



ESPower
Positively Different

FAQ

Frequently Asked Questions

General

1. Why is the Singapore Government liberalising the electricity market?

The Singapore Government has progressively liberalised the retail electricity market to promote the efficient supply of competitively priced electricity, with plans to open the market eventually to full competition. The introduction of competition among the retailers has benefited contestable consumers with improved services, greater efficiency, competitive prices and innovative products. You can obtain more information relating to the liberalisation of the electricity market from the Energy Market Authority (EMA) website. <https://www.openelectricitymarket.sg>

2. Will my electricity supply be disrupted when I switch to ES Power?

You will continue to enjoy the same quality of electricity as the power supply are managed and controlled by the same SP Power Asset.

3. Does liberalisation mean that electricity prices will come down?

The liberalisation of the retail electricity market is intended to give eligible consumers more options to manage their electricity cost. While retail market liberalisation does not necessarily mean that prices will be reduced significantly, competition among the retailers will encourage competitive pricing and product innovation for the benefit of consumers.

As market prices for electricity are dependent on situational supply and demand, there will be up cycles and down cycles. The price of electricity to different consumers may also differ depending on individual consumption needs. For instance, some consumers may be prepared to pay a premium for a firm electricity price i.e. fixed price retail contracts versus fuel price indexed retail contracts.

The Energy Market Authority (EMA) does not impose a price regulation on electricity retailers. The "Code of Conduct for Retail Electricity Licensees" sets out the minimum standards of performance that all electricity retailers must comply with.

4. Are there plans to fully liberalise the market?

The Energy Market Authority (EMA) is working towards empowering the remaining 1.3 million smaller consumers, mainly households, to choose whether to remain on the regulated tariff or choose to buy electricity from electricity retailers at market prices. This phase is known as Full Retail Contestability (FRC).

5. After customer switches from SP services to Retailer, who is responsible for customer's meter reading?

Market Support Services Licensee (MSSL), SP Services is the sole entity responsible for all master meter readings for contestable consumers. Your electricity usage is read automatically through electronic meters at half-hourly intervals.

6. What is Electricity Tariff and what are the four main cost components?

Electricity tariffs are regulated by the Energy Market Authority (EMA) and revised quarterly to reflect the actual cost of electricity. SP Services buys electricity on behalf of customers and pays the generation companies, transmission licensee and other market players based on the rates of the cost components as approved by EMA.

4 main cost components are:

- a. Market Administration and Power System Operation Fee
- b. Market Support Services Fee
- c. Network Cost
- d. Energy Cost

7. What is ES Power's Unique Selling Point (USP)?

We offer Competitive Savings, Carbon Neutral Power and adopt Social Responsibility through our Micro Philanthropy platform.

8. What is Carbon Neutral Power?

In Singapore, our electricity supply comes from only one power grid. ES Power eliminates your complete carbon footprint from your electricity consumption. Nevertheless, because we have Carbon Credits – obtained through green energy projects and sustainability programmes around the world, which we use to offset or neutralise the carbon that was generated in the production of electricity.

9. Why is ES Power selling Carbon Neutral Power?

Being in the sustainable business since 1999, we believe in doing our part to protect our environment. Our efforts in being carbon neutral enables our customers to appreciate the energy cycle, while contributing towards Singapore's long-term commitments to combat climate change as pledged under the Paris Agreement. As a homegrown brand, we aim to make Singapore green and carbon neutral.

10. How will I know my electricity is truly Carbon Neutral?

Carbon certificates are employed throughout the world, and are transacted through exchanges, much like the stock exchange. You will be issued a carbon offset certificate annually to indicate your carbon offset details. If you are large scaled business, you may be issued a carbon offset certificate every twelve month.

11. Do I have to buy Carbon Credits to subscribe to ES Power?

The process of utilising Carbon Credits is a transparent process to our customers. We will link Carbon Credits to the amount of electricity you use, without affecting operations whatsoever.

