

**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 \$65.40 (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://rescheduleaccount.spgroup.com.sg/> to submit your request.

Customer Request	
1.	Type of Appointment <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>
2.	Utility Account Number <input style="width: 100px;" type="text"/> Premises Address _____ _____ S <input style="width: 100px;" type="text"/>
3.	Please tick the service(s) you would like to reschedule <input type="checkbox"/> All <input type="checkbox"/> Electricity <input type="checkbox"/> Water <input type="checkbox"/> Gas* <small>(Please refer to information above)</small>  Original Appointment Date/ Time (if any) _____ (dd/mm/yyyy) _____ (hh:mm to hh:mm) 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>  <input type="checkbox"/> Removal of Electricity meter(s)/ cables/ wires # <small>[For commercial premises only]# Delete where applicable</small> <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>
_____ <b>Customer's Signature/Date</b> <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>	Name: _____ <small>(of account holder or the person signing for the company)</small> Handphone Number: <input style="width: 100px;" type="text"/> Other Contact Number: <input style="width: 100px;" type="text"/>
<b>For Internal Use</b> Documents received by:  Staff's Signature/Stamp/Date	<input type="checkbox"/> Meters are inside Appointment Date : _____ Time : _____