

**Summary of Responses & EMA's Decision**  
**CHANGES OF ELECTRICAL INSTALLATION**  
**LICENSING PROCEDURES**

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**Energy Market Authority of Singapore**

## **CHANGES OF ELECTRICAL INSTALLATION LICENSING PROCEDURES**

### **OBJECTIVE**

1 To inform the industry and the public of EMA's changes to electrical installation licensing procedures after taking into consideration the comments received on its consultation paper issued on 6 Jun 2002.

### **BACKGROUND**

2 EMA issued a consultation paper on 6 Jun 2002 to seek the industry's views and comments on the proposed changes to the procedures for the application and delivery of electrical installations. The proposed changes are to facilitate the introduction of electronic services to the industry. A total of 14 responses were received, these were from licensed electrical workers, Tuas Power Supply Pte Ltd, City Development Ltd and the Institution of Engineers, Singapore.

3 EMA thanks all the respondents for taking time and effort to give their constructive views and feedback.

### **SUMMARY OF RESPONSES**

4 The consultation paper seeks feedback on three key changes, viz. (1) electronic submission of application for electrical installation licence by LEW on behalf of the owner of the installation; (2) in conjunction with the electronic submission, LEW is to pay licence fees on behalf of the owner of the installation via electronic means; and (3) LEW is to print and deliver the printed licence to the owner.

4.1 The industry generally supports and welcomes EMA's initiatives in implementing electronic services for electrical licence applications and related services. Most respondents support the proposal that licensed electrical workers submit the application on behalf of the owner of the electrical installation, using e-payment modes for licence fees and printing and delivery of licences. However, most of them are of the view that the licence fees should be paid by the owners directly to EMA. A summary of the responses received is shown in the Appendix.

## **COMMENTS ON THE PROPOSED CHANGES**

### **5 Comments on submission of application for electrical installation licence by licensed electrical worker**

5.1 Tuas Power Supply Pte Ltd supports the initiatives for the owner of the electrical installation to authorise the LEW to submit application for electrical installation licence. It is of the view that this would facilitate the LEW's monitoring and tracking of the application process and lessen the burden of the owner. It suggests that both the LEW and owner be allowed to view and track the stages of processing, and that provision be made for electronic submission of single-line drawings to complete the submission process.

5.2 Mr Milton Tan of M/s R E Morris International Pte Ltd agrees that the LEW should keep documentary evidence of his appointment by the owner and produce it to EMA when requested.

5.3 The Institution of Engineers, Singapore (IES) is supportive of EMA's initiative in computerising the licensing procedures and added that the LEW should be allowed to retrieve licensing records from EMA web site only for the licences of those installations he has been appointed by the owners to take charge of. However, IES is of the view that as the licence is issued to the owner, it should be a basic requirement that the licensee has to sign the application form. Some of IES members are of the view that the LEW will need the owner's appointment in writing and a photocopy of the submission form is adequate confirmation. If everything is done electronically by the LEW, the owners can deny any appointment of the LEW had taken place.

5.4 City Developments Ltd supports the proposal for the LEW to submit licence application on behalf of the owner.

### **6 Comments on payment of licence fee by LEW and using one of the electronic payment modes offered on EMA web page**

6.1 City Developments Ltd reimburses the LEW the licence fee as in their contract agreement. Mr Cheng Teng Wai, a licensed electrical technician, says that it has been the company's practice to pay the licence fee on behalf of the owner and that it should be spelt out clearly that the LEW is paying on the owner's behalf. Most of the LEWs responded opined that payment of licence fees should be made by the owners themselves, either through GIRO, GoD or Internet payment. The main reason is that they may face difficulty in getting the payment back from the owner.

6.2 Some LEWs are of the opinion that cash and cheque payment should continue to be accepted as they are convenient. Some members of IES suggested that the licence fee could be added in the owner's monthly electricity bill.

6.3 The respondents generally accept the various modes of electronic payment to be offered over the Internet. One of them suggests credit card payment, while another two respondents are concerned about the security of payment over the Internet.

## 7 Comments on requiring LEW to print and deliver electrical installation licence to owner

7.1 Most of the respondents support the proposal. Some suggest increasing the time frame for printing of licence to 5 days or 7 days. R E Morris International Pte Ltd suggests that the LEW should deliver and display the licence for the owner. It is also of the view that 3 days for printing the licence should be sufficient; but there should be no penalty if due to pressure of work the LEW requires 4 or 5 days.

7.2 Tuas Power Supply Pte Ltd opines that the installation licence should be original and authentic and recommends that an original hardcopy licence should be issued to the owner from EMA. Its concern is that fake licences might arise with printing off the PC.

