



Media Advisory

WhatsApp and Facebook Service Disruption

Singapore, 4 July 2019 – There are reports that WhatsApp, Facebook and Instagram users around the world were not able to access these apps from Wednesday, 3 July. [See news report: [Channel News Asia](#).]

For customers who submitted their meter readings via WhatsApp since 5pm on Wednesday 3 July 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. <For English, click 1, then click 4 to submit meter reading>
4. Email customerreading@spgroup.com.sg

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