household-beneficiaries under Republic Act (RA) No. 11310, otherwise known as the "*Pantawid Pamilyang Pilipino Program (4Ps) Act*", which shall be based on a list regularly prepared by the Department of Social Welfare and Development (DSWD) and provided to the Department of Energy (DOE), ERC, and endorsed to the DUs; or

(ii) Marginalized end-users who have been certified and continually validated as such by their respective DU, based on criteria determined by the ERC.

(q) *Microgrid System Provider (MGSP)* - a natural or juridical person whose business includes the installation, operation, and maintenance of Microgrid Systems in unserved or underserved areas nationwide.

(r) *Microgrid System* - refers to a group of interconnected loads and a generation facility or Decentralized Power Generation (DPG) with clearly defined electrical boundaries that acts as an integrated power generation and distribution system, whether or not connected to a distribution or transmission system.

(s) *Month* - the elapsed time between two (2) succeeding meter readings, at least twenty-eight (28) days apart but not to exceed thirty-one (31) days.

(t) *Net-Metering* - 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.

(u) *Net-Metering Agreement* (NMA) - is the agreement between a Qualified End-User (QE) and the DU governing the commercial and interconnection arrangements between the DU and the QE.

(v) *Non-residential consumer* - a customer classified as such in the DUs rate schedule as approved by the ERC.

(w) *Officer of the Law* - any person who, by direct provision of law or by election or by appointment by competent authority, is charged with the maintenance of public order and the protection and security of life and property, such as barangay captain/chairman, barangay councilman, barangay leader, officer or member of Barangay Community Brigades, barangay policeman, PNP policeman, municipal councilor, municipal mayor and provincial fiscal.

(x) *Overbilling* - an instance when the electricity consumer is billed with an amount more than what is correctly due for the electricity actually consumed for the corresponding billing period.

(y) *Qualified End-Users (QE)* - refers to the entities that generate electric power from an eligible on-site Renewable Energy (RE) generating facility, such as, but not limited to, house or office building with photovoltaic system that can be connected to the grid, for purposes of entering into a NMA.

(z) *Registered Consumer or Customer or End-user* - an electricity consumer, either an individual or entity, who has entered into a valid service contract with the DU.

(aa) *Residential Consumer* - a customer classified as such in the DU's rate schedule as approved by the ERC.

(bb) *Retirement of Electric Service* - the removal of all facilities necessary for the provision of electric service, such as, but not limited to, service drop wire, meter base, electric meter and other accessories of the service entrance and metering facilities.

(cc) *Standard Connection Facilities* - the Connection Assets identified for a particular Customer Segment as proposed by a DU and approved by ERC for the purpose of calculating a Standard Connection Charge.

(dd) *Termination of Electric Service Contract* - the cancellation, for reasons enumerated in Article 45 of these Rules, of the electric service contract whereby the DU and the Registered Consumer are released from their respective obligations and divested of their rights in the contract, without prejudice to the performance of existing obligations prior to termination.

ARTICLE 3. *Applicability*. — These Rules shall apply to all captive electricity consumers, both residential and non-residential, served by DUs.

It shall likewise apply suppletorily or by analogy, to the extent not inconsistent, to contestable consumers under the Retail Competition and Open Access (RCOA) program in the absence of a similar rule, or provisions under Resolution No. 13, Series of 2024 or the *Omnibus Rules for Customer Choice Programs in the Retail Market.*

ARTICLE 4. *Basic Rights*. — A consumer shall be entitled to the following basic rights:

(a) *Right to Adequate and Continuous Power Supply* - To receive quality, reliable, affordable, safe, and regular supply of electric power, subject to technical and operational limitations of the power system and regulatory standards;

(b) *Right to Courteous, Fair and Impartial Treatment* - To be accorded courteous, prompt and non-discriminatory service by the electric service provider;

(c) *Right to Reasonable and Transparent Electricity Price* - To be given a transparent, non-discriminatory and reasonable price of electricity consistent with the provisions of the *EPIRA*;

(d) *Right to Information* - To be an informed Electricity Consumer and to have adequate access to information on matters affecting their electric service;

(e) *Right to Prompt and Fair Redress* - To have complaints acted upon promptly and fairly by the DU and the Commission;

(f) *Right to Choice of Supplier* - To be properly informed by the concerned DU of the available RES in their area, and to freely exercise the option to migrate from being a captive customer to a contestable customer in accordance with the *Omnibus Rules for Customer Choice Program*;

(g) *Right to Self-Organization* - To organize themselves as a consumer group in the franchise area where they belong and where they are served by the DU or as a network of groups;

(h) *Right to Data Privacy and Protection* - To have personal and consumption data safeguarded, and used only for legitimate and authorized purposes consistent with the *Data Privacy Act* and relevant regulations of the Commission;

(i) *Right to Smart Meter* - To be provided with smart meter and services pursuant to the *AMI Rules*, and any subsequent amendments thereto;

(j) *Right to Participate in Rule-Making and Public Consultations* - To be heard and represented in public consultations, hearings, and rule-making processes of the Commission and other relevant government agencies on matters affecting electricity rates, service quality, and consumer welfare, among others;

(k) *Right to Access to Lifeline and Subsidy Programs* - To avail of socialized pricing, subsidies, or lifeline rates for marginalized and low-income electricity consumers, as provided under the *EPIRA*, other applicable laws, and any subsequent amendments thereto; and

(l) *Right to Participate in Renewable Energy Generation* - To enter into net-metering agreements with DUs, subject to technical requirements and without discrimination, pursuant to the *Rules Adopting the Amendments to the Net-Metering Program* and any subsequent amendments thereto, without prejudice to future issuances of the Commission expanding participation to other Distributed Energy Resources (DER) Programs.

ARTICLE 5. *Basic Obligations.* — Every consumer must comply with the following obligations and responsibilities:

(a) *Obligation to Pay Bills Promptly* - To observe the terms of the service contract, including the prompt payment of monthly electricity bills, among others;

(b) *Obligation to Ensure Accurate Metering* - To allow the faithful and accurate recording of electricity consumption through the appropriate metering device;

(c) *Obligation to Allow Access* - To allow authorized employees or representatives of the DUs to enter or access the consumer's premises for purposes provided for in Article 35 hereof;

(d) *Obligation to Protect Utility Facilities* - To take proper care of metering or other equipment installed by the DU within the customer's premises;

(e) *Obligation to Prevent Unauthorized Use of Electricity* - To refrain from making or allowing illegal connections, meter tampering, or any act that results in the unauthorized use of electricity;

(f) *Obligation to Report Pilferage or Damage to the meter and related equipment* - To inform the DU and/or proper authorities of any theft or pilferage of electricity or any damage caused by any person to the electric meter and related equipment;

(g) *Obligation to Report Defective Meters and Instances of Unusually Low Consumption Despite Actual Use* - To promptly inform the concerned DU of any observed defect, malfunction, or irregularity in the electric meter, including instances where recorded electricity consumption appears unusually low or inconsistent with actual or normal usage;

(h) *Obligation to Respect Notices and Orders* - To acknowledge and comply with official notices, advisories, and lawful orders issued by the Commission and relayed by the concerned DUs regarding billing, inspection, and disconnection, subject to applicable rights and remedies under the law; and

(i) *Obligation to Support Energy Program* - To cooperate with and support programs that promote efficient use of electricity. To this end, consumers with renewable energy systems installed on their premises must inform the concerned DU of such installation.

CHAPTER II
Consumer Rights

ARTICLE 6. *Right to Electric Service*. — All consumers, who are lawful occupants or possessors of the premises, including those residing in mass housing developments or residential condominium projects,[1] shall have the right to be connected directly to a distribution or microgrid system for electric power service.

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[1] Applicable for multi-metering only.

DUs shall require applicants for new electric service only the following documents:

(a) Duly accomplished application form;

(b) Valid identification card of applicant, whether or not such identification card reflects the applicant's address;

(c) Certificate of Final Electrical Inspection (CFEI), or its equivalent, in accordance with existing laws, rules, and local government regulations;

(d) Proof of ownership of or right to use or possess the premises sought to be energized, such as, but not limited to, a certificate of title, deed of sale, lease contract, sublease agreements, certification from a housing authority, or written authorization from the lawful occupant or owner.

In the absence of any of the above, an endorsement or certificate of occupancy from the Office of the Sitio or Purok Leader, Barangay Chairman or Office of the Mayor, or an affidavit of occupancy from a neighbor subscribed before a notary public or any local public official, attesting that the applicant is a *bona fide* occupant of the area, shall suffice.

Should another person or entity present a superior right of ownership or possession over the premises, the DU, upon investigation, may defer action on the application or, if electric service has already been connected, disconnect the electric service without incurring any liability therefor, provided that proper notice was issued to the applicant prior to the said disconnection.

Provided, further, that all documentary requirements may be submitted in physical or digital form, subject to the verification by the DU; and

(e) List of loads.

The applicant for new electric service must not also have any unpaid bills with the concerned DU at the time of the application.

ARTICLE 7. *Right to a Refund of Bill Deposits.* — Upon termination of electric service, bill deposits and accrued interest will be applied to any outstanding electric bills, and any remaining balance will be refunded to the customer. The bill deposit or any remaining balance, including accrued interests, will be refunded to the customer within one (1) month from submission of complete refund documentary requirements (e.g., duly accomplished application form for bill deposit refund and valid government-issued identification of the registered customer).

For existing customers who have already paid bill deposits and later qualified for a one hundred percent (100%) discount under the Lifeline Program administered by the ERC, pursuant to RA No. 11552 and its implementing guidelines, DUs shall automatically refund their bill deposits by crediting to the customers' subsequent monthly bills when the customers actual consumption do not qualify them for the lifeline discount. The refund shall be made until the full amount of bill deposits is fully credited.

Customers who have consistently paid their electric bills on or before the due date for two (2) consecutive years shall qualify for an automatic refund of their bill deposit. This refund includes accrued interest. DUs shall automatically apply the bill deposit refunds to their customers' monthly bills until the entire amount has been refunded.

ARTICLE 8. *Right to Exemption from Payment of Meter Deposits.* — Consumers shall be exempt from paying meter deposits, as the cost of electric watt-hour meters is already included in the DUs' rate base.

No additional fee or deposit shall be collected for the provision, installation, or replacement of standard metering facilities, except as may be expressly authorized by the Commission.

ARTICLE 9. *Right to an Accurate Electric Meter; Determination of Average Error.* - Consumers shall have the right to the installation and use of an accurate electric meter, properly tested and sealed in accordance with ERC rules and regulations. To safeguard this right, the following shall apply:

A. Installation and Liability

The DU shall install an electric meter of the proper type and classification, compatible with the electrical system or network in use on the premises of the consumer. For errors arising therefrom, the liability of the consumer shall be limited in accordance with the provisions hereof.

B. Replacement of Defective Meter

If the meter is found defective or damaged, the DU shall replace it automatically at no cost to the consumer.

