

General Terms and Conditions (Home and Businesses)

In these General Terms and Conditions:

- a) any reference to a “clause” or “Schedule” is a reference to a clause or schedule of this Agreement, unless the context otherwise requires;
- b) any reference to either of the words “include” and “including” is to be construed without limitation;
- c) any reference to a statute, statutory instrument, regulation, code or order shall be construed as a reference to such statute, statutory instrument, regulation, code or order as amended or re-enacted from time to time;
- d) any reference in this Agreement to another agreement or any deed or other instrument shall be construed as a reference to that other agreement, deed or other instrument as the same may have been, or may from time to time be, amended, varied, supplemented or novated;
- e) clause headings are for ease of reference only and are to be ignored for construction purposes;
- f) any reference in this Agreement to a person includes body corporate, unincorporated associations, partnerships and individuals; and
- g) where a word or expression is defined, cognate words and expression shall be construed accordingly.

This document contains the following 3 sections:

PART A: [Terms and Conditions For Home Customer](#)

PART B: [Terms and Conditions for Business Customer](#)

PART C: [Definitions & Interpretations](#)

PART A: TERMS AND CONDITIONS FOR HOME CUSTOMER

On-Boarding

- A-1 The Home Customer declares that he/she is above the age of 21 and is under no legal disability to enter into this Agreement, failing which the Company shall be entitled to terminate this Agreement immediately and look to the Home Customer for any and all costs, expenses and losses incurred or suffered by the Company as a result. The Home Customer shall provide accurate and complete information to the Company and inform the Company immediately of any changes in any particulars or information given during the application process including but not limited to any changes in address and/or contact particulars, and shall take all reasonable steps to prevent fraudulent, improper or illegal use of the Services/Supplies.
- A-2 The Home Customer declares, represents and warrants that he/she is the main account holder of the relevant electricity account with the applicable MSSL.
- A-3 The Home Customer shall be informed of the status of the transfer of account from the MSSL to the Company. For successful transfer, the Company shall inform the Home Customer of the successful transfer within two (2) Business Days from the Supply Effective Date. For unsuccessful transfer, the Company shall inform the Home Customer of the unsuccessful transfer within two (2) Business Days from the date of notification from the MSSL of the unsuccessful transfer.
- A-4 In the event that AMI meter is required for the Price Plan, the Home Customer acknowledges that the successful transfer of his/her account from the MSSL to the Company is subject to the successful installation and commissioning of the AMI meter and the Start Date may change. In the event that MSSL did not approve the transfer application for any reason whatsoever, whether or not attributable to the Home Customer, before the Start Date, the Company shall have the right to terminate and void this Agreement as it deems fit, and the Company shall have no liability whatsoever to the Home Customer in such an instance.
- A-5 The Home Customer and the Company acknowledge that modifications may be made to the Code of Conduct for Retail Electricity Licensees by the Authority from time to time in accordance with the said Code and that the terms and conditions of this Agreement may change from time to time in order to comply with such modifications made to the Code of Conduct for Retail Electricity Licensees by the Authority. The Company shall notify the Home Customer of any modifications that may be made to the Code of Conduct for Retail Electricity Licensees from time to time by the Authority and the Home Customer and the Company agree to be bound by any such applicable modifications (unless the Authority, when publishing the modification, specifies that this is not to be the case) and any changes to the terms and conditions of this Agreement arising from any such modifications to the Code of Conduct for Retail Electricity Licensees.
- A-6 The Home Customer acknowledges and consents to the Company, as a licensed electricity retailer, to transfer the Home Customer's contact information (including but not limited to mailing address, electronic mailing address and telephone number) to the MSSL, and to notify the MSSL that the Home Customer will commence purchasing Electricity from the Company as of the Start Date (and the Company shall so notify the MSSL), which is required by the Authority under the Code of Conduct for Retail Electricity Licensees.

Fact Sheet & Consumer Advisory

A-7 The Home Customer acknowledges that he/she has read and understood the information presented in the Consumer Advisory and the Fact Sheet prior to entering into this Agreement with the Company.

Security Deposit

A-8 The Home Customer shall pay a security deposit (the "**Security Deposit**") to the Company in accordance with the terms of this Agreement or to SP Services Limited ("**SP**") in the event that SP is appointed by the Company as its billing agent.

In the event that SP is appointed as the billing agent of the Company, the Security Deposit to be paid shall be determined by SP in its sole discretion. Where the Security Deposit as determined by SP (as the billing agent of the Company) exceeds any Security Deposit paid by the Home Customer to the Company, the Company agrees to first pay to SP any excess on behalf of the Home Customer, provided always that upon renewal or termination of this Agreement, the Company shall recover from the Home Customer, and the Home Customer shall pay to the Company, such excess paid by the Company on behalf of the Home Customer, on demand by the Company.

In the event that the Security Deposit is to be paid to the Company, then the Home Customer shall pay an initial Security Deposit (as set out in Clause A-9) in cash and maintain it at an amount which is equivalent to two (2) times the average monthly Electricity charges which is calculated based on: (i) a continuous period of 12 months ending with the month immediately preceding the month in which the security deposit is to be collected, or (ii) if the Home Customer has less than 12 continuous months of invoices issued immediately preceding the month in which the security deposit is to be collected, the applicable period where invoices were issued, or (iii) if none of (i) or (ii) is applicable, the national average monthly consumption of the specific dwelling type as published by the MSSL and the prevailing rate offered by the Company to the Home Customer.

