

- 1. What will happen to my electricity supply? Will my supply be disrupted?**
Please be assured that we will work with your retailer for a smooth transfer to SP Services as a retailer of last resort to ensure that there is no disruption to your power supply.
- 2. Will SP Services be able to honour the current contract terms of my retailer?**
In accordance with the Market Support Services code, regulated by the Energy Market Authority, SP Services is only able to offer customers the regulated tariff rate. We are unable to take over the current contract terms of the exiting retailers.
- 3. What will be my electricity plan after my account is transferred back to SP Services?**
 - All residential customers will be transferred under the regulated tariff.
 - All commercial customers with an average monthly consumption of less than 4,000kWh will be transferred under the regulated tariff rate.
 - All commercial customers with an average monthly consumption of at least 4,000kWh will be transferred to the Wholesale Energy Price plan.
- 4. After my account is transferred to SP Services, can I still make the switch to another retailer?**
Yes, customers who are transferred back to SP Services can subsequently choose to switch to another retailer of their choice at any point of time.
- 5. How do I know when my account is transferred to SP Services?**
You will receive a notification letter as well as an email from SP Services informing you of the effective date of transfer.
- 6. What will happen to my security deposit and existing credits in my account with my current retailer?**
As the contractual agreement is with your retailer, please reach out to your retailer for assistance.
- 7. Do I need to pay another security deposit for my account with SP Services?**
Yes. Once you are transferred to SP Services, the security deposit amount required for your electricity will be reflected in your next bill.
- 8. Why can't my security deposit with retailer be transferred to SP Services?**
We regret that we are unable to transfer the security deposit from your retailer to us. Please reach out to your retailer for assistance on your security deposits and final bill with them.
- 9. When will my retailer return security deposit to me? When will the retailer finalise the bill with me?**
As the contractual agreement is with your retailer, please reach out to your retailer for assistance.
- 10. Is there any hotline I can call for further enquiries?**
You may contact us at 1800 233 8000 between 9am-6pm Mon-Fri, and 9am-1pm on Sat. We are closed on Sun and PH.

For more information, please visit the Energy Market Authority's webpage here, <https://www.ema.gov.sg/oem-retailer-exit-consumer-safeguards.aspx>.