



DECISION PAPER

MODIFICATIONS TO THE REGULATED SUPPLY SERVICE CODE

18 OCT 2018

ENERGY MARKET AUTHORITY
991G Alexandra Road
#01-29 Singapore 238164
www.ema.gov.sg

Disclaimer:

The information contained in this document is subject to change and shall not be treated as constituting any advice to any person. It does not in any way bind the Energy Market Authority (“EMA”) to grant any approval or official permission for any matter, including but not limited to the grant of any exemption nor to the terms of any exemption. The EMA reserves the right to change its policies and/or to amend any information contained in this document without prior notice. Persons who may be in doubt about how the information in this document may affect them or their commercial activities are advised to seek independent legal advice or any other professional advice as they may deem appropriate. The EMA shall not be responsible or liable for any consequences (financial or otherwise) or any damage or loss suffered, directly or indirectly, by any person resulting or arising from the use of or reliance on any information contained in this document.

MODIFICATIONS TO THE REGULATED SUPPLY SERVICE CODE

DECISION PAPER

Background

1. Since 2001, the Energy Market Authority (“**EMA**”) has progressively opened the retail electricity market to competition. EMA commenced the soft launch of the Open Electricity Market (“**OEM**”) in Jurong, where all business and residential consumers at premises with postal codes starting with 60, 61, 62, 63 and 64 have the choice to buy electricity from retailers based on price plans that best meet their needs. EMA will be extending OEM to the rest of Singapore, to allow the remaining 1.3 million accounts, mainly residential consumers, to enjoy the same choice and flexibility in their electricity purchase options.

Proposed Modifications for OEM

2. As part of the preparation for OEM Full Launch, EMA has engaged stakeholders to review and enhance the operational processes and requirements for OEM.

3. The Regulated Supply Service (“**RSS**”) Code will need to be modified to incorporate the enhanced operational processes and requirements. The key modifications to the MSS Code are as follows:

- a. Specify the obligations of the Market Support Services Licensee (“**MSSL**”) in relation to the U-Save disbursement (*section 8*); and
- b. Specify the obligations of the MSSL in relation to the Self-Service Portal (*section 14*).

4. On 18 Sep 2018, EMA conducted a public consultation on the proposed modifications to the RSS Code to implement the above changes. At the close of consultation on 16 Oct 2018, EMA received feedback from SP Services Ltd. **Annex A** sets out EMA’s responses to the feedback.

EMA’s Decision

5. Taking into account the feedback received, EMA has decided to modify the RSS Code as set out in **Annex B**. The modified RSS Code (as attached in **Annex C**) will take effect on 1 Nov 2018.