

Media Release
1 August 2016

Utilities Bill Redesigned To Help Consumers Be More Energy And Water Efficient

From August, residential consumers will receive a redesigned utilities bill to help them track and take steps to reduce their energy and water consumption. This initiative is a joint effort by SP Services, Energy Market Authority (EMA), PUB and City Gas.

2. The utilities bill was redesigned with inputs from usability tests with the public. The new layout allows consumers to view utility usage at a glance, compare the average consumption of neighbours living in similar housing types or streets as well as the national average, and learn how they could be more efficient in their consumption. Highlights from the redesigned bill include:

- a. A concise bill summary to easily view one's account information;
- b. Consumption graphs on the front showing previous months' usage and comparisons with neighbours' and national average consumption;
- c. Personalised tips and advice on how to be more energy- and water-efficient;
- d. The use of icons for improved clarity;
- e. Larger text to emphasise important information such as "Total amount".

More information can be found in ANNEX A.

3. Managing Director of SP Services, Mr Chuah Kee Heng, said: "We designed the bill to help customers adopt more energy- and water-efficient habits. At a glance, they can clearly see their charges, consumption for the past five months and compare it with their efficient neighbours as well as the national average. It is one of several initiatives we have introduced to help customers make energy saving a way of life."

4. EMA Chief Executive Ng Wai Choong said: "The redesigned hardcopy utilities bill makes energy savings information more accessible to households. This hopefully encourages them to adopt energy-efficient measures in their homes. Improving energy efficiency is a key strategy. It helps us achieve our energy objectives by reducing our

dependence on energy imports, enhancing our economic competitiveness, and cutting down carbon emissions."

5. Ms Chew Siow Nee, Chief Financial Officer of PUB, the national water agency, said: "To ensure water sustainability in the long run, we need to manage not only the supply of water but also its demand. It is important that people understand their role in conserving water. A well-designed bill can help them better track their usage. Today, we use 151 litres of water per person per day. Let's work towards the target of 140 litres per person per day by 2030!"

6. Mr Kenny Tan, Chief Executive Officer of City Gas, said: "City Gas welcomes SP Services' redesigned utilities bill. It is a fresher and more user-friendly design. Our customers will be able to easily read their consumption and compare with their recent usage trends. As Singapore's piped town gas provider, we look forward to sharing energy-saving tips on gas usage through the redesigned utilities bill."

7. This is Singapore Power's latest initiative to promote energy and water efficiency to its customers. In May 2016, SP Services together with EMA and PUB launched a new mobile app to help consumers reduce energy and water consumption, lower their utilities bill and conserve the environment. Energy-efficiency features include a Home Utilities Audit where customers can check their estimated utilities usage of appliances at home and find out which are consuming the most energy or water. These features are also implemented on SP Services' online utilities portal and in the email bill summary.

Redesigned Utilities Bill Sample (Front)

Key Features Front Page

1 Payment Details

This is the total amount payable for the current month and the payment due date.

2 Account Summary

The billing period, date of the bill, account type and amount of deposit are provided here.

3 Consumption Graphs

These bar graphs reflect your electricity, gas and water consumption. They allow you to monitor your usage pattern of each service and compare with your neighbours and the national average.

The neighbour average is derived based on the average usage of similar housing types within a block or street for landed premises.

4 Useful Tips


You will find tips and advice on how to be more energy and water efficient.

5 Total Charges for the Month

Total charges for the current month, before accounting for any outstanding balance.

6 Bill Stub

For payment by cheque, please fill in the details and mail this portion with the cheque. For payment at Customer Service Centres, this portion will be retained by SP Services for record.



August 2015 Bill
Account No. 89XXXXXXX

1 Total Amount Payable: **\$131.76**
Payment Due: **07 Sep 2015**

This is your tax invoice for
2 Kallang Sector #10-08
Singapore 349277

CUSTOMER NAME:
2 KALLANG SECTOR
#10-08
SINGAPORE 349277

810-00845-04923

2 Billing Period: 22 Jul 2015 - 22 Aug 2015
Bill Date: 23 Aug 2015
Account Type: Domestic
Deposit: \$100.00

3 **Current Charges**

Service	Usage	Rate	Total
Electricity Services Usage: 229 kWh	229 kWh	\$0.22	\$51.32
Gas Services by City Gas Pte Ltd (as Trustee) Usage: 60 kWh	60 kWh	\$1.70	\$10.40
Water Services by Public Utilities Board Usage: 18.5 Cu M	18.5 Cu M	\$2.25	\$41.74

..... Neighbour average — National average * Estimated month

4 **Utilities Saving Tip**
Run the washing machine only on a full load. Collect rinse water from the washing machine for flushing the toilet or mopping the floor.
Find out more utilities saving tips at www.sp-services.com.sg

5 **Refuse Removal**
Removal Fee: \$7.00
GST: \$7.73
Current Charges: **\$118.19**

SP Services Ltd Co. Registration No. (199504470K) | GST Registration No. (M2-8900620-4)

For details on difference between current charges and total amount payable, see Summary of Charges

For cheque payment: Crossed cheque is to be made available to SP Services Ltd. Please detach and mail this portion with your cheque to Cheque P.O. Box 341, Singapore 812312. (No receipt will be issued. Please do not send post-dated cheque.)

