



Republic of the Philippines
DEPARTMENT OF ENERGY
(Kagawaran ng Enerhiya)

**TO : ALL DISTRIBUTION UTILITIES
AFFECTED ELECTRICITY CONSUMERS AS STATED**

FROM : SECRETARY OF ENERGY

DATE : FEB 05 2021

**SUBJECT : ADVISORY ENJOINING ALL DISTRIBUTION UTILITIES TO
IMPLEMENT NO DISCONNECTION FOR LIFELINE CUSTOMERS**

Last 03 February 2021, the DOE presented to the Cabinet its plan to assist the marginalized electricity consumers.

Pursuant thereto, all DUs are hereby directed to implement a NO DISCONNECTION POLICY due to non-payment of bills falling due by March 2021 for all electricity consumers whose consumption level are within the lifeline rate set by the Energy Regulatory Commission (ERC) for the DU's franchise area. This shall apply to all unpaid regular bills and installment payments relative to various advisories of the DOE and the ERC.

Further, all electricity consumers (lifeline and non-lifeline customers) who are still unable to pay may coordinate with their DUs to enter into a socially equitable and manageable payment terms to prevent eventual disconnection of electricity services.

Notwithstanding, we seek the solidarity of those consumers who are capable to pay to settle their bills within the original due dates to help manage the cash flow in the energy supply chain and ensure the continuous supply of electricity.

Finally, for the information of all concerned electricity consumers, all DUs are further enjoined to post this Advisory in their respective websites and consumer welfare help desks.

Please be guided accordingly. Thank you.


ALFONSO G. CUSI
Secretary

