

# STEP BY STEP GUIDE FOR THE PELP COMPANY REGISTRATION

## STEP 1

Go to the DOE website ([www.doe.gov.ph](http://www.doe.gov.ph)) and click on the PELP icon among the Quick Links.

The screenshot shows the DOE website homepage. The navigation bar includes 'GOVPH', 'Home', 'About DOE', 'Transparency', 'Services', 'Programs and Projects', and 'Field Offices'. A search bar is located on the right. The main content area features a 'MEMORANDUM' from the Department of Energy regarding an advisory on affected power sector stakeholders. On the left sidebar, under 'Quick Links', the 'Philippine Energy Labeling Program (PELP)' icon is highlighted with a red box. Other quick links include 'Inter-Agency Energy Efficiency & Conservation Committee', 'Job Opportunities', 'Laws and Issuances', 'Online Energy Resources Atlas', and 'Price Watch'. On the right sidebar, there are several advisory links, including 'Advisory on All Affected Power Sector Stakeholders...', 'Advisory: Continued Implementation of WESM Central...', 'Government Energy Management Program Brochure', 'Request for Comments on the Draft Department Circular...', 'Encouraging Independent Power Producers to Partake...', 'Advisory: Implementation of WESM Central Scheduling...', 'Advisory "Implementation of WESM Central Scheduling"', and 'Call for Comments on the Draft Department Circular...'. A 'more' link is also present at the bottom of the right sidebar.

This will take you to the PELP page.

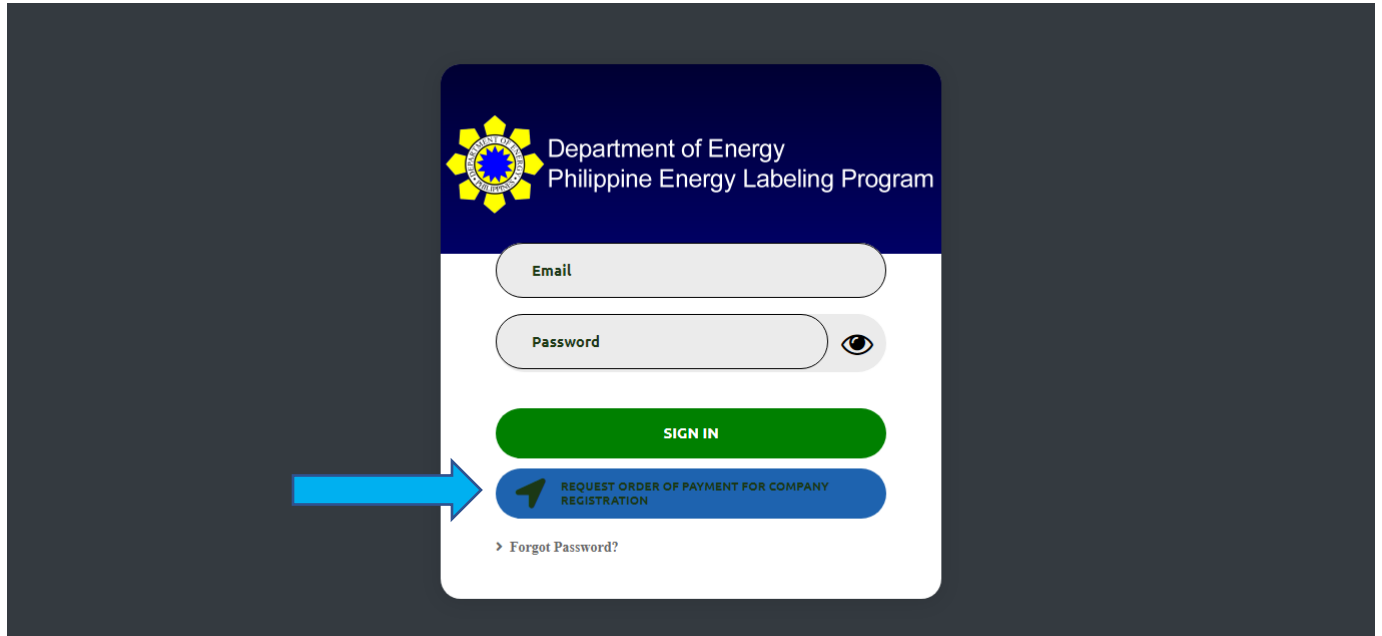
## STEP 2

Once inside the page, look for the PELP Online Application Tab, which will direct you to the PELP Registration Portal

The screenshot shows the Philippine Energy Labeling Program (PELP) page. The navigation bar is identical to the previous screenshot. The main content area features the PELP logo and the title 'Philippine Energy Labeling Program'. Below the title, there are icons representing various energy-consuming products: a car, a refrigerator, a television, a light bulb, a fan, a power strip, and a power outlet. The logos for the Energy Utilization Management Bureau (EUMB) and the Energy Efficiency and Conservation Performance Regulation and Enforcement Division (ECPRED) are displayed. The section 'WHAT IS THE PHILIPPINE ENERGY LABELING PROGRAM (PELP)?' provides a brief overview of the program. On the left sidebar, under 'PELP Registration Process', the 'PELP Online Application' link is highlighted with a red box. Other links in this section include 'Overview', 'Company Registration', 'Product Registration', and 'Energy Label Issuance'. The 'Downloadable Resources' section is also visible at the bottom of the sidebar.

### STEP 3:

- Click the PELP Online Application Portal and it will direct you to the actual PELP Log-in page, and there, click the “Request Order Payment for Company Registration”.
  - Applicant must first request for an *Order of Payment* for Company Registration in order to proceed



## STEP 4:

- Provide accurately all the required information then Click “Submit Request” at the bottom.
  - Note: The PCR is the person authorized by the company to handle PELP-related tasks, including this step.
  - Make sure that the email address and the alternate email address that will be provided here are those of the PCR’s or the assistant PCR’s. The Order of Payment shall be forwarded to these emails.

