

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

General

1. **What is the difference between a cumulative meter and an advanced electricity meter?**

Most residential premises today use cumulative meters to measure electricity consumption. Cumulative meters are read once every two months when SP Group sends a meter reader to your premises to record your electricity usage. 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.

Advanced electricity meters or AMI meters allow electricity consumption to be measured at half-hourly intervals and you can track your consumption via the SP Utilities mobile app. With these meters, you will be billed based on your actual consumption, instead of estimated consumption, on alternate months.



2. **Why is an advanced meter being installed at my home?**

Advanced meters allow households to have ready access to their electricity consumption data at half-hourly intervals via the SP Utilities mobile app. Households can then monitor their consumption habits and take action to reduce their consumption and be more energy efficient.

3. **Do advanced meters use more power than cumulative meters?**

Both cumulative and advanced meters require about the same amount of power to work.

Rollout approach

4. How will the advanced electricity meters be deployed across Singapore?

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 meter deployment efficiency.

5. Why does it take about five years for all households in Singapore to have advanced meters?

All 1.4 million household accounts 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 households choose to have their advanced meters installed earlier?

Yes, households who wish to have their advanced meters installed ahead of their scheduled meter replacement date will need to pay a one-time installation fee of \$40 (before GST).

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

Cumulative meters that have reached the end of their lifespan would need to be replaced with advanced electricity meters.

Cost

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

Advanced electricity meter costs are recovered as part of providing grid infrastructure services which are part of electricity rates charged to households.

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.

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 likely paid a one-time meter 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 emit only low-energy frequency waves to transmit information, similar to common devices such as mobile phones and laptops and is significantly lower than the World Health Organisation's guideline limits.

Open Electricity Market

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

SP Group's installation of advanced electricity meters does not affect households' ability to buy electricity from a retailer of their choice

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 existing gas and water meters to advanced meters.

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

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.

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