

Advisory for Consumers Switching to Buy Electricity from the Wholesale Electricity Market Through SP Group

1. **Switching is not compulsory.** There is no deadline for switching, so take your time to understand your options before making a decision.
2. **Switching to a retailer will not affect your electricity supply.** SP Group will continue to operate the national power grid and deliver electricity to you.
3. **If you switch to buy electricity from the Wholesale Electricity Market through SP Group,** the electricity rate you pay is uncertain, as it will vary every half hour depending on the prevailing demand and supply situation in the wholesale electricity market.
4. **Before you sign up with SP Group to buy electricity at the wholesale electricity price:**
 - Read the Fact Sheet which summarises the key contractual terms.
 - Ask SP Group to explain the terms and conditions of the contract if you do not understand them.
5. **For any dispute with SP Group, you can approach the Consumers Association of Singapore (CASE) for assistance.**
 - **Website:** www.case.org.sg
 - **Hotline:** 6100 0315 (Operating hours: Mon to Fri, 9am to 5pm)

Fact Sheet for Non-Standard Price Plan

Note:			
<p>1) The Energy Market Authority (EMA) requires SP Group to provide you with this Fact Sheet before you enter into an Electricity Supply Contract with SP Group to <u>buy electricity from the Wholesale Electricity Market at the wholesale electricity price</u>. This Fact Sheet provides you with key information about the contract.</p> <p>2) SP Group must answer any questions you have about this Fact Sheet.</p> <p>3) Unless otherwise stated, all fees and charges stated in this Fact Sheet are <u>inclusive</u> of the Goods and Services Tax (GST). If there is any change to the GST rate during the contract duration, SP Group reserves the right to update the applicable fees and charges to be inclusive of the prevailing GST rate.</p>			
A. General Information			
Name of Electricity Service Provider:	SP Group	Fact Sheet Version Date:	01 October 2021
B. Electricity Price Plan Information			
Name of Price Plan:	Wholesale Electricity Price	Type of Price Plan (see footnote 1):	Non-Standard
This is a <u>Non-Standard</u> Price Plan. The electricity rate to be paid by you is:			
<p>The electricity rate will be determined based on the Uniform Singapore Energy Price (USEP) and other ancillary charges published by the Energy Market Company (www.emcsg.com) in accordance to the Market Support Services Code. The USEP is the half-hourly energy price in the Singapore Wholesale Electricity Market (SWEM).</p>			
SP Group must clearly state any incentives (including the terms and conditions) that you will receive if you contract for the electricity price plan (see footnote 2):			
Not applicable			
Contract Duration:	Not applicable		
Automatic Renewal of Contract (see footnote 3):	<p>The contract has no expiry date.</p> <p>To terminate the contract, simply contact SP Group directly.</p> <p>There will be no charge to terminate the contract.</p>		
Advanced Meter Required (see footnote 4):	No	Direct Billing of Electricity Charges by SP Group (see footnote 5):	Yes
C. Additional Fees or Charges For Electricity Services			
One-Time Registration Fee:	Nil	Late Payment Charge:	1% of overdue amount
Early Termination Charge (see footnote 6):	Nil	Security Deposit (see footnote 7):	The required security deposit will be 65% of the published security deposit on SP Group's website
Any Other Fees and Charges (see footnote 8):			
<p>The below indicative charges are regulated and approved by the EMA, and will be included in your monthly electricity bill:</p>			
List of Other Applicable Charges		Rate (excl. GST)	
Vesting Contract Debit/Credit			
Vesting Contract Debit/Credit		Variable	
Transmission Charges for Low Tension			
Off Peak Period Charge		\$0.0445 per kWh	

Peak Period Charge	\$0.0577 per kWh
Recurring Market Support Service Charges	
Meter Reading and Data Management	\$2.1800 per meter
Market Development and Systems Charge	\$0.0083 per kWh
Retail Settlement Uplift	\$0.0011 per kWh

Refer to www.openelectricitymarket.sg for the list of applicable charges.
A one-time installation fee of \$42.80 may be charged if you opt for a smart meter.

D. Bundled Product or Services (see footnote 9)

There are other products or services bundled with the electricity price plan:

No

If yes, SP Group should specify below what are the bundled products or services. You should discuss the details with SP Group such as the applicable fees and charges as well as the terms and conditions for accepting the bundled products or services:

Not applicable

E. Footnotes

- 1) Please note the differences between a **Standard Price Plan** and **Non-Standard Price Plan**.

	Standard Price Plan	Non-Standard Price Plan
Electricity Rates	<ul style="list-style-type: none"> Inclusive of all applicable charges that vary according to the level of consumption. Will not change throughout the contract duration. 	<ul style="list-style-type: none"> May not be inclusive of all applicable charges that vary according to the level of consumption. May change in accordance with the terms and conditions of the contract.
Other Fees and Charges	<ul style="list-style-type: none"> No recurring charges or fees throughout the contract duration. 	<ul style="list-style-type: none"> May include recurring charges or fees throughout the contract duration.
Contract Duration	<ul style="list-style-type: none"> 6, 12 or 24 months. 	<ul style="list-style-type: none"> Not limited to 6, 12 or 24 months..
Pricing Structure	<ul style="list-style-type: none"> Fixed Price. Pay a fixed rate (e.g. 20 cents/kWh) for electricity throughout the contract duration. <p>OR</p> <ul style="list-style-type: none"> Discount Off the Regulated Tariff. Enjoy a discount off the prevailing regulated tariff (e.g. 5% off) throughout the contract duration. 	<ul style="list-style-type: none"> The electricity retailer may set its own pricing structure, while SP Group can only sell electricity at the USEP.
More Information	<ul style="list-style-type: none"> Visit the Price Comparison Tool at compare.openelectricitymarket.sg to compare the Standard Price Plans offered by different electricity retailers 	<ul style="list-style-type: none"> Visit the electricity retailer's or SP Group's website to enquire on Non-Standard Price Plans.

- 2) SP Group is not allowed to offer any incentive.
- 3) This contract offered by SP Group has no contract expiry date.
- 4) An advanced meter is a digital meter capable of measuring your electricity consumption every half-hour. It is optional to install an advanced meter to measure your half-hourly electricity consumption, unless the price plan you sign up for requires one. The Standard Price Plans do not require an advanced meter.

- 5) With direct billing, SP Group will bill you directly for electricity supply, and send you a separate bill for the other utilities (such as water and gas supply).
- 6) SP Group is not allowed to charge you a fee if you terminate the contract.
- 7) SP Group will require you to provide a security deposit that is 65% of the published security deposit on SP Group's website (www.spgroup.com.sg).
- 8) SP Group will require you to pay other fees and charges, including the prevailing market-related charges. You may refer to www.openelectricitymarket.sg for more information on the market-related charges.
- 9) SP Group is not allowed to bundle the supply of electricity with other products and/or services.