



## The Electric Cooperatives in the New Normal Environment

The effects of the global pandemic has posed an unprecedented challenge to all sectors of the society. This led to a dramatic loss of human life worldwide and caused economic and social disruption that impacted tens of millions of people.



Millions of enterprises, including the Electric Cooperatives (ECs), faced threats brought about by the current health crisis. Business operations were hampered and put to test the companies' capabilities in surmounting the difficult challenges.

The sudden transformation of the environment compelled ECs to adapt and respond to its requirements. Further, the New Normal environment determined which ECs are ready and well-equipped in confronting the demands of the times.

This year, another batch of exemplary performing Electric Cooperatives is featured in this material. One each from Luzon, Visayas and Mindanao showcasing their best and unique practices to lessen the impact of risks in this crucial time.

### Green Electric Cooperatives

(2020 Performance Assessment)

#### LUZON

- ISECO
- BATANELCO
- CAGELCO I
- CAGELCO II
- MOPRECO
- NEECO I
- NEECO II-AREA 1
- SAJELCO
- PRESOCO
- PELCO I
- ZAMECO I
- BATELEC II
- QUEZELCO II
- TIELCO
- BISELCO
- CASURECO I
- CASURECO II
- CASURECO IV
- FICELCO

#### VISAYAS

- CAPELCO
- ILECO I
- ILECO III
- GUIMELCO
- NOCECO
- NORECO I
- CEBECO I
- CEBECO II
- CEBECO III
- PROSIELCO
- BOHECO I
- BOHECO II
- DORELCO
- LEYECO II
- LEYECO IV
- SOLECO
- NORSAMELCO
- SAMELCO I
- SAMELCO II
- ESAMELCO

#### MINDANAO

- ZAMSURECO I
- MORESCO I
- BUSECO
- ANECO
- SURNECO
- SIARELCO
- DIELCO
- SURSECO I
- SURSECO II

### Compliance to Key Performance Standards and Parameters

Electric Cooperatives (ECs) are assessed quarterly to measure their compliance to the established criteria on the status of financial, operational, technical, and institutional performance. ECs are also classified accordingly to determine the needed NEA's interventions to improve and upgrade their operations.

There are seven established standards and parameters used in the assessment of the ECs' financial and technical conditions (Table 1).

The 2020 guidelines classified the ECs into the following: a. Green – ECs which are able to meet all the seven (7) performance standards and parameters; b. Yellow-1 – ECs which fail to comply with not more than three (3) key performance standards and parameters; c.

Yellow-2 – ECs which fail to comply with four (4) or more of the key performance standards and parameters, and ECs which fall under the six (6) circumstances mentioned in Section 20 of the IRR but have not been declared as ailing ECs; and d. Red – ECs which have been declared as "ailing" after observance of due process.

Table 1. Established Key Performance Standards and Parameters

Parameter		Standard
Cash General Fund		At least one month working capital
Collection Efficiency		95% and above
Payment to GENCO, NGCP, NEA and other Financial Institutions		Current/Restructured Current
Result of Financial Operation (Before RFSC)		Positive
Net Worth		Positive
System Loss		Within the Cap
System Reliability	System Average Interruption Frequency Index (SAIFI)	Within the standard set by Philippine Distribution Code: On-Grid – 25 interruptions per consumer per year Off-Grid – 30 interruptions per consumer per year
	System Average Interruption Duration Index (SAIDI)	On-Grid - 2,700 minutes Off-Grid - 3,375 minutes

### CONTENTS

2 ISELCO I : *The Member-Consumer-Owner is the Boss*

4 NORSAMELCO : *A Journey to Success*

6 SIARELCO : *Ablaze Light Amidst All the Challenges*

8 *Special Feature : BUSECO and COTELCO*

## ISELCO I : THE MEMBER-CONSUMER-OWNER IS THE BOSS

### Brief History

Guided by the mission of improving the quality of life of the Isabeleños through reliable, quality, and affordable electricity service, the Isabela I Electric Cooperative, Inc. (ISELCO I) was organized, incorporated and registered under the regulatory mandate of the National Electrification Administration (NEA) on March 24, 1972.

In the beginning of its operations in August 1981, the EC met many challenges. It started by providing continuous two-hour electricity service to its member-consumer-owners. By 1982, the 13.1 KV backbone line in the entire coverage area of ISELCO I was completed, providing steady and reliable electricity service.



