



02 October 2019

MEMORANDUM No. 2019-050

TO : GMs AND NEA-BIT FOCAL PERSONS FOR ALL ELECTRIC COOPERATIVES
 SUBJECT : NEA-BIT DOWNTIME

With reference to the previous NEA Memorandum No. 2019-031, dated 6 June 2019 regarding temporary suspension of the NEA-BIT's Operations and Maintenance (O & M) services provided by INDRA due to transition in procurement process and project hand-over to NEA, please be advised of the following:

- NEA Web Portal is operational however, some reported incidences of uploading constraints and software bugs as experienced by ECs in the use of the cloud-based system/facility have been received by NEA recently.
- In this connection, as contained in our previous NEA-BIT Downtime Advisories to all ECs (dated 6 June & 10 July 2019), if you encounter any problem in the submission of reportorial requirements to the NEA web portal, you can directly submit your DETs to the assigned email addresses below and report the problem with screen shot to the neabithelpdesk@nea.gov.ph.

| DET/s | Email Address | Back-up 2 nd email | Contact Person | Contact No/s |
|---------------|-----------------------------|-------------------------------|--------------------|--------------|
| Technical | technicalDET@nea.gov.ph | technicalDET@gmail.com | Rexon Argana | (02)926-1337 |
| Financial | financialDET@nea.gov.ph | financialDET@gmail.com | Aljohn Calapatia | 0929-9598526 |
| Rates | ratesDET@nea.gov.ph | ratesDET@gmail.com | Danica Muncal | 0917-8941584 |
| Institutional | institutionalDET@nea.gov.ph | institutionalDET@gmail.com | Catherine Leonardo | 0909-9924527 |
| SEP/BLEP | sepblepDET@nea.gov.ph | Sep/blepDET@gmail.com | Marife Esperanzate | 0947-7846765 |
| Connections | connectionsDET@nea.gov.ph | connectionsDET@gmail.com | Jovani Lagon | 0935-6541778 |

All prescribed deadlines for the submission of reportorial requirements remain, as well as the provisions of the Policy Guidelines in the Implementation of the NEA-BIT (NEA-Memorandum 2018-051).

Rest assured that we are doing our best to fastrack the procurement of the NEA-BIT O & M and Cloud Services for the immediate restoration and optimization of NEA-BIT operations.

For your information and guidance.

RODERICK N. PADUA
 ITCSD Director

Noted:

EDGARDO R. MASONGSONG
 Administrator

