



# **Annual Report on Performance of Metering Service Providers**

**26 December 2023 to 25 December 2024**

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Philippine Electricity Market Corporation –  
Market Assessment Group

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## 1.0 A GLIMPSE INTO METERING SERVICES PROVIDER

A Metering Services Provider (MSP) is a person, or an entity authorized by the Energy Regulatory Commission (ERC) to provide metering services. The MSPs are registered as Wholesale Electricity Spot Market (WESM) member in the Wholesale and Retail Electricity Market<sup>1</sup> and are mandated to ensure metering installations are provided, installed, tested, calibrated, and maintained as well as to ensure that the accuracy of each metering installations complies with the requirements of the WESM Rules, the Philippine Grid Code, and Philippine Distribution Code.

Moreover, if the Market Operator requires, the MSP shall arrange for the provision of remote monitoring facilities to alert the Market Operator of any failure in any component of the metering installation, which might affect the accuracy of the metering data derived from that metering installation<sup>2</sup>.

Further details on MSP responsibilities are provided under the WESM Manual on Metering Standards and Procedures Issue 16 and Retail Manual on Metering Standards and Procedures Issue 7.

The commercial operations of Retail Competition and Open Access (RCOA) in Mindanao commenced on 26 March 2024, in line with the Department of Energy Circular Department Circular DC 2024-03-0009<sup>3</sup>. This significant milestone marks the beginning of a more competitive electricity market in the region. As a result, Distribution Utilities (DUs) and Electric Cooperatives (ECs) in Mindanao that serve as the default MSPs for Contestable Customers within their franchise have now been registered as retail MSPs (RMSPs), aligning with the new regulatory framework. This transition is expected to foster greater market efficiency and provide consumers with more choices and competitive pricing in the electricity market.

As of 25 December 2024, there were 95 registered MSPs in the WESM, which includes the following new registered MSPs since January 2024:

<b>MSP Name</b>	<b>Region</b>	<b>Registration Date</b>
Northern Samar Electric Cooperative, Inc. (NORSAMMSP)	Visayas	09 January 2024
Cotabato Electric Cooperative, Inc. (COTELCMSP)	Mindanao	12 January 2024
Davao Light and Power Company, Inc. (DLPCMSP)	Mindanao	11 May 2024
Davao del Sur Electric Cooperative, Inc. (DASURMSP)	Mindanao	17 May 2024
First Industrial Township Utilities, Inc. (FITUIMSP)	Luzon	18 May 2024
Consort Land, Inc. (CNSORTMSP)	Luzon	14 June 2024
Lanao del Norte Electric Cooperative Inc. (LANECOMSP)	Mindanao	26 June 2024
First Laguna Electric Cooperative, Inc. (FLECOMSP)	Luzon	12 August 2024

Some MSPs have no customers yet, thus only 81 registered MSPs, i.e., 75 RMSPs<sup>4</sup> and 6 wholesale MSPs (WMSPs) were evaluated for performance during the review period.

<sup>1</sup> WESM Rules Clause 2.3.6

<sup>2</sup> WESM Rules Clause 4.3.3

<sup>3</sup> Declaring Commercial Operations Date of Retail Competition and Open Access and Green Energy Options Program in Mindanao

<sup>4</sup> Some RMSP serve embedded generators within its franchise area

2.0 LIST OF METERING SERVICE PROVIDERS

RETAIL MSP

ELECTRIC COOPERATIVES

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1. Albay Electric Cooperative, Inc. (ALECOMSP)
  2. Benguet Electric Cooperative, Inc. (BENECOMSP)
  3. Batangas I Electric Cooperative, Inc. (BTLC1MSP)
  4. Batangas II Electric Cooperative, Inc. (BTLC2MSP)
  5. Camarines Sur II Electric Cooperative, Inc. (CASUR2MSP)
  6. Central Pangasinan Electric Cooperative, Inc. (CENPELCOMSP)
  7. Cagayan 1 Electric Cooperative, Inc. (CGLCO1MSP)
  8. Cagayan II Electric Cooperative, Inc. (CGLCO2MSP)
  9. Ilocos Norte Electric Cooperative, Inc. (INECMSP)
  10. Ilocos Sur Electric Cooperative, Inc. (ISECOMSP)<sup>5</sup>
  11. Isabela I Electric Cooperative, Inc. (ISLCO1MSP)
  12. Isabela II Electric Cooperative MSP (ISLCO2MSP)
  13. La Union Electric Cooperative, Inc. (LUELCOMSP)
  14. Nueva Ecija II Area 1 Electric Cooperative, Inc. (NEEC21MSP)
  15. Nueva Ecija I Electric Cooperative, Inc. (NEECO1MSP)
  16. Pampanga I Electric Cooperative, Inc. (PELCO1MSP)
  17. Pampanga II Electric Cooperative, Inc. (PELCO2MSP)
  18. Pampanga III Electric Cooperative, Inc. (PELCO3MSP)
  19. Peninsula Electric Cooperative, Inc. (PENLCOMSP)
  20. Pangasinan III Electric Cooperative, Inc. (PNLCO3MSP)
  21. Quezon I Electric Cooperative, Inc. (QZLCO1MSP)
  22. Sorsogon II Electric Cooperative, Inc. (SOREC2MSP)
  23. Tarlac I Electric Cooperative, Inc. (TRLCO1MSP)
  24. Tarlac II Electric Cooperative, Inc. (TRLCO2MSP)

The majority of evaluated RMSPs are in Luzon, with 40 RMSPs. Visayas has 26 RMSPs, and Mindanao has nine (9) RMSPs.

In Luzon, 24 of the evaluated RMSPs are ECs, while 16 are private DUs (PDUs).

PRIVATE DISTRIBUTION UTILITIES

1. Angeles Electric Corporation (AECMSP)
2. Authority of the Freeport Area of Bataan (AFABMSP)
3. Clark Electric Distribution Corporation (CEDCMSP)
4. Cabanatuan Electric Corporation (CELCORMSP)
5. Consort Land, Inc. (CNSORTMSP)<sup>6</sup>
6. Dagupan Electric Corporation (DECORPMSP)
7. First Industrial Township Utilities, Inc. (FITUIMSP)<sup>7</sup>
8. First Laguna Electric Cooperative, Inc. (FLECOMSP)<sup>8</sup>
9. Lima Enerzone Corporation (LEZMSP)
10. La Union Electric Company, Inc. (LUECOMSP)
11. Malvar Enerzone Corporation (MALVEZMSP)
12. Manila Electric Company (MRLCOMSP)
13. Olongapo Electricity Distribution Company, Inc. (OEDCMSP)
14. Subic Enerzone Corporation (SEZMSP)
15. San Fernando Electric Light & Power Co., Inc. (SFELAPMSP)
16. Tarlac Electric, Inc. (TEIMSP)

<sup>5</sup> Registered on 13 February 2017 and has previously no customer. Performance evaluation started on billing month of August 2024

<sup>6</sup> Registered on 14 June 2024 and performance evaluation started on billing month of December 2024

<sup>7</sup> Registered on 18 May 2024 and performance evaluation started on billing month of June 2024

