

**SP SERVICES LTD**

[Acting for itself and as agent for and on behalf of PUB and City Energy Pte. Ltd. [as Trustee of City Energy Trust] for the supply of utilities, and as agent for Veolia ES Singapore Pte Ltd, Colex Environmental Pte Ltd, SembWaste Pte Ltd, 800 Super Waste Management Pte Ltd, TEE Environmental Pte. Ltd. and Alba W&H Smart City Pte. Ltd. in relation to the collection of refuse.]

Submit your application to open a utilities account online via  
<https://openaccount.spgroup.com.sg>

**APPLICATION FORM FOR UTILITIES ACCOUNT**

**APPLICATION FOR WATER, ELECTRICITY, GAS AND REFUSE COLLECTION SERVICES**

(Co. Registration No. 199504470N)

**For Application in Personal name:**

Name of Applicant [Mr/Mrs/Mdm/Ms/Dr]: \_\_\_\_\_ NRIC/FIN [Copy of NRIC/FIN is required]: \_\_\_\_\_  
[“the Consumer”] For the purpose of application for water, gas and electricity only

**Declaration**

Please check here if you are an undischarged bankrupt. Bankruptcy Number: \_\_\_\_\_

**For Application in Company name:**

Name of Company: \_\_\_\_\_ Co Reg No.: \_\_\_\_\_ Co Reg Date: \_\_\_\_\_  
[“the Consumer”] Principal Activities (I) No.: \_\_\_\_\_  
Contact Person: \_\_\_\_\_ [As shown on your ACRA Business Profile]

Tel No. / Handphone No.: \_\_\_\_\_ E-mail address: \_\_\_\_\_  
If you're an e-bill user, your e-bill will be sent to your existing e-services email address

Other Contact No. / Email address (if different from above): \_\_\_\_\_

**DETAILS OF PREMISES**

a. Address of Premises (where supplies are required): \_\_\_\_\_  
\_\_\_\_\_ S \_\_\_\_\_

b. Type of Occupancy:  Owner  Tenant

c. Use of Premises (see Annex):  Domestic  Non-Domestic  
[Security Deposit required. Please make cheque payable to SP Services Ltd]

WARNING: IT IS AN OFFENCE UNDER THE PUBLIC UTILITIES ACT (CAP 261) TO MAKE ANY FALSE STATEMENT, REPRESENTATION OR DECLARATION IN CONNECTION WITH THE APPLICATION FOR WATER SUPPLIED BY THE PUBLIC UTILITIES BOARD

d. Mailing Address in Singapore  Same as Premises  
[if different from Premises]: \_\_\_\_\_ S \_\_\_\_\_

e. Preferred date of Turn-on / Taking over supplies (Subject to availability): \_\_\_\_\_ (day) \_\_\_\_\_ (month) \_\_\_\_\_ (year)

Express turn-on of supplies requested within 24 hours is subject to the availability of appointments and an express charge.  
**Next day turn-on/Express service does not apply for premises without meters or requiring a Licensed Electrical Installation.**  
**Supplies will not be turned on if our technician finds that the meter is not connected to the electrical installation or has been rewired at your premises.**

We may contact you to request for proof of occupancy to process your application.

I/we make application(s) for the following utilities:

Gas supply from City Energy Pte. Ltd. [as Trustee of City Energy Trust]\*  Electricity supply from SP Services Ltd\*\*  Water supply from the PUB\*\*\*

\*For Gas Turn-on /Installation, please call City Energy Pte. Ltd. [as Trustee of City Energy Trust] at 1800-555 1661 for an appointment. Installation and Termination of gas supply fees apply. You need not call if the gas supply for the previous occupant is connected.

\*\*I/we acknowledge that I/we am/are required to engage a licensed electrical worker (LEW) to inspect and test my electrical installation if I have made any alteration or rewiring to it. Thereafter, the LEW will lodge a copy of Certificate of Compliance (CoC) together with this application to SPGroup to check my electrical installation if the electrical installation is exempted from an Electrical Installation Licence. For application of Electricity Supplies above 45 kVA, you are required to submit the "Acknowledgement of Electrical Installation Licence".

\*\*\*I/we acknowledge that I/we am/are required to engage a licensed plumber (LP) to submit the notification for water service installation (WSI) work if I have made any addition or alternation to existing piping. Waterborne Fee will start from the date of water supply turn-on.

Refuse collection charges (if applicable) will start from the opening of account.

