

Licence No. EMA/RE/016

Electricity Licence for Retail Electricity Licensee

granted under
the Electricity Act (Cap. 89A) to

Best Electricity Supply Pte Ltd

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ELECTRICITY LICENCE FOR RETAIL ELECTRICITY LICENSEE

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PART I: SCOPE OF THE LICENCE

1. The Energy Market Authority of Singapore ("the Authority"), in exercise of the powers conferred by Section 9 of the Electricity Act (Cap. 89A) (the "Act"), hereby grants to Best Electricity Supply Pte Ltd ("the Licensee"), a company incorporated in the Republic of Singapore with Registration Number 201502907C, an electricity licence (the "licence") authorising the Licensee to:
 - (a) retail electricity; and
 - (b) trade in any wholesale electricity market operated by the Market Company,subject to the conditions of this licence (the "Conditions").
2. The Conditions are subject to modification in accordance with their terms or with Section 12 of the Act.
3. Subject to paragraph 4 below, this licence shall be for a term of 10 (ten) years commencing on the date set out below. The Licensee may, no earlier than 3.5 (three and a half) years and no later than 2.5 (two and a half) years prior to the expiry of the licence, apply to the Authority, in writing, for a renewal of the licence. The renewal shall be on such terms and conditions as the Authority deems fit and will be notified to the Licensee, in writing, no later than 2 (two) years prior to the date of expiry.
4. The Authority may at any time during the term of this licence revoke or suspend this licence in accordance with Section 13 of the Act.



19 June 2015

NG WAI CHOONG

Chief Executive

Energy Market Authority of Singapore

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PART II: CONDITIONS OF THE LICENCE

Condition 1: Interpretation

1. Unless the context otherwise requires, words and expressions used in this licence shall be construed as if they were in an Act of Parliament and the Interpretation Act (Cap. 1) applied to them and references to an enactment shall include any statutory modification or re-enactment thereof or any legislation substituted therefor after the date when this licence comes into operation. A reference in this licence to a body, whether statutory or not, which ceases to exist or whose functions are transferred to another body includes a reference to the body which replaces it or which substantially succeeds to its functions, powers or duties. A reference in this licence to the word "including" or a grammatical variation thereof means "including but not limited to".
2. Unless the context otherwise requires or the term is otherwise defined in paragraph 3 of this Condition, all terms defined in the Act shall have the same meaning when used in this licence.
3. In this licence, unless the context otherwise requires:
 - "authorised business" means, in respect of the Licensee, the business of retailing electricity and of trading in any wholesale electricity market operated by the Market Company;
 - "Code of Conduct for Retail Electricity Licensees" means the code of practice issued by the Authority that describes the minimum standards of performance in accordance with which the Licensee is required to conduct its authorised business;
 - "director" means any person who is a "director" within the meaning of Section 4(1) of the Companies Act (Cap. 50);
 - "MSSL counterparty" means the market support services licensee that is party to a vesting contract;
 - "power system" means a system comprising (a) the transmission system; and (b) generation facilities and load facilities, as defined in the market rules, connected to the transmission system;
 - "Power System Operator" means the Authority acting in its capacity as the person responsible for ensuring the security of supply of electricity to consumers and arranging for the secure operation of the transmission system in accordance with the market rules and applicable codes of practice as described in Section 3(3)(e) of the Act;
 - "regulatory contract" means an agreement or arrangement which an electricity licensee is required, by condition of licence, to enter into under Section 9(7)(a)(ii) of the Act;
 - "related enterprise" in relation to the Licensee or its subsidiary means any company or partnership over which the Licensee or its subsidiary, as the case

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may be (either directly or through another subsidiary company), is able to exercise control, that is, to direct the decision-making process of the company or partnership, whether through holding issued share capital or voting power of the company or partnership;

"relevant legislation" means the Act and the Energy Market Authority of Singapore Act (Cap. 92B), and includes in each case the regulations made thereunder;

"retailer consolidated billing" means a billing arrangement under which a retail electricity licensee bills a consumer for the delivered price of electricity and any related retail services provided directly by the retail electricity licensee, and bills for and assumes the consumer's obligation to pay the applicable market support services licensee and the transmission licensee for market support services charges and transmission charges owed by the consumer; and

"vesting contract" means a contract or other financial arrangement between a market support services licensee and a generation licensee in a form approved by, and designated as a vesting contract by, the Authority.