A-9 The initial Security Deposit for the Home Customer is as follows:

Household Type	Initial Security Deposit
HDB 1 Room	\$ 50
HDB 2 Room	\$ 50
HDB 3 Room	\$ 65
HDB 4 Room	\$ 65
HDB 5 Room	\$ 65
HDB Executive	\$ 100
Private Apartment	\$ 165
Terrace	\$ 120

Semi-Detached	\$ 165
Bungalow	\$ 260

- A-10 The Company or SP (as the case may be) may apply any Security Deposit towards payment(s) of overdue amount(s) under this Agreement.
- A-11 A Security Deposit does not relieve the Home Customer from his/her obligations to pay any charges, nor does it constitute a waiver of the Company's rights to suspend, disconnect or terminate the Electricity supply due to non-payment.
- A-12 The Company or SP (as the case may be) shall have the right to bill the Home Customer for any subsequent shortfall in the Security Deposit.
- A-13 The Company shall have the right to terminate this Agreement and transfer the Home Customer's account to the MSSL under the Default Supply Arrangement, or any other Electricity retailer that the Home Customer chooses, for failure to provide any required Security Deposit.
- A-14 Unless otherwise specified in this Agreement, the Security Deposit amount, less any unpaid invoice amounts, shall be refunded (without interest) to the Home Customer no later than 30 (thirty) calendar days from the Home Customer's payment of the final invoice issued by the Company or SP (as the case may be).

Metering

- A-15 The quantity of Electricity sold by the Company to the Home Customer shall be determined by metering data from readings of the Meter provided by the MSSL in accordance with the Metering Code and MSS Code and shall be without any adjustment for Transmission Losses except where the Home Customer is buying Electricity from any wholesale electricity market at the prevailing market prices through the Company. The metering data (subject to necessary adjustments or re-readings by the MSSL) shall be conclusive and binding on the Parties for purposes of determining the Electricity charges payable.
- A-16 In the event the metering consumption for the Home Customer's premises is revised, then, notwithstanding any termination or expiry of this Agreement, the Company or SP (as the case may be) shall be entitled to make the necessary adjustments to its Monthly Invoice reflecting the adjusted consumption to the Home Customer who shall promptly make such payment as may become due on or before the Payment Due Date.
- A-17 In the event of any overcharging or undercharging, for any reason, including but not limited to such inaccurate meter readings, the Company or SP (as the case may be) shall bill the Home Customer in the next invoice for the amount undercharged or credit the account with any overcharged amount.

Billing on Behalf

The following Clauses A-18 to A19 shall apply where the Electricity charges for the supply of Electricity are to be invoiced by SP as a billing agent on behalf of the Company and payable through the SP Account:

- A-18 The Home Customer agrees to indemnify and hold harmless the Company from any loss, damage, liability, costs, or expenses incurred as a result of any failure to make payment under the SP Account for the electricity supplied under this Agreement, and from any and all claims, demands, actions, suits, or proceedings brought by SP in relation to such failure to make payment under the SP Account.
- A-19 The Home Customer agrees to promptly reimburse the Company for any costs or expenses incurred in connection with the collection of outstanding payments, including but not limited to legal fees, court costs, and any additional charges incurred by the Company.

Payments & Charges

- A-20 The Home Customer acknowledges that he/she is liable to make payment for all charges arising under this Agreement.
- A-21 The Home Customer shall pay the Company the aggregate of the following charges for Electricity delivered by the Company passing through the Delivery Point:
- (a) Electricity Tariff x Electricity sold;
 - (b) recurring charges;
 - (c) Third Party Charges; and
 - (d) Goods and Services Tax at the prevailing rate.
- A-22 At the end of each Billing Period, the Company or SP (as the case may be) shall deliver by electronic mail and/or other means as determined by SP in their sole discretion to the Home Customer a Monthly Invoice and the Home Customer shall pay the total charges stated in the Monthly Invoice in full on or before the Payment Due Date. All amounts or charges payable by the Home Customer under this Agreement are exclusive of any duties, fees, Goods and Services Tax, and other applicable tax. In the event the Home Customer fails, refuses or neglects to make such payment, the Home Customer shall pay a late payment charge of S\$5.00 per bill and/or any amounts determined by SP (as the case may be). For avoidance of doubt, the imposition of the late payment charge or other amounts by SP shall not constitute a waiver nor prejudice any other remedies of the Company under this Agreement. The Home Customer shall pay the Company a fee of S\$1.00 for each GIRO instruction rejection and/or any amounts determined by SP (as the case may be) in respect of GIRO instruction rejection.
- A-23 U-Save rebates is part of the GST Voucher Scheme introduced by the Singapore Government for eligible Home Customers to offset their utilities bills. The U-Save rebates will be prioritised to offset non-Electricity charges from the MSSL, and any remaining amount of the U-Save rebates would be used to offset the Electricity charges from the Company. The Home Customer hereby authorises the Company or SP (as the case may be) to claim from the MSSL, on behalf of the Home Customer, "U-Save Rebates" under the "GST Voucher – U-Save" scheme, in respect of the retail of Electricity by the Company to the Home Customer under each Agreement. In the event that the Company or SP (as the case may be) is able to claim such rebates from the MSSL on behalf of the Home Customer for any period, the amount of the rebates claimed in respect of such period shall be reflected in the invoice(s) issued to the Home Customer under this Agreement for such period, and set off against the amounts payable under such invoice(s).
- A-24 Any outstanding/credit balance will be brought forward to the next Monthly Invoice and settled by the Payment Due Date. All remaining credit balance reflected in the final invoice at the end

of this Agreement will be refunded within 30 (thirty) calendar days from the final invoice to the Home Customer.

