



Smart Energy, Sustainable Future



Ministry of the Environment  
and Water Resources  
— SINGAPORE —



## **MEDIA RELEASE**

5 November 2019

### **Empowering Households to Be More Energy Efficient**

#### *Advanced electricity meters for households to lower energy consumption*

The Energy Market Authority (EMA), the Ministry of the Environment, Water Resources (MEWR) and SP Group today announced three new initiatives aimed at empowering households to use electricity more efficiently. These initiatives are:

- Advanced meters that will give all household consumers access to their half-hourly electricity usage via the SP Utilities mobile app
- Enhanced SP Utilities mobile app to encourage households to adopt sustainable habits and save electricity
- Customised reports on households' electricity consumption and energy saving tips

2. These initiatives are part of a national drive towards greater energy efficiency for a more sustainable energy future. This is part of the Energy Story which Minister for Trade and Industry Chan Chun Sing spoke about at the Singapore International Energy Week 2019. (Refer to Annex A for the Energy Story Infographic)

#### **Access to electricity consumption data with advanced meters**

3. Currently, the analogue electricity meters installed at households are read manually once every two months, and households are billed based on estimated and actual consumption on alternate months. EMA, together with SP Group, will be deploying advanced electricity meters at all households in Singapore. With advanced electricity meters, households can access and track their half-hourly electricity consumption via the SP Utilities mobile app provided by SP Group. This will allow them to better understand their consumption patterns and reduce their usage to be more energy efficient.

4. As at end September 2019, about 290,000 advanced meters have already been deployed at households across Singapore. These meters were installed at new residential buildings and when the analogue meters were due for replacement. The remaining 1.1 million households will have advanced meters installed within the next 5 years. (Refer to Annex B for the FAQs on Advanced Meters)

5. Mr Ngiam Shih Chun, Chief Executive of EMA, said: “Everyone can do their part to use electricity in smarter and more efficient ways for a more sustainable energy future. With advanced electricity meters, all households can have more timely information on their electricity usage which will help them be more energy efficient and lower their electricity bills.”

### **Enhancements to SP Utilities mobile app to reward energy-efficient households**

6. EMA has worked with SP Group to enhance its SP Utilities mobile app to provide more timely and useful information to help households to be more energy conscious and efficient. This includes the launch of the GreenUP initiative by SP Group. Under this initiative, households can take up the Energy Savings Challenge to reduce their monthly electricity consumption. Households can also earn “leaves” when adopting sustainable habits such as opting for electronic billing and inviting families and friends to join them in their green endeavours. The “leaves” earned will allow them to progress through different levels to redeem shopping rewards from CapitaLand malls. (More information on the GreenUP initiative can be found in Annex C.)

7. Mr Wong Kim Yin, Group Chief Executive Officer, SP Group said: “We are constantly adding new features and tools on the SP Utilities app. Our aim is to inform, engage and empower customers to be more energy efficient. Soon, our consumers can use the Carbon Footprint Tracker in our app to determine their carbon footprint. With these tools, everyone can take action and make changes to their lifestyle habits towards a more sustainable future.”

### **Customised reports on households' electricity consumption behaviour**

8. Starting December 2019, EMA and MEWR will start a six-month study involving 1,000 households in Jurong who already have advanced meters. Participating households will receive a monthly Customised Household Energy Efficiency Report (“CHEER”) during the trial. The CHEER aims to help them understand how their daily habits and activities drive their electricity usage, as well as provide customised energy savings tips to help them save electricity at home.

9. Mr Albert Chua, Permanent Secretary of MEWR, said: “Through the energy reports, we hope to empower households to make simple, positive changes to their daily routines, such as switching off appliances when not in use. The effort of every

Singaporean counts. Together, we can help to reduce Singapore’s carbon footprint and fight climate change.”

10. Members of the public can visit [www.spgroup.com.sg](http://www.spgroup.com.sg) for more information on the installation of advanced meters. They can visit the App Store (iPhone users) or Play Store (Android mobile users) to download the SP Utilities mobile app.

Annex A: Annex A for the Energy Story Infographic

Annex B: Frequently Asked Questions on Advanced Meters

Annex C: SP Group’s GreenUP initiative

### **About the Energy Market Authority**

The Energy Market Authority (EMA) is a statutory board under the Ministry of Trade and Industry. Our main goals are to ensure a reliable and secure energy supply, promote effective competition in the energy market and develop a dynamic energy sector in Singapore. Through our work, EMA seeks to forge a progressive energy landscape for sustained growth.