Department of Energy  
Philippine Energy Labeling Program

Request Order of Payment for Company Registration:

Company Name:

Office Address:

Name of the President / Chief Executive Officer / Owner:

Name of the PELP Compliance Representative (PCR) / Payor:

PCR contact cellphone number: Philippines (+63)

Company contact landline: Philippines (+63)

\*E-mail Address:

Alternate E-mail Address:

## STEP 5

- Review the information provided then click “Confirm Request” button.
  - If all information is accurate, DOE will then process / evaluate the said request and generate an *Order of Payment*. Please check the email provided for DOE’s response email.
  - If information is/are inaccurate, press cancel and repeat the steps for order of payment.

Department of Energy  
Philippine Energy Labeling Program

Confirmation Request Order of Payment for Company Registration:

Company Name: Sample Company July 29

Office Address: 3429 P Del Rosario St

Name of the President / Chief Executive Officer / Owner: Merielle Maranan

Name of the PELP Compliance Representative (PCR) / Payor: Merielle Maranan

PCR contact cellphone number: (+63) 09479165632

Company contact landline: (+63) 123

\*E-mail Address: meriellemaranan6@gmail.com


Alternate E-mail Address: meriellemaranan6@gmail.com

Total Fee: Php. 1,600.00

## STEP 6

- After processing, the Applicant will receive an email from DOE (as seen below).

ORDER OF PAYMENT SLIP FOR COMPANY REGISTRATION Inbox x 🖨️ 🔗

 **DOE-PELP Administrator** <doe.epred.pelp@gmail.com> 📧 12:48 (0 minutes ago) ☆ ↶ ⋮  
to me, PELP ▾

Dear Applicant:

Attached is your Order of Payment Slip with Request Number: ROP-1-0000006-21

You can settle your payment through the following Bank details:

Account Name: DOE Trust Fund  
Account Number: 0052-1155-58  
Bank Address: Land Bank of the Philippines - Buendia Branch  
Swift Code: TLBPPHMM  
Beneficiary Address: Department of Energy, Energy Center, BGC, Taguig City  
Request Order of Payment #: ROP-1-0000006-21  
Total Fee: Php. 1,600.00

←

Once paid, please attached proof of payment during company registration.

You can access the Company Registration page [here](#)

Should you have any queries or concerns, don't hesitate to contact us at Tel No. 8479-2900 loc. 272 or email us at [doe.epred.pelp@gmail.com](mailto:doe.epred.pelp@gmail.com)

Thank You and have a nice day,  
PELP Admin.

- This email will contain the *Order of Payment*, sent as an attachment, and the bank details needed in order for the Applicant to make the said payment. Do not forget to submit the order of payment to the bank when making the payment.

Sample Order of Payment:

Client's Copy

Republic of the Philippines  
Department of Energy  
Energy Center, Rizal Drive  
Bonifacio Global City, 1632, Taguig City, Philippines

**ORDER OF PAYMENT**

Payment Received From: **Sample Company 8/6/21**      Assessment No.: **EPRED-210806095427**  
Control Number: -      Date: **Aug. 6, 2021**  
OR No:  
OR Date:

Amount: **ONE THOUSAND SIX HUNDRED PESOS ONLY (1,600.00)**

For:

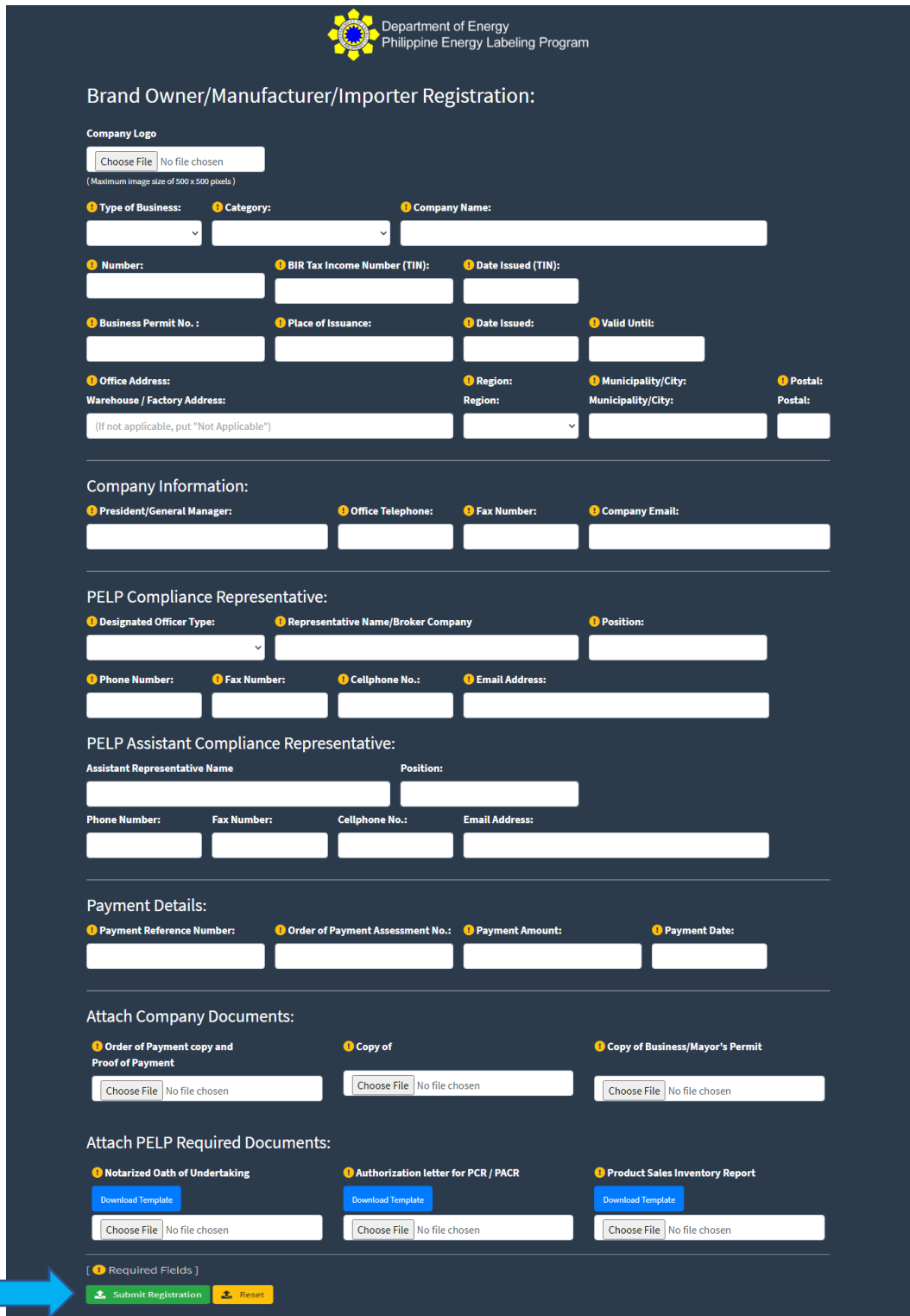
Nature of Collection	Quantity	Amount
PELP Company Registration Fee	1	1,600.00
<b>TOTAL</b>	<b>PHP</b>	<b>1,600.00</b>