Over the years, the EC continued to strive, alongside with the tedious implementation of rural electrification. It was the obstacles and challenges during those times that honed ISELCO I to remain true to its vision of total electrification.

### COVERAGE AREA

ISELCO I is serving 13 municipalities namely: Alicia, Angadanan, Cabatuan, Cordon, Echague, Jones, Luna, Ramon, Reina Mercedes, San Agustin, San Guillermo, San Isidro and San Mateo, and the Cities of Cauayan and Santiago. As of December 2021, the 484 barangays under its franchise area have been 100% energized including its various sitios and puroks. There are 230,917 of the potential consumer connections with electricity service.

### BEST PRACTICES

ISELCO I recognizes the importance of the member-consumer-owners in the success of its operations. Thus, it has developed programs and projects that will empower them and become positive contributors to the attainment of the Cooperative's visions and goals. Among its significant projects are the following:

#### \* Pantawid Liwanag Programs (PLP)

In response to the government's call for all sectors to help mitigate the socio-economic impact of COVID-19, ISELCO I participated in this Corporate Social Responsibility (CSR) Program where the impact resonated all over the country.

The EC adopted **PLP-1** and **PLP-2, 3, 4**. PLP-1 was intended to extend help to ISELCO I lifeline MCOs, or those with a 29 kilowatt-hour and below consumption, by subsidizing their power bills during the onset of the Luzon-wide community quarantine. Meanwhile, PLP-2, 3, 4 were implemented to provide financial assistance to those considered poorest of the poor MCOs from across the coverage area of ISELCO I.

### FAST FACTS

(As of December 31, 2020)

Date of Incorporation/Registration	: March 24, 1972
Date of First Energization	: November 6, 1975
Coverage areas (Municipalities/Cities):	15 (Alicia, Angadanan, Cabatuan, Cordon, Echague, Jones, Luna, Ramon, Reina Mercedes, San Agustin, San Guillermo, San Isidro, San Mateo, City of Cauayan and City of Santiago)
2019 Overall Performance Rating	: AAA
General Manager	: Engr. Virgilio L. Montaña
Board President	: Mr. Presley C. De Jesus
Total Number of Consumers Served	: 226,097
Ave. Systems Rate (PhP/kWh)	: 9.46
Ave. Power Rate (PhP/kWh)	: 6.68
System Loss Rate	: 10.58%
Collection Efficiency Rate	: 95%

### Electric Cooperative Consumer Owned (ECCO)

\* **ECCO Park** - All departments of ISELCO I, including the Office of the General Manager and CEO, have their respective assigned areas to develop and maintain. This is to encourage everyone to take care of the environment and maintain a balanced and clean workspace that the employees, as well as MCOs can enjoy.

\* **ECCO Waters** - As perks for the EC's MCOs and employees of the EC are provided with free mineral water.

\* **ECCO Radio** - ISELCO I has been providing service even in the remotest areas which are hardly accessible. Hence, it has used this platform to inform and educate its members on the various activities and initiatives it is undertaking. The establishment of the ECCO Radio will help the MCOs in the far-flung areas to become aware through the information that are coursed through this communication facility.

\* **Distribution of Television sets with USB** - Television sets with USB are given to each barangay in ISELCO I's coverage area. The USB contains the EC's projects and announcements for the MCOs. They use this during barangay assemblies and other meetings.

\* **Text Blast** - Text Stack subscription is being used by ISELCO I to help in the information dissemination of power interruptions and other updates for MCOs.

\* **Bayad Centers** - Payment of power bills are made easier for the MCOs. "Pay Anywhere" system was implemented by the EC to facilitate faster payment and collection. It has partnered with several establishments or "Bayad Centers" which also cater to online payments. At present, payments to ISELCO I are accredited in the following Bayad Centers:

Asia United Bank	ExpressPay
PBCOM	Producers Bank
Robinsons Bank	(San Mateo, Alicia,
RCBC	Cauayan City,
Rural Bank of San Mateo	Cordon, Cabatuan,
Savemore Market	Santiago City)
SM City Cauayan	Union Bank
UCPB	Veterans Bank
CIS Bayad Center	ECPay

\* **Power Rapid Restoration Deployment (PRRD) Task Force Kapatid** - ISELCO I regularly participates to PRRD-TFK. It provides assistance to other ECs in need to immediately do line rehabilitation and power restoration in typhoon affected areas in the Philippines.