The following Clauses A-25 to A-27 shall apply in the event that the Company invoices the Home Customer directly for the supply of Electricity, and not through a billing agent.

- A-25 The Company allows the Monthly Invoices to be paid through GIRO, AXS, credit/debit card, or any other mode of payment as advised by the Company.
- A-26 Where the Home Customer has specified that payment shall be made by charging to the Home Customer's account with a credit or debit card (including recurrent payments for Electricity invoices) acceptable by the Company, the following provisions shall apply:
- A-26.1 Execution by the Home Customer of this Agreement shall constitute the Home Customer's written authorisation to the Company from time to time submitting to the relevant credit card governing body ("**Association**") requests for the payment of any and all sums payable by the Home Customer to the Company (however arising) and for this purpose, the Company may charge or debit or require to be charged or debited any such sum to the Home Customer's account with the Association as may from time to time be notified to the Company by the Home Customer and/or the Association. Such Home Customer's authorisation shall be deemed to include the disclosure of invoices issued by the Company from time to time, as may be requested by the Association for any purpose whatsoever.
- A-26.2 The Home Customer shall not be obliged to make payment to the Company in respect of any invoice rendered by the Company provided that such payment is received by the Company from the Association no later than the Payment Due Date (or such period as the Company may allow the Association). The Home Customer shall immediately inform the Company if he/she decides to cease making payments using the credit card initially notified to the Company and make all payments directly to the Company. In the event that a payment instruction rejection is received from the Association for any reason whatsoever, the Home Customer shall pay the Company the total charges stated in the Monthly Invoice in full on or before the Payment Due Date. The Home Customer shall pay the Company a fee of S\$5.00 for each payment instruction rejection.
- A-26.3 The Home Customer shall duly pay the Association any and all sums so charged or debited or paid by the Association to the Company on behalf of the Home Customer in full without any set-off, counterclaim or deduction on account of any dispute or claim which the Home Customer may have against the Company in relation to or arising from this Agreement. It is the intention of the Parties that the Home Customer shall bring any such dispute or claim directly against the Company.
- A-26.4 The Home Customer must inform the Company immediately in writing if the credit or debit card is lost, stolen, expired or terminated, or if the Home Customer wants to terminate this method of payment. The termination of the credit/debit card payment arrangement will only be in effect when the message referring to the credit/debit card deduction is no longer reflected in the bill. If the Company is unable to make the deduction or settlement with the card company, the Company will not be liable to the Home Customer in any way and the Home Customer must make payment for the outstanding amounts through AXS immediately together with any administrative fees and/or processing fee for the failed transaction.
- A-27 Where the Home Customer has specified that payment shall be made by GIRO, the Home Customer shall notify the relevant bank and the Company if this method of payment is to be terminated. The termination of the GIRO arrangement will only be in effect when the message

referring to the GIRO is no longer reflected in the bill. If the Company is unable to make the deduction or settlement with the bank, the Company will not be liable to the Home Customer in any way and the Home Customer must make payment for outstanding amounts by credit card or through AXS immediately together with any administrative fees and/or processing fee for the failed transaction.

Title and Risk

A-28 Title and risk in the Electricity sold by the Company to the Home Customer passes to the Home Customer at the Delivery Point.

Transmission Licensee

A-29 The Home Customer shall be responsible for securing and maintaining connection of its premises to the Transmission System for the sale of Electricity under this Agreement.

A-30 The Home Customer acknowledges that the Transmission Licensee may disconnect the Home Customer's connection to the Transmission System:

- (a) in the event of an emergency/public safety;
- (b) upon receipt of a direction or order from the PSO, EMA or MSSL;
- (c) if the Home Customer's installation connected to the Transmission System does not comply with the Transmission Code;
- (d) for any other reason as required pursuant to any Law or Codes; or
- (e) the Transmission Licensee has been unreasonably prevented from inspecting or maintaining the connection.

A-31 Where there is any connection, disconnection or reconnection of the Home Customer's premises to the Transmission System, the Home Customer shall be liable for and pay the Company such charges levied by the Transmission Licensee on the Company in connection therewith within ten (10) calendar days of receiving an invoice for such charges.

Modification of Terms

A-32 Subject to Clause A-33, any amendments to the Pricing and Payment Provisions and/or the Term of Agreement shall require the mutual consent of the Company and the Home Customer, provided always that the Company may include in this Agreement any new applicable charge approved by the Authority and the Home Customer agrees to be bound by and such pay such new applicable charge.

A-33 The Company may by written notice to the Home Customer modify any term and condition of this Agreement to the extent the Company considers necessary as a result of or in connection with:

- (a) enactment of, or changes to or in the interpretation or application of any Law or Codes;
- (b) order or direction by the Energy Market Authority or other relevant authority; or
- (c) any amendment or modification to or replacement of any Regulatory Contract, and

the Home Customer agrees to be bound by such modifications upon receipt of written notice from the Company.

Liability

A-34 Save as otherwise expressly provided in this Agreement (including any Early Termination Charges payable), neither Party shall be liable to the other for loss arising from breach of this Agreement or negligence other than for loss directly resulting thereof causing physical damage to the property of the other. Notwithstanding the aforesaid, the Home Customer shall fully indemnify the Company from and against any and all liability, loss, damage, cost, or expense that the Company may incur, suffer, or be required to pay by reason of any act, negligence, or breach of the Home Customer's Connection Agreement by the Home Customer, failure or refusal to comply with directions from EMA or Transmission Licensee, or for any Unauthorised Energy Use by the Home Customer. Nothing herein shall be construed so as to prevent the Company from bringing an action in debt against the Home Customer.