<sup>8</sup> Registered on 12 August 2024 and performance evaluation started on billing month of September 2024

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**ELECTRIC COOPERATIVES**

1. Aklan Electric Cooperative, Inc. (AKELCOMSP)
2. Antique Electric Cooperative, Inc. (ANTECOMSP)
3. Bohol I Electric Cooperative, Inc. (BHCO1MSP)
4. Bohol II Electric Cooperative, Inc. (BHCO2MSP)
5. Capiz Electric Cooperative, Inc. (CAPELCMSP)
6. Cebu I Electric Cooperative, Inc. (CEBEC1MSP)
7. Cebu II Electric Cooperative, Inc. (CEBEC2MSP)
8. Cebu III Electric Cooperative, Inc. (CEBEC3MSP)
9. Central Negros Electric Cooperative, Inc. (CENECOMSP)
10. Don Orestes Romualdez Electric Cooperative, Inc. (DRLCOMSP)
11. Iloilo I Electric Cooperative, Inc. (ILECO1MSP)
12. Iloilo II Electric Cooperative, Inc. (ILECO2MSP)
13. Iloilo III Electric Cooperative, Inc. (ILECO3MSP)
14. Leyte II Electric Cooperative, Inc. (LEYCO2MSP)
15. Leyte V Electric Cooperative, Inc. (LEYCOVMSP)
16. Negros Occidental Electric Cooperative, Inc. (NOCECOMSP)
17. Northern Negros Electric Cooperative, Inc. (NONECOMSP)
18. Northern Samar Electric Cooperative, Inc. (NORSAMMSP)<sup>9</sup>
19. Negros Oriental II Electric Cooperative, Inc. (NRECO2MSP)
20. Samar I Electric Cooperative, Inc. (SMLCO1MSP)

**PRIVATE DISTRIBUTION UTILITIES**

1. Balamban Enerzone Corporation (BEZMSP)
2. Bohol Light Company, Inc. (BLCIMSP)
3. Mactan Electric Company, Inc. (MECMSP)
4. Mactan Enerzone Corporation (MEZMSP)
5. MORE Electric and Power Corporation (MOREMSP)
6. Visayan Electric Company, Inc. (VECOMSP)

In Visayas, 20 of the evaluated RMSPs are ECs, and six (6) are PDUs.

**MINDANAO**

**ELECTRIC COOPERATIVES**

1. Northern Davao Electric Cooperative, Inc. (DANECOMSP)
2. Davao del Sur Electric Cooperative, Inc. (DASURMSP)<sup>10</sup>
3. First Bukidnon Electric Cooperative, Inc. (FIBECOMSP)
4. Misamis Oriental-1 Rural Electric Service Cooperative, Inc. (MRSCO1MSP)
5. South Cotabato II Electric Cooperative, Inc. (SCTCO2MSP)
6. Sultan Kudarat Electric Cooperative Inc. (SUKELCMSP)

**PRIVATE DISTRIBUTION UTILITIES**

1. Cagayan Electric Power & Light Company, Inc. (CEPALCMSP)
2. Davao Light and Power Company, Inc. (DLPCMSP)<sup>11</sup>
3. Iligan Light and Power, Inc. (MILPIMSP)

Meanwhile, six (6) of the evaluated RMSPs in Mindanao are ECs, while three (3) are PDUs.

<sup>9</sup> Registered on 09 January 2024 and performance evaluation started on billing month of August 2024

<sup>10</sup> Registered on 17 May 2024 and performance evaluation started on billing month of June 2024

<sup>11</sup> Registered on 11 May 2024 and performance evaluation started on billing month of August 2024

**WHOLESALE MSP**

**National Grid Corporation of the Philippines (NGCPMSP)**

**Mindanao - Electric Cooperatives**

1. Bukidnon Second Electric Cooperative, Inc. (BUSECOMSP)
2. Cotabato Electric Cooperative, Inc. (COTELCMSP)<sup>12</sup>
3. Lanao del Norte Electric Cooperative Inc. (LANECOMSP)<sup>13</sup>
4. Cotabato Electric Cooperative, Inc. - PPALMA (PPALMAMSP)
5. South Cotabato I Electric Cooperative, Inc. (SCTCO1MSP)

The evaluated WMSPs include NGCPMSP, and five (5) Mindanao MSPs, which are all ECs and serving embedded generators within their franchise area.

In the 2023 Annual MSP Performance report, there were 10 MSPs in Mindanao registered as Wholesale MSPs (WMSPs). This year, seven (7) of those 10 WMSPs registered as RMSPs, while the remaining three (3) maintained their registration status as WMSPs as they continue to solely serve embedded generators (EGs) within their franchise area.

The table below provides further details on the registration and changes in registration of Mindanao MSPs:

MSP	Registration Date	Remarks
CEPALCMSP	08 April 2024	Registered as RMSP
DANECOMSP	05 October 2024	
FIBECOMSP	16 October 2024	
MILPIMSP	23 July 2024	
MRSCO1MSP	18 July 2024	
SCTCO2MSP	25 October 2024	
SUKELCMSP	29 November 2024	

<sup>12</sup> Registered on 12 January 2024 and performance evaluation started on billing month of April 2024

<sup>13</sup> Registered on 26 June 2024 and performance evaluation started on billing month of August 2024

### 3.0 MSP PERFORMANCE STANDARD

The performance of MSPs is computed monthly, semi-annually, and annually and rated against the standards for two (2) performance indicators: 1) Service Delivery, and 2) Customer Satisfaction<sup>14</sup>.

Overall Passing				Retail: 85.0					Wholesale: Luz-Vis: 94.5 Min: 90.5			
CRITERIA	WEIGHT	PASSING	EQUIVALENT	WEIGHT	PASSING	EQUIVALENT	PASSING	EQUIVALENT				
Service Delivery												
A. Daily Meter Data Delivery	25%	95%	23.75%	20%	95%	19.00%	85%	17.00%				
B. Timeliness and Percentage Resolution to Daily Meter Trouble Report	15%	90%	13.50%	15%	90%	13.50%	90%	13.50%				
C. Integrity of Meter Data	25%	95%	23.75%	20%	95%	19.00%	85%	17.00%				
D. Timeliness of Monthly Meter Data Delivery	15%	100%	15.00%	25%	100%	25.00%	100%	25.00%				
E. Timeliness and Percentage Resolution to Monthly Meter Trouble Report	10%	90%	9.00%	20%	90%	18.00%	90%	18.00%				
Customer Satisfaction												
F. Customer Satisfaction Rating	10%	90%	9.00%	100%	90%	90%	90%	90%				

### 4.0 MSP PERFORMANCE ASSESSMENT

#### A. Performance rating by region and type

##### Service delivery for Retail MSP

Please note that only 68 RMSPs are considered in this section, as the aforementioned seven (7) WMSPs registered as RMSPs following the commercial operations of RCOA in Mindanao on 26 March 2024. Of these 68 RMSPs, only 38 received a passing overall rating, which is about 56%.

