

Energy Market Authority of Singapore

Proposed Modifications to the Regulated Supply Service Code

The Authority has received requests for modification to the Regulated Supply Service Code. Pursuant to Section 1.6 of the Regulated Supply Service Code, the proposed modification to the Code and the reasons for making the modification are given in the table below. All interested parties are invited to comment on the proposed modification. Written representations with regard to the proposed modification should be sent to EMA via email at poh_sho_siam@ema.gov.sg not later than **(23 May 2006)**.

<u>Modification Ref. No.</u>	<u>Section¹</u>	<u>Original Text</u>	<u>Modification</u>	<u>Reasons</u>
RSSC/2005/1	1.3	New	“prepaid meter” means a meter with the additional capability to allow electricity consumption based on the amount of payment made in advance by the consumer for the electricity to be consumed. For the purpose of this code, prepaid meters refer to those installed at non-contestable consumers’ domestic premises in accordance with this Code.	To add definition of prepaid meter.
RSSC/2005/2	1.3	New	“Prepaid Metering Scheme” means such scheme as approved by the Authority and under which the electricity supply to a non-contestable consumer’s domestic premises is measured and managed through the use of a prepaid meter.	To add definition for Prepaid Metering Scheme.

¹ Reference to the section of the code where change has been made in the version dated on January 2005 as published on the web.

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<u>Modification Ref. No.</u>	<u>Section¹</u>	<u>Original Text</u>	<u>Modification</u>	<u>Reasons</u>
RSSC/2005/3	4.3.3	New	Where a Market Support Services Licensee has discontinued, or directed the Transmission Licensee to discontinue the flow of electricity to any non-contestable consumer's domestic premises in accordance with sections 4.2.3 and 4.2.4, the Market Support Services Licensee shall, in the case where the consumer is on the Prepaid Metering Scheme, reconnect or direct the Transmission Licensee to reconnect the supply of electricity to the consumer as soon as reasonably practicable.	New item added to facilitate the reconnection of supply to HDB flat consumer whose electricity supply has been disconnected due to payment default and who is on the Prepaid Metering Scheme.
RSSC/2005/4	6.2.2 (b)	circumstances exist by reason of which its doing so would or might involve the Market Support Services Licensee or any other electricity licensee being in breach of the Act, and the Market Support Services Licensee or any other electricity licensee has taken all reasonable steps to prevent the circumstances from occurring and to prevent them from having that effect; or	circumstances exist by reason of which its doing so would or might involve the Market Support Services Licensee or any other electricity licensee being in breach of the Act, its electricity licence or any laws of Singapore, and the Market Support Services Licensee or any other electricity licensee has taken all reasonable steps to prevent the circumstances from occurring and to prevent them from having that effect; or	For added clarity.
RSSC/2005/5	7.1.3	A Market Support Services Licensee shall charge a regulated supply service consumer for: (a) Energy consumed by the consumer; (b) Taxes or other government related charges chargeable in respect of the elements referred to in section 7.1.3(a).	A Market Support Services Licensee shall charge a regulated supply service consumer for: (a) Energy consumed by the consumer; and (b) Taxes or other government related charges chargeable in respect of the elements referred to in section 7.1.3(a).	For added clarity.

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RSSC/2005/6	7.2.1 (a)	A regulated supply service consumer shall pay the electricity tariffs referred to in section 7.1.1 for electricity consumed by the consumer, as measured by the meter for the applicable installation for the consumer.	A regulated supply service consumer shall pay the electricity tariffs referred to in section 7.1.1 for electricity consumed by the consumer, as measured by the meter or the prepaid meter as the case may be, for the applicable installation for the consumer.	To include consumers whose premises are installed with a prepaid meter.
RSSC/2005/7	8	Invoicing and Billing	Invoicing, Billing and Issuing of Receipts	Additional header item to Section 8.
RSSC/2005/8	8.1	Invoice Content	Contents of Invoice or Receipt	Additional header item to subsection 8.1.
RSSC/2005/9	8.1.1	An invoice to a regulated supply service consumer shall contain separate line items in such form and with such details as directed by the Authority.	An invoice or receipt to a regulated supply service consumer shall contain separate line items in such form and with such details as directed by the Authority.	To include receipt.

