

**UPGRADING TO SERVE CUSTOMERS BETTER**

**Singapore, 24 April 2017** – SP Group is carrying out a scheduled system upgrade as part of continuous efforts to improve our service to customers.

Our Customer Service Centres at PWC Building at Cross Street, HDB Hub at Toa Payoh and Woodlands Civic Centre will be closed on Saturday 29 April 2017. From 28 April, 3.00 pm, to 1 May 2017, transactions and e-services, such as bill payment and submission of meter readings, will not be available on the following platforms:

- SP Utilities portal (<http://bit.ly/2na4TLh>)
- My Power portal (<https://www.mypower.com.sg>)
- SP Utilities mobile app

Customers can continue to pay their utilities bills by GIRO, and at SingPost Self-Service Automated Machines (SAMs), AXS Stations, AXS e-Station, AXS m-Station, NETS Self-Service Stations and DBS/POSB/OCBC ATMs. Customers can also make payment at all post offices and 7-11 convenience stores with their hardcopy bills.

Customers who wish to submit their meter readings can do so via WhatsApp at 8482 8636. Full services will resume on Tuesday, 2 May, after the public holiday.

We thank customers for their understanding and support and apologise for any inconvenience caused. For enquiries, customers can contact SP Group at 1800 222 2333 during office hours or email [customersupport@spgroup.com.sg](mailto:customersupport@spgroup.com.sg).