

21 March 2014

PRESS RELEASE

**SINGAPORE POWER ENHANCES FEEDBACK CHANNELS
WITH MOBILE APPLICATION**

1. Sending feedback on electricity and gas matters is now easier and more convenient with a new mobile application by Singapore Power (SP).
2. Available for download on both iOS and Android platforms, the app allows the public to provide service feedback or report on electricity and gas supply matters. Customers can also use the app to send feedback on SP worksites such as roadworks, noise or safety concerns, and equipment like overground boxes and substations. In addition, the app enables the public to attach pictures and tag location specific information to the feedback. (see Annex A for screenshots of the app)
3. This app leverages Singapore's high smartphone penetration rate and excellent cellular infrastructure, to provide SP customers with another fast, easy and convenient way to connect with SP in real time.
4. "Timely feedback from our stakeholders is crucial to our operations. This new app underscores our commitment to service excellence and to deliver quality, reliable and secure electricity and gas supply to the nation," said Mr Peter Leong, Managing Director of SP PowerGrid.
5. For feedback warranting a direct service response, customers should call the following numbers:
 - a. 1800-778 8888 for electricity supply disruptions; or
 - b. 1800-752 1800 for gas supply disruptions or suspected gas leaks.
6. For more information on the SP public feedback application, please visit the [Singapore Power website](#) or get on the App store (iPhone users) or Play Store (Android users) and search for "SP PowerGrid"

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About Singapore Power

Singapore Power Group (SP) is a leading energy utility group in the Asia Pacific. It owns and operates electricity and gas transmission and distribution businesses in Singapore and Australia.

More than 1.4 million industrial, commercial and residential customers in Singapore benefit from SP's world-class transmission, distribution and market support services. The networks in Singapore are amongst the most reliable and cost-effective worldwide.



Electricity Feedback



Gas Feedback



Terms and Conditions

⚠ Emergency Hotlines

1800 – 7788888 (Electricity)

1800 – 7521800 (Gas)

Visit us at

<http://www.singaporepower.com.sg>





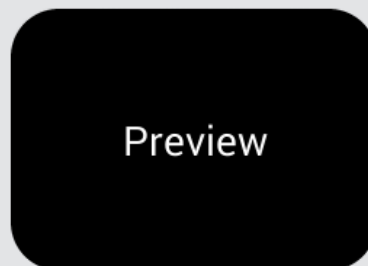
Feedback on Electricity

*** Mandatory Fields**

Nature of Feedback*

Please Select ▼

Description*



Incident Location

