

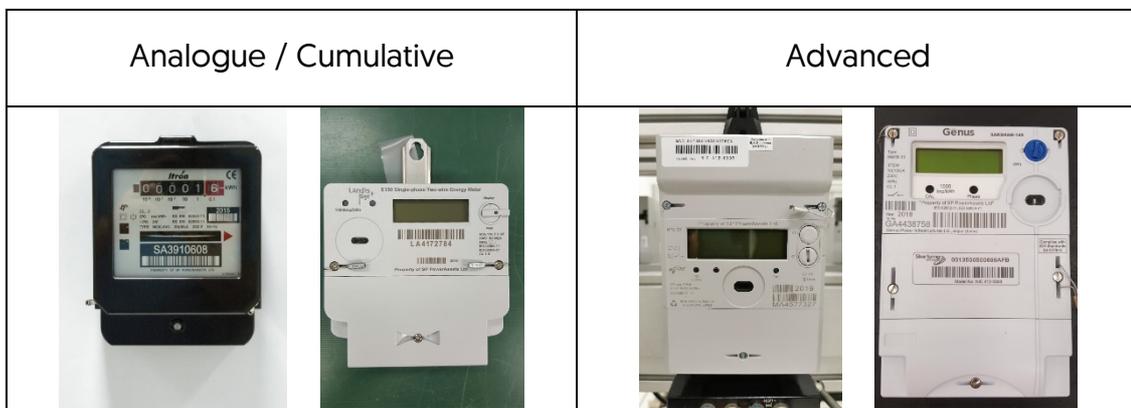
Frequently Asked Questions Rollout of Advanced Metering Infrastructure (AMI) Meters or Advanced Electricity Meters

General

1. **What is the difference between an analogue meter and an AMI or advanced electricity meter?**

Most residential premises today use analogue or cumulative meters to measure electricity consumption. Analogue meters are read once every two months. SP Group sends meter readers to your premises to record your electricity usage from cumulative meters. On the month where your meter is not read, SP Group will estimate the month's consumption based on a methodology approved by the Energy Market Authority (EMA).

Advanced Metering Infrastructure (AMI) meters or advanced electricity meters allow electricity consumption to be measured at half-hourly intervals. With these meters, manual reading and estimation of electricity consumption will no longer be required as they are remotely read.



2. **Why are advanced meters being installed at my home?**

Advanced meters allow households to have ready access to their electricity consumption data at up to half-hourly intervals. With this data, they can better understand their consumption habits and decide how they can reduce their consumption to be energy efficient and save on their electricity bills. Households will be billed based on actual monthly consumption instead of being billed based on estimated readings on alternate months.

3. **Does the advanced meter use more power than the analogue meter?**

Both analogue and advanced meters require about the same amount of power to work. However, this power is from a separate circuit, and customers are not billed for the advanced meter's consumption.

Rollout approach

4. **How will the advanced electricity meters be deployed across Singapore? Will the meters be rolled out zonally like the Open Electricity Market?**

The deployment of the advanced electricity meters will depend on a variety of factors including the age of the meters, development plans in the area and the deployment efficiency.

5. Why does it take so long for all households in Singapore to have advanced meters?

All 1.4 million households in Singapore can expect to have advanced meters installed at their premises by 2024. This timeline takes into account the time and effort required to schedule the meter replacement for every household and when the existing meters reach their end-of-life.

6. Can customers choose to have their advanced meters installed earlier?

Yes, only if customers select the AMI meter option when they opt in as a contestable customer with any of the Open Electricity Market electricity retailers. A one-time installation fee of \$40 (before GST) applies.

7. Can customers choose to retain their analogue meters instead of having them replaced with advanced meters?

Analogue meters that have reached the end of their lifespan would need to be replaced.

Cost

8. How much does the meter replacement exercise cost? Will consumers have to bear the costs in the form of higher electricity tariffs?

The costs are recovered as part of providing grid infrastructure services which are part of every customer's total electricity utilities fees.

9. During the rollout of the Open Electricity Market (OEM), households were required to pay to have advanced meters installed at their premises. Yet, the Government is now doing so at no charge. Why did those households have to pay for their advanced meters during the OEM rollout?

It is not compulsory for households to have advanced meters to buy electricity from a retailer of their choice in the OEM. Customers who opted for the advanced meter before the scheduled replacement would have paid a one-time installation fee of \$40 (before GST).

10. Will households enjoy lower bills with advanced meters?

With access to their electricity consumption via the SP Utilities mobile app, households can take steps to manage their usage more efficiently and enjoy savings as a result.

Risks associated with advanced meters

11. Are there any security risks, such as data theft, associated with advanced meters?

Advanced meters in Singapore are password protected and the wireless data transfer is encrypted. The meters are typically located in locked environments such as meter risers and meter boxes. Each meter is further secured with a tamper-proof physical seal. Sensors are also in place to send alerts of possible tampering for immediate investigation.

12. Do advanced meters pose a risk to consumers' health?

There is no evidence¹ <reference the report listed in the footnote> that advanced meters pose health risks. The advanced meters are similar to common devices such as mobile phones and laptops, where they emit only low-energy frequency waves to transmit information and is significantly less than the WHO guideline limits.

Open Electricity Market

13. Can customers still switch to a retailer even though the advanced meters are installed by SP Group?

Yes, they can. The installation of advanced meters by SP Group will not limit customers' choice of their electricity retailer.

SP Utilities' GreenUP Initiatives

14. What is this GreenUP initiative and do I need an advanced meter to participate?

The GreenUP initiative helps to increase public awareness of electricity usage through challenges and rewards. They can download the SP Utilities mobile app to participate in these challenges, which are available to anyone, with or without advanced meters.

Gas and Water meters

15. Will we change our gas and water meters as well?

There are currently no plans to replace the gas and water analogue or cumulative meters to advance meters. Your gas and water meters will continue to be read once every two months.

PUB smart water meters

16. PUB had also recently appointed a specialist to install smart water meters that allow consumers to access their water usage data via a mobile app or online portal.² Why can't we have just a single meter that tracks both electricity and water consumption?

There are currently no integrated solutions for advanced electricity and water metering available.

¹ [WHO WhatisEMF](#), [GSMA Smart Meter Report](#), [Smart Energy Consumer Collaborative Report](#)

² 1 Aug 2019: [PUB appoints smart water meter specialist](#)