



SP SERVICES
A member of Singapore Power Group



Smart Energy, Sustainable Future



PUB SINGAPORE'S
NATIONAL
WATER AGENCY



Warming hearts in the city

1 August 2016
For Immediate Release

UTILITIES BILL REDESIGNED TO HELP CONSUMERS BE MORE ENERGY AND WATER EFFICIENT

From August, residential consumers will receive a redesigned utilities bill to help them track and take steps to reduce their energy and water consumption. This initiative is a joint effort by SP Services, Energy Market Authority (EMA), PUB and City Gas.

2. The utilities bill was redesigned with inputs from usability tests with the public. The new layout allows consumers to view utility usage at a glance, compare the average consumption of neighbours living in similar housing types or streets as well as the national average, and learn how they could be more efficient in their consumption. Highlights from the redesigned bill include:

- a. A concise bill summary to easily view one's account information;
- b. Consumption graphs on the front showing previous months' usage and comparisons with neighbours' and national average consumption;
- c. Personalised tips and advice on how to be more energy- and water-efficient;
- d. The use of icons for improved clarity;
- e. Larger text to emphasise important information such as "Total amount".

More information can be found in ANNEX A.

3. Managing Director of SP Services, Mr Chuah Kee Heng, said: "We designed the bill to help customers adopt more energy- and water-efficient habits. At a glance, they can clearly see their charges, consumption for the past five months and compare it with their efficient neighbours as well as the national average. It is one of several initiatives we have introduced to help customers make energy saving a way of life."

4. EMA Chief Executive Ng Wai Choong said: "The redesigned hardcopy utilities bill makes energy savings information more accessible to households. This hopefully encourages them to adopt energy-efficient measures in their homes. Improving energy efficiency is a key strategy. It helps us achieve our energy objectives by reducing our

dependence on energy imports, enhancing our economic competitiveness, and cutting down carbon emissions."

5. Ms Chew Siow Nee, Chief Financial Officer of PUB, the national water agency, said: "To ensure water sustainability in the long run, we need to manage not only water supply but also water demand. It is important that people understand their role in conserving water. And, a well-designed bill can help them track their usage at a glance. Currently, we use 151 litres of water per person per day. Let's work towards achieving only 140 litres per person per day by 2030."

6. Mr Kenny Tan, Chief Executive Officer of City Gas, said: "City Gas welcomes SP Services' redesigned utilities bill. It is a fresher and more user-friendly design. Our customers will be able to easily read their consumption and compare with their recent usage trends. As Singapore's piped town gas provider, we look forward to sharing energy-saving tips on gas usage through the redesigned utilities bill."

7. This is Singapore Power's latest initiative to promote energy and water efficiency to its customers. In May 2016, SP Services together with EMA and PUB launched a new mobile app to help consumers reduce energy and water consumption, lower their utilities bill and conserve the environment. Energy-efficiency features include a Home Utilities Audit where customers can check their estimated utilities usage of appliances at home and find out which are consuming the most energy or water. These features are also implemented on SP Services' online utilities portal and in the email bill summary.

– End –

About Singapore Power and SP Services

Singapore Power Group (SP) is a leading energy utility group in the Asia Pacific. It owns and operates electricity and gas transmission and distribution businesses in Singapore and Australia. Over a million industrial, commercial and residential customers in Singapore benefit from SP's world-class transmission, distribution and market support services. The networks in Singapore are amongst the most reliable and cost-effective worldwide.

SP Services, a subsidiary of SP, provides every household and business in Singapore with a convenient and efficient one stop service for electricity, water and piped gas supplies.

As the Market Support Services Licensee in the deregulated electricity market in Singapore, SP Services provides meter reading, data management and billing services. It also processes consumer registration and transfers for electricity retailers, thus playing a key role in facilitating competition and consumer choice in the retail market by enabling consumers to switch seamlessly between retailers, and to buy electricity at wholesale market prices.

SP Services also provides metering, billing, payment collection, and customer service on behalf of other utility service providers, including PUB for water charges, CityGas for gas charges, and refuse collection companies for refuse removal fees.

About the Energy Market Authority

The Energy Market Authority (EMA) is a statutory board under the Ministry of Trade and Industry. Our main goals are to ensure a reliable and secure energy supply, promote effective competition in the energy market and develop a dynamic energy sector in Singapore. Through our work, the EMA seeks to forge a progressive energy landscape for sustained growth. Please visit www.ema.gov.sg for more information.

About PUB, Singapore's national water agency

PUB is a statutory board under the Ministry of the Environment and Water Resources. It is the water agency that manages Singapore's water supply, water catchment and used water in an integrated way.

PUB has ensured a diversified and sustainable supply of water for Singapore with the Four National Taps (local catchment water, imported water, NEWater, desalinated water).

To provide water for all, PUB calls on all to play our part to conserve water, keep our water catchments and waterways clean and build a relationship with water so we can enjoy our water resources. If we all play our part, we can have enough water for all our needs – for industry, for living, for life.

About City Gas Trust

City Gas Trust was constituted as a private trust on 5 January 2007. City Gas Trust is a wholly owned subsidiary of Keppel Infrastructure Trust.

The core business of City Gas Trust is the production of town gas. Town gas is retailed island-wide to residents. City Gas also supplies town gas and natural gas to commercial and industrial customers.

With a long heritage history of about 150 years, we have been supplying town gas to almost 90% of the residents living in new Housing Development Board estates and private properties as well as many commercial and industrial operations like hotels, restaurants, food courts, and hawker centres, to food processing and manufacturing industries and printing plants. For more information, please visit <http://www.citygas.com.sg>.

Redesigned Utilities Bill Sample (Front)

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.

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August 2015 Bill
Account No. 89XXXXXXXX

CUSTOMER NAME
2 KALLANG SECTOR
#10-00
SINGAPORE 349277

1 Total Amount Payable: \$131.76
Payment Due: 07 Sep 2015

This is your tax invoice for
2 Kallang Sector #10-00
Singapore 349277

810-009845-04823

2 Billing Period: 22 Jul 2015 - 22 Aug 2015
Bill Date: 23 Aug 2015
Account Type: Domestic
Deposit: \$100.00

Current Charges	Consumption Trend	Total
Electricity Services Usage: 229 kWh \$51.32		
Gas Services by City Gas Pte Ltd (as Trustee) Usage: 80 kWh \$10.40		
Water Services by Public Utilities Board Usage: 18.5 Cu M \$41.74		

4 Utilities Saving Tip
Run the washing machine only on a full load. Collect rinse water from the washing machine for flushing the toilet or mopping the floor.
Find out more water saving tips at www.sp-services.com.sg

5 Waste Removal
Waste Removal Fee: \$7.00
GST: \$7.73
Current Charges: \$118.19

SP Services Ltd Co. Registration No. (1995044700) | GST Registration No. (A0-8900900-4) For details on difference between current charges and total amount payable, see Summary of Charges.

For cheque payment: Cheque charge is to be made available to SP Services Ltd. Please detach and mail this portion with your cheque to Orchard P.O. Box 241, Singapore 912712. (No receipt will be issued. Please do not send post-dated cheques.)

Payment Due: **07 Sep 2015**
Please make full payment by the due date to avoid \$0.50 Pvn, Notice Fee and 1% Late Payment Charge.Total Amount Payable: **\$131.76**

Account no.: 8XXXXXXXXX
Cheque no.:
Bank:
Branch:

89XXXXXXXX 00000013176

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