



Republic of the Philippines
National Electrification Administration
Quezon City

01 September 2008

INSTITUTIONAL ADVISORY NO. 01
Series of 2008

TO : ALL ELECTRIC COOPERATIVES


SUBJECT : PUBLIC SERVICE INSTRUCTIONS

It is our prime responsibility to build a favorable image for the cooperative and encourage member-consumers' support and participation in our efforts to pursue total electrification.

With the predicted number of about 16-20 typhoons to hit the country this year alone, the attached sample public service material should serve as a guide for you to develop an information material for public service to heighten member-consumers' awareness and to equally ensure their preparedness.

Information materials must be a step-by-step guide for your member-consumers on the details of the EC standard operating procedure and how they could take part especially in difficult times.

All ECs are enjoined to provide the necessary precaution to ensure consumer safety.


PABLO M. PAN III
Deputy Administrator
Electric Distribution Utilities Services

Noted:


EDITA S. BUENO
Administrator

NATIONAL ELECTRIFICATION
ADMINISTRATION

IN REPLYING, PLEASE REFER: HOR013232



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Jul
9/19/08



PUBLIC SERVICE



July 2008

Dear Valued Customer,

Our recent experience with typhoon Frank has signaled the onset of the typhoon season in the country. Since 20 to 25 typhoons hit the Philippines every year, it is important to be prepared for these predictable but potentially destructive weather occurrences.

As our valued client, your safety is our concern. We have prepared Typhoon Safety Tips for you which can be found at the back of this letter, for your easy reference.

We also understand the inconvenience of power interruptions during typhoons and how important it is for you to have your electricity restored at the soonest possible time. Please allow us to share our standard operating procedures during typhoons to ensure public safety and facilitate power restoration:

- Meralco normally keeps power going during typhoons, except in instances where power must be cut off during excessively strong winds as these expose our electrical posts and facilities to damage from flying debris, uprooted trees or even falling billboards. Power supply is cut off in affected areas to ensure the safety of residents in those localities.
- As soon as the height of the storm passes, Meralco emergency crews are dispatched throughout the franchise area to inspect and repair all damaged facilities.
- Our emergency crews are doubled during these times to expedite restoration work.
- The service restoration process begins with the inspection and repair of the major distribution circuits, which serve wide areas encompassing numerous barangays.
- Once the major distribution or backbone circuits are restored, restoration work then shifts to the secondary or lateral lines. Priority is given to all critical public service installations such as hospitals and government offices, and lines which serve a large number of affected customers.
- Specific reports on isolated power-outages, involving one or two houses or accounts, are finally attended to.

During typhoons, our 24x7 Meralco Call Center also doubles its manpower to accommodate customer calls, which may reach as high as 40,000 per day compared to 4,000 calls during normal days. In order to decongest our telephone network and to enable us to serve you better during typhoons, may we solicit your assistance by centralizing outage reports to Meralco through your subdivision / village association, administration, security office or barangay. Also, any assistance your village association can extend in clearing streets of fallen trees or debris would be appreciated as this will facilitate Meralco crew access and repair of damaged facilities.

You can reach us through the following:

- By calling our customer hotlines: 16211, 16220 and 631-1111 which are available 24x7
- By texting our mobile numbers: (0917) 559-2824 and (0920) 929-2824
- By sending an e-mail through our website at www.meralco.com.ph.

For more typhoon preparedness tips, please log onto www.meralco.com.ph or visit any of our business centers in your area.

Thank you for your time and rest assured of our continued commitment to provide you, our valued customers, service excellence with integrity.

Sa Meralco, may liwanag ang buhay!

Sincerely,

Roberto R. Almazora
First Vice President and
Head, Customer Retail Services



PUBLIC ANNOUNCEMENT FROM CAGELCO II

To our most valued Member-Consumers:

Because of Typhoon Karen, we have experienced power interruption in all municipalities covering the franchise of CAGELCOII.

We are happy to inform the general public, however, that as of 4:45 p.m., power was already restored in the areas of Magapit up to ABS Macanaya.

We assure our member-consumers that we are doing our best to bring our services back to normal status.

We advise everyone not to touch damaged power lines. Please report loose and disconnected lines to CAGELCOII hotline numbers 888-2173, 822-8525, and mobile numbers 0915-2268623.

To facilitate the processing of your complaints, please present your latest power bill receipt to Aparri Sub-Office.

CAGELCOII: COMMITTED TO SERVE!

CAGELCO II MANAGEMENT

CAGAYAN II ELECTRIC COOPERATIVE, INC.
Manacaya District, Aparri, Cagayan
Hotline Nos (078) 888-2173, 822-8525 (0917-4801085)
Telefax No. (078) 888-2940
E-mail: cagelco2@cagelco2.org.ph
Website: www.cagelco2.org.ph

POWER ADVISORY (GATSO)

21 August 2008

TO: ALL VALUED CONSUMERS;

To all Cagelco II Consumers who have damaged meter due to typhoon Karen, please report immediately to the office.

And for other complaints/concerns please see the Customer Assistance Officer (CAO).

Thank You.

CAGELCO II MANAGEMENT

August 23, 2008

POWER ADVISORY

**TO : OUR VALUED MEMBER-CONSUMERS WHO DO NOT
HAVE LIGHT AS OF TODAY**

Please bear with us if we could not give you yet our electric service due to the effect of typhoon Karen.

As a matter of Standard Operating Procedure (SOP), we give priority to restore electric current on the main lines, afterwhich we shall attend to individual house connections.

Should you have any questions, please contact us at telephone numbers (078) 888-2174/888-2940/822-8525, or visit our office nearest you.


CAGELCO II MANAGEMENT