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<u>Modification Ref. No.</u>	<u>Section¹</u>	<u>Original Text</u>	<u>Modification</u>	<u>Reasons</u>
RSSC/2005/10	8.1.2	<p>Subject to section 8.1.1, an invoice to a regulated supply service consumer shall, at a minimum, list the following line items for those charges that apply to the consumer:</p> <ul style="list-style-type: none"> (a) Electricity tariff. (b) Taxes or other government related charges. (c) Cumulative electricity usage (kWh) during the billing period, estimated where permitted by and in accordance with section 8.2.3 or as measured by the meter that measures the net withdrawal of electricity from the consumer's installation. (d) Payment due date. (e) A contact telephone number for the Market Support Services Licensee. 	<p>Subject to section 8.1.1, an invoice to a regulated supply service consumer whose premises is not installed with a prepaid meter shall, at a minimum, list the following line items for those charges that apply to the consumer:</p> <ul style="list-style-type: none"> (a) Electricity tariff; (b) Taxes or other government related charges; (c) Cumulative electricity usage (kWh) during the billing period, estimated where permitted by and in accordance with section 8.2.3 or as measured by the meter that measures the net withdrawal of electricity from the consumer's installation; (d) Payment due date; and (e) A contact telephone number for the Market Support Services Licensee. 	<p>To exclude invoicing and billing to consumers whose premises are installed with a prepaid meter.</p>

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RSSC/2005/11	8.1.4	New	<p>A Market Support Service Licensee shall issue or arrange to issue a receipt to a regulated supply service consumer whose premises is installed with a prepaid meter, whenever the consumer makes payment in advance to the Market Support Services Licensee for electricity to be consumed. Subject to section 8.1.1, the receipt shall, at a minimum, list the following line items:</p> <p>(a) The amount tendered by the consumer;</p> <p>(b) The amount paid by the consumer for (partial) settlement of the overdue payment for regulated supply services provided by the Market Support Services Licensee, and other payments that the Market Support Services Licensee is authorised to collect in accordance with section 8.1.3; and</p> <p>(c) The amount of the payment made in advance to the Market Support Services Licensee for electricity to be consumed by the consumer, inclusive of prevailing Goods and Services Taxes.</p>	<p>To recognise receipts issued by Market Support Services Licensee at each top-up.</p> <p>Minimum list of information that will appear on the receipt.</p>
RSSC/2005/12	8.2.2	A Market Support Services Licensee shall issue invoices to regulated supply service consumers at least once every two months, in accordance with a billing cycle established by the Market Support Services Licensee.	A Market Support Services Licensee shall issue invoices to regulated supply service consumers whose premises are not installed with a prepaid meter at least once every two months, in accordance with a billing cycle established by the Market Support Services Licensee.	To exclude invoicing and billing to consumers whose premises are installed with a prepaid meter.

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RSSC/2005/13	8.4.1	Where a reminder has been sent by a Market Support Services Licensee to a regulated supply services consumer to make payment in accordance with an invoice sent to him and any amount stated in that invoice remains unpaid by the consumer upon the issue of the next invoice to him, a late payment charge of 1% of that amount remaining unpaid shall be payable by the consumer.	Where a reminder has been sent by a Market Support Services Licensee to a regulated supply services consumer whose premises is not installed with a prepaid meter to make payment in accordance with an invoice sent to him and any amount stated in that invoice remains unpaid by the consumer upon the issue of the next invoice to him, a late payment charge of 1% of that amount remaining unpaid shall be payable by the consumer.	To exclude invoicing and billing to consumers whose premises are installed with a prepaid meter.
RSSC/2005/14	9.9	New	A Market Support Services Licensee shall report to the meter equipment service provider, as defined in the Metering Code, for a prepaid meter if it suspects that a fault in that prepaid meter is causing errors in the measurement of electricity consumed by the relevant regulated supply service consumer whose premises is installed with a prepaid meter.	To include prepaid meters.
RSSC/2005/15	9.10	New	A Market Support Services Licensee shall advise any regulated supply service consumer whose premises is installed with a prepaid meter of the existence and magnitude of any error that has occurred in the settlement of charges for electricity consumed by the consumer, regardless of the cause of the error (e.g. theft, faulty prepaid meter, etc.), after the cause of the error has been established by the Market Support Services Licensee, the Transmission Licensee or the Authority.	To include consumers whose premises are installed with a prepaid meter.