C. Presumption of Accuracy

An accurate electric meter, sealed by the Commission, and installed in an area or location consistent with its rules, regulations, policies and guidelines, shall be presumed to correctly register the consumption of the Registered Consumer or User. Consequently, bills based on such readings must be settled within the prescribed period, except as otherwise provided hereof.

D. ERC Seal

The Commission's seal attached to an electric meter warrants that: (1) the meter has been tested, verified, and approved by the ERC as the acceptable and accurate type; and (2) it was found to operate within the allowable limits of tolerance at the time of testing and sealing.

E. Testing and Sealing

No electric meter, including instrument transformers, shall be installed or placed in service unless it has been tested, certified, and sealed by the Commission.

All electric meters, regardless of make and type, must be adjusted to as close as possible to zero (0) error before being placed in service, in accordance with the prevailing rules and regulations issued by the Commission on meter accuracy, ERC Resolution No. 4, Series of 2021, and any subsequent amendments thereto.

F. Determination of Average Error

The method provided under Article 2.11.6 of the DSOAR, and any subsequent amendments thereto, shall be used in the determination of average error.

G. Test Report

The consumer shall have the right to request and obtain a copy of the official meter test report duly issued by the DU or the Commission. The meter test report issued either by the DU or the Commission, for the testing conducted by their respective authorized personnel, whether within or outside the meter laboratory, shall contain the official findings and a certification attesting to the accuracy of the meter tested.

H. Utmost Care and Diligence of DUs

DUs have the duty to make reasonable and proper inspections of their apparatus and equipment to ensure their safe and reliable operation and that they do not malfunction, exercise due diligence in detecting any defects therein, and promptly repairing such defects.

ARTICLE 10. ***Right to a Refund of Overbillings.*** — Consumers shall have the right to a refund in cases where they have been overbilled by the DU, whether such overbilling results from meter inaccuracies or other billing errors. The following rules shall apply to the refund of overbillings:

A. Overbillings Due to Meter Inaccuracy

A consumer shall be entitled to a refund if a meter test conducted by the DU or other authorized entity shows that the electric meter recorded consumption beyond the allowable limits of tolerance, provided that there is no evidence of meter tampering or unlawful use of electricity.

The consumer shall be formally notified in writing of the refund and the manner by which the amount was computed.

B. Refund for Meter Inaccuracy

Where the electric meter in service is found to have an average error exceeding the tolerance of plus two percent (+2%), thereby rendering it a non-conforming meter as defined under ERC Resolution No. 8, Series of 2026, and its subsequent amendments, the refund shall cover a maximum period of six (6) months prior to the date of discovery of the meter inaccuracy; Provided However, that if a prior meter test was conducted within such six (6)-month period, the refund shall cover only the period between the date of prior meter test and the date of discovery of meter inaccuracy.

Any refund due under this subsection shall be applied as a credit to the consumer's future billings.

C. Overbillings Due to Other Billing Errors

In cases of overbilling arising from billing errors other than meter inaccuracy, the consumer shall have the right to a refund of any overpayments made to the DU.

The consumer shall be informed in writing of the existence of the billing error and the corresponding computation of the refund.

D. Refund for Other Billing Errors

The refund shall be computed retroactively from the date the billing error or omission commenced, as determined through verification of the DU's billing records and in accordance with applicable ERC rules and regulations.
Any refund due under this subsection shall be applied as a credit to the consumer's future billings.

E. Disputed Refunds

In case of disagreement on the refund amount, the consumer shall first raise the issue before the concerned DU within fifteen (15) calendar days from receipt of notice.

The DU shall have fifteen (15) calendar days from receipt of the consumer's refund complaint within which to resolve the same. In case of disagreement on the resolution of the DU, or failure of the DU to resolve the refund complaint within the prescribed period, the consumer shall have the right to elevate the matter to the Commission for resolution.

F. Refund Processing

The DU shall process the refunds or billing credits within thirty (30) calendar days from confirmation of overbilling.

This provision shall likewise be applicable to errors arising under Article 9 hereof.

ARTICLE 11. *Right to a Properly Installed Meter*. – Consumers shall have the right to an electric meter that is properly installed in a clean place, free from vibration, and positioned to be easily accessible and visible for reading and testing by both the DU and the consumer.

Under no condition should meters be installed behind doors or in areas where they can be easily broken or jarred by moving furniture or equipment. Meters shall be located on the outside wall of the building or private pole and shall not be more than three (3) meters nor less than 1.52 meters mounting height from the surface on which a person would normally stand to repair or inspect the meter.

Meters may likewise be installed in Elevated Metering Centers (EMC) and clusters, in accordance with the provisions of Resolution No. 10, Series of 2014, and its subsequent amendments.

A. Relocation of Meters at the Consumer's Cost

A consumer shall bear the cost of relocating the electric meter under the following circumstances:

1. When the consumer requests for the relocation of the electric meter, for reasons other than those provided for under this Article; or
2. When improvements or modifications made on the consumer's premises cause the meter installation to no longer comply with the conditions or standards prescribed under this Article, thereby necessitating relocation, under the following circumstances:

   (i) The relocation is requested by the consumer; or

   (ii) The DU notifies the consumer in writing of the need to relocate the electric meter due to its non-compliance with the prescribed conditions or standards.

B. Allocation of Relocation Expenses

If the meter was originally installed in compliance with the prescribed conditions or standards, the party responsible for causing the meter installation to become non-compliant shall bear the full cost of relocation. Accordingly,

(i) If the non-compliance is attributable to the DU, the DU shall shoulder the full expenses; and

(ii) If the non-compliance is attributable to the consumer, the consumer shall bear the full cost thereof.

In no case shall the cost of relocation be shared between the parties.

C. Notice and Coordination; Failure to Comply

Where relocation is required due to non-compliance of the consumer, the DU shall notify the consumer of the need for the said relocation. The consumer shall coordinate with the DU within thirty (30) calendar days from receipt of the written notice of non-compliance.

If the consumer fails to coordinate with the DU regarding the relocation of the meter within thirty (30) calendar days from receipt of the notice of non-compliance, the DU shall have the right to proceed with the relocation without further notice. In such case, the consumer shall be responsible for all costs and expenses incurred for such non-compliance. The parties may agree on an arrangement for the payment of said costs.

Provided, however, that where the consumer is able to show proof that an application for a Certificate of Electrical Inspection (CEI) has been timely filed with the concerned local government unit but remains pending through no fault of the consumer, the said thirty (30)-day period may be reasonably extended until issuance of the CEI.

D. Refusal of Access

If the consumer refuses, without any justifiable reason, to allow the DU or its representatives entry/access to the premises to effect the relocation of the meter, the DU may disconnect the consumer's electric service after giving a forty-eight (48)-hour written notice.

E. Notice and Witnessing

The DU shall notify the consumers in advance of any scheduled meter relocation or replacement thereof. Consumers have the right to witness the installation or designate an authorized representative to witness thereof. Following the scheduled replacement or installation, a report shall be prepared and signed by the DU and acknowledged by the consumer or its authorized representative.

Failure of the consumer or its authorized representative to appear at the designated time and date shall be deemed a waiver of the right to witness the relocation or replacement, and the DU may proceed accordingly.

F. Right to Disconnect in Case of Non-Payment of the Cost for Relocation

The consumer shall be granted a prescribed period within which to rectify the deficiency or provide an alternative meter location acceptable to the DU. Failure to comply within the prescribed period shall constitute sufficient ground for the disconnection of electric service, subject to prior written notice.

Where all required documentary submissions have been duly complied with and the meter relocation has already been effected, but the corresponding relocation costs remain unpaid by the consumer, the DU shall enter into a payment arrangement with the consumer for the recovery of such costs. Failure of the consumer to pay the agreed amount under said payment arrangement shall be a valid ground for the disconnection of electric service, subject to prior written notice requirements.

ARTICLE 12. *Right to a Meter Testing by Distribution Utility and/or ERC.* — Consumers shall have the right to the periodic testing of their electric watt-hour meters to ensure accuracy, in accordance with the applicable rules and procedures prescribed by the Commission.

A. Request for a Meter Testing

A consumer may require the DU to test the accuracy of the electric meter installed at the premises, once every two (2) years, free of charge, using a meter standard duly tested and sealed by the ERC for the electric meters and an appropriate testing apparatus for the instrument transformers.

This right does not apply if the meter, or, if applicable, the instrument transformers, have already been the subject of testing within the prescribed period, in accordance with the rules and procedures for the test and maintenance of electric meters by DUs.

B. Period for Conducting Customer Requested Tests and Issuance of Test Results

The applicable timeline shall follow the Customer Service Standards submitted by the DU under the Philippine Distribution Code (PDC).

In the absence of such standards, the DU shall conduct the meter test in accordance with Resolution No. 8, Series of 2026, or any subsequent amendments thereto, within fifteen (15) working days from receipt of the written request from the consumer.

Following said test, the DU shall immediately prepare and furnish the consumer with the report showing the results of the meter test conducted.

The fifteen (15)-day period may be extended in case of force majeure or any unforeseen events beyond the control of the concerned DU.

C. Requests in Excess of the Two (2) Year Period

If a consumer requests for meter testing more than once every two (2) years and the meter being tested is found to be operating within the allowable limits of tolerance of plus or minus two percent (+/- 2%) as provided under Article 9 hereof, the DU may assess and charge the consumer a reasonable testing fee which shall be equivalent to the testing fee charged by the ERC.

In all cases, the DU shall furnish the consumer with the report showing the test result, subject to Resolution No. 8, Series of 2026 or any subsequent amendments thereto.

D. Independent Meter Testing by ERC

A consumer may request the ERC to conduct an independent meter test, subject to the payment of the applicable fee prescribed under the approved ERC Schedule of Fees and Charges, and any amendments thereto.

The request for meter testing by the ERC shall be governed by Article 7.3 of ERC Resolution No. 8, Series of 2026, and any subsequent amendments thereto.

E. Inaccurate Electric Watt-hour Meter

If the electric meter is found to be inaccurate, the consumer shall have the right to:

(i) demand its replacement by the DU; or

(ii) request that the ERC calibrate the said electric meter, particularly electromechanical meter, to restore its accuracy to as close as possible to zero (0) error.

In such cases, the provisions on refund or billing adjustments due to inaccurate meters shall apply.

ARTICLE 13. *Right to a Prompt Investigation of Complaints; Consumer Dealings.* — Consumers shall have the right to have all complaints concerning electric service promptly recorded and investigated by the DU.

The DU shall furnish the consumer with a written report of the actions taken within the timeline prescribed under its Customer Service Standards, pursuant to the PDC. In the absence of the required period, the report shall be provided within fifteen (15) working days from receipt of the complaint.

If the DU fails to resolve the complaint to the satisfaction of the consumer, it shall issue a Certification to that effect, and the consumer may file a complaint with the Commission in accordance with Article 31 hereof.

In all dealings with consumers relative to electric power services, officers, employees, and agents of DU shall properly and conspicuously display their identification cards at all times.