Website: [www.ema.gov.sg](http://www.ema.gov.sg) | Follow us: [facebook.com/EnergyMarketAuthority](https://facebook.com/EnergyMarketAuthority) or [twitter.com/EMA\\_sg](https://twitter.com/EMA_sg)

### **About the Ministry of the Environment and Water Resources**

The Ministry of the Environment and Water Resources (MEWR) is committed to providing Singaporeans with a clean and sustainable environment, and resilient supplies of safe food and water.

It works with its three statutory boards – the National Environment Agency (NEA), PUB, Singapore’s National Water Agency, and the Singapore Food Agency (SFA) – to achieve its mission through innovation, vibrant partnerships and co-operation across the private, public and people (3P) sectors.

### **About SP Group**

SP Group is a leading energy utilities group in the Asia Pacific. It owns and operates electricity and gas transmission and distribution businesses in Singapore and Australia, and district cooling businesses in Singapore and China. SP Group is committed to providing customers with reliable and efficient energy utilities services. About 1.6 million industrial, commercial and residential customers in Singapore benefit from SP Group’s world-class transmission, distribution and market support services. These networks are amongst the most reliable and cost-effective world-wide. SP

Group also drives digital solutions to empower customers to manage their utilities, reduce consumption and save cost.

For more information, please visit [spgroup.com.sg](http://spgroup.com.sg) or follow us on Facebook at [fb.com/SPGroupSG](https://fb.com/SPGroupSG) and on Twitter @SPGroupSG.

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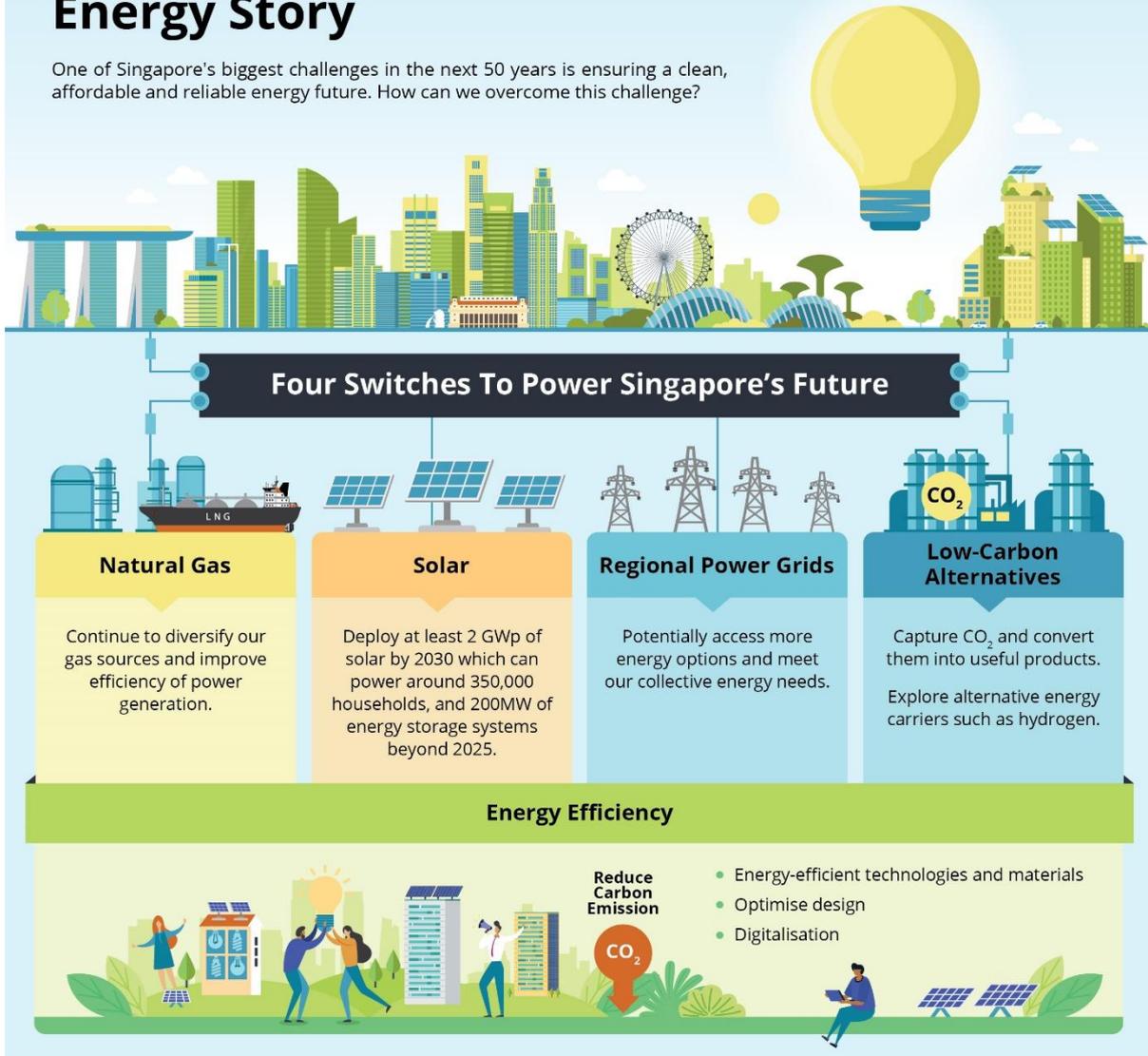
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# The Future of Singapore's Energy Story