Exclusion and Limitation of Liability

A-35 Save as otherwise expressly provided in this Agreement, neither Party shall in any circumstances whatsoever be liable to the other for any loss of profit, loss of revenue, loss of use, loss of contract or loss of goodwill or any indirect or consequential loss. Any statutory or implied conditions and warranties are excluded. The Sale of Goods Act 1979 is expressly excluded from application to this Agreement.

A-36 The Company shall not be liable for any loss, damage, cost, expense, liability or injury whatsoever suffered by or caused to the Home Customer or the Home Customer's property resulting from (i) any planned outage, (ii) unplanned outage, interruption, failure, unreliability, variation, continuity or reduction of the Electricity sold, (iii) Electricity voltage or frequency fluctuation, instability, surge or dip, (iv) defect of whatever nature in the Electricity sold, or (v) any act or omission by any third party (including the Authority, Market Company, PSO, MSSL or Transmission Licensee), or (vi) for any other reason whatsoever.

A-37 Without prejudice to the foregoing, the rights and remedies provided by this Agreement to the Parties are exclusive and not cumulative and exclude and are in place of all substantive rights or remedies express or implied and otherwise provided by common law or statute.

Security

A-38 The Home Customer must ensure the security and secrecy of his/her login identification, passwords, PINs, or email or other accounts given to, chosen by or owned by the Home Customer. The Home Customer must ensure that these are not revealed to any third party. The Home Customer is solely responsible for all activities that occur under his/her login identification, password(s), PIN and/or his/her accounts, whether such activities were carried out with his/her express consent and/or knowledge or otherwise. Use of any login identification, password or PIN deemed by the Company, in the Company's sole discretion, to be insecure shall be a breach of this Agreement.

- A-39 If the Home Customer discovers or suspects any unauthorised use or disclosure of his/her login identification, password(s) and/or PIN or that his/her account security has been compromised, he/she must immediately:
- (a) inform the Company; and
 - (b) change his/her password(s) and/or PIN.
- A-40 The Home Customer is advised to change password(s), PIN or any other security identification regularly to protect his/her own security.
- A-41 The security of the Home Customer's account, network and systems, including any content stored, sent or received through these mediums, is his/her own responsibility. The Company cannot and does not guarantee the safety and security of any transmission.

Termination / Expiry

- A-42 This Agreement shall be in force for the duration of the Term of Agreement unless terminated earlier pursuant to this Agreement.
- A-43 The Home Customer is entitled to terminate this Agreement for convenience prior to the End Date by providing the Company a written notice of termination at least thirty (30) calendar days' prior to the date of termination.
- A-44 In the event of any of the following:
- (a) the Home Customer has breached any term and/or condition of this Agreement and has failed to remedy the breach within a reasonable period of time; or
 - (b) the Company has suffered a ROLR Event,
- unless prohibited by written law, the Company is entitled to terminate this Agreement with 10 (ten) Business Days' notice to the Home Customer in compliance with the Code of Conduct for Retail Electricity Licensees, and subject to Clause A-47, the Company shall be released and discharged from all obligations and liabilities hereunder, in which case all sums due, accruing due or payable to the Company in respect of this Agreement up to the date that this Agreement is terminated will become immediately due and payable to the Company.
- A-45 In the event of any termination of this Agreement by the Company arising from a ROLR Event, unless the Home Customer contracts with and is successfully transferred to another Licensee or the MSSL prior to the Default Supply Effective Date;
- (a) the Home Customer shall be deemed to have agreed to purchase Electricity from the MSSL under the Default Supply Agreement with effect on and from the Default Supply Effective Date;
 - (b) if the Home Customer is eligible to apply to cease his/her classification as a contestable consumer under regulation 7 of the Electricity (Contestable Consumers) Regulations 2018, the Home Customer shall be deemed to have given his/her consent to the Company to apply for the cessation of classification as a contestable consumer with effect on and from the Default Supply Effective Date; and
 - (c) the Company will transfer the Home Customer's account to the MSSL on the Default Supply Arrangement on the Default Supply Effective Date.

No Early Termination Charge shall be payable for termination arising from a ROLR event.

- A-46 In the event of a ROLR event and where the Company has appointed SP as its billing agent, if the Home Customer's electricity account is transferred to SP or another retailer with billing services by SP, the Security Deposit will not be refunded and shall continue to be maintained and administered by SP. In such case, if on or after a ROLR event, there is any outstanding amount due and payable by the Home Customer to the Company, the Company or SP on behalf of the Company shall be entitled to claim such outstanding amount from the Home Customer and shall not make any deductions from the Security Deposit.
- A-47 Upon termination or expiry of this Agreement, neither Party shall have any further obligations under this Agreement except such obligations as have accrued as of the date of such termination or expiry or by their express terms survive the expiry or termination of this Agreement. Without prejudice to the foregoing, the Home Customer shall pay all sums due and payable or accrued under this Agreement including costs incurred by the Company in discontinuing the Electricity purchase arrangements upon termination or expiry of this Agreement.

