

COMMERCIAL UTILITIES ACCOUNT GUIDE BOOK

GETTING
STARTED

OPENING
YOUR UTILITIES
ACCOUNT

GETTING
YOUR UTILITIES
SUPPLIES

MANAGING YOUR
UTILITIES ACCOUNT

CLOSING YOUR
UTILITIES ACCOUNT

Here are **5 steps** to guide you through your commercial utilities journey with us.



Getting started

- Use of premises
- Types of supply
- Meter(s) requirements
- Security deposit and supply capacity/load

Opening your utilities account

- Where to apply?
- Required documents



Getting your utilities supplies

- Requirements for electrical installation licence (for > 45kVA)
- When can supplies be turned on?
- Express turn-on requirements



Managing your utilities account

- Applying for an e-account
- Reading your meters
- Paying your bills
- Understanding the tariff
- How to switch electricity supply to a retailer?



Closing your utilities account

- Required documents
- Things to note after closing your utilities account



GETTING STARTED



USE OF PREMISES

Residential – Domestic Use

For premises that are used exclusively for residential purposes.

Commercial – Non-Domestic Use

For premises that are used for the purpose of, or in connection with any trade, business or profession.

It is important to declare the use of premises correctly as 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 (PUB).



TYPES OF SUPPLY

Permanent Supply

Application for any residential, trade, business or professional use.



Application for the following type of premises:

- Construction Site Street Opera (e.g. Wayang)
- Site Office Gondola

Temporary Supply

METER(S) REQUIREMENTS

After opening of utilities account:

Premises without Electricity Meter

Installation, testing and submission of **Electrical Installation Licence (EIL)** (if applicable) are required before turning on utilities supply. Please refer to Page 9 for more information.

Premises without Water Meter

PUB will install and turn on water supply within **three (3) business days** after all plumbing works are completed and relevant documents are submitted.

Premises without Gas Meter

Please contact **City Energy Pte. Ltd. (as Trustee of City Energy Trust)** at 1800 555 1661 or visit City Energy Showroom at Plaza Singapura, #03-78 (68 Orchard Road, Singapore 238839) if you require gas supply.



SECURITY DEPOSIT⁺ AND SUPPLY CAPACITY/LOAD

Initial Security Deposit required – Permanent Supply

Use of Premises	Water	Electricity	Gas
HDB Shop Houses	\$100	\$200	\$400
Stalls – Cooking		\$600	
Stalls – Non-Cooking		\$200	
Multi-Storey Carpark		\$500	
ATM/Translink/ Info Teller		\$200	
Bin Compound		\$100	
Public Lighting	Refer to SP PowerGrid Quotation		
Others	\$3.50 per Cu M or \$300, whichever is higher	Based on Supply Capacity (kVA)*	\$400

*Please check with your appointed Licensed Electrical Worker (LEW) on the Supply Capacity.

Supply Capacity (kVA)	Security Deposit
Up to 15	\$450
16 to 45	\$1,350
46 to 75	\$2,100
76 to 140	\$4,050
141 to 180	\$5,100
181 to 230	\$6,600
231 to 280	\$7,950
281 to 460	\$13,050
461 to 560	\$15,900
561 to 1,000	\$28,500
1,001 and above	\$57,000

Security Deposit (cont'd)

Supply Capacity (kW)	Security Deposit
High Tension & Extra High Tension (Temporary & Permanent Supply)	\$40 per kW

Initial Security Deposit required – Temporary Supply

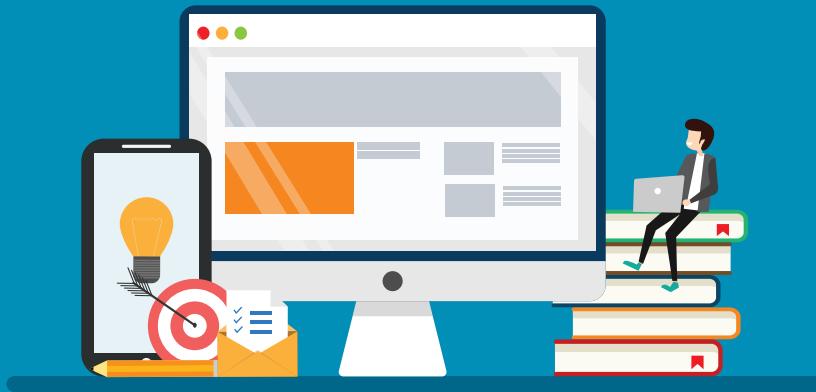
Use of Premises	Water	Electricity
Construction Site	\$3.50 per Cu M or \$300, whichever is higher	Based on Supply Capacity
Site Office		\$1,300
Street Opera (e.g. Wayang)		\$150 per day
Gondola		\$200



*The rates are subjected to review.

