

# YOUR GUIDE TO POWER UP YOUR BUSINESS WITH HYFLUX ENERGY

## To confirm your electricity plan

- Sign **Sales Proposal** and ink with Company Stamp

## Required by SP Services

Application form for Contestability Status by Market Support Services (“MSS”)

- Letter of Authorisation on the company’s letterhead indicating details **AND** Copy of NRIC of Company’s Representative
- Copy of ACRA detailed Business Profile/Bizfile



## Complete

- ✓ All above-mentioned required documents are to be duly completed.
- ✓ Do ensure all relevant fields are completed correctly and form is signed by authorised signatory to avoid any delay in processing your application



## Submit

- ✓ Send all the documents to [hyflux\\_energy@hyflux.com](mailto:hyflux_energy@hyflux.com)
- ✓ Application submitted without the complete set of required documents may not be processed in time



## Arrange

- ✓ Prepare [GIRO form](#), [Customer Information Form](#) and issue [Cheque](#) for the security deposit amount to “**Hyflux Energy Pte Ltd**” within 7 days of signing the proposal
- ✓ SP Services will be calling you to make an appointment to replace your meter with an Advanced Metering Infrastructure (AMI) meter



## Approval & Transfer

- ✓ SP Services will update you on your application status within 4 – 6 weeks. If successful, you will be given a Market Support Services (MSS) account number and your contestability start date
- ✓ You will then be transferred to Hyflux Energy and we will inform you of your start date with us
- ✓ **Enjoy savings off your electricity bills with Hyflux Energy**

**APPLICATION FOR CONTESTABILITY STATUS & A MARKET SUPPORT SERVICES ("MSS") ACCOUNT  
(INCLUDING TRANSMISSION SERVICES FOR LOW TENSION ("LT") CONSUMERS)**

**Part A: Consumer & Premises Details**

Name of Consumer [Company/Individual] : _____	Unique Entity No. ["UEN"] (Company)/ NRIC No. (Individual): _____
Contact Person: _____	Email: _____
Mobile No.: _____	Tel No.: _____
Address(es) where supply is required: _____	Fax No.: _____
_____ S _____ ("the Premises")*	
Mailing Address: [if different from the premises] _____	_____ S _____

\* Please refer to section 6 of Part C of this Form where there are more than one Premises.

**Part B: Contestability Details**

1. \* Requested Date of Contestability: \_\_\_\_\_ Existing Electricity Account No. \_\_\_\_\_  
 (if applicable): \_\_\_\_\_

\* Note: Notwithstanding your requested date of contestability above, you shall only be classified as a contestable consumer after (i) the required meter(s) have been installed and commissioned at the Premises, and (ii) you have been notified by SP Services Limited or the Energy Market Authority ("EMA") of your contestability status.

2i. I/We intend to move-in/take-over Premises (as set out in Part A above) currently under:

LT supply (Move-in).

LT supply (Take-over);

I/we undertake that my/our consumption for the 1<sup>st</sup> month after classification as contestable consumer will satisfy the contestability criteria under the Electricity (Contestable Consumers) Regulations.

High tension supply Contracted Capacity: \_\_\_\_\_

ii. I/We agree that my/our move-in/take-over of the Premises is subject to the corresponding move-out of the existing consumer of the Premises and I/we agree that SP Services Limited shall not be liable for any inconvenience, loss, expense and damage that may be incurred or suffered as a result of a delay, postponement or cancellation of such move-out by the existing consumer.

iii. I/We agree that I/we will be billed from 00:00hrs on the date of move-in/take-over and up to 23:59hrs on the date I/we move out of the Premises.

iv. **I/we understand that supplies will not be turned on if SP Services Limited's technician finds that the meter is not connected to the electrical installation or the electrical installation has been rewired at my/our Premises.**

3. I/We intend to purchase electricity from:

A Licensed Electricity Retailer                       the Wholesale Electricity Market indirectly through SP Services Limited                       the Wholesale Electricity Market directly through EMC