\_\_\_\_\_  
**Merielle T. Maranan**  
Prepared By

\_\_\_\_\_  
Authorized Signature

## STEP 7

- Once payment has been made and a *Proof of Payment* has been secured, **click the link for the Company Registration**, which can be found in the same email.
  - The Applicant will be directed to the Company Registration Page, as shown below:



Department of Energy  
Philippine Energy Labeling Program

### Brand Owner/Manufacturer/Importer Registration:

Company Logo  
Choose File | No file chosen  
(Maximum image size of 500 x 500 pixels)

1 Type of Business: 1 Category: 1 Company Name:

1 Number: 1 BIR Tax Income Number (TIN): 1 Date Issued (TIN):

1 Business Permit No.: 1 Place of Issuance: 1 Date Issued: 1 Valid Until:

1 Office Address: 1 Region: 1 Municipality/City: 1 Postal:  
Warehouse / Factory Address: Region: Municipality/City: Postal:  
(If not applicable, put "Not Applicable")

### Company Information:

1 President/General Manager: 1 Office Telephone: 1 Fax Number: 1 Company Email:

### PELP Compliance Representative:

1 Designated Officer Type: 1 Representative Name/Broker Company 1 Position:

1 Phone Number: 1 Fax Number: 1 Cellphone No.: 1 Email Address:

### PELP Assistant Compliance Representative:

Assistant Representative Name Position:

Phone Number: Fax Number: Cellphone No.: Email Address:

### Payment Details:

1 Payment Reference Number: 1 Order of Payment Assessment No.: 1 Payment Amount: 1 Payment Date:

### Attach Company Documents:

1 Order of Payment copy and Proof of Payment 1 Copy of 1 Copy of Business/Mayor's Permit

Choose File | No file chosen Choose File | No file chosen Choose File | No file chosen

### Attach PELP Required Documents:

1 Notarized Oath of Undertaking 1 Authorization letter for PCR / PACR 1 Product Sales Inventory Report

Download Template Download Template Download Template

Choose File | No file chosen Choose File | No file chosen Choose File | No file chosen

[ 1 Required Fields ]

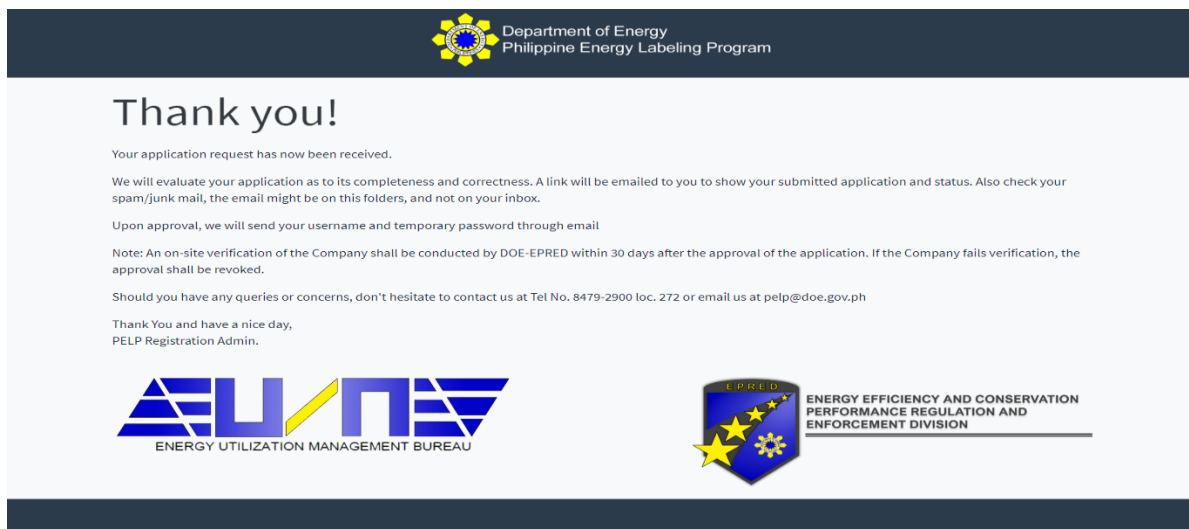
Submit Registration Reset

## STEP 8

- The Applicant must then **fill-out accurately all the required information** and **attach all required documents indicated, in PDF format.**
  - Email address for PELP Compliance Representative (PCR) and PELP Assistant Compliance Representative (PACR) will be the basis for the username and password for the Applicant Company's Account. We encourage all applicants to use different email addresses for the President, PCR and PACR, preferably their respective official email addresses.

## STEP 9

- **Please double-check all the information provided then click “Submit Registration”**
  - To ensure accuracy of information, kindly double check all field entries. After confirmation of submission, any succeeding corrections made will have to be subjected for DOE's evaluation and approval.
  - After clicking “Submit Registration” the Applicant will be directed to the screen displayed below:



Department of Energy  
Philippine Energy Labeling Program

# Thank you!

Your application request has now been received.



We will evaluate your application as to its completeness and correctness. A link will be emailed to you to show your submitted application and status. Also check your spam/junk mail, the email might be on this folders, and not on your inbox.

