



## Frequently Asked Questions

### How would I know if I'm qualified to apply for POP?

Corporate accounts must meet the following criteria:

- With an average demand of at least 500 kW
- No pending service irregularity or violation of contract cases
- Must have good credit standing
- Must be in continuous operations for at least one year
- Account record should reflect the accurate contracted power capacity which is the agreed load or power requirement between the customer and Meralco.

### What are the POP application requirements?

- A request letter to formalize intention to enroll in the Meralco POP program.
- Signed Meralco project cost estimate which details the necessary relevant costs such as updating the customer's deposit and contracted capacity
- Settlement of the POP application fee.
- Signed Memorandum of Agreement with Meralco outlining the details of the program.
- A POP meter to replace existing meter

Unlike the existing meters, POP-capable meters have a computerized clock that is able to keep track of the energy consumed during different times of the day. This will be the basis for the peak and off-peak consumption where the special POP rates will be applied.

### How do I apply?

Qualified corporate clients can course their inquiry through their assigned relationship managers or contact the Meralco Corporate Partners at 1622-2378. Meralco Corporate Partners' relationship managers can conduct rate cost simulations for interested customers to determine how their operations can benefit from the Meralco POP.

### What are the corresponding fees?

1. Upon application to the program, enrollees must pay a one-time application fee.
2. There are also monthly incremental costs such as the:
  - a. Metering charge, which refers to the cost of reading, operating and maintaining power metering facilities and associated equipment, as well as other costs attributed to the provision of metering service.
  - b. Supply charge, which refers to the cost of rendering service to customers such as billing, collection, customer assistance and other associated services.

Electricity Demand	One-Time Application Fee	Additional Monthly Charges
Customers with a demand of 40 kW or more	P 24,908.00 + 12% VAT	POP Metering Charge + 10% of prevailing metering charge rate  POP Supply Charge + 10% of prevailing supply charge rate + P0.01/kWh

### Does the program have a lock-in period?

Enrolled customers are required to stay in the POP program for a minimum of 12 months.

A 6-month trial period can be accommodated for customers at the discretion of the segment head. However, should the customer pre-terminate before the 6-month period is over, a pro-rated pre-termination fee will be computed on the basis of a 12-month period.

If the customer wants to leave the program prior to the end of the 12 month contract, the following should be submitted:

1. Formal letter to Meralco stating their intent to discontinue their enrollment into the POP program
2. Payment of a pre-termination fee equivalent to the remaining portion of the incremental metering charge and additional costs associated with their POP enrollment.