Procedures for Application and Turn-on of Electricity Supply

BCA Academy

15 FEB 2022

Scope

- Introduction
- Submission of Consultation Form
- Submission of Application of Electricity Supply for:
  - Direct Connection Load up to 45 kVA
  - Direct Connection Load more than 45 kVA
  - Indirect Connection Load up to 45 kVA
  - Indirect Connection Load more than 45 kVA
  - New EHT & HT consumers who wish to be contestable at time of turn-on
- Common response for incomplete submission of applications

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Scope (Con't)

- Different Inspections Performed
  - Inspection for small electrical installation
  - Inspection for large domestic electrical installation
  - Sample Unit Inspection in Private Residential Development
  - Inspection and Pre-turn-on of HDB Residential Units
  - Inspection of Bulk Replacement of Meter Boards
- An Overview on Contestability
- Acknowledgement of Electrical Installation License Form during account opening

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Introduction

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Introduction

SP Services

Market Support Services Licensee

- Receives requests for electricity service connection, offers terms and conditions of service connection.
- Arranges for service connection energisation/turn-on
- Collects transmission charges, security deposits and charges for other services.
- Bills customers for consumption.

SP PowerAssets

Transmission Licensee

- Owner of the transmission and distribution network

SP PowerGrid

Managing Agent for and on behalf of SPPA

- Develops, operates and maintains the transmission and distribution facilities.

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Submission Of Consultation Form

Customers may seek consultation on technical requirements at initial planning stage. The consultation form will be submitted directly to SPPG

For Submission, the following information is required

Site and location plans	Gross floor area	Type of premises	Type of business activity	Supply requirement	Expected energization date

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Application For Different Connection Schemes

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Types Of Connection Schemes

Supply Direct From Grid

Direct Connection

- Up to 45kVa
- More than 45kVa

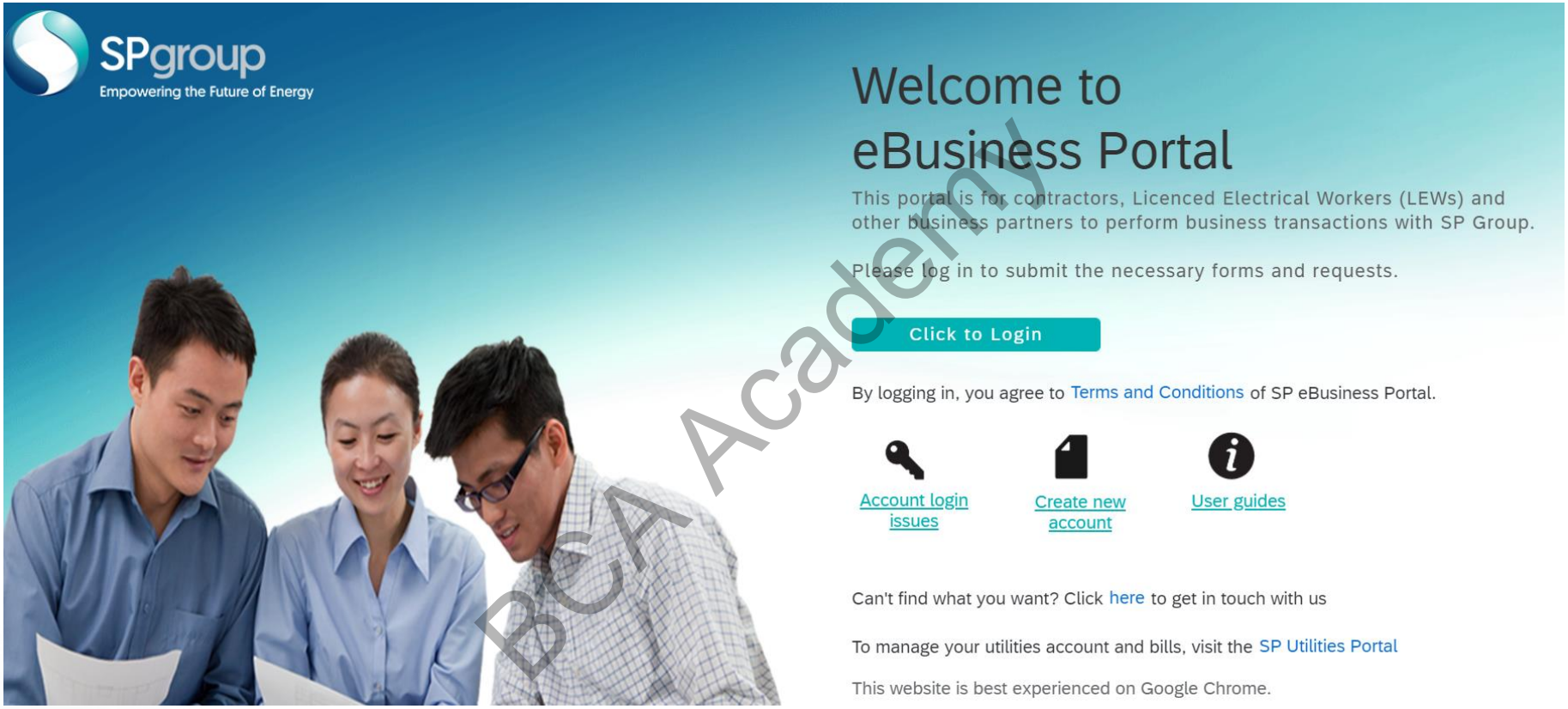
Supply Through Landlord

Indirect Connection

- Up to 45kVa
- More than 45kVa

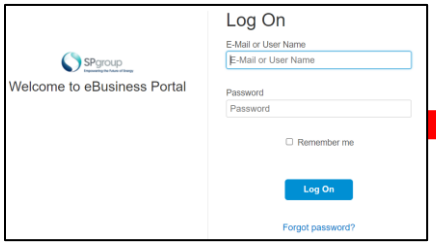
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SP eBusiness Portal for Licensed Electrical Workers