Upon approval, we will send your username and temporary password through email

Note: An on-site verification of the Company shall be conducted by DOE-EPRED within 30 days after the approval of the application. If the Company fails verification, the approval shall be revoked.

Should you have any queries or concerns, don't hesitate to contact us at Tel No. 8479-2900 loc. 272 or email us at [pelp@doe.gov.ph](mailto:pelp@doe.gov.ph)

Thank You and have a nice day,  
PELP Registration Admin.



- The Applicant will also receive an email notification for the receipt of the application. Applicants may also view their application status by clicking the URL provided in the email.

### PELP REGISTRATION Inbox x



**DOE-PELP Administrator** <[doe.epred.pelp@gmail.com](mailto:doe.epred.pelp@gmail.com)>  
to me, PELP ▾

13:17 (2 minutes ago) ☆ ↶ ⋮

Dear Applicant:

Thank you, your application request has now been received.

We will evaluate your application as to its completeness and correctness. Please check your registration status at the URL provided below.  
[http://18.218.159.100/doe/peslp/registration\\_status.php?OEQ1RWplS3BGWU2Q01jdS9WdFZEUT09](http://18.218.159.100/doe/peslp/registration_status.php?OEQ1RWplS3BGWU2Q01jdS9WdFZEUT09)

Upon approval, we will send your username and temporary password through email

Note: An on-site verification of the Company shall be conducted by DOE-EPRED within 30 days after the approval of the application. If the Company fails verification, the approval shall be revoked.

Should you have any queries or concerns, don't hesitate to contact us at Tel No. 8479-2900 loc. 272 or email us at [doe\\_epred.pelp@gmail.com](mailto:doe_epred.pelp@gmail.com)

Thank You and have a nice day,  
PELP Registration Admin.

