

To our valued customers,

This is to inform you of the Energy Regulatory Commission (ERC) Advisory dated October 29, 2020. The applicable directives and DECORP's implementation of them are as follows:

1. "Distribution Utilities (DU) are directed NOT to implement any disconnection on account of non-payment of bills until December 31, 2020 for consumers with monthly consumption not higher than twice the ERC approved maximum lifeline consumption level."

► DECORP will not implement disconnection in the November 2020 billing cycle of customers whose electricity consumption in November is 100 KWh and below. DECORP will not implement disconnection in the December cycle of customers whose consumption in December is 100 KWh and below .

2. "For all other customers, DUs and Retail Electricity Suppliers (RES) are directed to implement a minimum of 30-day grace period on all payments falling due within the period of Enhanced Community Quarantine (ECQ) and Modified Enhanced Community Quarantine (MECQ) without incurring interests, penalties, and other charges. Any unpaid balance after the lapse of the 30-day grace period shall be payable in three (3) equal monthly installments without incurring interests, penalties, and other charges."

► For Pangasinan, the ECQ/MECQ period was from March 17 to May 15, 2020. DECORP has complied with the Advisory by deferring disconnection not only for unpaid March and April bills, but for subsequent billing months as well. The option to pay March and April bills in installments has also been provided. The Advisory allows utilities to begin disconnecting delinquent customers (with consumption greater than 100 KWh) starting November. However, to cushion the impact to customers, DECORP will initially issue disconnection notices in the November cycle only for unpaid May 2020 and older bills; in December, for unpaid August and older bills; and in January 2021, for unpaid November and older bills.

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5. "All Distribution Utilities (DU) and Retail Electricity Suppliers (RES) are directed to inform their respective customers of the directives contained in this Advisory through a bill insert."

"In addition to the bill insert, DUs and RES shall inform their customers through any other available means but shall not be limited to: announcements through social media, radio station announcements, posting in bulletin boards of local government units and/or posting in the DUs'/RES' website."

► The ERC Advisory of October 29, 2020 is re-posted in our official Facebook page (DECORP – Dagupan Electric Corporation) and official website, <http://www.dagupanelectric.com/>.

Thank you very much and stay safe.