

OPEN ELECTRICITY MARKET

You can soon choose your electricity retailer!

5 Important Facts About Open Electricity Market

Electricity powers many of the appliances and devices we use every day – mobile phones, computers, and air conditioners. Today, all households and small businesses have to buy electricity from SP Group. With Open Electricity Market, you will soon be able to choose your electricity retailer.

1 The choice is yours

You have the choice of buying electricity from a retailer at a price plan that best meets your needs, or to remain with SP Group at the regulated tariff. There is no deadline for switching, so take the time to learn more about your options before making a decision.

2 New retailers, same electricity supply

Your electricity supply stays the same even if you switch to a retailer. SP Group will continue to operate the national power grid and deliver electricity to everyone.

4 Using U-Save rebates after the switch

If you are eligible for U-Save rebates, you will still be able to use them to offset your electricity bill after switching to a retailer.

3 Not compulsory to switch

It is not compulsory for you to switch to a retailer. You can continue to buy electricity from SP Group at the regulated tariff as you do today.

5 Switching is simple

It is easy to switch to a retailer. The retailer that you sign up with will work directly with SP Group to make the switch for you.

THE OPEN ELECTRICITY MARKET IS COMING SOON!

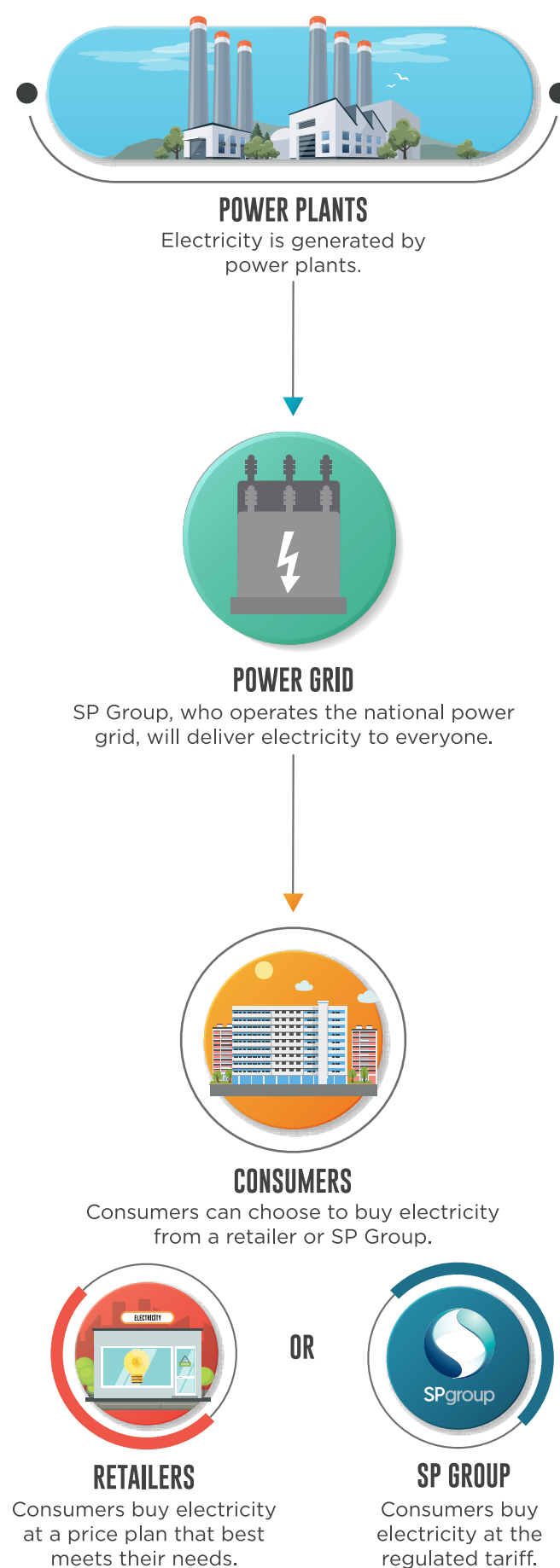
Coming up next week...

Learn more about the safeguards that are put in place to protect your interests and how you can play a part in this as well.

To learn more about Open Electricity Market, visit www.openelectricitymarket.sg or call 1800-233-8000.

Ever wondered where your electricity comes from and how it gets to you?

The power generation companies in Singapore use mostly natural gas to produce electricity. It is then delivered to households and businesses through the national power grid, which is operated by SP Group.



Graphic above is for illustration purposes only.



OPEN ELECTRICITY MARKET

SHOP FOR YOUR ELECTRICITY RETAILER WITH CONFIDENCE!

The Open Electricity Market gives you the choice of buying electricity from SP Group or from an electricity retailer. No matter who you choose to buy electricity from, your electricity supply will stay the same.

THINGS TO KNOW BEFORE SHOPPING FOR AN ELECTRICITY RETAILER...