Retailer's Name: Hyflux Energy Pte Ltd

4. I/We wish to apply to be a contestable consumer and open an account for MSS for the Premises.

5. In accordance with the Electricity (Contestable Consumers) Regulations or such further amendments thereto, I/we confirm that the Premises is lawfully used or occupied by me/us for non-residential purposes and that I/we satisfy the following:

**For Applications under the same UEN (Non Master-metered Accounts Only):**

i) I/We require electricity to be supplied at high voltage to the subject Premises; or

ii) I/We at any time during the period from 1 March 2013 to the date of this application [both dates inclusive], am/was a contestable consumer for any other premises under the same UEN; or

iii) I/We have an aggregated average monthly electricity consumption of 2,000 kilowatt-hour or more at each of my/our specified Premises; or

iv) I/We have been previously notified by the EMA or SP Services Limited that I/we satisfy the criteria to become contestable;

or

**For Applications under the \*En-bloc Contestability Scheme (Master-metered Accounts Only):**

- i) I/We am/are applying for contestability status under the En-bloc Contestability Scheme and hereby confirm that we have complied with and undertake to continue to adhere to the prevailing "Conditions for Master-Metered Account Holders to be Classified as Contestable Consumers under the En-Bloc Contestability Scheme" (as may be updated from time to time) issued by the EMA and set out on the [www.openelectricitymarket.sg](http://www.openelectricitymarket.sg) website

\*Note: Registered master account holders are required to provide Annexes A and B to terminate the sub-metered accounts.

or

**For Applications under the \*Demand Aggregation Scheme (Master-metered Accounts Only):**

- i) I/We am/are applying for contestability status under the Demand Aggregation Scheme and hereby confirm that we have complied with and undertake to continue to adhere to the prevailing "Conditions for Master-Metered Account Holders to be Classified as Contestable Consumers under the Demand Aggregation Scheme" (as may be updated from time to time) issued by the EMA and set out on the [www.openelectricitymarket.sg](http://www.openelectricitymarket.sg) website.

\*Note: Registered master account holders are required to provide Annexes A and B to terminate the sub-metered accounts.

or

**For Applications under Premises with Embedded Intermittent Generation Sources ("IGS") i.e. solar photovoltaic (Non Master-metered Accounts Only):**

- i) The embedded IGS installed at my/our Premises is:

1 MWac and above. I/We will register my/our embedded IGS with the Energy Market Company ("EMC") for payment; or

less than 1 MWac. The total generation capacity at my/our Premises (including all blocks) is: \_\_\_\_\_ kW. I/We will inform SP Services Limited on any changes to the total generation capacity. I/We wish to register my/our embedded IGS with:

EMC for payment; or

SP Services Limited for payment under the Central Intermediary Scheme ("CIS"). I/We acknowledge that SP Services Limited will pass on the rebates and charges in my/our next billing cycle after SP Services Limited receives payment from EMC. Please complete Annex C.

- i. I/We am/are GST-registered. My/Our GST registration number and date are as follow and I/we attach herewith a copy of the GST registration letter from IRAS:

a. GST registration number: \_\_\_\_\_ GST registration date: \_\_\_\_\_

- ii. I/We agree that I/we will not issue any tax invoice for electricity sold to SP Services Limited but hereby authorize SP Services Limited to issue tax invoices on my/our behalf. I/We will notify SP Services Limited immediately if my/our GST registration is cancelled or if I/we am/are issued with a new GST registration number.

- ii) Generation Meters

I/We wish to engage SPPG to install the main generation meter(s) \*with/without check meter(s) \*(please delete where not applicable). Check meter is compulsory for 1MWac and above. Meter installation charges apply; or

I/We will provide my/our own generation meter(s). Please complete Annex D.

