

# Annual Review

LIGHTING UP SINGAPORE

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# NOTE FROM THE CEO

Yu Tat Ming  
Chief Executive Officer



2018 was a year of embracing new challenges and forging new frontiers. Through the unstinting efforts of our team, at both the plant and the corporate office, PacificLight continued to perform well in our retail business and the operation of our plant. I am always inspired by the commitment of our staff who ensure our company constantly advance and embrace new and better ways of working.

## Open Electricity Market

With the full liberalisation of the residential electricity market, known as the Open Electricity Market, we have advanced our position as one of Singapore's leading electricity retailers. PacificLight seeks to differentiate itself by ensuring a robust business process centred on providing an end-to-end seamless customer service. Our unwavering focus as an electricity retailer is to enhance our customers' experience through the overall quality, delivery and efficiency of our service and through widening our retail offerings.

## Risk in an evolving digital age

We are fully cognisant of the obstacles and challenges surrounding cybersecurity and risk management. Most importantly, in a climate of increasing cybersecurity risk, we recognise that PacificLight has a responsibility to safeguard our customers' data. To circumvent possible cyber breaches and safeguard our customers' data, we adopt best-in-class practices for data security which has externally recognised through external reviews and security audits. In 2018 our power plant was awarded the 'Highly Protected Risk' award by our insurer FM Global highlighting our robust approach to risk management, including cyber security.

## Generation and Sustainability efforts

2018 proved to be a record-breaking year at our power plant where we reached new safety and efficiency records.

We continue to pursue sustainability as one of our key business agendas. Disruptive technologies and business models continue to present both a challenge and an opportunity for all businesses in the sector, including PacificLight. There is a wide range of new technologies and innovations changing the way the energy sector operates and engages with consumers. Initiatives like smart metering, energy efficiency and demand-side management are areas that PacificLight is, and will, continue to embrace as our industry evolves. Our Sustainability program meets business customers' needs for energy solutions that lowers both cost and environmental impact. Consisting of a blended suite of offerings such as solar power and renewable energy certificates, it seamlessly integrates renewable energy initiatives with conventional power.

**Yu Tat Ming**  
CEO



# YEAR in REVIEW

## Awards & Accolades

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PacificLight takes pride in distinguishing ourselves on the basis of our commitment to safety, risk management, reliability and sustainability. In recognition of these exemplary efforts and exacting standards, we are proud to receive recognition and commendations from a number of organisations over the course of 2018, including the Eco-Office Award by the Singapore Environment Council for environmentally-efficient office practices, FM Global's Highly Protected Risk Award for our plant, and the bizSAFE Star accreditation for stringent workplace health and safety standards.

## Open Electricity Market

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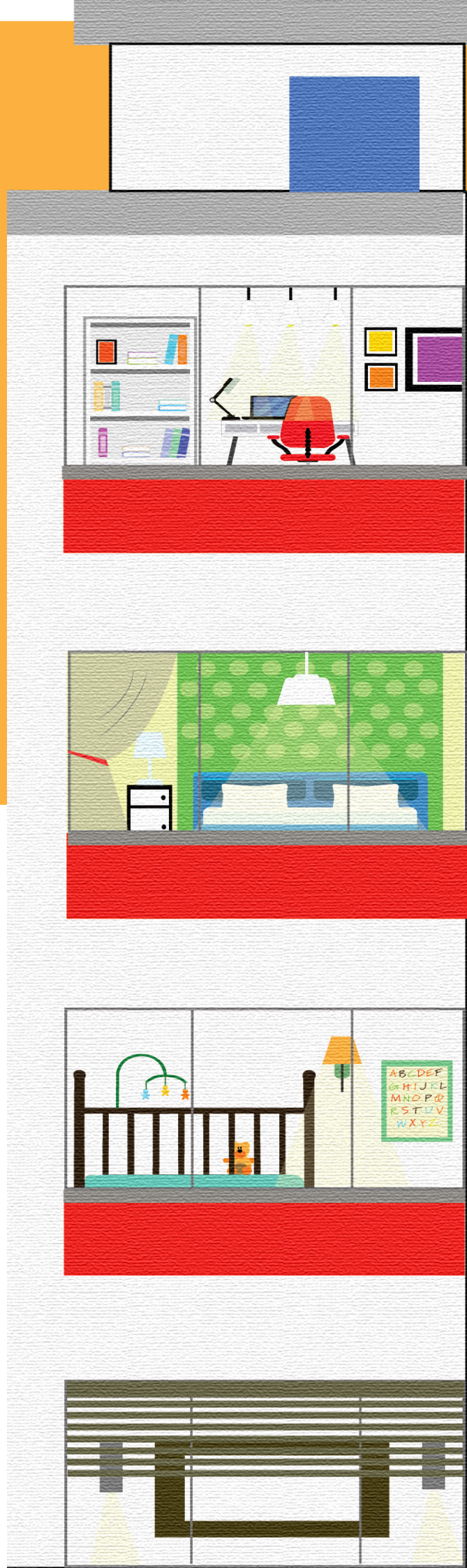
With the launch of the Open Electricity Market (OEM) in Singapore, we observed that many individuals were keen to switch retailers but did not know how to go about doing so, or were unsure of the plan that would work best for them. Hence, PacificLight sought to educate and provide insightful data and information to potential customers and the general public, enabling them to make informed decisions. Our overall approach to customer experience is underscored by our commitment to customer satisfaction through fuss-free, reliable and secure online systems. The same fundamental approach and standards are applied to all of our customers, aimed at providing a transparent, competitive and efficient service.



