

Key Features

Front Page

Payment Details
This is the total amount payable for the current month and the payment due date.

The billing period, date of the bill, account type and amount of deposit are provided here.

These bar graphs reflect your electricity, gas and water consumption. They allow you to monitor your usage pattern of each service and compare with your neighbours and the national average.

The neighbour average is derived based on the average usage of similar housing types within a block or street for landed premises.

You will find tips and advice on how to be more energy and water efficient.

Total charges for the current month, before accounting for any outstanding balance.

This section shows any balance brought forward from the previous month and the total amount payable for the month.

Used to facilitate bill payment via selected payment channels.



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This reflects the number of units of water, electricity and gas you have used in the billing period.

The Waterborne Tax goes towards meeting the cost of treating used water and maintaining the used water network. It is charged based on the volume of water usage.

A water conservation tax is charged for the use of water. It is levied by the Government to reinforce the importance of conserving water.

Your utilities meters are read once every 2 months. In the months when your meters are not read, you may follow the instructions here to submit your meter reading.

Important announcements and messages will be reflected here.

For any queries or emergencies, you can find the necessary numbers for all your utilities here.

You can find all the payment options available and choose one that is most convenient for you.

Understanding Your Utilities Bill

Buying from Wholesale Electricity Market

Buying from Wholesale Electricity Market

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TL Cash Deposit
Security deposit held by SP PowerAssets who is the Transmission Licensee.

MSSL Cash Deposit
Security deposit held by SP Services who is the Market
Support Services Licensee.

This section shows any balance brought forward from the previous month and the total amount payable for the month.

This reflects the cost of electricity supplied based on the amount of electricity consumed during the billing period.

It reflects the gross electricity usage and electricity rate based on the Uniform Singapore Energy Price (USEP) and other ancillary charges. Please refer to <https://www.home.emcsa.com> for more information

This reflects the allocated portion of vesting contract charges based on your electricity consumption. The amount of Vesting Contract Debit/Credit varies based on each users' consumption pattern. For more information on vesting contracts, please visit Energy Market Authority's website www.ema.gov.sg.

This refers to network costs charged for the use of SP PowerAssets transmission system, which is used to transmit electricity to consumer premises. For accounts with low-tension supplies, only the Off Peak and Peak Period charges are charged.

This reflects the cost of market support services such as meter reading and data management provided by SP Services, the Market Support Services Licensee.

For more details on Recurring Market Support Service Charges, please refer [here](#).



Non-Recurring Transmission Charges and Market Support Service Charges

The Non-Recurring Transmission Charges and Market Support Service Charges are only applicable for ad-hoc or special requests. For more details on Non-Recurring Charges, please refer [here](#).



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Non-Recurring Financial Charges
This refers to one-time charge, where applicable, for security deposits, late payment charges and pink notice fees.

Cumulative Metered Electricity Usage (MWh)
This refers to the total electricity usage within your billing period

This refers to electricity losses in the transmission system and is computed by multiplying the Cumulative Metered Electricity Usage by the Transmission Loss Factor, as approved by the Energy Market Authority.

Gross Electricity Usage (kWh)
This is the sum of 'Cumulative Metered Electricity Usage' and 'Losses and Unaccounted for Electricity'

Peak Interval Electricity Usage (kW)
This is the maximum electricity usage per half-hourly interval recorded in the billing period

These bar graphs reflect your monthly electricity consumption. The graphs help you to monitor your usage patterns and compare your consumption versus that of your neighbours and the national average.

The average consumption of your neighbour is computed based on the average usage of similar housing types within a block or street for landed premises.