6. **I/We am/are aware that my/our contestability status cannot be revoked once I/we am/are classified as a contestable consumer from such date as may be notified by SP Services Limited or the EMA.**

7. I/We understand that my/our existing electricity meter(s) may be changed for the purpose of remote meter reading.
8. I/We agree to pay a Security Deposit for an amount declared and in the form approved by SP Services Limited within the time period stipulated by SP Services Limited or before the supply at the Premises has been turned on, whichever is earlier.
9. I/We agree to be bound by the Conditions of Service which shall take effect when this application is approved and a MSS account has been opened for me/us. Please refer to the Conditions of Service on [www.openelectricitymarket.sg](http://www.openelectricitymarket.sg) website.
10. I/We agree that my/our application for contestability is subject to my/our compliance with all of the above and that SP Services Limited shall not be liable for any inconvenience, loss, expense and damage that may be incurred or suffered as a result of a delay or postponement of my/our compliance or non-compliance of all the above.
11. I/We agree that SP Services Limited may collect, use and disclose to any person or organisation, any and all particulars relating to the my/our personal data (including information relating to my/our MSS account) for the purposes of (i) SP Services Limited' provision of requested services; (ii) billing and account management including any debt collection or recovery;(iii) conducting surveys or obtaining feedback; (iv) informing me/us of products, services and benefits offered from time to time by SP Services Limited, its related corporations and business affiliates (unless I/we duly inform SP Services Limited otherwise); and (v) complying with all laws, regulations, and business requirements applicable to SP Services Limited, its related corporations and business affiliates from time to time.
12. Until and unless I/we duly inform SP Services Limited in writing otherwise, I/we hereby authorise SP Services Limited to provide my/our MSSL Account Number to the Electricity Retailer named in Section 3 above. I/We hereby irrevocably and unconditionally confirm, agree and undertake as follows:-
- i) to be liable for and fully indemnify SP Services Limited/SP Group\*\*/any directors, employees, agents, successors (collectively the "Representatives") and assigns of SP Services Limited/SP Group/the Representatives from and against all actions, claims, liabilities, losses, damages, penalties, expenses, and costs whatsoever which SP Services Limited/SP Group/the Representatives may suffer, incur, sustain or be subject to [whether directly or indirectly] arising out of, in connection with or in relation to the provision of my/our MSSL Account Number to the Electricity Retailer; and

\*\* Note: "SP Group" includes Singapore Power Limited and any company that is fully or partially owned by Singapore Power Limited, whether beneficially or otherwise or under its management or control, including all its subsidiaries, affiliates and related companies

- ii) SP Services Limited/SP Group/the Representatives shall not be liable for any inconvenience, loss, expense and damage that may be incurred or suffered by me/us as a result of a delay or postponement in such provision of the MSSL Account Number to the Electricity Retailer.

**Part C: Application for Transmission Services at Low Tension\***

1. I/We request SP PowerAssets Limited ["SPPA"], the Transmission Licensee, to provide or continue to provide, as the case may be, Transmission Services at Low Tension to the Premises [as set out in Part A above].
2. I/We confirm that I/we have read and accept the "Standard Terms and Conditions for Transmission Services for LT Consumers" [the "Terms and Conditions"] available on [www.openelectricitymarket.sg](http://www.openelectricitymarket.sg) website.
3. If I/we am/are not required to provide a Substation for the proposed Connection, Clause 2 of the Terms and Conditions shall not apply to me/us.
4. For Indirectly Connected LT Consumers, the Service Connection to the Premises shall be supplied, installed and maintained by me/us.
5. If I/we am/are not on retailer consolidated billing, I/we agree to pay a security deposit to the Transmission Licensee to secure my/our Transmission Charges payment obligations for an amount that is 1.5 times my/our monthly average Transmission Charges. The security deposit must be paid to SP Services Limited within fourteen [14] calendar days from the date on which I/we commence purchasing electricity as a contestable consumer ["Effective Date"], or before the Effective Date in the case of new connections, in the form of a cash deposit or an unconditional guarantee issued by a bank or another party acceptable to the Transmission Licensee.
6. I/We agree that by completing and submitting this application form, this application form [Parts A and C] and the prevailing Terms and Conditions [as at the date of submission of this application form] shall have the effect of a binding agreement ["Consumer Connection Agreement"] between the Transmission Licensee and me/us from the Effective Date. Prior to the Effective Date, the Transmission Licensee reserves the right to reject the application submitted by me/us. Where I/we have an existing supply agreement, it will be superseded and deemed terminated by this Consumer Connection Agreement on the Effective Date. Where there are more than one Premises as indicated in the 'Address where supply is required' field in Part A, a separate and distinct Consumer Connection Agreement shall be deemed constituted between SPPA and me/us with the terms and conditions set out in Parts A and C and the prevailing Terms and Conditions applying to each such Premises.

