

## Singtel Power in partnership with Geneco Frequently Asked Questions

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# 1 Singtel Power in partnership with Geneco

Leveraging on the synergies of Singtel's extensive customer reach as Singapore's leading consumer services provider and Geneco's experience as a brand of YTL PowerSeraya, the second largest power generation company in Singapore, Singtel Power in partnership with Geneco aims to offer innovative electricity price plans. Customers who sign up on Singtel Power plans and sign up or recontract their Singtel fibre broadband will also enjoy additional mobile handset discounts.

## 1.1 What is the Open Electricity Market about and how will it benefit consumers?

Since 2001, EMA has progressively opened up the electricity market. Currently, larger business consumers can choose to buy electricity from a retailer of their choice, instead of SP Group at the regulated tariff.

With the Open Electricity Market, the remaining 1.4 million accounts in Singapore, mainly residential consumers, will also enjoy this choice and flexibility, and stand to enjoy competitive pricing, enhanced service standards and innovative price plans offered by retailers.

## 1.2 What is the regulated tariff?

The regulated tariff is the price charged by SP Group for supplying electricity to consumers. It is approved by EMA, and is based on a formula that takes into account the cost of producing and delivering electricity to consumers over the long term. It is adjusted quarterly to account mainly for changes in the price of fuel (i.e. natural gas) used to generate electricity.

## 1.3 Will there be disruptions to my energy supply if I switch energy provider?

No. SP PowerAssets (SPPA), as the transmission licensee, remains responsible for the physical delivery of electricity supply to your premises regardless of whether you are with SP Services or other retailers.

Rest assured that you will continue to enjoy the same quality, safety and reliability of electricity supply regardless which retailer you choose to purchase from. However, if you have requested for a meter change, there may be a down time of less than 30 minutes during the meter installation.

## 1.4 Where does my electricity supply come from?

Electricity is produced by the [power generation companies](#) and SP Group then transmits and distributes it to consumers through the national power grid.

## 1.5 Who is eligible to sign up?

All household consumers (except those on PAYU meters) are now eligible to sign up and switch over to a Singtel Power-Geneco electricity plan.

## 1.6 Are households under the Pay-As-You-Use (PAYU) metering scheme able to switch to a new retailer?

No, those under the PAYU scheme will need to clear all outstanding arrears owed to SP Group before they can switch to a new retailer.

## 1.7 What is needed to sign up for electricity service with Singtel Power-Geneco?

You can get ready these documents during sign up if you are currently a SP customer:

- Address of premise to which electricity is supplied
- SP account holder name (retrieved from your SP Group Bill)
- Applicant's NRIC number
- Applicant's contact number and email address

If you are signing up on behalf of someone else who is the SP account holder, you will need a letter of authorisation to prove that you are authorised to sign up. A copy of the SP account holder's NRIC will be needed too.

## 2 Buy

### 2.1 What are the kind of electricity plans provided under this partnership?

There will be three kinds of electricity plans provided under 2 different categories:

- (a) Fixed Rate plans  
Customers will enjoy a rate that will be fixed for the duration of the entire contract. The two price plans available will be: Get it Fixed 24 and Get it Green 12.
- (b) Discount off the Regulated Tariff plans  
Customers will enjoy a fixed discount rate relative to the regulated tariff, which changes every three months. The price plan currently available is Get it Less 24.

### 2.2 How long will the switching process take?

Once we receive your application with the updated information and correct supporting documents, it will take around 2-4 weeks to transfer.

If you request to change your meter from a SRLP to AMI, 30 calendar days will be required for the process to be completed.

### 2.3 How much security deposit do I have to provide upon sign up?

Security deposit is currently waived.

## **2.4 Where can I sign up for electricity service?**

You can approach any of our sales consultant at Singtel Shops, Exclusive Retailers and roadshows. You can also call 1609 to speak to our telesales agents, or simply visit [singtel.com/power](http://singtel.com/power) or access My Singtel App to sign up for the service or to get more information.

