

## FACTSHEET FOR ELECTRICITY SUPPLY CONTRACT

**Note:**

- 1) The Energy Market Authority (EMA) requires the electricity retailer to provide you with this Fact Sheet before you enter into an Electricity Supply Contract with the electricity retailer. This Fact Sheet provides you with key information about the contract.
- 2) The electricity retailer must answer any questions you have about the Fact Sheet.
- 3) Unless otherwise stated, all fees and charges stated in this Fact Sheet are inclusive of the Goods and Services Tax (GST). If there is any change to the GST rate during the contract duration, the electricity retailer reserves the right to update the applicable fees and charges to be inclusive of the prevailing GST rate.

A. GENERAL INFORMATION	
Name of Electricity Retailer	ES Power by Environmental Solutions (Asia) Pte Ltd
Fact Sheet Version Date	03-Jan-2019
B. ELECTRICITY PRICE PLAN INFORMATION	
Name of Price Plan	GFREEDOM (100% Carbon Neutral Electricity)
Type of Price Plan (See footnote 1)	
For Standard Price Plan, the electricity rate payable by you is as follows	Discount-off regulated tariff plan: _____% Discount
The electricity retailer should clearly specify any incentives (including the terms and conditions) to be given to you if you contract for the electricity price plan (see footnote 2)	<ul style="list-style-type: none"> <li>Free Customer eDashboard Access</li> <li>Free Digital Invoice</li> <li>Grab Voucher worth up to *\$25.</li> </ul> *Applicable for signup with Giro only.
Contract Duration	
Automatic Renewal of Contract (see footnote 3):	Yes. <ul style="list-style-type: none"> <li>The renewed contract will remain as a standard Discount Off the Regulated Tariff Plan with the contract duration of 6 months.</li> <li>10 working days before the contract expiry, you will be notified of the renewed electricity rate, which will be lower than the prevailing regulated tariff at the point of renewal.</li> </ul>

	<ul style="list-style-type: none"> <li>All other applicable charges/fees will be the same or better than the existing quantum.</li> </ul>																			
Smart Meter Required (see footnote 4):	No																			
Direct Billing of Electricity Charges by the Retailer (see footnote 5):	Yes																			
<b>C: ADDITIONAL FEES OR CHARGES FOR ELECTRICITY SERVICES</b>																				
One-time Registration Fee	NIL																			
Early Termination Charge (see footnote 6):	An amount equivalent to the sum paid as Security Deposit by the Customer.																			
Late Payment Charge	Yes, an interest of 1% per month levied on your outstanding balance.																			
Security Deposit (see footnote 7):	<table border="1"> <thead> <tr> <th>House Type</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>HDB 1 and 2 room</td> <td>\$40</td> </tr> <tr> <td>HDB 3, 4 and 5 room</td> <td>\$70</td> </tr> <tr> <td>HDB DBSS and Executive Apartment</td> <td>\$100</td> </tr> <tr> <td>HDB Jumbo</td> <td rowspan="5">\$150</td> </tr> <tr> <td>HUDC</td> </tr> <tr> <td>Maisonette</td> </tr> <tr> <td>Premium Apartment</td> </tr> <tr> <td>Semi-Detached</td> </tr> <tr> <td>Terrace</td> <td rowspan="2">\$250</td> </tr> <tr> <td>Town House</td> </tr> <tr> <td>Bungalow and Cluster House</td> <td></td> </tr> </tbody> </table>	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	\$250	Town House	Bungalow and Cluster House	
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Any Other Fees and Charges (see footnote 8):	<ul style="list-style-type: none"> <li>Ad-hoc charges charged by SP Group and other relevant authorities (e.g. special meter read, SP Group account closure charges).</li> </ul> <p><input type="checkbox"/> *AMI Meter Installation fee of \$42.80 w/GST (optional)</p> <p><input type="checkbox"/> **gSolar, Unit rate @ \$0.0107/kWh w/GST (optional)</p> <p><input type="checkbox"/> Postage fee of \$2.14 per invoice w/GST (optional)</p>																			

	<p>*AMI meter installation charge will be invoiced on first month bill.</p> <p>**Premium option of GSolar for a blend of Green Electricity available without investment in Solar panels.</p> <p>Alternatively, refer to Terms and Conditions for details:  <a href="https://portal.espower.com.sg/assets/pdf/terms_and_conditions.pdf">https://portal.espower.com.sg/assets/pdf/terms_and_conditions.pdf</a></p>
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**D: BUNDLED PRODUCTS OR SERVICES (see footnote 9)**

<p>There are other products or services bundled with the electricity price plan:</p>	<p>No.</p>
<p>If yes, the electricity retailer should specify below what are the bundled products or services. You should discuss the details with the electricity retailer such as the applicable fees and charges as well as the terms and conditions for accepting the bundled products or services:</p>	<p>Nil.</p>

**E: FOOTNOTES**

- 1) You can visit the Price Comparison Tool at [compare.openelectricitymarket.sg](https://compare.openelectricitymarket.sg) to compare the standard price plans offered by different electricity retailers.
 

Standard price plans have the following features:

  - Electricity rates are inclusive of all applicable charges that vary according to the level of consumption.
  - Contract duration of 6, 12 or 24 months.
  - Have one of the following pricing structures:
    - Fixed Price. Pay a fixed rate (e.g. 20 cents/kWh) for electricity throughout your contract duration.
    - Discount Off the Regulated Tariff. Enjoy a discount off the prevailing regulated tariff (e.g. 5% off) throughout your contract duration.
- 2) The electricity retailer may offer you incentives if you contract for the electricity price plan. The incentives may include:
  - free gifts, promotions, rewards or services; and/or
  - conditional discount that reduces your electricity bill if you meet certain conditions.
- 3) A contract with automatic renewal may be automatically renewed upon the expiry of the contract. For such contract:
  - The electricity retailer is required to inform you at least 10 business days before the existing contract expiry date, and you have the right not to proceed with the automatic renewal;
  - The electricity retailer must ensure that the electricity rate is better than the prevailing regulated tariff at the point of contract renewal; and

- After the contract has been automatically renewed, you have the right to, within the first 30 calendar days from the start of the renewed contract term, terminate the renewed contract by giving the electricity retailer at least 30 calendar days' notice without you being subject to any early termination charges or other applicable fees.
- 4) A smart meter is a digital meter capable of measuring your electricity consumption every half-hour. It is optional to install a smart meter to measure your half-hourly electricity consumption, unless the price plan you sign up for requires one. The Standard Price Plans do not require a smart meter.
  - 5) With direct billing, the electricity retailer will bill you directly for electricity supply, and SP Group will issue you a separate bill for the other utilities (such as water and gas supply). Your electricity retailer will advise you on the billing arrangement they offer. With indirect billing, you will receive a single monthly bill from SP Group covering the charges for electricity supply by the electricity retailer as well as the charges for the other utilities.
  - 6) The electricity retailer may charge you a fee if you terminate the contract before its expiry date.
  - 7) The electricity retailer may require you to provide a security deposit for the supply of electricity. If you are a residential consumer, the security deposit the electricity retailer is allowed to collect is not more than 2 months of your average monthly electricity bill at the point of contracting, contract renewal or during the term of the contract.
  - 8) The electricity retailer may require you to pay other fees and charges, including the prevailing market-related charges. You may refer to [www.openelectricitymarket.sg](http://www.openelectricitymarket.sg) for more information on the market-related charges.
  - 9) The electricity retailer may bundle the supply of electricity with other products and/or services, such as the provision of phone or internet services, home energy management systems, newspaper or magazine subscription, etc. Please note the terms and conditions of the bundled products or services.