



Reseller Training

Updated August 2025



CONFIDENTIAL



Electricity Market

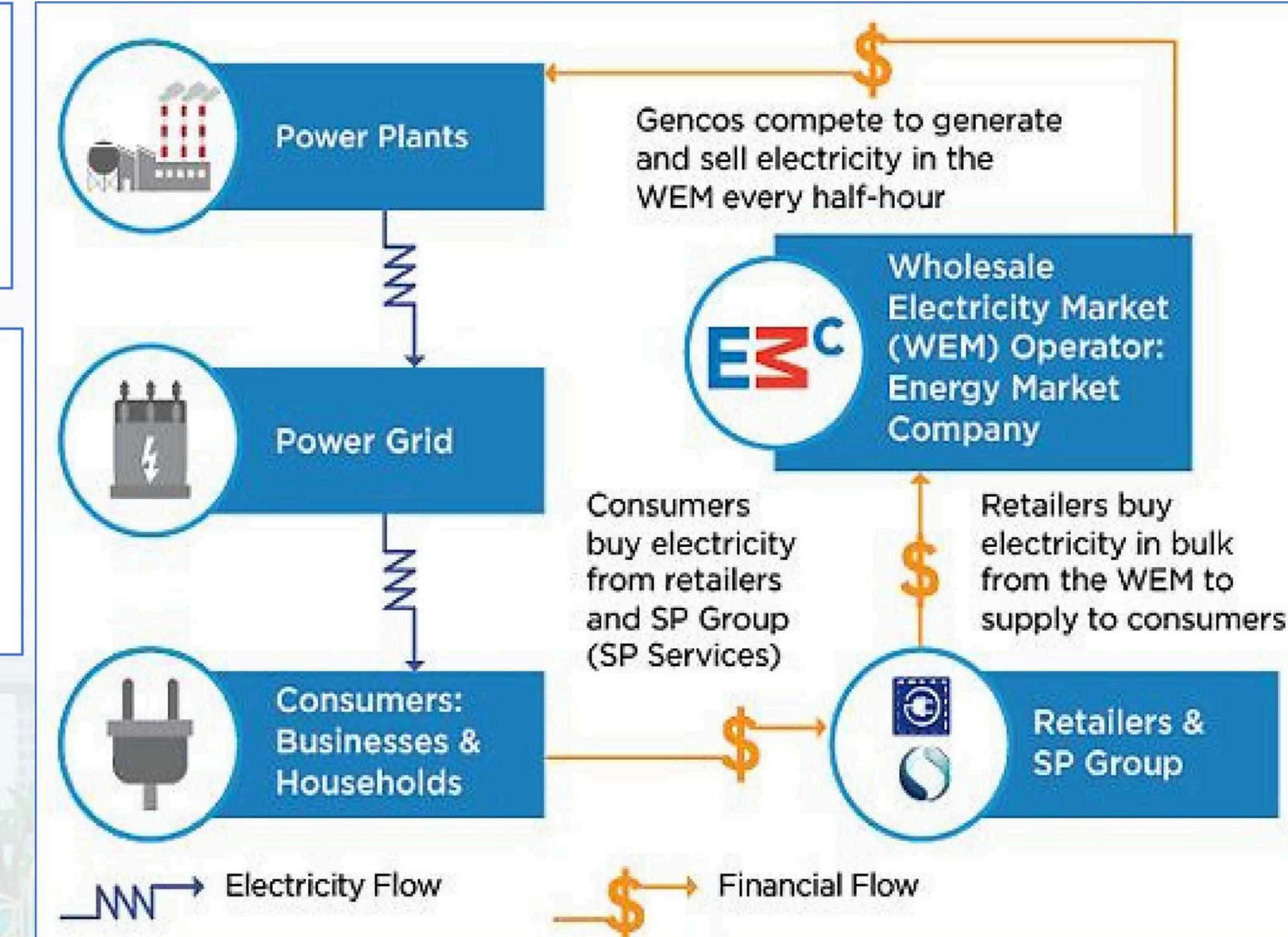


Smart Energy, Sustainable Future

EMA is the regulatory body that governs and regulates and ensures fair competition between all retailers



SP Group (SP Services) provides services such as meter reading, meter data management and facilitating customer transfers between retailers.



Electricity Retailers



Default electricity Provider for all households (gov)

Note:

- Red outlines are power generation companies
- Blue outlines are offering same SP Bill for residential customers

Personal Data Protection Act

Salesperson shall not disclose consumer data of a particular consumer to any person without the consent of that particular consumer in writing, except where such consumer information has been aggregated such that the consumer cannot be identified. Or when consumer information is required to be disclosed under the following situations,

- For complying with Market Rules

Salesperson should take all reasonable steps to ensure that **any disclosure of consumer personal data is for the purpose of provision of electricity retailing services.** Salesperson must not retain and/or collect consumer's data on their mobile devices and/or hardcopy forms.

