



10 February 2021

**MEMORANDUM NO. 2021-08**

**TO : ALL ELECTRIC COOPERATIVES**

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

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This refers to the Department of Energy (DOE) Advisory issued on February 5, 2021 enjoining all Distribution Utilities (DUs) to implement No Disconnection for Lifeline Customers


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

In addition, 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.


In this regard, all ECs are advised to fully observe the implementation of the above-mentioned directives and are enjoined to post the said Advisory on their respective websites and consumer welfare help desks for the information of all concerned electricity consumers.

Should you have any other concern, kindly communicate them to PHILRECA as the ECs' umbrella organization and/or to NEA, DOE, ERC and to the Office of the President through Cabinet Secretary Karlo Alexei B. Nograles, as may be needed.

Attached is the copy of the Advisory for your reference and guidance.

  
**EDGARDO R. MASONGSONG**  
 Administrator

NATIONAL ELECTRIFICATION  
 ADMINISTRATION  
 Office of the Administrator



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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

