

Annex A: Proposed Code Regulated Supply Service (“RSS”) Code

Area of Concern	Rationale	Section	Proposed Modifications (Tracked Changes in Red)
Miscellaneous / Consequential Code Modifications	<ul style="list-style-type: none"> To introduce definitions for new terms, and refine definitions for existing terms 	1.3 Definitions	<p>1.3.1 “business day” means, where expressed by reference to a person in Singapore, any day other than a Saturday, a Sunday or a day on which banks are authorised or required to be closed in Singapore and, where expressed by reference to the jurisdiction of a person other than Singapore, means any day other than a Saturday, a Sunday or a day on which banks are authorised or required to be closed in the jurisdiction of that person;</p> <p>“consumer information” means information relating to a specific consumer of a Market Support Services Licensee obtained by the Market Support Services Licensee in the performance of its duties and functions under the Act, conducting the authorised business and discharging its obligations under this Code and the Market Support Services Code regulated supply service, and includes information obtained without the consent of the consumer;</p> <p>“electricity tariff period” means the period of time, approved by the Authority, for which an electricity tariff determined in accordance with section 7.2.1 (b) is to be prescribed and remain in effect;</p> <p>“prepaid meter” means a meter with the additional capability to allow electricity consumption to be determined 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 meters installed at non-contestable consumers’ domestic residential premises in accordance with this Code;-</p>

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			<p>“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;-</p> <p>“Self-Service Portal” means the informational, non-commercial website set up and managed by the Market Support Services Licensee to allow Retail Electricity Licensees to access information relating to a prospective and contracted consumer, subject to the consumer’s consent having been obtained for this as may be required under any written law or other legal requirement;</p> <p>“U-Save rebates” means the U-Save rebates introduced by the Singapore Government for eligible residential consumers to offset their utilities bills, as part of the GST Voucher scheme;</p>
Contractual Relationships with Other Parties	<ul style="list-style-type: none"> • Technical amendment for clarity 	2.2 Agreement with the Transmission Licensee	<p>2.2.2 Unless relieved of the obligation to do so by the Authority, a Market Support Services Licensee shall, if so required by its electricity licence, offer to provide the following market support services to or act as agent for the Transmission Licensee and but shall not provide such services to the Transmission Licensee unless the parties have entered into an agreement for the provision of such services:</p> <p>(a) Arranging for the provision of connection transmission services to applicable consumers; and</p> <p>(b) Calculating, billing for and collecting monies owed for connection transmission services from users of the transmission system on behalf and as agent of the Transmission Licensee.</p>

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Contractual Relationships with Other Parties	<ul style="list-style-type: none"> Technical amendment for clarity 	2.4 Conditions of Service	<p>2.4.2 For the purposes of this Code, a contractual relationship shall be deemed to exist between a Market Support Services Licensee and any non-contestable consumer that accepts regulated supply service from the Market Support Services Licensee including the definition of "account", a contractual relationship shall be deemed to exist between a Market Support Services Licensee and any non-contestable consumer that accepts regulated supply service from the Market Support Services Licensee. The terms and conditions of such contractual relationship shall be the terms and conditions of the Market Support Services Licensee's Conditions of Service. The terms and condition of a Market Support Services Licensee's Conditions of Service shall comply and be consistent with the requirements of section 13 of this Code.</p>
Connections	<ul style="list-style-type: none"> Technical amendment for clarity 	4.1 Connections	<p>4.1.1 A Market Support Services Licensee shall perform the following activities in respect of each non-contestable consumer that wishes to obtain regulated supply service from the Market Support Services Licensee:</p> <ul style="list-style-type: none"> (a) Confirm the contestability status of the consumer as non-contestable; (b) Establish an account for the non-contestable consumer for regulated supply service; and (c) Obtain an initial meter read of the meter for the installation of the non-contestable consumer. <p>The foregoing activities shall, in the case of a consumer to whose electricity supply to the installation the supply of electricity had not already been turned on prior to the coming into force of this Code, be performed no later than the end of the day on which this Code comes into force and shall, in all other cases, be</p>

