

# PRE-TURN-ON INFORMATION

## FOR NEW BTO APARTMENT OWNERS

Dear Customer

Congratulations on being the proud owner of your new BTO apartment.

As our valued customer, we have specially arranged for your electricity and water supply to be made available even before you move in.

To start using your electricity and water supply, turn on the electricity circuit breakers and water control valve.

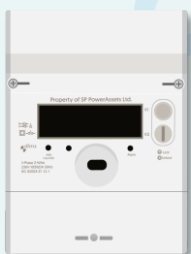
Please refer to the simple steps detailed in this booklet.



# Your Electricity Supply

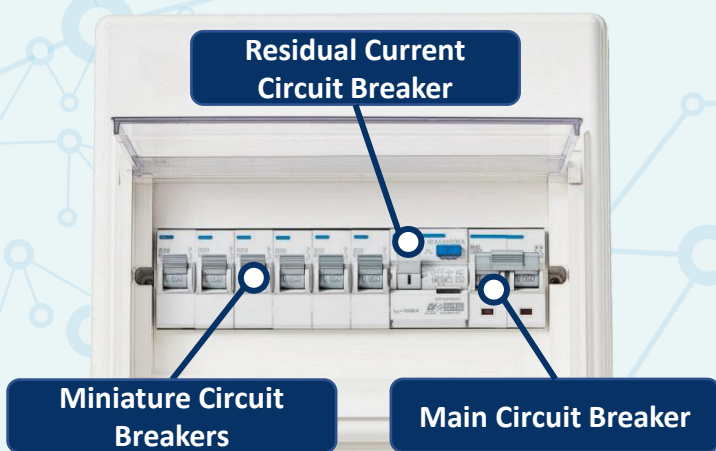
## STEP 1

Please note the following:



Your electricity meter is located outside your apartment either on the wall or in a service cupboard.

Your distribution board is situated inside your apartment:



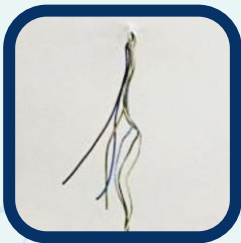
**Before switching on your distribution board, please check your electrical system as detailed in Step 2.**

## STEP 2

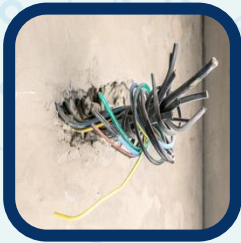
Although your electrical system has been tested earlier, please inspect all wirings and fittings once more.

If you notice any damages or loose fittings, please inform your HDB Branch Office at once.

Do not start using electricity supply before the defect(s) are corrected.



Exposed Wire



Missing Distribution Board



Damaged Power Point

## STEP 3

If everything is in order, switch on your electricity supply as follows:

- 1) Push the operating lever of the Main Circuit Breaker upwards to the 'ON' position.
- 2) Switch on the Residual Current Circuit Breaker.
- 3) Switch on the Miniature Circuit Breakers one at a time.
- 4) If any of the operating levers do not remain in the 'ON' position, inform your HDB Branch Office.



# Your Water Supply

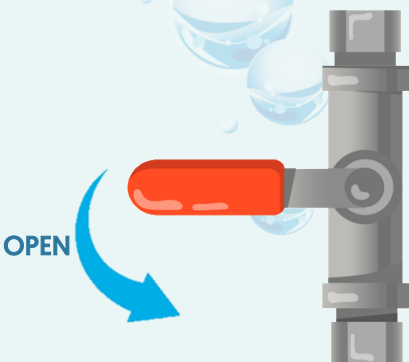
## STEP 1

Your water meter is located either just outside your apartment or in a service cupboard.



## STEP 2

Turn the level of your ball valves at your wash basins and toilet cisterns to the 'OPEN' position.



If there is no water supply, please call PUB's contact centre, PUB-one, at 1800-225-5782.

## STEP 3

Check your pipes for leaks by shutting all the taps. If the counter of the meter is moving, or if you notice water dripping from your pipes, taps, or toilet cistern, shut the control valve at the meter position and inform your HDB Branch Office at once.

Should your premises be left vacant for an extended period, please shut the control valve at the meter position. To monitor your water consumption, please read your meter regularly.



# Opening A Utilities Account

This pre-turn-on facility has been provided for your convenience. If you have opened your utilities account after collecting your keys, we will take the readings of your electricity and water meters for billing purposes.

If you have not yet opened your utilities account, please submit your application online via our SP app or SP website at [www.spgroup.com.sg](http://www.spgroup.com.sg). You must do so **within 3 days** after collecting your keys, failing which the pre-turn-on facility will be withdrawn.



# 24-Hours Service & Operation Centres

## Electricity

1800-778-8888 (Toll-Free)

## Water (PUB-One)

1800-225-5782 (Toll-Free)

## Gas

1800-752-1800 (Toll-Free)

**SP Group**

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