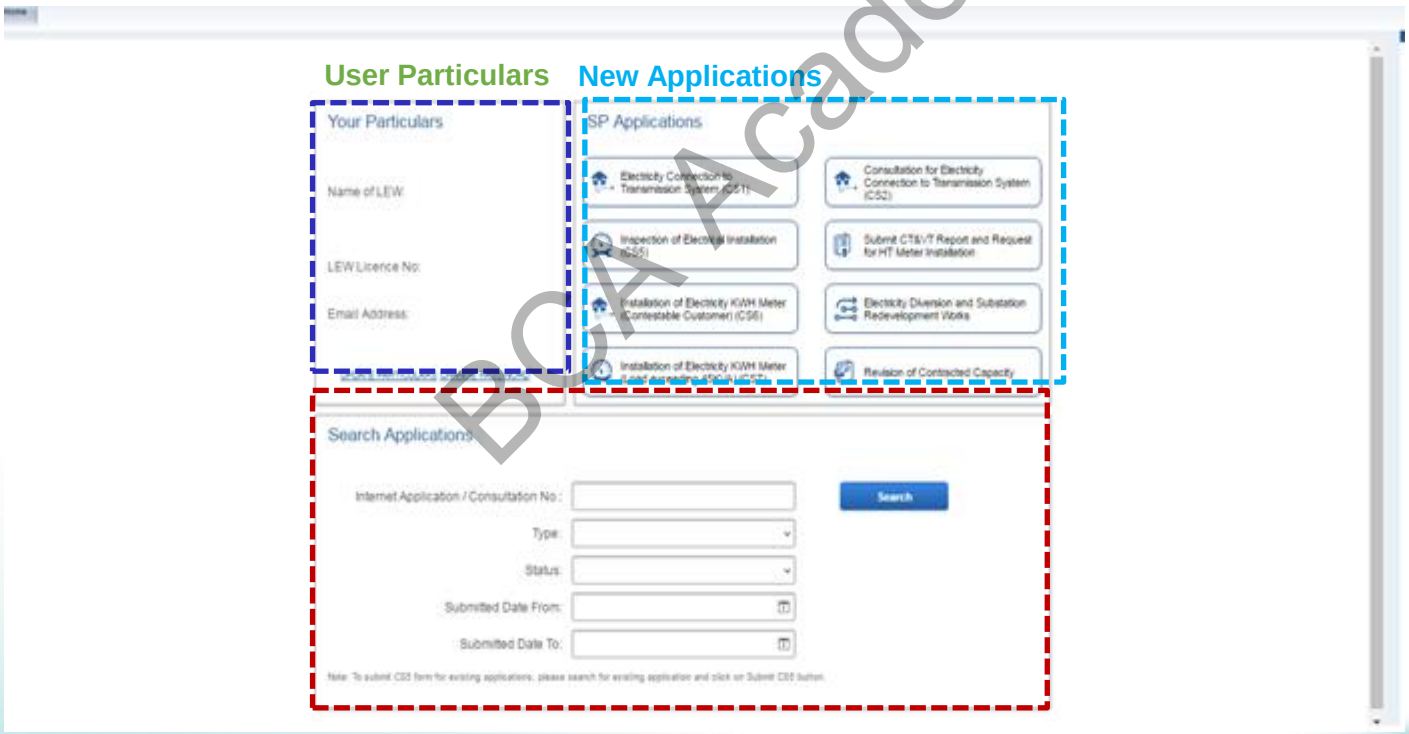


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SP eBusiness Portal for Licensed Electrical Workers



