

**ER/02/2016 – PacificLight Energy Pte Ltd’s Contravention of Section 2.6.3 of the Code of Conduct for Retail Electricity Licensees (“Code”)**

The Energy Market Authority (“EMA”) received feedback on PacificLight Energy Pte Ltd’s (“PacificLight”) failure to effect a customer transfer as follows:

<b>Case Summary</b>	<b>Contravention</b>
PacificLight had failed to submit a service transaction request to the Market Support Services (“MSS”) Licensee to effect a change of the purchase arrangement of a customer from their previous retailer, Keppel Electric Pte Ltd (“Keppel”) to PacificLight. This resulted in the customer receiving two electricity bills in the same billing month, one from PacificLight and the other from Keppel.	Section 2.6.3 of the Code states that a retailer shall submit a service transaction request to the MSS Licensee to effect such a transfer in accordance with the procedures described in section 8 of the Market Support Services Code.

EMA note that PacificLight’s management was cooperative and took prompt remedial actions as soon as being informed of the contravention. In particular, PacificLight offered to settle the electricity bill from Keppel so that the customer was only required to pay the bill from PacificLight based on the agreed electricity price in the new retail contract. PacificLight has also modified its IT system to fix the technical glitch which caused the failure to process the service transaction request.

Taking into consideration the facts and mitigating factors, EMA imposed a financial penalty of **\$5,000** on PacificLight.