One of Singapore's biggest challenges in the next 50 years is ensuring a clean, affordable and reliable energy future. How can we overcome this challenge?



## Co-creating our Energy Story

The Government will work hand-in-hand with our workforce, researchers, industries and consumers to co-create our Energy Story.



Source : Ministry of Trade and Industry

**Frequently Asked Questions on Advanced Electricity Meters**

**1. What are the benefits of having an advanced electricity meter?**

An advanced electricity meter allows you to view your electricity consumption data through the SP Utilities mobile app at up to half-hourly intervals. With the data available, you can decide how best to reduce your consumption to be more energy efficient and save on your electricity bills.

**2. When will the advanced meter be installed at my premises and will I need to have someone at home when the installation takes place?**

SP Group will notify you in advance via mail when your advanced meter is scheduled to be installed at your premises. It is not necessary for someone to be at home unless the meter is located inside your premises. More details will be provided in SP Group's notification letter.

**3. Do I need to pay for the installation of the advanced meter? How much would it cost?**

You will not need to pay for the advanced meter if your existing analogue meter is due for replacement. If you choose to install an advanced meter ahead of the scheduled replacement for your meter, there will be a one-time installation fee of \$40 (before GST).

**4. Will I face any electricity supply disruption when SP Group installs the advanced meter at my premise?**

SP Group will notify you in advance of any electricity supply disruption before installing the advanced meter for you. There could be short disruption of up to 30 minutes when the meter is being replaced.

**5. What should I do if the advanced meter malfunctions? Will my electricity supply be disrupted?**

Any malfunction in the advanced meter will not affect your electricity supply. You can contact SP Group at [choice@spgroup.com.sg](mailto:choice@spgroup.com.sg) or 1800-222-2333 for assistance if you suspect your advanced meter is not working.

