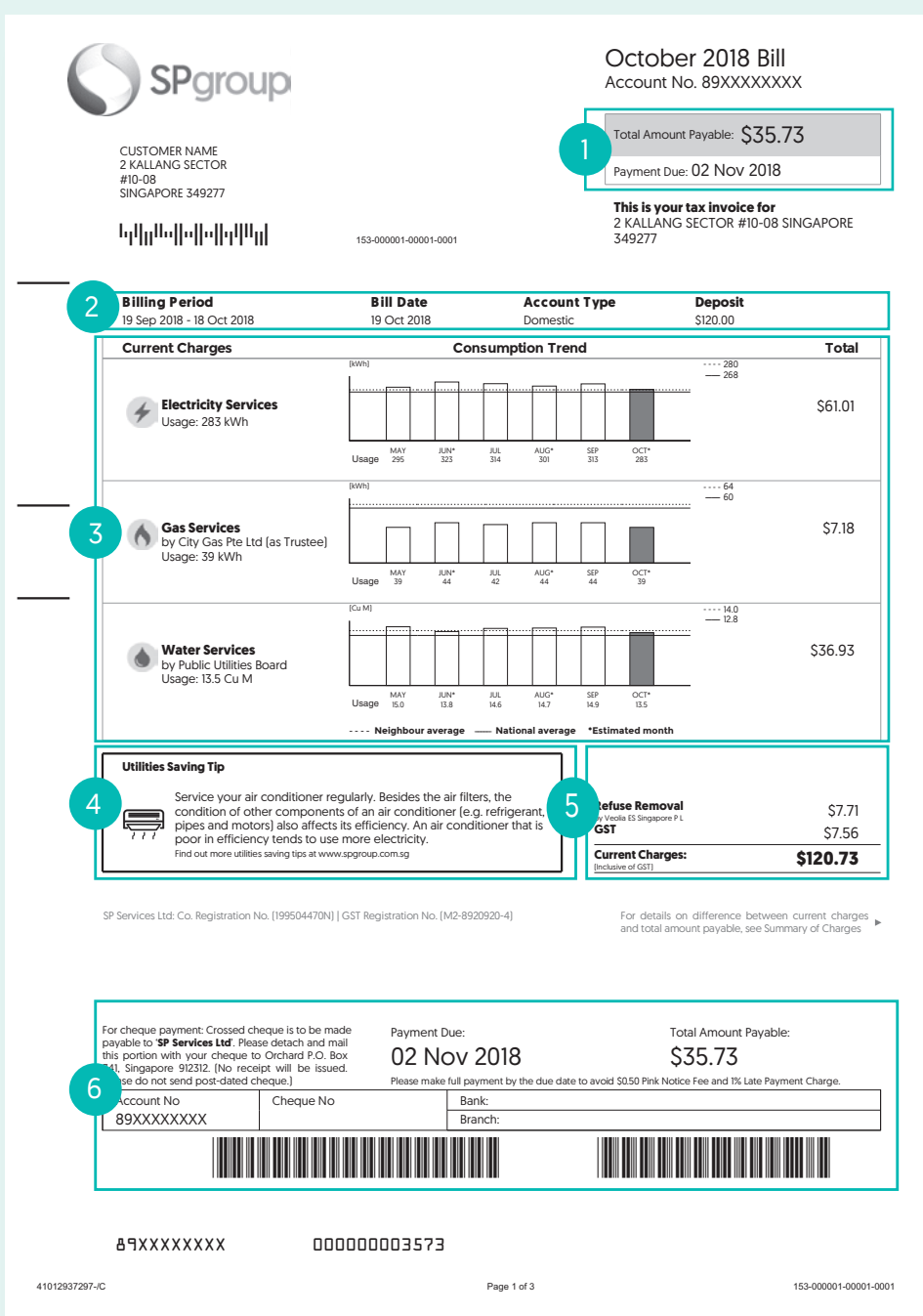


Understanding Your Utilities Bill

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.