- All active agents must sign off on a PDPA Declaration Form and TPS Checklist to declare that they have read and understood the PDPA compliance on a yearly basis as long as they are actively selling.
 - Salesperson must not retain and/or collect consumer's data on their mobile devices and/or any hardcopy forms.
- Any personal information sent by the customer to the agent via text messages must be deleted once the purpose of the text message has been fulfilled

TUAS POWER SUPPLY PTE LTD	
DECLARATION OF DELETION OF PDPA RELATED ITEMS	
Company : _____	Designation : _____
Employee Name : _____	Mobile No. : _____
Declaration Period : 01 Jan to 31 Dec 2020	
In compliance with Personal Data Protection Commission Singapore (PDPC)'s advisory guidelines on the use of NRIC / FIN / passport numbers, I hereby confirm that:	
(a) I have deleted all individuals *NRIC / FIN / passport images from all my devices, if any. (b) I have shredded all physical copies of individuals *NRIC / FIN / passport images. (c) I will not collect any individuals *NRIC / FIN / passport information of customers after 1 Sep 2019. (d) I have used the consumer *personal data for the purpose of provision of electricity retailing services only. (e) I have taken all reasonable steps to ensure that any disclosure of consumer *personal data is for the purpose of provision of electricity retailing services only. (f) I have complied and will comply with the guidelines stated in the TPS checklist and the Personal Data Protection Policy of the Company.	
<small>*Personal data includes full name, NRIC number or FIN number, passport number, mobile telephone number, personal email address, thumb print, DNA profile, residential address. It does not apply to personal data which is business contact information.</small>	
<small>Business contact information refers to an individual's name, position name or title, business telephone number, business address, business electronic mail address or business fax number and any other similar information about the individual, not provided by the individual solely for his personal purposes. Refer to Tuas Power PDP policy clause 2.2.</small>	
Signature _____ Date _____	

TPS CHECKLIST FOR PERSONAL DATA PROTECTION ACT COMPLIANCE (PDPA)
Effective : 1 Jan 2020

Name : _____
Date : _____

No	Description	Check the box
1	Customer's personal data include the NRIC number, FIN number, passport number, mobile number, personal email address, date of birth, thumb print, residential address.	<input type="checkbox"/>
2	Do not write down the particulars of the customers. Customers shall input their own particulars during the sign up.	<input type="checkbox"/>
3	Seek customer consent if customer want you to input the particulars on behalf during sign up.	<input type="checkbox"/>
4	Do not take picture of the customers personal data (refer to item 1).	<input type="checkbox"/>
5	Explain to customers that full NRIC has to be input so that we can validate the NRIC. However, we are only collecting the last 4 characters.	<input type="checkbox"/>
6	NRIC last 4 characters and/or registered mobile number will be used for login into Tuas Power portal and act as one of the verification when customers called through our hotline.	<input type="checkbox"/>

Signature: _____

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Fair Marketing Practices

Mandatory Requirement for Roadshows
Identification Requirements

1. Salesperson should **identify themselves at all times with a photo ID** which states the name of the electricity retailer they represent, the electricity license number, business contact number and electronic mailing address.
2. Provide only **accurate, verifiable and truthful comparisons** for consumer.
3. To explain to consumer in simple and clear manner all key information & terms in an offer to sell.
4. To ensure consumers has sufficient time to understand the T&Cs.
5. Must not make **misrepresentation or mislead consumer**.
6. Must not **exert undue pressure or harass consumer** into signing contract

Products and Promotions



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Electricity Tariff

Jan 22 to Jul 2025



Changes every 3 months



Visit SP Group's website for updated electricity tariff rates: <https://www.spgroup.com.sg/our-services/utilities/tariff-information>

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Product Packages



Types of
Plans:



PowerFIX:

1. Rate is **FIXED** for entire contract duration, 2 or 3 years
2. **SP Rate** May fluctuate up and down our contract rate,

Product Packages



Types of
Plans:



PowerDOT:

1. Rate is a **5% cheaper** than SP throughout contract duration
2. Customers get to enjoy **guaranteed savings** by always paying a discount off SP

Product Packages & Promotion Terms



Bill Rebates

1. **New signups only**
2. Credited only on **2nd/3rd month bill** after transfer date. Can be **used to offset the entire bill, not just electricity**.
3. Any **balance will be rolled-over to the next month** or until completely utilized.
4. Customers are still entitled to GOV USAVE

Early Termination

1. Customers will be **fined Early Termination Charge of \$200**
2. Any Rebates/Entitlements will be clawed back

Product Packages & Promotion Terms

Partner
Promotion



- Free 12 months Singlife Insurance (Optional)
- Choose one: Personal accident, Home insurance, Travel insurance
- Insured adult up to 70 years of age



- Each existing TPS customer will have their own unique referral code.
 - A Referrer = an existing TPS customer,
 - Referee = new Customer who is not an existing TPS customer yet
 - Referrer and Referee will each get a \$20 bill rebate for each successful referral
- Not applicable for sign ups at TPS booths
- Please politely reject customers who are keen to sign up using referral code

Sales Process:

SP Customer



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Sales Process



 SPgroup
Empowering the Future of Energy

Customer Name
Customer Address

625-000669-00335-1444

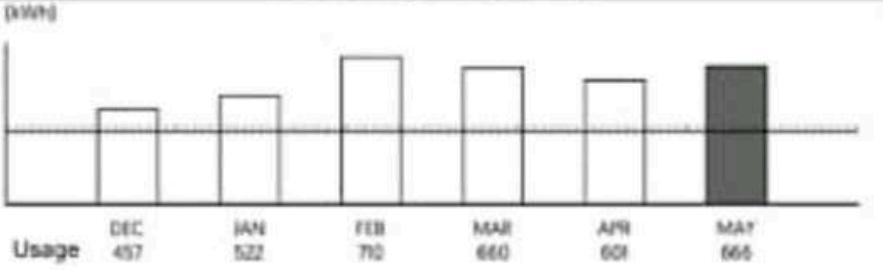
May 2025 Bill
Account No. 8948946838

1

Total Amount Payable: \$292.57
Payment Due: 21 May 2025

This is your tax invoice for
[REDACTED]