\*For Non Domestic Application (please indicate):  Temp Supply  Permanent Supply  
Supply Application No.: \_\_\_\_\_

- I/we agree that the opening of the utilities account is subject to the existing customer's objection and SP Services Ltd has the rights to terminate my utilities account should the existing account holder object to my taking over the account.
- I/we agree that each application for a utility, when accepted, will constitute a binding contract between myself/ourselves and PUB / SP Services Ltd / City Energy Pte. Ltd. [as Trustee of City Energy Trust] / Veolia ES Singapore Pte Ltd / Colex Environmental Pte Ltd / SembWaste Pte Ltd / 800 Super Waste Management Pte Ltd / TEE Environmental Pte. Ltd. and/or Alba W&H Smart City Pte. Ltd. [as the case may be] and I/we agree that such contract shall be separate and independent from each other and shall be separately enforceable.
- In the event that I/we make an application for gas at a later date, I/we agree to be bound by the terms and conditions for supply of gas set out in Part III overleaf and such other terms and conditions which City Energy Pte. Ltd. [as Trustee of City Energy Trust] may, at its absolute discretion, notify and impose. I/we understand that nothing herein shall be construed as an offer by City Energy Pte. Ltd. [as Trustee of City Energy Trust] to supply gas to me / us and that City Energy Pte. Ltd. [as Trustee of City Energy Trust] has the absolute discretion to reject my application for gas supply for any reason.
- I/we acknowledge and agree that SP Services Ltd reserves the right to transfer any amounts due and owing arising from my/ our previous/ closed account to an existing/ new account belonging to me/ us.
- I/we agree to be bound by the terms and conditions specified by each supplier as set out in Part I [Water Supply] / Part II [Electricity Supply] / Part III [Gas Supply] / Part IV [Collection of Refuse] overleaf.
- I/we acknowledge and agree that PUB, SP Services Ltd, City Energy Pte. Ltd. [as Trustee of City Energy Trust], Veolia ES Singapore Pte Ltd, Colex Environmental Pte Ltd, SembWaste Pte Ltd, 800 Super Waste Management Pte Ltd, TEE Environmental Pte. Ltd. and/or Alba W&H Smart City Pte. Ltd. [as the case may be] may collect, use and disclose to any third party and all particulars relating to my/our personal information, in accordance with the Personal Data Protection Act 2012 and SP Group's data protection policy [available at SP Group's website <https://www.spgroup.com.sg/personal-data-protection-policy>], for the purposes of (i) providing the requested services; (ii) billing and account management (including debt collection or recovery); (iii) conducting surveys or obtaining feedback; (iv) informing me / us of their or their related entities' and business affiliates' services and offers (unless I/we duly inform you otherwise); and (v) complying with all applicable laws and regulations, and business requirements.

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### **PART I**

Terms and Conditions of the Contract for the Supply of Water by the PUB

- 1 The Consumer shall pay an initial deposit and maintain it at an amount not less than one and a half times the monthly charges. For non-Singaporeans and non-permanent residents an amount not less than 3 times the monthly charges.
- 2 The Consumer shall accept liability for this account.
- 3 Either party may give 4 working days' notice in writing to the other party to terminate this agreement.
- 4 If the water meter does not in the opinion of PUB correctly register the amount of water supplied to the Premises, PUB shall be entitled to charge such sum as it shall assess and the Consumer shall accept such assessment as final and conclusive.
- 5 The Consumer shall pay for the water supplied to the Premises at the appropriate water tariff according to the use of the Premises. The Consumer shall notify PUB of the change of use of the Premises within 7 days of such change.
- 6 The Consumer shall pay a fee on every reminder issued to the Consumer for failure to make payment in accordance with a bill sent to the Consumer.
- 7 The Consumer shall pay a late payment charge of 1% on any outstanding amount owed by the Consumer, or at such rate as may be gazette by PUB from time to time.
- 8 PUB shall not be liable for any failure or inconsistency in the water supply to the Premises whatsoever and howsoever caused.
- 9 The consumer's attention is drawn to its duties and obligations in the Public Utilities Act [Cap 261] and the Public Utilities (Water Supply) Regulations, as amended from time to time.

### **PART II**

Terms and Conditions of the Contract for the Supply of Electricity by SP Services Ltd ["SP Services"]

- 1 The Consumer shall pay an initial deposit and maintain it at an amount not less than one and a half times the monthly charges. For non-Singaporeans and non-permanent residents an amount not less than 3 times the monthly charges.
- 2 The Consumer shall accept liability for this account.
- 3 Either party may give 4 working days' notice in writing to the other party to terminate this agreement.
- 4 If the electricity meter does not in the opinion of SP Services correctly register the amount of electricity supplied to the Premises, SP Services shall be entitled to charge such sum as it shall assess.
- 5 The Consumer shall pay for the electricity supplied to the Premises at such rates of electricity tariffs for the appropriate category of consumer as is fixed by SP Services from time to time.
- 6 The Consumer shall pay a fee, as is fixed by SP Services from time to time, for every reminder issued to the Consumer for failure to make payment in accordance with a bill sent to the Consumer.
- 7 The Consumer shall pay a late payment charge of 1% on any outstanding amount owed by the Consumer.
- 8 SP Services shall not be liable for any failure or defect in the supply of electricity to the Premises whatsoever and howsoever caused.