OPENING YOUR UTILITIES ACCOUNT

OPENING YOUR UTILITIES ACCOUNT



WHERE TO APPLY?

SP Group Website



Scan here or visit
<https://openaccount.spgroup.com.sg/#/open-account/>
to open a commercial utilities account.

You are required to make payment for your initial security deposit via **eNETS** or **Credit Card** during the online application.

For payment via **eNETS**, you will require a valid Internet Banking Personal Account with DBS/POSB/OCBC/Plus, Citibank, or UOB (eNETS Debit), adequate balance and payment limit sufficient for the security deposit deduction.



For payment via **Visa/Mastercard**, please note that it is only applicable for electricity supply of up to 1,001kVA and above and other services such as water and gas.



Customer Service Centre



Opening hours
Mon – Fri : 8.30am to 6.00pm
Sat : 8.30am to 1.00pm
Closed on Sun & Public Holidays

📍 490 Lor 6 Toa Payoh #09-11
HDB Hub Biz Three Lift Lobby 1
Singapore 310490

Required Documents

Under Personal Name



Application Form
(Completed and signed)



NRIC/FIN [Front and Back]
[For Foreign Delegates, please provide copy of Green Card/Employment Pass/
copy of Exemption Order]



Documentary proof of
occupancy [e.g. Tenancy
agreement or property tax]



Initial security deposit is payable
upon application



Application Form
(Completed and signed)



Latest ACRA detailed
Business Profile/Bizfile



Documentary proof of
occupancy [e.g. Tenancy
agreement or property tax]



Copy of Acknowledgement of
Electrical Installation Licence
Requirement Form [EIL Form]
(for > 45kVA)



Initial security deposit is payable
upon application

Required upon request

- Copy of Director's NRIC/FIN card [Front and Back]
- Letter of Authorisation* – if signatory is not a Director according to ACRA listing

*To be authorised by the Director listed in the recent ACRA detailed Business Profile/Bizfile on the letterhead issued by the company, indicating its representative's name and identification number, i.e. NRIC or FIN.

Additional Documents for Temporary Supply



Quotation for Electricity
Supply Connection and
EIL issued by EMA



Water quotation from PUB

GETTING YOUR UTILITIES SUPPLIES



REQUIREMENTS FOR ELECTRICAL INSTALLATION LICENCE (FOR > 45KVA)

Upon account opening, you are required to obtain an Electrical Installation Licence (EIL) when you use or operate an electrical installation of approved load exceeding 45kVA for commercial purposes.

HOW DO I APPLY FOR AN ELECTRICAL INSTALLATION LICENCE (EIL)?

You are required to appoint a Licensed Electrical Worker (LEW) of the appropriate class to take charge of the electrical installation and submit the application for an EIL.

Scan for more details



WHEN CAN SUPPLIES BE TURNED ON?

Premises Type (Permanent Supply with meter(s) on site)	Supply Turn-On
Premises with electricity supply <45kVA	2 business days
Premises with electricity supply >45kVA	3 business days upon submission of EIL

EXPRESS TURN-ON REQUIREMENTS

Same-day express turn-on service is subject to availability and with at least three hours advance notice. An express service charge is applicable for working weekdays/Saturdays. Please note that express service is unavailable for premises with:



Electricity supply capacity exceeding 45kVA



Water meters exceeding 25mm



Commercial Gas



Electricity currently supplied from the Open Electricity Market (OEM) via a licensed electricity retailer or SP Group at the wholesale electricity price

MANAGING YOUR UTILITIES ACCOUNT

Please apply for an e-account to manage your utilities account via **SP Utilities Portal**.