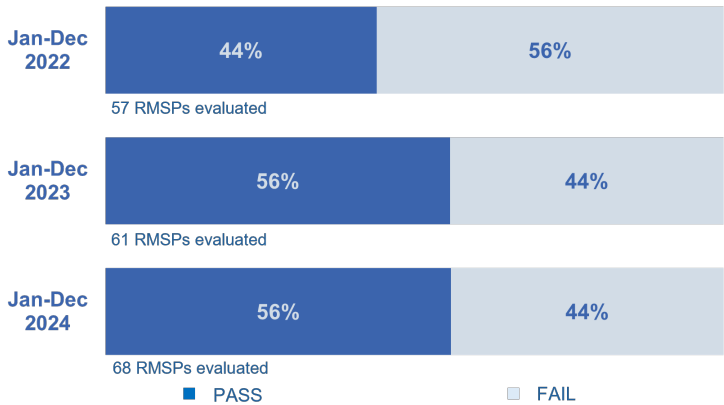


Figure 1: Annual overall performance ratings of RMSPs

<sup>14</sup> Customer Satisfaction Survey rating is excluded in computation for overall rating of RMSPs. Passing rating is 85%.



These 38 RMSPs and their corresponding annual overall performance ratings are listed in the table below. Of 24 Luzon RMSPs with passing overall rating, 10 are PDUs while 14 are ECs. For the 13 Visayas RMSPs with passing overall rating, six (6) are PDUs while seven (7) are ECs. Meanwhile, the Mindanao RMSP with passing overall rating is a PDU.

	<b>Luzon RMSPs</b>	<b>Rating</b>		<b>Visayas RMSPs</b>	<b>Rating</b>
1	NEECO1MSP	90.00%	1	VECOMSP	89.99%
2	PELCO1MSP	90.00%	2	MECMSP	89.87%
3	DECORPMSP	89.97%	3	LEYCOVMSP	89.71%
4	MRLCOMSP	89.91%	4	MOREMSP	89.49%
5	BTLC1MSP	89.86%	5	MEZMSP	89.31%
6	CELCORMSP	89.85%	6	BEZMSP	89.04%
7	TEIMSP	89.84%	7	ILECO2MSP	87.65%
8	LUELCOMSP	89.82%	8	CEBEC3MSP	87.52%
9	CGLCO1MSP	89.63%	9	AKELCOMSP	87.29%
10	NEEC21MSP	89.54%	10	NRECO2MSP	86.84%
11	TRLCO2MSP	89.53%	11	BLCIMSP	86.20%
12	PELCO2MSP	89.40%	12	CENECOMSP	85.70%
13	FLECOMSP	89.22%	13	BHCO1MSP	85.09%
14	LEZMSP	89.08%			
15	BTLC2MSP	89.04%			
16	PNLCO3MSP	89.00%			
17	PELCO3MSP	89.00%			
18	SEZMSP	88.99%			
19	BENECOMSP	88.86%			
20	INECMSP	88.84%			
21	CEDCMSP	88.51%			
22	ISECOMSP	88.21%			
23	LUECOMSP	85.92%			
24	MALVEZMSP	85.88%			

	<b>Mindanao RMSP</b>	<b>Rating</b>
1	DLPCMSP	89.68%

### **Service delivery for Wholesale MSP**

Figure 2 below shows the overall performance rating of WMSPs in Mindanao, which includes two (2) newly registered WMSPs in 2024.

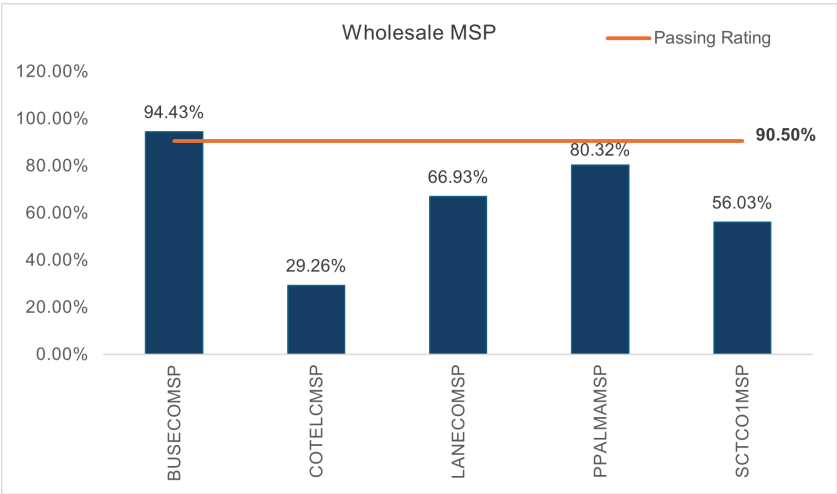


Figure 2: Annual overall performance rating of WMSPs in Mindanao

Meanwhile, NGCPMSPs’ average overall ratings per region are above the passing rate of 94.5% (for Luzon-Visayas) and 90.5% (for Mindanao) as shown in Figure 3 below.

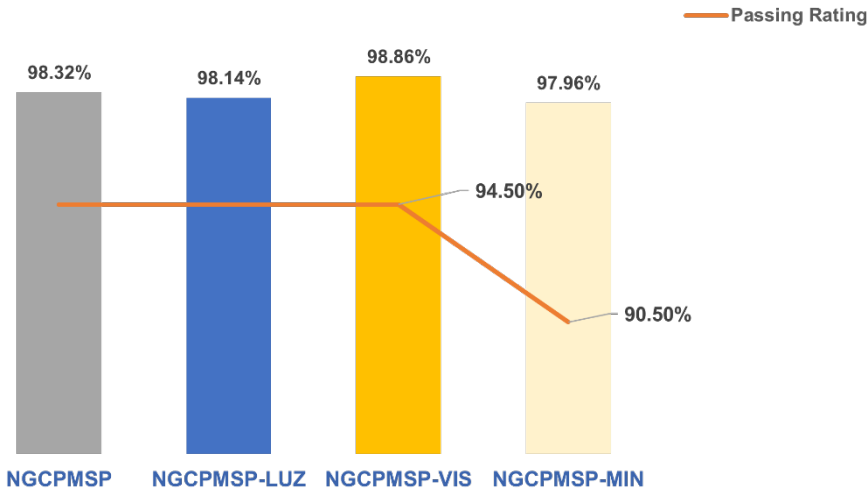


Figure 3: Annual overall performance rating of NGCPMSP

**Service delivery for Mindanao (Registered as RMSP)**

For the seven (7) WMSPs registered as RMSPs, Figures 4 and 5 below show their average overall ratings as both WMSP and RMSP.