12. How is a Carbon Footprint calculated?

In Singapore, 1MWh of electricity used is equivalent to 0.43 metric tonnes of carbon dioxide, based on Singapore's Grid emission factor. Approximately 40 trees are required to photosynthesize for an entire year to offset 1 tonne of carbon dioxide.

13. Can we use our Carbon Credits to reduce the Carbon Tax?

The Singapore Government is currently working on the implementation of a Carbon Tax in 2019, which is to levy a tax on the amount of carbon dioxide given out through the indirect consumption of electricity. More details will be announced by the Government in due course.

14. What Values Added Services (VAS) ES Power offers?

On top of Competitive Savings, Carbon Neutrality Power and Micro-Philanthropy, our customer can enjoy:

- a. *Online Onboarding and Account Management System (Residential & Business)*
 - *Easy to use Online Customer Account aa*
 - *User Friendly Customer Dashboard*
 - *Enterprise Management (3 Levels)*
 - *Multiple account management*

- b. *Online Enterprise Management (Business)*
 - *Owner-tenant accounts management*
 - *Owner can see all tenants' bills under one dashboard*
 - *Owner gets super admin access*
 - *Separate dashboard for every tenant*
 - *Tenant management (sign up, terminate etc.)*
 - *One dashboard for multiple premises*

15. Why it is required to place Security Deposit?

As required, licensed electricity retailers shall pay Market Support Services Licensee (MSSL) and EMC Deposit. The deposits are to be paid about 1 month ahead to them Hence, we are indeed pre-financing the Customer's electricity bills. Thus, it is imperative for us to collect the deposits from customers upfront

16. Contact us

Contact Us	Emails	Hotline
For Sales Enquiries	gogreen@espower.com.sg	ES Power Hotline: 1800-888-1010
For Customer Enquiries/Feedback	fulfilment@espower.com.sg	

Residential

1. How do I know if I am eligible to switch my retailer?

Eligibility to switch your retailer will be opened by zones starting November 1st, 2018. For more information on eligibility, promotions and roadshows, please visit: <https://oem.espower.com.sg/promo>

2. How long will it take to process my application?

The transfer process takes up to a minimum of 5 working days upon successful confirmation to make the switch from SP (non-market) to ES Power (market). Your latest meter reading is required to make the switch.

3. How to I submit meter readings to make the switch?

If you wish to submit your meter readings to make the switch, you can do so within the window period assigned to you by SP Group. The window period is between 1 to 3 business days before the contract start date. ES Power will advise you in detail on the exact period and methods available for meter reading submission.

Residential consumers who wish to make the switch can submit their meter readings through the following channels:

(1) WhatsApp

You can submit a photo of the meter (clearly reflecting the meter reading and meter number) to SP Group via WhatsApp at 9622 6557.

For meter reading submission due on Weekends and Public Holidays, kindly use the online submission on the Open Electricity Market website or the automated phone system (hotline: 1800 2222 333) to do so.

(2) Website

You can also submit your meter readings via <https://www.openelectricitymarket.sg/residential/making-the-switch/submit-meter-reading.html>

4. What if I do not submit meter readings after signing up with ES Power?

If your meter readings are not submitted between 1 to 3 business days before the contract start date, SP will take an estimation of your final reading which may reflect a higher consumption on your first bill with us.

5. What are ES Power's payment terms?

Our payment terms are the same as SP Group's terms – the payment of your utilities bill from SP Group is due 14 calendar days from the bill date.

6. Do I need to pay a deposit to ES Power?

Yes, the deposit amount is based on your dwelling types as shown below:

House Type	Amount
HDB 1 and 2 room	\$40
HDB 3, 4 and 5 room	\$70
HDB DBSS and Executive Apartment	\$100
HDB Jumbo	\$150
HUDC	
Maisonette	
Premium Apartment	
Semi-Detached	
Terrace	
Town House	
Bungalow and Cluster House	\$250

7. What will happen to my security deposit if the account is closed?

The security deposit will be used to offset the Final Bill Charges. Any remaining credit will be refunded in a form of cheque.