### **PART III**

Terms and Conditions of the Contract for the Supply of Gas by City Energy Pte. Ltd. [as Trustee of City Energy Trust] ["City Energy"]

- 1 City Energy has appointed SP Services Ltd to be its agent for the opening and termination of this gas supply account, and the billing, collection and settlement of all charges under this account.
- 2 The Consumer shall pay an initial deposit and maintain it at an amount not less than one and a half times the monthly charges. For non-Singaporeans and non-permanent residents an amount not less than 3 times the monthly charges.
- 3 The Consumer shall accept liability for this account.
- 4 Either party may give 4 working days' notice in writing to the other party to terminate this agreement.
- 5 If the gas meter does not in the opinion of City Energy correctly register the amount of gas supplied to the Premises, City Energy shall be entitled to charge such sum as it shall assess.
- 6 The Consumer shall pay for the gas supplied to the Premises at such rates of gas tariffs for the appropriate category of consumer as is fixed by City Energy from time to time. The Consumer shall notify SP Services Ltd of the change of use of the Premises within 7 days of such change.
- 7 The Consumer shall pay a fee, as is fixed by City Energy from time to time, for every reminder issued to the Consumer for failure to make payment in accordance with a bill sent to the Consumer.
- 8 The Consumer shall pay a late payment charge of 1% on any outstanding amount owed by the Consumer.
- 9 City Energy shall not be liable for any failure or defect in the supply of gas to the Premises whatsoever and howsoever caused.

### **PART IV**

Terms and Conditions of the Contract for the Collection of Refuse by either Veolia ES Singapore Pte Ltd, Colex Environmental Pte Ltd, SembWaste Pte Ltd, 800 Super Waste Management Pte Ltd, TEE Environmental Pte. Ltd. and Alba W&H Smart City Pte. Ltd. [collectively referred to as "Refuse Collection Companies"]

- 1 The Refuse Collection Companies have appointed SP Services Ltd to be their agent for the opening and termination of this refuse collection account, and the billing, collection and settlement of all charges under this account.
- 2 The Consumer shall accept liability for this account.
- 3 Either party may give 4 working days' notice in writing to the other party to terminate this agreement.
- 4 The Consumer shall pay for the refuse collection service performed at the Premises at such rates for the appropriate category of consumer as is fixed by the National Environment Agency from time to time or at such rates determined between the Consumer and the relevant Refuse Collection Company where the Premises do not fall under the Public Waste Collection Scheme and the refuse collection is contracted privately. The Consumer shall notify SP Services Ltd of the change of use of the Premises within 7 days of such change.
- 5 The Consumer shall pay a fee, as is fixed by the Refuse Collection Companies from time to time, for every reminder issued to the Consumer for failure to make payment in accordance with a bill sent to the Consumer.
- 6 The Consumer shall pay a late payment charge of 1% on any outstanding amount owed by the Consumer.
- 7 The Refuse Collection Companies shall not be liable for any failure or defect in the collection of refuse at the Premises whatsoever and howsoever caused.

.....  
Consumer's Signature / Date  
Co Stamp (Where applicable)

.....  
Name and Designation of Person  
signing for the Company

\*I confirm that I am the applicant and that details given in the Utilities Application are true and accurate and I shall not hold SP Services Ltd responsible for any fraudulent acts on my part.

#### **For Official Use**

Utility A/C No: \_\_\_\_\_

Application Collected by: \_\_\_\_\_ Date of Application received: \_\_\_\_\_

Deposit to be billed \$ \_\_\_\_\_

Request for Giro Form  Yes  No

Appt Date and Time Scheduled: \_\_\_\_\_ Remarks: \_\_\_\_\_

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### Annex

#### Use of Premises

Domestic Use	For premises where water supplied are used exclusively for residential purposes including staff housing. <ul style="list-style-type: none"><li>- HDB flat</li><li>- Private apartment</li><li>- Landed houses</li><li>- Condominium</li></ul>
Non Domestic Use	For premises which is used for the purposes of or in connection with any trade, business or profession. <ul style="list-style-type: none"><li>- Hotel</li><li>- Service apartment</li><li>- Boarding house</li><li>- Hostel</li><li>- School</li><li>- Place of worship</li><li>- Mess</li><li>- Dormitory</li><li>- Child care centre</li><li>- Office building</li><li>- Bin Centre</li><li>- Car park</li><li>- Eating Establishments</li><li>- Construction Site</li><li>- Shopping Mall</li><li>- Hawker Centre</li><li>- Industrial</li><li>- Shophouses</li><li>- Community Centre</li><li>- Office</li><li>- Medical Facilities</li><li>- Sports and Recreation</li></ul>