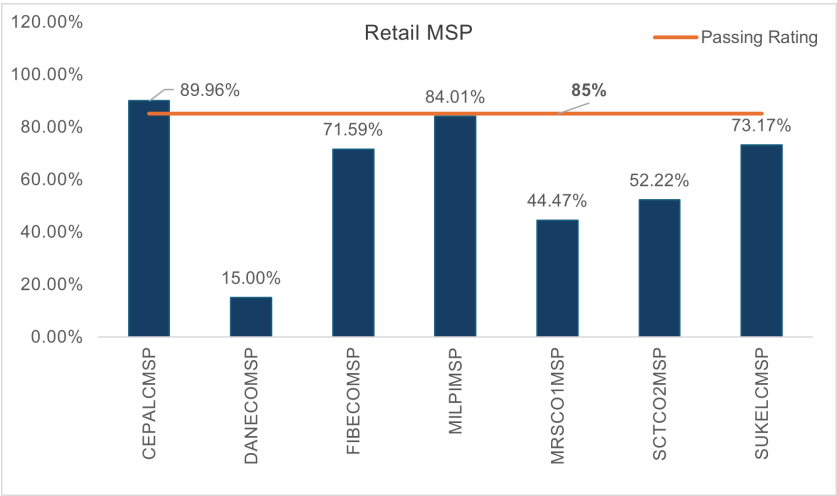


Figure 4: Rating as RMSP

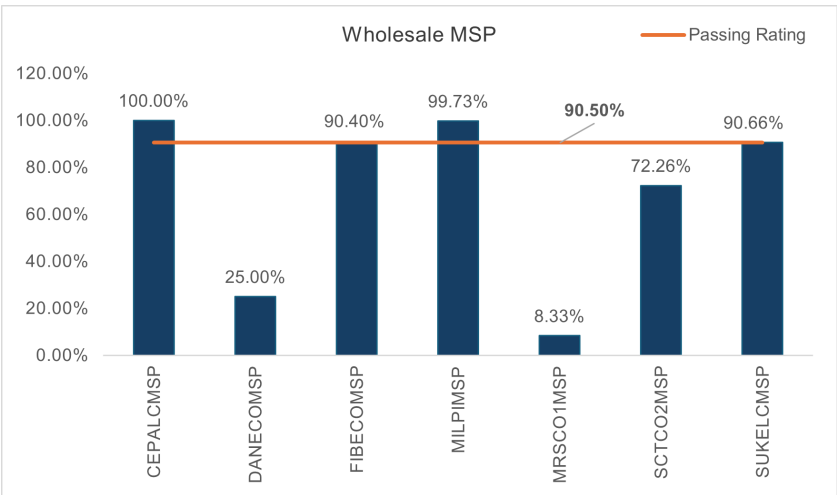


Figure 5: Rating as WMSP

**B. Performance rating by criterion**

In 2024, the percentage of evaluated RMSPs with passing ratings in criteria B, D, and E increased compared to the previous year. For Criterion C, the percentage remained the same, while that for Criterion A decreased.

Consistent with the previous reports, Criterion D remained relatively high as it is used for settlement, which incentivizes the MSPs to submit the monthly meter data to the Market Operator.

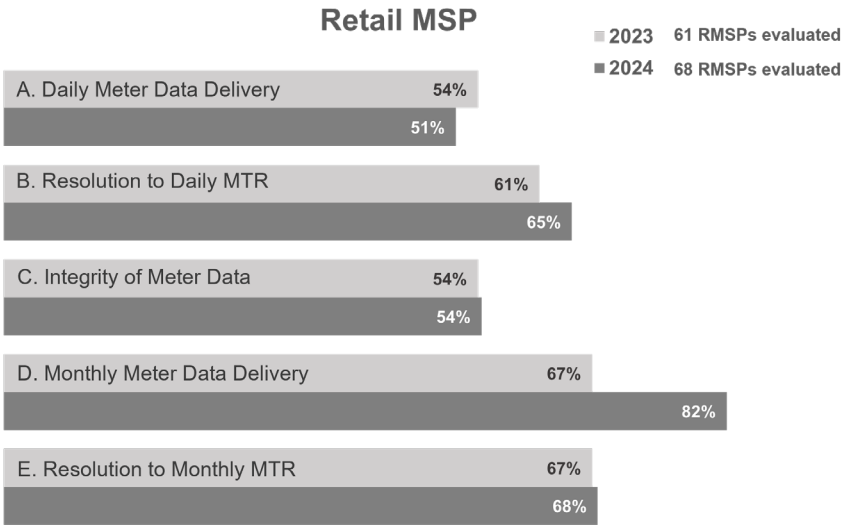


Figure 6: Annual overall rating of RMSPs per criteria

Note: WMSPs in Mindanao registered as RMSP were not included in the analysis

For the details of 2024 MSP Annual performance ratings, please see Annexes A and B of this report.

C. Performance rating monthly and yearly trend

Based on monthly performance monitoring, the trend of MSPs’ performance varies. The drops in June and December 2024 were attributable to the low percentage of MSPs passing Criteria A *Daily Meter Data Delivery*. Meanwhile, the percentage of evaluated MSPs achieving a passing overall rating peaked in November 2024 at 61%.

On the other hand, since the annual overall rating is computed as the average over a 12-month period, some MSPs still achieved a passing annual rating even if they did not pass some of the monthly performance evaluation.

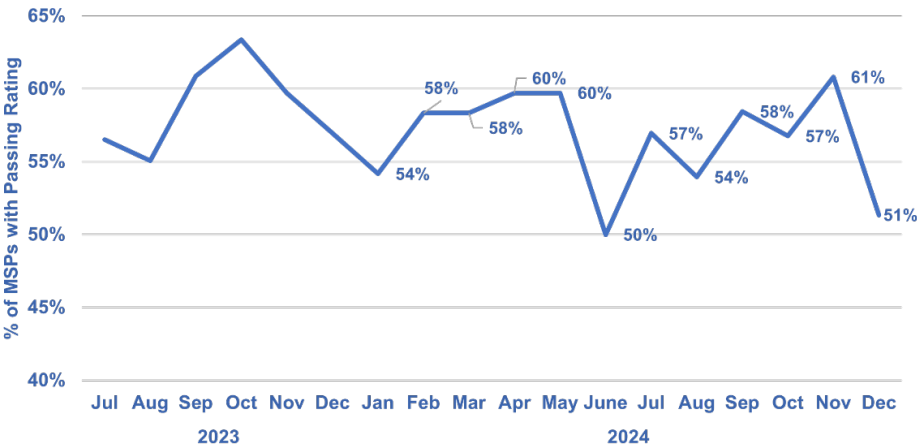


Figure 7: Monthly performance rating of MSPs

In terms of yearly trend, the percentage of evaluated MSPs with passing overall rating slightly decreased from 53% in the year 2023 to 52% this year. Despite this decrease, there is still a significant increase in the passing overall rating compared to the years 2018 – 2022.

