

Electricity Supply Contract Fact Sheet

Note:

- 1) The Energy Market Authority requires the electricity retailer to provide you this Fact Sheet before you enter into an Electricity Supply Contract with the retailer. This Fact Sheet aims to provide 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 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:	 PacificLight Energy Pte Ltd	Fact Sheet Version Date:	01 November 2020
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B. Electricity Price Plan Information

Name of Price Plan:	Stack It Up 24	Type of Price Plan (See footnote 1):	Non-Standard
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This is a Non-Standard Price Plan. The electricity rate to be paid by you is:

NTUC Union Members Exclusive

Fixed Price Plan based on Usage per billing period:

- Stack 1 – First 200 kWh @18.58¢/kWh
- Stack 2 – Usage between 201 - 400 kWh @17.58¢/kWh
- Stack 3 – Usage between 401 - 1,600 kWh @17.08¢/kWh
- Stack 4 – Above 1,600 kWh @17.38¢/kWh

The electricity retailer must clearly state any incentives (including the terms and conditions) that you will receive if you contract for the electricity price plan (See footnote 2):

NTUC Union Members Exclusive

- Signups have to be done online via dedicated URL pacificlight.com.sg/ntuc90/register.php
- Use promo code **FAM90** to enjoy **\$90 rebate** off third month's bill when sign up online before 31 December 2020. Promo code is only valid for Stack It Up 24 plan and limited to the first 200 sign ups. Subject to minimum monthly usage of 60 kWh and full and prompt payments for bills prior to disbursement of rebate.
- Valid for new PacificLight customers who are NTUC Union members.
- Receive electronic bill. Paper bill fee applies.
- This exclusive rate is not valid in conjunction with other referral codes, discounts or vouchers.

Security Deposit Recurring Discount

- Security Deposit waiver for monthly payments via recurring VISA/ Mastercard/ AMEX credit card.

Conditions shall apply to all promotions. In particular, if you breach this contract/ terminate early, we may recover the value of the promotion.

Contract Duration	24 months	Automatic Renewal of Contract (see footnote 3):	Yes. Renewed contract will remain as a non-standard Stack It Up Plan with 24 months duration. Renewed electricity rate will be lower than the prevailing regulated tariff at renewal. All other fees will be the same or better than the existing rates. This is subject to Clause 3.2 of the Residential Electricity Contract.
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Advanced Meter Required (see footnote 4):	Yes	Direct Billing of Electricity Charges by the Retailer (See footnote 5):	Yes
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C. Additional Fees or Charges for Electricity Services

One-time registration fee:	Not applicable	Late Payment Charge:	1% per month of total outstanding
Early Termination Charges (see footnote 6):	HDB 1 and 2 Room - \$126 HDB 3 Room - \$190 HDB 4 Room - \$220 HDB 5 Room - \$240 HDB Executive, Jumbo or Multi-Gen - \$300 Condominium, Apartment or Shophouse - \$370 Terrace - \$500 Semi-Detached - \$700 Bungalow or Penthouse - \$1,400	Security Deposit (See footnote 7):	HDB 1 and 2 Room - \$63 HDB 3 Room - \$95 HDB 4 Room - \$110 HDB 5 Room - \$120 HDB Executive, Jumbo or Multi-Gen - \$150 Condominium, Apartment or Shophouse - \$185 Terrace - \$250 Semi-Detached - \$350 Bungalow or Penthouse - \$700
Any other Fees and Charges (See footnote 8):	Other charges (only if applicable) <ol style="list-style-type: none"> 1. Paper bill fee - \$1.07 per bill (T&C clause 7.1b) 2. Price plan change fee - \$53.50 (T&C clause 7.2c) 3. Historical billing information request - \$21.40 (T&C clause 8.4) 4. Reprint and mailing of hardcopy bills - \$2.14 per bill (T&C clause 8.4) 5. Deduction failure fee - \$1.07 for each GIRO/ Recurring card deduction failure (T&C clause 7.1b) 6. Account closure fee \$10.70 and any other ad-hoc fees as imposed by SP Group (clause 7.1b in T&C) 7. AMI meter fee (Stack It Up plans) - \$42.80/meter/installation 		

D. Bundled Product or Services (see footnote 9)

There are other products or services bundled with the electricity price plan:

No

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:

Not applicable

E. Footnotes

1) Please note the differences between a Standard Price Plan and Non-Standard Price Plan

	Standard Price Plan	Non-Standard Price Plan
Electricity Rates	<ul style="list-style-type: none"> • Inclusive of all applicable charges that vary according to the level of consumption • Will not change throughout the contract duration 	<ul style="list-style-type: none"> • May not be inclusive of all applicable charges that vary according to the level of consumption • May change in accordance with the terms and conditions of the contract
Other Fees and Charges	<ul style="list-style-type: none"> • No recurring charges or fees throughout the contract duration 	<ul style="list-style-type: none"> • May include recurring charges or fees throughout the contract duration
Contract Duration	<ul style="list-style-type: none"> • 6, 12 or 24 months 	<ul style="list-style-type: none"> • Not limited to 6, 12 or 24 months
Pricing Structure	<ul style="list-style-type: none"> • Fixed Price. Pay a fixed rate (e.g. 20 cents/kWh) for electricity 	<ul style="list-style-type: none"> • The electricity retailer may set its own pricing structure

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	<p>throughout the contract duration; OR</p> <ul style="list-style-type: none"> Discount Off the Regulated Tariff. Enjoy a discount off the prevailing regulated tariff (e.g. 5% off) throughout the contract duration. 	
More Information	<ul style="list-style-type: none"> Visit the Price Comparison Tool at compare.openelectricitymarket.sg to compare the Standard Price Plans offered by different electricity retailers. 	<ul style="list-style-type: none"> Visit the electricity retailer's website to enquire on Non-Standard Price Plans.

- 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) An advanced meter is a digital meter capable of measuring your electricity consumption every half-hour. It is optional to install an advanced 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 an advanced meter.
- 5) With direct billing, the electricity retailer will bill you directly for electricity supply, and SP Group will send you a separate bill for 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 electricity retailer is allowed to collect 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 for more information on 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.