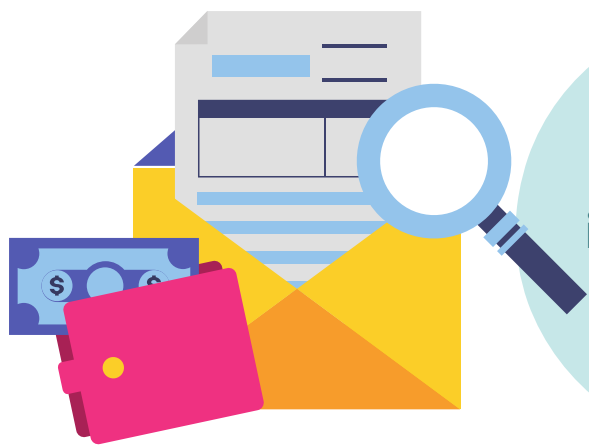


Energy Consumer

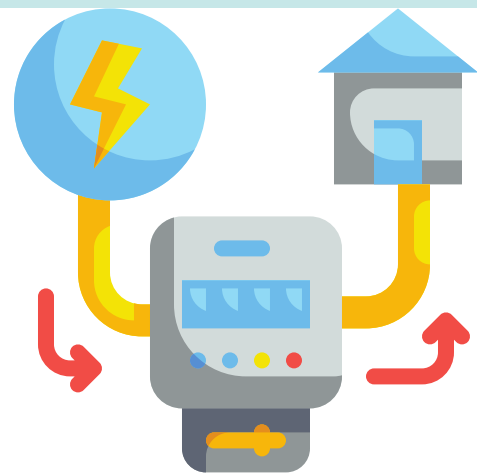
Empowerment and Protection

BASIC CONSUMER OBLIGATIONS



To observe the terms of his contract including among others things, paying monthly bills promptly and honestly

To allow the faithful and accurate recording of consumption to be reflected in the appropriate device



To allow the utility's employee/ representative entry/access to his premises for the purpose provided for in Article 29 hereof



To take proper care of metering or other equipment that the electric utility has install in the his premises



To inform the distribution utility and/or proper authorities of any theft or pilferage of electricity or any damage caused by any person to the electric meter and equipment appurtenant thereto



To cooperate with and support program on the wise and efficient use of electricity.



Consumer Welfare and Promotion Office (CWPO)
Department of Energy (DOE)
Energy Center, Rizal Drive, Bonifacio Global City,
Taguig City 1632



(02) 8840-2267
(02) 8479-2900 local 329

cwpo@doe.gov.ph



BASIC CONSUMER RIGHTS



1

To have quality, reliable, affordable, safe, and regular supply of electric power

2

To be accorded courteous, prompt and non-discriminatory service by the electric service provider

3

To be given a transparent, non discriminatory and reasonable price of electricity consistent with the provision of RA 9136

4

To be an informed electric consumer and given and given adequate access to information on matters affecting the electric service of the consumer concerned

5

To be accorded prompt and speedy resolution of complaints by both the distribution utility and/or the ERC

6

To know and choose the electric service retailer upon implementation of retail competition

7

To organize themselves as a consumer organization in the franchise area where they belong and where they are served by the distribution utility or as a network of organizations

**Consumer Rights and Obligations
under the Magna Carta for Residential
Electricity Consumers**