



## **MODIFICATIONS TO THE REGULATED SUPPLY SERVICE CODE**

### ***CONSULTATION PAPER***

**18 SEP 2018**

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### Background

1. Since 2001, the Energy Market Authority (“**EMA**”) has progressively opened the retail electricity market to competition. EMA commenced the soft launch of the Open Electricity Market (“**OEM**”) in Jurong, where all business and residential consumers at premises with postal codes starting with 60, 61, 62, 63 and 64 have the choice to buy electricity from retailers based on price plans that best meet their needs. EMA will be extending OEM to the rest of Singapore (“**Full Launch**”), to allow the remaining 1.3 million accounts, mainly residential consumers, to enjoy the same choice and flexibility in their electricity purchase options.

### Proposed Modifications for OEM

2. As part of the preparation for OEM Full Launch, EMA has engaged stakeholders to review and enhance the operational processes and requirements for OEM.

3. The Regulated Supply Service (“**RSS**”) Code will need to be modified to incorporate the enhanced operational processes and requirements. The key modifications to the MSS Code are as follows:

- a. Specify the obligations of the Market Support Services Licensee (“**MSSL**”) in relation to the U-Save disbursement (*section 8*); and
- b. Specify the obligations of the MSSL in relation to the Self-Service Portal (*section 14*).

4. The proposed modifications to the RSS Code for OEM full launch are set out in **Annex A**.

### Request for Comments and Feedback

5. EMA would like to invite comments and feedback on the proposed modifications to the RSS Code for OEM full launch. For ease of reference, the amended RSS Code is attached in **Annex B**.

6. Please provide your written feedback no later than **16 Oct 2018** using the template in **Annex C** and submit via email to: [ema\\_mdspd\\_retail@ema.gov.sg](mailto:ema_mdspd_retail@ema.gov.sg)

7. EMA will acknowledge receipt of all submissions via email. Please contact Ms Karyn Goh (Tel: 6376 7698) or Mr Lee Guo Rui (Tel: 6376 7830) if you do not receive EMA's acknowledgement of your submission within three business days.

8. Anonymous submissions will not be considered. EMA reserves the right to make public all or parts of any written submissions made in response to this consultation paper and to disclose the identity of the respondent. Any part of the submission, which is considered by respondents to be confidential, should be clearly marked and placed as an annex which the EMA will take into account regarding the disclosure of the information submitted.

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