Billing Period	Bill Date	Account Type	Deposit
07 Apr 2025 - 06 May 2025	07 May 2025	Domestic	\$100.00

Current Charges	Consumption Trend	Total
 Electricity Services Usage: 666 kWh	 Usage: DEC 457, JAN 522, FEB 710, MAR 660, APR 601, MAY 666 Legend: Dashed line 373, Solid bar 350	\$187.28



Check Customer's SP bill to ensure that he is not an existing Tuas Customer

Sales Process



Summary of Charges				
Balance Brought Forward from Previous Bill			\$149.44	
Payment on 23 Apr 2025 - Thank You			-\$149.44	
Outstanding Balance			\$0.00	
Current Charges due on 21 May 2025 (Wed)			\$292.57	
Total Amount Payable				\$292.57
Summary of U-Save				
Opening Balance			\$0.00	
U-Save Used			\$0.00	
Closing Balance			\$0.00	
Breakdown of Current Charges				
Electricity Services	Usage	Rate (\$)	Amount (\$)	Total (\$)
Meter Reading taken : 13445	666 kWh	0.2812	187.28	187.28
Gas Services by City Energy Pte. Ltd. [as Trustee of City Energy Trust]	124 kWh	0.2272	28.17	28.17

SP Rate is **0.2747** before GST

SP Rate is **0.2998** After GST

Customer will compare and mention that their SP rate is 0.2747, but our Tuas rate after GST: 0.266/0.268

Sales Process:

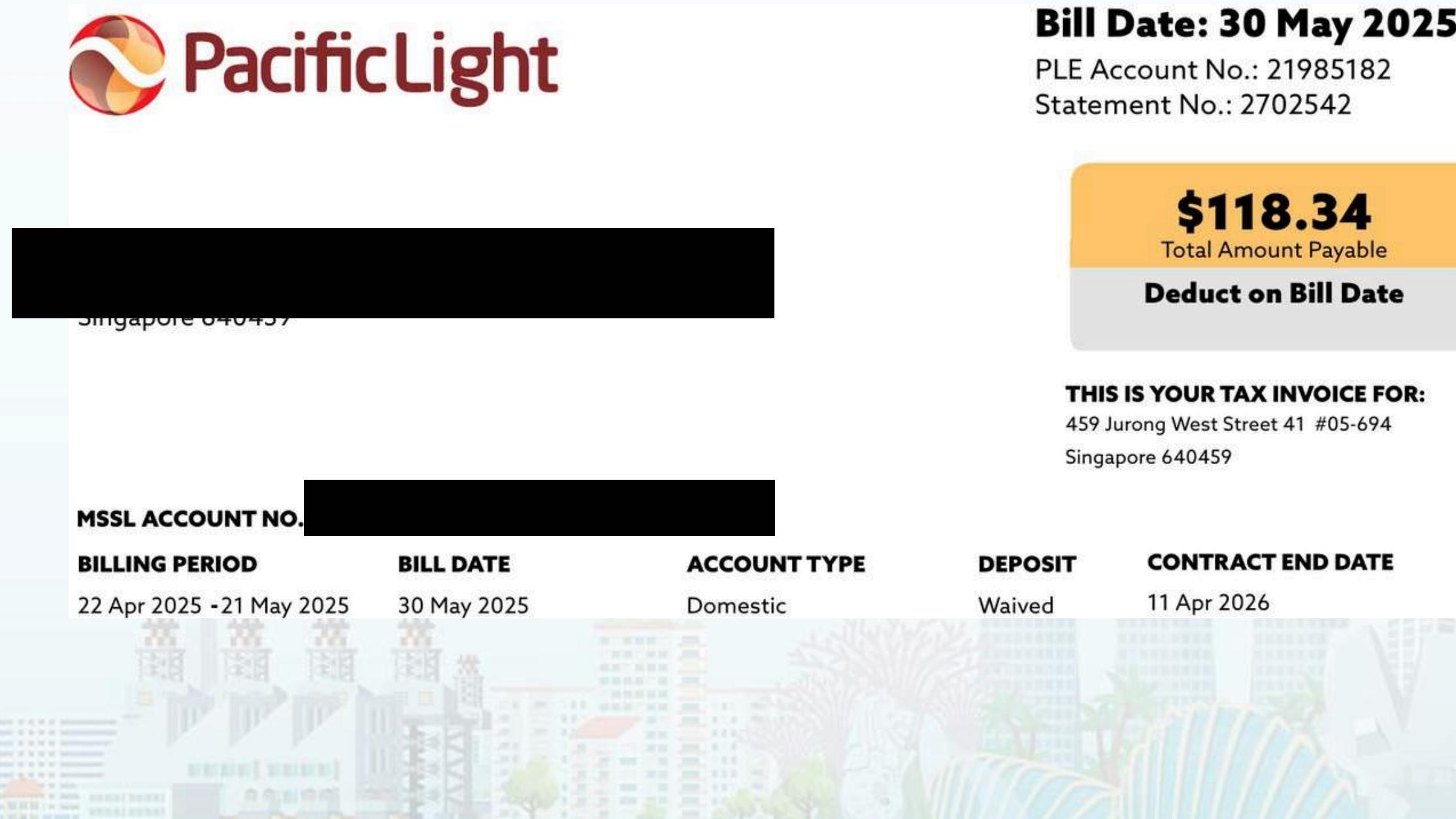
Retailer

Customer



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Sales Process



PacificLight

Singapore 640459

MSSL ACCOUNT NO. [REDACTED]

