

# Understanding Your Utilities Bill

## Key Features Front Page

- Payment Details**  
This is the total amount payable for the current month and the payment due date.
- Account Summary**  
The billing period, date of the bill, account type and amount of deposit are provided here.
- 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.
- Useful Tips**  
You will find tips and advice on how to be more energy and water efficient.
- Total Charges for the Month**  
Total charges for the current month, before accounting for any outstanding balance.
- 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.

**May Bill**  
 Account No. 56XXXXXXX  
 Total Amount Payable: **\$183.56**  
 Payment Due: 24 May 20XX

2 KALLANG SECTOR  
 #01-01  
 SINGAPORE 349277  
 568-00415-00208-1788

**This is your tax invoice for**  
 2 KALLANG SECTOR #01-01  
 SINGAPORE 349277

Billing Period	Bill Date	Account Type	Deposit
10 Apr 20XX - 09 May 20XX	10 May 20XX	Domestic	\$345.00

Current Charges	Consumption Trend	Total
<b>Electricity Services</b> Usage: 324 kWh \$73.06		
<b>Gas Services</b> City Energy Pte. Ltd (as Trustee of City Energy Trust) Usage: 100 kWh \$18.07		
<b>Water Services</b> by Public Utilities Board Usage: 23.7 Cu M \$69.56		

<b>Utilities Saving Tip</b> Make sure that the refrigerator door shuts properly. Cool air can escape if the refrigerator door is not shut properly, causing the refrigerator to work harder. Test by closing the door over a piece of paper. If you can pull the paper out easily, the door hinge may need adjustment or the seal may need to be replaced. Find out more utilities saving tips at <a href="http://www.spgroup.com.sg">www.spgroup.com.sg</a>	<b>Refuse Removal GST</b> \$7.71 \$15.16 <b>Current Charges:</b> <b>\$183.56</b>
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SP Services Ltd. Co. Registration No. [199504470N] | GST Registration No. [M2-8102020-4]

For cheque payment: Crossed cheque is to be made payable to <b>SP Services Ltd.</b> Please detach and mail this portion with your cheque to Orchard P.O. Box 241, Singapore 912312. (No receipt will be issued. Please do not send post-dated cheque.)	Payment Due: <b>24 May 20XX</b> Please make full payment by the due date to avoid \$0.50 Pink Notice Fee and 1% Late Payment Charge.	Total Amount Payable: <b>\$183.56</b>
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Account No: 56XXXXXXX	Cheque No:	Bank:

56XXXXXXX      00000017511

**May 20XX Bill**  
 Account No. 56XXXXXXX

<b>7 Summary of Charges</b>	
Balance Brought Forward from Previous Bill	\$35.67
Payment on 15 Apr 20XX - Thank You	-\$25.67
Outstanding Balance	\$0.00
Current Charges due on 24 May 20XX (Mon)	\$183.56
<b>Total Amount Payable</b>	<b>\$183.56</b>

<b>8 Summary of U-Save</b>	
Opening Balance	\$0.00
U-Save Used	\$0.00
Closing Balance	\$0.00

Breakdown of Current Charges	Usage	Rate (\$)	Amount (\$)	Total (\$)
<b>Electricity Services</b>				
Reading taken on 09 May 20XX: 14405	324 kWh	0.2255	73.06	73.06
<b>Gas Services</b> by City Energy Pte Ltd (as Trustee of City Energy Trust) Reading taken on 09 May 20XX: 782	100 kWh	0.1807	18.07	18.07
<b>Water Services</b> by Public Utilities Board				
Reading taken on 09 May 20XX: 5324.2	23.7 Cu M	1.2900	30.57	30.57
Waterborne Tax	23.7 Cu M	1.0000	23.70	23.70
Water Conservation Tax		50%	15.29	69.56
<b>Refuse Removal</b> by 800 Super Waste Mgt Pte. Ltd.	1 City	7.71	7.71	7.71
<b>Subtotal</b>			168.40	168.40
<b>GST</b>			15.16	15.16
<b>Current Charges:</b> (includes of GST)				<b>\$183.56</b>

