



SURIGAODELNORTEELECTRICCOOPERATIVE,INC.
(SURNECO)
SurigaoCity

E-BILLREGISTRATIONFORM

Surigaodel Norte Electric Cooperative,Inc. (SURNECO) pleased to offer a paperless option to its individual member-consumers. Consumers can signuptoreceivepower billslectronically via email.TheElectronicbill(E-Bill)will provide thesameinformationthat you currently see on your existing power bill. Remember, if your email address changes, it is your responsibility to notify SURNECO of your new email address.

TERMSANDCONDITIONS

1. All consumers shall be given the option to receive electronic bills and/or other electronic communication in lieu of paper bills and communications from SURNECO.
2. TheElectronicbill orE-Bill sentviaemailshall commenceuponenrollmentandsigning-upoftheE-Billregistrationform andthis is free of charge.
3. UponenrollmentinE-Billing, theconsumerhas the obligationto regularlyand religiouslycheck hisor here-mail accountforany and all receipts of E-Bills and accepts the responsibility of notifying SURNECO of change in his or her e-mail address. A back-upe-mail address may likewise be required. Proof of receipt of the electronic bill and/or communication on either e-mail address shall be considered as receipt of the said bill and/or communication.
4. The E-Bill service shall send the E-Bill only to the e-mail addresses that the consumer had indicated in the registration form. Non-receipt of an E-Bill does not alter due dates, late fees or other fees associated with non-payment of the power bill.
5. TheE-Billssystem-generatedanditisnotdesignedto replytoe-mailmessages.
6. SURNECOMaysendannouncement/sand/orcommunicationtothee-mail address.
7. A consumer is presumed to have received the electronic bill and/or communication if the consumer does not inform SURNECO of the non-receipt thereof within five (5) days from the scheduled delivery of such bill and/or communication.
8. In the event that the consumer did not receivehis or her E-Bill for the current month, he or she needs to inform SURNECOwithin five (5) days from his or her regular billing or call Tel. Nos. 826-5456, Monday to Friday,8:00 AMto 5:00 PM or send an email at surneco.surigao@gmail.comor try to visit SURNECO Main Office located at Espina Ext., Surigao City.
9. New consumers shall exercise the option to enroll to E-billing at the time of the approval of the application for electric service. Existing consumers shall be allowed to migrate to receiving electronic bills and/or other communications upon notice from SURNECO and subject to the Energy Regulatory Commission (ERC) and SURNECO’s rules and regulations on electronic billingand communications.
10. If the registered consumer is not residing in the concerned premises, the options underthese rules specificallythe provision of the e-mail address shall be exercised by the actual user. The e-mail address used to receive electronic bills and/or communications by the actual end-user shall be subject to verification yearly to ensure the actual user’s occupation of the concernedpremises.
11. In the event that theexisting occupant enrolled ine-billing leavesand a newoccupant comesin, SURNECOshould be informed. SURNECO has no obligation if the electric service connection is disconnected due to failure of consumer to inform the office.
12. ShouldtheE-Billfall into the handsof unauthorized persons for any reason whatsoever, the consumer shall hold SURNECOfree for any and all liabilities, suits, claims for damages, losses arising therefrom or in connection therewith.
13. Consumers shall be allowed to revert back to receiving paper bills and communications. For cancellation of e-billing, consumer must inform SURNECO through signing-up of the e-bill cancellation form and shall take effect on the next reading schedule.

IfyouareinterestedtoenrollinE-Billandagreetoitstermsandconditions,pleasecompleteandsubmitthisform.

AccountName: _____
AccountNumber: _____
Address: _____
CellphoneNumber: _____
EmailAddress: _____



PlousesignmeupforSURNECO’se-billing service.

Signature over Printed Name
Date: _____

ImportantReminders:

1. *Regardless of receipt of E-Bill notifications, you must pay your bill by the designated due date.*
2. *In the event you did not receive your E-Bill for the current month, please feel free to inform SURNECO within five (5) days from your regular billing schedule. Non receipt of an E-Bill does not alter due dates, late fees or other fees associated with non-payment of your power bill.*
3. *A consumer is presumed to have received the electronic bill and/or communication if the consumer does not inform SURNECO of the non-receipt thereof within five (5) days from the scheduled delivery of such bill and/or communication.*