BILLING PERIOD	BILL DATE	ACCOUNT TYPE	DEPOSIT	CONTRACT END DATE
22 Apr 2025 - 21 May 2025	30 May 2025	Domestic	Waived	11 Apr 2026

Bill Date: 30 May 2025
 PLE Account No.: 21985182
 Statement No.: 2702542

\$118.34
 Total Amount Payable
Deduct on Bill Date

THIS IS YOUR TAX INVOICE FOR:
 459 Jurong West Street 41 #05-694
 Singapore 640459

Check Customer's Retailer bill to Check:

- 1. Contract End Date**
- 2. Competitor's Rate (Usually Before GST)**

Sales Process



BILLING PERIOD: 22 Apr 2025 - 21 May 2025

BREAKDOWN		USAGE	RATE(\$)	AMOUNT(\$)	GST(\$)
ELECTRICITY SERVICES - Savvy Saver 24					
Electricity at Fixed Rate (9% GST)		400.762 kWh	0.270900	\$108.57	\$9.77
OTHER(S)					
Subtotal				\$108.57	\$9.77

**Check Customer's
Retailer bill to Check:
1. Contract End Date
2. Competitor's Rate
(Usually Before GST)**

**Our rate before GST:
0.2420**

Sign Up Process:

SP Customer



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Step 1:

Sign up online via <https://savewithtuas.com/promotions/tprs25/>

PowerFIX 6 6 Months Fixed Rate (with GST) \$0.2700 /kWh Sign up now Factsheet Terms & Conditions	PowerFIX 12 12 Months Fixed Rate (with GST) \$0.2867 /kWh Sign up now Factsheet Terms & Conditions	PowerFIX 24 24 Months Fixed Rate (with GST) \$0.2768 /kWh Sign up now Factsheet Terms & Conditions	PowerFIX 36 36 Months Fixed Rate (with GST) \$0.2747 /kWh Sign up now Factsheet Terms & Conditions	PowerDOT 12 12 Months % Discount off Tariff 3% Sign up now Terms & Conditions	PowerDOT 24 24 Months % Discount off Tariff 5% Sign up now Factsheet Terms & Conditions
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Step 2:

Seamlessly transfer your account to Tuas Power now!



New Customers

View our electricity plans available and choose one that fits you to a T. We'll submit a request to transfer on your behalf.

[Choose now](#)

Existing Customers

Thinking of renewing your contract? Choose your renewal plan in the T+ Privileges portal

[Login now](#)

Select “Choose now” for new sign-ups

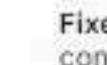
Step 3:

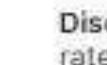
Consumer Advisory for Open Electricity Market

1. Switching to an electricity retailer is not compulsory. There is no deadline for switching, so take your time to understand your options before making a decision.

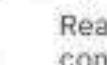
2. Switching to a retailer will not affect your electricity supply. SP Group will continue to operate the national power grid and deliver electricity to you.

3. There are two types of standard price plans:

  Fixed Price Plans are more suitable for consumers who prefer a constant electricity rate throughout the contract duration. The electricity rate may be higher or lower than the regulated tariff during the contract duration, as the regulated tariff is reviewed every quarter.

  Discount Off the Regulated Tariff Plans provide a fixed discount off the regulated tariff, but the electricity rates will change when the regulated tariff changes. These plans are more suitable for consumers who do not mind changes in electricity rates every quarter so long as it is lower than the regulated tariff.

4. Before you sign up with a retailer:

  Read your selected price plan's Fact Sheet which summarises the key contractual terms. If you choose a contract with automatic renewal, the retailer must offer a renewed electricity rate that is lower than the regulated tariff at the point of renewal.

 Take note of the terms and conditions for any bundled products or services. Ask the retailer to explain the terms and conditions of the contract if you do not understand them.

5. For any dispute with your contracted retailer, you can approach the Consumers Association of Singapore (CASE) for assistance.

• www.case.org.sg • 9795 8397 (Operating hours: Mon - Fri: 9am to 5pm)

By signing, I acknowledge that I have read and understood the advisory note provided by EMA.



Customer to sign off as acknowledgement

Reset Signature

Sign up now

Compare and decide which electricity plan that fits you to a T!

Campaign or Referral Code:

Key in Campaign code and hit 'Submit'

Select a product:

Please Select

Please Select

PowerFIX 36 + \$160 Bill Rebate

PowerFIX 36

PowerFIX 24 + \$100 Bill Rebate

PowerFIX 18 + \$20 Bill Rebate

PowerFIX 12

PowerDOT 24 + Grocery Voucher

PowerDOT 12 + Grocery Voucher

Products on the right side will refresh and appear.

