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 similiar housing types within a block or street for landed premises.

Useful Tips

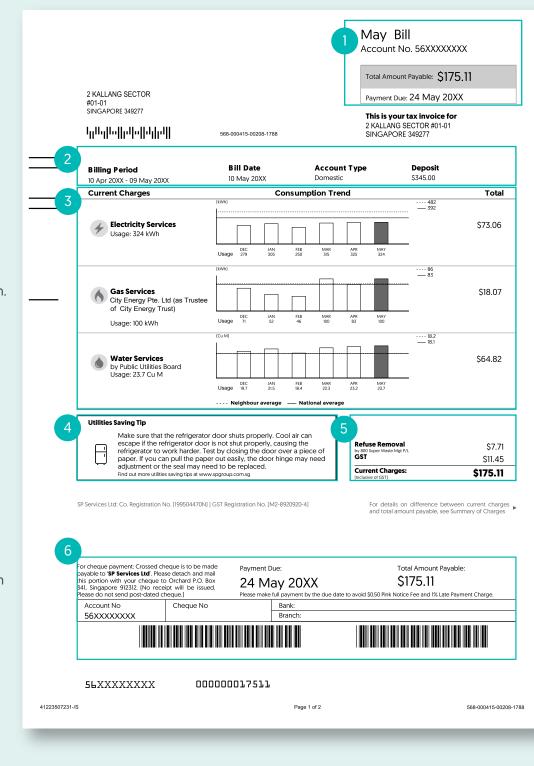
You will find tips and advice on how to be more energy and water efficient.

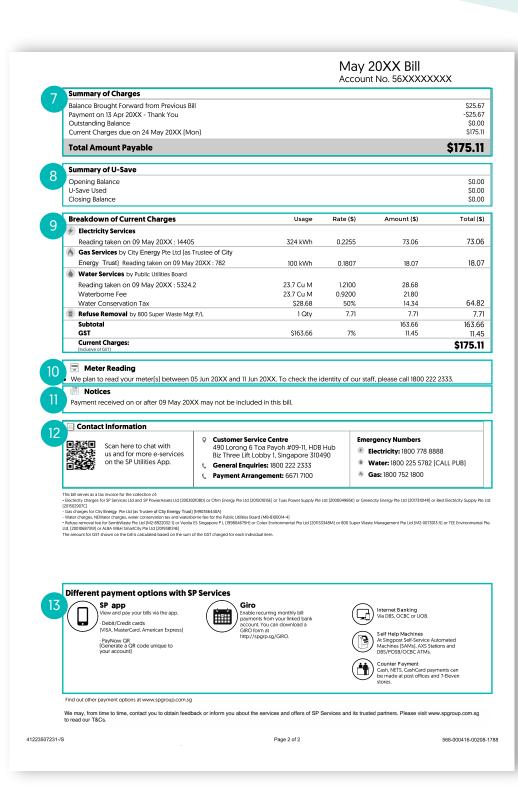
5 Total Charges for the Month

Total charges for the current month, before accounting for any outstanding balance.

6 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.





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.

used in the billing period.

Breakdown of Charges This reflects the number of units of water, electricity and gas you have

The Waterborne Fee (WBF) 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.

For any queries or emergencies, you can find the necessary numbers for all your utilities here.

most convenient for you.

Contact Information

Payment Options You can find all the payment options available and choose one that is

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.

Support Services Licensee.

MSSL Cash Deposit

Summary of Charges

This section shows any balance brought forward from the

Security deposit held by SP Services who is the Market

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.emcsg.com/marketdata/priceinformation 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.sq. 5 Transmission Charges

PowerAssets transmission system, which is used to transmit electricity to consumer premises. For accounts with

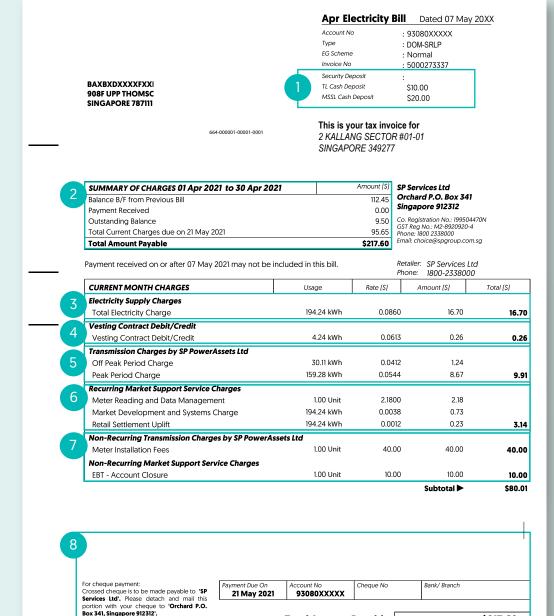
Charges, please refer here.

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

This refers to network costs charged for the use of SP

Services, the Market Support Services Licensee. For more details on Recurring Market Support Service



Support Service Charges The Non-Recurring Transmission Charges and Market Support Service Charges are only applicable for ad-hoc or special requests. For more details on Non-Recurring Charges, please refer here.

Non-Recurring Transmission Charges and Market

21 May 2021

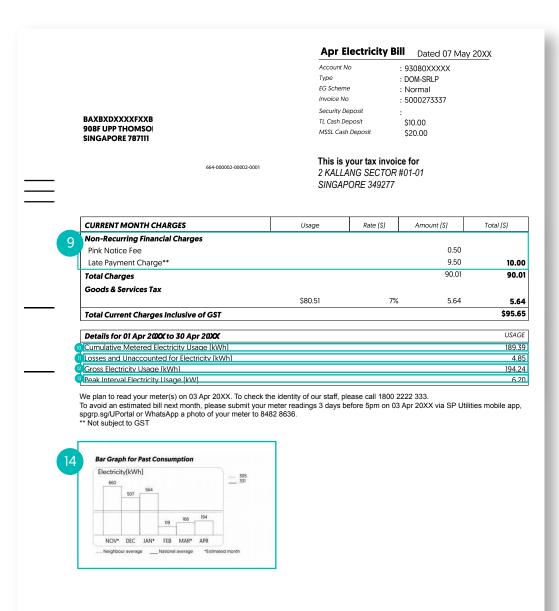
93080XXXXX

Total Amount Payable

\$217.60

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.



Key Features

period.

9 Non-Recurring Financial Charges This refers to one-time charge, where applicable, for security deposits, late payment charges and pink notice fees.

Back Page

Cumulative Metered Electricity Usage (kWh) This refers to the total electricity usage within your billing

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.

and 'Losses and Unaccounted for Electricity'.

This is the sum of 'Cumulative Metered Electricity Usage'

Gross Electricity Usage (kWh)

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.