Auto-Renewal*

- A-48 The Company will notify the Home Customer, no later than ten (10) Business Days prior to the End Date, of the following:
- A-48.1 The End Date and the terms and conditions for the renewal of this Agreement, including the applicable Electricity Tariff or recurring charge and any updates to the terms and conditions applicable to the renewed Agreement, provided always that:
- (a) the Electricity Tariff or recurring charge in the renewed Agreement shall be lower than the prevailing tariff as may be set from time to time by the applicable MSSL for non-contestable consumers or any published change to such tariff at the point of renewal;
 - (b) the Pricing and Payment Provisions in the renewed Agreement, excluding the Electricity Tariff and any one-off pricing rebate, discount or incentive, shall be the same or more favourable to the Home Customer than those in effect in this Agreement, prior to the renewal; and
 - (c) the term of the renewed Agreement shall be the same as the Term of this Agreement prior to the renewal.
- A-48.2 That the Home Customer has the right not to proceed with the renewal of this Agreement and in such case, the Option(s) available to the Home Customer to purchase Electricity from another Licensee or the MSSL after the expiry of this Agreement ("**Options**");
- A-48.3 The stipulated date by which the Home Customer shall inform the Company in writing: (i) whether he/she would like to proceed with renewal of this Agreement and accept the renewed Agreement, or (ii) his/her selection of one of the Options should he/she elect not to proceed with renewal of this Agreement or accept the renewed Agreement;
- A-48.4 The consequences in the event the Home Customer fails to inform the Company of: (i) his/her election whether to proceed with renewal of this Agreement and accept the renewed Agreement by the stipulated date, and/or (ii) his/her selection of one of the Options should he/she elect not to proceed with renewal of this Agreement or accept the renewed Agreement; and
- A-48.5 The mode of communication through which the Home Customer may inform the Company of (i) his/her election whether to proceed with the renewal of this Agreement and accept the

renewed Agreement, and/or (ii) his/her selection of one of the Options should he/she elect not to proceed with renewal of this Agreement or accept the renewed Agreement.

A-49 Pursuant to Clause A-48.3:

A-49.1 If the Company receives notice from the Home Customer of his/her election to renew this Agreement on the terms and conditions offered by the Company on or before the stipulated date in the notification, the renewed Agreement on such terms and conditions will take effect from the date immediately following the End Date.

A-49.2 If the Company receives notice from the Home Customer that he/she elects not to proceed with renewal of this Agreement; and

(a) the Home Customer informs the Company of his/her selection of one of the Options by the stipulated date in the notification, the Home Customer shall make arrangement for the purchase of Electricity under such Option with effect from the date immediately following the End Date; or

(b) the Home Customer fails to inform the Company of his/her selection of one of the Options by the stipulated date in the notification, the Home Customer shall be deemed to have agreed to purchase Electricity from the applicable MSSL under the Default Supply Arrangement with effect from the date immediately following the End Date.

A-49.3 If the Company does not receive notice from the Home Customer of his/her election to renew or not renew this Agreement on the terms and conditions offered by the Company by the stipulated date in the notification and the Home Customer further fails to inform the Company of its selection of one of the Options by the stipulated date in the Company's notification, this Agreement shall be automatically renewed on the date immediately following the End Date (a) on the same Contract Duration, and on the same type of Price Plan but with the Electricity Tariff or recurring charge at the Company's sole discretion, provided always that the Electricity Tariff or recurring charge shall always be a rate lower than the prevailing regulated tariff at the point of renewal. All other applicable charges/fees in the renewed Agreement will be the same or at the Company's discretion, more favourable than the charges/fees under the existing Agreement.

A-49.4 If this Agreement is automatically renewed, the Home Customer shall have the right, no later than thirty (30) calendar days from the start date of the renewed Agreement, to terminate the renewed Agreement by giving the Company at least thirty (30) calendar days' notice, and the Home Customer by doing so shall not be liable for or be subject to any Early Termination Charge or other applicable termination fees.

Non Auto-Renewal*

A-50 The Company will notify the Home Customer, no later than ten (10) Business Days prior to the earlier of the End Date or the date (if any) specified in this Agreement by which the Home Customer must inform the Company whether he/she elects to renew this Agreement, of the following:

A-50.1 The End Date and the terms and conditions for the renewal of this Agreement, including the applicable Electricity Tariff or recurring charge and any updates to the terms and conditions applicable to the renewed Agreement;

A-50.2 Option(s) available to the Home Customer to purchase Electricity from another Licensee or the MSSL after the expiry of this Agreement (“**Options**”) should the Home Customer elect not to renew this Agreement;

A-50.3 The stipulated date by which the Home Customer shall inform the Company in writing: (i) whether he/she would like to proceed with renewal of this Agreement and accept the renewed Agreement, or (ii) his/her selection of one of the Options should he/she elect not to proceed with renewal of this Agreement or accept the renewed Agreement;

A-50.4 The consequences in the event the Home Customer fails to inform the Company of: (i) his/her election whether to proceed with renewal of this Agreement and accept the renewed Agreement by the stipulated date, and/or (ii) his/her selection of one of the Options should he/she elect not to proceed with renewal of this Agreement or accept the renewed Agreement; and

A-50.5 The mode of communication through which the Home Customer may inform the Company of (i) his/her election whether to proceed with the renewal of this Agreement and accept the renewed Agreement, and/or (ii) his/her selection of one of the Options should he/she elect not to proceed with renewal of this Agreement or accept the renewed Agreement.

A-51 If Company receives notice from the Home Customer of his/her election to renew this Agreement on the terms and conditions offered by the Company on or before the stipulated date in the notification, the renewed Agreement on such terms and conditions will take effect from the date immediately following the End Date.

