

IMPORTANT NOTICE : EXCERPTS FROM THE MAGNA CARTA

Article 27. Right to file complaints before ERC – Every consumer has the right to file a complaint before the ERC for violation of ERC laws, rules, regulations, guidelines and policies, including but not limited to RA 9136 and its implementing Rules and Regulations, RA 7832 and its implementing Rules and Regulations and ERB Resolution No. 95-21, as amended; Provided, That the complainant has previously discussed/consulted the issue with the Consumer Welfare Desk (CWD) Officer or representative of the concerned distribution utility and no settlement has been reached.

Article 29. Obligation to Allow inspection, Installation & Removal of Electricity Apparatus – Customers shall allow the employees and/or representatives of the distribution utility to enter their premises for the purpose of inspecting, installing, reading, testing, repairing, maintaining, removing, replacing, or otherwise disposing of its apparatus and property, and/or removing the distribution utility's entire property in the event of the termination of the electricity service contract; and for disconnection of service for non-payment of bills or violation of contract (VOC).

Provided, however, that only authorized employees and/or representatives of the distribution utility with proper identification cards shall be allowed to make any external adjustments of any meter or any internal or external adjustments of any other pieces of apparatus owned by the distribution utility.

Article 30. Obligation to Allow the Construction of Poles, Lines and Circuits – Consumers shall allow the distribution utility, if necessary, to construct its poles, lines and circuits and to place its transformers, apparatus on their property or within the buildings of the consumer, at a point or points convenient for such purpose.

The customer shall allow the distribution utility to use a suitable space for the installation of necessary metering equipment in order that such equipment will be protected from damage by the elements, or through the negligence or deliberate acts of any person or persons.

Article 31. Obligation to Receive Monthly Bills – Consumers must accept their electric bills, without prejudice to the exercise of their right to pay under protest pursuant to Article 26 of this Magna Carta in order to contest the same.

Article 32. Obligation to Pay Monthly Electric Bills – Consumers must pay their bills not later than nine (9) days after receipt of the monthly bills.

Note: Schedule of rates applicable will be furnished upon request.

PAKIUSAP

Ikinalulungkot ng pangasiwaan ang gawaing mamutol ng serbisyo sa kuryente sa mga hindi nagbabayad sa takdang panahon. Subalit ang lalong ikinalulungkot nito, ayon sa obserbasyon n gating mga kawani sa "BILLING/COLLECTION SECTION AT SUB-OFFICES", mayroong mga miyembro na karaniwang nakikita ang pangalan sa listahan ng mga naaantala o nahuhuli sa pagbayad buwan-buwan at napuputulan. Ibig sabihin nito, mayroong mga miyembro na matatawag na delinkuwente.

Sa mahaba-habang panahon, kapansinpansin na halos lahat ng nasasali sa listahan ng napuputulan ay siya ring madalas na Makita ang pangalan sa listahan ng mga naputulan buwan-buwan. Kaya't nakikiusap ang pangasiwaan ng PANGASINAN ELECTRIC COOPERATIVE (PANELCO 1) sa mga kinauukulan na kung maaari ay makipagtulungan din sila sa pamamagitan ng pagbayad sa takdang panahon.

Ang "COLLECTION EFFICIENCY" o kakayahan ng isang kooperatiba sa pangungulekta ay may malaking tulong tungo sa maagang pagbayad sa NPC at TRANSCO at pantustos ng ibang gastusin para sa operasyon ng kooperatiba.

Inaasahan ng Pangasiwaan ang inyong kooperasyon.

GM ROLANDO O. REINOSO
PANELCO 1

Questions on your Bill?

Please contact us anytime.

Dial Telephone numbers:

(075) 553-3494/ (075) 553-2202

local 112

Hotline/ Emergency Contact Number:

0928-502-7969 / (075) 553-3494; (075) 553- 2202 local 101

ERC Mailing Address:

Energy Regulatory Commission

Pacific Center Bldg., San Miguel Ave.,

Pasig City P.O. Box 181 Green Hills Metro Manila

Website: <http://www.erc.gov.ph>

Email: consumer@erc.gov.ph

Consumer Affairs Service Hotline: (02) 687-5577; (02) 687-5544