

- (g) Customer or his representative is not around.

Note: This does not apply to disconnection due to non-payment of bill.

- (h) If at the time the connection is to be made, the customer tenders payment of the unpaid bill to the agent or employee of the distribution utility (DU) who is to effect the disconnection, the said agent or employee of the DU shall desist from disconnecting the service to allow the customer to pay his/her bill within 24 hours, however, this can only be invoked once for the same unpaid bill.

Important Reminder:

The best practices to avoid disconnection of electric service are: 1) exercise your obligations, 2) pay your bills on time, and 3) do not commit any illegal act.

Read Part 3 about the process of reconnection of electric service.

References:

*Magna Carta for Residential Electricity Consumers
RA 7832 aka The Anti-Pilferage Law of 1994*

Contact Us:



Consumer Welfare and Promotion Office
Department of Energy
G/F DOE Annex Building
Rizal Drive cor. 34th Street
Bonifacio Global City
Taguig City



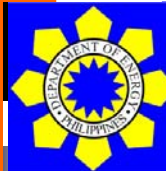
Telephone Numbers

(02) 479-2900 Local 329
(02) 840-2267



E-mail Address:
energycwpo@gmail.com

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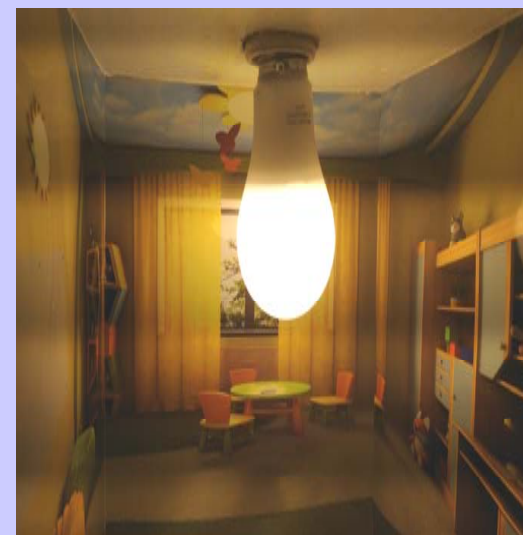


Department of Energy

Important Things to Know About Disconnection of Electricity Service

Grounds for Possible Suspension of Disconnection

Part 2 of 3



**Consumer Welfare and
Promotion Office**

Grounds for Possible Suspension of Disconnection

- (a) Notice of disconnection must have been served to the concerned customer 48 hours before such disconnection.

Note: This does not apply if the reason for disconnection is illegal use of electricity (*read part 1: "Grounds for Disconnection" for prima facie evidence of Illegal Use of Electricity*).



- (b) Disconnection shall not be made on any week beyond three o'clock (3:00 P.M.), Saturdays, Sundays and official holidays.

- (c) One of the permanent occupants is sick and dependent on a life support system requiring electricity. Medical certificate is required.



- Note:** The suspension of the disconnection shall only be made during the dependency of the patient on the life support system which shall not exceed two months from such suspension.

- (d) During funeral wake

Note: Death certificate from Local Civil Registry is required. The suspension of disconnection shall only be made during the period of the wake which shall not exceed one month from the suspension or until the interment, whichever comes earlier.

- (e) Customer indubitably proves that the statement of account and/or disconnection notice was not received.

Note: Non-receipt should not be caused by the refusal of the customer to accept such electric bill or notice.

- (f) Customer is being billed in a single statement for consumption covering several months due to failure of the utility to issue a timely monthly billing statement to the consumer

Note: The customer must pay the current billing on its due date. The distribution utility, however, must enter into an agreement with the customer for a staggered payment scheme within the period equivalent to the number of months covering the unpaid billings.