ARTICLE 14. ***Right to Extension of Lines and Facilities.*** – Consumers shall have the right to the extension of lines and installation of additional facilities necessary to provide electric service, subject to distance, demand load, cost-recovery, and regulatory requirements, in accordance with Section 2.6.2 of ERC Resolution No. 02, Series of 2010, as well as Articles 2.6.1 and 2.6.2 of ERC Resolution No. 03, Series of 2012, and any amendments thereto, with any applicable cost-sharing arrangement disclosed to the consumer prior to construction and the technical specifications determined by the DU.

ARTICLE 15. ***Right to A Smart Meter.*** – Consumers situated in an area where the DU implements an advanced metering infrastructure (AMI) project shall have the right to a smart meter and to all basic services mandated under ERC Resolution No. 20, Series of 2025. The basic services are as follows:

(i) Remote Reading;

(ii) Remote Connection, Disconnection, Reconnection;

(iii) Outage Detection;

(iv) Meter Irregularity Detection; and

(v) Consumption Monitoring and Reporting Mechanism.

Furthermore, consumers may opt to avail of supplemental AMI-enhanced services offered by the DU or RES subject to terms and conditions under the aforementioned Resolution.

ARTICLE 16. ***Right to Information; Scheduled and Unscheduled Power Interruptions.*** – Consumers shall have the right to timely and accurate information from the DU on rates, fees and charges, service conditions, and power interruptions.

A. Mandatory Communication Facilities

DUs, subject to the presence, quality, and availability of telecommunications facilities within their franchise area, shall establish and maintain, at all times, *at least one* of the following mandatory communications facilities, and shall endeavor to provide multiple options where feasible:

(i) Mass/interactive media or online platforms;
(ii) A dedicated 24/7 consumer hotline; and
(iii) Short Messaging Service (SMS) facilities.

For purposes of this Article, mass/interactive media shall include, but not be limited to, print, radio, television, website, and online platforms, such as social media.

B. Information to be Published

DUs shall regularly disclose major announcements and consumer-related information through their official communications facility/facilities with preference to mass/interactive media or online platforms, including its official website and social media platforms. Such information shall include but not be limited to:

(i) Retail rate schedules and any tariff bill adjustments;

(ii) Unbundled rates and bill components, with breakdown of Generation charges; Transmission charges; Distribution and other pass-through charges; and fuel cost adjustments;

(iii) Monthly rates for the current and previous month for comparison;

(iv) Schedule of service fees and charges;

(v) Terms and conditions of service;

(vi) Standard rules and regulations governing the operation of DUs;

(vii) General information on metering, including the manner, method, and schedule of meter reading;

(viii) Decisions and orders issued by the ERC concerning the DUs, subject to confidentiality as determined by ERC;

(ix) Advisories issued by the ERC concerning the DUs and customers; and

(x) All terms and conditions, systems, and procedures on bill deposits under Section 5 of the *Rules to Govern the Monitoring and Reporting Process of Bill Deposits*, and any amendments thereto.

When there are two (2) or more authorized schedules of rates applicable to a consumer, the DU shall notify the said consumer in writing and apply the rate most beneficial to the consumer.

The foregoing information shall form part of the mandatory disclosures of DUs and shall be included in the reports of the Consumer Welfare Desk Officer (CWDO), in accordance with ERC Resolution No. 11, Series of 2025.

C. Conduct of Information, Education, and Communication (IEC) campaigns

In line with ERC Resolution No. 11, Series of 2025, DUs shall conduct regular IEC sessions to educate consumers on their rights and obligations, the DUs' tariff components, service standards, and other relevant matters.

D. Scheduled Power Interruptions

At least two (2) days before a scheduled power interruption, a DU shall issue advisories through its official communications facility/facilities with preference to mass/interactive media or online platforms, including its official website and social media platforms.

In areas where mass/interactive media are inaccessible, the DU shall ensure dissemination of advisories on scheduled power interruptions through practical and community-based channels. For this purpose, the DU shall coordinate with concerned Local Government Units (LGUs) and barangays, and shall use at least two (2) of the following methods of dissemination, depending on the suitability thereof to the locality:

(i) Announcements through barangay or community sound systems;

(ii) Posting in barangay/municipal halls, health centers, schools, chapels, or public markets;

(iii) Broadcast through local community radio stations;

(iv) Dissemination via LGU/Disaster Risk Reduction Management Office (DRRMO) SMS or emergency alert systems, where available;

(v) Bulletin boards of DUs; or

(vi) Any areas that could easily be seen by its consumers.

In addition to the foregoing, consumers with smart meters and connected to an AMI system shall be informed by the DUs of the power outage and causes thereof through notices sent through the CMDC.

E. Unscheduled Power Interruptions

In the event of an unscheduled power interruption, the DU, unless otherwise provided by other applicable issuances of the Commission, shall timely inform the consumers and concerned entities of such interruption:

(i) By issuing an advisory within twenty-four (24)-hours from the knowledge of the occurrence thereof, through their official communications facility/facilities with preference to mass/interactive media or online platforms, including its official website and social media platforms; and
(ii) By clearly stating the reason for the unscheduled interruption and the estimated time of restoration, in the interest of transparency.

Where the power interruption occurs without the prior knowledge of the DU (*i.e.* transmission-related incidents, generation plant outages, or unforeseen system disturbances), the twenty-four (24)-hour period to issue an advisory shall be reckoned from the time the DU receives an official notice from the concerned entities, or from the time the DU reasonably discovers the interruption, whichever comes earlier.

ARTICLE 17. *Right to a Transparent Billing.* – Consumers shall have the right to receive transparent and accurate billing statements from their DUs.

A. Standardized Bill Format

Bills issued to consumers shall conform with the billing format approved by the Commission, shown in *Annexes "B" and "C"* hereof.

Any future amendments, revisions, or new billing formats approved by the Commission shall form part of this Article, ensuring that consumers are provided with transparent, accurate, and standardized billing statements at all times.

B. Flexibility for Future Charges

As new policies and programs emerge, the Commission may authorize the inclusion of additional or future charges in the billing format.

C. Transition Period

A reasonable transition period shall be provided by the Commission in the implementation of any new or revised billing format.

ARTICLE 18. ***Right to a Monthly Electricity Bill.*** – Consumers shall have the right to receive a monthly electricity bill from the DU, free of charge.

A. Delivery of Monthly Electricity Bills

As a general rule, bills shall be delivered monthly to the Registered Consumer through personal or physical delivery to their registered address.

Consumers may, upon prior written consent, receive their monthly electricity bills through other modes of delivery, such as the following:

(i) Electronic mail (Digital delivery via registered e-mail address);

(ii) SMS (Text-based billing alerts and notifications);

(iii) Official mobile applications of the DU (In-app digital bill access and notifications);

(iv) Read-and-Bill Arrangement (Real-time billing upon meter reading); or

(v) Online Billing Inquiry Platforms (Online access to billing statements and consumption data).

B. Payment of Electricity Bills

Bills shall be payable through any of the following:

(i) Authorized collectors;

(ii) Authorized collection offices or Bayad Centers;

(iii) Authorized agents/entities;

(iv) Accredited banks; or

(v) Other online payment applications.

To ensure accessibility and convenience, particularly for consumers in remote or far-flung areas, DUs shall provide and maintain secured electronic or digital payment platforms (e.g., mobile applications, online banking, e-wallets) as standard options for bill settlement.

These electronic channels shall be made widely known to all consumers and shall operate in full compliance with data privacy and cybersecurity standards.

C. Meter Reading

A DU shall conduct the meter reading of its consumers' electric meters within the maximum allowable time, as provided for in Article 2(s) hereof, *provided that*, in cases of fortuitous or force majeure events, a DU may be excused from performing this obligation, *provided further that*, the meter reading is conducted immediately after the cessation of the fortuitous or force majeure events.

D. Billing Period and Subsidy

If the billing period covered in the electric bill exceeds the allowable number of days prescribed under these Rules, the DU shall still provide the applicable subsidy for the corresponding consumption level due to the consumer as if the meter had been read within the maximum allowable period.

For bills covering less than twenty-eight (28) days or more than thirty-one (31) days, fixed monthly consumer charges shall be prorated based on the ratio of actual billing days to the standard billing period of thirty (30) days, consistent with Section 3.5.5 of the DSOAR. In all cases, the applicable subsidy shall still apply as if the meter had been read within the allowable period.

E. Preservation of Billing Records

The DU shall safely keep the duplicate, electronic or otherwise, or office stub of the bills used and shall not be destroyed within five (5) years without authority from the Commission.

F. Charges to be Reflected

The electricity bill shall reflect all corresponding charges collected from all electricity consumers including, but not limited to, generation, transmission and ancillary services, distribution, supply and metering charges, universal charges and bill deposits, including interest thereon and any other charges that the Commission may approve to be collected from the consumers, subject to the rules and regulations that the ERC may promulgate.

ARTICLE 19. *Right to Due Process Prior to Disconnection of Electric Service.* — Consumers shall not be deprived of electric service without due process of law.

Subject to the foregoing paragraph, disconnection of electric service shall only be made under the following circumstances, and in accordance with proper notice, documentation, and procedure:

A. By the DU

(i) *Non-payment of electric bills* - Failure to pay the electric bills within the period provided under Article 39 (a) hereof;

(ii) *Illegal use of electricity* - In cases of unlawful use of electricity as defined under RA No. 7832, otherwise known as the *Anti-Electricity Pilferage Law*;

(iii) *Refusal to Permit Meter Relocation* - Unjustified refusal of the consumer to allow the DU's representatives to enter the premises for the purpose of relocating the electric meter, as provided under Article 35 hereof. Disconnection may be effected by the DU after forty-eight (48) hours from receipt of the written notice by the customer;

(iv) *Non-Compliance with Meter Relocation Payment Scheme* - Failure of the consumer to adhere to the agreed payment scheme for the recovery of the cost of relocating the meter/s. Disconnection may be effected by the DU within thirty (30) calendar days from receipt of the written notice by the consumer;

(v) *Non-Compliance with the Installment Payment Agreement (IPA)* - For consumers allowed by the DU to settle their arrears through an IPA, formalized by a promissory note, failure to comply with the agreed terms shall constitute a default under the IPA. In such cases, the DU shall issue a separate and specific disconnection notice to formally notify the consumers of the non-payment and default, and disconnection shall only be effected after observance of the required and applicable notice of disconnection period under Article 20 (A) hereof;

(vi) *Failure to Pay Bill Deposits* - Non-payment of the required bill deposit, whether newly imposed, reimposed, adjusted, or otherwise;

(vii) *Lawful orders* - Upon lawful orders of competent government agencies or the courts, specifically those vested with authority and jurisdiction under existing laws and regulations; and

(viii) *Public Safety* - When continued electric service endangers public safety or property.