7.3 IES thinks that EMA should notify the owner and LEW through email, fax or mail to retrieve the installation licence individually. Some members of IES opine that centralising the issuing of licence in EMA is the most efficient way, while the proposed electronic issuing is a step backwards; i.e. spreading the issuing of licence to hundreds of LEW does not promote the overall efficiency in the licensing process or production.

## **EMA'S DECISION**

### 8. Submission of application of electrical installation licence by licensed electrical worker

8.1 It is highlighted in the consultation paper that to realise a simple and user-friendly e-submission for licence application, one of the pre-requisites is to allow a single party to submit the application instead of requiring both the owner and his LEW to sign the application form. To simplify the submission process, EMA will accept the LEW's declaration in his e-submission that he is appointed by the owner to take charge of the electrical installation. EMA will only conduct checks

requiring the LEW to produce documentary evidence on his declaration as and when required.

8.2 A sample of the authorisation form will be made available on the EMA web site for downloading. A hardcopy will also be attached to every licence renewal application form sent to the owner by EMA. This will give the LEW the option to make use of the authorisation form or any other document to seek the owner's authorisation. If the LEW wishes to, he may also attach the image file of the signed authorisation form to the electronic application form when submitting the licence application to EMA.

8.3 The LEW may also attach the single-line drawing file to the electronic licence application if he is ready, or else he may undertake to submit the drawing at a later stage as is currently practised.

8.4 All licensees, including installation licensees (owners) and LEWs, will be issued with user-id and password for accessing information on EMA web page pertaining to their licences, such as application status, validity period of licence, payment history, etc. The LEW taking charge of electrical installations will be able to retrieve information from the EMA web site on all the installation licences that he is taking charge of and also submit information electronically for the purpose of updating the relevant information pertaining to these installations.

8.5 EMA will monitor the traffic on its web site regularly to ensure that adequate capacities and facilities are provided for various transactions to be carried out on its web site effectively.

9. Payment of electrical installation licence fee by LEW and using one of the electronic payment modes offered on EMA web page

9.1 To effect electronic submission of licence application, it is essential to facilitate electronic payment at the point of submission. At present, about 38 % of owners have opted for GIRO payment of their electrical installation licence fees. Since this is a promissory payment, EMA will allow such owners to continue to pay their licence fees using GIRO and their LEWs will not be required to pay the licence fees on behalf of these owners over the Internet when they renew their electrical installation licences. However, if the GIRO deduction fails twice consecutively, the licence application will be rejected and the LEW will need to pay the licence fee on behalf of the licensee if he so wishes to apply for the licence again. EMA will also accept LEW's application together with his payment on behalf of the owners who have already signed up for GIRO authorisation. No further deduction from the owner's GIRO account will be effected once the payment has been made by the LEW.

9.2 EMA will offer the following types of electronic payment for submission of various licence applications through the Internet: Internet direct debit (or

eNETS), NETS Virtual Card and Cashcard in addition to the existing GIRO and GIRO-on-Demand modes of payment. The LEW shall be able to print application acknowledgment and payment receipts for each successful application submitted. To accept a licence application over the Internet and to ensure expediting processing of the application, it is a pre-requisite that payment or a promissory of payment using GIRO shall be made together with the licence application. Acceptance of payment through a separate channel such as cheque payment though the post or cash payment over the service counter will not enable electronic transactions. Hence EMA will not accept cash or cheque payment for electronic licence application.

9.3 Licensees will be able to check their licences and payment history through the EMA web page by logging in their respective user-id and password.

9.4 EMA takes Internet security issues seriously. EMA has engaged security consultants to formulate security strategies and identify security products to ensure that all the necessary security procedures and measures are put in place and only approved e-payment facilities will be adopted. In addition, EMA will include in its training course for LEWs the security measures that needs to be taken by LEWs when performing e-transactions over the Internet.

#### 10 Requiring LEW to print and deliver electrical installation licence to owner

10.1 EMA would like to clarify that the purpose of introducing e-services for licence application is to streamline the process of licence applications. It is expected that the new process will shorten the processing time for licence application from the present 10 working days to 2 working days and the LEW can submit and obtain the licence through the PC at his office. The facility also enables the LEW to re-print the licence for the owner should it be necessary.

10.2 On the issue of fake licences raised by some respondents, EMA will facilitate the licensee (owner) to verify the validity of the licence he received. The owner can do this by logging onto the EMA web page with his user-id and password and retrieve the records by entering the licence No. (for renewal licence application) or application No. (for new licence application). Information pertaining to the electrical installation licence, such as name of licensee, address of electrical installation, validity period of licence, licence application status, payment status and history, etc. will be displayed for the owner's verification. EMA will encourage the owner to check the authenticity of licence delivered to him.

