

Republic of the Philippines  
**ENERGY REGULATORY COMMISSION**  
Exquadra Tower  
1 Jade Drive cor. Exchange Road  
Ortigas Center, Pasig City



**CHRISTIAN PAOLO B.  
RODRIGUEZ,**  
*Complainant,*

- versus -

**ERC CASE NO. 2022-023 CC**

**MANILA ELECTRIC COMPANY  
(MERALCO),**  
*Respondent.*

**Promulgated:**  
September 28, 2022

X ----- X

## **ORDER**

On 01 September 2022, the Complainant Mr. Christian Paolo B. Rodriguez, filed a *Verified Complaint* against the Respondent, Manila Electric Company (MERALCO), due to the following: (1) erroneous billing; (2) claim for billing adjustment; and (3) request for re-computation under Account Number 0460366209.

Pursuant to Sections 1 to 3, Rule III of ERC Resolution No. 9, Series of 2020, or “*A Resolution Adopting the Guidelines Governing Electronic Application, Filings and Virtual Hearings Before the Energy Regulatory Commission,*” the parties or their respective counsels are hereby directed to comply with this Commission’s e-mail registration requirement.<sup>1</sup> Once

<sup>1</sup> Rule III of ERC Resolution No. 9, Series of 2020, or “*A Resolution Adopting the Guidelines Governing Electronic Application, Filings and Virtual Hearings Before the Energy Regulatory Commission*” (Adopted 24 September 2020):

**Section 1. E-mail Registration.** – Any person who seeks to avail of the ERC’s processes provided under these Guidelines **shall register a designated Electronic Mail (e-mail) address** with the ERC’s Official E-mail Registry.

The same requirement shall be imposed upon the following:

- (1) All Distribution Utilities (DUs);
- (2) Transmission Utility;
- (3) Generation Companies (GenCo);
- (4) Retail Electricity Suppliers;
- (5) Qualified Third Parties;
- (6) Government Agencies and other government instrumentalities with pending cases before the ERC or which intend to file an application/petition before the ERC;
- (7) **Law Firms or Lawyers who are appointed as Counsel on Record;**
- (8) Law Firms or Lawyers who will be filing their Entry of Appearance; and
- (9) **All persons with pending cases before the ERC which include but are limited to the applicants, petitioners, respondents, intervenors, oppositors, and counsels of record.**

The e-mail address to be registered must be distinct for each juridical entity or natural person. A maximum of five (5) e-mail addresses may be allowed for each juridical entity. xxx.

the email addresses of the parties and/or their counsels are registered, they shall forthwith file all pleadings/required documents using their registered e-mails and send to [docket@erc.ph](mailto:docket@erc.ph).

Relative thereto, Respondent is hereby directed to file its *Answer/Comment* on the said Complaint via e-mail, within fifteen (15) days from receipt hereof.

In the meantime, a pre-hearing conference is hereby set on **19 October 2022 at ten o'clock in the morning (10:00 A.M.)** through a virtual hearing using the MS Teams or Zoom online platform, which can be accessed through a link that will be provided to the parties, through their registered e-mail addresses, within five (5) calendar days prior to the date of the scheduled virtual hearing.

During the conduct of the virtual hearing, the parties or their counsels shall strictly abide by the provisions stated under *Rule VIII of ERC Resolution No. 9, Series of 2020*.<sup>2</sup>

The Respondent is enjoined from disconnecting the electric service of the Complainant, pending the resolution of this Complaint, pursuant to Article 20 (e) of the Magna Carta for Residential Electricity Consumers (MCREC)<sup>3</sup> and Article 1, Item 1.10 of the Distribution Services and Open

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(continued)

**Section 2. Registration Process.** – Any person listed in Section 1 of Rule III shall send a Request for E-mail Registration (RER) to [e-registry@erc.ph](mailto:e-registry@erc.ph).

The RER must be accompanied by a Certification or Authorization containing the following:

- (1) Designated e-mail address to be used;
- (2) Two (2) designated mobile numbers that the ERC's personnel can contact during working hours;
- (3) The names of the two (2) dedicated liaison officers that will be authorized to manage and operate the designated mobile number and e-mail addresses; and
- (4) Copies of the company-issued identification cards (IDs) and/or government-issued IDs of the liaison officers who will handle the designated mobile numbers.

In case of natural persons, representing themselves, the RER need not be accompanied with a certificate or authorization.

**Section 3. Issuance of Certificate of Registration.** – Upon verification that the RER is in order, the ERC shall send a digital Certificate of Registration (CR) to the e-mail address designated in the RER.

The CR shall contain the information stated in the RER.

All submissions and/or filings to be made pursuant to these Guidelines shall only be accepted if the same is filed using the duly registered e-mail address.

<sup>2</sup> ERC Resolution No. 9, Series of 2020, or "A Resolution Adopting the Guidelines Governing Electronic Application, Filings and Virtual Hearings Before the Energy Regulatory Commission" (Adopted 24 September 2020).

<sup>3</sup> The pertinent portion of the provision reads:

Article 20. Right to Suspension of Disconnection. Notwithstanding the service of notice but subject to the provisions of R.A. 7832, disconnections of service shall not be made on any week day

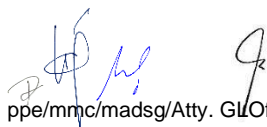
Access Rules (DSOAR).<sup>4</sup> However, if the electric service has been disconnected, the Complainant may pay ten percent (10%) of the total differential billing for the purpose of reconnection of his electric service pending resolution of this case.

**SO ORDERED.**

Pasig City, 28 September 2022.

FOR AND BY AUTHORITY  
OF THE COMMISSION:

  
**ALEXIS M. LUMBATAN**  
Commissioner *Jagu*



ppe/mmc/madsg/Atty. GLOfalsa/ Christian Paolo Rodriguez vs. MERALCO

**Copy Furnished:**

- 1. MR. CHRISTIAN PAOLO B. RODRIGUEZ**  
1065 First Street, Golden Homes Subdivision  
Pinagbuhatan, Pasig City\_  
[christianpaolorodriguez@rocketmail.com](mailto:christianpaolorodriguez@rocketmail.com)
- 2. ATTY. WILLIAM S. PAMINTUAN**  
Head, Legal Services  
MANILA ELECTRIC COMPANY (MERALCO)  
Legal Department  
8<sup>th</sup> Floor, Lopez Building  
Ortigas Avenue, Pasig City  
[regaffairs@meralco.com.ph](mailto:regaffairs@meralco.com.ph)

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beyond three o'clock (3:00 P.M.) in the afternoon, Saturdays, Sundays and official holidays, and under the following or any other similar circumstances:

x x x

(e) Filing of a complaint with ERC for cases involving differential billings, billing adjustments arising from defective or stop meters or other billing errors, and estimated consumptions until the complaint's final resolution;

x x x

<sup>4</sup> The pertinent paragraph of the said provision reads:

1.10 DISPUTE RESOLUTION

x x x

While these (consumer complaints) are pending with the ERC, the status quo of cases involving violation of contracts shall be maintained. The maintenance of the status quo shall only be applicable to the subject matter of the case and will not extend to any other right/s and obligation/s between the parties.

x x x