



NATIONAL ELECTRIFICATION ADMINISTRATION

"The 1st Performance Governance System-Institutionalized National Government Agency"



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TECHNICAL ADVISORY NO. 4
Series of 2024

TO : ALL ELECTRIC COOPERATIVES
SUBJECT : LOW VOLTAGE/VOLTAGE FLUCTUATION

Pursuant to Republic Act 9136, otherwise known as the Electric Power Industry Reform Act of 2001, Rule 7, Section 4, states that the Distribution Utility, in this case, the Electric Cooperatives (ECs), shall comply with the technical specifications as provided in the Philippine Distribution Code (PDC) on quality of service, particularly the service voltage to its consumers.

The ECs, our long-standing partners in the rural electrification program since its inception, play a pivotal role in nation-building through the delivery of electricity to its Member-Owner-Consumers (MCOs) even in the far-flung areas. The sustainability of providing quality and reliable electricity service to MCOs is a shared challenge that we must always look into before a complete deterioration occurs. Reports have reached the NEA that some MCOs experienced low voltage/fluctuation, which is one of the causes of damage to electric-powered devices. Therefore, we call upon the ECs to ensure their obligation under the above-mentioned law.

The MCOs, our valued consumers, are the ones who bear the impact of such low voltage/voltage fluctuation. They cannot afford to experience this, and we must ensure quality service. Therefore, the NEA reiterates its expectation that no similar reports will be received, as we will ask you to explain why you should not be held responsible for the dissatisfaction of the MCOs in your service area.

Please be guided accordingly.

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