10.3 Based on the feedback given, EMA has decided to extend the time frame for LEW to print and deliver the electrical installation licence to the owner from 7 days to 10 days. During this period of time, if the LEW is unable to print the licence for any technical reason, he shall inform EMA accordingly. EMA would not penalise any LEW for delay in printing of licence so long as the LEW has made proper declaration and submitted the licence application as instructed by the owner.

**E-SERVICES SURVEY RESULTS JUL 2002**

	Name of Respondent (Date received)	LEW to submit application		LEW to pay licence fees		Using Internet payment		LEW to print licence		Comments
		Y	N	Y	N	Y	N	Y	N	
1	RE Morris Int'l Pte Ltd, Mr Milton Tan (18 Jun 02)	✓			✓	✓		✓		<ol style="list-style-type: none"> <li>1. Agreed that the LEW keeps documentary evidence on his appointment by the owner and produces it to EMA when requested</li> <li>2. Owner to pay licence fees instead of LEW as some owners also owed service payment to LEWs</li> <li>3. LEW should not only print and deliver the licence, but also display the licence for owner</li> <li>4. 3 days for printing should be sufficient. "However if due to pressure of work LEW requires 4 or 5 days there should be no penalty".</li> </ol>
2	Tuas Power Supply Pte Ltd, Mr Tung Ho Kok (25 Jun 02)	✓		✓		✓		✓		<ol style="list-style-type: none"> <li>1. Support the initiative on owner of installation authorising LEW to submit application for installation licence electronically. This would facilitate LEW to monitor and track the application process and reduce the required action by owner;</li> <li>2. Improvement can be made if both LEW and the owner are allowed to view and track the stages of processing;</li> <li>3. Installation licence should be original and authentic in order to prevent fake licence. Recommend that an original hardcopy licence should be issued to the owner from EMA.</li> <li>4. Provision for single-line drawing to be submitted to EMA electronically would provide a complete process of the licensing procedures.</li> <li>5. If the owner wishes to appoint a different LEW for licence application, please consider allowing the owner or the newly appointed LEW to carry out the new appointment of LEW electronically via EMA web page.</li> </ol>

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	Name of Respondent (Date received)	LEW to submit application		LEW to pay licence fees		Using Internet payment		LEW to print licence		Comments
		Y	N	Y	N	Y	N	Y	N	
3	IES (27 Jun 02)		✓		✓				✓	<p>1. IES basically supportive of EMA's good initiative in computerising licensing procedures;</p> <p>2. LEW shall be allowed to retrieve licensing records from EMA web site only for the licence for which he has been appointed by the installation licensee;</p> <p>3. The licence is issued to the installation licensee; it is basic that the licensee has to sign the application form;</p> <p>4. As the fee is payable by the installation licensee (owner), please get directly from him. EMA could still arrange for payment by the owner through GIRO as at present;</p> <p>5. EMA could notify the owner through email and LEW to retrieve the installation licence individually. Owners without email addresses need to have faxes or mails sent to them. This should have already reduced a great deal of your paper work;</p> <p>6. EMA should continue to communicate with owners instead of through LEW as owners play an important role in effecting the success of the entire electrical installation licensing scheme;</p> <p><u>Additional feedback from other members:</u></p> <p>7. Centralising the issuing of licence is the most efficient way; the EMA proposed electronic submission is a step backwards. The spreading of the issuing of licence to hundreds of LEW does not promote the overall efficiency to the licensing process or production. One party reducing a couple of workers in the process while others have to add in more workload to carry out the process do not promote national efficiency;</p> <p>8. Any changes must also take into consideration the needs of company's accountants who require proper receipt for their book keeping;</p> <p>9. LEW will only need the owner's appointment in writing, a photocopy of the submission form is adequate for confirmation. If everything is done electronically by LEW, owners can deny any appointment had taken place.</p> <p>10. Licence fee can be added to the monthly electricity bill;</p> <p>11. Licence printed by LEW will lose its significance and stature. It also implies EMA is abdicating responsibilities.</p>