\* **Corporate Social Responsibility (CSR) Programs** - the EC had undertaken the following CSR activities: 1) Handog Pasasalamat sa mga Bayaning Kawani; 2) Mortuary Assistance; 3) Love in a Box Program; 4) Rice Ration; and 5) Giving of PPEs and medicines to hospital during the pandemic.

### NOTABLE PROJECTS

\* **Drive Thru Collection Office** - ISELCO I was the first to establish a drive thru payment collection facility in the country. It is located in Batal, City of Santiago. This was done to provide its MCOs with an alternative way of paying their electric bills.

With its success, similar collection centers were installed for the convenience of MCOs in Garit Sur, Echague, San Fermin,



Cauayan City, and Paddad, Alicia.

\* **Supervisory Control and Data Acquisition (SCADA) System** - It is a system which can remotely control substation feeders and activities. This technology improves the electrical system and provides a more efficient, safe, and reliable supply of power to MCOs.

It aims to continually improve the distribution's service reliability and efficient electricity to every residential, commercial, and industrial sector. The installation of the Fiber Optic Cable made it easier to transmit data from every substation to the central control system at the Main Office.

\* **New branch offices and substations** - to cater to the needed power demand of MCOs. It serves to respond to the continuous load growth of the area as well as to obviate power shortage. These substations will improve the reliability of electric service and lower the EC's system loss.

\* **Android meter reading system and gadgets** - meter reading gadgets of meter readers have been replaced with those which include several features to ease their work

\* **Sitio Energization Program** - After almost four decades, Sitio Isla Verde was finally energized. ISELCO I has finally addressed an almost four-decade-long clamor for electricity by energizing the Sitio Isla Verde, General Aguinaldo, Isabela through the Sitio Electrification Program (SEP).

SEP is a government-funded project through the NEA that aims to bring electricity to sitios or puroks which are largely found in the far-flung areas, in order to improve quality of life, particularly the underprivileged Filipinos.

### AWARDS and RECOGNITION

ISELCO I is one of the most awarded Electric Cooperatives. Noteworthy is its receipt of the Golden Dagitab Award. This recognition is given to ECs for their exemplary performance in all aspects of their operations. In 2019,



ISELCO I received this award for garnering 100% level in the 2018 EC Overall Performance Assessment with AAA category.

Other citations of ISELCO I include Triple AAA, Prompt Payor Award, Model Headquarters Facilities Award, among others. These were clear reflections of ISELCO I relentless effort to serve its MCOs because their welfare is on top of its priorities.

## NORSAMELCO: A JOURNEY TO SUCCESS

### Brief History

The Northern Samar Electric Cooperative, Inc. (NORSAMELCO) was organized and registered with the National Electrification Administration (NEA) on October 1, 1977 by virtue of the provisions of Presidential Decree No. 269 as amended by P.D. 1645. It was granted with a 50-year franchise to distribute electricity to member-consumers in its coverage area.

Since it started operations, NORSAMELCO has been confronted with different challenges such as financial constraints, technical losses and management conflict. The Electric Cooperative (EC) has been previously rated category D in its performance. It was also classified as Red or Ailing EC.

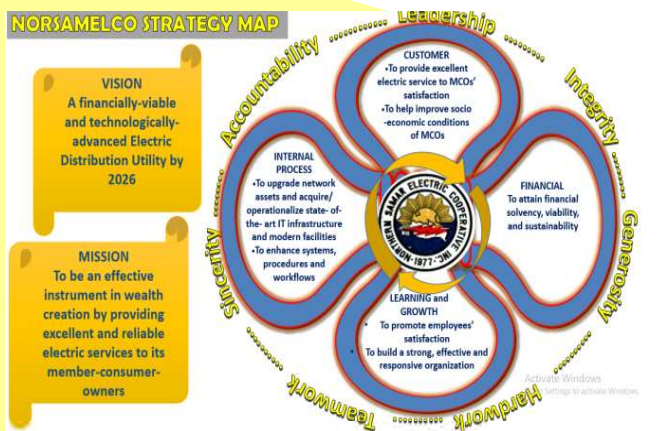
In July 2013, recognizing the need to effect reforms to the operations of NORSAMELCO, NEA designated Engr. Hector N. Tabilisma as Project Supervisor/Acting General Manager to take over the management of the EC. This was pursuant to the provisions of Republic Act No. 10531 or the NEA Reform Act, which authorizes NEA to exercise step-in rights in case of failure of ECs to meet operational and financial standards set by the NEA.

