



*Smart Energy, Sustainable Future*

**PROPOSED MODIFICATIONS TO THE  
CODE OF CONDUCT FOR RETAIL ELECTRICITY LICENSEES  
CONSULTATION PAPER**

Closing date for submissions of comments and feedback: 27 Feb 2023

**30 JAN 2023**

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# PROPOSED MODIFICATIONS TO THE CODE OF CONDUCT FOR RETAIL ELECTRICITY LICENSEES

## CONSULTATION PAPER

### 1. CONTEXT

1.1. Following consultation with the Wholesaler (Generation) Licensees and Wholesaler (Demand Side Participation) Licensees, the Energy Market Authority (“**EMA**”) has streamlined the scope and conditions of their licences (hereinafter collectively referred to as the “**Wholesaler Licences**”). A key enhancement is to allow the Licensee to supply, sell or offer to sell electricity generated at one or more non-residential consumers at the same premises (“**Specified Premises**”) by the Licensee under the exemption set out in the Electricity (Electricity Generation Licence) (Exemption) (No. 2) Order to a non-residential consumer at the Specified Premises. Along with this enhancement, the Wholesaler Licensees will be subject to the relevant provisions in the Code of Conduct for Retail Electricity Licensees (“**Code**”).

### 2. PROPOSED MODIFICATIONS TO THE CODE

2.1. EMA has reviewed the Code and intends to introduce modifications to clarify the standard of performance applicable to existing and new Wholesaler Licensees in respect of supplying, selling or offering to sell electricity generated at Specified Premises.

2.2. EMA invites comments and feedback on the proposed modifications to the Code detailed in **Appendix I**. Please provide your written responses using the Template as shown in **Appendix II** and submit via attachment (in **both PDF and Microsoft Word** format) at [www.go.gov.sg/rcc-mod](http://www.go.gov.sg/rcc-mod) by no later than **5pm on 27 Feb 2023**.

QR code link to submit written responses:



2.3. Please note that 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. EMA will take this into account regarding disclosure of the information submitted.

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**PROPOSED MODIFICATIONS TO THE CODE OF CONDUCT FOR RETAIL ELECTRICITY LICENSEES**