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	Name of Respondent (Date received)	LEW to submit application		LEW to pay licence fees		Using Internet payment		LEW to print licence		Comments
		Y	N	Y	N	Y	N	Y	N	
4	City Developments Ltd; Mr Lee Hock Beng (28 Jun 02)	✓		✓	-	-		✓		<ol style="list-style-type: none"> <li>1. The owner will reimburse the LEW the licence fee as in the contract agreement.</li> <li>2. Printing and delivery of licence by LEW are acceptable since the LEW needs to carry out site inspection too.</li> </ol>
5	Mr Ang Soo Hang (4 Jul 02)	✓		✓		✓		✓		<ol style="list-style-type: none"> <li>1. Submission of application on behalf of owner is fine;</li> <li>2. Payment by LEW on behalf of owner should not pose any problem;</li> <li>3. Payment through Internet is acceptable, likely to use GIRO-on-Demand; prefer to use credit card payment;</li> <li>4. Should not have any problem for LEW to print and deliver licence;</li> <li>5. Prefer to have 1 week time frame for printing of licence.</li> </ol>
6	Mr Ahmad Kunju (4 Jul 02)	✓			✓	✓		✓		<ol style="list-style-type: none"> <li>1. It will be better if the owner makes payment through GIRO himself.</li> <li>2. A 1 week time frame for printing of licence will be good.</li> </ol>
7	Mr Peter Cheng Teng Wai (4 Jul 02)	✓		✓		✓		✓		<ol style="list-style-type: none"> <li>1. We have been submitting application on behalf of owner, make it a requirement to submit by LEW.</li> <li>2. No objection to payment of licence fee, just spell out clearly to the owner that the LEW is paying on the owner's behalf.</li> <li>3. Payment over the Internet should be one of the payment methods. It is likely to pay with cash or cheque for convenience.</li> <li>4. No problem to print the installation licence and deliver it to the owner.</li> <li>5. The 3-day time frame for printing of licence is sufficient.</li> </ol>
8	Mr Toh Tek Hua (5 Jul 02)	✓			✓	✓		✓		<ol style="list-style-type: none"> <li>1. It is better the owner pay the licence himself.</li> <li>2. The system should allow the LEW to access all electrical installations under his charge.</li> </ol>
9	Mr Sim Wee Beng (5 Jul 02)	✓		-	✓	✓		✓		<ol style="list-style-type: none"> <li>1. This is a time-saving system.</li> <li>2. Payment should still be done by owner.</li> <li>3. Internet direct debit.</li> </ol>
10	Mr Tan Chek Yuan (5 Jul 02)	✓			✓				✓	<ol style="list-style-type: none"> <li>1. If the owner changed his mind, it is likely that the LEW will face difficulties getting his money back from EMA.</li> <li>2. This will cause extra work for the LEW.</li> </ol>

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	Name of Respondent (Date received)	LEW to submit application		LEW to pay licence fees		Using Internet payment		LEW to print licence		Comments
		Y	N	Y	N	Y	N	Y	N	
11	Mr Lee Hee Kiang (8 Jul 02)	✓			✓	✓		✓		<ol style="list-style-type: none"> <li>1. Payment should be done by owners through their GIRO account.</li> <li>2. Payment by cheque should still be accepted.</li> <li>3. Publish information concerning LEW on web</li> <li>4. It is better if it is a five day time frame for the printing of the licence as 3 working days is too short.</li> </ol>
12	Mr Chia Eng Hwa & Mr Yeo Tiong Lai (8 Jul 02)		✓		✓		✓		✓	<ol style="list-style-type: none"> <li>1. Will the response time from the EMA website be affected if there are many people accessing it?</li> <li>2. Will the LEW be penalised for late application or renewal if the delay is not attributable to the LEW?</li> <li>3. Payment should be done by the owner.</li> <li>4. Internet payment security.</li> <li>5. Will a receipt be issued?</li> <li>6. Owners should be able to print their own licence from the website once payment have been received.</li> </ol>
13	Mr Chong Ser Leong (16 Jul 02)	✓		✓		-	-	✓		<ol style="list-style-type: none"> <li>1. It is important to obtain both the installation licence and receipt together in order to show the owner on the licence application made;</li> <li>2. We are concerned about the facilities for updating of installation licensee's mailing address and other information if EMA stops the counter service after the implementation of e-transactions.</li> </ol>
14	Mr Lim Teck Huat (25 Jul 02)	✓		✓			✓	✓		<ol style="list-style-type: none"> <li>1. Owner usually gives us cash or cheque and some pay the licence fee by GIRO, no much problem has been encountered with such practice;</li> <li>2. I am quite apprehensive about payment through the Internet, I prefer the owner to pay by GIRO to EMA;</li> <li>3. Printing and delivery of licence to owner would incur higher operating cost to LEW.</li> </ol>
	<b>Score</b>	<b>12</b>	<b>2</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>2</b>	<b>11</b>	<b>3</b>	