

Understanding Your Utilities Bill

Key Features

Front Page

1 Payment Details

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

2 Account Summary

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

3 Consumption Graphs

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.

4 Useful Tips

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

5 Total Charges for the Month

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

6 Bill Stub

For payment by cheque, please fill in the details and mail this portion with the cheque. For payment at Customer Service Centres, this portion will be retained by SP Services for record.

1

May Bill
Account No. 56XXXXXXX

Total Amount Payable: **\$183.56**
Payment Due: 24 May 20XX

This is your tax invoice for
2 KALLANG SECTOR #01-01
SINGAPORE 349277

2 KALLANG SECTOR
#01-01
SINGAPORE 349277
568-000415-00208-1788

2

3

4

5

6

2 KALLANG SECTOR
#01-01
SINGAPORE 349277
568-000415-00208-1788

4222307231-VS

Page 1 of 2

568-000415-00208-1788

2 KALLANG SECTOR
#01-01
SINGAPORE 349277
568-000415-00208-1788

4222307231-VS

Page 1 of 2

568-000415-00208-1788

May 20XX Bill
Account No. 56XXXXXXX

7

8

9

10

11

12

13

Summary of Charges
Balance Brought Forward from Previous Bill \$25.67
Payment on 15 Apr 20XX - Thank You -\$25.67
Outstanding Balance \$0.00
Current Charges due on 24 May 20XX (Mon) \$183.56
Total Amount Payable \$183.56

Summary of U-Save
Opening Balance \$0.00
U-Save Used \$0.00
Closing Balance \$0.00

Breakdown of Current Charges

	Usage	Rate (\$)	Amount (\$)	Total (\$)
Electricity Services				
Reading taken on 09 May 20XX: 14405	324 kWh	0.2255	73.06	73.06
Gas Services by City Energy Pte Ltd (as Trustee of City Energy Trust) Reading taken on 09 May 20XX: 782	100 kWh	0.1807	18.07	18.07
Water Services by Public Utilities Board				
Reading taken on 09 May 20XX: 5324.2	23.7 Cu M	1.2000	30.57	30.57
Waterborne Tax	23.7 Cu M	1.0000	23.70	23.70
Water Conservation Tax			15.29	69.56
Refuse Removal by 800 Super Waste Mgt Pte. Ltd.	1 City	7.71	7.71	7.71
Subtotal			168.40	168.40
GST			15.16	15.16
Current Charges: (inclusive of GST)				\$183.56

Meter Reading
We plan to read your meter[s] between 05 Jun 20XX and 11 Jun 20XX. To check the identity of our staff, please call 1800 222 2333.

Notices
Payment received on or after 09 May 20XX may not be included in this bill.

Contact Information

Scan here to chat with us and for more e-services on the SP app.

Customer Service Centre
490 Lorong 5 Ton Riway #09-11, HDB Hub
Biz Three Lift Lobby 1, Singapore 310490
General Enquiries: 1800 222 2333
Payment Arrangement: 6671 7100

Emergency Numbers
Electricity: 1800 778 8888
Water: 1800 225 5782 (CALL PUB)
Gas: 1800 752 1800

This bill serves as a tax invoice for the collection of:
- Electricity charges for SP Services Ltd. and SP PowerAssets Ltd. (2003021080) or Tias Power Supply Pte Ltd (200004985K)
- Gas charges for City Energy Pte Ltd (as Trustee of City Energy Trust) (M05564404)
- Water charges, NEWater charges, water conservation tax and waterborne tax for the Public Utilities Board (M0-8102014-4)
- Refuse removal fee for SembCorp Pte. Ltd. (M0-8520232-3) or Veolia ES Singapore Pte. (1998046796) or Coker Environmental Pte. Ltd. (201333348M) or 800 Super Waste Management Pte. Ltd. (M2-0073013-5) or TEE Environmental Pte. Ltd. (200906877M) or ALBA W&H SmartCity Pte. Ltd. (201938124E)
- Chilled Water charges for SP Home Cooling Pte. Ltd (201904664M)
The amount of GST shown on the bill is calculated based on the sum of the GST charged for each individual item.

Different payment options with SP Services

eGIR0
Scan QR code via SP app or SP Utilities Portal

SP app
View and pay your bills via the app
• Debit/Credit cards
(VISA, MasterCard, AMEX)

PayNow QR
Generate a QR code unique to your account on the SP app or at our SP Utilities Portal to pay your bill.

Internet Banking
Select 'SP Services' as the Billing Organisation at your bank's portal.

Self Help Machines
At AFS Stations and SBC/POS/OCBC ATMs.

