

COVID-19: SUSPENSION OF MANUAL READING OF UTILITIES METERS

Singapore, 7 April 2020 – While you stay home, SP Group will continue to provide essential services such as operating the national power grid and delivering electricity and gas supply to you. Our officers also continue to be on standby 24/7 to attend to any electricity/gas supply disruption.

To protect you and our staff, our meter readers will not be visiting your premises to check your electricity, water and gas meters to record your monthly utilities consumption during the Circuit Breaker period, in line with safe distancing measures outlined by the Singapore government. The earliest appointment to close a utilities account will be available from 2 June onwards. We advise all customers to minimise scheduling appointments to open a utilities account during this period.

For those without advanced electricity meters, your April and May utilities consumption will be based on an estimated amount and the difference will be adjusted in your subsequent bills. Alternatively, you can submit your own meter readings conveniently through the SP Utilities mobile app, SP Utilities Portal, Whatsapp, Email or the SP Customer Service Hotline via the automated option.

-Ends-

About SP Group

SP Group is a leading energy utilities group in the Asia Pacific. It owns and operates electricity and gas transmission and distribution businesses in Singapore and Australia, and district cooling businesses in Singapore and China. SP Group is committed to providing customers with reliable and efficient energy utilities services. About 1.6 million industrial, commercial and residential customers in Singapore benefit from SP Group's world-class transmission, distribution and market support services. These networks are amongst the most reliable and cost-effective world-wide. SP Group also drives digital solutions to empower customers to manage their utilities, reduce consumption and save cost.

For more information, please visit spgroup.com.sg or for follow us on Facebook at [fb.com/SPGroupSG](https://www.facebook.com/SPGroupSG) and on Twitter @SPGroupSG.