



SPgroup

Empowering the Future of Energy

COME ONBOARD THE UTILITY JOURNEY!

GUIDE BOOK

OPENING YOUR
RESIDENTIAL
UTILITIES
ACCOUNT

GETTING
STARTED

UNDERSTANDING
YOUR UTILITIES

CLOSING YOUR
ACCOUNT



OPENING YOUR RESIDENTIAL UTILITIES ACCOUNT

Who can apply?

Only Singaporeans, PRs and
foreigners with valid passes aged
18 years and above can apply



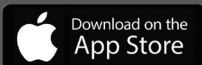
Application

You can open your utilities account through the following channels:



Apply through SP Group website or SP App

Download via the Apple Store or Google Play Store



Apply at Customer Service Centre

Please furnish the documents below:

- ✓ NRIC / FIN Card / Valid Pass / Passports
- ✓ Completed Application Form for Utilities Account

Upon request, customers may be required to share with us the Proof of Ownership / Tenancy

Please submit the required documents to our Customer Service Centre at
**490 Lorong 6 Toa Payoh #09-11,
HDB Hub Biz Three Lift Lobby 1, S(310490)**

Security Deposit

Security deposit will be billed in your first bill

Type of Premises	Singaporean or Permanent Resident		Foreigners	
	GIRO Customers	Non-GIRO Customers	GIRO Customers	Non-GIRO Customers
HDB 1 or 2 Rooms	\$40	\$60	\$80	\$120
HDB 3, 4 or 5 Rooms	\$70	\$100	\$140	\$200
HDB Executive/HUDC Flat/Condominium/Private Apartment	\$100	\$150	\$200	\$300
Terrace House /Semi-Detached House	\$150	\$250	\$300	\$500
Bungalow/ Penthouse / Townhouse	\$250	\$400	\$500	\$800

Turn-on Appointment



Turn-on appointment is made during the application. Please allow a 1 week lead time from your application date for your turn-on appointment.

A confirmation SMS and email will be sent to you by the next working day.

An appointment letter will be sent to you at least 2 working days before your appointment date.

For gas supply, please call City Energy at 1800 555 1661 to schedule a gas turn-on appointment after obtaining your account number from SP Services.



Arranging for turn-on appointments



For HDB
BTOs:

No appointments are required for electricity and water supplies.



For resale HDB and
other residential
properties:

Safety inspection will be done on site before your supplies are turned on. Account holders or a representative must be present for turn-on appointments.

GETTING STARTED

There are two channels to manage your utility account



SP App
helps you to

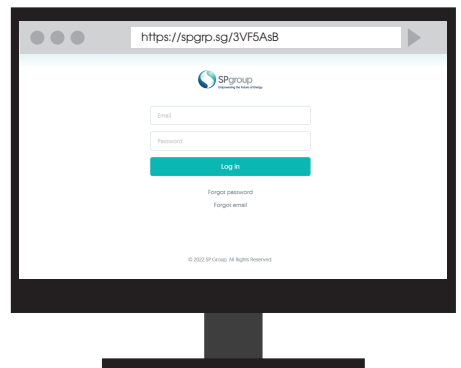


- View and pay bills
- Manage and update your personal details
- Track consumption
- Receive notifications and alerts
- Submit meter readings
- Live chat
- Find charging points for your electric vehicle

SP Utilities Portal
helps you to



- View and pay bills
- View current and historical utility consumption
- Manage and update your personal details
- Submit meter readings
- Request for payment arrangements
- Request for waiver of pink notices and late payment charges



