Residential Consumers: How to Switch from Other Electricity Purchase Options to the Regulated Tariff

Step 1: Log in to SP Utilities Portal

At the SP Utilities Portal, go to "Services" at the top of the page and click on "Switchback".

SPgroup Empowering the Riture of Energy Home	Meter Readings	Bills	Services	Conservation Tips	Help	
Account No: 8		~	PLANS Wholesale			
	Electricity	Gas	PAYMENT RELATED		2021 🗸	>
	latest usage 0 kWh	kWh	Request for Re Request for Pa Pink Notice/La GIRO	efund yment Arrangement te Payment Charge Waive	er	Г.
	NEIGHBOUR AVERAGE (0 kWh EFFICIENT ()	•	UTILITIES ACCOUNT Reschedule Residential Appointment Open Account Close Account			
	0 kWh	Safe (HI Ass	Consent Mana Water Leakage	igement e Appeal	S O N	D
		Sure (FIE A33	arancoj	MANAGE YOUR	CONSUMPTION	

Then click on "Next".

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Account No:		•								
Switchback to Regulated Tariff										
This section is applicable for residential consumers who are buying electricity from the Wholesale Electricity market and wish to switchback to buying electricity from SP Group at the regulated tariff. Please click "Next" to proceed.										
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Step 2: Provide Details for the Request

Select your preferred transferred date by clicking on the Calendar icon. Follow through to enter information and verify the details in the Summary page. Then click Submit to complete the request.

	Home	Meter Readings	Bills	Services	Conservation Tips	Help	8	
Account No:			/					
					Transfer Date	Contact Details Summary		
Transfer Date								
					Transfer Date	04/02/2022		
						Back		

Things to Take Note

- Please note the Switchback request will take up to 5 business days to complete.
- You will receive an email confirmation from SP Group with regards to the commencement date.
- Please contact SP Group at 1800-233-8000 if you require further assistance.