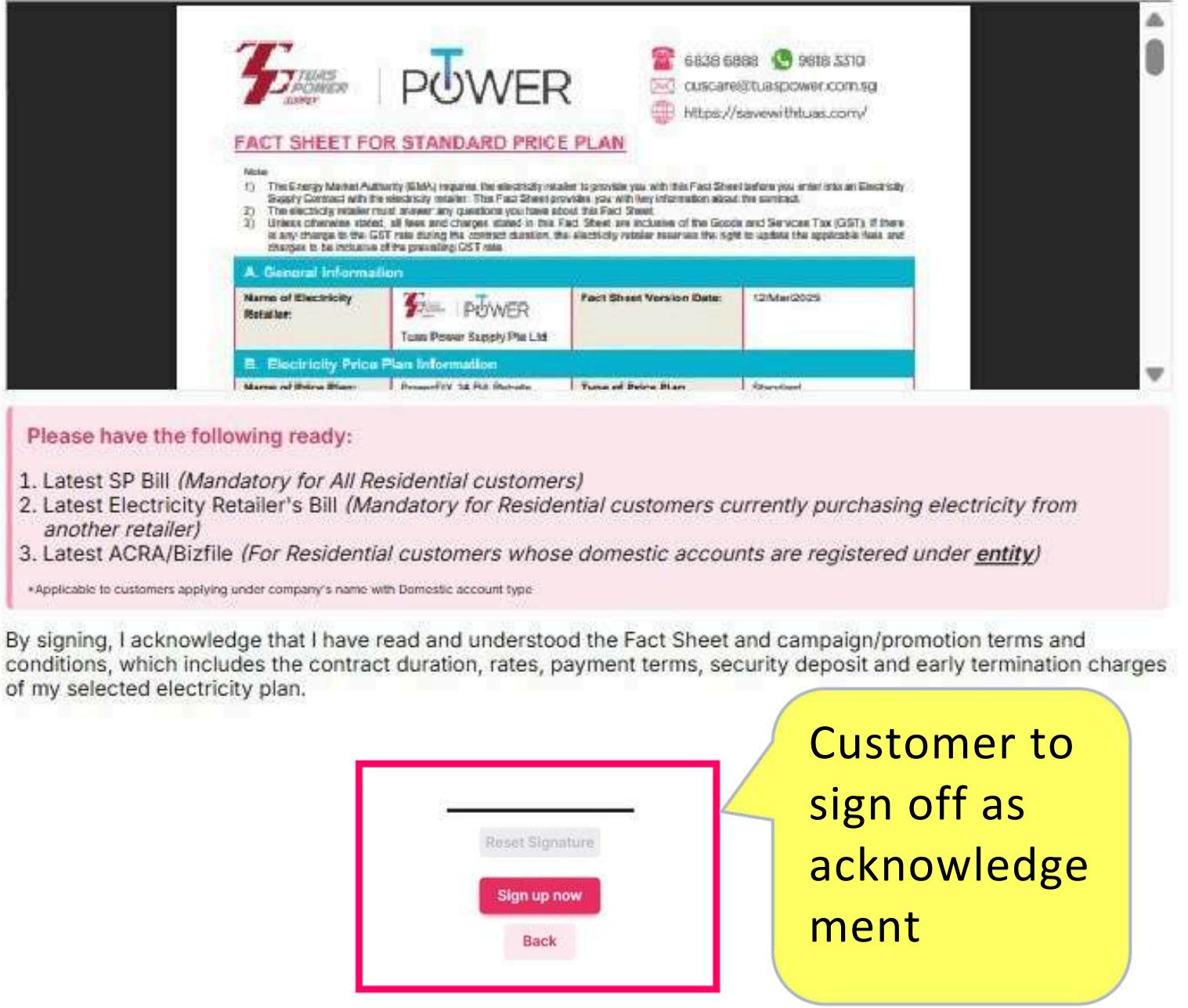
CAMPAIGN CODE: **TPRS25**

Step 4: Plan selection

27.68¢ /kWh (after GST)

Rates: 25.39 cents/kWh (w/o GST), 27.68 cents/kWh (w GST) with \$100 Bill Rebate
Duration: 24 months

[Download Fact Sheet](#)
[Download Terms & Conditions](#)



Please have the following ready:

1. Latest SP Bill (*Mandatory for All Residential customers*)
2. Latest Electricity Retailer's Bill (*Mandatory for Residential customers currently purchasing electricity from another retailer*)
3. Latest ACRA/Bizfile (*For Residential customers whose domestic accounts are registered under entity*)

*Applicable to customers applying under company's name with Domestic account type.

By signing, I acknowledge that I have read and understood the Fact Sheet and campaign/promotion terms and conditions, which includes the contract duration, rates, payment terms, security deposit and early termination charges of my selected electricity plan.

Customer to sign off as acknowledgement

1. The fact sheet of the selected plan will be generated automatically after selection.
2. Do ensure that you review the **Electricity rate, Rebates and ETC** of the plan the customer is signing up for.

Step 5: Customer Details - NRIC field (PDPA)

Important Notice

TAKE NOTE: Please ensure that you have selected the right current electricity retailer when signing up to prevent any delays in your contract start date.

Premise Details For The Electricity Package

SP Account No.

SP account number is required to facilitate transfer and processing of your account.

Your current Energy Retailer: *

Are you the SP Utilities Account Holder?

Yes No

SP Utilities Account Holder Name *

Enter name as per his/her NRIC

NRIC / FIN *

Please enter the full NRIC for a one-time sign up verification purpose. The data will not be stored or collected as a whole. The collection of the NRIC is limited to the last 4 characters.

* I hereby represent and undertake that the SP Utilities account holder has authorised me to open the account with Tuas power on his/her behalf.

Please tick here if you do not have an NRIC/FIN.