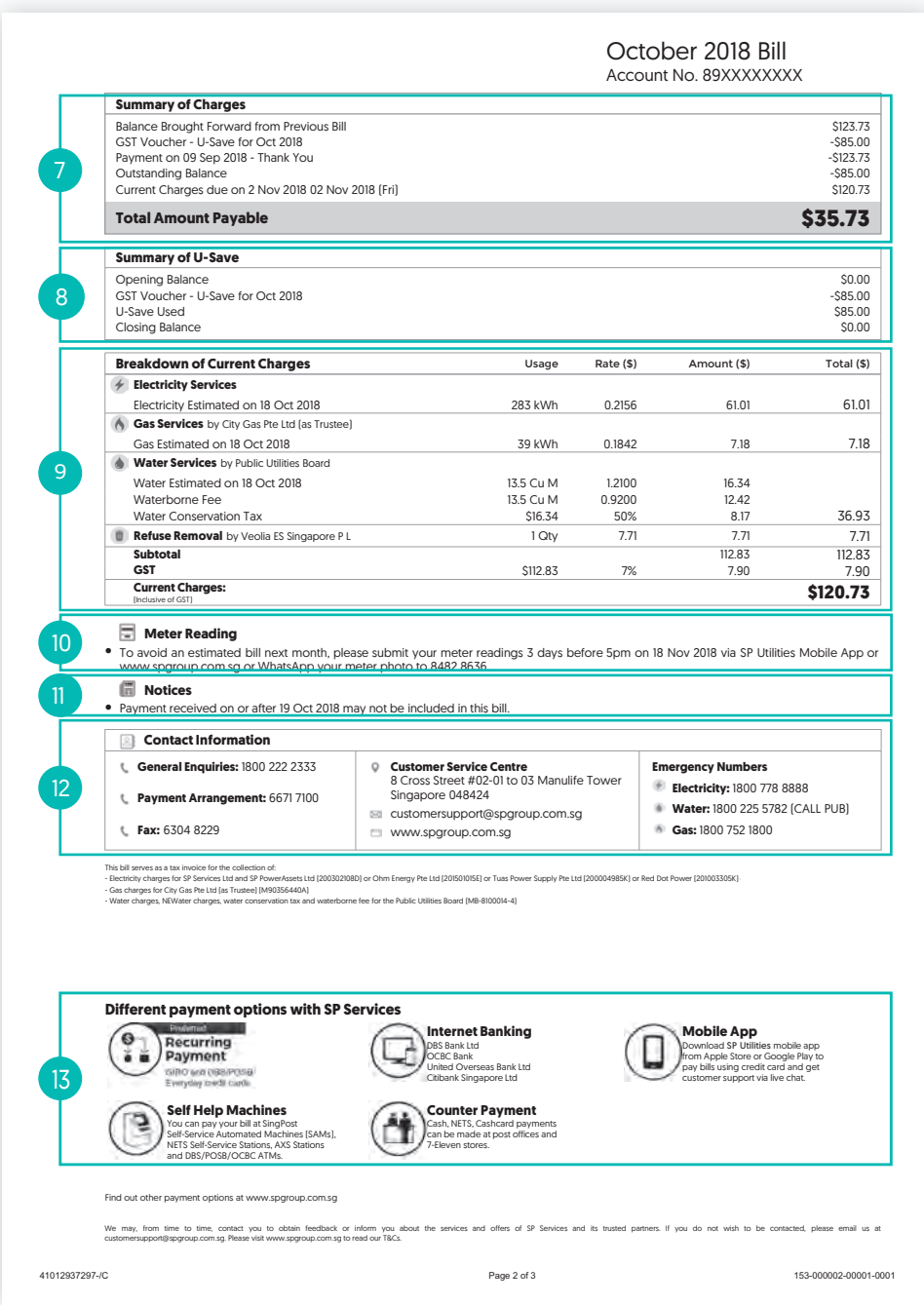
Key Features Back Page

- 7 Summary of Charges**
This section shows any balance brought forward from the previous month and the total amount payable for the month.
- 8 Summary of U-Save**
This section shows GST Vouchers received, U-Save used and the remaining balance.
- 9 Breakdown of Charges**
This reflects the number of units of water, electricity and gas you have used in the billing period.