B. Upon the request of Registered Consumers:

(i) *Termination of lease or occupancy* — When the Registered Customer is the owner of the property and the tenant/lessor no longer has legal possession of the property and ceases to pay the monthly electric bills; or

When the registered customer is the lessee or tenant of the property and seeks to terminate liability for future bills.

Provided, however, that if there is a pending case concerning the ownership or possession of the property and the electric bills are continually paid, no disconnection shall be effected until the case is resolved with finality or a disconnection order is issued by the relevant court, whichever comes first;

(ii) *Sale, transfer, or relinquishment of property rights* — Where the Registered Consumer has disposed of, or transferred ownership or rights over the property; and

(iii) *Safety concerns* — Where continued supply may pose danger to life and property (e.g., risk of fire, faulty wiring, or hazardous conditions).

C. Disconnection Process and Facility Retirement

Disconnection shall be effected through the disconnection of the meter from its meter base, removal/disconnection of the service drop from the consumer's metering facilities, any analogous circumstance or through remote disconnection through the DU's AMI system.

Whenever a DU disconnects a consumer's electric service, it may, at its own discretion, immediately retire the associated electrical facilities. However, if the electric service remains disconnected for a period of thirty (30) calendar days, the DU shall issue a second written notice, informing the consumer of the impending retirement of facilities.

The retirement of said facilities shall not be construed as equivalent to the termination of the electric service contract. The contractual relationship between the consumer and the DU shall continue to subsist unless otherwise terminated in accordance with the law, regulations, or the terms of the contract.

ARTICLE 20. *Right to a Notice Prior to Disconnection*. – Consumers shall have the right not to be disconnected without receiving prior written notice of disconnection from the DU.

A. Notice of Disconnection Period

The DU must serve the consumer with a Notice of Disconnection at least forty-eight (48) hours before disconnection.

Notice of Disconnection written on bills or incorporated therein in anticipation of non-payment does not constitute a valid written Notice of Disconnection.

B. Modes of Service of Notice of Disconnection

The Notice of the Disconnection shall be delivered through personal or physical delivery to the registered address of the consumers.

Other modes of delivery of the Notice of Disconnection may be allowed in the same manner as the delivery of monthly bills, pursuant to Article 18(a) hereof. *Provided that*: (a) the consumer has expressly consented to receive the generated Notice of Disconnection through any of these modes; and (b) the DU can present proof of successful delivery to the consumer.

C. Unserved or Refused Notices

If the Registered Consumer or his/her/its authorized representative is not present at the premises, cannot be located, or refuses to accept the Notice of Disconnection without justifiable grounds, the DU shall send the notice by registered mail to the consumer's registered or last known address.

D. Completion of Service

Service of notices, letters, and other correspondence are deemed complete, and such notices, letters and other correspondence are considered received, in the following instances:

(i) By personal service, upon actual delivery thereof to the consumer's registered address;

(ii) Service by registered mail, upon actual receipt by the consumer or its representative, or after five (5) calendar days from the date the consumer or its representative received the first notice of the postmaster, whichever date is earlier; and

(iii) By electronic service, at the time the electronic document is successfully transmitted, or when available, at the time that the notification of electronic service of the document is received.

E. Remote Disconnection Warning for AMI-Connected Consumers

In addition to the foregoing requirements, consumers with smart meters connected to an AMI system of the DU shall receive a Remote Disconnection Warning (RDW) through the CMDC. The RDW shall notify the consumer that electric service will be remotely disconnected after the lapse of twenty-four (24) hours from issuance of such notification, if payment of the bill or obligations remains unsettled within the said period.

F. Disconnection of Electric Service Despite Bill Deposit

The DU may disconnect the electric service, notwithstanding the existence of the consumer's bill deposit, which deposit serves as guarantee for the payment of future bill(s) after service is terminated.

G. Immediate Disconnection in Cases of Pilferage

When the owner, occupant of the house or establishment concerned, or another person acting on their behalf is caught *in* *flagrante delicto* committing electricity pilferage or any of the acts enumerated in Section 6 of RA No. 7832, otherwise known as the *Anti-Electricity Pilferage Law*, or any subsequent amendments thereto, the concerned DU shall have the authority and right to immediately disconnect the electric service only after serving a written notice to that effect. The contents and form of such written notice shall comply with the requirements prescribed under the implementing rules and regulations (IRR) of RA No. 7832, and any subsequent amendments thereto.

ARTICLE 21. *Right to Suspension of Disconnection.* – Consumers shall have the right to suspend the disconnection of electric service, even after receiving a notice, under the circumstances provided by law, including RA No. 7832 or any subsequent amendments thereto, and as enumerated herein.

A. Prohibited Hours and Days

(i) On any weekday beyond three o'clock in the afternoon (3:00 P.M. PST) to eight o'clock in the morning (8:00 A.M. PST) of the following day; and

(ii) On any weekend (Saturday or Sunday) and official national or local holidays.

This time restriction does not apply to consumers with smart meters connected to an AMI system, who may be subject to remote disconnection in accordance with the *Revised AMI Rules*, subject to availability of twenty-four (24) hour payment channels.

B. Special Circumstances

(i) *Life Support Dependency* - A permanent occupant of the premises is dependent on a life support system or equipment necessary to sustain life (i.e. dialysis machines, oxygen concentrators, ventilators, or other similar devices) requiring continuous supply of electricity.

Disconnection shall be suspended upon presentation of a medical certificate issued by a duly licensed physician or public health official certifying the patient's dependency on the life support system or equipment.

The suspension of the disconnection shall remain effective only during the patient's dependency on the life support system and shall not exceed two (2) months from the date of suspension.

(ii) *Funeral Wake* - During the funeral wake of a deceased permanent resident of the premises.

Disconnection shall be suspended upon presentation of the original or duly certified true copy of the death certificate issued by the Local Civil Registry of the city or municipality concerned.

The suspension of the disconnection shall apply only for the duration of the wake and shall not exceed one (1) month from the date of suspension, or until interment, whichever comes earlier.

(iii) *Non-receipt of Statement of Account or Notice of Disconnection* - Where the consumer proves non-receipt of a Statement of Account and/or Notice of Disconnection, provided that such non-receipt is not due to the consumer's unjustified refusal to accept the bill or notice.

The DU shall bear the burden of proving that the notice was properly served in accordance with these rules.

(iv) *Billed for Multiple Months* - When a consumer is being billed in a single statement of account for consumption covering two (2) or more months due to the failure of the DU to issue timely monthly billing statements, except when the delay is due to fortuitous or force majeure events, as defined in these Rules.

The consumer shall pay the current billing on its due date, while the DU shall allow the arrears or remaining balance to be paid in installments or staggered payment arrangement over a period equal to the number of months for which the arrears or balance were incurred.

(v) *ERC-Filed Complaints (Differential Billing/Billing Adjustments/Estimated Consumptions)* - Where the consumer has filed a complaint with the Commission involving differential billings, billing adjustments arising from defective or stopped meters or other billing errors, and estimated consumptions, the suspension of disconnection shall apply until the final resolution of the complaint.

The suspension of disconnection shall take effect upon receipt by the DU of an Order issued by the Commission and shall remain in force until the case is finally resolved, provided that the consumer continues to pay the regular monthly bills while the case is pending. Failure to pay the regular monthly bills shall constitute a ground for disconnection under Article 19 (A)(i).

(vi) *Declared Emergency or Calamity* - During a period of national emergency, local emergency, or state of calamity officially declared by the appropriate government authority.

The suspension of disconnections shall apply to all consumers within the franchise area of the DU covered by the declared emergency or calamity. Such suspension shall take effect immediately upon the issuance of the declaration by the appropriate authorities. The duration of the suspension, including any conditions or limitations thereto, shall be determined by the Commission.

ARTICLE 22. *Right to Tender Payment at the Point of Disconnection.* — Consumers shall have the right not to be unjustly deprived of electric service when tender of payment of the full amount of the electric bill is made at the point of disconnection.

A. Tender of payment at the Point of Disconnection

If, at the time the disconnection is about to be effected, the consumer presents proof of full payment (i.e. official receipt, online payment confirmation, or validated bank transfer), or tenders the full amount due to the authorized agent or personnel of the DU effecting the disconnection, such agent, or personnel shall desist from proceeding with the disconnection of electric service.

B. Designation and Authority of Collectors

Unless expressly designated, field agent or personnel of the DU shall not be regarded as authorized collectors. However, they shall record any proof of full payment or tender of full amount and issue an acknowledgement of such fact to the consumer.

C. Suspension of Disconnection

Upon a valid tender of payment, the field agent or personnel shall desist from disconnecting the electric service and shall direct the consumer to settle the payment directly with the DU pursuant to Article 18 (b) hereof, within twenty-four (24) hours from the time of tender.

This right may be invoked only once for the same unpaid billing.

ARTICLE 23. *Right to Deposit Disputed Billings*. - Subject to the provision of Article 25, consumers shall have the right to prevent immediate disconnection or to secure immediate reconnection of electric service by depositing the required amount directly with the DU, pending the final resolution of the dispute.

Upon resolution of the dispute, the deposited amount shall be applied accordingly to the full amount of the obligation. Any excess amount shall be refunded to the consumer. Any deficiencies shall be paid by the consumer.

While the dispute is pending, the consumer shall continue to pay all current and undisputed bills.

ARTICLE 24. *Right to Electric Service Despite Arrearages of Previous Occupant*. — All consumers shall have the right to electric service and shall not be refused connection or disconnected solely based on unpaid bills or charges previously incurred by a previous occupant of the premises. This Article applies provided that the applicant for new electric service or consumer has no arrears with the DU at the time of the application.

Liability for the arrearages of a previous occupant shall not be presumed and may only be imputed to the new applicant or consumer upon presentation by the DU of substantial evidence of conspiracy to evade payment of such arrearages and defraud the DU.

ARTICLE 25. *Right to Reconnection of Electric Service*. — A consumer whose electric service has been disconnected shall have the right to immediate reconnection upon compliance with the conditions prescribed herein.

A. Standard Reconnection Period

Whenever the electric service is disconnected due to non-payment of electric bills, the DU shall immediately reconnect the same within twenty-four (24) hours from full payment of the said arrearages. The twenty-four (24)-hour period may be extended only for justifiable reasons, which must be duly communicated to the consumer.

For consumers with smart meters connected to AMI system, reconnection shall be done remotely within one (1) hour from the time the consumer's arrears are fully settled in the billing system of the DU, provided that there are no technical constraints or consumer errors, such as payments to the wrong accounts. The one (1)-hour period may be extended only for justifiable reasons, unless the consumer can show proof that the arrears have already been fully paid.

B. Provisional Payment and Reconnection for Disputed Billings

For accounts disconnected due to disputed billings, the consumer may pay ten percent (10%) of the disputed amount to secure the reconnection of electric service, pending the resolution of the complaint by the Commission.

The amount paid shall be applied to the consumer's final obligation once the complaint is resolved. Any excess shall be refunded to the consumer, while any deficiency shall be paid by the consumer. All payments shall remain subject to adjustment based on the Commission's final resolution of the complaint.