1 Buy only from authorised electricity retailers

Visit www.openelectricitymarket.sg for the list of retailers authorised by the Energy Market Authority (EMA).

2 Your security deposit will be protected

Some retailers may collect a security deposit. But don't worry, your retailer is required by EMA to safeguard and return the security deposit to you at the end of the contract or if they cease operations.

3 Take time to consider your choices

It is not compulsory to switch and there is no deadline to switch. Take the time to understand your options and price plans available before deciding whether to switch.

4 You can switch back to SP Group

Should you change your mind after switching to a retailer, you can switch back to buying electricity from SP Group at the regulated tariff. Before doing so, check with your retailer on any early termination charges or other fees that may apply.

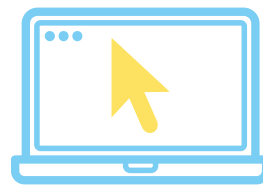
5 There are channels to resolve disputes

Approach the Consumers Association of Singapore (CASE) if you are unable to resolve any dispute with your retailer. Visit www.case.org.sg, or call 6100 0315 (Operating hours: Mon to Fri, 9am to 5pm) for assistance.

YOUR OPTIONS WITH OPEN ELECTRICITY MARKET

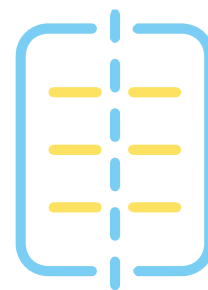


HERE'S HOW YOU CAN START SHOPPING FOR YOUR ELECTRICITY RETAILER



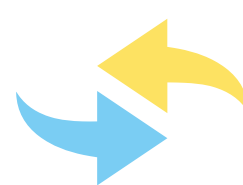
LEARN

Visit www.openelectricitymarket.sg to understand your options and how Open Electricity Market works.



COMPARE

Use the price comparison tool at <http://compare.openelectricitymarket.sg> to compare the different standard price plans offered by retailers. You can also approach the different retailers directly to find out what they have to offer.



SWITCH

Read the Fact Sheet of your preferred price plan and the Consumer Advisory that outlines the important things you need to know before signing up with a retailer.

THE OPEN ELECTRICITY MARKET IS COMING SOON!

Coming up next week...

Learn more about the different standard price plans, and the things to look out for before switching to a retailer of your choice.

To learn more about Open Electricity Market, visit www.openelectricitymarket.sg or call 1800-233-8000.



OPEN ELECTRICITY MARKET

CHOOSE A PRICE PLAN THAT BEST MEETS YOUR NEEDS!

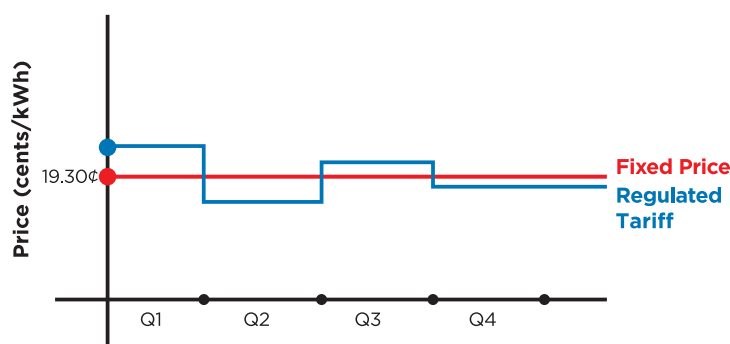
With the Open Electricity Market, you can choose to buy electricity from a retailer at a price plan that best meets your needs or remain with SP Group at the regulated tariff. Your electricity supply will stay the same no matter who you choose to buy electricity from.

STANDARD PRICE PLANS THAT YOU CAN CHOOSE FROM

If you plan to switch to a retailer, there are two standard price plans (Fixed Price Plan and Discount Off the Regulated Tariff Plan) to choose from.

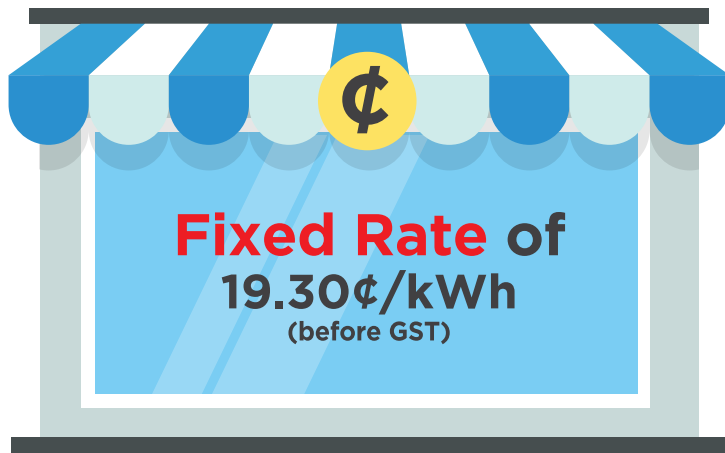
These plans come with all-inclusive electricity rates. This means you pay the rate as stated by the retailer. Standard price plans also come in a 6, 12 or 24-month contract duration.