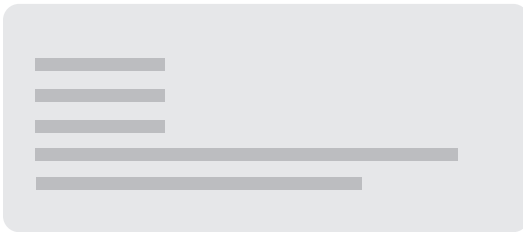


What you will see in your bill

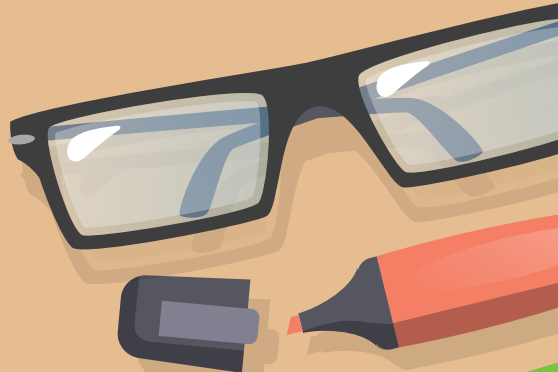


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Scan here to understand your utilities bill
or visit this link: <https://spgrp.sg/Utilities-Bill>



Paying your bill

Pay your bills with eGIRO for that extra convenience and savings such as:

Automated
electronic
payment
service

Convenient
and
paperless

Hassle-free
monthly
payments

No set-up
fee

Avoid pink
notices or late
payment
penalties

How to apply for eGIRO

Apply for eGIRO through one of the following:

- **SP Utilities Portal**
- **SP app**

Approval is instant. You may check the status of your eGIRO application either through the SP Utilities Portal or SP app.



Other Payment Modes



Payment by
credit cards via the
SP App



DBS/UOB/OCBC
Internet banking



DBS/POSB/OCBC
ATMs



AXS stations



7-Eleven stores



SP Group Customer
Service Centre

What to note

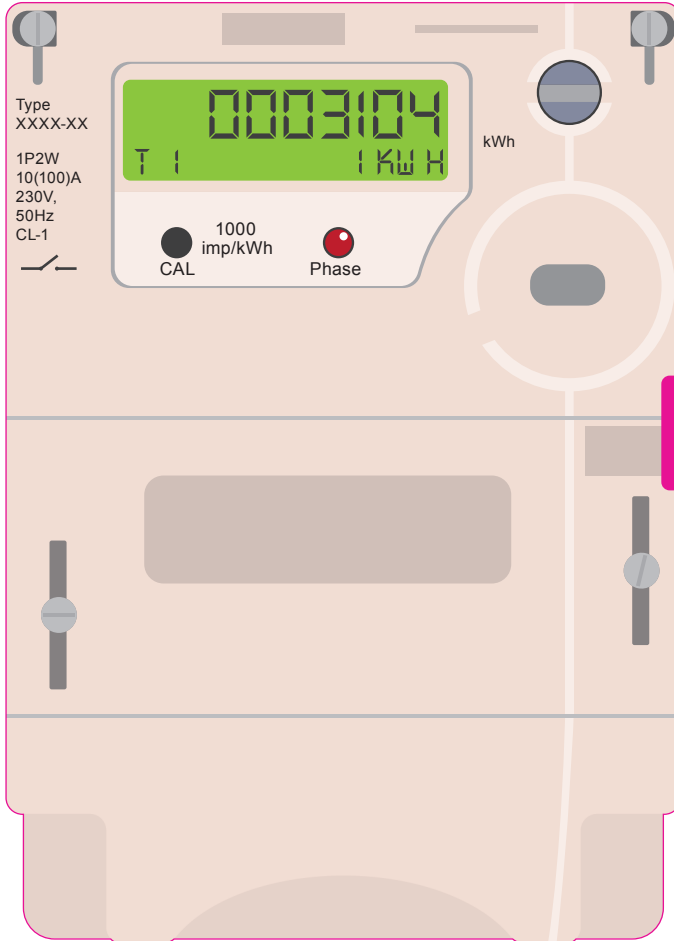
- Pink notices are issued as a reminder when payments are not made by the due date. A fee of \$0.55 (inclusive of GST) applies and will be reflected in the next bill.
- If no payment is received after the reminder, a late payment charge of 1% will be imposed on any outstanding balance in the subsequent bill.



Meter Reading

Meter readings are taken once every 2 months. Readings are estimated on months when the meter is not read.