C. Accounts with Pending ERC Complaints

When a consumer's electric service has been disconnected due to disputed billings and the consumer has filed a complaint before the Commission under Article 31 of these Rules, and an Order to stay of disconnection has been issued by the Commission, the DU shall immediately reconnect the electric service within twenty-four (24) hours from receipt of the Order thereof. The twenty-four (24)-hour period may be extended only for justifiable reasons, which must be duly communicated to the consumer.

D. Reconnection Fee

The DU may impose a reasonable reconnection fee in accordance with its approved rate schedule. This fee shall be collected only when an actual or remote disconnection and subsequent reconnection of electric service has been performed.

ARTICLE 26. ***Right to Consumption Monitoring and Reporting System.*** – Consumers with smart meters and connected to an AMI system shall have the right to be provided with CMDC to be used in monitoring for each billing period, the following information:

(a) The energy consumption in kWh;

(b) The cumulative energy consumption in kWh for the applicable billing period; and

(c) The total monthly consumption in kWh, which is determined by calculating the difference between the current reading for the present billing period and the last reading for the immediately preceding billing period.

These consumers shall be entitled to free access to the abovementioned data. The concerned DU shall establish the procedures of ensuring accessibility and availability of such data or information as an integral part of its AMI project application.

At a minimum, these consumers shall be provided access to their consumption data at least once daily. The Commission may prescribe amendments to this minimum requirement through subsequent issuances, taking into account international best practices, system capabilities, cost implications, and the overall direction of the Philippine energy data framework. Costs reasonably and prudently incurred in complying with this requirement may be proposed for recovery, subject to Commission evaluation and approval. Any request by a consumer for data services or platforms beyond the prescribed minimum shall be on a cost-to-pay basis, chargeable to the requesting consumer.

The required information shall be made accessible to the consumer through CMDC. The DU shall exert all efforts to notify and obtain from the consumer the latter's choice of CMDC.

To further assist consumers in managing their consumption, the DU, at its discretion, may provide additional information, including but not limited to:

(a) On-demand transaction history covering a period of not more than twenty-four (24) months (e.g., payment, disconnection, reconnection); and

(b) Consumption forecast and other analytics.

The CMDC shall likewise be used to send warnings when the consumer's electric service is scheduled for remote disconnection. The consumer shall receive such warning not later than twenty-four (24)-hours prior to the said scheduled remote disconnection.

ARTICLE 27. *Right to Witness Apprehension.* – Electricity Consumers shall have the right to witness all apprehensions for illegal use of electricity at the premises they are occupying, subject to the procedures and requirements established under RA No. 7832 and its IRR, or any subsequent amendments thereto.

ARTICLE 28. *Right to Meter Replacement.* – Electricity Consumers shall have a right to meter replacement, subject to the conditions set forth in this Article.

The DU shall determine the meter to be installed, provided that the same is accurate and the correct meter-type. It shall also replace meters that are suspected to be tampered, defective, damaged, or of an incorrect meter-type.

Upon removal of the existing meter, the DU shall immediately install an accurate, duly sealed, and ERC-type approved electric meter, to ensure the continuity of electric service.

An Electricity Consumers' request for meter replacement of the existing electric meter shall only be granted if the said meter is found and tested to be inaccurate or of an incorrect meter-type. Otherwise, the DU shall retain the discretion to reinstall the same meter.

ARTICLE 29. *Right to ERC Testing of Apprehended Meter.* — Electricity Consumers shall have the right to witness the testing of their apprehended meters conducted by the Commission after an apprehension, subject to the procedures and requirements prescribed under RA No. 7832 and its IRR, or any subsequent amendments thereto.

A. Notification on the testing schedule

The DUs shall notify their Electricity Consumers, in writing, of the scheduled date, time, and place of the meter testing.

Any change to the testing schedule shall likewise comply with the same notice requirement.

If the Electricity Consumers or their authorized representative fails to appear at the scheduled meter testing despite proper written notice, and no request for rescheduling or postponement was made prior thereto, the Electricity Consumers shall be deemed to have waived the right to witness the testing. In such case, the testing shall proceed in the presence of the authorized representative of the Commission.

B. Issuance and Release of Test Reports

After the testing, a Meter Test Report shall be prepared by the DU and duly signed by its authorized representative and that of the Commission and acknowledged by the Electricity Consumer who is present during the testing.

In all instances, whether the Electricity Consumer is present or has waived his/her/its right to witness the testing, the Electricity Consumer shall have the right to be furnished with an official copy of the Meter Test Report, which shall be issued by the DU and verified in the presence of the authorized representative of the Commission.

ARTICLE 30. *Right to Payment Under Protest.* – Consumers shall have the right to pay under protest to maintain continuous electric service in cases involving: (a) regular electric bills, or (b) billing adjustments due to the stoppage, or (c) failure of the meter to register the full and correct amount of energy consumed, or (d) differential billing due to alleged illegal use of electricity.

Payment under protest shall be without prejudice to the filing of a complaint before the Commission and shall not be construed as an admission by the consumer of the allegations or claims of the DU, or of any violation of law or of the service contract.

A protest, other than for high billing, shall be made in writing to the DU within fifteen (15) days from payment of the contested amount. If the consumer disagrees with the resolution of the protest, the consumer may file a complaint with the Commission.

All payments made under protest shall remain subject to adjustment based on the Commission's resolution of the complaint

Protests for high billings shall be governed by Article 39 (c) of these Rules.

ARTICLE 31. *Right to File Complaints before ERC.* – Registered Consumer or Actual User shall have the right to file a complaint before the Commission for violation of laws, ERC rules, regulations, guidelines and policies, including but not limited to:

(a) EPIRA and its IRR;
(b) RA No. 7832 and its IRR;
(c) DSOAR; and
(d) Revised AMI Rules.

Complaints may be lodged through e-mail, written correspondence, or via the Consumer Complaints Ticketing System (CCTS), which can be accessed on the ERC website, by providing the following details:

(a) Name of the DU against which the complaint is filed;
(b) The consumer's name, service address;
(c) Service identification/account number; and
(d) Description of the complaint.

Provided that, before filing a complaint with the Commission, the Registered Consumer or Actual User shall first raise the issue with the

CWDO or representative of the concerned DU, or with the RES in case of contestable customers.

If no settlement is reached, or if the matter remains unresolved, the complaint may then be filed with the Commission in accordance with its Revised Rules of Practice and Procedure (RRPP), or any further amendments thereto.

ARTICLE 32. *Right to Participate in Net-Metering and Other Renewable Energy Programs.* – A consumer who is qualified to participate under the Net Metering or other renewable programs of the Commission shall have the right to install and operate a renewable energy generating system for Net-Metering, DER, or other distributed renewable energy program, subject to the requirements set forth in ERC Resolution No. 15, Series of 2025, ERC Resolution No. 11, Series of 2022, and any subsequent amendments thereto, as well as other pertinent issuances of the Commission.

ARTICLE 33. *Right to Participate in Retail Aggregation Program.* – Consumers shall have the right to aggregate their electricity demand to take advantage of the benefits of RCOA, subject to the requirements laid out in ERC Resolution No. 13, Series of 2024, and any subsequent amendments thereto, as well as other pertinent issuances of the Commission.

CHAPTER III
Consumer Obligations

ARTICLE 34. *Obligation to Pay Bill Deposit.* – To ensure bill payments, a deposit may be required from all consumers.

The amount of the bill deposit that the DU may require of new connections shall not exceed the applicant's estimated billing for one (1) month based on the submitted load schedule. The customer has the option to pay the bill deposit in full or in three (3) equal monthly installments beginning on the first bill.

In case of applicants for new service who, based on their submitted load schedule, shall make them eligible for a one hundred percent (100%) lifeline discount on their bills under the Lifeline Program administered by the ERC, pursuant to RA No. 11552 and its implementing guidelines, no bill deposit shall be required of them.

After one year and annually thereafter, if the customer's actual average monthly bills deviate by more than ten percent (10%) from the bill deposit paid, the deposit amount may be adjusted accordingly. In the event of an increase, the DU shall notify the customer before collecting any additional amount, explaining the basis for the adjustment. Such notice to be issued on the anniversary month of the consumers' electric service contract, may be through a letter, bill message in the monthly billing issued to the consumers, or other means. Conversely, if the deposit amount is reduced, the DU shall automatically credit the excess to the customer's monthly bill until fully refunded.

DUs are required to pay interest on bill deposits at a rate equivalent to the peso savings account interest rate of the Land Bank of the Philippines, calculated on the first working day of the year. These accrued interests as of the customers' electric service contract anniversary, shall be automatically credited to their bills during annual update of bill deposit, as provided above.

DUs may choose to waive the requirement for bill deposits or offer suitable alternatives to cash bill deposits as a guarantee for the customers' payments.

If a customer has previously received a refund for the bill deposit, been exempted from paying it, or was not required to pay any bill deposit, and later defaults on his/her/its monthly bill payments or becomes ineligible for the one hundred percent (100%) lifeline discount, the DU may subsequently require the said customer to post a bill deposit. In case of lifeline customers, if their consumption for six (6) consecutive months entitles them to one hundred percent (100%) lifeline discount, their reimposed bill deposit shall automatically be refunded.

Non-payment of the reimposed or adjusted bill deposit shall be a ground for disconnection of electric service.

DUs shall reflect the amount of the bill deposit paid by the customers and held by the DUs in their customers' bills. The amount of interest credited to the customer's bill shall also be shown in the customer's succeeding bill after annual update of bill deposit.

ARTICLE 35. *Obligation to Allow Inspection, Installation and Removal of Electricity Apparatus.* – Consumers shall allow duly authorized representatives of the DU to enter their premises during business hours, or at such other reasonable times as may be necessary, with due notice to the consumers, for the following purposes:

(a) Inspecting, installing, reading, testing, repairing, maintaining, removing, replacing, or otherwise disposing of its apparatus and property;

(b) Removing the DU's entire property in the event of the termination of the electricity service contract;

(c) Maintaining distribution assets, including road clearing activities;

(d) Disconnecting service for non-payment of bills or violation of contract (VOC); and

(e) Other reasonable grounds, pursuant to these Rules.

Provided, however, that only authorized representatives of the DU with proper identification cards shall be allowed to make any external adjustments to any electric meters or any internal or external adjustments to any other apparatus owned by the DU. The conduct of inspection shall be governed by the rules and procedures outlined in Rule V, Sections 1 and 2 of the IRR of RA No. 7832, and any further amendments thereto.

ARTICLE 36. *Obligation to Allow the Construction of Poles, Lines and Circuits.* — Consumers shall allow the DU, when necessary, to construct poles, lines, and circuits, and to install transformers or other apparatus on their property or within their buildings, at a point or points convenient for such purpose, in accordance with RA No. 7920, otherwise known as the *New Electrical Engineering Law* and its IRR.

Consumers shall likewise provide the DU an appropriate and suitable space to use for the installation of necessary metering equipment, ensuring that such equipment will be protected against damage by the elements, negligence, or deliberate acts of any person.