Under the supervision of NEA with Tabilisma at the helm, NORSAMELCO was envisioned to be a financially-viable and technologically-advanced Electric Distribution Utility by 2026. It further aimed to be an effective instrument in wealth creation by providing excellent and reliable electric services to its member-consumer-owners

In defining the direction to take, a Strategy Map which summed up the balanced aspirations and dreams of the organization in the years to come, was crafted. This serves as a guidepost upon which the periodic Strategic Development Plans of the EC in general, and each sector in particular, are derived from. A periodic reporting and assessment of execution results are being presented to make sure that the vision and mission of the EC are on track and continue to be relevant.

### Coverage Area

The strategy map is geared towards the benefit of its MCOs. NORSAMELCO provides electric service to the residents/member-consumers in the following municipalities of the Province of Northern Samar, namely: San Isidro, Victoria, Allen, Lavezares, Rosario, San Jose, Bobon, Lope de Vega, Mondragon, Catarman, San Vicente, Capul, San Antonio, Biri, San Roque, Pambujan, Silvino Lobos, Laoang, Catubig, Las Navas, Palapag, Mapanas, Gamay and Lapinig.



### Best Practices

A series of innovative solutions were implemented that helped NORSAMELCO improve its operations and gradually transform into an efficient electric cooperative.

Financial problems were also addressed through strict implementation of policies and guidelines in the collection and remittance of power bills. NORSAMELCO was able to pay its monthly obligations with NEA,

NPC-SPUG, PEMC, NGCP and Generation Companies.

Among the major steps undertaken are the following:

- **Restructuring of Overdue Power Account with PSALM**

The most significant initiative pushed and realized after May 2018 was the restructuring of the overdue power account with the Power Sector Assets and Liabilities Management



Corporation (PSALM) in the amount of Php741 Million, including VAT. The restructuring was for a period of 92 months (November 2018 to June 2026) ballooning scheme and at an interest rate of 9.72% per annum. The restructuring enabled the EC to obtain a Green status in its EC classification for having been upgraded to restructured-current for its status in its GENCO account. This was a major factor that resulted for NORSAMELCO to be categorized as a Triple A EC by NEA for its 2018 Overall Performance Assessment.

- **Buyout by DBP of the restructured power account with PSALM**

Considering the relatively tight terms of the restructured power account with PSALM, initiative was undertaken to solicit from government banks such as DBP and LBP of their offer to buyout. Proposals were submitted and DBP came up with the earlier approval by its Board for the buyout. The approved package was for a repayment period of 14 years at an interest rate of 7% per annum, renegotiable every 5 years.

In December 18, 2019, DBP paid PSALM the outstanding principal of Php734.54 Million. Said initiative by NORSAMELCO was approved by the NEA Board in its Resolution No. 147 passed during its meeting on December 11, 2019. The buyout has enabled NORSAMELCO to avail of a 3% Prompt Payment Discount (PPD) from PSALM, which incidentally was the power supplier of the EC at that period.

- **Advanced Amortization to NEA**

NORSAMELCO paid an advance one quarter loan amortization to NEA in the amount of Php9,227,523.44. This was in anticipation for a one point bonus to be availed as provided in the newly issued Revised Criteria for Categorization which was used in the assessment of the 2019 operational performance.

## FAST FACTS

(As of December 31, 2020)

Date of Incorporation/Registration	: October 1, 1977
Date of First Energization	: August 11, 1980
Coverage areas (Municipalities/Cities):	<b>24 (Allen, Biri, Bobon, Capul, Catarman, Lavezares, Lope De Vega, Mondragon, Rosario, San Antonio, San Isidro, San Jose, San Vicente, Victoria, Catubig, Gamay, Laoang, Lapinig, Las Navas, Mapanas, Palapag, Pambujan, San Roque and Silvino Lobos)</b>
2019 Overall Performance Rating	: AAA
General Manager	: Ms. Editha G. Perfecto (OIC)
Board President	: -
Total Number of Consumers Served	: <b>110,536</b>
Ave. Systems Rate (PhP/kWh)	: <b>8.27</b>
Ave. Power Rate (PhP/kWh)	: <b>4.27</b>
System Loss Rate	: <b>9.12%</b>
Collection Efficiency Rate	: <b>98%</b>

### Rate Reduction

In December 26, 2018, the EC significantly reduced its rates upon the commencement of a 25-year power supply contract procured thru Competitive Selection Process with other ECs in Region 8. This milestone provided relief to MCOs and also enhanced the investment climate in the province.

