



**OVERVIEW**

Meralco Automatic Debit Arrangement (ADA) Bills Payment is an automated payment facility through which PNB customers can settle their Meralco bills by authorizing PNB to charge the amount thereof against their enrolled deposit account.

**HOW DOES IT WORK?**

1. PNB customer visits PNB branch of account, accomplishes and submits the Meralco ADA form.
2. Every due date, the PNB customer's deposit account will be automatically debited and the payment will be credited real-time to Meralco's deposit account.
3. A payment status update will be sent to the PNB customer's nominated email address.

**ADVANTAGES**

- **Convenience.** One-time set-up is all it takes to automate monthly payments to Meralco.
- **Cost Savings.** No need to send messengers to payment centers to settle Meralco bills every time.
- **Security.** Payments are processed electronically and client will receive email notification when the deposit account has been debited.
- **Comprehensive.** If client is an Authorized Withholding Agent of the BIR, the Certificate of Creditable Tax Withheld at Source (BIR Form 2307) with digitized signature will be automatically generated and sent to Meralco.
- **Free.** There are no fees and charges!

**FREQUENTLY ASKED QUESTIONS**

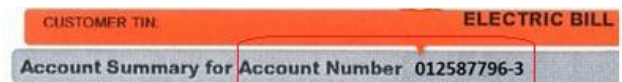
1. **Who can enroll in Meralco ADA bills payment?**  
Any PNB accountholder, both individual and non-individual, e.g. corporation, partnership, sole proprietorship and other legal entities may enroll in the facility.
2. **How do I enroll?**  
Simply accomplish the Meralco ADA enrollment form and submit to your PNB branch of account.
3. **What information do I need to provide in the Meralco ADA enrollment form?**  
You will need to provide the following:
  - Accountholder Name
  - Address with ZIP code
  - Meralco Customer Account Number
  - Email Address
  - PNB deposit account number

Customers who are Authorized Withholding Agents of the BIR (Top 20,000 Private Corporations of the Philippines) will also need to provide the following in the form:

- Company's Tax Identification Number (TIN)
- Details of the company's authorized signatory for the BIR Form 2307 (name, title/position, TIN, specimen signature)

The form must be signed by the authorized signatories of the company.

4. **Where do I find my Meralco Customer Account Number?**  
Your Meralco Customer Account Number is the 10-digit number found in the gray bar near the top portion of your bill. This is different from the Service ID Number.



5. **Why do I need to provide an email address?**  
Your nominated email address is where ADA-related email notifications will be sent. This includes enrollment and payment status updates. You may also opt to provide multiple email addresses.

**6. Can I enroll more than one Meralco bill?**

Yes. You may enroll as many Meralco bills as you would like for auto-debit arrangement to your PNB deposit account.

**7. Does the Meralco bill need to be under my name?**

No. You need not be the registered customer of Meralco. However, if you are an Authorized Withholding Agent of the BIR, you may only enroll Meralco bills that are under your name.

**8. Do I need to bring a copy of my Meralco bill upon enrollment?**

No, you need not bring a copy of your Meralco bill. However, it would be helpful to bring it so that the branch personnel can check that accurate details have been supplied in the Meralco ADA form.

**9. What is the CWT printing facility?**

Meralco ADA bills payment facility comes with CWT printing, wherein PNB will print the BIR Form 2307 (Certificate of Creditable Tax Withheld at Source) on behalf of the customer and send it to Meralco. This is applicable to clients that are Authorized Withholding Agents of the BIR (as determined and duly notified in writing by the BIR Commissioner that the customer belongs to the top 20,000 private corporations).

**10. If I am an Authorized Withholding Agent of the BIR, do I need to submit any additional document upon enrollment?**

No. You only need to submit the Meralco ADA form. However, please ensure that Meralco has tagged you as an Authorized Withholding Agent in their records. You can verify this by looking at the *Additional Bill Information* section at the back of your Meralco bill, wherein you should find "Subject to CWT deduction" indicated. If no CWT info is found, please submit to any Meralco Business Center a copy of the BIR certification given to your company as an Authorized Withholding Agent. You may call Meralco Call Center Hotline at 16211 for more information on this.

**Additional Bill Information**  
LOAD FACTOR : 36.87 %  
VOLTAGE LEVEL CLASS : Secondary  
Previous Service Id Number (SIND) :  
Subject to CWT deduction amounting to \_\_\_\_\_ if with submitted BIR Form 2307

**11. Once I submit my ADA enrollment form, will my current bill already be under ADA?**

It depends on your bill cycle. It is advised that you submit your enrollment at least two weeks before your Meralco bill due date for your current due to be processed via ADA. Otherwise, the ADA will take effect in the following month's due date. The lower portion of your Meralco bill will indicate that you are under Automatic Debit Arrangement with PNB.

The Total Amount Due is for settlement thru your Automatic Payment Arrangement Agent (PHIL. NATIONAL BANK).

**12. How will I know if my Meralco bill has been paid?**

On due date, PNB will automatically debit your account with the billing amount provided by Meralco. You will receive an email notification when your account has been successfully debited. Your payment will be credited real-time to Meralco's deposit account.

**13. Is there any other proof of a successful payment?**

The debit transaction from your account will be reflected on your bank statement.

**14. What happens if I have insufficient funds in my deposit account?**

If there is not enough balance on your deposit account, the payment transaction will not be processed. You will receive an email notification that your account has not been successfully debited. You will need to settle your electric bill directly with Meralco. To avoid inconvenience, please ensure that your deposit account is funded at least one day before your due date.

**15. How do I make changes to my enrollment?**

Should you need to amend certain details (e.g. email address, CWT signatory information), add or cancel an enrollment, simply fill out the Meralco ADA form and submit to your PNB branch of account.

**16. Are there any charges or fees that I need to pay?**

No. Meralco ADA bills payment is offered free of charge.