The Sanitary Appliance Fee (SAF) and the Waterborne Fee (WBF) are levied to offset the cost of treating used water and for operating and maintaining the used water network.

A water conservation tax is charged for the use of water. It is levied by the Government to reinforce the importance of conserving water.

Charges for refuse removal vary depending on the type of premises and the geographical location.
- 10 Meter Reading**
Your utilities meters are read once every 2 months. In the months when your meters are not read, you may follow the instructions here to submit your meter reading.
- 11 Notices**
Important announcements and messages will be reflected here.
- 12 Contact Information**
For any queries or emergencies, you can find the necessary numbers for all your utilities here.
- 13 Payment Options**
You can find all the payment options available and choose one that is most convenient for you.



Understanding Your Utilities Bill

Buying from Wholesale Electricity Market

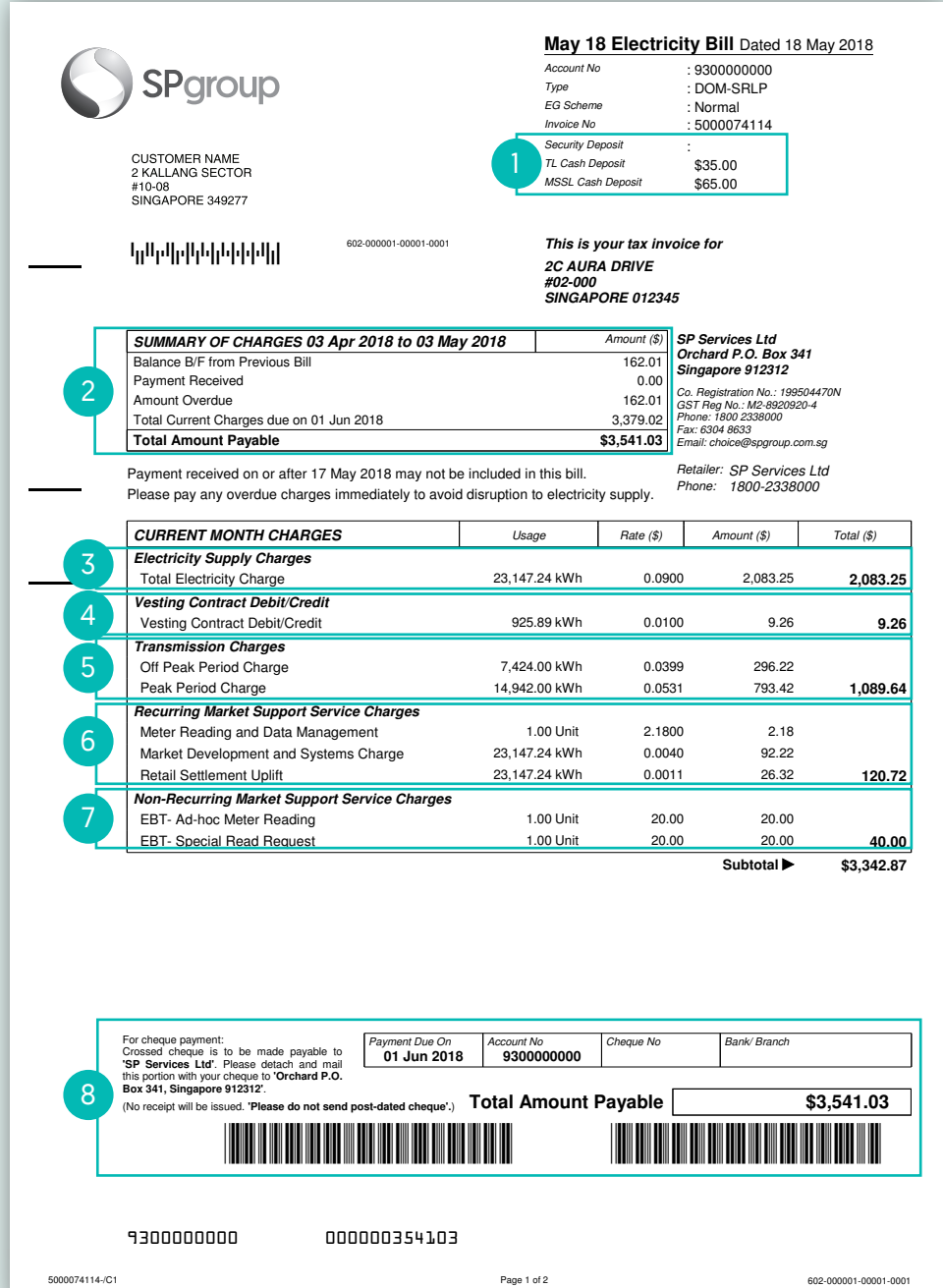
Key Features Front Page

- 1 Security Deposit**
TL Cash Deposit
Security deposit held by SP PowerAssets who is the Transmission Licensee.

MSSL Cash Deposit
Security deposit held by SP Services who is the Market Support Services Licensee.
- 2 Summary of Charges**
This section shows any balance brought forward from the previous month and the total amount payable for the month.
- 3 Electricity Supply Charges**
This reflects the cost of electricity supplied based on the amount of electricity consumed during the billing period.