This obligation is subject to the requirements of the Constitution, the Civil Code, and other applicable laws, rules, regulations, and issuances governing rights-of-way acquisition and the payment of just compensation to the property owners whenever such compensation is legally required.

A. Prior Notice Requirement

The DU shall provide the consumer with a written notice, indicating the purpose, scope, and expected duration of the construction or installation.

B. Requirement of Written Consent

No construction or installation shall proceed without the written consent of the consumer or their authorized representative, without prejudice to all legal remedies available to the parties.

Written consent, once given, shall be binding upon the consumers, their heirs and successors, unless proven otherwise.

C. Relocation of Poles

Where relocation of poles or equipment is requested:

(i) If the installation was done without written notice and consent to the consumer, the cost of the relocation shall be borne by the DU;

(ii) If the installation was done with written notice and consent to the consumer, the cost of the relocation shall be borne by the consumer.

ARTICLE 37. *Obligation to Keep Power Line Corridors Free from Obstructions*. – Consumers shall ensure that the land beneath, the air spaces surrounding, and the area traversed by power lines including its horizontal, vertical, and requirements constituting the power line corridor, is kept clear and free from any power line obstructions, dangerous structures, hazardous activities and improvements, and other similar circumstances in accordance with the provisions of RA No. 11361, or the *Anti-Obstruction of Power Lines Act*.

The owner or operator of power lines shall have the primary duty and responsibility to remove power line obstructions. In cases where the power line corridor is wholly or partially located within a private property, the consumer-property owner shall coordinate and assist the owner or operator of the power lines by facilitating the necessary access in order to perform the acts enumerated in Section 7 of RA No. 11361, as follows:

(i) To conduct maintenance and inspection activities within the power line corridor;

(ii) To conduct repair or restoration activities within the power line corridor;

(iii) To conduct trimming, pruning, cutting, or clearing activities for tall growing plants within the power line corridor without securing prior clearance or permit from, but with due notice to, the Department of Environment and Natural Resources (DENR), Philippine Coconut Authority (PCA) in the case of coconut trees, the concerned LGUs, and other relevant government agencies;

(iv) To remove, dismantle, or demolish hazardous improvements in accordance with the *National Building Code of the Philippines*: Provided, that such acts may be carried out without prior clearance or permit from, but with due notice to, the Department of Public Works and Highways (DPWH), Department of Human Settlements and Urban Development (DHSUD), and the concerned LGUs;

(v) To stop, prevent, or prohibit the conduct of hazardous activities; and

(vi) Perform other analogous acts or activities, which will cause the prevention and removal of obstruction.

Pursuant to Section 14 of RA No. 11361, a consumer-property owner undertaking construction or maintenance activities within or adjacent to the power line corridor shall give prior notice to and coordinate with the owner or operator of the power lines before the issuance of a building permit from the concerned LGU. The applicable procedures and timelines shall be observed.

The consumer-property owner shall have the primary duty and responsibility to prevent line obstructions and to inform the owner or operator of the power line of their existence. In the performance of these acts, the consumer-property owner shall be entitled to necessary assistance such as, but not limited to, education and information, and technical and manpower support from the owner or operator of power lines.

In the event that the consumer-property owner fails to perform any duty and responsibility under the preceding paragraphs, the owner or operator of the power lines shall have the right to access the power line corridor in order to undertake the acts enumerated herein. Provided, that the entry to private property may only be effected after due notice to, and proper coordination with the consumer-property owner. Provided, however, that the foregoing shall no longer be required to avert an imminent danger posed by a power line obstruction in accordance with Article 432 of the *New Civil Code of the Philippines*.

ARTICLE 38. ***Obligation to Receive Monthly Electric Bills.*** — Consumers are obliged to accept their electric bills, without prejudice to the exercise of their right to payment under protest to contest the same, pursuant to Article 30 hereof.

A. Acceptance of Monthly Electric Bills

Consumers must accept their monthly electric bills. Refusal or failure to receive the bill shall not exempt the consumer from liability to pay for electricity consumed.

B. Electronic Billing

For consumers who have expressly enrolled in or consented to electronic billing or e-bill delivery services, the electronic transmission of the monthly electric bill to the registered e-mail address, mobile number, or designated online platform shall be deemed valid receipt of the bill, unless the consumer shows proof of non-receipt of the electronic bill.

The date of transmission as recorded in the system of the DU shall be presumed the date of receipt for purposes of computing the payment period and enforcement of related rights and obligations, unless proven otherwise by the consumer.

The DU shall ensure that consumers are clearly informed of and have consented to this arrangement upon enrollment in electronic billing and shall provide accessible options for verification or resending of bills in case of non-receipt.

ARTICLE 39. *Obligation to Pay Monthly Electric Bills; High Billings.* – Consumers are obligated to pay their monthly electric bills in a timely manner, and DUs must ensure that billing and payment processes are transparent, accurate, and accessible to all. The following rules shall apply:

A. Payment of Monthly Electric Bills

Consumers shall pay their bills not later than nine (9) calendar days from receipt of the monthly electric bill, through any of the authorized payment channels under Article 18 (B) hereof.

Bills shall be based on the consumer's consumption as registered by accurate and ERC-type approved electric meters, and other metering facilities.

Such bills are deemed conclusive between the parties, without prejudice to any rights, remedies, and obligations under these Rules or other applicable laws, rules, and regulations.

B. Acceptable Payment Arrangements

The DU may offer other payment arrangements or options, provided these are mutually agreed upon by the consumer and the DU.

C. High Billings

Consumers may contest any instance of high billing even if the full amount of the bill has already been paid.

A consumer must file a formal protest with the DU within sixty (60) calendar days from payment thereof, accompanied by supporting proof showing why the consumer should not be liable for the entire bill.

To prevent disconnection of electric service, the consumer shall be allowed to pay an amount equivalent to the average twelve (12)-month consumption, subject to adjustment upon resolution of the complaint.

The DU shall, upon receipt of the complaint/protest, conduct an investigation thereof which must be completed within thirty (30) calendar days from filing of the complaint or protest.

Furthermore, the DU must replace the meter of the concerned consumer immediately upon receipt of the complaint/protest, provided that the original meter has been tested and documented in accordance with ERC rules and retained for verification.

The consumer shall cooperate with the DU and its representatives throughout the investigation process including the conduct of a thorough inspection of the consumer's premises, the electric meter, and electrical wirings.

All inspections of meters and facilities shall be generally conducted in the presence of the consumer or their duly authorized representative. However, such inspection may proceed without such presence, provided that prior notice has been duly served and the consumer or their representative opts not to witness the inspection or appear, provided, that no meter shall be removed or replaced without the presence of the consumer or their duly authorized representative, except for reasons of public safety.

After the inspection and investigation, the DU shall issue a written report of the results of such inspection and investigation, including the result of the meter testing conducted on the concerned meter that registered the high billing consumption.

All costs relative to the investigation and inspection shall be shouldered by the consumer.

The consumer shall pay the full amount of the disputed bill, under any of the following circumstances:

(a) The meter that registered the contested billing consumption was tested by the Commission and found to be accurate; or

(b) The consumer's subsequent consumption, for any month in the succeeding twelve (12) months, approximates the contested billing.

On the other hand, the consumer shall be liable only for the average consumption for the last twelve (12) months preceding the contested bill, under any of the following circumstances:

(a) The meter that registered the contested billing was not tested by the Commission;

(b) The DU failed to conduct an investigation despite the complaint of the consumer; or

(c) The consumer's average consumption for the next twelve (12) months following the contested billing approximates the consumer's average monthly consumption for twelve (12) months preceding the contested bill.

If the disputed bill has already been fully paid, any overpayment shall be credited to future bills, otherwise, the consumer shall pay the remaining balance.

ARTICLE 40. *Obligation to Pay Undercharges and Billing Adjustments* – Consumers may be required to pay undercharges or billing adjustment in case there is a stoppage or failure by the consumer's electric meter to register the full amount of energy consumed without any fault on the part of the consumer. The following rules shall apply to the payment of undercharges and billing adjustments:

A. Undercharges and Billing Adjustments Due to Meter Inaccuracy

A consumer may be compelled to pay undercharges where the consumer's electric meter, without any fault on the part of the consumer and without evidence of meter tampering or unlawful use of electricity:

(i) Has stopped; or

(ii) Has failed to register the full amount of electricity consumed.

On the other hand, where a meter in service is found, upon testing, to have an average error exceeding the allowable tolerance of minus two percent (-2%), the DU may ask for the payment of billing adjustments from the consumer to recover payment for the unregistered consumption, subject to the limitations set forth herein.

B. Recoverable Period for Meter Inaccuracy

(i) Defective but Not Completely Stopped Meters

If the electric meter is found to be defective but has not completely stopped, and such defect could not have been easily or reasonably detected by the concerned consumer, the DU may recover the unregistered consumption for a period not exceeding six (6) months prior to the date of discovery of the defect.

(ii) Stopped or Conspicuously Defective Meters

In cases of actual stoppage of the electric meter or where the meter defect is conspicuous, the DU may recover the unregistered consumption for a period not exceeding three (3) months prior to the date of discovery of the stoppage or defect.

C. Exception: Compliance with Mandatory Meter Testing

Notwithstanding the foregoing limitations, the DU may recover the full amount of unregistered consumption if it has complied with the two (2) -year meter testing requirement under RA No. 7832 and its IRR, provided that:

(i) The recovery period shall not extend beyond the period from the last meter testing prior to the date of discovery; and

(ii) In no case shall the recovery period exceed two (2) years.

In such cases, the DU shall enter into an agreement with the consumer for a staggered payment scheme within a period equivalent to at least the number of months covered by the billing adjustment, unless the consumer opts to accelerate the payment period.

D. Basis of Billing Adjustment and Estimated Consumption

Any billing adjustment or recovery of undercharges shall be computed as follows:

1. The applicable rate shall be the rate prevailing during the period sought to be recovered; and

2. The estimated consumption shall be based on:

   (i) The result of an ERC meter test conducted at the time of discovery; or

   (ii)In the absence of such test results, the consumer's average energy consumption for the immediately preceding six (6) months of similar use; or

   (iii) The lowest monthly consumption within three (3) months after the date of discovery, whichever is applicable.

The consumer shall be informed in writing of the billing adjustment and the manner by which the amount was computed.

E. Undercharges and Billing Adjustments Due to Other Billing Errors

   Consumers shall pay undercharges arising from other billing errors upon proof of the DU's entitlement.

   Undercharges shall be computed retroactively from the date the billing error or omission commenced, consistent with Article 10 (D) hereof. Provided, however, where the error or omission results from conspicuous defects and/or other billing errors due to the fault of the DU, the recoverable period shall not exceed three (3) months immediately preceding the date of discovery of such error or omission.

This provision shall likewise apply to errors arising under Article 9 hereof.

