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 9% 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:	15 January 2024

B. Electricity Price Plan Information

Name of Price Plan:	Sunny Side-Up 12	Type of Price Plan (See *footnote 1*):	Standard

This is a Standard Price Plan. The electricity rate to be paid by you is:

Fixed price plan: $0.3040/kWh (Rate excl. 9% GST is $0.2789/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):

Incentives

- Free Renewable Energy Certificates (RECs) for actual electricity consumed will be disbursed annually for the contract duration

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	12 months	**Automatic Renewal of Contract** (*see footnote 3*):	Yes: Renewed contract will remain on a plan of similar duration. This is subject to Clause 3.2 of the Residential Electricity Contract.
Advanced Meter Required (*see footnote 4*):	No	**Direct Billing of Electricity Charges by the Retailer** (See *footnote 5*):	Yes

C. Additional Fees or Charges for Electricity Services

One-time registration fee:	Not applicable	**Late Payment Charge:**	27.80% per annum, calculated daily from the date of transaction until receipt of full payment.
Early Termination Charges (*see footnote 6*):	HDB 1 and 2 Room - $160 HDB 3 Room - $220 HDB 4 Room - $320 HDB 5 Room - $380 HDB Executive, Jumbo or Multi-Gen - $460 Condominium, Apartment or Shophouse - $480 Terrace - $720 Semi-Detached - $1,000 Bungalow or Penthouse - $2,000	**Security Deposit** (*See footnote 7*):	HDB 1 and 2 Room - $80 HDB 3 Room - $110 HDB 4 Room - $160 HDB 5 Room - $190 HDB Executive, Jumbo or Multi-Gen - $230 Condominium, Apartment or Shophouse - $240 Terrace - $360 Semi-Detached - $500 Bungalow or Penthouse - $1,000
Any other Fees and Charges	Other charges (only if applicable) 1. Paper bill fee - $1.09 per bill (T&C clause 7.1b)		

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(See footnote 8):	2. Historical billing information request - $21.90 (T&C clause 8.4) 3. Reprint and mailing of hardcopy bills - $2.19 per bill (T&C clause 8.4) 4. Deduction failure fee - $1.09 for each GIRO/ Recurring card deduction failure (T&C clause 7.1b) 5. Account closure fee $10.90 and any other ad-hoc fees as imposed by SP Group (T&C clause 7.1b)

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	• Inclusive of all applicable charges that vary according to the level of consumption • Will not change throughout the contact duration	• 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	• No recurring charges or fees throughout the contract duration	• May include recurring charges or fees throughout the contract duration
Contract Duration	• 6, 12 or 24 months	• Not limited to 6, 12 or 24 months
Pricing Structure	• Fixed Price. Pay a fixed rate (e.g. 20 cents/kWh) for electricity throughout the contract duration; OR • Discount Off the Regulated Tariff. Enjoy a discount off the prevailing regulated tariff (e.g. 5% off) throughout the contract duration.	• The electricity retailer may set its own pricing structure
More Information	• Visit the Price Comparison Tool at compare.openelectricitymarket.sg to compare the Standard Price Plans offered by different electricity retailers.	• Visiit 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.

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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.