

Republic of the Philippines
ENERGY REGULATORY COMMISSION
San Miguel Avenue, Pasig City

ERC RESOLUTION NO. _____

**GUIDELINES PRESCRIBING MINIMUM STANDARDS FOR
FRONT-LINE CUSTOMER SERVICES OF DISTRIBUTION UTILITIES**

WHEREAS, Section 41 of Republic Act No. 9136, otherwise known as the Electric Power Industry Reform Act (EPIRA) mandated that the ERC shall handle consumer complaints and ensure the adequate promotion of consumer interests.

WHEREAS, Rule 34, Section 3, paragraph (b) of the Implementing Rules and Regulations of RA 9136 provided that in ensuring consumer choice and promoting consumer interest, ERC shall issue the appropriate guidelines and mechanisms to handle the creation of a permanent consumer complaint desk at ERC and in all electric utilities and other providers of electric power;

WHEREAS, by virtue of the aforementioned provisions of the law and its IRR, ERC mandated that each electric utility form and establish its own Consumer Welfare Desk (CWD), and designate a CWD officer to handle complaints received by the said Desk;

WHEREAS, ERC saw the need to impose minimum standards for electric utilities in the creation of their CWD in order to professionalize the office and to ensure that consumer complaints are handled promptly and efficiently;

NOW, THEREFORE, be it resolved, as this Commission hereby resolves to implement the following Guidelines Prescribing Minimum Standards for Front-Line Customer Services of Distribution Utilities, as follows:

I. GENERAL POLICIES:

1. A Consumer Welfare Desk (CWD) must be established by all distribution utilities (DUs) and other providers of electricity, to undertake front-line customer services.

2. Each CWD must be manned by an officer of the DU.
3. A CWD Officer must be a permanent employee of the electric utility or provider of electricity with pleasing personality, good moral character, good communication skills, with at least a two-year employment therewith, has attended at least one (1) seminar on customer service conducted by an ERC-accredited trainor and familiar with the operations of the electric utility or provider of electricity and ERC laws, rules, regulations, decisions and policies.
4. A Consumer Welfare Desk (CWD) Officer shall discharge the following duties and responsibilities:
 - To attend to complaints of consumers of the concerned electric utility or provider of electricity
 - To be responsible for the posting and dissemination of major announcements and/or documents (i.e. rate schedules and any changes thereon, other service charges, terms and conditions of service, standard rules and regulations governing the operation of distribution utilities, general information on metering, decisions and orders of the ERC) made by the Commission and/or the electric utility or provider within the DU's jurisdiction.
 - To serve as the repository of all rules, regulations, policies, orders, decisions promulgated by the distribution utility and that of the Commission relative to such distribution utility.
5. The CWD Officer shall entertain complaints emanating from violations of ERB Res. 95-21, as amended, the Magna Carta for Residential Electricity Consumers; RA 7832 or the Anti-Electricity Pilferage Law and its Implementing Rules and Regulations; and all decisions, orders, resolutions, laws and rules and regulations of the Energy Regulatory Commission

II. PROCEDURAL STANDARDS

1. All complaints must be acted upon promptly, cordially and efficiently by the electric utility or provider of electricity.
2. Each complaint must be duly receipted by the distribution utility or electric service provider.
3. All complaints must be forwarded to the CWD Officer for proper action and acknowledge the same using the ERC-prescribed form, within one (1) day from receipt of the complaint. The acknowledgment letter, hereto attached as

Annex A, shall contain the initial actions taken by the electric utility or provider of electricity including information on whom the complaint was referred to.

4. The CWD Officer and concerned officers of the utility may conduct clarificatory meeting/s with the complainant to thresh out issues.
5. Within fifteen (15) days from receipt of the complaint, the CWD Officer must inform the complainant of the actions taken on the complaint using the ERC-prescribed form, hereto attached as Annex B, with information that should the consumer fail to respond to the action or information relayed by the distribution utility, his inaction shall be construed as his conformity with the said action/information and the said complaint shall be considered as closed and terminated.
6. If after the conduct of clarificatory meetings, no consensus is reached between the parties concerned, either party may elevate the complaint to the Energy Regulatory Commission (ERC) for conciliation. Otherwise, the parties should enter into an amicable settlement agreement freely and voluntarily.

III. RECORDING OF COMPLAINTS AND REPORTORIAL REQUIREMENTS:

1. Electric utilities or providers of electricity, through their Consumer Welfare Desk (CWD) Officers, shall record each and every complaint received by the distribution utility.
2. The electric utility or provider of electricity, through its CWD Officer, shall maintain a logbook or database recording all complaints received from customers.
3. The logbook or database of complaints shall contain the following minimum information:
 - (a) Name of the Consumer
 - (b) Address of the Consumer
 - (c) Contact Number of Consumer
 - (d) Nature of the Complaint
 - (e) Date & Time of Receipt of Complaint
 - (f) Action Desired
 - (g) Action/s Taken
 - (h) Date/s & Time of Action/s
4. All electric utilities and providers of electricity, through their respective CWD Officers, shall submit a quarterly report to the ERC of all complaints received by the distribution utilities.

5. The submission of the quarterly report is without prejudice to any audit that may be conducted by the Commission on the said distribution utility and other electricity providers.
6. Non-compliance with the aforementioned reportorial requirements shall be a ground for the imposition of appropriate fines and penalties upon the utility.

Let copies of this resolution be furnished all DUs for the appropriate posting thereof in their bulletin boards.

This resolution shall take effect immediately.

Pasig City, _____

RODOLFO B. ALBANO, JR.
Chairman

OLIVER B. BUTALID
Commissioner

JESUS N. ALCORDO
Commissioner

RAUF A. TAN
Commissioner

ALEJANDRO Z. BARIN
Commissioner