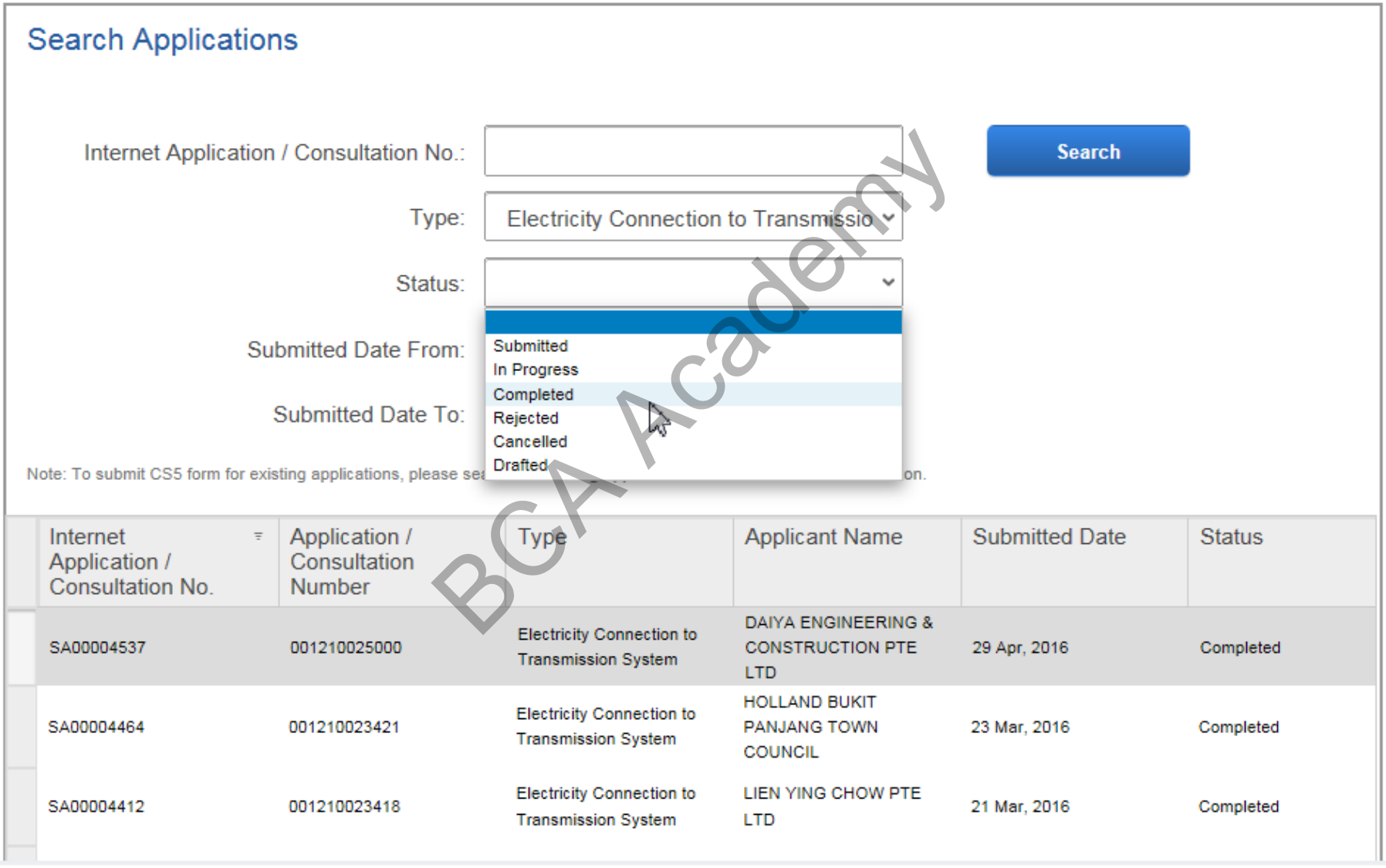
Log On to Access Dashboard



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View Details & Perform Activities for the Applications Searched

SP eBusiness Portal for Licensed Electrical Workers



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SP eBusiness Portal for Licensed Electrical Workers – Letter of Consent

Letter of Consent for Submission of Application for Electricity Supply Date: _____

I / We, (Name) _____ of UEN No.: _____ or NRIC/FIN No: [ ][ ][ ][ ]
(Name of Applicant)
Note : Please state the last 4 characters (i.e. last three digits and alphabet) of NRIC / FIN / passport or other personal identification number.

of (Address): _____ Tel: _____

Email: _____

(A) Hereby declare: -

☐ That I have at least one (1) small and embedded generating unit (e.g. solar photovoltaic) at the Premises and I am **NOT** GST registered. I attach herewith a copy of non - GST registration from IRAS:

☐ That I have at least one (1) small and embedded generating unit (e.g. solar photovoltaic) at the Premises and I am GST registered. My GST registration number and date are as follows and I attach herewith a copy of the GST registration letter from IRAS:
GST registration number: _____ GST registration date: _____
I agree that I will not issue any tax invoice for electricity sold to SP Services Ltd but hereby authorize SP Services Ltd to issue tax invoices on my behalf. I will notify SP Services Ltd immediately if my GST registration is cancelled or if I am issued with a new GST registration number.

**That I have informed the Building Licensed Electrical Worker of the building where the Premises is situated ("Building LEW") of the installation of the embedded generating unit at the Premises and the Building LEW has not objected to such installation.

(B) Hereby give full consent to the below-named Licensed Electrical Worker: -

☐ To submit an application for electricity supply to the premises at ("Premises"): _____

(C) Hereby declare: -
Please select one of the following:

☐ That I am / we are the legal owner / authorized occupier of the Premise;
☐ That I am /we are not the legal owner / authorized occupier of the Premise. The contact details of the legal owner / authorized occupier of the Premise are Full Name: _____,
Email: _____ and Contact Number: _____

That I am / we are agreeable for any the correspondence on the above application to be sent to me via email at the following email address provided :

I (Name) _____ of License No: _____
(Name of Licensed Electrical Worker)

of (Address) _____ Tel: _____

Hereby declare that the legal owner / authorized occupier of the Premises has given permission for my submission of the application for electricity supply

****For Building LEW's completion only:**
I (Name) _____ of License No: _____
(Name of Building LEW)
I have no objection for the embedded generating unit/solar photovoltaic to be installed at _____with LEI _____.

Signature of Applicant and Date

_____

**Rubber stamp imprint required for corporate customers

Signature of Legal Owner of Premise and Date (if applicable)

_____

Signature of LEW and Date

_____

****Signature of Building LEW and Date**

_____

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Application For Direct Supply Up To 45kVa

LEW submits online application form on behalf of consumer to Electrical Installation Section (Supply Application) with relevant attachments

Electrical Installation Section (Supply Application) liaise with SPPG and sends quotation to consumer and LEW within 10 business days

