

**Please read this before filling up the form:**

• **Supply Turn-on/ Meter Reading Appointment**

For electricity supply turn-on, please wait for our technician to inspect the premises at the appointed time.  
For water supply turn-on, you need not be present if your water meter is outside the premises.

\* For gas supply turn-on/ installation, please call City Energy at 1800-5551661 for the rescheduling of appointment and wait for the technician at the premises at the appointed time.

\*\* Meter Reading appointment applies to premises with existing supplies. You need not be present if your meters are outside the premises.

• **Supply Cut-off Appointment**

You need not be present if your meters are outside the premises.

• City Energy charges a fee for supply turn-on / cut-off / gas appliances disconnection. Please refer to their website at [www.cityenergy.com.sg](http://www.cityenergy.com.sg) for more information.

• Express service can be arranged within the same day at a fee of \$64.80 (inclusive of GST) but is subject to availability and schedule. Express service is not available for supply turn-on and cut-off at premises with electricity supply capacity exceeding 45kVA, water meter with piping more than 15mm or commercial gas.

• Rescheduling of appointment for **residential** account under **personal** name is available online. If you wish to reschedule your appointment, simply visit <https://services.spservices.sg/#/rescheduleAppointment> to submit your request.

Customer Request	
1.	<p>Type of Appointment</p> <p> <input type="checkbox"/> <b>Supply Turn-on/ Meter Reading Appointment**</b>      <input type="checkbox"/> <b>Supply Cut-off</b>  <small>(Please refer to information above)</small> </p>
2.	<p>Utility Account Number <input style="width: 100px;" type="text"/></p> <p>Premises Address _____</p> <p style="text-align: right;">S <input style="width: 100px;" type="text"/></p>
3.	<p>Please tick the service(s) you would like to reschedule</p> <p> <input type="checkbox"/> All      <input type="checkbox"/> Electricity      <input type="checkbox"/> Water      <input type="checkbox"/> Gas* <small>(Please refer to information above)</small> </p> <p>Original Appointment Date/ Time (if any) _____ (dd/mm/yyyy) _____ (hh:mm to hh:mm)</p> <p>Date to Reschedule to _____ (dd/mm/yyyy) <small>[For next business day service, please submit your request before 3pm on Weekdays or 12pm on Saturdays]</small></p> <p><input type="checkbox"/> Removal of Electricity meter(s)/ cables/ wires # <small>[For commercial premises only]* Delete where applicable</small></p> <p><small>Note: Cables/ wires will be removed within 7 business days after the electricity supply has been cut-off. For JTC/HDB Industrial Premises, after the electricity supply at your premises is cut-off by SP Services personnel, please arrange for the meters to be returned to SP PowerGrid.</small></p>
	<p>Name: _____ <small>(of account holder or the person signing for the company)</small></p> <p>Handphone Number: <input style="width: 100px;" type="text"/></p> <p>Other Contact Number: <input style="width: 100px;" type="text"/></p>
<p>_____</p> <p><b>Customer's Signature/Date</b></p> <p><small>For accounts registered under companies, the signature of its legal/authorized representative of the company and the <b>company's rubber stamp imprint</b> are required.</small></p>	
<p><b>For Internal Use</b> Documents received by:</p> <p>Staff's Signature/Stamp/Date</p>	<p><input type="checkbox"/> Meters are inside</p> <p>Appointment Date : _____ Time : _____</p>