

MAKING DOING BUSINESS EASIER IN THE PHILIPPINES



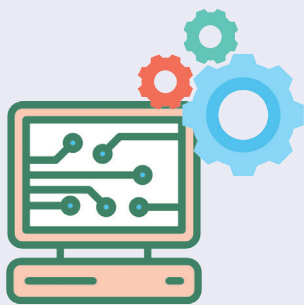
GETTING ELECTRICITY

Includes all procedures, cost, and time required for a business to get a permanent electricity connection and supply for a warehouse

Assesses the reliability of power supply and transparency of electricity tariffs

HOW WE'VE MADE IT EASIER

Meralco's eServices



- ▶ New back-end distribution and maintenance system for a more reliable service



- ▶ Meralco booth set up in Quezon City's One-Stop Shop to receive applications for electricity connection and guide clients on how to apply and submit requirements online



- ▶ Partial implementation of Meralco Customer Experience Engine for online service application
- ▶ Campaign to promote the use of online service application

REFORM MILESTONES

- ▶ Shortened transaction from 4 steps to 3, 37 days to 28
- ▶ Introduced an online application system for electricity connection
- ▶ Set up a new back-end distribution system for operation and maintenance to ensure a more reliable service

GETTING ELECTRICITY

OLD PROCESS

NEW PROCESS

BEGIN HERE

BEGIN HERE



MERALCO

Submit application
3 days

1

Site inspection and approval
14 days

2

1

Submit online application and requirements;
receive site inspection, estimate and approval
10 days



Quezon City Government

Get certificate of final electrical inspection (CFEI)
7 days simultaneous with step 2, Php 7,500

3

2

Get certificate of final electrical inspection (CFEI)
5 days simultaneous with step 1



MERALCO

Submit CFEI; pay deposit, get line installation,
meter and electrical connection
20 days

4

3

Submit CFEI; pay deposit, get line installation,
meter and electrical connection
18 days

FINISH

FINISH

Old Process
4 steps
37 days



New Process
3 steps
28 days

Processes implemented in the Quezon City government, the representative city in the World Bank Group Doing Business Survey

REFORM TASK TEAM

Meralco - Hotline 16210 | meralco.com.ph/biz | Online Application meralco.com.ph/apply-now

Local Government of Quezon City - Construction Permits One-Stop Shop 988 4242 loc 1400 quezoncity.gov.ph

EASE OF DOING BUSINESS TASK FORCE



In partnership with the Government of Japan

