



Media Advisory

Facebook and WhatsApp Service Disruption

Singapore, 14 March 2019 – There are reports that Facebook, WhatsApp and Instagram users around the world were not able to access these apps from Wednesday, 13 March. [See news report: [Channel News Asia](#)]

For customers who submitted their meter readings via WhatsApp since 5pm on Wednesday 13 March 2019 (Singapore time) and did not receive an official WhatsApp acknowledgement message from SP Group, please re-send your readings through our other channels:

1. SP Utilities mobile app
2. Online on the Utilities Portal <spgrp.sg/UPortal>
3. Automated Phone System 1800 2222 333. Customers can key in their consumption without the need to speak to a call agent. <Click 1 for English, and 4 to submit meter reading>
4. Email customerreading@spgroup.com.sg

We apologise for any inconvenience and thank you for your understanding.