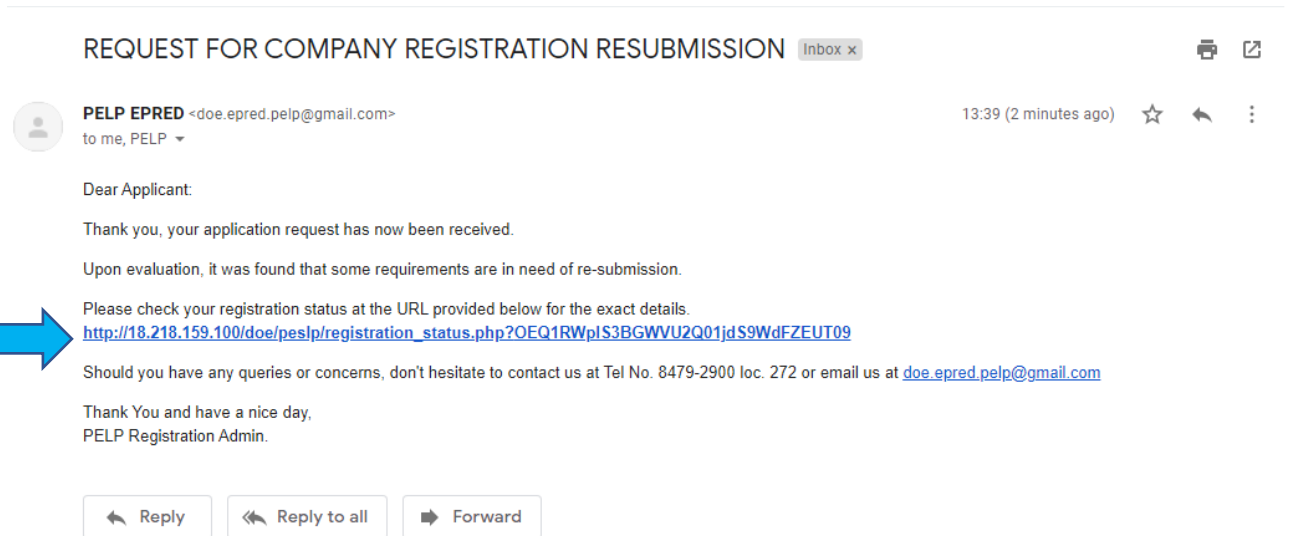
↶ Reply

↶ Reply to all

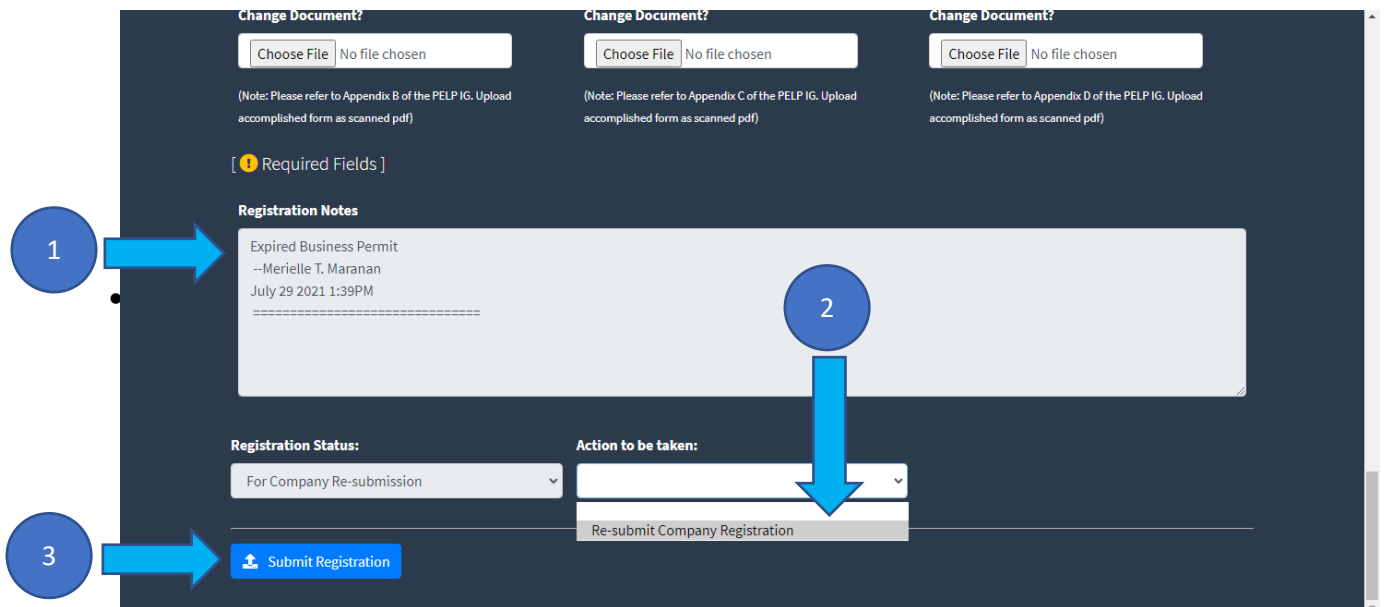
➤ Forward

## STEP 9a

- If, upon evaluation, it was found that incorrect, incomplete or outdated information has been provided, the DOE will notify the applicant via email to request for a re-submission of application.



- Click the link provided in the email and **update the company information**
  - The link will redirect the applicant to the PELP Company Registration webpage.
  - Applicants can view the Registration notes below (item 1), which contains the DOE evaluator's note/s on the field/item that would need to be completed/updated.





Download Template

(Note: Please refer to Appendix B of the PELP IG. Upload accomplished form as scanned pdf)




Download Template

(Note: Please refer to Appendix C of the PELP IG. Upload accomplished form as scanned pdf)



Download Template

(Note: Please refer to Appendix D of the PELP IG. Upload accomplished form as scanned pdf)


[  Required Fields ]

**Registration Notes**

Expired Business Permit  
--Merielle T. Maranan  
July 29 2021 1:39PM

=====

**Registration Status:**

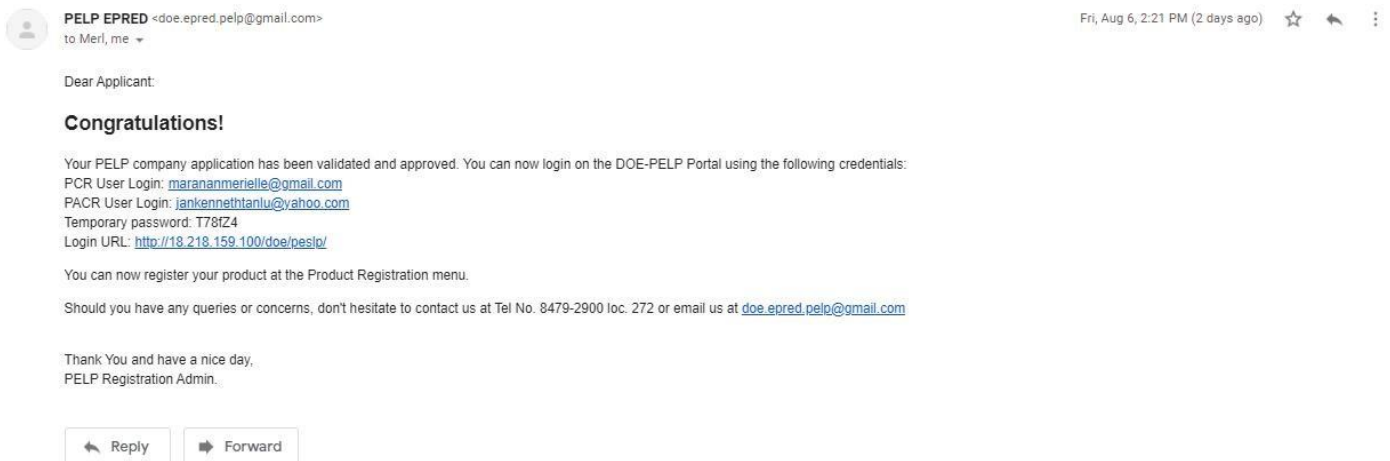
For Company Validation 



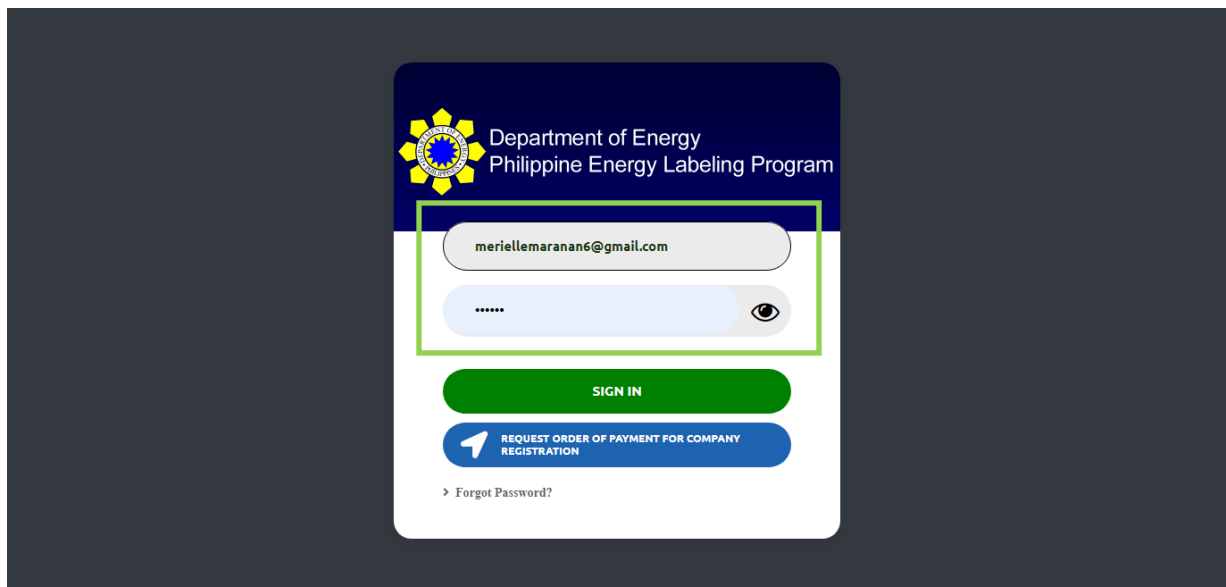


## STEP 10

- If all submitted requirements have been found to be complete and accurate upon DOE's evaluation, the Applicant will receive an email notification stating that the company registration has been approved.
  - The **login credentials** of the Applicant will also be included in the email, as shown below:

