

# Fact Sheet for Non-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.

## A. General Information

Name of Electricity Retailer:	 Keppel Electric Pte Ltd	Fact Sheet Version Date:	19 Feb 2025
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## B. Electricity Price Plan Information

Name of Price Plan:	ecoGreen24	Type of Price Plan (see footnote 1):	Non-Standard
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**This is a Non-Standard Price Plan. The electricity rate to be paid by you is:**

**Please note that the GST rate will increase from 8% to 9% with effect from 01 January 2024**

**Period from 01 January 2024 onwards**

☒ Fixed Price Plan: **42.31** cents/kWh (inclusive of GST) or; **38.82** cents/kWh (exclusive of 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:

100% Green Energy Plan powered by solar panels, validated through the retirement of Singapore Renewable Energy Certificates (REC)

Contract Duration:	24 months		
Automatic Renewal of Contract (see footnote 3):	<input checked="" type="checkbox"/> No. <input type="checkbox"/> Yes.		
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:	N.A.	Late Payment Charge:	1% per month on unpaid opening balances of invoice.
Early Termination Charge (see footnote 6):	where: A = the number of complete days remaining in the Initial Term under such Agreement after the date on which such Initial Term terminates pursuant to the terms of such Agreement; and B = the arithmetic average of the Charges payable in respect of each day by the Consumer to the Retailer under such Agreement during the period of the latest 2 months immediately preceding the termination.		
Security Deposit (see footnote 7):	Deposit is waived for Singaporean and PR. Deposit will be collected for UEN and FIN holder via the first invoice as follow:		

	<b>Security Deposit (\$)</b>	<b>SG/PR</b>	<b>UEN/FIN</b>
	HDB 1/2	0	50
	HDB 3	0	80
	HDB 4	0	100
	HDB 5/EA/EM/Jumbo	0	130
	Others (e.g. shophouse)	0	190
	Condo/HDUC/EC	0	160
	Landed	0	350

Any Other Fees and Charges (*see footnote 8*):

- \$2.18/bill for Paper Bill (if applicable) \*

- \$43.60 for AMI Meter Installation (if applicable) \*

- Pink Notice Fee \$0.55 (if applicable) \*

- Account Closure Fee \$10.90 (Charged by SP Group) \* eg. change of SP account holder name or relocation

- Other Admin fees and Charges (if applicable) \*

    a. Stop Cheque Payment: \$10.90 per cheque \*

    b. Fund Transfer to Foreign Bank Accounts: \$54.50 Service Fee \*

    c. Retrieval of Sending Each Softcopy Bill (More than 6 months): \$2.18 per monthly bill \*

    d. Retrieval of Mailing Each Hardcopy Bill (More than 6 months): \$5.45 per monthly bill \*

**\* GST rate will increase from 8% to 9% with effect from 01 January 2024**

**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**.

ELECTRICITY RATES	
STANDARD PRICE PLAN	NON-STANDARD PRICE PLAN
<ul style="list-style-type: none"> <li>Inclusive of all applicable charges that vary according to the level of consumption.</li> <li>Will not change throughout the contract duration.</li> </ul>	<ul style="list-style-type: none"> <li>May not be inclusive of all applicable charges that vary according to the level of consumption.</li> <li>May change in accordance with the terms and conditions of the contract.</li> </ul>
OTHER FEES AND CHARGES	
STANDARD PRICE PLAN	NON-STANDARD PRICE PLAN
<ul style="list-style-type: none"> <li>No recurring charges or fees throughout the contract duration.</li> </ul>	<ul style="list-style-type: none"> <li>May include recurring charges or fees throughout the contract duration.</li> </ul>
CONTRACT DURATION	
STANDARD PRICE PLAN	NON-STANDARD PRICE PLAN
<ul style="list-style-type: none"> <li>6, 12 or 24 months.</li> </ul>	<ul style="list-style-type: none"> <li>Not limited to 6, 12 or 24 months.</li> </ul>
Pricing Structure	
STANDARD PRICE PLAN	NON-STANDARD PRICE PLAN

<ul style="list-style-type: none"> <li>Fixed Price. Pay a fixed rate (e.g. 20 cents/kWh) for electricity throughout the contract duration.</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>Discount Off the Regulated Tariff. Enjoy a discount off the prevailing regulated tariff (e.g. 5% off) throughout the contract duration.</li> </ul>	<ul style="list-style-type: none"> <li>The electricity retailer may set its own pricing structure.</li> </ul>
<b>More Information</b>	
<b>STANDARD PRICE PLAN</b>	<b>NON-STANDARD PRICE PLAN</b>
<ul style="list-style-type: none"> <li>Visit the Price Comparison Tool <a href="http://compare.openelectricitymarket.sg">compare.openelectricitymarket.sg</a> to compare the Standard Price Plans offered by different electricity retailers.</li> </ul>	<ul style="list-style-type: none"> <li>Visit the electricity retailer's website to enquire on Non-Standard Price Plans.</li> </ul>

- 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.
- 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](http://www.openelectricitymarket.sg) for more information on the 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.