Estimated readings are based on the usage of the past 2 actual readings. Any higher or lower estimation to your usage will be adjusted when your meters are next read.



If you wish to be billed based on your actual usage every month, you may submit your reading on estimated months.

Meter readings can be submitted 3 days before and up to 5 pm on the Scheduled Meter Reading date. The window period for submission of meter readings on a non-reading month is reflected on the previous month's bill.

Example:



If your meters are read in May, the next reading month will be in July. Your June bill will be estimated based on the average consumption of your past 2 actual meter readings in the month of March and May.



When the meters are next read in July, you will be billed the remaining consumption between the estimated reading month and the month the meter was read.

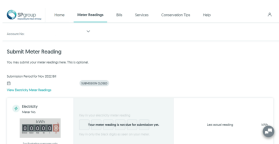
Submission of Meter Reading



SP App

Learn and manage your utilities consumption, compare offerings from different retailers and choose the right plan for your home. Receive alerts, reminders to submit your meter readings and much more!

! Important Note: This service is applicable for residential and commercial account under Personal Name. A SP Utilities Portal account is required to use this service. Please note that if there is more than 1 electricity meter, this service is not applicable.



SP Utilities Portal

Submit your reading online via the Utilities Portal and learn tips on how you can better manage your utility consumption

! Important Note: A SP Utilities Portal account is required to use this service. This service is applicable for residential and commercial account under Personal Name. Please note that if there is more than 1 electricity meter, this service is not applicable.



Email

Email a photo of your meter clearly showing the meter reading and meter number to **customerreading@spgroup.com.sg**

This service is applicable for both residential and commercial accounts.

! Important Note: For meter reading submissions due on weekends and public holiday, kindly use the SP Utilities Portal or SP app modes.

UNDERSTANDING YOUR UTILITIES

Understanding Electricity Tariff

Electricity tariffs are regulated by the Energy Market Authority (EMA) and revised quarterly to reflect the actual cost of electricity. SP Services buys electricity on behalf of customers and pays the generation companies, transmission licensee and other market players based on the rates of the cost components as approved by EMA.

There are four main cost components in the electricity tariff.



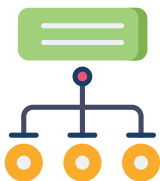
Market Administration and Power System Operation Fee (reviewed annually)

Payable to Energy Market Company and Power System Operator.



Market Support Services Fee (reviewed annually)

Payable to SP Services.



Network Cost (reviewed annually)

Payable to SP Power Assets.



Energy Cost (adjusted quarterly)

Payable to generation companies.

About Open Electricity Market

- It is not mandatory to switch to a retailer.
- You do not have to close your account if you decide to switch.
- You will still continue to enjoy U-save rebates.
- If you decide to switch, your appointed retailer will work with SP Group in handling the account matters.
- If your retailer is a partner of SP Group, you will receive 1 consolidated bill for electricity, gas and refuse. Otherwise, you will receive 1 bill from the retailer for electricity consumption and 1 bill from SP Group for water, gas and refuse.



Scan to find out more

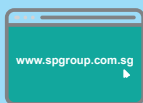


CLOSING YOUR ACCOUNT



Ways to close your account

SP Utilities Portal



An online termination form can be submitted via the SP Utilities Portal or via the SP Group website.

SP App



Customers can also choose to submit the online termination form on the SP App

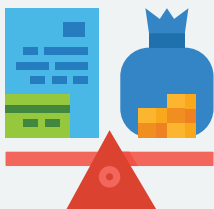
Customer Service Centre



Submit the termination request during your visit to our Customer Service Centre. The Termination of Utilities Supply Forms are available at our service counters.



What to note after closing your account



The security deposit will be used to offset the final charges. Any credit balance will be refunded to your GIRO account or mailed to you by cheque between 4 – 6 weeks.

~~GIRO~~

GIRO arrangement will automatically be terminated after the final charges have been deducted from your GIRO account.



Separate gas appliance disconnection fee will be charged if applicable.



Your gas supply will be terminated. City Energy charges a termination fee.
For more information, please check with City Energy.



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