### Investment to Rural Electrification Financing Corporation (REFC)

Cognizant of the need to diversify its investment opportunities to ensure better return for its available funds, the EC increased its investment to REFC from PhP2 Million to PhP7.5 Million in 2019. This was also to ensure available fund sourcing in the event that requirements for capital expenditures arise.

### Organization of MCOs Community Electric Power Association (CEPA)

NORSAMELCO saw the need to empower its consumers particularly those at the grassroots level, in view of the intensified implementation of its Barangay Line Enhancement Program (BLEP) and Sitio Electrification Program (SEP). Cost of service needs to be managed and consumers should take active role in the process. In so doing, they need to be supported for their economic well-being.

The CEPA is an organization of consumers that are exclusively tapped to a common transformer. They have officers and operate as a small enterprise. Each transformer is provided with a mother meter upon whose monthly registration of energy consumption is being paid in full by the CEPA. Members are installed individual meters and the difference between the kwh registry in the mother meter and the total meter registry of all members is allocated proportionately to all members.

In return, the EC provided incentives such as prompt payment and systems loss discounts including travel allowances in remittance of payments.

This concept has



generated a lot of mutual benefits both to the EC and MCOs. The EC, at the latest data, shows that there are 257 organized CEPAs with 17,274 members.

### Provision of Retirement Plan for the Employees

NORSAMELCO provided a retirement plan for the regular employees thru Manulife Chinabank Commerce Corporation and AXA from years 2017 and 2020 respectively, with a single-pay of PhP5,000,000.00 each and PhP500,000.00/month for 10 years to pay.

### Grant of Soft Loan or House Wiring Loan to MCOs

This loan caused the increase in the number of household connections and brought additional revenues.

### Reconductoring of Palapag-Mapanas Three-Phase Distribution Line

Power reliability and power quality in the area has notably been improved and systems loss has significantly been reduced.

### Provision of MCO Welfare Assistance Centre

This 24/7 hotline center has significantly realized the EC's thrust in providing efficient service to the MCOs by receiving and acting on complaints 24/7.

In addition, NORSAMELCO exerted effort to improve its technical capabilities more specifically its service reliability by implementing these projects:

- Construction of Pambujan-Rawis Line
- Relocation of Lope de Vega Line Along the Highway
- Acquisition of Essential Gadgets and Equipment
- Segmentation of Lines
- Continuous Line Upgrading
- Vegetation Management
- Technical Personnel Skills Enhancement

In its commitment to pursue what it has envisioned, NORSAMELCO has laid out reform programs that pushed the cooperative to be operationally efficient in order to serve better the MCOs in its coverage area.

This was evidenced by the enhancement of its technical, financial and institutional capabilities such as the realization of positive net margins beginning 2016, reduction of system loss to single digit at 8.83% in 2019, achievement of Triple A rating in 2019, and its inclusion in the Performance Excellence Award for Most Improved Region in 2017, among others.

To sustain these operational gains, NORSAMELCO has outlined future plans to further strengthen its status like adoption of new technological trends such as installation of Solar Home Systems (SHS), Mini Hydro-Project, acquisition of mobilization and construction equipment, organizational and human resource strengthening, digitization of processes and others.

With the solid cooperation of the employees and its MCOs, NORSAMELCO will soon become one of the frontrunners in the Rural Electrification Program in the coming years.

## SIARELCO: ABLAZE LIGHT AMIDST ALL THE CHALLENGES

### Brief History

The Island of Siargao was in darkness until the birth of the Siargao Electric Cooperative, Inc. (SIARELCO), a non-stock, nonprofit distribution utility organized as mandated by Presidential Decree No. 269 under the supervision of the National Electrification Administration (NEA).

SIARELCO was incorporated on September 8, 1979 and become the 114th electric cooperative recognized in the Philippines by virtue of Republic Act 6038 (1969) as amended by P.D. 269 (1973) and P.D. 1645 (1979). It is located at Catabaan, Dapa, Surigao del Norte. Its area coverage is composed of nine municipalities and 132 barangays. The nine municipalities are divided into six districts only.

The EC availed loans from NEA for the construction of its distribution system. Construction of distribution lines was first done by Atlantic, Gulf and Pacific, Inc. (AG & P). But when typhoon Nitang hit the area on September 4, 1984, the constructed line was damaged and the re-construction was done by Force Account.