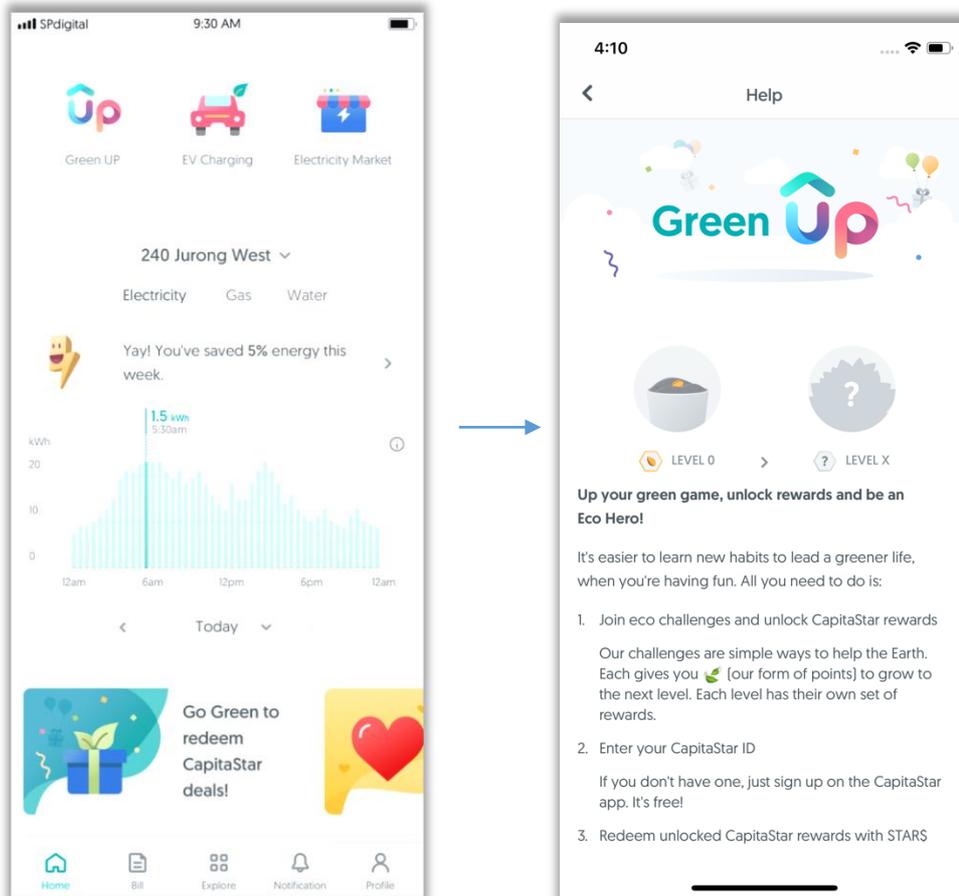
**SP Group’s GreenUP initiative**

To encourage consumers to be more energy efficient, SP Group has launched the GreenUP initiative. This brings gamification and enhanced features to the existing SP Utilities mobile app.

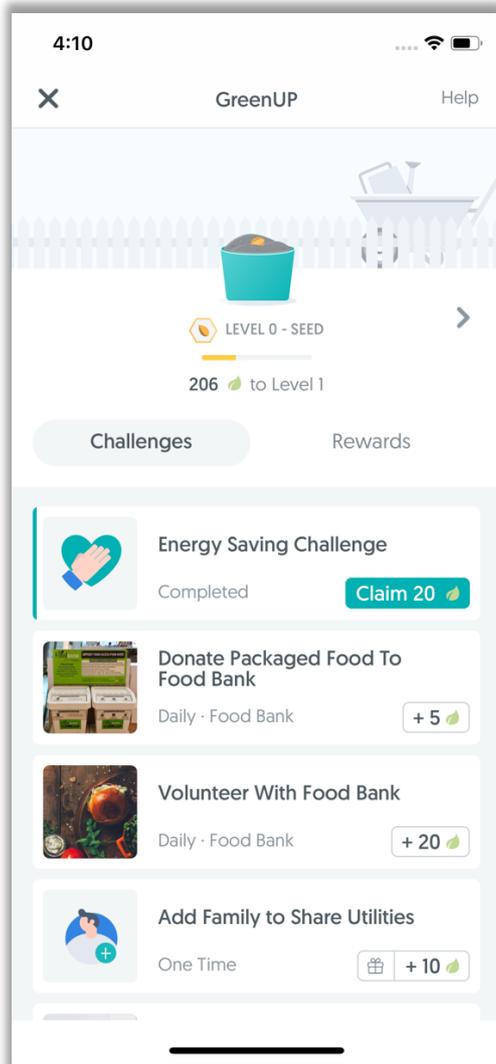
Consumers can complete various eco-challenges in the SP Utilities mobile app to earn points in the form of “leaves”. They can then use their points to redeem CapitaLand’s CapitaStar rewards (“eDeals”). Under this initiative, households can take up the Energy Savings Challenge to reduce their monthly electricity usage. Households can also earn “leaves” when adopting sustainable habits including opting for e-bills and invite family and friends to join them in their green endeavours

To start earning points, consumers need to sign up to be a CapitaStar member via [www.capitastar.com.sg](http://www.capitastar.com.sg) or the CapitaStar mobile app.

Below are screenshots from the enhanced SP Utilities mobile app. Consumers can visit [www.spgroup.com.sg/mobile-apps](http://www.spgroup.com.sg/mobile-apps), the App Store (iPhone users) or Play Store (Android users) to download the SP Utilities mobile app.