8. What are the Monthly Payments method?

Payment can be made via GIRO/Cheque/ Credit card, Internet banking which is available in your personal customer dashboard

9. Can I transfer the security deposit from SP Group to ES Power?

It cannot be transferred. SP Services will refund you the security deposit upon successful transfer to us.

10. How can I receive my ES Power Bill?

Invoice Delivery Mode

- Post (\$2.00 per invoice)
- E-invoice (Email & Personal Customer Dashboard)

11. Will I continue to receive U-Save after switching?

All eligible household owners shall continue to receive U-Save rebates. Rebates will be used to offset SP Utilities (water and gas) first and the remaining then shall be used for electricity with the preferred electricity retailer of your choice.

12. What is the difference between SRLP or AMI meter?

SRLP (Static Residential Load Profiling) meter are only read on a bi-monthly basis whereas AMI meter is captured on a half-hourly basis. There will be a one-time charge of \$40 per meter should consumer opt in for an AMI meter installation upon switching.

13. Can I change my billing cycle for electricity?

Unfortunately, you don't have the option to change your billing cycle. SP Group aligns the billing cycles of all utilities, such as gas, water and electricity, to optimise the deployment of meter readers to a reading area. A change in billing cycle can only be initiated by SP Group for operational reasons.

14. Can I transfer an existing contract to my new home?

If you are moving to a new house in Singapore, you will need to end the existing contract and open a new account with SP Services for your new premise address. Upon opening a new account, you can then reapply with ES Power.

15. Can I sign up/purchase on behalf for my family?

Yes, provided that you have been authorised by the electricity account holder and submit the NRIC of the electricity account holder for our verification.

16. Can I transfer an existing contract to the new owner/tenant of my residential home?

The existing account must be closed and the new occupant of the premise is required to apply to sign up for their own account. Early Termination Costs may apply depending on your contract.

17. What happens after my contract ends?

ES power will contact you at least 10 business days before your contract ends. If no renewal action is taken by the end of contract, your contract will be automatically renewed for another 6 months based on the existing contract plan.

18. Can I switch back to SP Services after my contract has ended?

Yes, you may request to switch back to SP Services by notifying us at least 10 business days before the end date of your contract.

Business

1. How easy to switch to ES Power?

Switching from SP Services to Retailer

- Customer only needs to ensure that they have met the criteria to be eligible for contestability ($\geq 2,000\text{kWh}$ monthly consumption)
- Our staff will assist customer to ensure all required forms such as SPS contestability form, PPA form, deposit and needed documents are completed for submission
- MSSL will inform customer directly on the date to switch (3 weeks to 1 ½ months if the meter is to be upgraded to AMI)

Switching from Retailer to Retailer

- So long as customer complies with the current retailer's contract expire clause and prepare in advance, switching from the current retailer to the future retailer shall be seamless and immediate after the expiring date with the current retailer is fulfilled.

2. Does my company need a Smart Meter?

As a business consumer, you will need to install a smart meter if you switch to a retailer. A smart meter will allow you to measure and remotely read your electricity consumption every half-hour. A meter installation fee of \$40 (before GST) will apply.

3. Is my Company contestable?

Contestable customer are customers who are eligible to purchase electricity from electricity retailer of their preferred choice other than SP Services.

You may check your eligibility <https://www.openelectricitymarket.sg/business/resources/apply-for-contestability.html>.

4. My company is using less than 2,000kWh, can I switch to ES Power?

EMA has commence the soft launch of Open Electricity Market (previously referred to as Full Retail Competition) in April 2018, where households and businesses in Jurong can choose to buy electricity from a retailer with a price plan that best meets their needs. This will provide consumers with choice and flexibility in their electricity purchases.

A total of 108,000 residential accounts and 9,500 business accounts will be able to exercise this choice. The soft launch will involve consumers whose premises have postal codes starting with 60, 61, 62, 63 and 64.