March 20, 1992 marked the zenith of SIARELCO's achievements when the EC availed a round-the-clock energy supply from Maria Cristina hydro power.

Years later, SIARELCO kept on improving and providing efficient and steadfast service to its MCOs. It has consistently merited a number of awards and recognition from NEA as a topnotch EC for the past 10 years.

### Best Practices

- **Light-a-House Program**

Electricity is a basic commodity that provides people with the chance to avail of employment and business opportunities to improve their status in life. And, SIARELCO recognized this need.

With the assistance of the local government, SIARELCO has been offering people in its area coverage with free wiring installation and application fee through the "Light a House Program".

This program intends to provide those who desperately need the comfort of electric service connection but has no means to obtain it.

- **Compliance with the Standards on Purchasing and Bidding Processes**

SIARELCO owes its continued success and outstanding performance to the unwavering support of all its MCOs. Thus, it is a must for SIARELCO to make sure that everything is well accounted for.

SIARELCO ensures to maintain its integrity even with the simplest transaction with the smallest amount. The EC's

## FAST FACTS

(As of December 31, 2020)

Date of Incorporation/Registration	: September 8, 1979
Date of First Energization	: January 16, 1985
Coverage areas (Municipalities/Cities):	<b>9 (Burgos, Dapa, Del Carmen, General Luna, Pilar, San Benito, San Isidro, Santa Monica and Socorro)</b>
2019 Overall Performance Rating	: <b>AAA</b>
General Manager	: <b>Mr. Sergio C. Dagooc</b>
Board President	: <b>Mr. Henry S. Dulguime</b>
Total Number of Consumers Served	: <b>38,380</b>
Ave. Systems Rate (PhP/kWh)	: <b>8.49</b>
Ave. Power Rate (PhP/kWh)	: <b>4.50</b>
System Loss Rate	: <b>6.84%</b>
Collection Efficiency Rate	: <b>100%</b>

purchasing and bidding processes are aligned and in accordance with the set standards, procurement rules and regulations. All its transactions are done with utmost confidence that no backdoor have been opened nor window raised.

- **Use of the EC Facilities as :**

- 1) **Evacuation Center during Typhoons**

In collaboration with its MCO officials, SIARELCO offers its spacious and sturdy facilities to act as temporary shelter for all the evacuees during typhoons and other disasters.

The EC also exerts efforts to distribute food supplies to the evacuees to ease their plight and relieve them from such traumatic experiences.

- 2) **COVID-19 Vaccination Site**

Among all the challenges the whole world has faced was the pandemic brought about by COVID-19 virus.

In an effort to support the

government, particularly the Department of Health (DOH), SIARELCO has also offered its facilities to serve as vaccination site.

It was the EC's way to help in the government's objective of mitigating the spread of the virus.

- **Adopt-a-School Program**

SIARELCO also acts as a bridge towards quality basic education of its MCOs by means of extending resources and even financial assistance to its adopted school. It gives importance to the right to education in the lives of the young children.

A number of initiatives and projects were undertaken by SIARELCO to support this goal, as follows:

- 1) electric service and maintenance to Catabaan Elementary School in the Municipality of Dapa
- 2) provision of school bags and all necessary school materials
- 3) provision of small cash assistance to deserving graduates for their continued motivation of obtaining good grades
- 4) conduct of feeding program to



secure balanced nutrition for the children's growth.

SIARELCO takes pride that almost 9% of its workforce graduated from its adopted school. The involvement of the EC to their school activities and vice versa plays an integral part in its sustainability, its harmonious relationship built out from this partnership links.

• **Installation of Radio Station**

Along the series of programs, proper dissemination of information about the EC's policies, the rules and regulations of the energy sector is a challenge especially with the hard-to-reach places where there are no access to cellular devices and signals online.



Through the initiated radio station, the information-education campaign of the EC reaches even the farthest sitio of the island. With the challenge on accessibility, the EC is working hard to achieve its mission. SIARELCO believes that well-informed MCOs promote a healthy collaboration and can contribute to sustain or even exceed its current exemplary performance.

• **Construction of Additional Collection Centers**

To ensure the comfortable and faster way of paying bills and reporting complaints of the consumers, SIARELCO constructed additional collection centers to nearby municipalities.

