

Please read this before filling up the form.

For termination of residential accounts, please submit online via <https://closeaccount.spgroup.com.sg/>

- 1) For accounts under **personal** name, please submit the form with a copy of your **NRIC/FIN card**. For accounts under **company** name, please submit the form (endorsed by the company's director and company stamp) with a copy of your latest **ACRA detailed Business Profile/Bizfile**.
- 2) To avoid any delay in processing your request, please ensure that all fields on this form are completed. You will need to be present when we cut off the supplies if the meters are inaccessible by us.
- 3) An express service fee is applicable for same-day appointment, subject to availability and with at least 3 hours advance notice. For express service fee, please refer to [www.spgroup.com.sg](http://www.spgroup.com.sg). Express service is not available for contestable premises, premises with electricity supply capacity exceeding 45kVA, water supply with piping exceeding 15mm and commercial gas.
- 4) Any credit balance arising from your final bill when you close your utilities account may be transferred to other accounts under your name with outstanding charges before the balance is refunded to you.

**Customer Information**

1. Please provide us with the details of your premises and indicate the services which you would like to terminate.

Utilities Account Number

Premises Address \_\_\_\_\_ S

All       Electricity\*\*       Water       Gas\*

\* For termination of gas supply, City Energy charges a termination fee. Separate gas appliance disconnection fee is chargeable if required.  
 \*\*Please check this box if you are buying electricity from the Open Electricity Market (OEM) at wholesale electricity price via SP Group.

Date to stop supplies: \_\_\_\_\_ (day) \_\_\_\_\_ (month) \_\_\_\_\_ (year)

Earliest appointment (subject to availability) is within 4 business days upon receipt of your termination request if you are buying electricity from a regulated tariff rate. A minimum of 8 business days is required if you are buying electricity from OEM.  
 If you are buying electricity from OEM through a retailer, please contact your respective retailer to initiate the closure of your electricity account.

*For JTC/HDB Industrial Premises or land acquisition premises, after the electricity supply at your premises is cut off, please arrange for the meters to be returned to SP PowerGrid.*

Please check the box if:

The premises is a unit in a shopping centre or JTC/HDB industrial premises.  
 The building is undergoing enbloc /re-development /demolition.

2. The security deposit will be used to offset your final charges before we refund any credit balance to you. To minimise any delay in receiving your final bill or refund cheque, please provide us your **new** mailing address.

Mailing Address: \_\_\_\_\_  
 City/State/Province: \_\_\_\_\_ ZIP/Postal code: \_\_\_\_\_ Country: \_\_\_\_\_

3. You may request for the credit balance (if any) in your account to:

Refund via cheque to my new mailing address  
 Refund to my active Giro bank account tied to this utilities account  
 Donate to SP Group Heartware Fund (  Full Amount /  Partial Amount \$ \_\_\_\_\_ )  
 Refund to my SGD Bank Account from a local bank.  
 (Account holder name / Account number: \_\_\_\_\_ )  
 (Please attach a copy of your bank statement for verification purposes before the refund can be processed)

Transfer to my new Utilities Account No.

(Please tick this option only if both the current account and new utilities account is under the same person or company name. We will not be able to transfer the credit balance to a Third Party. SP Services reserve the right to transfer any debit balance to the above account)

\_\_\_\_\_  
**Customer's Signature/Date**  
 For account under company, the signature of the company's Director and the **company's rubber stamp imprint** are required.

Name: \_\_\_\_\_  
 (of account holder or the person signing for the company)

NRIC/FIN:

Handphone Number:

Other Contact Number:

<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> <p>For supply cut off at site only.</p>
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