## **2.5 What is Geneco's role in this partnership with Singtel Power?**

Geneco is the Licensed Electricity Retailer that is providing the electricity contract for the customer. Singtel Power is a retail agent that is providing Geneco's electricity plans to our customers.

## **2.6 How will my existing utilities services with SP be affected after I switch?**

SP Group will continue to bill you for your non-electricity charges (water, town gas, refuse collection etc.), while Geneco will be billing you for your electricity services.

## **2.7 Is there a grace period after I have signed up?**

Unfortunately, there is no grace period. Once you've agreed to a contract, you are bound by the stipulated terms.

## **2.8 Where can I view the Fact Sheets for the Geneco electricity price plans?**

Please visit [singtel.com/power](http://singtel.com/power) and view the respective Fact Sheets under each price plan.

## **2.9 How does the Price Match Guarantee works?**

The Price Match Guarantee only works for Get it Fixed 24 plans at non-promotion rate, with the same duration and standard plan as stated on EMA's price comparison website. It must also be on the same terms of Geneco's plan (eg. Security deposit waiver). The refund is applicable to 400Kwh/mth and has a cap of \$30 per contract. You can only price match once. Should you find a plan from other non-Geneco retailers that fulfils the above conditions, please write to [marketing@geneco.sg](mailto:marketing@geneco.sg) with proof. Geneco will take 30 working days for verification. The refund (if successful) will be done via shopping vouchers or Geneco rebates rounded up to the nearest dollar amount.

## **2.10 What is Get It Green plan?**

Customers who purchased this fixed rate electricity plan will be automatically enrolled into the Geneco Carbon Offset Programme at no extra cost, where Geneco will retire Verified Carbon Units on your behalf and you will receive a softcopy Certificate of carbon offsets yearly. This plan provides you an option to build a sustainable energy future through the purchase of a carbon neutral electricity price plan.

## **2.11 What does carbon neutral electricity mean?**

The electricity consumed has net zero carbon emissions through the balancing of the measured amount of carbon released with an equivalent amount of offset from the retirement of carbon credits.

For more information, please refer to <https://blog.geneco.sg/knowledge/carbon-neutral-electricity-explained>.

## **2.12 What are carbon credits?**

Carbon credits (or carbon offset) are credits given for greenhouse emissions reduced or removed from the atmosphere by an emission reduction project, and which can be used by governments, industry or private individuals to compensate for the emissions they are directly and/or indirectly generating.

## **2.13 How do I know that the electricity I use is carbon neutral?**

By signing up for the carbon neutral electricity plan with Geneco, you will receive certificates that validate the consumed electricity's carbon neutrality.

## **2.14 Where do these carbon credits come from?**

Geneco purchases carbon credits issued under the Verified Carbon Standard (VCS) Program.

## **2.15 How is the amount of carbon dioxide determined from my consumption of electricity?**

The conversion will be based on the National Environment Agency's latest published Electricity Grid Emission Factor (Average Operating Margin).

# **3 Billing**

## **3.1 Who will be billing electricity charges to me?**

All customers who had signed up prior 17 Aug 2020 and newly signed up customers residing in HDB & Executive Condominiums, Geneco will bill you directly.

For customers residing in Private Condominiums/Apartments, Terrace House/Semi-Detached or Bungalow who had signed up after 17 Aug 2020, you are eligible for Singtel Billing on Behalf of Geneco service where Singtel will bill electricity charges on Geneco behalf through your Singtel bill if you have accepted during sign up. If not, Geneco will bill you directly.

## **3.2 Why only Private Condo/Apartments, Terrace House/Semi-Detached or Bungalow customers are eligible for Singtel Billing on Behalf of Geneco service?**

This is because residents in public housing by HDB & ECs enjoys GST U-SAVE rebates. These rebates can only be processed by Geneco directly as a licensed retailer. Geneco will process the rebates to offset customers electricity usage charges & bill directly to their customers.