This initiative prevents the consumers to travel kilometers away from their homes and ensures that the MCOs will be enjoy the convenience and feel at ease as they offer assistance for whatever circumstances may arise.

• **Multi-Tasking**

SIARELCO employs alternative ways to optimize its human resources through multi-tasking of personnel in any way possible. This is to maximize each employees working

efficiency, like lineman also performs the tasks of meter readers and collectors.

It is a way to discover and hone new skills and talents of employees that could maximize work efficiency, and ensuring completion of work.

• **Close Partnership with LGU**

SIARELCO maintains its strong cooperation with the Local Government Units (LGUs) of the nine (9) municipalities in the island.

Over the years, it actively participated in the different environmental activities spearheaded by the LGUs. These manifest good relationship of SIARELCO to its MCOs and the local authorities.

• **FUTURE PLANS**

Armed with its vision and mission to provide efficient, reliable and sustainable electric service connection to its entire coverage area, SIARELCO incessantly find ways to better improve its services to the MCOs, as follows:

**1) DNV's Synergi electric power engineering analysis software**

Taking into consideration the fast-paced work environment, SIARELCO adopts new technologies that could help in upgrading its means to accurately analyze load allocation, fault analysis and other uses by using the DNV's Synergi electric power engineering analysis software.

Being in an island, it endeavors to employ innovative solutions that would help the cooperative to pursue its mission using technological advancements.

**2) Construction of Additional Substation particularly in low voltage areas and Line Upgrading**

To support the tourism industry in Siargao, SIARELCO plans to construct an additional substation specifically targeted in low voltage areas to provide better electric services connection.

In addition, SIARELCO plans to upgrade its distribution lines for the benefit of the MCOs but also to ensure that its services remain reliable and efficient as a whole to prevent power outages and imbalances due to the continued surge of power demand concerning its power lines.

SIARELCO continues to innovate to improve its performance in order to support the electrical needs of all its MCOs be it residential, commercial or industrial.

**AWARDS and RECOGNITION**

SIARELCO is one of the most awarded electric cooperatives of the country. Being small did not become a hindrance in performing above par.

For the past years, SIARELCO garnered numerous awards and recognitions that best testify to its exemplary performance.

The EC was awarded the Golden Dagtab Award for the successful implementation of the Rural Electrification Program during the 2019 Awarding Ceremonies held at the Philippine International Convention Center (PICC) in Pasay City.

SIARELCO has also been cited for its attainment of its AAA/A+ Categorization in the Key Performance Standards coupled with Green Color-coded rating in the Key Performance on Governance Simulation.

Most notable of the awards received were:

1. Performance Excellence Award (2017)
2. Grand Diamond (2015)
3. Diamond (2015)
4. Hall of Fame Award (2012)
5. Emmanuel N. Pelaez Award (2010-2012, 2014)
6. Administrator's Award (2008).



The EC is also a consistent recipient of these awards:

1. Best Region - CARAGA
2. Single Digit System Loss
3. Best in Collection Efficiency.



# SPECIAL FEATURE

There are two Electric Cooperatives that are also worthy of a special feature in this material, the North Cotabato Electric Cooperative, Inc. (COTELCO) and Bukidnon II Electric Cooperative, Inc. (BUSECO). During the time of the pandemic, they employed unique practices and initiated new programs to provide the member-consumer-owners (MCOs) with better electricity service.

## COTELCO

### FAST FACTS

(As of December 31, 2020)

Date of Incorporation/Registration	: May 16, 1972
Date of First Energization	: July 16, 1979
Coverage areas (Municipalities/Cities)	: 12 (Antipas, Arakan, Banisilan, Carmen, Kabacan, M'lang, Magpet, Makilala, Matalam, President Roxas, Tulunan and City of Kidapawan)
2019 Overall Performance Rating	: AAA
General Manager	: Engr. Godofredo B. Homez
Board President	: Ms. Zenaida M. Embodo
Total Number of Consumers Served	: 183,322
Ave. Systems Rate (PhP/kWh)	: 9.81
Ave. Power Rate (PhP/kWh)	: 6.20
System Loss Rate	: 10.15%
Collection Efficiency Rate	: 93%

## BUSECO

### FAST FACTS

(As of December 31, 2020)

