

**Appendix 1 to Annex A: List of Key Information for Retail Contracts and Bills**

<b>Key Information for Retail Contracts</b>	
<b>Non-Residential Consumers</b>	<b>Residential Consumers</b>
<ol style="list-style-type: none"> <li>1. Pricing information</li> <li>2. Applicable charges, including early termination charges, late payment fees, treatment for overcharging/undercharging.</li> <li>3. Where there are bundled products/services, there must be clear segregation of rates applicable for the provision of (i) electricity services and (ii) non-electricity services, including the apportionment of security deposit and early termination charges.</li> <li>4. Amount of security deposit</li> <li>5. Treatment of outstanding/credit balance</li> <li>6. Dispute resolution procedure</li> <li>7. Contract start and end date</li> <li>8. Retailer’s contact information</li> <li>9. Notification lead time for contract expiry and/or renewal, where applicable</li> <li>10. Supply arrangement in a Retailer of Last Resort (“RoLR”) event</li> <li>11. Arrangement for non-voluntary transfer of consumers</li> <li>12. Set out clauses pertaining to the transfer of consumers' contact information (including but not limited to mailing address, email and telephone number) to the MSSL to facilitate implementation of RoLR:   <p>“The Licensee is required by the Authority to transfer the consumer’s contact information (including but not limited to mailing address, electronic mailing address and telephone number) to the Market Support Services Licensee to facilitate the implementation of the Retailer of Last Resort (RoLR) Framework.”</p> </li> </ol>	<ol style="list-style-type: none"> <li>1. Pricing information</li> <li>2. Applicable charges, including early termination charges, late payment fees, treatment for overcharging/undercharging.</li> <li>3. Where there are bundled products/services, there must be clear segregation of rates applicable for the provision of (i) electricity services and (ii) non-electricity services, including the apportionment of security deposit and early termination charges.</li> <li>4. Amount of security deposit</li> <li>5. Treatment of outstanding/credit balance</li> <li>6. Treatment of U-Save rebates, where applicable</li> <li>7. Dispute resolution procedure</li> <li>8. Contract start and end date</li> <li>9. Retailer’s contact information</li> <li>10. Notification lead time for contract expiry and/or renewal, where applicable</li> <li>11. Supply arrangement in a Retailer of Last Resort (“RoLR”) event</li> <li>12. Arrangement for non-voluntary transfer of consumers</li> <li>13. Set out clauses pertaining to the transfer of consumers' contact information (including but not limited to mailing address, email and telephone number) to the MSSL to facilitate implementation of RoLR:   <p>“The Licensee is required by the Authority to transfer the consumer’s contact information (including but not limited to mailing address, electronic mailing address and telephone number) to the Market Support Services Licensee to facilitate the implementation of the Retailer of Last Resort (RoLR) Framework.”</p> </li> <li>14. Set out clauses pertaining to utilisation of U-Save rebates for electricity charges when a retailer bills residential consumers directly:   <p>“U-Save rebates is part of the GST Voucher Scheme introduced by the Singapore Government for eligible residential consumers to offset their utilities bills.”</p> </li> </ol>

<b>Key Information for Bills</b>	
<b>Non-Residential Consumers</b>	<b>Residential Consumers</b>
<ol style="list-style-type: none"> <li>1. Consumer’s MSS account number</li> <li>2. Consumption information</li> <li>3. Pricing information</li> <li>4. Applicable charges. Where there are bundled products/services, there must be clear segregation of rates applicable for the provision of (i) electricity services and (ii) non-electricity services.</li> <li>5. Outstanding/credit balance</li> <li>6. Contract end date</li> <li>7. Retailer’s contact information</li> <li>8. Contact points for dispute resolution</li> </ol>	<ol style="list-style-type: none"> <li>1. Consumer’s MSS account number</li> <li>2. Consumption information</li> <li>3. Pricing information</li> <li>4. Applicable charges. Where there are bundled products/services, there must be clear segregation of rates applicable for the provision of (i) electricity services and (ii) non-electricity services.</li> <li>5. Outstanding/credit balance</li> <li>6. Information on U-Save rebates</li> <li>7. Contract end date</li> <li>8. Retailer’s contact information</li> <li>9. Contact points for dispute resolution</li> <li>10. Set out clauses pertaining to utilisation of U-Save rebates for electricity charges when a retailer bills residential consumers directly:  <i>“U-Save rebates is part of the GST Voucher Scheme introduced by the Singapore Government for eligible residential consumers to offset their utilities bills.”</i></li> </ol>