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			performed prior to the agreed energisation date of the consumer's installation.
Disconnections	<ul style="list-style-type: none"> • Technical amendment for clarity 	4.2 Disconnections	<p>4.2.1 A Market Support Services Licensee shall may, in the case of a non-contestable consumer whose installation is connected to the transmission system, direct the Transmission Licensee to discontinue the flow of electricity to such installation, and may; in the case of a consumer whose installation receives a supply of electricity via the internal electrical system of another consumer, direct such other consumer to discontinue the flow of electricity to such installation, and shall in each case perform a meter read on disconnection in respect of the applicable installation, upon request made by or on behalf of the non-contestable consumer:</p> <p>(a) for a temporary period of time; or</p> <p>(b) to close the account that the non-contestable consumer has with the Market Support Services Licensee.</p>
Disconnections	<ul style="list-style-type: none"> • Technical amendment for clarity 	4.2 Disconnections	<p>4.2.3 A Market Support Services Licensee may, subject to section 4.2.4, in the case of a non-contestable consumer whose installation is connected to the transmission system, direct the Transmission Licensee to discontinue the flow of electricity to such installation, and may; in the case of a non-contestable consumer whose installation receives a supply of electricity via the internal electrical system of another consumer, direct such other consumer to discontinue the flow of electricity to such installation, and shall in each case perform a meter read on disconnection in respect of the applicable installation, for failure of the person to pay his bill.</p>
Disconnections	<ul style="list-style-type: none"> • Technical amendment for clarity 	4.2 Disconnections	<p>4.2.5 A Market Support Services Licensee may direct the Transmission Licensee to discontinue the flow of electricity to such installation, and, in the case of a consumer whose installation receives a supply of electricity via the internal</p>

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			<p>electrical system of another consumer, direct such other consumer to discontinue the supply of electricity to a non-contestable consumer for failure of the person to provide reasonable security, as described in section 11, for the payment of all money that may become due for regulated supply service or where any such security given by that person has become invalid or insufficient and a notice requiring that person to provide security given in accordance with section 23(3) of the Act has been given and has expired.</p>
Reconnections	<ul style="list-style-type: none"> • Technical amendment for clarity 	4.3 Reconnections	<p>4.3.1 If a Market Support Services Licensee has, in the case of a non-contestable consumer whose installation is connected to the transmission system, directed the Transmission Licensee to discontinue the flow of electricity to such installation, and, in the case of a non-contestable consumer whose installation receives a supply of electricity via the internal electrical system of another consumer, directed such other consumer to discontinued the flow of electricity to such installation, under section 4.2.3 for reasons other than a default by the consumer and the conditions under which the Market Support Services Licensee made such a direction have changed such that the cause for disconnection is no longer applicable, the Market Support Services Licensee shall direct the Transmission Licensee to reconnect the supply of electricity to such installation, and, in the case of a consumer whose installation receives a supply of electricity via the internal electricity system of another consumer, direct such other consumer to reconnect the supply of electricity to such installation, or as the case may be, reconnect supply to the installation which has been disconnected within a reasonable time after a request from the non-contestable consumer to reinstate the connection.</p>

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	<ul style="list-style-type: none"> Technical amendment for clarity 	4.3 Reconnections	<p>4.3.2 Where a Market Support Services Licensee has, in the case of a non-contestable consumer whose installation is connected to the transmission system, directed the Transmission Licensee to discontinue, and, in the case of a non-contestable consumer whose installation receives a supply of electricity via the internal electrical system of another consumer, directed such other consumer to discontinued the supply of electricity to any installation of a regulated supply service consumer under section 4.2.3 by reason of a default by the consumer, the Market Support Services Licensee shall direct the Transmission Licensee to reconnect the supply of electricity to such installation, and, in the case of a consumer whose installation receives a supply of electricity via the internal electricity system of another consumer, direct such other consumer to reconnect the supply of electricity to such installation, or as the case may be, reconnect the installation if the consumer has:</p> <ul style="list-style-type: none"> (a) made good the default; (b) paid the reasonable expenses of disconnecting and reconnecting the supply; (c) given such security as the Market Support Services Licensee may reasonably require; and (d) given such security as the Transmission Licensee may reasonably require.
Disbursement of U-Save	<ul style="list-style-type: none"> Technical amendment to clarify that the Market Support Services Licensee shall be responsible for the administration of the U-Save disbursement 	8.5 U-Save Disbursement	<p>8.5 U -SAVE DISBURSEMENT</p> <p>8.5.1 A Market Support Services Licensee shall be responsible for administering the correct and timely disbursement of U-Save rebates to eligible contestable consumers and Retail Electricity Licensees, as applicable.</p>