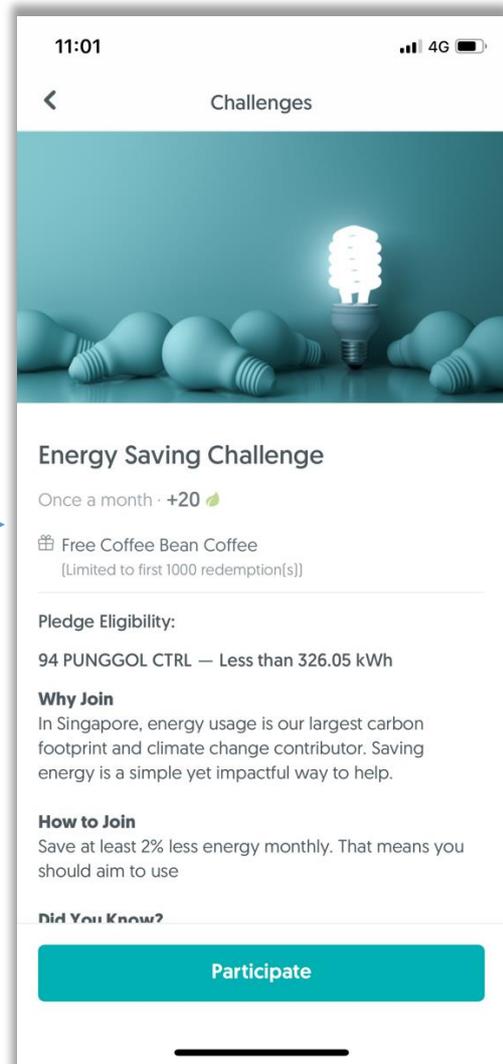


## SP Utilities Mobile App Home Screen

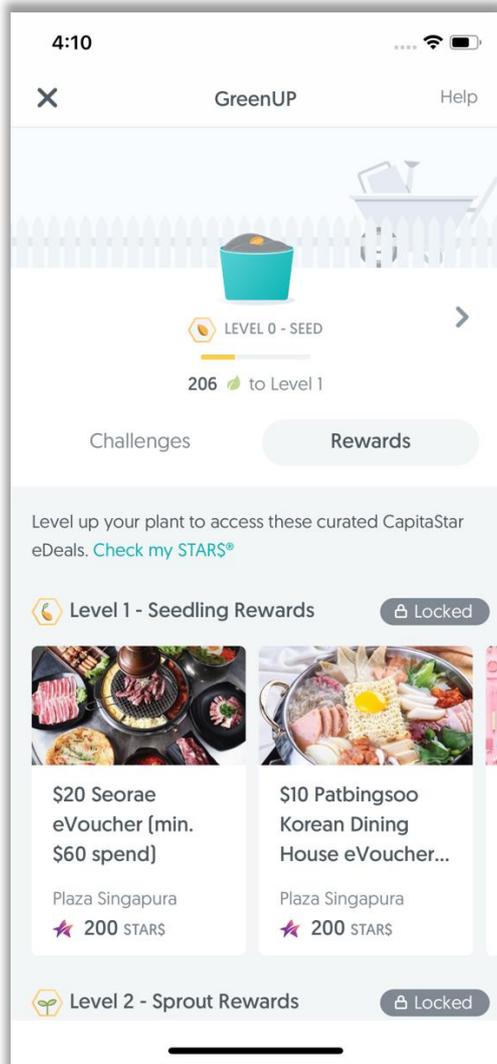


Challenges and Activities

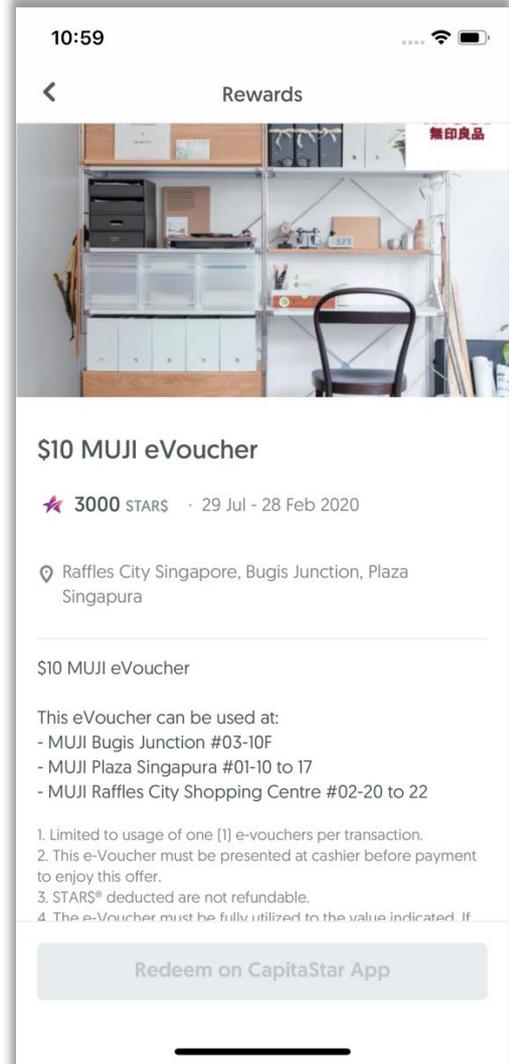
## GreenUP Home Screen



Energy Saving Challenge Screen



Rewards



Example of Reward