

FAQs on Electricity Supply Connection for Landed Residential Premises

Application Phase

1. Who can I engage if I want to apply for new connection/upgrade/rewiring of my house?

You should engage Licensed Electrical Workers (LEWs) to install or supervise the installation of electrical wiring (including new electrical wiring, or addition or alteration to existing electrical wiring) in your premises. You may search for an [LEW](#) on Energy Market Authority's website.

2. How can I ensure the electrical wiring in my house is done properly?

You can do so by only engaging Licensed Electrical Workers (LEWs) to carry out the electrical work, for example, rewiring, repairing or replacement of any part of electrical installation, inspection, testing, etc.

Quotation Phase

1. How much do I have to pay for my service connection cost?

The amount payable is a standard connection charge based on the capacity applied. You may refer to the [Transmission Service Rate Schedule](#) for the standard connection charges.

2. Can I use my credit card to pay the quotation amount?

Only cash or cheque payment is accepted at our Customer Service Centre at 490 Lor 6 Toa Payoh, #09-11, HDB Hub Biz Three Lift Lobby 1.

Project Implementation Phase

1. How will I know who is the project officer assigned to me?

After we receive payment for the service connection charge, an introduction letter will be sent to you with the contact details of the project officer assigned to your application.

2. Where can I find out the status of my application?

You may contact the project officer stated in our introduction letter to check the status.

3. Why does it take so long to get the service cable connected to my house?

The installation of the service cable requires SP to seek permission from relevant agencies, eg LTA, PUB, NParks to work in public areas. This process typically takes three weeks. After approvals are obtained, it takes about another three weeks for the cable installation work to be completed.

4. Who can I contact to remove the temporary wire at my house?

You may contact our project officer stated in our introduction letter to make arrangements to remove the wire.

Testing/Completion Phase

1. When can I apply for a turn-on appointment?

You may check with your appointed Licensed Electrical worker (LEW) on the process and requirements to apply for turn-on. Normally your LEW can apply for an inspection and turn-on appointment once our service cable is connected to your gate pillar. The appointment can be made 10 calendar days before your preferred date.

2. Do I have to pay for the test?

No. The first test is free. However, subsequent tests are chargeable at \$53.50 (including GST) per test.

3. What if the testing fails?

Your LEW will need to make good on the areas that failed testing and book a new appointment for the retest.

Others

1. Who can I contact if I haven't been assigned a project officer?

You may send your queries to powerfeedback@spgroup.com.sg.