5. What are the available price plans for my company?

You may refer to our business price plans from <https://espower.com.sg/>. Alternatively, you may wish to contact us @ 1800 888 1010 or WhatsApp +65 97401190 to know more.

6. What is a plan with “Cap” for? Please provide one of ES Power Plan with such “Cap”.

A plan with “Cap” is to provide additional assurance (i.e. like travel insurance) to customer that provide “protection” if the net monthly rate goes above prevailing (SP) rates, it will be capped at the (SP) rates regardless of actual prices, if they signed up a floating plan (i.e. like air ticket) such as Signature Plan or WSP Plan.

7. What are ES Power’s payment terms?

Our payment terms are the same as SP Group’s terms – the payment of your utilities bill from SP Group is due 14 calendar days from the bill date.

8. What are the Payment Methods?

A. Security Deposit –

- *Preferably cheque payment within 7 days upon signing contract. Other forms of payments such as credit card, Internet Banking, BG or Standby LC can be arranged.*
- *1.5 months of customer’s average last 3 months bills, i.e. 1.5 x usage (3 months) x (1-Discounts) x SP Bills.*

B. Monthly Payments –

- *GIRO/Cheque/ Internet banking/Credit Card*

9. Can I change my billing cycle for electricity?

Unfortunately, you don’t have the option to change your billing cycle. SP Group aligns the billing cycles of all utilities, such as gas, water and electricity, to optimise the deployment of meter readers to a reading area. A change in billing cycle can only be initiated by SP Group for operational reasons.

10. If customers have solar panels, what is the process of switching? And is there any additional cost?

There are 2 groups of consumers that may apply directly for participation in the Intermittent Generation Sources (IGS) Scheme:

A) Non-Contestable Consumers under the existing Simplified Credit Scheme

- *The consumers will apply for contestability with SPS and indicate if they wish to be paid by SPS or EMC under the IGS Scheme.*
- *The consumers will provide their GST status regardless of whom they are paid by for their energy injections.*
- *In addition, the consumers will also indicate if they wish to engage SPPG to install the main generation meter with/without the check meter. Please note that the option to install check meter is only applicable for PV facility with generation capacity of less than 1MWac.*

B) Contestable Consumers

- *Existing contestable consumers whose PV facilities are not commissioned will approach the Supply Application branch in SPS for application of connection to the transmission grid.*
- *The consumers will indicate if they wish to be paid by SPS or EMC under the IGS Scheme and provide their GST status regardless of whom they are paid by for their energy injections.*
- *In addition, the consumers will also indicate if they wish to engage SPPG to install the main generation meter with/without the check meter.*
- *Please note that the option to install check meter is only applicable for PV facility with generation capacity of less than 1MWac.*
- *After the connection to the transmission grid is approved, the consumers will approach Supply Application to make an appointment for turn-on of their PV facilities.*

There is no additional cost for either groups.

Micro-Philanthropy

1. What is ES Power's Micro-Philanthropy Platform about?

It is a platform which allows like-minded individuals and organisations to support an organisation with a social mission by paying its electricity in part or in whole.

2. Who are the Beneficiaries?

The ever-growing list of beneficiaries include places of worship, special needs school for children, and animal welfare and environment organisations, which stand to benefit from the generosity and goodwill of corporations and compassionate individuals.

More details are available on <https://microphil.espower.com.sg/>

3. How can I contribute?

By creating an account on the micro-philanthropy platform, you can choose from our list of beneficiaries and contribute any amount to offset its electricity bill.

4. Will ES Power receive any part of my contribution?

The Micro-Philanthropy platform is created as part of ES Power's corporate social responsibility. After deduction of banking transaction fees for payment made with credit cards, your remaining contribution will be channelled entirely to offsetting the selected beneficiary's electricity bill.

5. Will I receive a Tax-Exempt receipt for the contribution I made?

There will be no Tax-Exempt receipt issued. The contribution received is not treated as an outright donation but is used to offset the beneficiary's electricity bill, which is an operational expense item.