Consumer pays and LEW fulfills intake conditions

SPPG commence work and informs customer and LEW upon completion

Customer opens utility account with SPgroup and pays security deposit

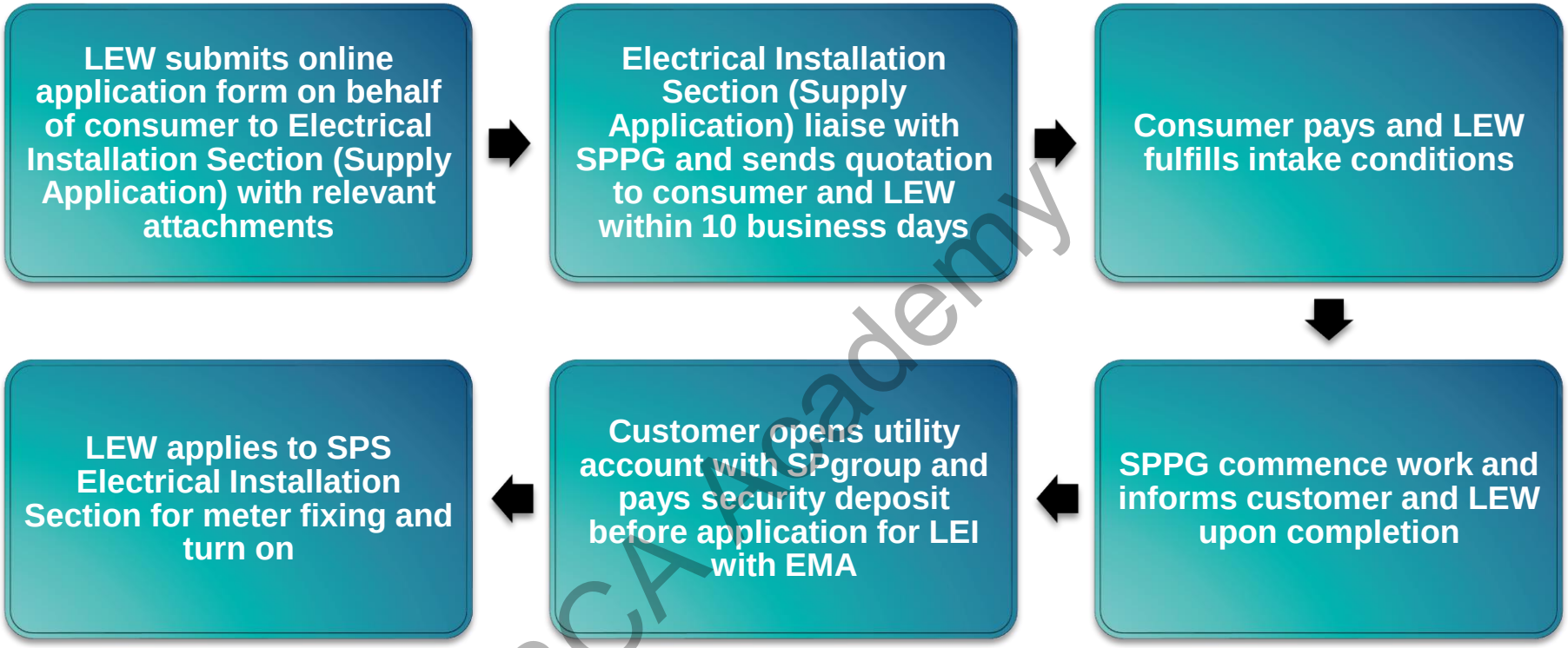
LEW applies to Electrical Installation Section (Supply Application) to request for meter fixing, testing and turn on

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Submit online form CS5 and attach the following documents to SPS Electrical Installation Section (Supply Application) for meter fixing, testing and turn on

COC	Letter of Consent	CS/12 (If applicable)

Application For Direct Supply > 45kVa



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Submit online form CS1 and attach the following documents to SPS Electrical Installation Section for meter fixing, testing and turn on

COC	Letter of Consent	EI License	IRAS Certificate of numbering (if applicable)

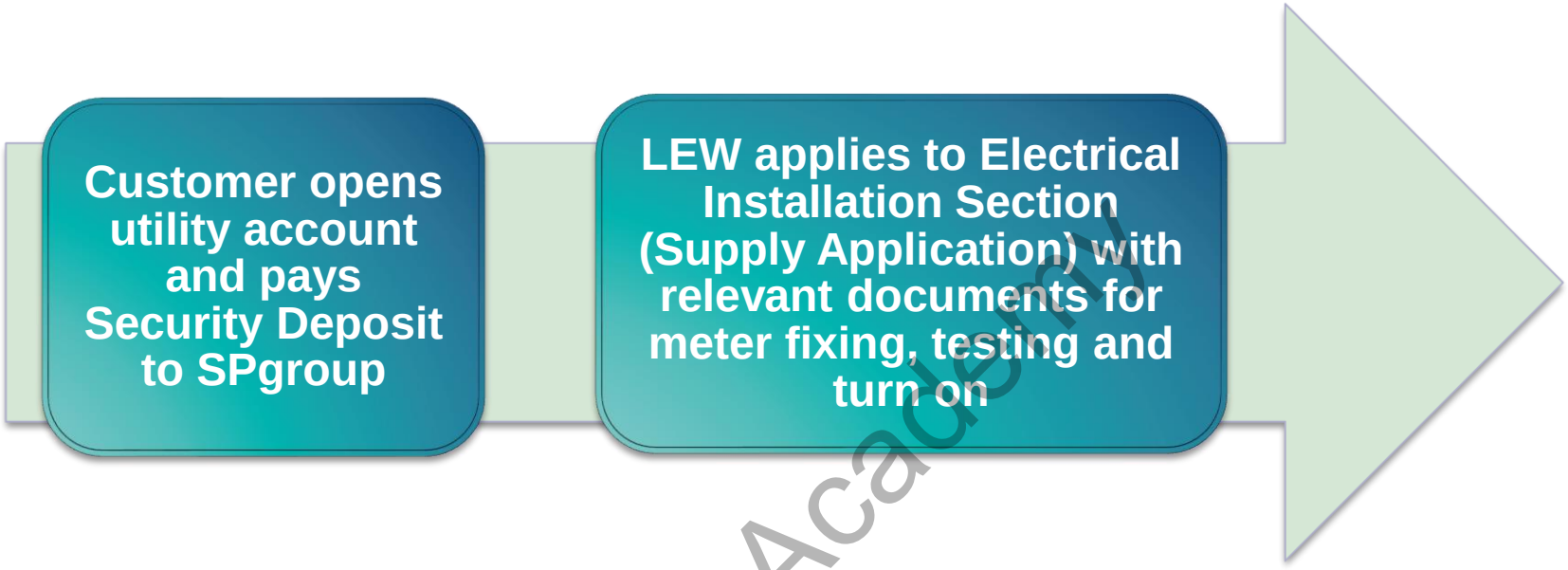
Application for Direct Supply > 45kVa

Turnaround time for SPgroup to inform applicant and LEW on approval for		
Connection up to 22KV	**Connection for 66KV**	**Connection for 230KV**
• 10 business days	• 60 business days	• 100 business days

For Service with substation	For Service with substation	For contestable LT and all HT Connections
• LEW shall submit the Substation and metering plans to SPPG for clearance	• There will be an agreement which needs to be signed by the consumer together with the quotation payment before SPPG starts work	• The requirements for AMI meters apply

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Application for Indirect Supply up to 45kVa



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Submit online form CS5 and attach the following documents to SPSL for meter fixing, testing and turn on	
Form CS/3	**COC**

Note : 1st time inspection is FOC and Form CS/3 or Form CS/3H is not required for HDB residential premises

Application for Indirect Supply > 45kVa

Customer opens utility account and pays Security Deposit to SPgroup

LEW applies to EMA for EI License

LEW shall submit relevant forms to Electrical Installation Section (Supply Application) for meter fixing and declare account activation date