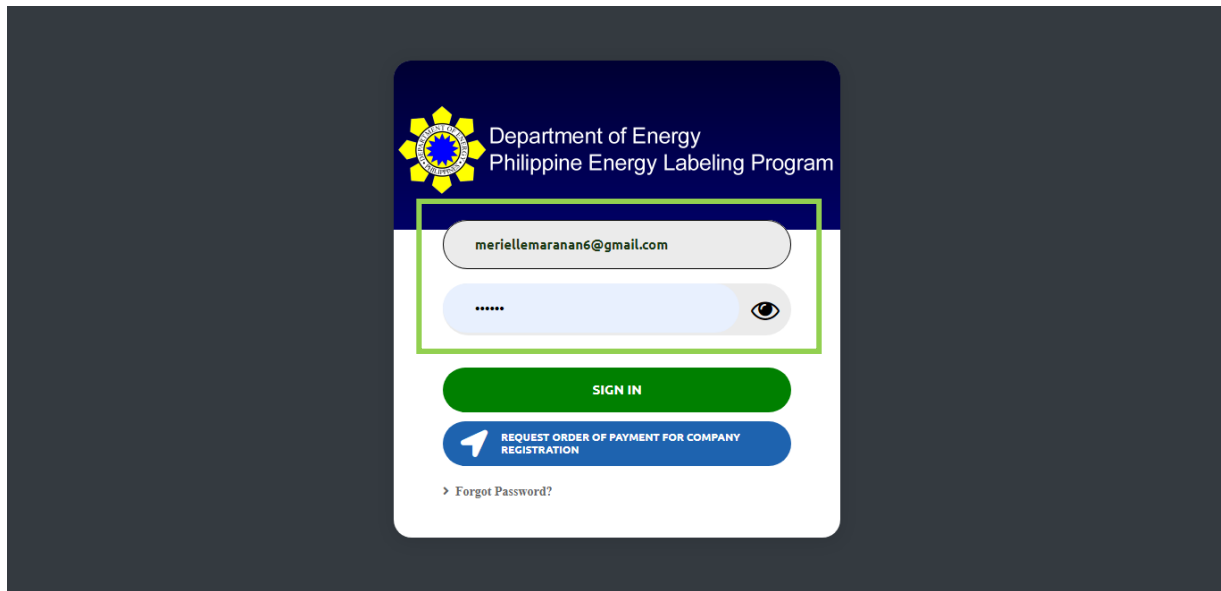


- **Access your PELP Portal Dashboard**
  - Click the PELP Online Application Portal and input your login credentials (username and temporary password provided)
  - The Applicant can now access the PELP System using the approved company account. Company profile updates and other upcoming features of the portal (i.e., *Product Registration* and the *Energy Label Request*) may be accomplished using the same account.



## Other important information

1. How to change PCR and PACR Passwords?
- **Open your PELP Company account**
    - Log in your credentials on the PELP Online Application System



- **Click your Profile Picture**

The screenshot displays the user's dashboard for the Department of Energy Philippine Energy Labeling Program. A red arrow points to the profile picture icon in the top navigation bar. The dashboard includes a navigation menu with options like 'My Dashboard', 'Product Registration', 'Energy Label Request', 'Order of Payment', 'My Notification', and 'FAQs'. Below the navigation, there are two main sections: 'Order of Payment' and 'My Energy Label Request'. Both sections feature a table with columns for various request details and a search bar. The tables currently show 'No data available in table'.

**Order of Payment Table:**

Request Date	Status	Request Number	Request Module
No data available in table			

**My Energy Label Request Table:**

Status	Request Date	Registration ID	Brand Name	Product Name/ Model No./Code	Category	Particular	Action Taken
No data available in table							

- Click Company Profile

Department of Energy  
Philippine Energy Labeling Program

My Dashboard Product Registration Energy Label Request Order of Payment My Notification FAQs

Sample Company  
8/6/2021

Company Profile

Logout

Request Date	Status	Request Number	Request Module
No data available in table			

Showing 0 to 0 of 0 entries Previous Next

### My Energy Label Request

Show 5 entries Search:

Status	Request Date	Registration ID	Brand Name	Product Name/ Model No./Code	Category	Particular	Action Taken
No data available in table							

Showing 0 to 0 of 0 entries Previous Next

- Click "Edit"

Attach PELP Required Documents:

<p>Notarized Oath of Undertaking</p> <p>(Note: Please refer to Appendix B of the PELP IG. Upload accomplished form as scanned pdf)</p>	<p>Authorization letter for PCR / PACR</p> <p>(Note: Please refer to Appendix C of the PELP IG. Upload accomplished form as scanned pdf)</p>	<p>Product Sales Inventory Report</p> <p>(Note: Please refer to Appendix D of the PELP IG. Upload accomplished form as scanned pdf)</p>
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Status: Company Registered

Action:

Notes:

Edit

- Click **“Change Information”**
  - As may be applicable (depending on whose password, PCR’s or PACR’s, needs to be changed)

PELP Compliance Representative: Change Information

Designated Officer Type:  Representative Name / Broker Company:  Position:

Phone Number:  Fax Number:  Cellphone No.:  \* Email Address:

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PELP Assistant Compliance Representative: Change Information

Assistant Representative Name:  Position:

Phone Number:  Fax Number:  Cellphone No.:  \* Email Address:

- Enter the new password then Click **“Submit”**

PELP Compliance Representative

Designated Officer Type:  Representative Name/Broker Company:  Position:

Phone Number:  Fax Number:  Cellphone No.:  \* Email Address:  Password:

Edit only if need to change password

2. How to reset forgotten Password?

- Click **“Forgot Password?”**
  - Located under the Request Order of Payment for Company Registration.