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Consumer Information	<ul style="list-style-type: none"> Technical amendment to clarify the consumer information which the Market Support Services Licensee shall maintain 	10.1 Maintenance of Consumer Information	<p>10.1.1 A Market Support Services Licensee shall ensure that the following information is maintained for a non-contestable consumer and made available for transmittal upon receipt of a valid request 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 name and billing address; (b) Consumer’s address for service; (c) Account number with the Market Support Services Licensee; (d) Classification of a consumer’s residential status; (e) Classification of a consumer’s premise type; (f) Name of the licensees whom the consumer is purchasing electricity from at the time of the request; (g) Classification of a consumer’s eligibility to apply to cease his classification as a contestable consumer under regulation 7 of the Electricity (Contestable Consumers) Regulations; (h) Classification of a consumer’s aggregate monthly electricity consumption based on the aggregate electricity consumption over a continuous period of 12 months ending immediately before the month of the request; (i) Type of service connection; (j) Voltage level at which each of the consumer’s installation is connected to the grid; (k) Arrangement of supply at which each of the consumer’s installation is connected to the grid; (l) Information concerning each consumer’s contracted capacity, where applicable; (m) Information concerning each consumer’s approved load, where applicable;

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			<p>(n) Type of metering scheme;</p> <p>(o) Meter identification number for each meter;</p> <p>(p) Meter type of each meter;</p> <p>(q) Meter classification of each meter type of each meter;</p> <p>(r) Mode of reading of each meter;</p> <p>(s) Meter reading frequency for each meter;</p> <p>(t) Meter reading date for each meter reading period for each meter;</p> <p>(u) Meter reading for each meter;</p> <p>(v) Electricity usage (kWh/half-hour) for each half-hour interval in each meter reading period for each meter;</p> <p>(w) Period during which the consumer is allowed to submit meter reading for settlement purposes;</p> <p>(x) Next scheduled meter read date;</p> <p>(y) Next scheduled invoice date;</p> <p>(z) The output of any embedded generation facility that is a GRF or GSF and that provides energy directly to the consumer's installation;</p> <p>(aa) kVarh/half-hour for each half-hour period in each meter reading period if the data is used to bill for transmission or other services;</p> <p>(bb) All relevant loss adjustment factors applicable to the metered values from each meter; and</p> <p>(cc) The information in the receipts issued by the Market Support Services Licensee under section 8.1.4; and</p> <p>(dd) Any information as may be required by the Authority in the discharge of its duties and responsibilities under the Act and regulations made thereunder.</p> <p>(a) Consumer's account number with the Market Support Services Licensee;</p>

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			<p>(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.</p>
Consumer Information	<ul style="list-style-type: none"> • Technical amendment for clarity 	10.1 Maintenance of Consumer Information	<p>10.1.2 A Market Support Services Licensee shall ensure that the information listed in section 10.1.1 is retained for a the period which the consumer is receiving regulated supply service from the Market Support Services Licensees, and of no less than one year after cessation of regulated supply services from the Market Support Services Licensees, or for whatever period of time data is available if the regulated supply service consumer has been receiving supply for less than one year.</p>
Consumer Information	<ul style="list-style-type: none"> • Technical amendment for clarity 	10.2 Provision of Consumer Information	<p>10.2.1 A regulated supply service consumer may submit a request for the transmittal of the consumer information referred to in section 10.1.1 in respect of the requesting consumer specified installation of the consumer.</p>
Consumer Information	<ul style="list-style-type: none"> • Technical amendment for clarity 	10.2 Provision of Consumer Information	<p>10.2.2 A Market Support Services Licensee shall not give effect to a request referred to in section 10.2.1 unless a match is</p>