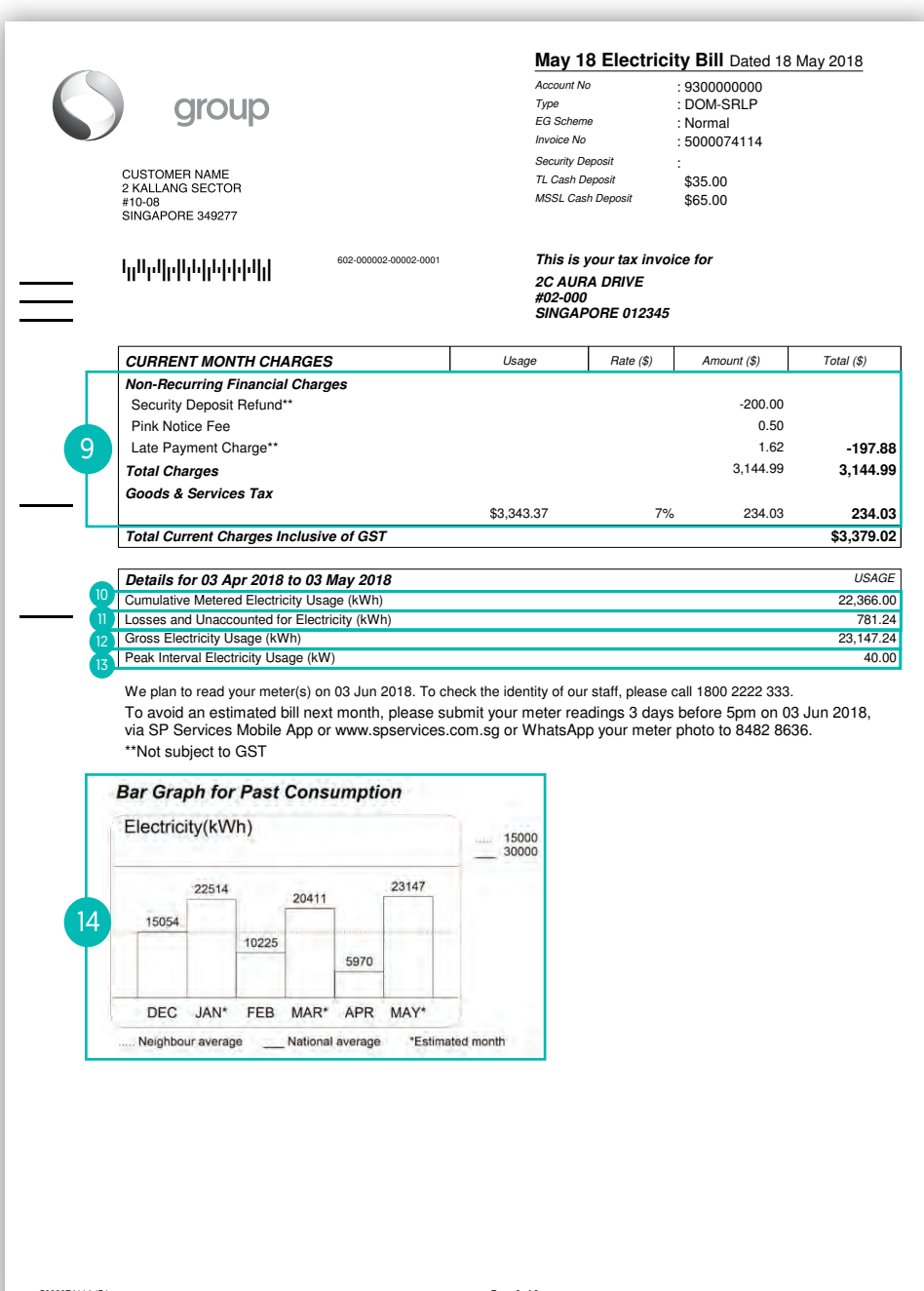
It reflects the gross electricity usage and electricity rate based on the Uniform Singapore Energy Price (USEP) and other ancillary charges. Please refer to <https://www.emcsg.com/marketdata/priceinformation> for more information.
- 4 Vesting Contract Debit / Credit**
This reflects the allocated portion of vesting contract charges based on your electricity consumption. The amount of Vesting Contract Debit/Credit varies based on each users' consumption pattern. For more information on vesting contracts, please visit Energy Market Authority's website www.ema.gov.sg.
- 5 Transmission Charges**
This refers to network costs charged for the use of SP PowerAssets transmission system, which is used to transmit electricity to consumer premises. For accounts with low-tension supplies, only the Off Peak and Peak Period charges are charged.
- 6 Recurring Market Support Service Charges**
This reflects the cost of market support services such as meter reading and data management provided by SP Services, for the Market Support Services Licensee.

For more details on Recurring Market Support Service Charges, please refer [here](#).



- 7 Non-Recurring Market Support Service Charges**
The Non-Recurring Market Support Services Charges are only applicable for ad-hoc or special requests.

For more details on Non-Recurring Market Support Service Charges, please refer [here](#).
- 8 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.



Key Features Back Page

- 9 Non-Recurring Financial Charges**
This refers to one-time charge, where applicable, for security deposits, late payment charges and pink notice fees.
- 10 Cumulative Metered Electricity Usage (kWh)**
This refers to the total electricity usage within your billing period.
- 11 Losses and Unaccounted for Electricity (kWh)**
This refers to electricity losses in the transmission system and is computed by multiplying the Cumulative Metered Electricity Usage by the Transmission Loss Factor, as approved by the Energy Market Authority.
- 12 Gross Electricity Usage (kWh)**
This is the sum of 'Cumulative Metered Electricity Usage' and 'Losses and Unaccounted for Electricity'.
- 13 Peak Interval Electricity Usage (kW)**
This is the maximum electricity usage per half-hourly interval recorded in the billing period.
- 14 Bar Graph for Past Consumption**
These bar graphs reflect your monthly electricity consumption. The graphs help you to monitor your usage patterns and compare your consumption versus that of your neighbours and the national average.

The average consumption of your neighbour is computed based on the average usage of similar housing types within a block or street for landed premises.