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RSSC/2005/16	9.11	New	In the event of a settlement error referred to in section 9.10, the Market Support Services Licensee shall settle the difference with the regulated supply service consumer whose premises is installed with a prepaid meter.	To include consumers whose premises are installed with a prepaid meter.
RSSC/2005/17	10.1.1	<p>A Market Support Services Licensee shall ensure that the following information is maintained in respect of each installation of each regulated supply service consumer and is available for transmittal upon receipt of a valid request referred to in section 10.2.1:</p> <ul style="list-style-type: none"> (a) Consumer's account number with the Market Support Services Licensee. (b) Consumer's name and billing address. (c) Consumer's address for service. (d) The next scheduled invoice date for the consumer. (e) Meter identification numbers for each meter associated with each of the installation of the consumer. (f) Where applicable, all meter multipliers necessary to calculate settlement amounts on the consumer's invoice. (g) Meter read date for each meter read period for each meter referred to in section 10.1.1(e). (h) Usage (kWh), included losses and unaccounted for energy, in each meter read period for each meter referred to in section 10.1.1(e). (i) All relevant loss adjustment factors applicable to the metered values from each meter referred to in section 10.1.1(e). 	<p>A Market Support Services Licensee shall ensure that the following information where applicable, is maintained in respect of each installation of each regulated supply service consumer and is available for transmittal upon receipt of a valid request referred to in section 10.2.1:</p> <ul style="list-style-type: none"> (a) Consumer's account number with the Market Support Services Licensee; (b) Consumer's name and billing address; (c) Consumer's address for service; (d) The next scheduled invoice date for the consumer; (e) Meter identification numbers for each meter associated with each of the installation of the consumer; (f) All meter multipliers necessary to calculate settlement amounts on the consumer's invoice; (g) Meter read date for each meter read period for each meter referred to in section 10.1.1(e); (h) Usage (kWh), included losses and unaccounted for energy, in each meter read period for each meter referred to in section 10.1.1(e); (i) All relevant loss adjustment factors applicable to the metered values from each meter referred to in section 10.1.1(e); (j) Prepaid meter serial number; and (k) The information in the receipts issued by the Market Support Services Licensee under section 8.1.4. 	To include information to be maintained for consumers whose premises are installed with a prepaid meter.

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RSSC/2005/18	10.2.2	<p>A Market Support Services Licensee shall not give effect a request referred to in section 10.2.1 unless a match is obtained for the following information provided by the consumer in the request and the information in the Market Support Services Licensee's records for the consumer:</p> <p>(a) Consumer's account number with the Market Support Services Licensee for the installation to which the request relates; and</p> <p>(b) Consumer's name and billing address for the installation to which the request relates.</p>	<p>A Market Support Services Licensee shall not give effect to a request referred to in section 10.2.1 unless a match is obtained for the following information provided by the consumer in the request and the information in the Market Support Services Licensee's records for the consumer:</p> <p>(c) Consumer's account number with the Market Support Services Licensee for the installation to which the request relates; and</p> <p>(d) Consumer's name and billing address for the installation to which the request relates.</p>	Grammatical amendment.
RSSC/2005/19	10.2.8	A Market Support Services Licensee shall charge a requesting regulated supply service consumer a fee for giving effect to a request for consumer information in accordance with the rates referred to in section 7.1.1.	A Market Support Services Licensee may charge a requesting regulated supply service consumer a fee for giving effect to a request for consumer information.	For added clarity.