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			<p>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>
Consumer Information	<ul style="list-style-type: none"> • Technical amendment for clarity 	10.3 Confidentiality of Consumer Information	<p>10.3.1 Except as otherwise provided in this Code or in its electricity licence, a Market Support Services Licensee shall not disclose consumer information described in section 10.1.1 to a third party without the consent of the consumer in writing, except when information has been sufficiently aggregated such that the consumer's consumer information cannot be identified or where consumer information is required to be disclosed:</p> <p>(a) Consumer information that has been sufficiently aggregated such that a consumer cannot be identified; and</p> <p>(b) Information required to be disclosed for:</p> <p>(i) for purposes of fulfilling the Market Support Services Licensee's obligations under this Code;</p> <p>(ii) for law enforcement purposes;</p> <p>(iii) for the purposes of complying with a legal requirement;</p> <p>(iv) debt recovery purposes when past due accounts of the consumer have been passed to a debt collection agency; or</p> <p>(v) for the purposes of complying with the market rules.</p>
Consumer Information	<ul style="list-style-type: none"> • Technical amendment for clarity 	10.3 Confidentiality of Consumer Information	<p>10.3.3 Except as otherwise provided in this Code, a Market Support Services Licensee shall take all reasonable steps to ensure that a third party that obtains consumer information as</p>

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			<p>the result of the provision of services to the Market Support Services Licensee associated with the provision of regulated supply service uses that information only for purposes of performing such services and does not otherwise use or disclose such information.</p>
Self-Service Portal	<ul style="list-style-type: none"> To specify that the Market Support Services Licensee has been appointed by the Authority to administer the Self-Service Portal, for and on behalf of the Authority, to facilitate Retail Electricity Licensees access to consumers, subject to obtaining the consumer's consent where applicable 	14 Self-Service Portal	<p>14 SELF-SERVICE PORTAL</p> <p>14.1 A Market Support Services Licensee shall ensure that the Self-Service Portal and associated procedures shall provide minimally the following:</p> <p>(a) Upon the Retail Electricity Licensee provision of an existing or prospective consumer's unique identifier(s) as specified by the Authority, allow each Retail Electricity Licensee to access the consumer information specified in sections 10.1.1(c) through 10.1.1(d), sections 10.1.1(i) through 10.1.1(k), section 10.1.1(n), sections 10.1.1(p) through 10.1.1(r), and sections 10.1.1(w) through 10.1.1(x);</p> <p>(b) Upon the Retail Electricity Licensee provision of an existing consumer's unique identifier(s) as specified by the Authority, allow each Retail Electricity Licensees to access the consumer information specified in sections 10.1.1(e) through 10.1.1(f), section 10.1.1(l), and sections 10.1.1(u) through 10.1.1(v)</p> <p>(c) Upon the Retail Electricity Licensee provision of a prospective consumer's unique identifier(s) as specified by the Authority, allow each Retail Electricity Licensees to access the consumer information specified in sections 10.1.1(e) through</p>

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			<p>10.1.1(f), section 10.1.1(l), and sections 10.1.1(u) through 10.1.1(v), subject to obtaining the relevant consumer's consent;</p> <p>(d) Maintain an audit database that contains a record of the time, date and identifier of every request made by a Retail Electricity Licensee to access the information specified in sections 19.1.2(a) through 19.1.2(c);</p> <p>(e) Provide access to technical support for all Retail Electricity Licensee from 0900 to 1700 hours on business days; and</p> <p>(f) Maintain accurate system documentation and operating procedures.</p> <p>14.2 A Market Support Services Licensee shall be responsible and liable whatsoever for any information on the Self-Service Portal.</p>