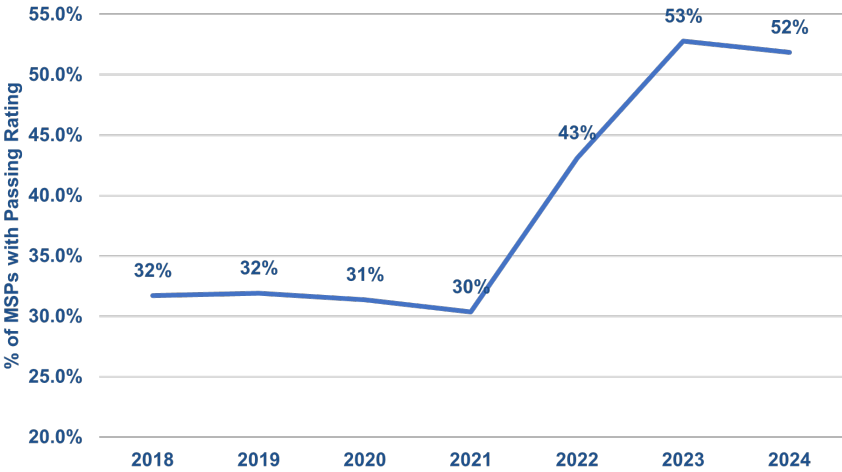


Figure 8: Yearly passing trend of MSPs

Over the 7-year period, there were 12 MSPs that have consistently gained performance ratings that were equal to or beyond the overall passing rating. These 12 MSPs are as follows: BEZMSP, BTLC2MSP, CELCORMSP, ILECO2MSP, MALVEZMSP, MECMSP, MEZMSP, MRLCOMSP, NEEC21MSP, NEECOMSP, NGCPMSP, and PELCO1MSP.

The average annual overall performance rating of each MSP for the years 2018 to 2024 is provided in Annex C of this Report.

**D. Customer Satisfaction**

PEMC conducted Semi-Annual Customer Satisfaction surveys for the billing months of January to June 2024 and July to December 2024. Survey forms were sent to registered Market Participants on 01 July 2024 and 06 January 2025, respectively.

Out of 81 MSPs evaluated for performance, only 18 MSPs received Customer Satisfaction Ratings from 93 respondents.

All MSPs listed in the table below passed the evaluation based on the 90% passing customer satisfaction rating. However, the total number of respondents was significantly low for most of MSPs relative to their total customer base, which may limit the representativeness of the survey result. On the other hand, CELCORMSP, ISLCO1MSP, and PNLCO3MSP had high response rates, making their survey results more representative of their customers' satisfaction level.

MSP Name	CS Rating	No. of Respondents per MSP		No. of Customers per MSP
		Jan to Jun 2024	Jul to Dec 2024	
NGCPMSP	95.42	16	10	1,470
ANTECOMSP	96.13	1		1
AECMSP	96.06	1		10
BTLC1MSP	91.17	2		10
CELCORMSP	95.14	7	7	7
CEDCMSP	94.38	1		33
CEPALCMSP	99.94	1		17
CENECOMSP	94.71	1		15
DRLCOMSP	93.25	1		1
ISLCO1MSP	96.23	5		6
LEYCO2MSP	96.38	1		4
MECMSP	98.13	1		14
MRLCOMSP	93.80	7		1,962
PNLCO3MSP	97.25	13	12	14
SEZMSP	95.60	1		23
TEIMSP	95.50	1		20
TRLCO1MSP	94.75	1		10
VECOMSP	95.92	3		203

## 5.0 SUMMARY OF OBSERVATIONS

The MSP performance, in terms of service delivery, has shown continuous improvement, as evidenced by the increasing number of MSPs with passing overall rating. This trend reflects growing maturity in their operations and adherence to the Rules.

The MSP performance in terms of customer satisfaction has shown a slight improvement in terms of the response rate from customers this year. While challenges remain due to the low number of responses, the PEM Audit Committee continued its engagement with the Retail Electricity Suppliers (RES) to help disseminate the survey forms.

Following the start of RCOA in Mindanao on 26 March 2024, several DUs and ECs in Mindanao, which serve as the default MSPs for Contestable Customers within their franchise areas, have registered as RMSPs. The remaining three (3) MSPs in Mindanao retained their registration status as wholesale MSPs as they continue to solely serve embedded generators within their franchise area.

## ANNEX A: RETAIL MSP 2024 ANNUAL PERFORMANCE RATING

CRITERIA	WEIGHT	PASSING
A. Daily Meter Data Delivery	25%	23.75%
B. Timeliness and Percentage Resolution to Daily Meter Trouble Report	15%	13.50%
C. Integrity of Meter Data	25%	23.75%
D. Timeliness of Monthly Meter Data Delivery	15%	15.00%
E. Timeliness and Percentage Resolution to Monthly Meter Trouble Report	10%	9.00%
F. Customer Satisfaction Rating <sup>15</sup>	10%	9.00%
<b>Overall Passing:</b>		<b>85.00%</b>

NO.	MSP NAME	REGION	TYPE	RATING PER CRITERIA					OVERALL RATING
				A	B	C	D	E	
1	ALECOMSP	Luzon	ELC	0.00%	0.00%	0.00%	15.00%	4.17%	19.17%
2	BENECOMSP	Luzon	ELC	24.42%	14.72%	24.72%	15.00%	10.00%	88.86%
3	BTLC1MSP	Luzon	ELC	24.93%	15.00%	24.93%	15.00%	10.00%	89.86%
4	BTLC2MSP	Luzon	ELC	24.80%	14.38%	24.86%	15.00%	10.00%	89.04%
5	CASUR2MSP	Luzon	ELC	0.06%	1.14%	0.06%	15.00%	4.17%	20.42%
6	CENPELCOMSP	Luzon	ELC	0.07%	0.00%	0.00%	0.00%	0.00%	0.07%
7	CGLCO1MSP	Luzon	ELC	24.77%	15.00%	24.86%	15.00%	10.00%	89.63%
8	CGLCO2MSP	Luzon	ELC	17.74%	12.75%	17.74%	15.00%	10.00%	73.23%
9	INECMSP	Luzon	ELC	24.82%	14.34%	24.82%	15.00%	9.86%	88.84%
10	ISECOMSP	Luzon	ELC	24.79%	13.63%	24.79%	15.00%	10.00%	88.21%
11	ISLCO1MSP	Luzon	ELC	21.25%	12.44%	21.80%	15.00%	8.58%	79.07%
12	ISLCO2MSP	Luzon	ELC	0.00%	0.00%	0.00%	2.50%	0.00%	2.50%
13	LUELCOMSP	Luzon	ELC	24.88%	15.00%	24.93%	15.00%	10.00%	89.82%
14	NEEC21MSP	Luzon	ELC	24.93%	14.68%	24.93%	15.00%	10.00%	89.54%
15	NEECO1MSP	Luzon	ELC	25.00%	15.00%	25.00%	15.00%	10.00%	90.00%
16	PELCO1MSP	Luzon	ELC	25.00%	15.00%	25.00%	15.00%	10.00%	90.00%
17	PELCO2MSP	Luzon	ELC	24.71%	14.96%	24.73%	15.00%	10.00%	89.40%
18	PELCO3MSP	Luzon	ELC	24.45%	14.96%	24.59%	15.00%	10.00%	89.00%
19	PENLCOMSP	Luzon	ELC	18.11%	14.26%	24.32%	15.00%	10.00%	81.70%
20	PNLCO3MSP	Luzon	ELC	24.61%	14.66%	24.73%	15.00%	10.00%	89.00%
21	QZLCO1MSP	Luzon	ELC	23.09%	14.35%	23.09%	15.00%	6.67%	82.19%
22	SOREC2MSP	Luzon	ELC	16.81%	10.62%	16.61%	11.25%	9.17%	64.46%
23	TRLCO1MSP	Luzon	ELC	21.73%	13.85%	21.87%	15.00%	10.00%	82.45%
24	TRLCO2MSP	Luzon	ELC	24.77%	14.91%	24.85%	15.00%	10.00%	89.53%
25	AECMSP	Luzon	PDU	17.97%	14.80%	19.18%	14.84%	10.00%	76.79%
26	AFABMSP	Luzon	PDU	0.00%	0.00%	0.00%	13.75%	0.00%	13.75%
27	CEDCMSP	Luzon	PDU	24.30%	14.21%	25.00%	15.00%	10.00%	88.51%
28	CELCORMSP	Luzon	PDU	24.91%	15.00%	24.93%	15.00%	10.00%	89.85%