LEW liaise with Electrical Meters Section to install meters

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Submit online form CS7 and attach the following documents to SPSL

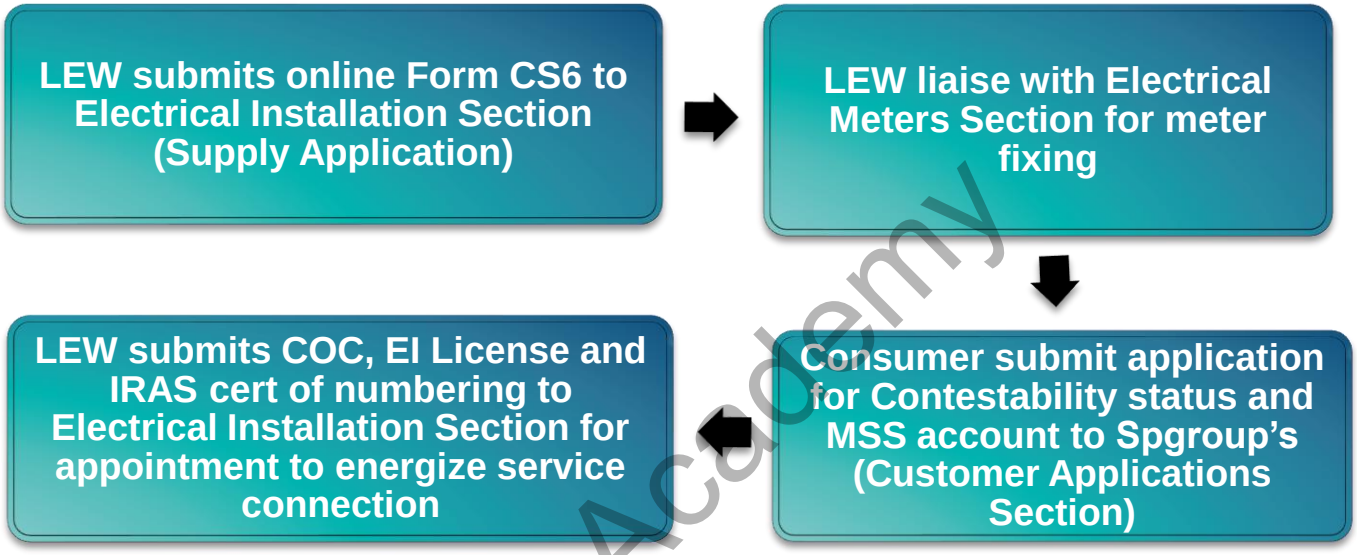
Form CS/3 or CS/3H	EI License	COC

For HT Indirect Connection

The consumer is required to sign an agreement with SP Power Assets before SP Services can process the application for installation of meter.	The LEW shall be responsible for arranging the energization of the service connection with landlords such as HDB, JTC or private multi-tenanted buildings.	Landlord's LEW shall issue the Statement of Turn On of Electricity (SOTO) upon successful turn-on.

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For New EHT and HT Consumers To Be Contestable At Time Of Turn On



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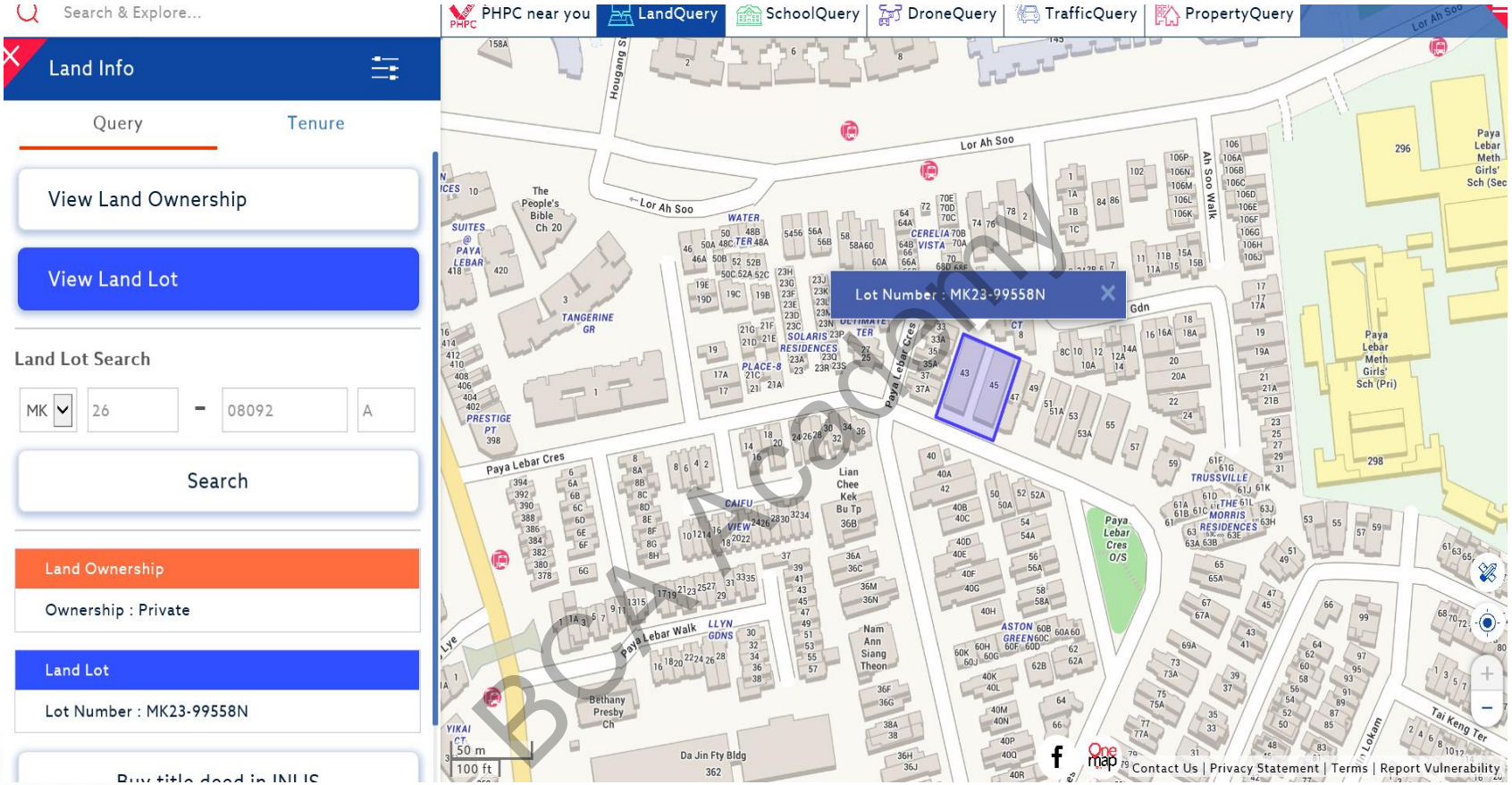
Points to note