4. For the purposes of the restriction on the transfer of this licence, the provisions of Section 11 of the Act shall apply and, accordingly:
 - (a) this licence is not transferable without the approval in writing of the Authority; and
 - (b) any purported transfer of this licence shall be void.
5. Any reference in this licence to a numbered paragraph is a reference to the paragraph bearing that number in the condition in which the reference occurs.
6. Where in this licence the Licensee is required to comply with any obligation within a specified time limit, that obligation shall be deemed to continue after that time limit if the Licensee fails to comply with that obligation within that time limit.
7. The provisions of Section 99 of the Act shall apply for the purposes of the service of any document pursuant to this licence.

Condition 2: Composition of the Board of Directors

1. The Licensee shall procure that at all times its directors shall not be employed by nor hold any office or engagement with:
 - (a) any other retail electricity licensee or any person exempted from the obligation to hold an electricity licence to retail electricity;
 - (b) any person authorised by an electricity licence or exempted from the obligation to hold an electricity licence, to engage in an activity referred to in one or more of subsections (b), (ba), (e), or (g) of Section 6(1) of the Act; or

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- (c) a gas transporter or gas transport agent under the Gas Act (cap. 116A).
2. The Authority may, on such terms as it may specify in writing and notified to the Licensee, waive or vary any of the requirements of this Condition for such period, as the Authority may determine.

Condition 3: Prohibition of Acquisition of Shares

1. The Licensee shall not directly or indirectly through its related enterprise acquire or hold any shares in:
 - (a) any other retail electricity licensee or any person exempted from the obligation to hold an electricity licence to retail electricity;
 - (b) any person authorised by an electricity licence or exempted from the obligation to hold an electricity licence, to engage in an activity referred to in one or more of subsections (b), (ba), (e), or (g) of Section 6(1) of the Act; or
 - (c) a gas transporter or gas transport agent under the Gas Act (Cap. 116A).
2. The Authority may, on such terms as it may specify in writing and notified to the Licensee, waive or vary any of the requirements of this Condition for such period, as the Authority may determine.

Condition 4: Compliance with Market Rules

1. The Licensee shall at all times comply with the provisions of the market rules applicable to the Licensee.
2. If the Licensee applies to the Market Company for registration as a market participant, the Licensee shall notify the Authority:
 - (a) of the filing of such application;
 - (b) upon being registered or denied registration as a market participant;
 - (c) upon having its registration as a market participant suspended or terminated; and
 - (d) no later than [2] (two) months before any application is filed by the Licensee to withdraw its registration as a market participant.

Condition 5: Codes of Practice

1. The Licensee shall be subject to and shall comply with:
 - (a) the Code of Conduct for Retail Electricity Licensees; and