<sup>15</sup> Customer Satisfaction Survey rating is excluded in computation for overall rating

NO.	MSP NAME	REGION	TYPE	RATING PER CRITERIA					OVERALL RATING
				A	B	C	D	E	
29	CNSORTMSP	Luzon	PDU	0.00%	0.00%	0.00%	15.00%	0.00%	15.00%
30	DECORPMSP	Luzon	PDU	25.00%	14.97%	25.00%	15.00%	10.00%	89.97%
31	FITUIMSP	Luzon	PDU	3.49%	0.00%	0.00%	10.71%	0.00%	14.21%
32	FLECOMSP	Luzon	PDU	24.80%	14.63%	24.80%	15.00%	10.00%	89.22%
33	LEZMSP	Luzon	PDU	24.47%	14.88%	24.73%	15.00%	10.00%	89.08%
34	LUECOMSP	Luzon	PDU	23.08%	14.75%	23.08%	15.00%	10.00%	85.92%
35	MALVEZMSP	Luzon	PDU	24.17%	14.55%	24.24%	13.75%	9.17%	85.88%
36	MRLCOMSP	Luzon	PDU	24.91%	15.00%	25.00%	15.00%	10.00%	89.91%
37	OEDCMSP	Luzon	PDU	21.11%	11.83%	21.31%	15.00%	8.33%	77.59%
38	SEZMSP	Luzon	PDU	24.93%	14.96%	24.93%	15.00%	9.17%	88.99%
39	SFELAPMSP	Luzon	PDU	21.16%	13.54%	23.57%	15.00%	10.00%	83.27%
40	TEIMSP	Luzon	PDU	24.93%	14.91%	25.00%	15.00%	10.00%	89.84%
41	AKELCOMSP	Visayas	ELC	24.38%	14.35%	24.38%	15.00%	9.17%	87.29%
42	ANTECOMSP	Visayas	ELC	9.95%	4.84%	9.74%	13.75%	6.67%	44.94%
43	BHCO1MSP	Visayas	ELC	22.82%	14.61%	22.66%	15.00%	10.00%	85.09%
44	BHCO2MSP	Visayas	ELC	16.32%	14.26%	16.73%	15.00%	9.17%	71.48%
45	CAPELCMSP	Visayas	ELC	0.10%	0.00%	0.00%	15.00%	0.83%	15.93%
46	CEBEC1MSP	Visayas	ELC	11.46%	6.59%	11.77%	13.75%	5.83%	49.40%
47	CEBEC2MSP	Visayas	ELC	0.83%	0.19%	0.27%	15.00%	0.75%	17.04%
48	CEBEC3MSP	Visayas	ELC	23.83%	14.59%	24.11%	15.00%	10.00%	87.52%
49	CENECOMSP	Visayas	ELC	23.45%	13.55%	24.54%	15.00%	9.17%	85.70%
50	DRLCOMSP	Visayas	ELC	19.49%	11.64%	19.22%	13.75%	9.17%	73.27%
51	ILECO1MSP	Visayas	ELC	19.75%	11.08%	20.21%	15.00%	8.33%	74.38%
52	ILECO2MSP	Visayas	ELC	24.11%	14.43%	24.11%	15.00%	10.00%	87.65%
53	ILECO3MSP	Visayas	ELC	18.26%	5.96%	14.23%	15.00%	1.67%	55.12%
54	LEYCO2MSP	Visayas	ELC	0.00%	0.00%	0.00%	15.00%	0.00%	15.00%
55	LEYCOVMSP	Visayas	ELC	24.86%	14.92%	24.93%	15.00%	10.00%	89.71%
56	NOCECOMSP	Visayas	ELC	0.00%	0.00%	0.00%	15.00%	0.00%	15.00%
57	NONECOMSP	Visayas	ELC	0.86%	2.71%	0.96%	15.00%	4.17%	23.71%
58	NORSAMMSP	Visayas	ELC	14.01%	0.40%	0.82%	12.00%	0.00%	27.22%
59	NRECO2MSP	Visayas	ELC	24.84%	13.85%	24.82%	15.00%	8.33%	86.84%
60	SMLCO1MSP	Visayas	ELC	12.32%	0.71%	2.97%	8.75%	0.00%	24.74%
61	BEZMSP	Visayas	PDU	24.52%	15.00%	24.53%	15.00%	10.00%	89.04%
62	BLCIMSP	Visayas	PDU	23.37%	14.39%	23.44%	15.00%	10.00%	86.20%
63	MECMSP	Visayas	PDU	24.95%	14.92%	25.00%	15.00%	10.00%	89.87%
64	MEZMSP	Visayas	PDU	24.65%	15.00%	24.66%	15.00%	10.00%	89.31%
65	MOREMSP	Visayas	PDU	24.90%	14.66%	24.93%	15.00%	10.00%	89.49%
66	VECOMSP	Visayas	PDU	25.00%	14.99%	25.00%	15.00%	10.00%	89.99%
67	DANECOMSP <sup>16</sup>	Mindanao	ELC	0.00%	0.00%	0.00%	15.00%	0.00%	15.00%
68	DASURMSP	Mindanao	ELC	23.77%	12.33%	23.84%	15.00%	10.00%	84.94%
69	FIBECOMSP <sup>17</sup>	Mindanao	ELC	18.95%	13.68%	18.95%	10.00%	10.00%	71.59%

<sup>16</sup> DANECOMSP rating for Oct to Dec 2024 as Retail MSP<sup>17</sup> FIBECOMSP rating for Oct to Dec 2024 as Retail MSP



NO.	MSP NAME	REGION	TYPE	RATING PER CRITERIA					OVERALL RATING
				A	B	C	D	E	
70	MRSCO1MSP <sup>18</sup>	Mindanao	ELC	12.25%	0.75%	17.31%	12.50%	1.67%	44.47%
71	SCTCO2MSP <sup>19</sup>	Mindanao	ELC	24.72%	0.00%	12.50%	15.00%	0.00%	52.22%
72	SUKELCMSP <sup>20</sup>	Mindanao	ELC	18.33%	11.50%	18.33%	15.00%	10.00%	73.17%
73	CEPALCMSP <sup>21</sup>	Mindanao	PDU	24.97%	14.99%	25.00%	15.00%	10.00%	89.96%
74	DLPCMSP	Mindanao	PDU	24.84%	15.00%	24.84%	15.00%	10.00%	89.68%
75	MILPIMSP <sup>22</sup>	Mindanao	PDU	24.59%	14.83%	24.59%	15.00%	5.00%	84.01%

Notes:

The 0% rating for criteria A, C and D is due to non-submission or late submission of meter data.  
The 0% rating for criteria B and E is due to non-resolution of meter trouble report (MTR) or late resolution of MTRs.

