www.senokoenergy.com
enquiry@senokoenergy.com
1800 688 8888

FACT SHEET FOR STANDARD PRICE PLAN

Note:

1. The Energy Market Authority (EMA) requires the electricity retailer to provide you with this Fact Sheet before you enter into an Electricity Supply Contract with the electricity retailer. This Fact Sheet provides you with key information about the contract.
2. The electricity retailer must answer any questions you have about this Fact Sheet.
3. Unless otherwise stated, all fees and charges stated in this Fact Sheet are inclusive of the Goods and Services Tax (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.
4. Consumers with embedded intermittent generation sources (i.e. solar) should refer to footnote 11.

A. GENERAL INFORMATION

Name of Electricity Retailer:	Senoko Energy Supply Pte Ltd	**Fact Sheet Version Date:**	22 Oct 26

B. ELECTRICITY PRICE PLAN INFORMATION

Name of Price Plan:	LifePower24 (Friend SPL)	**Type of Price Plan** *(see footnote 1):*	Standard
Plan ID:	HH-GMOFIXPG-24av1 (F-SPL)		

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

☑ Fixed Price Plan: **29.50¢/kWh within the contractual period (27.06¢/kWh before GST)**

☐ Discount Off the Regulated Tariff Plan: _____ % or _____ cents/kWh discount

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):

☑ Free gifts, promotions, rewards or services:

☐ Conditional discount:

Plan in Brief:

- Applicable with bank partner promotions. Visit www.senokoenergy.com/households/promotions for more details.
- One-time S$20 rebate to offset against your Energy Charges, for new Senoko Energy account only.

Contract Duration:	24 Months	**Automatic Renewal of Contract** *(see footnote 3):*	Yes (Auto-renewed contract will remain as standard Fixed Price Plan with 24 months duration. Auto-renewed electricity rate will be lower than the prevailing regulated tariff at renewal. All other fees will be the same as existing rates.)
Advanced Meter Required *(see footnote 4):*	☐ Yes ☑ No	**Direct Billing of Electricity Charges by the Retailer** *(see footnote 5):*	☑ Yes ☐ No

C. ADDITIONAL FEES OR CHARGES FOR ELECTRICITY SERVICES

One-Time Registration Fee:	Waived	**Late Payment Charge:**	The higher of S$0.50 or 1% on outstanding charges
Early Termination Charge (Including 9% GST) *(see footnote 6):*	S$545 if termination is before or within 1st to 12th month from contract start date. S$327 if termination is within 13th to 24th month from contract start date.	**Security Deposit** *(see footnote 7):*	Waived

Any Other Fees and Charges (Including 9% GST) *(see footnote 8):*

1. If advanced meter is required, such fee (S$43.60 per meter) will be borne by you.
2. Non-recurring MSS charges may apply, and such will be borne by customers, if required.
3. If paper invoice is required, a "Paper Charge" of S$1.635 per bill will be levied. This will appear as a separate charge line in your monthly bill.
4. For price and promotional change request prior to the commencement of service, a Service Fee of $21.80 (including GST) is applicable. Please note that such request is subject to prevailing price plans and promotional availability.
5. Account closure fee of $10.90 imposed by SP Services for, including but not limited to, relocation and change of account name will be borne by you.
6. Full Product Terms as well as Standard Terms and Conditions would apply and these can be found on www.senokoenergy.com

D. BUNDLED PRODUCT OR SERVICES *(SEE FOOTNOTE 9)*

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

Yes.

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:

Support the lowering of carbon footprint through Senoko Energy's #TakeCharge Programme at no additional costs. We will purchase (and retire), on an annual basis, Renewable Energy Certificates (RECs) equivalent to 3% of your total annual consumption. We will provide you an annual report detailing the retirement of RECs retired by Senoko under this Programme; this annual report will be provided once a year using the email address you provided at sign up. Please inform us if you change your email address. In the event you terminate your plan before our report date prematurely, we regret to inform you that (i) we will only purchase (and retire) RECs up to the date of termination; and (ii) we will not be able to provide you with an annual report.

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 contract 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.	• 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, electricity retailers will be required to:

    - Remind residential consumers twice about the upcoming auto-renewal of their electricity contract. The first notification must be sent at least 10 business days before contract expiry, and the second notification must be sent within three calendar days before or on the day of the auto-renewal;
    - Notify residential consumers of the upcoming contract renewal via at least two different modes of communication. The two modes must include both mail communication (e.g. email or postal mail) and mobile communication (e.g. SMS, WhatsApp message or notification via the retailer's app);
    - 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 60 calendar days from the start of the renewed contract term, terminate the renewed contract 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 the 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.

10. You may wish to join the green movement and sign up for SolarShare as an optional value added service with a Platform Subscription Fee of $5.45 (including 9% GST) per month, in order to make an offer for green attributes generated by Senoko's customers who produce solar energy. For more information, please visit http://www.senokoenergy.com/solarshare.

11. By switching from SP Group to buying electricity from a retailer of your choice, you will be receiving payments for excess solar electricity sold to the grid under the Enhanced Central Intermediary Scheme ("ECIS") instead of the Simplified Credit Treatment ("SCT") Scheme that applies to consumers on SP's Regulated Tariff.

    Under ECIS, you will be paid based on wholesale electricity prices. ECIS and SCT export rates may differ depending on prevailing market conditions. Therefore, you should expect varying export rates if you proceed with the switch.

    For more details on the payment schemes and how this affects your net export rebate, please refer to EMA's website: https://www.ema.gov.sg/consumer-information/solar/payment-schemes