Premise Postal Code *

Enter postal code and click 'Retrieve'

Retrieve

Premise Unit No. *

Premise Block No. *

Premise Building Name *

Premise Street Name *

Premise Ownership *

Premise Type *

Owner

Is the mailing address same as premise address?

Yes No

- Do not need to fill in SP Account No. (For now)
- Due to PDPA, advisable for customers to fill in their details themselves
- If customer requests, you can help customer fill up their details
- Do ensure all details are correct

Step 6: Preferred commencement Date

Step 1 Customer Details Step 2 Premise Details Step 3 Commencement Date Step 4 Attachment & Insurance Opt-In Step 5 Confirmation

Choose your preferred start date

Please select your preferred/earliest start date *

10/04/2025

April 2025

Sun	Mon	Tue	Wed	Thu	Fri	Sat
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

In the event that your preferred date is not possible, Tuas Power will work with SP to arrange for the next available date.

Product Details

PowerFIX 18 + \$20 Bill Rebate
 Rates: 26.3 cents/kWh (w/o GST), 28.67 cents/kWh (w GST) with \$20 Bill Rebate
 Duration: 18 months

Continue

- Earliest start date on the sign-up page by **default** is **14 working days**.
- For start date that are less than 7 working days, please inform us with customer details.
- Resellers are **required to advise** the customer to inform their current retailer via email that they
 - do not want to renew,
 - do not want to be auto-renewed

Step 7: Attachment & Insurance Opt-in



Attachment

Tuas Power's WhatsApp Number: 9818 3310 (only applicable for document submission, please call our hotline 6838 6888 for any enquiries)
If you currently do not have your documents with you, no worries! You can also choose to upload your information via Whatsapp. Please include the applicant's name when sending your details.

Latest SP Bill

No file chosen

* I acknowledge and agree to the following:

- I will submit all supporting documents to Tuas Power via WhatsApp at least seven (7) business days before my preferred electricity supply start date.
- If there are delays and/or errors in the supporting documents provided, Tuas Power will make reasonable efforts to reschedule the electricity supply as soon as possible.
- Tuas Power shall not be liable for any damages or losses arising from such delays, except for those directly caused by Tuas Power's negligence or wilful misconduct.

Singlife Insurance Opt-in

* Provided by PLAS

I wish to receive 12 months complimentary insurance underwritten by Singapore Life Ltd. ("Singlife")

Yes No

Continue

Agents no longer need to take picture of SP bill and upload into the sign up portal (For Now)

Please inform the customer that upon opting in, an insurance agent will contact them approximately two weeks after their contract starts

Step 8: Confirmation

Your Details

Applicant Name	LDNALN
NRIC/FIN/Passport	*****428Z
Birth Date	01-1996
Contact Number	(Mobile)97940494
Email Address	terence@gmail.com
Mailing Address	628 ANG MO KIO AVENUE 4 01-23 560628
Current Energy Retailer	SP Services

SP Utilities Account Holder

SP Utilities Account Holder Name	ashraf
SP Utilities Account Holder NRIC/FIN /Passport	*****428Z

Premise Details For The Electricity Package

SP/MSS Account No.	-
Address	628 ANG MO KIO AVENUE 4 01-23
Postcode	560628

Product Selected

Product	PowerFIX 36 + \$160 Bill Rebate
Rates	25.2 cents/kWh (w/o GST), 27.47 cents/kWh (w GST) with \$160 Bill Rebate
Duration	36 months

Preferred Commencement Date

Start Date: 26 Jun 2025

Singlife Insurance Opt-in

*Provided by PIAS

Opt In	No
--------	----

Confirm Customer's details
are correct

Step 9:Confirmation

For Staff Use Only

Agent ID <input type="text" value="Enter agent ID"/>	Employee ID <input type="text" value="Enter employee ID"/>	Venue <input type="button" value="▼"/>
Amount of Shopping Voucher: <input type="button" value="▼"/>		
Voucher Info: <input type="text"/>		
Voucher Image: <input type="button" value="Choose File"/> No file chosen		
<input type="checkbox"/> By signing, I/we acknowledge that, <ul style="list-style-type: none"> • I have read the terms & conditions and Electricity Supply Contract Fact Sheet version date PowerFIX 36 + \$160 Bill Rebate : 12 Mar 2025. • I have confirmed that the above listed details of the application are correct and complete. • Commencement date will defer if submission is inaccurate or incomplete. 		

- Under Agent ID, Input your own Agent ID found on your tags.
- Under Venue, Select this week's roadshow location that will be updated every week
- Do Not input the wrong Agent code or Wrong Venue

Sign Up Process:

Retailer Customer



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Step 1- 4 is the same



Step5: Customer Details - NRIC field(PDPA)

Premise Details For The Electricity Package

SP Account No.

SP account number is required to facilitate transfer and processing of your account.

Your current Energy Retailer: *

SP Services

Diamond Electric Pte. Ltd.

Geneco (Seraya Energy Pte Ltd)

Keppel Electric Pte Ltd

MSSL (Wholesale)

PacificLight Energy Pte Ltd

SembCorp Power Pte Ltd

Senoko Energy Supply Pte Ltd

SP Services

Sunseap Energy Pte Ltd

Union Power Pte Ltd

Are you the SP Utilities Account Holder?

Yes No

SP Utilities Account Holder Name *

Enter name as per his/her NRIC

NRIC / FIN *

Select correct Customer's energy Retailer

Premise Details For The Electricity Package

SP Account No.

SP account number is required to facilitate transfer and processing of your account.