<b>10 Meter Reading</b>	We plan to read your meter(s) between 05 Jun 20XX and 11 Jun 20XX. To check the identity of our staff, please call 1800 222 2333.			
<b>11 Notices</b>	Payment received on or after 09 May 20XX may not be included in this bill.			
<b>12 Contact Information</b>	<table border="0" style="width: 100%;"> <tr> <td style="width: 33%;">                  Scan here to chat with us and for more e-services on the SP app.             </td> <td style="width: 33%;"> <b>Customer Service Centre</b>                  490 Lorong 5 Toa Payoh #09-11, HDB Hub                  Biz Three Lift Lobby 1, Singapore 310490                  General Enquiries: 1800 222 2333                  Payment Arrangement: 6571 7100             </td> <td style="width: 33%;"> <b>Emergency Numbers</b>                  Electricity: 1800 778 8888                  Water: 1800 225 5782 (CALL PUB)                  Gas: 1800 752 1800             </td> </tr> </table>	Scan here to chat with us and for more e-services on the SP app.	<b>Customer Service Centre</b> 490 Lorong 5 Toa Payoh #09-11, HDB Hub Biz Three Lift Lobby 1, Singapore 310490 General Enquiries: 1800 222 2333 Payment Arrangement: 6571 7100	<b>Emergency Numbers</b> Electricity: 1800 778 8888 Water: 1800 225 5782 (CALL PUB) Gas: 1800 752 1800
Scan here to chat with us and for more e-services on the SP app.	<b>Customer Service Centre</b> 490 Lorong 5 Toa Payoh #09-11, HDB Hub Biz Three Lift Lobby 1, Singapore 310490 General Enquiries: 1800 222 2333 Payment Arrangement: 6571 7100	<b>Emergency Numbers</b> Electricity: 1800 778 8888 Water: 1800 225 5782 (CALL PUB) Gas: 1800 752 1800		

This bill serves as a tax invoice for the collection of:  
 - Electricity charges for SP Services Ltd. and SP PowerAssets Ltd. (2003021001) or Yusen Power Supply Pte Ltd (200004989K)  
 - Gas charges for City Energy Pte. Ltd. (as Trustee of City Energy Trust) (M05564404)  
 - Water charges, NEWater charges, water conservation tax and waterborne tax for the Public Utilities Board (M8-810204-4)  
 - Refuse removal fees for 800 Super Waste Mgt Pte. Ltd. (M2-802032-5) or Noodle 15 Singapore Pte. Ltd. (R95846791) or Ceres Environmental Pte. Ltd. (20153348M) or 800 Super Waste Management Pte. Ltd. (M2-807301-5) or TEE Environmental Pte. Ltd. (200908779V) or ALBA Waste SmartCity Pte. Ltd. (200938124E)  
 - Other Water charges for SP Home Cooling Pte. Ltd. (200946044M)  
 The amount of GST shown on the bill is calculated based on the sum of the GST charged for each individual item.

<b>13 Different payment options with SP Services</b>			
<table border="0" style="width: 100%;"> <tr> <td style="width: 33%;"> <b>SP app</b>                              Scan and pay your bills via the app.                              (Debit/Credit cards (VISA, MasterCard, American Express)                              Payment QR (Generate a QR code unique to your account)                         </td> <td style="width: 33%;"> <b>Giro</b>                              (With recurring monthly bill payments from your bank account. You can download a GIRO form at <a href="http://spgroup.com.sg">http://spgroup.com.sg</a>)                         </td> <td style="width: 33%;"> <b>Internet Banking</b>                              via DBS, OCBC or UOB   <b>Self Help Machines</b>                              at AXIS Stations and DBS/POSB/OCBC ATMs.   <b>Counter Payment</b>                              Cash, NETS, CashCard payments can be made at 11 kiosk agents.                         </td> </tr> </table>	<b>SP app</b> Scan and pay your bills via the app. (Debit/Credit cards (VISA, MasterCard, American Express) Payment QR (Generate a QR code unique to your account)	<b>Giro</b> (With recurring monthly bill payments from your bank account. You can download a GIRO form at <a href="http://spgroup.com.sg">http://spgroup.com.sg</a> )	<b>Internet Banking</b> via DBS, OCBC or UOB  <b>Self Help Machines</b> at AXIS Stations and DBS/POSB/OCBC ATMs.  <b>Counter Payment</b> Cash, NETS, CashCard payments can be made at 11 kiosk agents.
<b>SP app</b> Scan and pay your bills via the app. (Debit/Credit cards (VISA, MasterCard, American Express) Payment QR (Generate a QR code unique to your account)	<b>Giro</b> (With recurring monthly bill payments from your bank account. You can download a GIRO form at <a href="http://spgroup.com.sg">http://spgroup.com.sg</a> )	<b>Internet Banking</b> via DBS, OCBC or UOB  <b>Self Help Machines</b> at AXIS Stations and DBS/POSB/OCBC ATMs.  <b>Counter Payment</b> Cash, NETS, CashCard payments can be made at 11 kiosk agents.	