AMI meters requirement applies	Application for Contestability Status and Application to open a MSS Account to Customer Applications Section of SPgroup at 2 Kallang Sector S(349277) or via fax: 6304-8633 at least 12 business days prior to the arrangement for the turn-on appointment.	To purchase electricity from Retailer from turn-on date, Retailer must submit a transfer request to SP services at least 1 business day before turn-on date. Otherwise, SPgroup shall purchase electricity for the customer from the wholesale electricity market

Common response for incomplete submission of applications

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Site address do not tally



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Note : Please submit a valid address which can be located on onemap

Incorrect utility account number

Details of Installation

Supply Voltage: *

Type of Connection: *

Load Requirement: *

Supply Connection from: *

Utility Account No.: *

Type of Metering Scheme: *

Direct Move-In: Yes No

Remarks:

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Note : Please input a valid electricity account

Incorrect forms submitted



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Note : Please visit Spgroup's website for the updated forms to be submitted

Incorrect approve load indicated during application

Details of Installation

Supply Voltage: *	400 V (Three Phase <=45kVA)
Type of Connection: *	
Load Requirement: *	
Utility Account No. (Existing): *	(•) Yes ( ) No / Unknown
If Yes, Please Specify: *	
Existing Approved Load: *	kVA
Voltage Sensitive: *	( ) Yes ( ) No
Estimated Ultimate Load: *	kVA
Estimated Year of Reaching Ultimate Load: *	
Remarks:	

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Note : Please indicate the correct existing approved load

Different Inspections Performed

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Types Of Inspection Carried Out By Electrical Installation Section



Small Electrical Installation



Large Domestic Electrical Installation



Pre-turn-on of HDB Residential Units



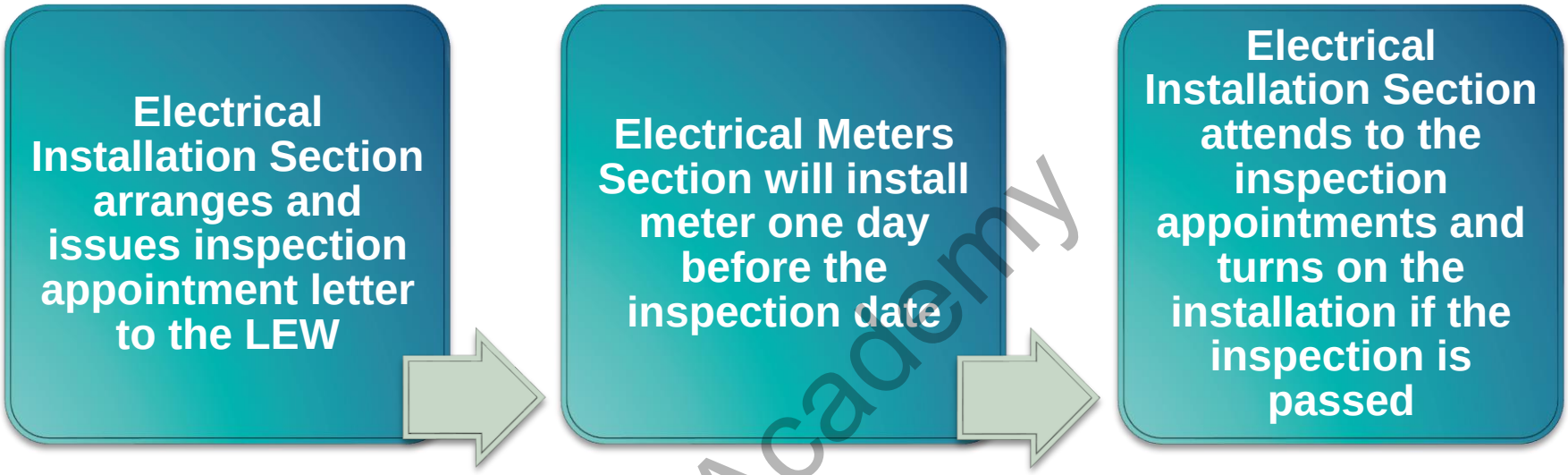
Bulk Replacement of Meter Boards



Private Residential Development

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Small Electrical Installation



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Points to note

If the inspection result is 'Failed', LEW must rectify the non-compliances, pay a re-inspection fee and re-submit COC to apply for re-inspection appointment	A copy of the SP Services inspection report will be given to the LEW and applicant or his representative on site.	Violation clauses on the electrical installation will be sent to EMA

Points to note

Inspection of electrical installation is carried out in accordance with SS638 (Code of Practice For Electrical Installations) and the relevant regulations	For direct grid connection, LEW submits Certificate of Readiness (COR) to SP Services on site. This document is not necessary for indirect connection	For direct grid connection, SPgroup issues "Statement of Turn On of Electricity" and acknowledged by the LEW and applicant or his representative	For indirect connection, the landlord LEW issues "Statement of Turn On of Electricity" and acknowledged by the LEW and applicant or his representative

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Large Domestic Electrical Installation

LEW submits application to Electrical Installation Section to request for inspection appointment