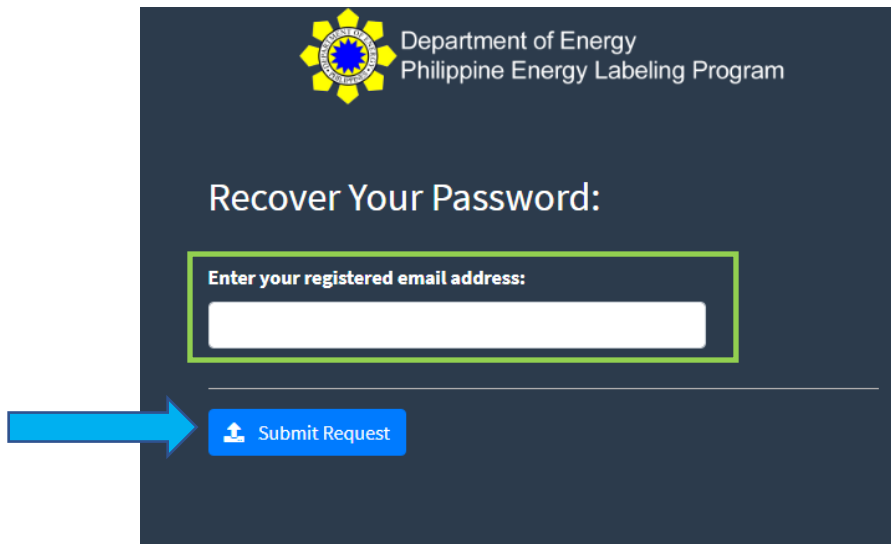
Department of Energy  
Philippine Energy Labeling Program

Email:

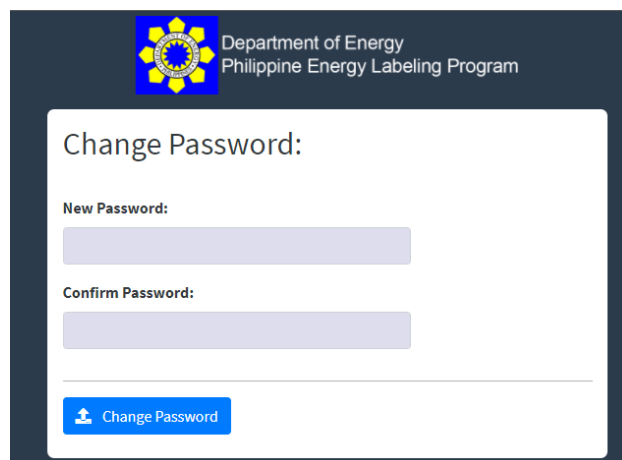
Password:

[Forgot Password?](#)

- Enter your registered email address then click “Submit Request.”



The Applicant will receive a notification email containing the *reset password link*.

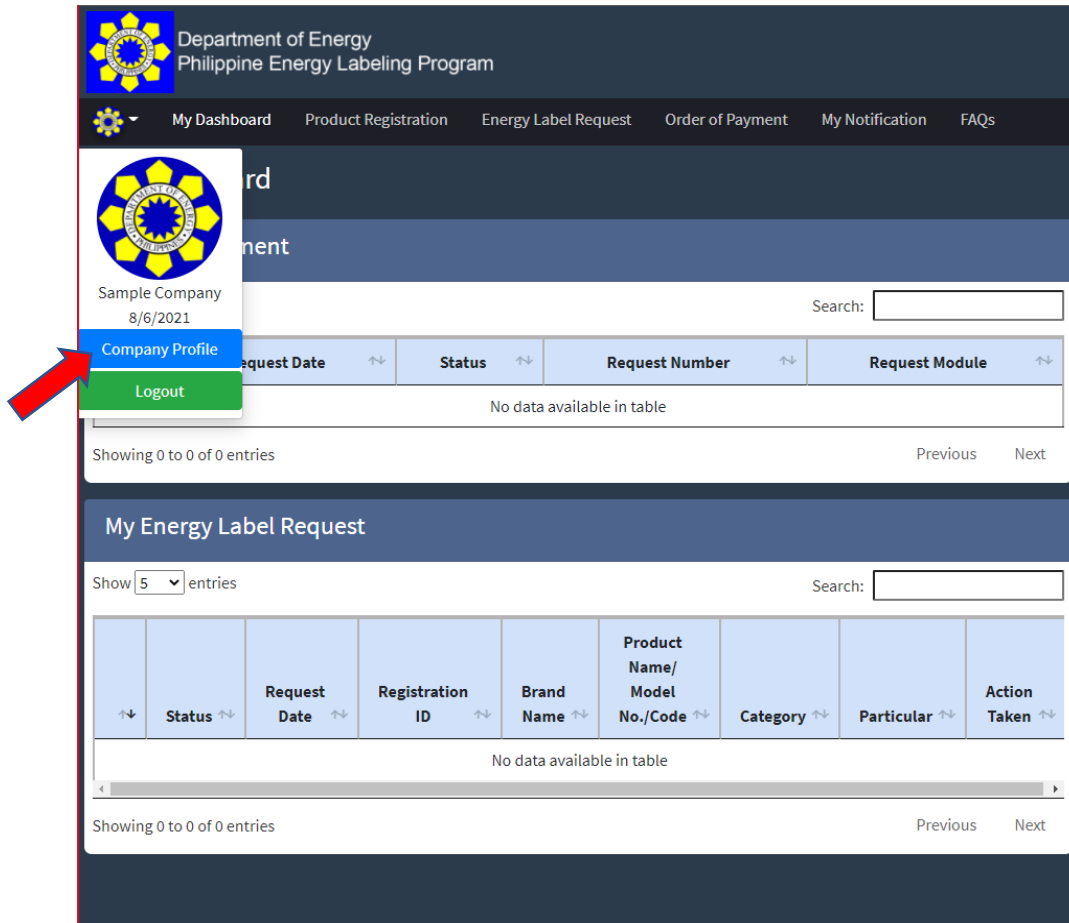


- Applicant will be able to log in using his/her new password in the system.