Find out other payment options at [www.spgroup.com.sg](http://www.spgroup.com.sg)  
 We may, from time to time, contact you to obtain feedback or inform you about the services and offers of SP Services and its trusted partners. Please visit [www.spgroup.com.sg](http://www.spgroup.com.sg) to read our T&Cs.

## Key Features Back Page

- Summary of Charges**  
This section shows any balance brought forward from the previous month and the total amount payable for the month.
- Summary of U-Save**  
This section shows GST Vouchers received, U-Save used and the remaining balance.
- Breakdown of Charges**  
This reflects the number of units of water, electricity and gas you have used in the billing period.  
  
The Waterborne Tax goes towards meeting the cost of treating used water and maintaining the used water network. It is charged based on the volume of water usage.  
  
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.
- 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.
- Notices**  
Important announcements and messages will be reflected here.
- Contact Information**  
For any queries or emergencies, you can find the necessary numbers for all your utilities here.
- Payment Options**  
You can find all the payment options available and choose one that is most convenient for you.

# Understanding Your Utilities Bill

## Buying from Wholesale Electricity Market

## Key Features Front Page

- Security Deposit**  
TL Cash Deposit  
Security deposit held by SP PowerAssets who is the Transmission Licensee.  
  
MSSL Cash Deposit  
Security deposit held by SP Services who is the Market Support Services Licensee.
- Summary of Charges**  
This section shows any balance brought forward from the previous month and the total amount payable for the month.
- Electricity Supply Charges**  
This reflects the cost of electricity supplied based on the amount of electricity consumed during the billing period.  
  
It reflects the gross electricity usage and electricity rate based on the Uniform Singapore Energy Price (USEP) and other ancillary charges. Please refer to <https://www.home.emcsg.com> for more information.
- Vesting Contract Debit / Credit**  
This reflects the allocated portion of vesting contract charges based on your electricity consumption. The amount of Vesting Contract Debit/Credit varies based on each users' consumption pattern. For more information on vesting contracts, please visit Energy Market Authority's website [www.ema.gov.sg](http://www.ema.gov.sg)
- Transmission Charges**  
This refers to network costs charged for the use of SP PowerAssets transmission system, which is used to transmit electricity to consumer premises. For accounts with low-tension supplies, only the Off Peak and Peak Period charges are charged.
- Recurring Market Support Service Charges**  
This reflects the cost of market support services such as meter reading and data management provided by SP Services, the Market Support Services Licensee.  
  
For more details on Recurring Market Support Service Charges, please refer [here](#)

**Apr Electricity Bill**    Dated 07 May 20XX  
 Account No : 93080XXXXX  
 Type : DOM-SRLP  
 EG Scheme : Normal  
 Invoice No : S0002XXXXXX  
 Security Deposit :  
 TL Cash Deposit : \$10.00  
 MSSL Cash Deposit : \$20.00

2 KALLANG SECTOR  
 #01-01  
 SINGAPORE 349277  
 664-00001-00001-0001

**This is your tax invoice for**  
 2 KALLANG SECTOR #01-01  
 SINGAPORE 349277

<b>2 SUMMARY OF CHARGES 01 Apr 20XX to 30 Apr 20XX</b>	Amount (\$)	<b>SP Services Ltd Orchard P.O. Box 341 Singapore 912312</b>
Balance B/F from Previous Bill	112.45	Co. Registration No: 199504470N
Payment Received	0.00	GST Ref No: A2-85897020-4
Outstanding Balance	9.50	Phone: 1800 2338000
Total Current Charges due on 21 May 20XX	<b>97.26</b>	Email: <a href="mailto:choicet@spgroup.com.sg">choicet@spgroup.com.sg</a>
<b>Total Amount Payable</b>	<b>\$219.21</b>	