→

Electrical Installation Section checks the submitted documents and issues appointment letter

→

Electrical Meters Section installs meter 1 day before the testing appointment

→

SPgroup energizes the service connection (for direct grid connection) and LEW will turn-on the electricity supply to the electrical installation if the inspection result is "Passed"

→

Spgroup will issue a "Statement of Turn On of Electricity" to the LEW and Applicant or his representative

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Documents required to be submitted for meter fixing and turn on

Form E	SLD	COC	IRAS Cert of numbering	Account opening letter

Note : For all installations > 45kVa, only domestic installations needs to be tested by SPSL

Points to note

SPgroup carries out inspection on the electrical installation in accordance with SS638 (Code of Practice For Electrical Installations) and other relevant regulations	On the appointment day, LEW submits COR to SPgroup's Project Officer on site (for direct Grid connection)	If the inspection result is failed, LEW must rectify the defects, pay a re-inspection fee and re-submit the COC & Form E to request for a re-inspection appointment	A copy of the inspection report will be given to the LEW and applicant or his representative on site. Violation clauses on the electrical installation will be sent to EMA

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Indirect Supply Up To 45kVa

Procedures SAME as that for direct supply up to 45kVa except:

There is **NO NEED** to submit **COR** to SPSL on-site

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Modification Of Electrical Installation

Only Those Exempted from Licensing

LEW submits request to Electrical Installation Section

→

Electrical Installation Section conducts spot checks for system selected applications

→

LEW will need to pay a retest fee to SPgroup and re-apply for retest appointment if inspection fails

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Documents required to be submitted to SPSL

Online Form CS5	**Form CS/3 or CS/3H**	**Completion Cert for Modification of Electrical Installation**

Note: *First-time inspection is free-of-charge* | *Form CS/3 or Form CS/3H not required for HDB residential premises* | *Once the inspection pass, acknowledgement letter will be sent to consumer and the LEW*

Sample Unit Inspection in Private Residential Development

LEW performs own testing and certifies Form E for all residential units in the building

LEW submits Form E, SLD and IRAS Letter (stating the list of official addresses of the residential units) to Electrical Installation Section to request for an appointment for sample unit inspection

Electrical Installation Section will notify Electrical Meters Section to conduct a separate inspection on the meterboards set-up

On the appointment day, Electrical Installation Section conducts a 100% inspection on the sample units which are randomly selected from the block in the presence of the LEW

If inspection of all selected units is passed and meterboard setup is cleared by Electrical Meters Section, LEW to liaise with Electrical Meters Section for bulk meter fixing

After all meters have been installed to the residential units, LEW submits COC to Electrical Installation Section to request for pre-turn-on inspection appointment

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Sample Unit Inspection in Private Residential Development

Electrical Installation Section conducts pre-turn-on inspection to all individual units.

Upon successful inspection of each residential unit of the block, LEW turns-on the electricity supply up to meter board and issues "Statement of Turn On of Electricity".

Electrical Installation Section sends a letter of completion to the LEW and developer to inform of the completion of the unit inspection

Points to note

If there are non-compliances found in the electrical installations which cannot be rectified during the inspection, a failure letter will be issued to the LEW and copy to the developer as well as Energy Market Authority.	LEW must rectify the non-compliances, pay a re-inspection fee and request for an appointment for re-inspection.	Electricity supply to the residential unit will only be turn-on after the owner of the individual unit opens an account with SP Services.

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Inspection And Pre Turn On Of HDB Residential Units

LEW carries out his own testing of the electrical installations and certifies Form E for all the residential units of the block

LEW submits COC, Form E and SLD of each of the premises type to HDB for certification

HDB arrange with Electrical Meters Section to bulk fix meters to all residential units in the block

HDB conducts own testing and submits certification letter to Electrical Installation Section together with the LEW endorsed COC, Form E and SLD to request for appointment to inspect & pre-turn-on the residential units

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Inspection And Pre Turn On Of HDB Residential Units

On the appointment day, Electrical Installation Section conducts a sample unit inspection for each of the unit types in the blocks.

If sample unit inspection passed, Electrical Installation Section will proceed with the pre-turn-on inspection to all the units in the block. Upon successful inspection of each unit, electricity supply is turn-on to the unit DB

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Points to note

LEW issues "Statement of Turn On of Electricity" for the block with acknowledgment by HDB	SPgroup displays a "Caution" sticker and a guidance booklet at the unit DB informing the owner to check the electrical installation before use, as well as to open an account with SP Services	If non-compliances are found in the electrical installations which cannot be rectified during inspection, a failure letter will be issued to the LEW, HDB and the Energy Market Authority	LEW must rectify the non-compliances, pay a re-inspection fee and request for an appointment for re-inspection

Bulk Replacement Of Meter Boards

LEW submits online form CS/5 to Electrical Installation Section for bulk replacement of meterboards in multi-tenanted building

LEW submits meterboard layout plans to Electrical Meters Section for approval

LEW submits Form P together with shut-down notice issued by Town Council/Managing Agent, to obtain permission from SPgroup to break meter terminal seal for the replacement of meterboards

LEW inspect & test the meterboards and submain cables replaced and certifies Form F – Certification of Bulk Shifting/Replacement of Meterboards in Tenanted Buildings

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Bulk Replacement Of Meter Boards

LEW submits certified Form F, acknowledged Form P, SPPG's approval letter and SLD to Electrical Installation Section to request appointment for inspection of bulk replacement of meterboard

On the appointment day, SPgroup carries out the following inspection in the presence of the LEW

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SPgroup carries out the following inspection in the presence of the LEW

Visual inspection of meterboard set-up	**Meter number and unit address to tally with meter listing in SPSL's records**	**Meters are not transposed with the neighboring units**	**Meter rotation and polarity check of one SSO inside the unit**

Note : *SPgroup re-seals all meter terminals after inspection and a completion inspection letter will be issued to the LEW and Landlord/MCST*

Contestability In The Electricity Market

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Started in July 2001

Launched in Stages

Encourage competition and provide more choices

Purchase electricity from licensed electricity retailers (Retailer Consumer)

Purchase electricity directly from the spot market as a direct market participant (Direct Market Consumer)

Purchase electricity indirectly from the spot market through SP Services Ltd (MSSL Consumer)

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SP Services Ltd, as the MSSL,

Provides regulated Market Support Services such as retail settlement, meter reading and meter data management	Facilitates consumer registration and transfer processing for contestable consumers to switch retailers	Provides billing and payment collection of transmission service charges on behalf of SP PowerAssets Ltd.	Facilitates indirect access for contestable consumers to spot market	Supplies electricity to non-contestable consumers at regulated tariff.