1 Fixed Price Plan



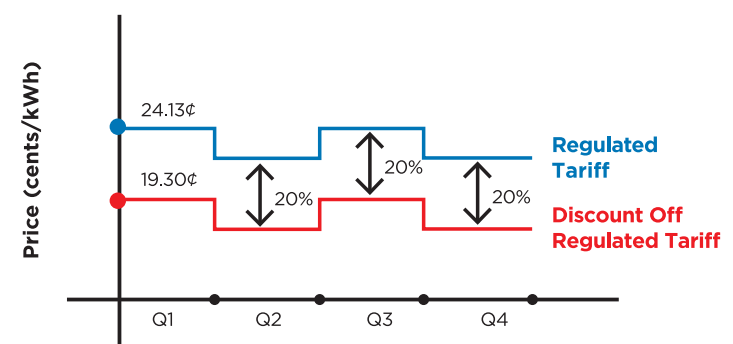
Pay a **fixed rate** throughout your contract duration. The rate can be higher or lower than the regulated tariff.

For example, your monthly bill could look like:



x 400 kWh* = \$77.20 (before GST)
(monthly consumption)

2 Discount Off the Regulated Tariff Plan



Enjoy a **fixed discount** throughout your contract duration. The rate will change as the regulated tariff changes.

For example, your monthly bill could look like:



x 400 kWh* = \$77.20 (before GST)
(monthly consumption)

Figures and graphs stated are for illustration purposes only.
* Kilowatt-hour (kWh) is used to measure your electricity usage over time.

Which plan is for me?

Choose a Fixed Price Plan if you prefer certainty in the rate that you pay for your electricity consumption. Or consider the Discount Off the Regulated Tariff Plan if you do not mind the rate changing every quarter, so long as the rate is less than the prevailing regulated tariff.

There is no deadline for switching. Take your time to learn more about the price plans before making a decision. Visit <http://compare.openelectricitymarket.sg> to compare the standard price plans offered by the retailers.

THE OPEN ELECTRICITY MARKET IS COMING SOON!

Coming up next week...

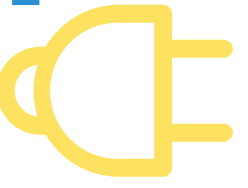
We take you on a step-by-step guide to switching retailers.

To learn more about Open Electricity Market, visit www.openelectricitymarket.sg or call 1800-233-8000.

Find out more



OPEN ELECTRICITY MARKET



HOW TO SWITCH TO A RETAILER OF YOUR CHOICE!

With the Open Electricity Market, you can buy electricity from a retailer of your choice or remain on the regulated tariff with SP Group. No matter what your choice is, your electricity supply will stay the same. Switching is not compulsory. You can choose to switch anytime at your convenience.

SWITCH IN 3 SIMPLE STEPS!

Steps to switching

What you should take note of

1 Compare price plans

Visit compare.openelectricitymarket.sg to compare and find a standard price plan that best meets your needs.



2 Contact the retailer

Contact your preferred retailer to find out more about the price plan that you are interested in. Visit www.openelectricitymarket.sg for their details.

3 Sign up with your preferred retailer

Your retailer will work directly with SP Group to make the switch for you. Your contract will start as early as 5 business days after your retailer informs SP Group to make the switch.

- Read the Consumer Advisory and your preferred price plan's Fact Sheet. They contain important things to know such as price, contract period, early termination charges and auto-renewal clauses.

- Some retailers may require a security deposit from you. The amount should not be more than twice your average monthly electricity bill. It will be returned to you at the end of the contract or if they cease operations.
- Ask your retailer to explain any part of the contract that you are not clear about.

- Keep a copy of the contract for reference.

Your retailer will inform you at least 10 business days before your contract expires. Your options are:

- Re-contract with your retailer
- Switch to a new retailer
- Switch back to SP Group at the regulated tariff

HERE'S WHEN YOU CAN SWITCH!

	POSTAL CODES STARTING WITH	TO BE LAUNCHED FROM*
ZONE 1	58 - 78	1 November 2018
ZONE 2	53 - 57, 79 - 80, 82 - 83	1 January 2019
ZONE 3	34 - 52, 81	1 March 2019
ZONE 4	01 - 33	1 May 2019

*Subject to changes. Visit www.openelectricitymarket.sg for the latest schedule. Consumers with postal codes starting with 60-64 (Jurong) were able to buy from a retailer since 1 April 2018.



THE OPEN ELECTRICITY MARKET IS COMING SOON!



To learn more about Open Electricity Market, visit www.openelectricitymarket.sg or call 1800-233-8000.



The Power to Choose



Smart Energy, Sustainable Future