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- (b) any other relevant codes of practice and standards of performance issued or approved by the Authority under Section 16 of the Act.
- 2. The Licensee shall be required to participate in the development of any other code of practice and standard of performance to be issued by the Authority if such code of practice or standard of performance will directly or indirectly affect the authorised business of the Licensee.
- 3. The Licensee may propose modifications to a code of practice or standard of performance that is in force at the relevant time by notifying the Authority in writing of the proposed modification. The Authority may :
 - (a) review the proposed modification to a code of practice and determine whether the proposed modification should be made, in accordance with the code modification process set out in the relevant code; and
 - (b) review the proposed modification to a standard of performance to determine whether the proposed modification should be made.
- 4. The Authority may by written notification, exempt the Licensee from compliance with any code of practice, in whole or in part, and subject to such terms and conditions as the Authority may determine.
- 5. (1) The Licensee shall not:
 - (a) with regard to its authorised business or the electricity industry,
 - (i) make, prepare, attest to or certify, orally or in writing, any representation or statement that is false, incorrect or misleading or open to misconstruction by any person; or
 - (ii) make any representation or statement, orally or in writing, or give any answer, orally or in writing, or otherwise conduct itself in a manner that is likely to mislead any person; or
 - (b) mislead or otherwise create any confusion in the mind of a person about its authorised business.
- (2) If the Authority is satisfied that the Licensee is contravening or has contravened any provision of paragraph (1), the Authority may, by notice in writing to the Licensee, direct the Licensee to take such steps as are specified in such direction, to correct such false, incorrect or misleading representation, statement or answer or to correct such confusion, including without limitation, by requiring the Licensee to publish a correction or to write to such persons to set out the correct facts within a specified period of time as directed by the Authority.
- (3) The Authority may take enforcement action against the Licensee in accordance with the provisions of the Act if the Licensee fails to comply with the direction of the Authority issued under paragraph (2) above.

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Condition 6: Regulatory Contracts

1. The Licensee shall enter or shall have entered into the following regulatory contracts:
 - (a) a market support services agreement with a market support services licensee for the provision of market support services to the Licensee;
 - (b) if the Licensee intends to provide retailer consolidated billing as that term is defined in the applicable code of practice, a retailer use of system agreement with a transmission licensee for the payment of transmission charges; and
 - (c) an agreement with the Power System Operator for the purposes of creating a contractual relationship between the Power System Operator and the Licensee as a market participant.
2. The Licensee shall be required to participate in the preparation of any regulatory contract to which the Licensee will be a party.
3. If after a period which appears to the Authority to be reasonable, or such period agreed to between the parties and approved by the Authority, or such other period as stipulated by the Authority from time to time, the Licensee has failed to enter into a regulatory contract, the Authority may, at the request of the Licensee or of the party aggrieved by such failure, determine any terms of the regulatory contract in such manner as appears to the Authority to be reasonable. The Licensee shall thereafter enter into the regulatory contract on the terms as determined by the Authority.
4. Paragraph 3 of this Condition shall not apply to any regulatory contract under which the Authority or an entity that is operated by or to which the Authority has a shareholding is a party, in which case an independent third party shall be appointed to negotiate any terms that remain unresolved as between the Authority or the aforesaid entity, as the case may be, and the Licensee.
5. Any dispute arising under a regulatory contract to which the Licensee is a party shall be resolved in accordance with the dispute resolution provisions of the regulatory contract.

Condition 7: Settlement for Negative Vesting Credits

1. Where an MSSSL counterparty determines in accordance with the applicable code of practice that the Licensee is liable to make a payment in relation to vesting contracts entered into by the MSSSL counterparty on behalf of the Licensee's consumers, the Licensee shall settle such obligations within such time and in such manner in accordance with the provisions of the vesting contracts.

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Condition 8: Preparation for Emergencies and Security Arrangements

1. The Licensee shall, as soon as reasonably practicable, inform its consumers of any emergencies or security issues of which it may be aware, which may arise in association with or which may be relevant to the sale of electricity to these consumers.
2. The Licensee shall take such action as the Authority may reasonably require, to plan and prepare for emergencies, including taking part in tests and exercises.

Condition 9: International Obligations

1. The Licensee shall exercise its rights and powers and perform its duties and obligations under this licence in a manner which is consistent with the Government's obligations:
 - (a) by virtue of the Government being a member of an international organization or a party to an international agreement; or
 - (b) to attain or facilitate the attainment of that which is requisite and expedient in view of the Government being a member of such an organization or a party to such an agreement,to the extent that the Licensee has notice of such membership or agreement pursuant to paragraph 2 of this Condition.
2. The Authority shall notify the Licensee from time to time of any membership or agreement to which paragraph 1 of this Condition applies.
3. The Licensee may apply to the Government for compensation or grant to offset any loss or damage sustained as a result of complying with paragraph 1 of this Condition based on an audited claim submitted by the Licensee for such loss or damage.