Date of Incorporation/Registration	: July 26, 1977
Date of First Energization	: June 29, 1979
Coverage areas (Municipalities/Cities)	: 10 (Baungon, Cabanglasan, Impasug-ong, Lantapan, Libona, Malitbog, Manolo Fortich, Sumilao, Talakag and City of Malaybalay)
2019 Overall Performance Rating	: AA
General Manager	: Mr. Christopher E. Dulfo (OIC)
Board President	: Rev. Fr. Danilo T. Paciente
Total Number of Consumers Served	: 127,452
Ave. Systems Rate (PhP/kWh)	: 10.54
Ave. Power Rate (PhP/kWh)	: 6.44
System Loss Rate	: 8.43%
Collection Efficiency Rate	: 99%

## SIGNIFICANT PROJECT/S

In the effort to promote rural electrification and extend its benefits to the people in the remotest areas of the country, particularly in Mindanao, COTELCO prepared an Indigenous Peoples Plan (IPP) for its Photovoltaic Mainstreaming (PVM) Window 2 Project under the Access to Sustainable Energy Project (ASEP) funded by European Union and managed by World Bank.

The IPP aims to ensure that prior, during and after the implementation of the PVM project, no rights, traditions, good customs or laws will be desecrated and will affect the Indigenous Peoples (IPs). COTELCO recognizes the importance of harmonious relationship of the EC and its member-consumer-owners (MCOs) to guarantee the successful undertaking of the project. It respects the rights of the IPs by discouraging the possibilities of cutting of trees.

Through this project, the IPs receive culturally appropriate benefit of light. It ensures also the benefit of the Barangay by sharing at least Php20 per load of the project's income. To this effect, the IP communities constructively enjoy the benefit granted to the Barangay in which they belong.

Prior to the installation, all the potential beneficiaries were invited to attend a Pre-Membership Education Seminar (PMES). It was a consensus of all members of an IP community to be determined based on their respective customary laws and practices, free from any external manipulation, interference and coercion, and obtained after fully disclosing the intent and scope of the activity, in a language and process understandable to the people. The cooperative exerted its best effort to make sure that every recipient had a clear understanding on the purpose of the project and fully inculcated unto them their responsibilities in this project.

## BEST PRACTICES

Among the programs that were implemented by BUSECO are the following:

- **Pantawid Liwanag Program (PLP) 2**

The program provided financial assistance to the beneficiaries whose livelihood were greatly affected by the COVID-19 pandemic. In 2021, total assistance given amounted to Php236,000.00. PLP 2 is a sequel of PLP 1 implemented in 2020. This was a uniform and unified Cooperative Social Responsibility (CSR) program of the ECs nationwide in support to Republic Act 11469, otherwise known as "Bayanihan to Heal as One Act".

- **E-Payment and PEPP**

With the new normal and unprecedented surge in demand for contactless way of payment, BUSECO explored alternative modes of bill payments and launched BUSECO E-Payment in partnership with Philippine National Bank (PNB) and Palawan Express Pera Padala. BUSECO targeted the launching of its GCash bills payment known as the leading gateway for payment in the country.

- **MCO Community Pantry**

BUSECO opened its gates for an MCO Community Pantry. This was part of the One-EC-MCO Movement. The activity promoted the Bayanihan Spirit. The event carried the theme "Magbigay Ayon sa Kakayahan; Kumuha Batay sa Pangangailangan". This community service is a government-initiated program that seeks to provide food items to local residents affected by the pandemic.

*In Focus* is an annual publication of the NEA  
 Tel: 929-2237 / 929-1909 loc. 153  
 www.nea.gov.ph  
 FB page: @OfficialNEA  
 Twitter page: @nea\_ph  
 Email: pao\_nea@yahoo.com

Executive Editor **EMMANUEL P. JUANEZA**  
 Editor-in-Chief **JONA E. ANDAL**  
 Managing Editor **ROSARITA E. SALVADOR**  
 Associate Editors **ELLEN FLEUR V. BANG-AY**  
**RAFAEL B. BARRIENTOS**  
 Contributor **ANA ROSA D. PAPA**

## EDITORIAL BOARD

Contributors	<b>ISELCO I</b> <b>SIARELCO</b> <b>COTELCO</b>	<b>NORSAMELCO</b> <b>BUSECO</b>
Creative	<b>BRIAN O. ALEGRE</b>	<b>ERNESTO T. DE VERA</b>
Production	<b>ANNABELLE P. CRUZ</b>	<b>EMMANUEL P. SARMIENTO</b>
Administrative	<b>RODOLFO R. ROQUE</b>	<b>HILARIO A. DE CASTRO</b>