ARTICLE 41. *Obligation not to Commit Illegal Use of Electricity*. – A consumer is strictly prohibited from engaging in any act that constitutes illegal use of electricity.

ARTICLE 42. *Obligation to Pay Differential Billing*. –A consumer found to have committed illegal use of electricity shall, in addition to the appropriate penal sanctions imposed by a competent court, if applicable, be required to pay the corresponding differential billing to the DU. The computation of such differential billing shall be made in accordance with RA No.7832 and its IRR.

ARTICLE 43. *Transfer of Electric Service*. – Applications for transfer of electric service of Registered Consumers shall be allowed under the following circumstances:

A. New Tenant

A new tenant may be substituted as the new Registered Consumer when the original or prior Registered Consumer was a tenant who has left the premises covered by the electric service contract.

B. Sale of Premises

In case of sale of the premises, the new owner shall be allowed to apply for substitution if the Registered Consumer was the previous owner of the premises.

C. Permanent Departure of Tenant

If the DU discovers and proves that the Registered Consumer, who is a tenant, has permanently left the premises, the owner of the said premises, upon due notice by the DU, shall be substituted as the new Registered Consumer, unless the new occupant applies for transfer of electric service.

In support thereof, the applicant shall submit all applicable requirements provided under Article 6 hereof to the DU. Upon approval of the transfer of electric service, the new Registered Consumer shall assume all rights and obligations of the old Registered Consumer.

Arrearages by the previous Registered Consumer or occupant shall be dealt with in accordance with Article 24 of these Rules.

D. Continuing Liability

The outgoing consumer shall remain liable for all obligations under the contract for electric service with the DU including arrears, billing adjustments, or service irregularities, while the consumer occupied the subject premises.

ARTICLE 44. *Service Modifications*. – Changes in customer classifications that may affect billing, such as adjustments to applicable rates, minimum billing demand (if applicable), and other related matters, shall be governed by the following:

A. Consumer-Initiated Modifications

Any changes shall take effect upon signing of the relevant service contract therefore.

B. DU-Initiated Modifications

Any changes shall take effect on the date determined by the DU, provided that the consumer has received prior written notice specifying the grounds for the said modification.

ARTICLE 45. *Termination of Electric Service.* – Termination of electric service shall be effected only upon due notice to the other party and strictly under any of the following circumstances:

A. *Request of the Registered Consumer* - Upon written request of the Registered Consumer for termination of electric service.

B. *Death of the Registered Consumer* - Upon receipt of report on the death of the Registered Consumer by the DU, in which case the account shall either be terminated or transferred in accordance with Article 43.

C. *Non-Payment of Bills* - Where electric service of the Registered Consumer has been disconnected due to non-payment of bills and remains disconnected for a period of three (3) months without reconnection by the DU.

D. *Failure to Comply with Meter Relocation* - Where electric service has been disconnected due to non-compliance with the prescribed standards for relocation of a meter under Article 11, and the consumer fails to comply within three (3) months from such disconnection.

E. *Permanent Departure or Abandonment* - Where the Registered Consumer has permanently departed from or abandoned the premises, with no intent to return. For purposes of this Article, permanent departure or abandonment shall mean the absence of the consumer from the premises for at least three (3) consecutive billing periods, coupled with two (2) successive inspections, on separate days with at least seven (7)-day intervals, by the DU confirming non-occupancy.

F. *Public Safety* - When the continued supply of electric service poses danger to life, health, or property.

G. *Lawful Orders* - Upon lawful orders of competent courts or other government agencies duly vested with authority and jurisdiction.

H. *Revocation of Certificate of Electrical Inspection* - Upon revocation by the concerned LGU of the issued Certificate of Electrical Inspection.

In cases involving ownership disputes, including the possession, or allegations of non-compliance with specific laws, ordinances, or regulations arising after energization, termination shall not proceed unless and until the matter is resolved with finality by the proper court or concerned government agency.

CHAPTER IV
Final Provisions

ARTICLE 46. ***Implementation.*** – Implementation of Articles 7, and 34 shall be subject to Resolution No. 03, Series of 2026, and these Rules, including Annex "A" hereof.

ARTICLE 47. ***Violations and Penalties.*** – Any violation of the provisions of these Rules shall subject the concerned DU or consumer to penalties, after being given due notice and an opportunity to be heard, in accordance with law and the rules of the Commission.

(a) *For DUs* – Penalties may include fines, penalties, suspension or revocation of permits/authorizations, and other administrative sanctions provided under the RA No. 9136 and its IRR, RA No. 7832, and its IRR, and other applicable laws and other issuances.

(b) *For consumers* – Penalties may include disconnection of electric service, payment of differential billing, or other liabilities provided under these Rules, RA No. 9136 and its IRR, RA No. 7832, and its IRR, and other applicable laws and other issuances.

The applicable schedule of fees, fines, and charges, including those prescribed under the Commission's "*Rules to Govern the Imposition of Administrative Sanctions in the Form of Fines and Penalties Pursuant to Section 46 of Republic Act No. 9136, As Amended,*" and any further amendments thereto, shall form part of these Rules by reference, unless revised or superseded by future ERC issuances.

ARTICLE 48. ***Exception Clause.*** – Where good cause appears, the Commission may allow an exception from any provisions of these Rules, if such exception is found to be in the public interest and is not contrary to law or any other pertinent rules and regulations of the Commission.

ARTICLE 49. ***Separability Clause.*** – If any of the foregoing amendments is declared unconstitutional or invalid, the other provisions which are not affected thereby shall remain in force and effect, unless such declaration would render the entire rules unenforceable or non-implementable.

ARTICLE 50. *Repealing Clause*. – All rules, regulations, guidelines, policies or portion thereof and other issuances of the Commission, which are inconsistent with these Rules are hereby repealed or modified accordingly. ERC Resolution No. 3, Series of 2026 shall be made an integral part of these Rules.

ARTICLE 51. *Effectivity*. – These Rules shall take effect fifteen (15) days following its publication in a newspaper of general circulation in the country, or in the Official Gazette.

ANNEX "A"

RULES TO GOVERN THE MONITORING AND REPORTING PROCESS OF BILL DEPOSITS

Section 1. Guiding Principles. It is the policy of the State to protect the public interest as affected by the rates and services of electric utilities and other providers of electric power.

Pursuant to Section 41 of Republic Act No. 9136, otherwise known as the *Electric Power Industry Reform Act of 2001 (EPIRA)*, the Commission is mandated to ensure the adequate promotion of consumer interests.

Consistent with ERC Resolution No. 03, Series of 2026, or the *Resolution Adopting the Amendments to the Magna Carta for Residential Electricity Consumers*, these Rules operationalize: (a) the imposition of bill deposits solely as a payment guarantee from all electricity consumers, both residential and non-residential, upon termination of electric service; (b) the exemptions from bill deposit requirement for new electric service applicant who are eligible for a one hundred percent (100%) lifeline discount; (c) the reimposition of bill deposits in cases where the consumer becomes ineligible for the one hundred percent (100%) lifeline discount or defaults on monthly bill payments; (d) the manner of the refund of the bill deposit; (e) the interest crediting based on the Land Bank of the Philippines peso savings account interest rate; (f) the non-payment of the reimposed or adjusted bill deposit as a ground for disconnection of electric service; and (g) clear disclosure of deposits and interest in customer bills.

Section 2. Coverage. These Rules apply to the monitoring and reporting of bill deposits as they relate to Articles 7 (Right to a Refund of Bill Deposits) and 34 (Obligation to Pay Bill Deposit) of these Rules and the relevant provisions of Distribution Service and Open Access Rules (DSOAR), as amended, in relation to Articles 7 and 28 of the *Magna Carta for Residential Electricity Consumers* (MCREC), as amended, and the *Guidelines to Implement* Articles 7 and 28 of the *Magna Carta for Residential Electricity Consumers* (MCREC Guidelines).

Section 3. Reportorial Requirements. For monitoring and audit purposes, each DU, through its registered Regulatory Compliance Officer (RCO), shall submit under oath, within ninety (90) calendar days from the effectivity of these Rules, the following:

a. The total amount of bill deposits collected, and interest earned at the end of the month following the effectivity of these Rules;

b. The total amount of interest earned on bill deposits collected for the last five (5) years as reflected in the Audited Financial Statements (AFS) of the DU, including the current year of the effectivity of these Rules, if available;

c. The total amount of bill deposits collected, and interests earned and already refunded for the last five (5) years as reflected in the AFS of the DU, including the current year of the effectivity of these Rules, if available;

d. The total balance of bill deposits inclusive of interest earned net of amounts refunded/credited to customers for the last five (5) years as reflected in the AFS of the DU;

e. The total number of consumers who availed of the refund and the corresponding amount of interest refunded/credited for the last five (5) years as reflected in the AFS of the DU; and

f. Sample electricity bills of residential and non-residential consumers showing (i) the amount of bill-deposit paid by the consumer and (ii) the amount of interest credited to the consumer's bills.

Section 4. Periodic Review of Bill Deposits. On or before 30 June of every year, each DU shall submit under oath, through its RCO, a periodic report detailing the total amount of bill deposits collected, including interest earned, and the amount credited or refunded to its eligible consumers, as of December 31 of the preceding year.

Section 5. Information Dissemination. To effectively implement the policy on bill deposit and to promote transparency and compliance, DUs are required to maintain and post through their official communications facility/facilities with preference to mass/interactive media or online platforms, including its official website and social media platforms in clear and simple language, the following:

a. The nature and purpose of bill deposit;

b. The rules and regulations governing bill deposit;

c. The obligation of consumers to pay bill deposits, whether imposed, reimposed, and adjusted, and the effects of non-payment thereof;

d. The right of consumers to refund of bill deposit including interest thereon;

e. The computation of bill deposit including interest thereon;

f. The procedures on refund of bill deposit and reimposition thereof;

g. Annual updates on the total amount of bill deposit collected and refunded to eligible consumers;

h. Answers to frequently asked questions, inquiries and complaints regarding bill deposit; and

i. Other relevant information.

Immediately upon the effectivity of these Rules, each DU shall inform its consumers within its franchise area, by any means available and appropriate, of the issuance of these Rules and the rules and regulations governing the imposition and refund of bill deposit.

Section 6. Rights and Obligation to Pay Bill Deposits. The rights and obligations to pay bill deposits shall be governed by Articles 7 and 34 of these Rules and ERC Resolution No. 03, Series of 2026.

Section 7. Accounting of Bill Deposits. DUs are required to maintain a detailed accounting of the bill deposits collected, interests paid and refunded bill deposits. The detailed accounting shall be posted annually on the official website of the DU and made available for inspection by the Commission at any time.

Section 8. Imposition of Fines and Penalties. Violation of any of the foregoing provisions, and these Rules shall be subject to the imposition of fines and penalties in accordance with the Commission's "*Rules to Govern the Imposition of Administrative Sanctions in the Form of Fines and Penalties Pursuant to Section 46 of Republic Act No. 9136, As Amended,*" and any further amendments thereto.