Reference No.	Rationale for Code Amendments	Code Amendment – Tracked changes in Red																						
RCC/2023/1	To clarify to whom this Code applies.	1.2.1 Subject to section 1.2.2 and section 1.2.3, this Code applies to a Licensee who is subject to this Code as a condition of its electricity licence and a Licensee defined in section 1.3.1 of this Code.																						
RCC/2023/2	To clarify the sections of the Code that would not apply to Wholesaler Licensees.	<p>1.2.3 The following sections of this Code shall not apply to a Wholesaler Licensee:</p> <table border="1" data-bbox="1003 692 1968 1359"> <tbody> <tr> <td data-bbox="1003 692 1485 761">Consumers and Consolidated Billing</td> <td data-bbox="1485 692 1968 761">2.1.2, 2.1.5</td> </tr> <tr> <td data-bbox="1003 761 1485 807">Identification Requirements</td> <td data-bbox="1485 761 1968 807">2.3.4</td> </tr> <tr> <td data-bbox="1003 807 1485 876">Comparison of Offer for Consumers</td> <td data-bbox="1485 807 1968 876">2.4.1; 2.4.2; 2.4.3</td> </tr> <tr> <td data-bbox="1003 876 1485 944">Obligation to Contract and Information to be Maintained</td> <td data-bbox="1485 876 1968 944">2.5.2(b)(iv); 2.5.2(d); 2.5.2(e)</td> </tr> <tr> <td data-bbox="1003 944 1485 991">Billing and Invoices</td> <td data-bbox="1485 944 1968 991">2.6.4; 2.6.5</td> </tr> <tr> <td data-bbox="1003 991 1485 1059">Confidentiality of Consumer Information</td> <td data-bbox="1485 991 1968 1059">2.8.1(b)</td> </tr> <tr> <td data-bbox="1003 1059 1485 1106">Transfer of Consumers</td> <td data-bbox="1485 1059 1968 1106">2.9.1 – 2.9.7</td> </tr> <tr> <td data-bbox="1003 1106 1485 1174">Retailer of Last Resort Event (RoLR Event)</td> <td data-bbox="1485 1106 1968 1174">2.9A.1 – 2.9A.7</td> </tr> <tr> <td data-bbox="1003 1174 1485 1243">Expiry and Termination of Contracts</td> <td data-bbox="1485 1174 1968 1243">2.10.1 – 2.10.8; 2.10.9(d); 2.10.10 – 2.10.13</td> </tr> <tr> <td data-bbox="1003 1243 1485 1289">Do Not Contact List</td> <td data-bbox="1485 1243 1968 1289">2.13.1 – 2.13.2</td> </tr> <tr> <td data-bbox="1003 1289 1485 1359">Provisions Exclusive to Residential Consumers</td> <td data-bbox="1485 1289 1968 1359">3.1 – 3.9</td> </tr> </tbody> </table>	Consumers and Consolidated Billing	2.1.2, 2.1.5	Identification Requirements	2.3.4	Comparison of Offer for Consumers	2.4.1; 2.4.2; 2.4.3	Obligation to Contract and Information to be Maintained	2.5.2(b)(iv); 2.5.2(d); 2.5.2(e)	Billing and Invoices	2.6.4; 2.6.5	Confidentiality of Consumer Information	2.8.1(b)	Transfer of Consumers	2.9.1 – 2.9.7	Retailer of Last Resort Event (RoLR Event)	2.9A.1 – 2.9A.7	Expiry and Termination of Contracts	2.10.1 – 2.10.8; 2.10.9(d); 2.10.10 – 2.10.13	Do Not Contact List	2.13.1 – 2.13.2	Provisions Exclusive to Residential Consumers	3.1 – 3.9
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Reference No.	Rationale for Code Amendments	Code Amendment – Tracked changes in Red
		<p data-bbox="1003 304 2024 469">For the avoidance of doubt, any retailing of electricity by a Wholesaler Licence shall be strictly limited to the electricity that the Wholesaler Licensee generates at the specified premises under the exemption set out in the Electricity (Electricity Generation Licence) (Exemption) (No. 2) Order to a non-residential consumer at the same specified premises.</p> <p data-bbox="909 507 1850 539">1.2.4 This Code shall not apply to a Market Support Services Licensee.</p>
RCC/2023/3	To include Wholesaler Licensees within the Code as part of the expanded scope of the Wholesaler Licence.	<p data-bbox="909 603 1659 635">1.3.1 In this Code, unless the context otherwise requires:</p> <p data-bbox="1003 671 1536 703">“Act means the Electricity Act (Cap. 89A);</p> <p data-bbox="1003 719 1010 799">.</p> <p data-bbox="1003 842 2024 975">“Do Not Contact List” means a list of non-residential consumers that have indicated that they do not wish to be contacted by any Licensee that is not supplying electricity to them, as maintained and administered by the Market Support Services Licensee for and on behalf of the Authority;</p> <p data-bbox="1003 1011 1720 1043">“electricity licence” has the same meaning as in the Act;</p> <p data-bbox="1003 1080 1240 1112">“Licensee” means:</p> <p data-bbox="1003 1149 2024 1214">(a) a Retail Electricity Licensee, which has the same meaning as in the Act <del>who is subject to this Code as a condition of its electricity licence</del>; or</p> <p data-bbox="1003 1241 1397 1273">(b) a Wholesaler Licensee;</p> <p data-bbox="1003 1299 1010 1347">.</p>

Reference No.	Rationale for Code Amendments	Code Amendment – Tracked changes in Red
		<p data-bbox="996 284 1010 331">.</p> <p data-bbox="996 363 2029 501">“salesperson” means a person who is employed by a Licensee as its agent or contractor or otherwise represents a Licensee in respect of the Licensee’s retail activities, including a person that makes representations to consumers on behalf of the Licensee for the purpose of retailing electricity;</p> <p data-bbox="996 539 1603 568">“specified premises” means any premises that:</p> <ul style="list-style-type: none"> <li data-bbox="996 606 2029 772">(i) are lawfully used or occupied by a Wholesaler Licensee for the purpose of generating electricity through a generating unit on the premises for supply and sale by the Wholesaler Licensee of the electricity to one or more consumers who lawfully use or occupy the premises for non-residential purposes; and</li> <li data-bbox="996 810 1818 839">(ii) are also supplied electricity from a transmission system;</li> </ul> <p data-bbox="996 858 1010 906">.</p> <p data-bbox="996 944 2029 1008">“Termination Order” has the same meaning as “termination order” in the Market Rules; <del>and</del></p> <p data-bbox="996 1046 2029 1110">“Transmission Licensee” has the same meaning as “transmission licensee” in the Act; <del>and</del></p> <p data-bbox="996 1149 2029 1315">“Wholesaler Licensee” means a person who is authorised by an electricity licence to supply, sell or offer to sell electricity generated at specified premises by that person under the exemption set out in the Electricity (Electricity Generation Licence) (Exemption) (No. 2) Order to a non-residential consumer at the same specified premises.</p>

**TEMPLATE FOR SUBMISSION OF COMMENTS**

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S/No.	Please indicate in each cell in this column, the section/paragraph in the Consultation Paper to which your comment refers	Comment
1		
2		
3		
4		

Comments submitted by

Name :

Designation :

Company :

Email :

Contact No. :