\*Consumers requesting SPPA to provide or continue to provide, as the case may be, Transmission Services at High Tension or above shall accept the "Standard Terms and Conditions for Transmission Services for Extra High Tension and High Tension Consumers" under the Consumer Connection Agreement with SPPA. Please contact SPPA at [regmgt@spgroup.com.sg](mailto:regmgt@spgroup.com.sg) for more information.

Signature: \_\_\_\_\_

Company Stamp: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

**For Official Use**

MSSL A/C No: \_\_\_\_\_

Date of Application Received: \_\_\_\_\_



**ANNEX A**

<This is to be filled in by the LANDLORD>

Date: \_\_\_\_\_

SP Services Limited  
2 Kallang Sector  
Singapore 349277  
Attention: SPServices Ltd, Customer Experience (MSSL Ops) (Fax 6304 8633)

Dear Sir/Madam,

**NOTICE OF TENANT'S (SUB METERS) TERMINATION OF ELECTRICITY SUPPLY SERVICES ACCOUNTS**

Name of Consumer (Company/Individual): \_\_\_\_\_

Existing Electricity Account No.: \_\_\_\_\_

Address of Supplied Premises: \_\_\_\_\_

Telephone No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_

Contact Person: \_\_\_\_\_

We have obtained full consent from all our tenants to terminate their electricity supply services accounts. Attached are the termination notices from all our tenants.

- 2. Please arrange to have the final meter readings for these tenants to be taken on \_\_\_\_\_ [date].
- 3. We will commence our new electricity supply agreement with our new electricity Retailer on \_\_\_\_\_ [date].

Signature: \_\_\_\_\_ Company Stamp: \_\_\_\_\_

Name: \_\_\_\_\_ Designation: \_\_\_\_\_

Contact Tel: \_\_\_\_\_

*\* Please ensure that ALL your tenants with an existing electricity supply account complete Annex B to avoid delay in processing*

*\* Please also ensure that the details on Annex B matches the records in our records. One way is to reference their existing utilities bills when completing Annex B*



**ANNEX B**

<This is to be filled in by the TENANTS>

Date: \_\_\_\_\_

SP Services Limited  
2 Kallang Sector  
Singapore 349277  
Attention: SPServices Ltd, Customer Experience (MSSL Ops) [Fax 6304 8633]

Dear Sir/Madam,

**NOTICE OF TERMINATION OF ELECTRICITY SUPPLY SERVICES - SUB METER ACCOUNT**

Please be informed that I/we, \_\_\_\_\_ [sub meter account holder],  
of \_\_\_\_\_ [sub meter account's premises address],  
have agreed for our landlord to purchase electricity supply en-bloc on my/our behalf.

2. Hence, I/we wish to terminate my/our Electricity Supply Account [EBS / MSS Account No.]  
\_\_\_\_\_ with SP Services Limited.

3. Please forward the final bill and balance [if any] to  
\_\_\_\_\_  
\_\_\_\_\_ [correspondence address].

Signature: \_\_\_\_\_ Company Stamp: \_\_\_\_\_

Name: \_\_\_\_\_ Designation: \_\_\_\_\_

Contact Tel: \_\_\_\_\_

- \* Please also ensure that the details on Annex B matches the records in our records. One way is to reference your existing utilities bills when completing Annex B
- \* You are required to give at least 7 business days' notice to terminate a MSS account.
- \* Your existing electricity supply account will be terminated when we arrange to create your landlord's contestable account.

# Power System Operator (PSO) Data Form For Intermittent Generation Facility Registration<sup>1</sup>

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<sup>1</sup>For any enquiries on the PSO data form, please email [ema\\_pso\\_ssp@ema.gov.sg](mailto:ema_pso_ssp@ema.gov.sg).