### **3.3 I'm staying in an Executive Condominium (EC), am I eligible for Singtel Billing on Behalf of Geneco service?**

No, ECs are classified as public housing and are eligible for Government's GST U-SAVE rebates. Only Geneco can bill your electricity charges as they are required to process the rebates for offsetting your electricity usage charges.

### **3.4 I'm an existing Singtel Power-Geneco customer, can I switch to Singtel Billing?**

Singtel Billing on behalf of Geneco is only available for new sign up customers residing in Private Condo/Apartments, Terrace House/Semi-Detached or Bungalow. You will continue to be billed directly by Geneco. When you are eligible for renewal, you may renew via Singtel Power to switch to Singtel bill for your electricity charges.

### **3.5 I do not have any Singtel service, can I sign up for Singtel Power-Geneco electricity plan with Singtel Billing?**

Singtel Power-Geneco residential electricity plans are products/services offered by our partner Geneco. You will need to sign up at least one of Singtel's services such as Mobile, TV, Fibre Broadband or Home Digital Line so that Singtel can bill electricity charges on behalf of our partner Geneco to your Singtel bill account.

### **3.6 When will I receive my first electricity bill?**

#### **For customers billed directly by Geneco:**

You will receive your first bill approximately 45 - 60 days after your contract start date. To view your full bill, please log into your account with Geneco via <https://www.geneco.sg>.

#### **For customers on Singtel Billing on Behalf (BoB) of Geneco service:**

Your electricity meter reading/submission timing by SP/MSSL does not change. After your electricity contract started, Geneco will bill your electricity charges after receiving your first set of meter readings from SP/MSSL. This is typically 45 days to 60 days after your contract start date and depending on your Geneco billing cycle.

Once Geneco readies your first bill, you will receive email notification from them on your account statement available via their Customer Service Portal. Depending on your Singtel monthly bill timing, if Geneco sends their billing instructions to Singtel before your current month's Singtel bill, the electricity charges will be reflected in current month Singtel bill. If it's after, then electricity charges will be reflected in your next month's Singtel bill.

### **3.7 How can I pay my bills?**

If billed directly by Geneco, simply log into your Geneco account at <https://www.geneco.sg> to make payment using Credit Cards, Grab Pay or set up GIRO.

For Singtel billing on Behalf of Geneco, Singtel bill (including electricity charges) can be paid via GIRO, Credit Cards, AXS (Kiosk, App or eStation), SingPost, 711 & Internet Banking. For more payment methods details, please refer to <https://www.singtel.com/personal/support/account-billing/payment-methods/>

### **3.8 What is the late payment charge and payment term for the Geneco bill?**

When billed directly by Geneco, late payment charge will be 1% of the outstanding balance from the previous bill. The payment term is 14 days from date of invoice.

For Singtel billing on behalf of Geneco, payment term is also 14 days from date of bill. If you do not pay your Singtel Bill in full by the due date, Singtel may send you a reminder by post to settle the overdue amount. A charge of \$0.54 (GST incl.) per reminder will apply. If the overdue amount is still not paid, a final reminder may be sent by post. A late payment fee of \$5.35 (GST incl.) for residential customers will be levied for each final reminder sent.

### **3.9 Will I still be able to utilize my U-SAVE Vouchers?**

Yes, you will still be able to use your U-Save GST Voucher to offset your electricity bills. However, any credits disbursed to you will first be used to offset any outstanding balance for non-electricity services such as water & gas charges with SP Group.

### **3.10 How can I start saving instantly?**

You can start saving instantly as compared to the regulated tariff only after you have successfully transferred to Geneco. The amount of savings may vary as it is dependent on the contract you have signed up with Singtel Power-Geneco, the existing regulated tariff and the amount of consumption.