Scan here to apply



Print the completed online application form, and endorse with your signature and company stamp. Submit the form to <https://services.spgroup.com.sg/#/uploadEServices>

Your application will be reviewed and once it is approved, the login details will be sent to the email address indicated in your online application.

Get the SP App to manage your bill with greater convenience



READING YOUR METERS

Meter readings are taken once every two months. On months where meters are not read, your bill will be estimated based on the average daily usage between your last two actual reads. Your bill will be adjusted when your meters are next read.



To avoid bill estimation, we strongly encourage customers to make use of the following e-services available for submission of meter readings:

- SP Utilities Portal via [spgroup.com.sg/UPortal](https://services.spgroup.com.sg/#/UPortal)
- SP App
- Email to customerreading@spgroup.com.sg



Scan here to understand your utilities bill

PAYING YOUR BILLS

eGIRO

How to Apply?

- Through SP Utilities Portal or SP app
- Internet banking for DBS, POSB and OCBC cardholders

Approval may take up to 48 hours. You may check the status of your eGIRO application via the SP Utilities Portal or SP app.



Other Payment Modes



Payment by credit cards
via the SP App



DBS/UOB/OCBC
Internet banking



DBS/POSB/
OCBC ATMs



7-Eleven stores



SP Group Customer
Service Centre



AXS stations



Note:

Pink notices are issued as a reminder when payments are not made by the due date. A fee of \$0.55 (inclusive of GST) applies and will be reflected in the next bill.

If no payment is received after the reminder, a late payment charge of 1% will be imposed on any outstanding balance in the subsequent bill.

UNDERSTANDING THE TARIFF

For more information
on tariffs, scan here



HOW TO SWITCH ELECTRICITY SUPPLY TO RETAILER?

For more information on Open
Electricity Market, scan here



CLOSING YOUR UTILITIES ACCOUNT

Required Documents

Under Personal Name



Termination of Utilities Supply Form
(Completed and signed)



NRIC/FIN (Front and Back)

Under Company Name



Termination of Utilities Supply Form
(Completed and signed)



Latest ACRA detailed Business Profile/Bizfile

Required upon request

- Copy of Director's NRIC/FIN card [Front and Back]
- Letter of Authorisation* – if signatory is not a Director according to ACRA listing

*To be authorised by the Director listed in the recent ACRA detailed Business Profile/Bizfile on the letterhead issued by the company, indicating its representative's name and identification number, i.e. NRIC or FIN.



In person:

Please bring along the required documents during your visit to our **Customer Service Centre**. Termination of Utilities Supply Forms are available at our service counters.

THINGS TO NOTE AFTER CLOSING YOUR UTILITIES ACCOUNT



Termination of Gas Supply



For termination of gas supply, City Energy charges a termination fee for commercial premises. Separate gas appliance disconnection fee is chargeable if required. Please refer to www.cityenergy.com.sg for more information.



Refund of Security Deposit



Upon closure of utilities account, the security deposit will be used to offset the final charges. Any credit balance left in your account may be transferred to other accounts under your name, if there are any outstanding charges before the final balance is refunded to you. You should receive your final bill and refund [if any] within a month.

You may indicate the following in the termination form for credit balance [if any] to be:

1



Refunded via cheque

2

GIRO

Refunded to your active Giro linked to the utilities account

3



Donated to SP Heartware Fund

4



Refunded to your SGD Bank account
(Please provide a copy of your bank statement for verification purposes)

5



Transferred to another active utilities account



GIRO



For utilities account under GIRO, the GIRO arrangement will be terminated after we have deducted the final charges.

READY TO START YOUR UTILITIES JOURNEY WITH US?

Utilities Account Opening Checklist

Use of premises: Domestic Non-Domestic

Types of supply: Permanent Temporary

Security deposit \$ _____

Supply capacity _____ kVA

Meter(s) requirements:

- Need to engage Licensed Electrical Worker
- Need to engage Licensed Plumber
- Need to contact City Energy Pte. Ltd.
(as Trustee of City Energy Trust)

Required documents [Refer to Page 8]



Notes:

Download forms here





SPgroup

Empowering the Future of Energy



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HDB Hub Biz Three Lift Lobby 1
Singapore 310490



1800 222 2333



www.spgroup.com.sg