MSS Account No.

10-digit account number beginning with 9xxxxxxxx.

Your current Energy Retailer: *

Geneco (Seraya Energy Pte Ltd)

Are you the SP Utilities Account Holder?

Yes No

Do not need to input SP Account No and MSS Account No

Step 6: Preferred commencement Date

Step 1 Customer Details Step 2 Premise Details Step 3 Commencement Date Step 4 Attachment & Insurance Opt-In Step 5 Confirmation

Choose your preferred start date

Please select your preferred/earliest start date *

10/04/2025

April 2025

Sun	Mon	Tue	Wed	Thu	Fri	Sat
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

In the event that your preferred date is not possible, Tuas Power will work with SP to arrange for the next available date.

Product Details

PowerFIX 18 + \$20 Bill Rebate
 Rates: 26.3 cents/kWh (w/o GST), 28.67 cents/kWh (w GST) with \$20 Bill Rebate
 Duration: 18 months

Continue

For Other Retailer Customers:

1. Check for their contract end date with their retailers. (Found on their Retailer's Bill)
2. Choose the preferred start date to be one day after their contract ends with their current retailers

EG: Senoko contract end date:
 26/04/2025
 EG: Tuas Start date: 27/04/2025

Step 7: Customer Details - NRIC field (PDPA)

Step 1
Customer Details

Step 2
Premise Details

Step 3
Commencement Date

**Step 4
Attachment &
Insurance Opt-In**

Step 5
Confirmation

Attachment

Tuas Power's WhatsApp Number: **9818 3310** (only applicable for document submission, please call our hotline **6838 6888** for any enquires)

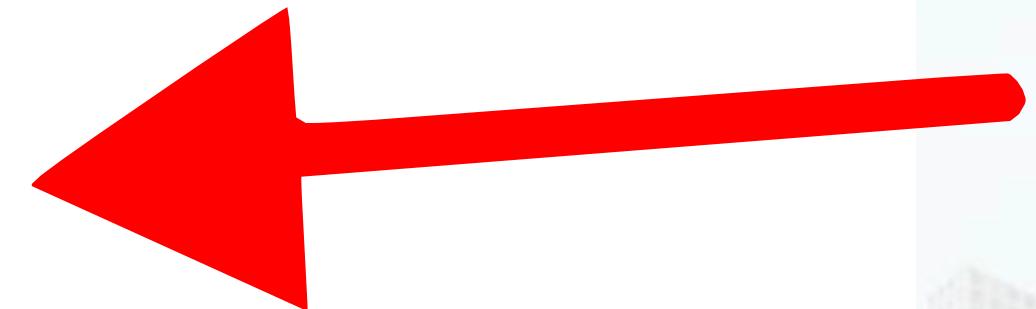
If you currently do not have your documents with you, no worries! You can also choose to upload your information via Whatsapp. Please include the applicant's name when sending your details.

Latest SP Bill

No file chosen

Retailer's Electricity Bill

No file chosen



Ignore Latest SP Bill
Ignore Retailer's
Electricity Bill

Final Step: Submission of SP and Retailer Bill

Tuas Power's WhatsApp Number: **9818 3310** (only applicable for document submission, please call our hotline [6838 6888](#) for any enquires)

If you currently do not have your documents with you, no worries! You can also choose to upload your information via Whatsapp. Please include the applicant's name when sending your details.

- Submit SP Bill on the Spot
 - If customer has SP app, get them to Screenshot their bill and send to **9818 3310 via whatsapp**
- Submit SP Bill at home
 - If customer does not have SP app, get them to Screenshot their physical bill and send to **9818 3310 via whatsapp**

Renewal customer



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Step 1:

Seamlessly transfer your account to Tuas Power now!



New Customers

View our electricity plans available and choose one that fits you to a T. We'll submit a request to transfer on your behalf.

[Choose now](#)

Existing Customers

Thinking of renewing your contract? Choose your renewal plan in the T+ Privileges portal

[Login now](#)

Select “Login now” for renewal customers

Renewal Process

T+ Privilege

T+会员

Enter the following to access.

登录请输入以下信息

Mobile Number

手机号码

Unit / House No. (Without # - E.g. 01-123)

单位/门牌号码:  (排除# - 例如 01-123)

Postal Code

邮政编码:

OTP

一次性密码:

Get OTP via Email

通过电邮获取一次性密码

Get OTP via SMS

通过短信获取一次性密码

For Renewal Customers:

- 1. Input Customer Details (Account Holder Details)**
- 2. Select one OTP method and only click it once. Do not spam the “Get OTP”**
- 3. If page refreshes with all the details missing, details are wrong so do check with their SP BILL**

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Renewal Process



[My Profile](#) | [My Referral](#) | [T+ Privilege](#) | [My Renewal](#) | [Relocation Survey](#) | [Locate Power Supply](#)

Profile

For Renewal Customers:

1. Click My Renewal
2. Explain the Consumer Advisory and
3. Select the correct plan of customer
4. Input Agent ID
5. Get customer to sign off



Consumer Advisory for Open Electricity Market

1. Switching to an electricity retailer 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.
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 - Discount Off the Regulated Tariff Plans** provide a fixed discount off the regulated tariff, but the electricity rates will change when the regulated tariff changes. These plans are more suitable for consumers who do not mind changes in electricity rates every quarter so long as it is lower than the regulated tariff.
 4. Before you sign up with a retailer:
 - FACT SHEET** Read your selected price plan's Fact Sheet which summarises the key contractual terms. If you choose a contract with automatic renewal, the retailer must offer a renewed electricity rate that is lower than the regulated tariff at the point of renewal.
 - CONTRACT** Take note of the terms and conditions for any bundled products or services. Ask the retailer to explain the terms and conditions of the contract if you do not understand them.
 5. For any dispute with your contracted retailer, you can approach the Consumers Association of Singapore (CASE) for assistance.
 - www.case.org.sg
 - 9795 8397 (Operating hours: Mon - Fri: 9am to 5pm)
- By signing, I acknowledge that I have read and understood the advisory note provided by EMA.

