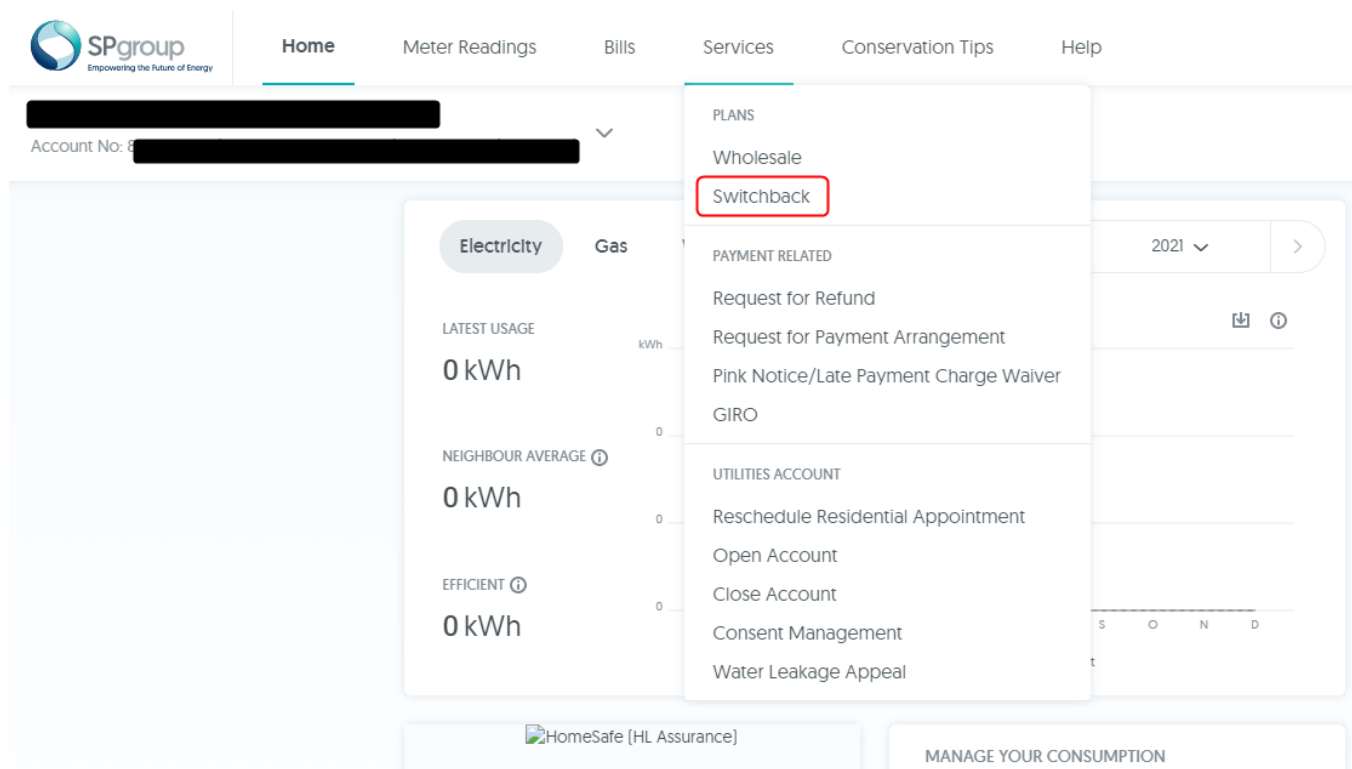


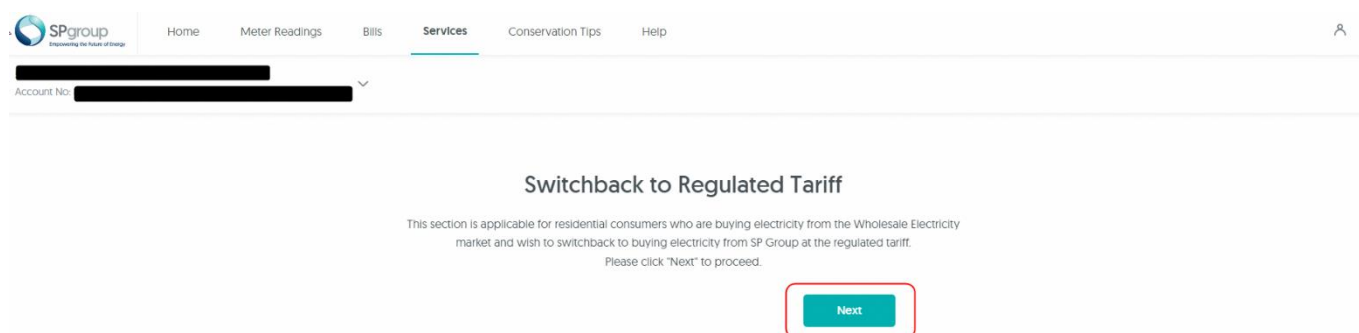
Residential Consumers: How to Switch from Other Electricity Purchase Options to the Regulated Tariff

Step 1: Log in to [SP Utilities Portal](#)

At the SP Utilities Portal, go to “Services” at the top of the page and click on “Switchback”.



Then click on “Next”.



Step 2: Provide Details for the Request

Select your preferred transferred date by clicking on the Calendar icon. Follow through to enter information and verify the details in the Summary page. Then click Submit to complete the request.

Account No: [REDACTED]

Transfer Date Contact Details Summary

Transfer Date

Please select your preferred transfer date.

Transfer Date 04/02/2022 

This is the earliest date of transfer. Changing this date will require you to submit your meter reading otherwise it will be estimated.

[Back](#)[Next](#)

Things to Take Note

- Please note the Switchback request will take up to 5 business days to complete.
- You will receive an email confirmation from SP Group with regards to the commencement date.
- Please contact SP Group at 1800-233-8000 if you require further assistance.