## Plant/Generation

Today's world is constantly on the cusp of change, with disruptive technology and new business models making innovation part of everyday life. We constantly strive to maximise efficiency through the use of high quality equipment and the adoption of sustainable practices. Maximising efficiency allows us to produce electricity with less emission and more competitive prices so that consumers can enjoy more affordable and sustainable power. PacificLight continues to maximise energy efficiency in its power plant through control methods, system improvements and adoption of best practices.

In 2018, we generated close to 9.5% of Singapore's electricity needs. Our generation assets continue to operate to highly efficient, reliable and safe levels with both units exceeding two years of continuous operations, and one unit reaching over three years since the last forced outage with last reportable accident occurring in 2016. As a key member of the Singapore energy landscape we are proud to contribute and ensure Singapore continues to have a resilient and robust electricity industry.



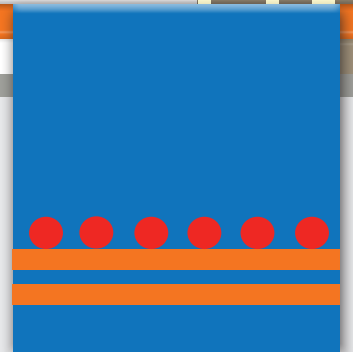
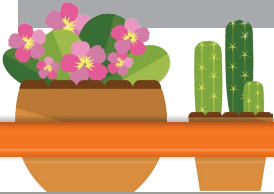


WE GENERATED  
**9.5%**  
OF SINGAPORE'S  
TOTAL ENERGY  
CONSUMPTION

As of 31 December 2018



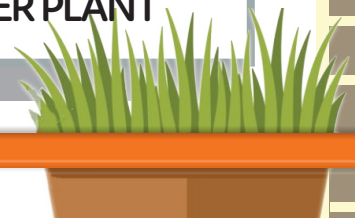
**826**  
ACCIDENT  
FREE DAYS



WE DEDICATED  
**191** CSR  
MANHOURS  
TO COMMUNITY  
& ENVIRONMENTAL  
CAUSES



WE HOSTED  
**633**  
VISITORS  
AT OUR JI  
POWER PLANT



**2018** IN NUMBERS



# ENVIRONMENTAL SUSTAINABILITY

Sustainability is an ingrained part of our corporate identity and embedded in the PacificLight culture. We believe that every individual and business needs to play a part in building a more energy-efficient world and we strive to live this out in our actions. Internally our Environmental Sustainability Committee constantly look to identify actions we can take to reduce our carbon footprint across all aspects of our business.



In 2018 we launched our Sustainergy program to meet our customers' demands for additional services that increases energy efficiency and sustainability. Sustainergy provides tailor made, blended energy offerings which include a digital energy optimiser for effective energy management, as well as Renewable Energy Certificates (RECs) and Carbon Credits for business customers looking to lower their carbon footprint.



## CORPORATE SOCIAL RESPONSIBILITY

### Community Outreach

We recognise the baton of responsibility we carry as a corporate entity to extend the longevity and resonance of our sustainability efforts by taking a multi-pronged approach. We continue to actively engage with the community and grassroots level as a responsible corporate citizen. We contribute in meaningful ways to our local communities by supporting a number of educational and voluntary initiatives. PacificLight's power plant hosted over 630 visitors from schools, community organisations and companies. Under our educational outreach arm, Crea8 Sustainability held its annual competition on the theme of "Walk Lighter To Reduce Your Carbon Footprint", receiving submissions from primary, secondary and tertiary students from over 15 schools.

Our staff also continued to lend their support to worthy causes such as the annual Run For Hope, organised by the National Cancer Centre Singapore in support of cancer research and all cancer patients past and present. Our team have also dedicated their weekends to help out the less privileged by volunteering at Beyond Social Services Childcare Centre to ensure a conducive environment for work and play for all beneficiaries, as well as partaking in coastal cleanup campaigns.