<sup>18</sup> MRSCO1MSP rating for Jul to Dec 2024 as Retail MSP  
<sup>19</sup> SCTCO2MSP rating for Oct to Dec 2024 as Retail MSP  
<sup>20</sup> SUKELCMSP rating for Dec as Retail MSP  
<sup>21</sup> CEPALCMSP rating for April to Dec 2024 as Retail MSP  
<sup>22</sup> MILPIMSP rating for Jul to Dec 2024 as Retail MSP

**ANNEX B: WHOLESALE MSP 2024 ANNUAL PERFORMANCE RATING**

CRITERIA		WEIGHT	PASSING (L-V)	(M)
A.	Daily Meter Data Delivery	20%	19.00%	17.00%
B.	Timeliness and Percentage Resolution to Daily Meter Trouble Report	15%	13.50%	13.50%
C.	Integrity of Meter Data	20%	19.00%	17.00%
D.	Timeliness of Monthly Meter Data Delivery	25%	25.00%	25.00%
E.	Timeliness and Percentage Resolution to Monthly Meter Trouble Report	20%	18.00%	18.00%
Overall Passing			<b>94.50%</b>	<b>90.50%</b>

NO.	MSP NAME	REGION	TYPE	RATING PER CRITERIA					OVERALL RATING
				A	B	C	D	E	
1	NGCPMSP			18.45%	14.89%	19.99%	25.00%	20.00%	98.32%
	NGCPMSP-LUZ	Luzon		18.14%	15.00%	20.00%	25.00%	20.00%	98.14%
	NGCPMSP-VIS	Visayas		19.06%	14.83%	19.97%	25.00%	20.00%	98.86%
	NGCPMSP-MIN	Mindanao		18.15%	14.83%	19.98%	25.00%	20.00%	97.96%
2	BUSECOMSP	Mindanao	ELC	19.28%	14.63%	19.28%	22.92%	18.33%	94.43%
3	COTELCMSP	Mindanao	ELC	3.13%	1.51%	2.96%	19.44%	2.22%	29.26%
4	DANECOMSP <sup>23</sup>	Mindanao	ELC	0.00%	0.00%	0.00%	25.00%	0.00%	25.00%
5	FIBECOMSP <sup>24</sup>	Mindanao	ELC	15.63%	14.13%	15.63%	25.00%	20.00%	90.40%
6	LANECOMSP	Mindanao	ELC	23.77%	12.33%	23.84%	15.00%	10.00%	84.94%
7	MRSCO1MSP <sup>25</sup>	Mindanao	ELC	0.00%	0.00%	0.00%	8.33%	0.00%	8.33%
8	PPALMAMSP	Mindanao	ELC	19.89%	14.47%	19.30%	25.00%	1.67%	80.32%
9	SCTCO1MSP	Mindanao	ELC	0.00%	13.12%	0.00%	22.92%	20.00%	56.03%
10	SCTCO2MSP <sup>26</sup>	Mindanao	ELC	16.59%	7.89%	18.06%	20.83%	8.89%	72.26%
11	SUKELCMSP <sup>27</sup>	Mindanao	ELC	17.93%	13.44%	17.93%	25.00%	16.36%	90.66%
12	CEPALCMSP <sup>28</sup>	Mindanao	PDU	20.00%	15.00%	20.00%	25.00%	20.00%	100.00%
13	MILPIMSP <sup>29</sup>	Mindanao	PDU	20.00%	14.84%	19.89%	25.00%	20.00%	99.73%

<sup>23</sup> DANECOMSP rating for Jan to Sep 2024<sup>24</sup> FIBECOMSP rating for Jan to Sep 2024<sup>25</sup> MRSCO1MSP rating for Jan to Jun 2024<sup>26</sup> SCTCO2MSP rating for Jan to Sep 2024<sup>27</sup> SUKELCMSP rating for Jan to Nov 2024<sup>28</sup> CEPALCMSP rating for Jan to Mar 2024<sup>29</sup> MILPIMSP rating for Jan to Jun 2024