ANNEX C – Pg 2

INTERMITTENT GENERATION FACILITY (PV) STANDING CAPABILITY DATA			
<b>To be completed by the IGF owner (with initial &amp; company stamp on each page) for each IGF with an installed capacity of 100KWac and above per site</b>			
Description of Data Submission (New / Revised / Removed):			
Name of Generation Facility:			
Maximum Generation Capacity*:	kW		
Voltage Level of Connection Point to Grid:	66000 / 22000 / 6600 / 400 / 230 V		
Facility's site address:		Postal Code:	
Total Internal Load Capacity:	kW		
<b>PV module</b>			
Type of PV module:	(Monocrystalline / Polycrystalline / Amorphous / Others, please specify)		
Module Tilt Angle	degrees		
Module Azimuth Angle	degrees		
<b>Drawing Submission</b>		<b>Reference No</b>	
1. Detailed single-line drawing of the IGF showing connection arrangement of relevant PVs, numbers of inverters and switches.			
2. Schematic drawing of PV modules and inverters setup indicating total PV modules and total inverters capacity.			
3. Licensed Electrical Worker certified testing, commissioning reports and commissioning schedules. <i>(For IGF with an installed capacity of 1MWac and above per site)</i>			
<b>Key Dates of Generation Facility</b>			
Date Generating Facility is expected to synchronise to the transmission system.			
Date Generating Facility is expected to end the commissioning test			
Date Generating Facility is expected to commence commercial operation.			

<b>[For IGF with an installed capacity of 1MWac and above per site]</b>			
<b>To be completed by EMC-MO</b>			
Name: B1-B2-B3			
<b>To be completed by PSO</b>			
Name of 66/22kV substation connected to IGF:			
SCADA B1-B2-B3 (PV):			
Default Bus:			
Alternate Default Bus:			
Default Branch:			
SU Type:	Dependent / Independent		
Mapping Protocol:	Include / Replace		
Additional Information:			

\*Maximum Generation Capacity (total installed capacity within the site) for Photovoltaic (PV) refers to the aggregated inverter capacity (AC) of each point of connection to the grid.



### Generation Meter Form

Please indicate private meter details if you are installing private meters.

Number of Generation CT meter/3 phase whole current meter:  \*

\*Please use separate sheet for more than 1 meter

For IGS consumer, please indicate rebate from: SPS  EMC  NIL

a) Private Generation Meter

Serial of Device	Meter Serial	
	HT-CT Serial	
	HT-VT Serial	
	LT-CT Serial	
VT info (for HT meters only)	VT Ratio	
	VT Manufacturer Name	
CT info (for both LT and HT meters)	CT Ratio	
	CT Manufacturer Name	

b) Private Check Meter [If applicable]

Serial of Device	Meter Serial	
	HT-CT Serial	
	HT-VT Serial	
	LT-CT Serial	
VT info (for HT meters only)	VT Ratio	
	VT Manufacturer Name	
CT info (for both LT and HT meters)	CT Ratio	
	CT Manufacturer Name	

**I confirm that the above information is correct and agree to advise SP Services Ltd should there be subsequent changes to the details stated herein.**

Name of Authorized LEW : \_\_\_\_\_ License Number: \_\_\_\_\_

Signature of Authorized LEW : \_\_\_\_\_ Date : \_\_\_\_\_

### Private Generation Meter Examples

	Mandatory Info for Input into EBS	No. of characters	Prefix	Serial Number	Example
Serial of Device	Meter Serial	10	2 alphabets	8 digits (maximum)	ZZ12345678
	HT-CT Serial	10	HT (fixed)	8 digits (maximum)	HT12345678
	HT-VT Serial	10	VT (fixed)	8 digits (maximum)	VT12345678
	LT-CT Serial	10	LT (fixed)	8 digits (maximum)	LT12345678
VT info (for HT meters only)	VT Ratio	22kV / 110 [example]			
	VT Manufacturer Name	Rudolph [example]			
CT info (for both LT and HT meters)	CT Ratio	300 / 5 [example]	where X = 100 / 150 / 200 / 300 / 400 / 500 / 800 / 1000 / 1500 etc		
	CT Manufacturer Name	Rudolph [example]			

CT refers to Current Transformer  
 VT refers to Voltage Transformer