

PUBLIC INTEREST DISCLOSURE INITIATIVE

Introduction

1. The Energy Market Authority (EMA) has in place, since 2009, a public interest disclosure initiative to encourage and facilitate the reporting of wrongdoings.
2. This initiative facilitates the reporting of illegal or prohibited activities of companies or individuals operating in the electricity and gas industries by external whistleblowers (that is individuals who do not work for EMA). This will assist EMA in uncovering illegal or prohibited activities which may otherwise go undetected, possibly to the detriment of electricity and gas consumers.

What sort of information can be reported

3. In general, one can report to EMA any activity of a company or individual in the electricity or gas industries which:
 - is illegal;
 - is of substantial or specific danger to public safety;
 - threatens the security of the electricity or gas systems;
 - is anti-competitive; and/or
 - breaches codes of practice or standards.

For example, this may include the following activities:

- offences such as retailing of electricity or gas without a licence;
- breach of licence conditions;
- failure to comply with codes of practice or service standards such as the Market Support Services Code, Regulated Supply Services Code, or the Code of Conduct for Retail Electricity and Gas Retail Licensees; and/or
- anti-competitive behaviour or abuse of dominant position by companies, such as price fixing, bid-rigging or predatory pricing.

What type of information/supporting documents to furnish

4. Supplying detailed information will enable EMA to carry out a thorough and expeditious investigation. Supporting documents would include:

- A detailed description of the wrongdoing;
- The name of the infringing party, entity or individual involved;
- The agency, division and location where the wrongdoing occurred;
- The date the wrongdoing occurred;
- Other details that may be important and relevant to EMA's investigation, including witnesses, documents, evidence;
- The relevant law, regulation, direction, licence condition, code of practice or standard of performance that may have been breached, if this is known;
- The informing party's name, address, phone number and email contact details (which will be kept confidential).

Keeping the identity of the whistle-blower confidential

5. EMA will treat the identity of the informing party with utmost and strictest confidence.
6. The number of EMA officers involved in the investigation will be kept to a minimum.

How to make a report

7. If you have any information regarding any possible offence, wrongdoing, illegal or prohibited activity, please make a report as soon as possible. This will enable EMA to investigate and take such action as may be necessary.
8. You may make your report to the EMA by contacting any of the following officers:

Contact Officers: Mr Kng Meng Hwee
Deputy CE, Industry Regulation Division
DID: +65 6376 7753
Email: kng_meng_hwee@ema.gov.sg

Mr Soh Sai Bor
Assistant CE, Economic Regulation Division
DID: +65 6376 7603
Email: soh_sai_bor@ema.gov.sg

Mr Milton Goh
Director, Legal Department
DID: +65 6376 7867
Email: milton_goh@ema.gov.sg