**ANNEX C: MSP PERFORMANCE RATING FOR 2018 – 2024**

NO.	MSP NAME	REGION	TYPE	2018	2019	2020	2021	2022	2023	2024
<b>RETAIL MSP</b>										
1	ALECOMSP	Luzon	ELC		68.15%	51.99%	45.59%	19.58%	21.81%	19.17%
2	BENECOMSP	Luzon	ELC						78.28%	88.86%
3	BTLC1MSP	Luzon	ELC	5.00%	22.30%	50.83%	87.01%	89.91%	89.68%	89.86%
4	BTLC2MSP	Luzon	ELC	89.15%	89.60%	88.61%	86.84%	88.99%	88.19%	89.04%
5	CASUR2MSP	Luzon	ELC	42.93%	19.29%	12.50%	14.99%	12.03%	15.16%	20.42%
6	CENPELCOMSP	Luzon	ELC		14.18%	19.58%	20.40%	5.25%	0.00%	0.07%
7	CGLCO1MSP	Luzon	ELC		80.77%	86.84%	89.25%	89.83%	89.74%	89.63%
8	CGLCO2MSP	Luzon	ELC			24.27%	78.62%	77.67%	50.99%	73.23%
9	INECMSP	Luzon	ELC	87.61%	86.16%	88.69%	79.33%	89.04%	89.42%	88.84%
10	ISECOMSP	Luzon	ELC	66.02%	76.76%	13.86%				88.21%
11	ISLCO1MSP	Luzon	ELC	75.87%	81.13%	82.25%	58.39%	45.36%	40.65%	79.07%
12	ISLCO2MSP	Luzon	ELC			46.84%	46.12%	2.62%	0.00%	2.50%
13	LUECOMSP	Luzon	ELC				78.24%	83.55%	85.07%	85.92%
14	LUELCOMSP	Luzon	ELC	17.08%	28.09%	35.83%	79.05%	84.38%	88.76%	89.82%
15	NEEC21MSP	Luzon	ELC				90.00%	87.30%	89.55%	89.54%
16	NEECO1MSP	Luzon	ELC	88.09%	87.96%	89.73%	90.00%	90.00%	90.00%	90.00%
17	PELCO1MSP	Luzon	ELC		85.09%	86.92%	89.02%	89.96%	90.00%	90.00%
18	PELCO2MSP	Luzon	ELC	83.71%	85.08%	78.79%	80.79%	88.73%	89.12%	89.40%
19	PELCO3MSP	Luzon	ELC		76.16%	83.73%	86.71%	89.09%	89.41%	89.00%
20	PENLCOMSP	Luzon	ELC	54.04%	64.50%	42.90%	62.19%	88.07%	88.24%	81.70%
21	PNLCO3MSP	Luzon	ELC	87.11%	87.50%	76.85%	85.94%	89.77%	89.99%	89.00%
22	QZLCO1MSP	Luzon	ELC				28.00%		42.68%	82.19%
23	SOREC2MSP	Luzon	ELC			47.56%	67.57%	69.07%	57.97%	64.46%
24	TRLCO1MSP	Luzon	ELC	38.17%	4.00%	22.50%	51.84%	81.30%	85.76%	82.45%
25	TRLCO2MSP	Luzon	ELC	58.39%	88.18%	86.47%	82.31%	87.96%	88.74%	89.53%
26	AECMSP	Luzon	PDU	76.99%	83.93%	83.33%	75.66%	83.57%	82.33%	76.79%
27	AFABMSP	Luzon	PDU	11.44%	13.75%	8.75%	15.82%	10.18%	11.43%	13.75%
28	CEDCMSP	Luzon	PDU	82.29%	82.62%	75.75%	78.42%	87.87%	87.16%	88.51%
29	CELCORMSP	Luzon	PDU	88.14%	86.50%	89.86%	88.96%	89.81%	89.66%	89.85%
30	CNSORTMSP	Luzon	PDU							15.00%
31	DECORPMSP	Luzon	PDU	86.44%	84.90%	69.76%	50.35%	66.75%	89.94%	89.97%
32	FITUIMSP	Luzon	PDU							14.21%
33	FLECOMSP	Luzon	PDU							89.22%
34	LEZMSP	Luzon	PDU	79.85%	83.80%	87.63%	81.57%	84.16%	89.28%	89.08%
35	MALVEZMSP	Luzon	PDU					89.25%	87.40%	85.88%
36	MRLCOMSP	Luzon	PDU	89.44%	89.26%	89.55%	89.22%	89.89%	89.91%	89.91%
37	OEDCMSP	Luzon	PDU	74.55%	74.64%	77.72%	66.35%	56.98%	66.79%	77.59%
38	SEZMSP	Luzon	PDU	86.54%	88.07%	88.29%	76.31%	89.34%	88.54%	88.99%
39	SFELAPMSP	Luzon	PDU	54.22%	50.87%	24.21%	33.40%	28.96%	82.07%	83.27%
40	TEIMSP	Luzon	PDU	83.90%	85.49%	88.43%	85.22%	89.05%	89.31%	89.84%
41	PEZAMSP	Luzon	EZ	54.03%						

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NO.	MSP NAME	REGION	TYPE	2018	2019	2020	2021	2022	2023	2024
42	AKELCOMSP	Visayas	ELC	53.67%	51.58%	41.43%	63.19%	89.78%	89.42%	87.29%
43	ANTECOMSP	Visayas	ELC	22.63%	23.32%	15.35%	32.03%	79.43%	62.77%	44.94%
44	BHCO1MSP	Visayas	ELC	62.92%	42.30%	38.72%	58.57%	44.64%	46.79%	85.09%
45	BHCO2MSP	Visayas	ELC						81.80%	71.48%
46	CAPELCMSP	Visayas	ELC				26.48%	15.18%	15.00%	15.93%
47	CEBEC1MSP	Visayas	ELC	79.78%	76.79%	31.85%	11.04%	11.53%	13.93%	49.40%
48	CEBEC2MSP	Visayas	ELC	49.75%	36.57%	26.70%	17.49%	13.60%	13.10%	17.04%
49	CEBEC3MSP	Visayas	ELC					22.25%	59.49%	87.52%
50	CENECOMSP	Visayas	ELC				25.82%	72.74%	88.43%	85.70%
51	DRLCOMSP	Visayas	ELC		5.00%	36.17%	32.11%	18.80%	18.83%	73.27%
52	ILECO1MSP	Visayas	ELC	21.71%	7.32%	10.69%	18.27%	11.43%	36.42%	74.38%
53	ILECO2MSP	Visayas	ELC					88.88%	89.22%	87.65%
54	ILECO3MSP	Visayas	ELC						31.80%	55.12%
55	LEYCO2MSP	Visayas	ELC	41.66%	10.00%	11.25%	9.99%	6.85%	5.00%	15.00%
56	LEYCOVMSP	Visayas	ELC	87.71%	84.95%	88.62%	86.88%	89.51%	89.62%	89.71%
57	NONECOMSP	Visayas	ELC				75.75%	50.89%	28.64%	23.71%
58	NORSAMMSP	Visayas	ELC							27.22%
59	NRECO2MSP	Visayas	ELC	53.57%	55.44%	84.21%	81.91%	87.85%	87.20%	86.84%
60	SMLCO1MSP	Visayas	ELC	57.26%	54.56%	45.01%	29.84%	1.50%	0.00%	24.74%
61	BEZMSP	Visayas	PDU	87.06%	89.72%	89.60%	89.87%	89.33%	89.67%	89.04%
62	BLCIMSP	Visayas	PDU	46.80%	42.30%	61.49%	61.02%	66.74%	85.04%	86.20%
63	MECMSP	Visayas	PDU	86.21%	88.54%	87.82%	86.04%	88.91%	89.93%	89.87%
64	MEZMSP	Visayas	PDU	87.67%	89.79%	89.44%	88.74%	88.48%	89.59%	89.31%
65	MOREMSP	Visayas	PDU			17.22%	40.49%	78.69%	88.88%	89.49%
66	PECOMSP	Visayas	PDU		4.09%					
67	NONECOMSP	Visayas	ELC				75.75%	50.89%	28.64%	23.71%
68	VECOMSP	Visayas	PDU	84.83%	73.84%	83.47%	87.08%	82.80%	90.00%	89.99%
69	DANECOMSP <sup>30</sup>	Mindanao	ELC						31.17%	
70	FIBECOMSP <sup>30</sup>	Mindanao	ELC						69.62%	
71	MRSCO1MSP <sup>30</sup>	Mindanao	ELC						9.09%	
72	SCTCO2MSP <sup>30</sup>	Mindanao	ELC						97.89%	
73	SUKELCMSP <sup>30</sup>	Mindanao	ELC						76.24%	
74	CEPALCMSP <sup>30</sup>	Mindanao	PDU						98.37%	
75	MILPIMSP <sup>30</sup>	Mindanao	PDU						94.12%	
<b>WHOLESALE MSP</b>										
76	BUSECOMSP	Mindanao	ELC						76.75%	94.43%
77	DASURMSP	Mindanao	ELC							84.94%
78	PPALMAMSP	Mindanao	ELC						19.46%	80.32%
79	SCTCO1MSP	Mindanao	ELC						53.52%	56.03%
80	DLPCMSP	Mindanao	PDU							89.68%
81	NGCPMSP			87.26%	88.58%	88.81%	86.49%	97.29%	96.55%	98.32%

<sup>30</sup> 2024 overall rating not included due to registration as RMSP does not cover the full year