ANNEX "B"

STANDARDIZED BILL FORMAT
(For Electric Cooperatives)

		Amount Due
I.	*Generation Charges*	
	Generation System Charge	
	xxx kWh @ PhP xxx/kWh	PhP xxx.xx
	Franchise & Benefits to Host Communities Charge	
	xxx kWh @ PhP xxx/kWh	xxx.xx
	FOREX Adjustment Charge	
	xxx kWh @ PhP xxx/kWh	xxx.xx
II.	*Transmission Charges* [1]	
	Demand Charge	
	xxx kW @ PhP xxx/kW	xxx.xx
	Transmission System Charge	
	xxx kWh @ PhP xxx/kWh	xxx.xx
III.	*System Loss Charge*	
	xxx kWh @ PhP xxx/kWh	xxx.xx
IV.	*Distribution Charges* [2]	
	Demand Charge (For customers with demand meters)	
	xxx kW @ PhP xxx/kW	
	Distribution System Charge	
	xxx kWh @ PhP xxx/kWh	xxx.xx
V.	*Supply Charge*	
	xxx kWh @ PhP xxx/kWh or PhP xxx/customer/mo.	xxx.xx
VI.	*Metering Charge*	
	xxx kWh @ PhP xxx/kWh or PhP xxx/customer/mo.	xxx.xx
VII.	*Universal Charge*	
	NPC Stranded Debts	
	xxx kWh @ PhP xxx/kWh	xxx.xx
	NPC Stranded Contract Costs	
	xxx kWh @ PhP xxx/kWh	xxx.xx
	DUs Stranded Contract Costs	
	xxx kWh @ PhP xxx/kWh	xxx.xx
	Missionary Electrification	
	xxx kWh @ PhP xxx/kWh	xxx.xx
	Equalization of Taxes and Royalties	
	xxx kWh @ PhP xxx/kWh	xxx.xx
	Environmental Charge	
	xxx kWh @ PhP xxx/kWh	xxx.xx
	Cross-Subsidy Removal	
	xxx kWh @ PhP xxx/kWh	xxx.xx

VIII. *Inter-Class Cross Subsidy Charge*
xxx kWh @ PhP xxx/kWh — xxx.xx

IX. *Other Charges/Adjustments:*
Feed-In-Tariff Allowance — xxx.xx
Power Act Rate Reduction (For Residential Customers Only)
xxx kWh @ PhP xxx/kWh — (xxx.xx)
Lifeline Rate (Discount)/Subsidy
xxx kWh @ PhP xxx/kWh — (xxx.xx)[3]
Senior Citizen (Discount)/Subsidy
xxx kWh @ PhP xxx/kWh — (xxx.xx)

CURRENT AMOUNT DUE — PhP xxx.xx

ADDITIONAL INFORMATION

Questions on your bill?

Please contact us anytime.

Dial telephone numbers: ______________________________

SEE BACK FOR OTHER IMPORTANT INFORMATION

1. Charges for sub-transmission facilities acquired by Distribution Utility shall form part of the Distribution Charge.
2. Pursuant to Section 60 of RA 9136, savings realized by electric cooperatives (ECs) due to the removal of the amortization payments of their loans with NEA shall be passed on to its customers; hence this rate shall automatically be reduced by an amount corresponding to that portion of the rate representing that allocable to cost of amortization prior to condonation.
3. Discount or Charge.

ANNEX "C"

STANDARDIZED BILL FORMAT
(For Private Distribution Utilities)

	Proposed		*Amount Due*
I.	*Distribution Charge* [1]		PhP xxx.xx
	Demand @ Php/kW		xxx.xx
	Energy @ Php/kWh		xxx.xx
II.	*Supply Charge*		xxx.xx
	Energy @ Php/kWh		xxx.xx
	@ PhP per customer/month		xxx.xx
III.	*Metering Charge*		
	Energy @ Php/kWh		xxx.xx
	@ PhP per customer/month		xxx.xx
IV.	*Other Charges/Adjustments*		
	Feed-In-Tariff Allowance		xxx.xx
	ICERA, % [2]		xxx.xx
	Power factor discount/surcharge, @ PhP/kWh		xxx.xx
	Power Act Red'n, @ PhP/kWh		xxx.xx
	Subsidy on Lifeline Charge, @ PhP/kWh		xxx.xx
	Lifeline Subsidy Discount @ Php/kWh		(xxx.xx)
	Senior Citizen (Discount)/Subsidy		
	xxx kWh @ PhP xxx/kWh		(xxx.xx)
	Inter Class Cross Subsidy Charge		
	@ PhP/kWh		xxx.xx
	————		
SUB-TOTAL			xxx.xx
V.	*Add:*		
	Franchise Tax		
	National (2% of distribution charges)	xxx.xx	
	Local (% of distribution charges)	xxx.xx	xxx.xx
	Energy Tax (Batas Pambansa Blg. 36;		
	RGS consuming above 650 kWh)		xxx.xx
VI.	*Generation Charge*		
	Energy @ Php/kWh		xxx.xx
VII.	*Transmission Charge* [1]		
	Demand @ Php/kW		xxx.xx
	Energy @ Php/kWh		xxx.xx
VIII.	*System Loss Charge*		
	Energy @ Php/kWh		xxx.xx
IX.	*Universal Charge*		

NPC Stranded Debts @ PhP/kWh	xxx.xx	
NPC Stranded Contract Costs @ PhP/kWh	xxx.xx	
DUs Stranded Contract Costs @ PhP/kWh	xxx.xx	
Missionary Electrification @ PhP/kWh	xxx.xx	
Equalization Of Taxes and Royalties @ PhP/kWh	xxx.xx	
Environmental Charge @ PhP/kWh	xxx.xx	
Income Tax Refund	(xxx.xx)	xxx.xx

TOTAL AMOUNT DUE PhP xxx.xx

ADDITIONAL INFORMATION:

Questions on your bill?

Please contact us anytime.

Dial telephone numbers: ____________________
SEE BACK FOR OTHER IMPORTANT INFORMATION:

Footnotes

1. Charge for sub-transmission facilities acquired by Distribution Utility shall form part of the Distribution Charge.
2. Applied to the distribution charge component.

ANNEX "D"

SUMMARY OF RELEVANT LAWS, RESOLUTIONS, AND OTHER ISSUANCES

Applicable Laws (Republic Acts)

a) *RA No. 7832* - Anti-Electricity and Electric Transmission Lines/Materials Pilferage Act of 1994 and its IRR
b) *RA No. 7920* - New Electrical Engineering Law
c) *RA No. 9136* - Electric Power Industry Reform Act of 2001 (EPIRA)
d) *RA No. 10173* - Data Privacy Act of 2012
e) *RA No. 11361* - Anti-Obstruction of Power Lines Act
f) *RA No. 11552* - Lifeline Rate Act

ERC Resolutions and Joint Issuances

a) *Resolution No. 8, Series of 2008* - A Resolution Adopting the Rules to Govern the Refund of Meter Deposits to Residential and Non-residential Customers
b) *Resolution No. 2, Series of 2010* - A Resolution Adopting the Amendments to the Distribution Services and Open Access Rules (DSOAR)
c) *Resolution No. 10, Series of 2014* - A Resolution Adopting the Amendments to the Rules to Govern the Installation and Relocation of Residential Electric Meters by Distribution Utilities (DUs) to Elevated Metering Centers or Individual Residential Electric Meter to Other Elevated Service, as Adopted in Resolution No. 11, Series of 2009
d) *ERC, DOE, DSWD Joint Resolution No. 1, Series of 2022* - A Joint Resolution for Implementing Republic Act No.11552 entitled 'An Act Extending and Enhancing the Implementation of the Lifeline Rate, Amending for the Purpose, Section 73 of Republic Act No. 9136, otherwise known as the 'Electric Power Industry Reform Act Of 2001,' as amended by Republic Act No. 10150"
e) *Resolution No. 13, Series of 2024* - A Resolution Adopting the Omnibus Rules for Customer Choice Programs in the Retail Market
f) *Resolution No. 11, Series of 2025* - A Resolution Adopting the Institutionalization and Strengthening of Frontline Customer Services in All Distribution Utilities (DUs), Microgrid System Providers (MGSPs), and Retail Suppliers (RS)"
g) *Resolution No. 20, Series of 2025* - A Resolution Adopting the Amended Rules to Govern the Implementation of Advanced Metering Infrastructure (AMI) by Distribution Utilities and ERC-Authorized Entities
h) *Resolution No. 03, Series of 2026* - A Resolution Adopting the Amendments to the Magna Carta for Residential Electricity Consumers
i) *Resolution No. 8, Series of 2026* - Rules on the Testing and Maintenance of Meters and Instrument Transformers and the Conduct of In-Service Meter Testing by Distribution Utilities and Microgrid System Providers.

DOE Issuances

a) *Revised IRR of R.A. 11646, DOE Department Circular No. 2025-04-0007* - Microgrid Systems Act

ANNEX "E"

ACRONYMS

Energy and Power Sector

a) **AMI** – Advanced Metering Infrastructure
b) **CCTS** – Consumer Complaints Ticketing System
c) **CFEI** – Certificate of Final Electrical Inspection
d) **CMDC** – Customer Meter Data Channel
e) **CWD** – Consumer Welfare Desk
f) **CWDO** – Consumer Welfare Desk Officer
g) **DER** – Distributed Energy Resources
h) **DSOAR** – Distribution Services and Open Access Rules
i) **DUs** – Distribution Utilities
j) **EPIRA** – Electric Power Industry Reform Act of 2001
k) **ERC** – Energy Regulatory Commission
l) **IEC** – Information, Education and Communication
m) **IPA** – Installment Payment Agreement
n) **IRR** – Implementing Rules and Regulations
o) **kWh** – Kilowatt-hour
p) **MCREC –** Magna Carta for Residential Electricity Consumers
q) **MGSPs** – Microgrid System Providers
r) **NMA** – Net-Metering Agreement
s) **PDC** – Philippine Distribution Code
t) **QE** – Qualified End-User
u) **RCOA** – Retail Competition and Open Access
v) **RCO** – Regulatory Compliance Officer
w) **RDW** – Remote Disconnection Warning
x) **RE** – Renewable Energy
y) **RES** – Retail Electricity Suppliers
z) **Revised AMI Rules** – Revised Advanced Metering Infrastructure Rules
aa) **RRPP** – Revised Rules of Practice and Procedure
bb) **SMS** – Short Messaging Service
cc) **VOC** – Violation of Contracts

Government Agencies and Offices

a) **DENR** – Department of Environment and Natural Resources
b) **DHSUD** – Department of Human Settlements and Urban Development
c) **DOE** – Department of Energy
d) **DPWH** – Department of Public Works and Highways
e) **DRRMO** – Disaster Risk Reduction and Management Office
f) **DSWD** – Department of Social Welfare and Development
g) **LGUs** – Local Government Units
h) **PCA** – Philippine Coconut Authority