### **3.11 What will happen to my Singtel Billing on Behalf of Geneco arrangement if I moved to public housing?**

You will need to terminate Singtel Power-Geneco Electricity contract at existing address. You will first be charged Early Termination Fee on the supply address which you had terminated. There will also be an electricity account closure fee of \$10.70 (GST inclusive), collected by Geneco on behalf of SP Services. These final fees & electricity usage charges up to date of electricity a/c closure will be reflected in your Singtel bill for your payment through Singtel to Geneco.

After you move to your new address and sign up again with Singtel-Power Geneco on a new contract, you will be credited the Early Termination Fee amount that you paid previously. As your new address is public housing, the new electricity contract only be signed under direct billing by Geneco. Billing on Behalf service by Singtel is not available for public housing.

## **4 Contract Matters**

### **4.1 What will happen when my contract for electricity services end?**

We will notify you by SMS and/or email at least 1 month before the end of your contract. You will be informed of your options to renew your contract through our sales channels.

Your contract will be automatically renewed with the same terms at a rate lower than the prevailing regulated tariff if you choose to do nothing. Your electricity supply will not be disrupted when your contract expires.

## 4.2 What happen when I need to terminate the electricity contract early?

Depending on the circumstances leading to the termination, you may incur an early termination fee.

Singtel will send your termination request to Geneco, upon successful termination, your electricity a/c will be transferred back to SP group and you be charged based on prevailing regulated tariff. You will receive a final bill from Geneco directly or via Singtel Billing on Behalf of Geneco for the final electricity charges with any early termination fees where applicable.

## 4.3 How much will I need to pay for early termination?

Regardless of the number of months left to the expiry of the contract, the Early Termination Fee (excl GST) is a one-time fee corresponding to the consumer's dwelling type.

Dwelling Type	Early Termination Fee (ETF)
HDB 1 or 2 rooms	S\$60
HDB 3, 4 or 5 rooms / HDB Executive	S\$130
Executive Condominium / Condominium / Private Apartment	S\$180
Terrace House/ Semi-Detached House	S\$350
Bungalow	S\$720

## 4.4 I'm on Singtel Billing on Behalf of Geneco service, if I terminate my Singtel a/c, will my electricity plan be terminated?

Yes, when you are no longer a Singtel customer (not subscribed to any other Singtel services), Singtel is unable to continue billing on behalf of Geneco for electricity charges.

## 4.5 I am moving to a new house/re-locating. What will happen to my contract?

You will be charged an Early Termination Fee for closing your account with Geneco for the first premise. If you sign on your new premise for an electricity plan with Geneco within 6 months, the Early Termination Fee will be credited back to your account. A \$5.35 processing fee will be charged for relocation.

## 4.6 Can I change my service after I signed up for an electricity plan?

If you are changing your plans within the contract period, your will incur an Early Termination Fee.

## 4.7 I'm an existing Geneco customer, can I renew my Geneco plan through Singtel?

When your current Geneco contract is due for renewal, you may renew via Singtel and Singtel will bill on behalf of Geneco for the duration of your new electricity contract for customers who are eligible for Singtel Bill on Behalf of Geneco service.



## **5 Others**

### **5.1 Who should I call in the event of a power outage or disruption?**

SP Group maintains the electricity transmission and distribution network. In the unlikely event of electricity supply interruption, please contact SP Group at 1800-778 8888 (24-Hr Electricity Service Centre).

### **5.2 Can I opt for a smart (AMI) meter?**

Yes, you can request for an AMI meter to be installed at your premise at a charge of \$42.80 (inclusive of GST) by SP Group.

### **5.3 I am a business consumer, can I sign up for a Singtel Power plan?**

The Singtel Power- Geneco plans are currently only available to residential consumers,

### **5.4 Where can I find more FAQs about the Open Electricity Market?**

Please visit: <https://www.openelectricitymarket.sg/residential/faqs> for more info.