

ELECTRICITY SUPPLY CONTRACT FACT SHEET

Note:

- 1) The Energy Market Authority requires an 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) If you require any explanation on this Fact Sheet, the retailer is obliged to provide you with the explanation.
- 3) Unless otherwise stated, all fees and charges stated in this Fact Sheet are exclusive of GST.

A. General Information

Name of Electricity Retailer:

PacificLight Energy Pte Ltd

Fact Sheet Version Date:

22-Mar-2018

B. Electricity Price Plan Information

Name of Price Plan:

Confirm Save

Type of Price Plan (See footnote 1):

Standard

For Standard Price Plan, the electricity rate payable by you is as follows*:

Discount-off regulated tariff plan:

21%

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):*

Recurring Discount:

- Prompt payment discount – additional 5% off the regulated tariff is included in above discount. To enjoy the discount off your next bill, you need to pay your bill in full and on time.
- E-bill discount – additional \$1 off your monthly bill when you opt for e-bill.

Promotion PLE302 - \$30 bill rebate on the 3rd month with conditions: -

- Apply promo code PLE302 upon sign up.
- Giro/recurring credit card setup or full and prompt payment in the first 2 months.
- Promotion only valid for the first 1,000 sign ups before 30 April 2018.

Contract Duration (see footnote 3):

24 months

Contract Renewal:*

Customer shall be billed on regulated tariff after contract expiry

To use smart meter (see footnote 4):*

No

Retailer to bill electricity charges directly (see footnote 5):*

Yes

C. Additional fees or charges to be borne by you for electricity

One-time registration fee:

Not applicable

Late payment charge:

1% per month of total outstanding

Early Termination Charges:

Equivalent to deposit amount

AMI Meter Installation fee:

Not applicable

Security deposit (see footnote 6):

HDB 1 and 2 Room: \$60
 HDB 3 Room: \$100
 HDB 4 Room: \$120
 HDB 5 Room: \$150
 HDB Executive, Condominium and Apartment: \$180
 Terrace: \$300
 Semi-Detached: \$400
 Bungalow: \$780
 Penthouse: \$780

Deposit amount capped at 2 months of average monthly electricity bill based on the type of housing you reside in.

Any other fees and charges (see footnote 7):

Transmission loss factor will be applied on your metered usage.

D. Bundled product or services (see footnote 8)

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) You can visit the online information platform at <http://compare.openelectricitymarket.sg> to easily compare the standard price plans offered by different electricity retailers.

Standard price plans refer to the following:

- Fixed price plan that charges you a single rate for electricity that you consume throughout your contract duration.
- Discount off regulated tariff plan that charges you a rate that is based on a discount off the prevailing regulated tariff throughout your contract duration.
- Peak/off-peak plan that charges you a single rate for electricity that you use during peak periods (e.g. day time), and another rate for off-peak periods (e.g. night time).

- 2) The electricity retailer may offer you incentives in return for contracting 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 such as making payment promptly or via certain payment modes.

- 3) During the contract duration, the electricity retailer will charge you a fee for early termination of the contract or switching to buy electricity from another retailer or SP Group.

- 4) A smart meter is a digital meter capable of measuring your electricity consumption every half-hour. It can also be read remotely and provide you with timely and useful information on your electricity consumption. 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. Your retailer will advise you on this. Where a smart meter needs to be installed, SP Group will impose a one-time installation fee of \$40 per meter (exclusive of GST).

- 5) Under 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 other utilities (such as water and gas supply). 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.

- 6) Electricity retailer requiring you to provide a security deposit should indicate the amount of security deposit for electricity supply. If you are a residential consumer, the maximum amount of security deposit an electricity retailer is allowed to collect is equivalent to 2 months of your average monthly electricity bill at the point of contracting, contract renewal or during the term of the contract.

- 7) The electricity retailer may require you to pay one or more of the prevailing market-related charges. You may refer to <http://www.openelectricitymarket.sg> for more information on market-related charges.

- 8) 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.