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Contestability is open to Domestic and Non Domestic Consumers fulfilling any of these criteria			
Low tension	High tension supply	Extra high tension supply	Ultra high tension supply

Example of some of the retailers are:				
Keppel Electric Pte Ltd	SembCorp Power Pte Ltd	Senoko Energy Supply Pte Ltd	Seraya Energy Pte Ltd	Tuas Power Supply Pte Ltd

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Acknowledgement of Electrical Installation License Form

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Soft launch on Mar 2014

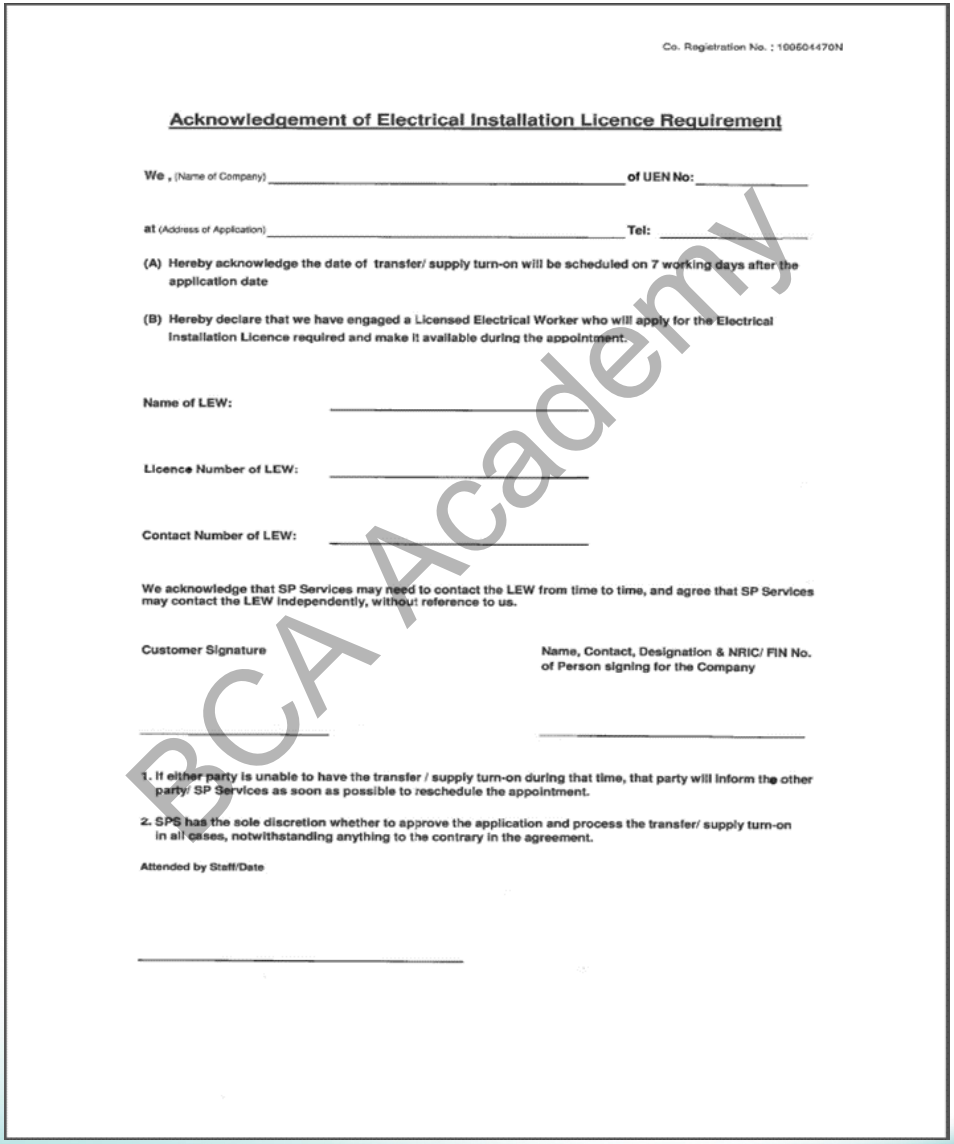
Mandatory from Apr 2014

On the day of Utility Account Opening

- **Application Form**
- **BizFile**
- **Proof of Ownership**
- **NRIC/FIN of signatory**
- **Security deposit**
- **Acknowledgement of Electrical Installation License Form(NEW!)**

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Sample



Co. Registration No. : 199504470N

Acknowledgement of Electrical Installation Licence Requirement

We , (Name of Company) _____ of UEN No: _____

at (Address of Application) _____ Tel: _____

(A) Hereby acknowledge the date of transfer/ supply turn-on will be scheduled on 7 working days after the application date

(B) Hereby declare that we have engaged a Licensed Electrical Worker who will apply for the Electrical Installation Licence required and make it available during the appointment.

Name of LEW: _____

Licence Number of LEW: _____

Contact Number of LEW: _____

We acknowledge that SP Services may need to contact the LEW from time to time, and agree that SP Services may contact the LEW independently, without reference to us.

Customer Signature

Name, Contact, Designation & NRIC/ FIN No. of Person signing for the Company

1. If either party is unable to have the transfer / supply turn-on during that time, that party will inform the other party/ SP Services as soon as possible to reschedule the appointment.

2. SPS has the sole discretion whether to approve the application and process the transfer/ supply turn-on in all cases, notwithstanding anything to the contrary in the agreement.

Attended by Staff/Date

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Thank You

Question & Answer

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Non-disclosure Clause

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