Reset Signature
CONTINUE

Renewal Product Details

Campaign Code (If applicable)

Please click on 'Submit' button

Select a product:

PowerFIX 36 with \$160 Bill Rebate

(Referral Code is not applicable.)

SUBMIT

POWERFIX 36 WITH

Rates: 26.88 cents/kWh (w/o GST), 29.3 c

Duration: 3

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FAQ



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Frequently Asked Questions

Q: What is the difference between buying from Singapore Power and from an Electricity Retailer?

A: SP is the default service provider for the consumers. Electricity Retailer is a private retailer helping consumers to secure competitive electricity rates. Consumers now has the option to switch out from SP to a private retailer for more competitive rates

Q: How do I switch to TPS?

A: Tuas Power will assist to submit transfer request to SP so consumers do not need to inform SP about the transfer.

Q: How long does it take to transfer my account to TPS?

A: The turn around time for transfer is 14 business days, but it also depends on the data accuracy. If the customer's data is not the same as the SP account holder's upon sign up, the transfer cannot occur. A wrong entry/ input of the customer's name and/or missing SP/ MSSL account number and no submission of bills could cause a delay in the transfer as well.

Do note that customers with solar panels or on PayU (pay-as-you-use) schemes will not be accepted for transfer.



Frequently Asked Questions

Q: Will there be any power disruption during the switch to TPS?

A: There will be no power disruption as there will be no change to the meter.

Q: Do I have to pay security deposit?

A: For existing SP customers, SP will maintain current deposit thus you do not have to pay Tuas Power additional deposit. For non-existing SP customers, SP will collect 65% deposit for electricity account via the SP bill.

Q: Will I incur any cost for the transfer to TPS?

A: There will be no cost for the transfer to TPS.

Q: Will my contract auto-renew upon expiry of the new contract?

A: Yes, after the new contract term has expired there will be auto-renewal. To renew before the contract expiry date, customer can choose to either renew via T+ portal, call our hotline or visit any one of our roadshows



Frequently Asked Questions

Q: Will there be a change to my meter upon switching to TPS?

A: No, the meter do not need to be changed for the switch to TPS.

Q: How do I make payment to TPS for the electricity invoice?

A: Consumers can continue with current payment mode to SP.

Q: Will my GIRO payment be affected if I switch to TPS?

A: No, current Giro payment will not be affected as SP will continue to invoice consumers.

Q: Is the online submission legally binding?

A: Customer is deemed to have enter into a valid contract once the online submission is completed.

Q: What happens if customer want to terminate the contract before the expiry date?

A: Once customer enter into contract there will be early termination fee of \$200 chargeable to customer should they decide to do early termination.



Frequently Asked Questions

Q: Will customer still receive U-Save Rebates? Yes, customer will still be eligible for U-Save. A: Will I receive separate invoice for water, gas and electricity?

A: Tuas Power has appointed SP to continue as billing agent so there will not be a separate utility invoice to consumers.

Q: Why is PowerFIX 18 and PowerFIX 36 considered a non-standard plan?

A: PowerFIX 18/36 are considered non-standard plan because the contract duration does not fall within the criteria outlined by EMA.

Q: Is it mandatory for customers to replace their existing meter?

A: It is not compulsory for customers to change their existing meter, but they can choose to retain their existing meter. Should customer choose to change their meter, a one time installation fee of \$43.60 inclusive of 9% GST applies (determined by SP group).



Frequently Asked Questions

Q: I will be moving house, can I transfer my current contract to my new house? Yes, customers can either login to their T+ portal or inform Tuas Power directly of this relocation at least 1 month in advance. There will be no additional charges for this arrangement. However, if customer decide to terminate the current contract, there will be a \$200 early termination charge.

Q: With the new PDPA guidelines from 1 Sep, why do I still need to key in my full NRIC?

A: It is so that the system can verify the validity of the NRIC. Please be rest assured that Tuas Power Supply will only retain the last 4 characters (last 3 numbers + alphabet) and not the full NRIC.

Q: How can I set up Recurring Payment with my credit Card?

A: Recurring credit card payment will only be made available via the SP Utilities App. Therefore, customers will have to download the SP App.



Frequently Asked Questions

Q: Will customers transferring from other retailers incur any additional charges?

A: There are no additional charges, however please inform customer that SP will collect the security deposit that was previously refunded.

SP security deposit for contestable customers has been split into 2:

- (i) 65% of the security deposit allocated to electricity account, and
- (ii) remaining 35% allocated to non-electricity account.

For customers who transferred to other retailers, SP will collect 65% security deposit back from the customer.

To determine how much the customer is required to top up, please advise customer to contact SP directly.

Note: Tuas Power and Sembcorp are using SP as their billing agent, hence the security deposit is being retained by SP.



Thank
you!



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