A-52 If:

(a) the Company receives notice from the Home Customer of his/her election not to proceed with the renewal of this Agreement by the stipulated date in the notification but not his/her selection of one of the Options; or

(b) the Company does not receive notice from the Home Customer of his/her election to renew this Agreement on the terms and conditions offered by the Company by the stipulated date in the notification,

the Home Customer shall be deemed to have agreed to purchase Electricity from the applicable MSSL under the Default Supply Arrangement with effect from the date immediately following the End Date.

Early Termination Charges

A-53 In the event that this Agreement is terminated prior to its End Date by the Home Customer in accordance with Clause A-43 or by the Company in accordance with Clause A-44(a), an early termination charge shall be payable (“**Early Termination Charge**”). The Early Termination Charge is calculated as follows:

$$\text{Early Termination Charge} = \text{Termination Rate} \times \text{Unexpired Months}$$

Where:

- i. “Unexpired Months” refer to the number of months (inclusive of month at the date of termination) between the date of termination and the End Date;

- ii. "Termination Rate" for each Residence Type is as shown below:

Residence Type	Termination Rate (\$/month)
HDB 1 Room	10
HDB 2 Room	15
HDB 3 Room	20
HDB 4 Room	30
HDB 5 Room	35
HDB Executive	40
Private Apartment	40
Terrace	70
Semi-Detached	95
Bungalow	200

- A-54 Should this Agreement be terminated prior to its End Date by the Home Customer in accordance with Clause A-43 or by the Company in accordance with Clause A-44(a), the Home Customer shall be responsible for paying to the Company the Early Termination Charge as calculated and set out in Clause A-53. Such Early Termination Charge payable by the Home Customer shall be reflected in the final invoice issued to the Home Customer under this Agreement.
- A-55 Should this Agreement be terminated prior to its End Date by the Company in accordance with Clause A-44(b), the Company shall be responsible for paying to the Home Customer the Early Termination Charge as calculated and set out in Clause A-53. Such Early Termination Charge payable by the Company shall be reflected in the final invoice issued to the Home Customer under this Agreement and set off against the amounts payable under such invoice.

Third Party Rights

- A-56 The Contracts (Rights of Third Parties) Act 2001 is hereby expressly excluded from application to this Agreement.

Jurisdiction, Governing Law and Dispute Resolution

- A-57 The Courts of Singapore shall have exclusive jurisdiction over the Parties in respect of proceedings arising from or in connection with this Agreement.
- A-58 This Agreement shall be governed by and construed in all respects in accordance with the laws of the Republic of Singapore. In the event that there are any disputes (including but not limited to invoices), the Home Customer shall first call 6727 8833 or write in to **support@sembcorp.com** to register his/her dispute with the Company. The Company will use

its reasonable endeavours to investigate and resolve the dispute with the Home Customer within thirty (30) calendar days from the date of the call or lodgement of dispute.

- A-59 If the Home Customer is dissatisfied with the proposed resolution by the Company, the Home Customer shall be entitled to proceed with dispute resolution including, but not limited to, referring the dispute to mediation at a mediation centre selected by the Home Customer (including to the Small Claims Tribunals or the State Courts). The Home Customer acknowledges and understands that any dispute by the Home Customer in respect of any invoice must be raised to the Company pursuant to Clause A-58 not later than two (2) years from the date of issue of such invoice, failing which the Home Customer shall have waived all rights to dispute such invoice.

Inconsistencies

- A-60 Subject to Clause A-61, this Agreement shall be supplemented by the rights and obligations of the Parties under the applicable Law and Codes and the provisions of this Agreement shall be construed, to the extent possible, in a manner consistent with the rights and obligations of the Parties under Law and Codes.
- A-61 In the event of inconsistency between this Agreement and the provisions of any Law or Codes, then the latter shall prevail to the extent of the inconsistency. Save as aforesaid, this Agreement shall prevail. Nothing in this Agreement shall prejudice or affect the rights or powers of the Company under any Law or Codes.

Severance, Entire Agreement and Waiver

- A-62 If any provision of this Agreement shall be held to be void, illegal, invalid or unenforceable, such provision shall be deemed to be deleted from this Agreement and the remaining provisions of this Agreement shall continue in full force and effect; provided that the Parties shall negotiate in good faith in order to agree the terms of a mutually satisfactory provision to be substituted for the void, illegal, invalid or unenforceable provision which as nearly as possible validly gives effect to their intentions in this Agreement and this shall not prejudice or affect the remaining provisions of this Agreement which shall continue in full force and effect. For the avoidance of doubt, where a provision has been found to be void or unenforceable, and the Company is as a result thereof unable to continue performance of this Agreement, the Company shall not be held in breach of its obligations under this Agreement, and further, shall not be liable for any damages and/or losses that may be occasioned as a consequence, nor shall the Company be subjected to any form of mandatory performance of this Agreement.
- A-63 This Agreement shall constitute the entire agreement between the Parties with respect to its subject matter and supersede all previous dealings, whether written or oral. The Parties did not rely on any representation or statement or undertaking or warranty of the other in entering into this Agreement. None of the provisions of this Agreement shall be considered waived by either Party except when such waiver is given in writing.

Force Majeure

- A-64 Neither Party shall be liable to the other for any failure in the fulfilment of any of its obligations under this Agreement due to Force Majeure. Failure or inability to make payment shall never be Force Majeure.

A-65 The expression “**Force Majeure**” shall mean any event or circumstance which is beyond the reasonable control of a Party and which results in or causes the failure of that Party to perform any of its obligations under this Agreement, provided that a Force Majeure event occurring under any of the Regulatory Contracts or Market Rules shall be deemed a Force Majeure under this Agreement unless waived by the Company in full or in part.

