

Community Engagement

Uplifting the Unserved and Underserved

GRI 203-1 | GRI 203-2 | GRI 413



For electric utilities like Meralco, meaningful impact goes beyond delivering power—it is about driving inclusive growth and improving quality of life in the communities we call home. By addressing energy gaps in unserved communities through the One Meralco Foundation (“OMF”), we help uplift lives and drive long-term progress. Our efforts to provide marginalized communities with much needed access to energy across various areas—including education, healthcare, agriculture and livelihood, as well as access to clean water—are helping to create lasting, positive impact where it is needed most.



A. Electrifying Marginalized Communities

In 2024, we invested close to PhP 9.5 million in OMF's Household Electrification Program (“HEP”) to connect low-income families within Meralco's franchise area to the grid. Specifically, OMF financed the installation of service entrances, metering centers, breaker walls, and intermediate poles for 3,455 low-income households. Initial set-up costs for these households, which are typically shouldered by residential customers applying for service connections, were carried by Meralco.

Complementing the HEP, we also invested at least PhP 2.7 million in OMF's School Electrification Program (“SEP”) to power four remote public schools across the country, supporting children and teachers from indigenous communities in their academic endeavors. Specifically, OMF's SEP energized schools in the municipalities of Bongabong in Oriental Mindoro and Rizal in Palawan.

On top of these two flagship initiatives, we also expanded our efforts to cover other equally important social impact areas: healthcare, agriculture and livelihood, as well as water and sanitation. In 2024, we deployed solar power solutions to two rural health centers in

the municipalities of Panukulan in Quezon and Lake Sebu in South Cotabato. Meanwhile, as part of OMF's agriculture and livelihood electrification efforts, we provided a mobile solar irrigation pump to help two farmer cooperatives in Rizal and Lupao, Nueva Ecija. Additionally, through OMF's water access electrification, we provided a 7.1-kWp solar PV solution to a community water facility in Santo Niño, South Cotabato, to help improve water access to its 217 residents.

We have also been bringing the gift of light to remote island communities through OMF's Light Up Pilipinas program. Since 2021, we have provided solar lamps to at least 8,000 families, fisherfolk, indigenous tribes, soldiers, and forest rangers, enabling them to boost their productivity at home and at work.

Through OMF's community development programs, we continue to harness the power of electricity to uplift and improve lives within and beyond our service area.

For more information about OMF's corporate social responsibility initiatives, please refer to the OMF Annual Report 2024.

B. Empowering Communities Beyond Electrification

With one of the largest populations of Internet and social media users in the world, the Philippines faces growing cybersecurity challenges that impact individuals and communities alike. Recognizing the importance of sharing our expertise in cybersecurity to help create safer environments for everyone, we launched a cybersecurity awareness program called Wavemaker in 2024 to empower Filipino teachers as advocates of digital safety in the education sector.

Our pilot session, supported by the Department of Education and the Philippine National Police, brought together 60 teachers from public high schools across the National Capital Region. Led by the OMF and our Cyber Security Group (“CSG”), we equipped participants with foundational cybersecurity concepts, including identifying and reporting cyber threats, practicing responsible digital citizenship, and responding to cyberattacks. The participants also learned about career opportunities in the field of cybersecurity.

By fostering a culture of digital vigilance among educators, we aim to extend cybersecurity awareness beyond the classroom and into communities. As we expand Wavemaker across and beyond Meralco’s franchise area, we remain committed to building a resilient digital society where every Filipino is prepared to navigate the online world safely and responsibly.

For more information about our cybersecurity efforts, please refer to the Digitalization & Cybersecurity section of this report.



* BRIGHT SPARKS

Spreading Light and Joy for Christmas

Christmas holds a deep, unspoken significance for Filipinos—it is a season of festivity that brings families and loved ones together. In November 2024, we at Meralco continued a beloved community tradition by opening Liwanag Park at our Pasig City headquarters. Since its inception in 1998, Liwanag Park has been a symbol of hope and joy for Filipinos during the holiday season. Joined by First Lady Liza Araneta-Marcos and our Chairman and CEO Manuel V. Pangilinan, we illuminated the iconic Lopez Building façade and surrounding areas, highlighting our enduring commitment to bringing light to every home and heart we serve. During the opening ceremony, we also celebrated a milestone we achieved in 2024—reaching 8 million customer connections—by honoring eight community partners who symbolized our Company’s electrification efforts in our franchise area.

Our celebration was extended through our partnership with the Intramuros Administration to unveil Liwanag Park in Intramuros later in the same month. Plaza Roma was transformed into a glowing Christmas wonderland, featuring a majestic tree crafted from electric meter covers, a shimmering arch of lights, our iconic tranvia, and pathways lined with radiant stars and solar lamps. As the lights came alive under the leadership of First Lady Louise Araneta-Marcos, Manila Mayor Honey Lacuna-Pangan, and Intramuros Administrator Joan Padilla, we were reminded of the resilience of the Filipino spirit as we commemorated the communities gravely affected by the devastating typhoons in 2024.

For over two decades, Liwanag Park has symbolized more than festive cheer—it has stood as our enduring promise to connect with communities and reaffirm our commitment to powering the good life for our customers.