Counter Payment
Cash, NETS, Card/ Card payments can be made at 7-Eleven stores.

Find out other payment options at www.spgroup.com.sg
We may, from time to time, contact you to obtain feedback or inform you about the services and offers of SP Services and its trusted partners. Please visit www.spgroup.com.sg to read our T&Cs.

4122307231-VS

Page 2 of 2

568-000415-00208-1788

Key Features

Back Page

7 Summary of Charges

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

8 Summary of U-Save

This section shows GST Vouchers received, U-Save used and the remaining balance .

9 Breakdown of Charges

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.

Charges for refuse removal vary depending on the type of premises and the geographical location.

10 Meter Reading

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.

11 Notices

Important announcements and messages will be reflected here.

12 Contact Information

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

13 Payment Options

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

Key Features

Front Page

1 Security Deposit

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.

2 Summary of Charges

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

3 Electricity Supply Charges

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.emcsg.com> for more information.

4 Vesting Contract Debit / Credit

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

5 Transmission Charges

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.

6 Recurring Market Support Service Charges

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](#)

2 KALLANG SECTOR
#01-01
SINGAPORE 349277
664-000001-00001-0001

1

2

3

4

5

6

7

8

2 KALLANG SECTOR
#01-01
SINGAPORE 349277
664-000001-00001-0001

4222307231-VS

Page 1 of 2

568-000415-00208-1788

2 KALLANG SECTOR
#01-01
SINGAPORE 349277
664-000001-00001-0001

4222307231-VS

Page 1 of 2

568-000415-00208-1788

2 KALLANG SECTOR
#01-01
SINGAPORE 349277
664-000001-00002-0001

Apr Electricity Bill
Account No : 93080XXXXX
Type : DOM-SRLP
EG Scheme : Normal
Invoice No : 50002XXXXX
Security Deposit :
TL Cash Deposit \$10.00
MSSL Cash Deposit \$20.00
**This is your tax invoice for
2 KALLANG SECTOR #01-01
SINGAPORE 349277**

9

14

Summary of Charges
Balance Brought Forward from Previous Bill \$12.45
Payment Received \$0.00
Outstanding Balance \$9.50
Total Current Charges due on 01 Apr 20XX \$97.26
Total Amount Payable \$219.21

Summary of U-Save
Opening Balance \$0.00
U-Save Used \$0.00
Closing Balance \$0.00

Breakdown of Current Charges

	Usage	Rate (\$)	Amount (\$)	Total (\$)
Electricity Supply Charges				
Total Electricity Charge	194.24 kWh	0.0860	16.70	16.70
Vesting Contract Debit/Credit				
Vesting Contract Debit/Credit	4.24 kWh	0.0613	0.26	0.26
Transmission Charges by SP PowerAssets Ltd				
Off Peak Period Charge	30.11 kWh	0.0412	1.24	1.24
Peak Period Charge	159.28 kWh	0.0544	8.66	9.90
Recurring Market Support Service Charges				
Meter Reading and Data Management	1.00 Unit	2.1800	2.18	2.18
Market Development and Systems Charge	194.24 kWh	0.0038	0.74	0.74
Retail Settlement Uplift	194.24 kWh	0.0012	0.23	3.15
Non-Recurring Transmission Charges by SP PowerAssets Ltd				
Meter Installation Fees	1.00 Unit	40.00	40.00	40.00
Non-Recurring Market Support Service Charges				
EBT - Account Closure	1.00 Unit	10.00	10.00	10.00
Subtotal				\$80.01

Details for 01 Apr 20XX to 30 Apr 20XX

	Usage
Cumulative Metered Electricity Usage (kWh)	189.39
Losses and Unaccounted for Electricity (kWh)	4.85
Gross Electricity Usage (kWh)	194.24
Peak Interval Electricity Usage (kW)	6.20

To avoid an estimated bill next month, please submit your meter readings 3 days before 5pm on 03 Apr 20XX via the SP app.

Bar Graph for Past Consumption
Electricity (kWh)
Usage: 660, 557, 564, 559, 566, 594
Neighbour average, National average, Estimated month

Key Features

Back Page

9 Non-Recurring Financial Charges

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

10 Cumulative Metered Electricity Usage (kWh)

This refers to the total electricity usage within your billing period.

11 Losses and Unaccounted for Electricity (kWh)

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.

12 Gross Electricity Usage (kWh)

This is the sum of 'Cumulative Metered Electricity Usage' and 'Losses and Unaccounted for Electricity'.

13 Peak Interval Electricity Usage (kW)

This is the maximum electricity usage per half-hourly interval recorded in the billing period.

14 Bar Graph for Past Consumption

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.