Confidentiality and Data

A-66 This Agreement and all information disclosed by each Party to the other (“**Confidential Information**”) shall, for two (2) years after the termination or expiry of this Agreement be treated by each Party as confidential except where such Confidential Information:

- (a) is or becomes available in the public domain at the time it was disclosed or comes into the public domain other than in consequence of a breach of the provisions of this Agreement;
- (b) is independently developed by the receiving Party without any breach of the confidentiality provisions in this Agreement;
- (c) is disclosed with the prior written approval of the disclosing Party; or
- (d) is required by applicable Law or a regulatory body or pursuant to a judicial order to be disclosed provided that the receiving Party gives advance notice to the disclosing Party of such requirement to the extent legally permissible so that the disclosing Party has the opportunity to object to such disclosure.

A-67 The Home Customer acknowledges and agrees that the Company or SP (as the case may be) may collect, use and disclose to any third party any and all particulars relating to his/her personal information for the purposes of (i) providing the requested services; (ii) billing and account management (including debt collection or recovery); (iii) conducting surveys or obtaining feedback; (iv) informing him/her of its or its related entities’, partners’, and business affiliates’ services and offers (unless he/she duly informs the Company otherwise); and (v) complying with all applicable Law and regulations, and business requirements.

A-68 The Home Customer hereby consents to disclosure of Confidential Information and any data or information concerning the Home Customer by the Company or SP (as the case may be) as may be required or allowed under any Law or Codes.

A-69 The Home Customer consents to the Company’s or SP’s (as the case may be) verification of the accuracy of the information that is submitted (including performing cross tabulations with external databases and information).

A-70 By entering into this Agreement, the Home Customer confirms his/her agreement to the Sembcorp Personal Data Protection Policy which is accessible at <https://www.sembcorppower.com/Pages/Privacy.aspx>

Assignment

A-71 The Home Customer shall not assign, novate or transfer any of his/her rights and/or obligations under this Agreement without the Company’s prior written consent. The Company may assign, novate and/or transfer all or part of its rights and/or obligations under this Agreement to any party upon written notice to the Home Customer.

Notice

A-72 Without prejudice to Clause A-22, any notice to be given by one Party to the other under this Agreement shall be in writing and shall be delivered by hand to the Party in question or sent by electronic mail to such Party or by registered letter or facsimile addressed to that Party at such address as the Party in question shall from time to time designate by written notice. Any notice given by facsimile or electronic mail (other than routine communications) shall, unless already acknowledged, be subsequently confirmed by letter sent by registered letter or by hand but without prejudice to the validity of the original notice if received.

Company's Business Policy

A-73 The Home Customer acknowledges the Company's business policies which are based on honesty, integrity and fairness and agrees to extend, to the extent reasonably practicable, such co-operation as the Company requests from the Home Customer to ensure that the Home Customer's performance of this Agreement does not cause the Company to be in breach of the Company's business policies. The Home Customer acknowledges in particular that the Company does not permit any offering, solicitation, payment or acceptance of bribes in any form, including facilitation payments.

Contact

A-74 For any enquiry, the Home Customer may contact the Company's Customer Care hotline at 6727 8833 or visit <http://www.sembcorppower.com> for more information.

PART B: TERMS AND CONDITIONS FOR BUSINESS CUSTOMER

On-Boarding

- B-1 The Business Customer (if a natural person) declares that he/she is above the age of 21 and is under no legal disability to enter into this Agreement, failing which the Company shall be entitled to terminate this Agreement immediately and look to the Business Customer for any and all costs, expenses and losses suffered by the Company as a result. The Business Customer shall provide accurate and complete information to the Company and inform the Company immediately of any changes in any particulars or information given during the application process including but not limited to any changes in address and/or contact particulars, and shall take all reasonable steps to prevent fraudulent, improper or illegal use of the Services/Supplies.
- B-2 The Business Customer hereby authorises the Company to apply for contestability status on its behalf and agrees to furnish the Company the required information for such application within ten (10) calendar days of the date of the letter of offer. The Business Customer acknowledges that the Company shall have the right to claim from the Business Customer any and all costs, expenses and losses incurred or suffered by the Company in the event that the Business Customer fails to furnish the requisite information for contestability application.
- B-3 The Start Date set out in this Agreement is indicative and subject to approval of the Business Customer's contestability status by the MSSL and successful installation and commissioning of the AMI electricity meter. In the event that the approval of the contestability status or the successful installation and commissioning of the AMI electricity meter is delayed, the Start Date shall be revised accordingly. Should the delay be longer than three (3) months from the indicative Start Date, the Company shall have the right to revise the tariff rates/recurring charges set out herein.
- B-4 The Business Customer shall be informed of the status of the transfer of account from the MSSL to the Company. For successful transfer, the Company shall inform the Business Customer of the successful transfer within two (2) Business Days from the Supply Effective Date. For unsuccessful transfer, the Company shall inform the Business Customer of the unsuccessful transfer within two (2) Business Days from the date of notification from the MSSL of the unsuccessful transfer.
- B-5 The Business Customer and the Company acknowledge that modifications may be made to the Code of Conduct for Retail Electricity Licensees by the Authority from time to time in accordance with the said Code and that the terms and conditions of this Agreement may change from time to time in order to comply with such modifications made to the Code of Conduct for Retail Electricity Licensees by the Authority. The Company shall notify the Business Customer of any modifications that may be made to the Code of Conduct for Retail Electricity Licensees from time to time by the Authority and the Business Customer and the Company agree to be bound by any such applicable modifications (unless the Authority, when publishing the modification, specifies that this is not to be the case) and any changes to the terms and conditions of this Agreement arising from any such modifications to the Code of Conduct for Retail Electricity Licensees.
- B-6 The Business Customer acknowledges and consents to the Company, as a licensed electricity retailer, to transfer the Business Customer's contact information (including but not limited to mailing address, electronic mailing address and telephone number) to the MSSL, and to notify

the MSSL that the Business Customer will commence purchasing Electricity from the Company as of the Start Date (and the Company shall so notify the MSSL), which is required by the Authority under the Code of Conduct for Retail Electricity Licensees.