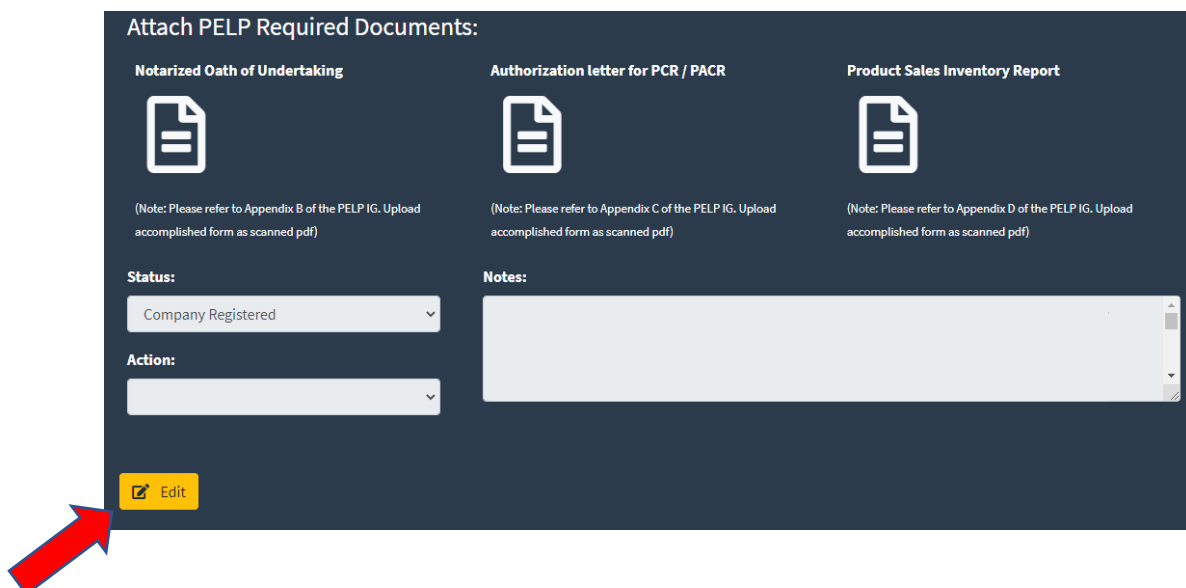
### 3. Update or Changes in Company Information

Please note that once Company Registration has been approved, any changes in company information would automatically give a "For Company Validation" status on your dashboard and will be subject for DOE's approval. In such a case, registration capabilities will be temporarily disabled until the update has been evaluated and approved by the DOE.

- To change company information, **click Company Profile** then **press "Edit"**. Company data fields will become editable.



The screenshot shows the user interface of the Department of Energy Philippines Energy Labeling Program. At the top, there is a navigation bar with links for 'My Dashboard', 'Product Registration', 'Energy Label Request', 'Order of Payment', 'My Notification', and 'FAQs'. Below this, a user profile dropdown menu is open, showing the user's name 'Sample Company' and the date '8/6/2021'. A red arrow points to the 'Company Profile' button in this menu. Below the menu, there is a table with columns for 'Request Date', 'Status', 'Request Number', and 'Request Module'. The table is currently empty, displaying 'No data available in table'. Below this table, there is a section for 'My Energy Label Request' with a search bar and a table with columns for 'Status', 'Request Date', 'Registration ID', 'Brand Name', 'Product Name/Model No./Code', 'Category', 'Particular', and 'Action Taken'. This table is also empty, displaying 'No data available in table'.



The screenshot shows the 'Attach PELP Required Documents' section. It features three columns for document uploads: 'Notarized Oath of Undertaking', 'Authorization letter for PCR / PACR', and 'Product Sales Inventory Report'. Each column includes a document icon and a note: '(Note: Please refer to Appendix B of the PELP IG. Upload accomplished form as scanned pdf)'. Below these columns, there is a 'Status:' dropdown menu set to 'Company Registered', an 'Action:' dropdown menu, and a 'Notes:' text area. A red arrow points to the 'Edit' button at the bottom left of the section.

- After making the necessary changes in the data fields, **select “Submit Company Updates”** and then **click “Submit”**

#### 4. Why are you not receiving PELP automated emails?

A number of different factors can cause emails to bounce or not be received. Here are some of the most common:

- **The email entered during the opt-in process is invalid.** People sometimes make mistakes when subscribing to mailing lists. Other times, they deliberately enter an old email address out of concerns for spam or an increase in email volume. No matter what the reason, invalid email addresses are a common source of bounces. You can largely avoid this problem by using a double opt-in procedure before adding people to your list.
- **The sending IP address you are using has been blocked.** Even if everything is fine with the message itself, the IP address you are using to send it could be blocked. This block can occur if you are suspected of spamming or email fraud or if your company has developed a bad reputation. You can avoid this problem by using quality email marketing techniques and never renting or buying prepackaged lists.
- **The email was blocked by the server (unable to relay).** Emails can be blocked by the receiving server for a number of reasons. Many servers will block messages over a certain size, emails that use the wrong format, and messages that appear to be spam. Mail servers can block your email also if the "From" address might not match an account on the email server. Reviewing your messages carefully, making your images as small as possible, and following best practices can help you avoid this problem. Please note that the mail server may block your email also for technical problems that you can't have any control over, eg. "Out of memory", "Connection timed out" and "Resources temporarily unavailable":
- **The receiving server is overloaded or temporarily unavailable.** Even the most robust server can only handle so much traffic. Sometimes an email will bounce due to an overloaded or unavailable server. This type of situation generates a soft bounce.
- **The receiving mailbox is full (Quota exceeded).** Few email providers allow unlimited storage. When a user reaches their predetermined limit, all future emails will bounce. Many email systems will hold those bounced emails and attempt redelivery for a period ranging from hours to days. If and when the recipient clears old messages and creates space, any cached emails will be delivered.
- **The email has been blocked by the recipient.** Individuals can block emails from senders they no longer want to hear from. If that has happened to you, a bounce will be generated.

- **The recipient has activated an auto-responder or vacation reply.** When employees go on vacation or will be unavailable, they can set up an autoresponder to tell contacts about it. If the email address you are trying to reach has an autoresponder, you will see a bounce, but the message may still be delivered after the autoresponder is turned off.