



**MODIFICATIONS TO THE CODE OF CONDUCT FOR
RETAIL ELECTRICITY LICENSEES**

DECISION PAPER

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Background

1. Since 2001, the Energy Market Authority (“**EMA**”) has progressively opened the retail electricity market to competition. EMA will be launching the Open Electricity Market (“**OEM**”) to allow the remaining 1.4 million accounts, comprising (a) business consumers with average monthly consumption of less than 2,000 kWh and (b) residential consumers (“**OEM Consumers**”) to have the choice to buy electricity from retailers based on price plans that best meet their needs.

2. Starting 1 April 2018, EMA will commence the soft launch of OEM in Jurong. With this initiative, all business and residential consumers at premises with postal codes starting with 60, 61, 62, 63 and 64 will be allowed to buy electricity from retailers of their choice. EMA plans to extend the OEM to the rest of Singapore from second half of 2018.

3. As part of the preparation for OEM, EMA has engaged industry stakeholders extensively to review and enhance the policy framework and measures for consumer protection, the retailer of last resort (“**RoLR**”), and the administration of retailers’ participation in OEM. Taking into account the comments and feedback of the industry stakeholders, EMA has finalised the policy framework and measures as summarised below:

- a. Enhanced consumer protection framework
- b. Framework for RoLR event
- c. Administration of retailers’ participation in the OEM

Consultation and Feedback Received

4. On 22 Jan 2018, EMA published a consultation paper on the proposed modifications to the Code of Conduct for Retail Electricity Licensees (“**Code**”) to ensure that they are clear and aligned with the policy framework and measures for the OEM.

5. At the close of the consultation on 19 Feb 2018, EMA received comments and feedback on the proposed modifications from 11 respondents. The comments and feedback, as well as EMA’ responses, are set out in **Annex A**.

Decision

6. Taking into account the comments and feedback received, EMA has decided to modify the Code with the changes as shown in **Annex B**. The finalised Code (as attached in **Annex C**) will take effect from 19 March 2018.

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