Condition 10: Investigation of Offences

1. The Licensee shall monitor its activities with respect to compliance with this licence and shall report any suspected non-compliance to the Authority. The licensee shall also submit quarterly, or at such other frequency as notified by the Authority in writing, a compliance statement to the Authority that it has complied with the requirements in this Licence or describing any cases of any suspected non-compliance.
2. Where it comes to the attention of the Licensee that another electricity licensee has breached its electricity licence or relevant legislation, the Licensee shall report such suspected non-compliance to the Authority.
3. Where the Licensee reports suspected non-compliance by itself or another electricity licensee, or requests the Authority to institute a prosecution against any person for contravening a provision of relevant legislation in relation to the

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authorised business, the Licensee shall furnish to the Authority as soon as reasonably practicable:

- (a) a written report on the suspected non-compliance or contravention; and
 - (b) any relevant information and evidence in the possession or control of the Licensee and requested by the Authority.
4. Where the Authority receives any information from any person other than the Licensee indicating that an offence under relevant legislation may have been committed in respect of activities or property belonging to or managed by the Licensee, the Authority may, subject to Section 5 of the Act, inform the Licensee of such information and the Licensee shall furnish to the Authority as soon as reasonably practicable:
- (a) a written report on the suspected offence; and
 - (b) any relevant information and evidence in the possession or control of the Licensee and requested by the Authority.
5. The Licensee and its directors and officers shall give full assistance and co-operation to the Authority and its prosecuting officer or counsel in connection with any prosecution proceedings arising from paragraphs 1 through 4 of this Condition.

Condition 11: Information, Access and Audit Rights of the Authority

1. The Licensee shall promptly inform the Authority of any circumstances that result, or are likely to result, in a change in the information provided to the Authority and shall provide updated information to the Authority in a timely manner.
2. Without prejudice to the powers of the Authority to call for information under or pursuant to any other conditions in this licence or relevant legislation, the Licensee shall, at the Licensee's cost, furnish to the Authority such information as the Authority requires pursuant to Section 4 of the Act and in such form as the Authority requires.

Condition 12: Special Administration Order

1. In accordance with any special administration order made by the Minister under Section 29 of the Act, the Authority may directly or indirectly manage the affairs, business and property of the Licensee in accordance with Section 28 of the Act. In such an event, the Licensee shall allow the Authority such access to or control of its property as required to permit the Authority to meet

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its obligations under the special administration order during the period for which the order is in force.

Condition 13: Payment of Fees

1. The Licensee shall, at the times stated hereunder, pay to the Authority fees in the amount specified in, or determined under, paragraphs 2 to 5 of this Condition.
2. The Authority shall, after the issuance of this Licence, notify the Licensee in writing of the initial fee to be paid and the Licensee shall pay such fee to the authority within thirty (30) calendar days.
3. The Authority shall notify the Licensee on or before the 1st of April of each subsequent year in which this licence is in effect of the fee to be paid and the Licensee shall pay such fee to the Authority on or before 30th April of each such subsequent year.
4. Without prejudice to any other powers of the Authority under this licence or the Act, if the Licensee shall fail to pay in full any fee due pursuant to this Condition on or before the due date for payment thereof the Licensee shall pay to the Authority interest at the Prescribed Rate described in paragraph 5 below, which interest shall accrue daily on the amount unpaid on and from such due date to the date of actual payment and shall be compounded monthly at the end of each calendar month.
5. The Prescribed Rate shall be the rate which is four percentage points (4%) above the arithmetic average of the rates quoted in Singapore by The Development Bank of Singapore Limited, Oversea-Chinese Banking Corporation Limited and United Overseas Bank Limited (or such other banks as the Authority may specify in writing from time to time) as being the respective prime lending rates of such banks for each day of the period for which interest accrues, and in respect of any day during such period which is not a day for which such a rate is quoted the last preceding rate quoted shall apply.

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