

For immediate release

SENOKO ENERGY LAUNCHES MOBILE APP FOR CUSTOMERS TO TAKE CHARGE OF ENERGY CONSUMPTION

SINGAPORE, 19 November 2018 – Senoko Energy, one of the 13 electricity retailers participating in the Open Electricity Market, today announced the launch of its mobile app, which will enable households to manage their electricity accounts on the go and take charge of their energy consumption.

The Senoko Energy app supplies customers with data on their household’s energy usage, allowing them to monitor and understand their consumption pattern over time.

Customers can also view their monthly bills, outstanding amounts and payment due dates, as well as set up secure and automatic payments. Other features of the app include the option to update user information and view rewards such as NTUC LinkPoints (refer to Appendix 1).

Senoko Energy’s Vice President of Digital Information Technology Wei-Lung Wang said, “Customer centricity is a core pillar at Senoko Energy, and we aim to bring the power of digital technology to transform the customer experience.”

“The mobile app reflects our commitment to provide a seamless customer experience. Moving forward, we will continue to focus on bringing to life innovative solutions that create value for our customers. We will continuously strive to best meet the energy needs of our customers in the Open Electricity Market,” Mr Wang added.

Customers of Senoko Energy can download the app for free from Apple App Store and Google Play Store, and sign in to their accounts with their email addresses registered with the company.

To that end, as part of its customer-centric digitalisation strategy, Senoko Energy has also developed a web portal, which not only allows customers to easily access information on available electricity packages but promises a hassle-free sign-up experience. In addition, Senoko Energy is in the process of digitising its back-end billing and customer operation processes to deliver a smooth and efficient experience to customers.

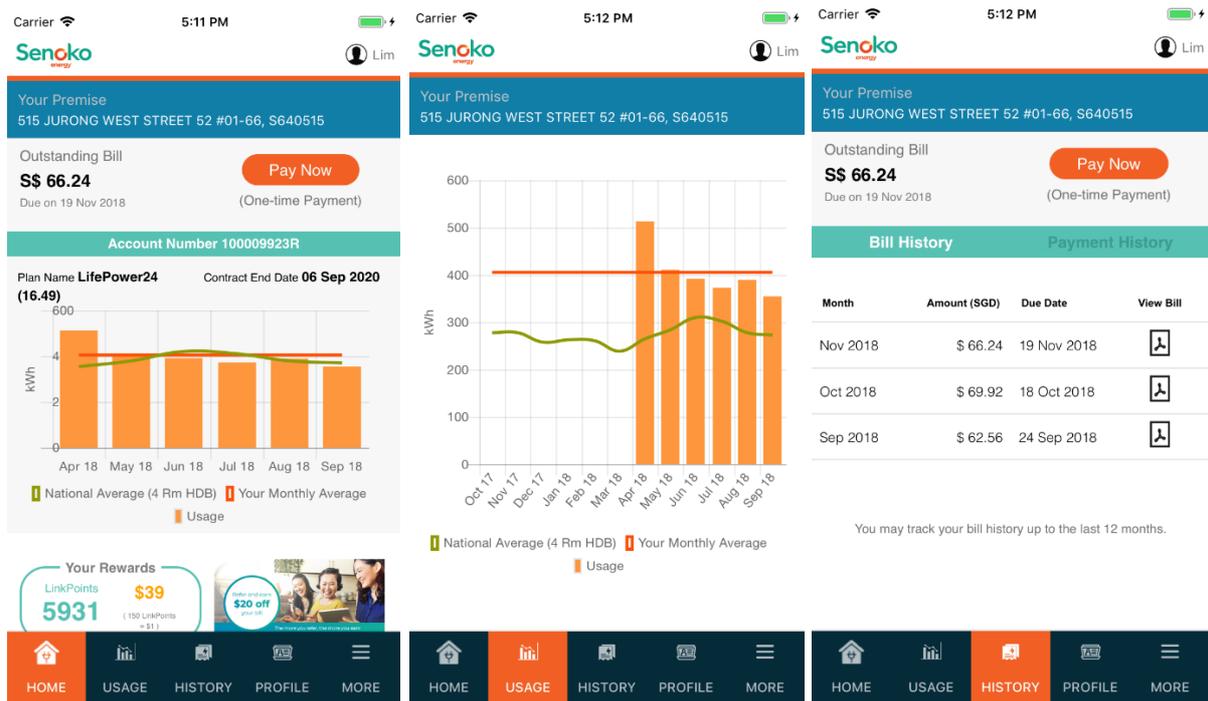
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For more information, please contact:

Kimberly Lai
Baldwin Boyle Shand
kimberly.lai@baldwinboyle.com
(65) 6239 4106 / (65) 9800 2160

Aakanksha Sinha
Baldwin Boyle Shand
aakanksha.sinha@baldwinboyle.com
(65) 6239 4105 / (65) 8799 1415

Appendix 1



About Senoko Energy

Senoko Energy Pte Ltd provides energy for life to generations of Singaporeans, delivering safe, innovative, and efficient energy supply to customers since 1977.

Integral to Singapore's development, Senoko Energy is a pioneer in power generation and energy solutions, serving Singapore's energy needs with proven reliable performance. As the largest power generation company by installed capacity in Singapore, Senoko Energy has a licensed capacity of 3,300 megawatts (MW), providing about 20 per cent of the nation's electricity needs.

Senoko Energy was the first power generation company in Singapore to import clean natural gas for power generation in 1992, and first to launch a combined cycle plant in 1996. Senoko Energy is a staunch supporter of environmental sustainability through various CSR programs in Singapore and has contributed to a 42 per cent reduction in its carbon footprint since 2000.

Senoko is also the winner of the inaugural Singapore Energy Award in 2013 and is ISO certified in business continuity, business processes, environmental and work safety, quality, amongst others.

Senoko Energy has subsidiaries providing retail of electricity and related services, fuel storage tank leasing and terminal services, and gas operations services.

Senoko Energy Pte Ltd is owned by a consortium comprising Marubeni Corporation, ENGIE, The Kansai Electric Power Co. Inc., Kyushu Electric Power Co. Inc. and Japan Bank for International Cooperation.

Visit www.senokoenergy.com for more information.