

FAQs

on Lifeline Rate

What is a Lifeline Rate?

The Lifeline Rate is a subsidized rate given to qualified low-income electricity customers who are unable to pay their electricity bills at full cost.

Who are qualified for the Lifeline Rate?

Customers who meet any of the following criteria may apply for the Lifeline Rate:

- ❖ Beneficiaries of the Pantawid Pamilyang Pilipino Program (4Ps), or
- ❖ Customers considered to be living below the poverty threshold set by the Philippine Statistics Authority (PSA).

Only one (1) Distribution Utility (DU)/Electric Cooperative (EC) service per qualified household can be granted a lifeline rate. In case there is more than 1 (1) beneficiary who applied for the lifeline rate from the same household using the same service account, only one application will be granted with the lifeline rate while the remaining application/s will be disapproved.

Will I automatically receive Lifeline Rate if I am qualified?

No. Qualified customers must first apply with their DUs or ECs and submit all the requirements. Only customers with validated and approved applications can receive the Lifeline Rate.

How much reduction in the electricity bill will be received by a Lifeline Rate beneficiary?

The scale of rate reduction varies depending on the prevailing rates of the DUs or ECs.

If you are in the Meralco franchise area, lifeline end-users with **zero to 20 kilowatt-hours (kWh) of monthly consumption** will be granted a 100 percent discount on the generation charges, including system loss, transmission, and distribution components of their bill, except for the fixed metering charge of PhP5.00, which means they will only be paying more or less PhP20.00 in their electric bills.

If they do not avail themselves of the Lifeline Rate through Meralco, they will have to shell out more or less PhP250.00, which could otherwise be spent on their other needs, such as food.

Customers with **21-50 kWh usage** will only pay more or less, PhP300.00 in their electric bills. Otherwise, they will have to pay the undiscounted amount of around PhP550.00 if they do not apply for the Lifeline Rate.

Those with a **51-70 kWh consumption** bracket will only be paying around PhP522.90 or pay the undiscounted rate of PhP763.3,7 if they do not apply for the Lifeline Rate.

Those with **71-100 kWh usage will only pay PhP904.21**, or the actual amount of PhP1,099.10 if they do not apply for the Lifeline Rate. The lifeline discount and consumption limit will depend on which DU is serving the lifeliner, as approved by the ERC.

How do I apply for a Lifeline Rate?

A customer must either be a 4Ps beneficiary or living below the poverty threshold set by the PSA.

If a customer is a 4Ps beneficiary, the following must be submitted to their DUs/ECs:

- ❖ Duly accomplished Lifeline Rate Application Form;
- ❖ Most recent electricity bill;
- ❖ Any valid government-issued identification card (ID) containing the signature and address of the customer.

If a customer is living below the poverty threshold set by the PSA, the following must be submitted to any DUs or ECs.

- ❖ A Certification from the local Social Welfare and Development Office (SWDO) issued within the last six (6) months showing that his or her family income is below the poverty threshold set by the PSA and applicable at the time of his or her application;
- ❖ Duly accomplished Lifeline Rate Application Form;
- ❖ Most recent electricity bill.

What is the PSA definition of below poverty threshold?

The 2021 annual per capita poverty threshold at the national level is estimated at PhP28,871 on average or PhP12,030 monthly income for a family of five, while it varies per Province.

When can I see the rate reduction in my electricity bill?

The roll-out of the Lifeline Rate program has been moved to **September 2023** to give qualified customers more time to register.

A tripartite advisory was jointly issued by the Department of Energy (DOE), Energy Regulatory Commission (ERC), and the Department of Social Welfare and Development (DSWD) to all distribution utilities (DUs) nationwide yesterday, 01 August 2023, to complete roll-out of the program that was initially set for August 2023 following the low turn-out of registration among members of the 4Ps.

Based on the data provided by the ERC, as of end July 2023, only 12,829 household beneficiaries of 4Ps have applied for the lifeline program out of the 4.2 million household members.

Can I apply for a Lifeline Rate through a representative?

Yes, application through a representative is allowed. The following requirements should be prepared and submitted along with the requirements mentioned earlier.

- ❖ Signed Letter of Authorization, whether typewritten or handwritten, including the reason for the representation
- ❖ Valid government-issued ID of both the representative and the represented, with signature

For 4Ps Beneficiaries:

- ❖ The validity of the Lifeline Rate is based on the annual certified list of 4Ps beneficiaries provided by DSWD. A qualified customer is eligible to receive the Lifeline Rate if he/she remains on the updated list.
- ❖ If delisted, the customer may opt to apply for a local Social Welfare Development Office (SWDO) certification if he/she lives below the poverty line and reapply for Lifeline Rate.

For Non-4Ps Beneficiaries:

- ❖ The validity of the Lifeline Rate is three (3) years from the date of issuance of Certification by local SWDO.

What happens when my electricity consumption exceeds the DU/EC prescribe limit?

The consumption limit varies on your DU/EC.

If your consumption exceeds the DU/EC limit, the discount will not apply, and you will be charged in full. The discount may be applied again for the next month if your consumption is within the limit of your DU/EC.

Is there a deadline for registration? What will happen if I don't register immediately?

There is no deadline for registration. However, you must register in August to receive a discount on your September electricity bill. Accordingly, if you previously availed of the Lifeline discount but failed to renew your application, you will not have a discount on your September bill.

Where can I get the Application Form?

You can get the application from your DU/EC, or you may download it from the following websites: www.doe.gov.ph, www.erc.gov.ph, and dswd.gov.ph.

Can I still register if I fail to register within one year from the start of the Lifeline Rate Program?

Yes, provided you are on the 4Ps list or have a certification from your local Social Welfare Development Office that you belong to the marginalized group. The **Lifeline Rate Program is until 2051.**