



Dagupan Electric Corporation

We energize your vision

ADVISORY

TO : DECORP Customers
RE : ERC Advisory October 30, 2024 – In response to the effects of severe Tropical Storm Kristine
DATE : 20 November 2024

In response to the devastating effects of Severe Tropical Storm Kristine and in accordance with the Advisory issued by the Energy Regulatory Commission (ERC) dated 30 October 2024, DECORP would like to inform its valued customers of the following important updates:

1. Suspension of Disconnections:

Effective immediately, we will suspend all electricity disconnections for both residential and non-residential customers whose monthly consumption does not exceed 200 kilowatt-hours (kWh) in areas that are declared under a state of calamity. This suspension applies to bills accrued from the billing period of October 2024 until December 2024.

2. Flexible Payment Options:

To assist our customers in coping with the financial burden resulting from the storm's impact, DECORP is offering flexible payment arrangements for customers with monthly electricity consumption not exceeding 200kWh. These customers will have the option to pay their bills from the billing period of October 2024 until December 2024 on a staggered basis over a period of at least six months from the date of the Statement of Account/Billing Invoice for each bill.

3. Alternative Payment Arrangements for Higher Consumption:

For customers with monthly consumption exceeding 200 kWh, we encourage you to reach out to our Customer Service Section, located at DECORP, AB Fernandez West Ave., Dagupan City to discuss possible alternative payment terms that are mutually agreeable.

Should you have any further questions or require assistance, please do not hesitate to contact our Customer Service Hotlines at (075)522-2782/(075)522-2940 or visit our offices.

Thank you for your understanding and cooperation.