



**SURIGAO DEL NORTE ELECTRIC COOPERATIVE, INC.
(SURNECO)
Surigao City**

E-BILL REGISTRATION FORM

Surigao del Norte Electric Cooperative, Inc. (SURNECO) pleased to offer a paperless option to its individual member-consumers. Consumers can sign up to receive power bills electronically via email. The Electronic bill (E-Bill) will provide the same information that 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.

TERMS AND CONDITIONS

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. The Electronic bill or E-Bill sent via email shall commence upon enrollment and signing-up of the E-Bill registration form and this is free of charge.
3. Upon enrollment in E-Billing, the consumer has the obligation to regularly and religiously check his or her e-mail account for any and all receipts of E-Bills and accepts the responsibility of notifying SURNECO of change in his or her e-mail address. A back-up e-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. The E-Bill is system-generated and it is not designed to reply to e-mail messages.
6. SURNECO may send announcement/s and/or communication to the e-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 receive his or her E-Bill for the current month, he or she needs to inform SURNECO within five (5) days from his or her regular billing or call Tel. Nos. 826-5456, Monday to Friday, 8:00 AM to 5:00 PM or send an email at surneco.surigao@gmail.com or 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 billing and communications.
10. If the registered consumer is not residing in the concerned premises, the options under these rules specifically the 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 concerned premises.
11. In the event that the existing occupant enrolled in e-billing leaves and a new occupant comes in, SURNECO should be informed. SURNECO has no obligation if the electric service connection is disconnected due to failure of consumer to inform the office.
12. Should the E-Bill fall into the hands of unauthorized persons for any reason whatsoever, the consumer shall hold SURNECO free 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.

If you are interested to enroll in E-Bill and agree to its terms and conditions, please complete and submit this form.

Account Name: _____
Account Number: _____
Address: _____
Cellphone Number: _____
Email Address: _____

Please sign me up for SURNECO's e-billing service.

Signature over Printed Name
Date: _____

Important Reminders:

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. *SURNECO is not yet accepting online payments.*
4. *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.*