Payment Due: **07 Sep 2015**
Please make full payment by the due date to avoid \$0.50 Pink Notice Fee and 1% Late Payment Charge.

Total Amount Payable: **\$131.76**

6 Account no: 89XXXXXXX Cheque no: Bank: Branch:

59XXXXXXX 00000013176

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Redesigned Utilities Bill Sample (Back)

August 2015 Bill
Account No. 89XXXXXXX

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Summary of Charges

Balance Brought Forward from Previous Bill	\$163.57
Payment on 06 Aug 2015 - Thank You	- \$150.00
Outstanding Balance	\$13.57
Current Charges due on 07 Sep 2015 (Mon)	\$118.19
Total Amount Payable:	\$131.76

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Breakdown of Current Charges

	Usage	Rate (\$)	Amount (\$)	Total (\$)
Electricity Services				
Reading taken on 22 Aug 2015 : 7332	229 kWh	0.2241	51.32	51.32
Gas Services by City Gas Pte Ltd (as Trustee)				
Reading taken on 22 Aug 2015 : 2710	18 kWh	0.1805	2.92	
	44 kWh	0.1700	7.48	10.40
Water Services by Public Utilities Board				
Reading taken on 22 Aug 2015 : 107.5	18.5 Cu M	1.1700	21.65	
Waterborne Fee	18.5 Cu M	0.2803	5.19	
Water Conservation Tax	\$21.65	30%	6.49	
Sanitary Appliance Fee	3 Fittings	2.8037	8.41	41.74
Refuse Removal by SembWaste Pte Ltd	1 Qty	7.00	7.00	7.00
Subtotal	\$110.46	7%	110.46	110.46
GST			7.73	7.73
Current Charges:				118.19

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Meter Reading

To avoid an estimated bill next month, please submit your meter readings 3 days before 5pm on 23 Sep 2015 via SP Services Mobile App or www.spservices.com.sg or WhatsApp your meter photo to 0452 9636.

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Notices

Payment received on or after 23 Aug 2015 may not be included in this bill.
With effect from 01 Aug 2015, gas tariff is 17.00 cents/kWh.

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Contact Information

General Enquiries: 1800 222 2539	Customer Service Centre 8 Cross Street, #02-01 to 03 PWC Building, Singapore 048424	Emergency Numbers
Payment Arrangement: 6671 7100	spservices@singaporspower.com.sg	Electricity: 1800 778 8888
Fax: 6304 8229	www.spservices.com.sg	Water: 1800 255 5782 (CALL PUEB)
		Gas: 1800 752 1900

This bill serves as a tax invoice for the collection of electricity charges for SP Services Ltd and SP Powerhouse Ltd (SPS00011980), gas charges for City Gas Pte Ltd (as Trustee) (SPS00019464), water charges, NETWater charges, water conservation tax, waterborne and sanitary appliance fees for the Public Utilities Board (SPS0001411), and refuse removal fees for SembWaste Pte Ltd (SPS00015311) or (as the case may be) Singapore Pte Ltd (SPS00015311) or (as the case may be) Singapore Pte Ltd (SPS00015311).

This amount for GST shown on the bill is calculated based on the sum of the GST charged for each individual item.

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Different payment options with SP Services

Recurring Payment GPO and GPOPCB Everyday credit cards	Internet Banking DBS Bank Ltd Citic Bank United Overseas Bank Ltd Citibank Singapore Ltd	Self Help Machines You can pay your bill at SingPost Self Service Automated Machines (SSAMs), NETS Self Service Stations, A&S Stations and EXSP/POS/OCSC ATMs.	Counter Payment Cash, NETS, CreditCard payments can be made at post offices and 7-Eleven stores
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Find out other payment options at www.spservices.com.sg

We may from time to time, update you to obtain feedback or inform you about the services and offers of SP Services Ltd and its related partners. If you do not wish to be contacted, please email us at spservices@singaporspower.com.sg. Please visit www.spservices.com.sg to read our T&Cs.

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Key Features Back Page

7 Summary of Charges

This section shows any balance brought forward from the previous month and the total amount payable for the month.

8 Breakdown of Charges

This reflects the number of units of water, electricity and gas you have used in the billing period.

The Sanitary Appliance Fee (SAF) and the Waterborne Fee (WBF) are levied to offset the cost of treating used water and for operating and maintaining the used water network.

A water conservation tax is charged for the use of water. It is levied by the Government to reinforce the importance of conserving water.

Charges for refuse removal vary depending on the type of premises and the geographical location.

9 Meter Reading

Your utilities meters are read once every 2 months. In the months when your meters are not read, you may follow the instructions here to submit your meter reading.

10 Notices

Important announcements and messages will be reflected here.

11 Contact Information

For any queries or emergencies, you can find the necessary numbers for all your utilities here.

12 Payment Options

You can find all the payment options available and choose one that is most convenient for you.