CURRENT MONTH CHARGES	Usage	Rate (\$)	Amount (\$)	Total (\$)
<b>Electricity Supply Charges</b>				
Total Electricity Charge	194.24 kWh	0.0860	16.70	16.70
<b>Vesting Contract Debit/Credit</b>				
Vesting Contract Debit/Credit	4.24 kWh	0.0613	0.26	0.26
<b>Transmission Charges by SP PowerAssets Ltd</b>				
Off Peak Period Charge	30.11 kWh	0.0412	1.24	
Peak Period Charge	159.28 kWh	0.0544	8.66	9.90
<b>Recurring Market Support Service Charges</b>				
Meter Reading and Data Management	1.00 Unit	2.1800	2.18	
Market Development and Systems Charge	194.24 kWh	0.0038	0.74	
Retail Settlement Uplift	194.24 kWh	0.0012	0.23	3.15
<b>Non-Recurring Transmission Charges by SP PowerAssets Ltd</b>				
Meter Installation Fees	1.00 Unit	40.00	40.00	40.00
<b>Non-Recurring Market Support Service Charges</b>				
EBT - Account Closure	1.00 Unit	10.00	10.00	10.00
<b>Subtotal</b>				<b>\$80.01</b>

For cheque payment: Crossed cheque is to be made payable to <b>SP Services Ltd.</b> Please detach and mail this portion with your cheque to Orchard P.O. Box 241, Singapore 912312. (No receipt will be issued. Please do not send post-dated cheque.)	Payment Due On: <b>21 May 20XX</b>	Account No: <b>93080XXXXX</b>	Cheque No:	Bank/ Branch:
<b>Total Amount Payable</b>				
<b>\$219.21</b>				

**Apr Electricity Bill**    Dated 07 May 20XX  
 Account No : 93080XXXXX  
 Type : DOM-SRLP  
 EG Scheme : Normal  
 Invoice No : 50002XXXXXX  
 Security Deposit :  
 TL Cash Deposit : \$10.00  
 MSSL Cash Deposit : \$20.00

2 KALLANG SECTOR  
 #01-01  
 SINGAPORE 349277  
 664-00001-00001-0001

**This is your tax invoice for**  
 2 KALLANG SECTOR #01-01  
 SINGAPORE 349277

CURRENT MONTH CHARGES	Usage	Rate (\$)	Amount (\$)	Total (\$)
<b>Non-Recurring Financial Charges</b>				
Bank Notice Fee			0.50	
Late Payment Charge**			9.50	10.00
<b>Total Charges</b>			90.01	90.01
<b>Goods &amp; Services Tax</b>				
	\$80.51	9%	7.25	7.25
<b>Total Current Charges Inclusive of GST</b>				<b>97.26</b>

Details for 01 Apr 20XX to 30 Apr 20XX	USAGE
Cumulative Metered Electricity Usage (kWh)	189.76
Losses and Unaccounted for Electricity (kWh)	-4.85
Gross Electricity Usage (kWh)	194.24
Peak Interval Electricity Usage (kW)	6.20

To avoid an estimated bill next month, please submit your meter readings 3 days before 5pm on 03 Apr 20XX via the SP app.

<b>14 Bar Graph for Past Consumption</b>

## Key Features Back Page

- Non-Recurring Financial Charges**  
This refers to one-time charge, where applicable, for security deposits, late payment charges and pink notice fees.
- Cumulative Metered Electricity Usage (kWh)**  
This refers to the total electricity usage within your billing period.
- Losses and Unaccounted for Electricity (kWh)**  
This refers to electricity losses in the transmission system and is computed by multiplying the Cumulative Metered Electricity Usage by the Transmission Loss Factor, as approved by the Energy Market Authority.
- Gross Electricity Usage (kWh)**  
This is the sum of 'Cumulative Metered Electricity Usage' and 'Losses and Unaccounted for Electricity'.
- Peak Interval Electricity Usage (kW)**  
This is the maximum electricity usage per half-hourly interval recorded in the billing period.
- Bar Graph for Past Consumption**  
These bar graphs reflect your monthly electricity consumption. The graphs help you to monitor your usage patterns and compare your consumption versus that of your neighbours and the national average.  
  
The average consumption of your neighbour is computed based on the average usage of similar housing types within a block or street for landed premises.