

STATEMENT OF PRACTICE

SP Group promotes the efficient use of electricity to residential consumers through education and on-going advocacy efforts across various communication channels as follows:

1. SP Group Website

SP Group website features various energy saving tips and measures that residential consumers can adopt at home to save electricity.

A. Energy Audit

The Energy Audit tab enables residential consumers to estimate their electricity consumption by selecting the household appliances and the number of hours of usage. This allows consumers to have a better understanding on the amount of electricity consumed when operating certain common household appliances.

B. Energy Saving Tips

The Energy Saving Tips tab enables residential consumers to select common household appliances and at the same time, read its associated energy efficiency tips.

C. Frequently Asked Questions (FAQs) on Energy Efficiency

SP Group provides interactive FAQs on energy efficiency in its website to assist residential consumers in obtaining quick answers to common energy-efficiency related questions.

For more information, please visit SP Group website at <https://www.spgroup.com.sg/sp-services/tips-for-consumers>

2. e!Chat Newsletter

Through its e!Chat newsletter sent to all residential consumers, SP Group enhances consumers' awareness on the efficient use of electricity supplied to them by providing energy saving tips.

3. Consumption Graph for Past Electricity Consumption in Monthly Utilities Bill

SP Group residential customers' utilities bills feature bar graphs for past consumption comparing the individual household's electricity consumption against their neighbours and the national average consumption.

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

4. Other sources of information

Please visit the following websites for more information about energy efficiency:

<http://www.e2singapore.gov.sg>

<https://www.nea.gov.sg/our-services/climate-change-energy-efficiency/climate-change/overview>

Notice of Closure:

1. Electricity Efficiency Centre (EEC)

Please be informed that the EEC at 460 Alexandra Road PSA Building has ceased its operation on 29 November 2019, as approved by the Energy Market Authority (EMA).