Security Deposit

B-7 The Business Customer shall pay a security deposit (the “**Security Deposit**”) to the Company in accordance with the terms of this Agreement. The initial Security Deposit, as set out in Clause B-8, shall be paid in cash and shall be maintained at an amount which is not less than two (2) times the average monthly charges.

B-8 The initial Security Deposit for the Business Customer shall be as follows:

4,000 to 200,000 KWh Consumption:

Monthly Average Consumption (KWh)	Initial Security Deposit	Monthly Average Consumption (KWh)	Initial Security Deposit
0 to 800	\$300	100,001 To 102,000	\$75,750
801 to 2000	\$1,050	102,001 To 104,000	\$77,250
2001 to 4000	\$2,250	104,001 To 106,000	\$78,750
4001 to 6000	\$3,750	106,001 To 108,000	\$80,250
6001 to 8000	\$5,250	108,001 To 110,000	\$81,750
8001 to 10,000	\$6,750	110,001 To 112,000	\$83,250
10,001 to 12,000	\$8,250	112,001 To 114,000	\$84,750
12,001 to 14,000	\$9,750	114,001 To 116,000	\$86,250
14,001 to 16,000	\$11,250	116,001 To 118,000	\$87,750
16,001 to 18,000	\$12,750	118,001 To 120,000	\$89,250
18,001 to 20,000	\$14,250	120,001 To 122,000	\$90,750
20,001 to 22,000	\$15,750	122,001 To 124,000	\$92,250
22,001 to 24,000	\$17,250	124,001 To 126,000	\$93,750
24,001 to 26,000	\$18,750	126,001 To 128,000	\$95,250
26,001 to 28,000	\$20,250	128,001 To 130,000	\$96,750
28,001 to 30,000	\$21,750	130,001 To 132,000	\$98,250
30,001 to 32,000	\$23,250	132,001 To 134,000	\$99,750
32,001 to 34,000	\$24,750	134,001 To 136,000	\$101,250
34,001 to 36,000	\$26,250	136,001 To 138,000	\$102,750
36,001 to 38,000	\$27,750	138,001 To 140,000	\$104,250
38,001 to 40,000	\$29,250	140,001 To 142,000	\$105,750
40,001 to 42,000	\$30,750	142,001 To 144,000	\$107,250
42,001 to 44,000	\$32,250	144,001 To 146,000	\$108,750
44,001 to 46,000	\$33,750	146,001 To 148,000	\$110,250
46,001 to 48,000	\$35,250	148,001 To 150,000	\$111,750
48,001 to 50,000	\$36,750	150,001 To 152,000	\$113,250
50,0001 to 52,000	\$38,250	152,001 To 154,000	\$114,750
52,001 to 54,000	\$39,750	154,001 To 156,000	\$116,250
54,0001 to 56,000	\$41,250	156,001 To 158,000	\$117,750
56,001 To 58,000	\$42,750	158,001 To 160,000	\$119,250

58,001 To 60,000	\$44,250
60,001 To 62,000	\$45,750
62,001 To 64,000	\$47,250
64,001 To 66,000	\$48,750
66,001 To 68,000	\$50,250
68,001 To 70,000	\$51,750
70,001 To 72,000	\$53,250
72,001 To 74,000	\$54,750
74,001 To 76,000	\$56,250
76,001 To 78,000	\$57,750
78,001 To 80,000	\$59,250
80,001 To 82,000	\$60,750
82,001 To 84,000	\$62,250
84,001 To 86,000	\$63,750
86,001 To 88,000	\$65,250
88,001 To 90,000	\$66,750
90,001 To 92,000	\$68,250
92,001 To 94,000	\$69,750
94,001 To 96,000	\$71,250
96,001 To 98,000	\$72,750
98,001 To 100,000	\$74,250

160,001 To 162,000	\$120,750
162,001 To 164,000	\$122,250
164,001 To 166,000	\$123,750
166,001 To 168,000	\$125,250
168,001 To 170,000	\$126,750
170,001 To 172,000	\$128,250
172,001 To 174,000	\$129,750
174,001 To 176,000	\$131,250
176,001 To 178,000	\$132,750
178,001 To 180,000	\$134,250
180,001 To 182,000	\$135,750
182,001 To 184,000	\$137,250
184,001 To 186,000	\$138,750
186,001 To 188,000	\$140,250
188,001 To 190,000	\$141,750
190,001 To 192,000	\$143,250
192,001 To 194,000	\$144,750
194,001 To 196,000	\$146,250
196,001 To 198,000	\$147,750
198,001 To 200,000	\$149,250

* Based on latest 3 months' average

200,000 to 400,000 KWh Consumption:

Monthly Average Consumption (KWh)	Initial Security Deposit
200,001 To 202,000	\$150,750
202,001 To 204,000	\$152,250
204,001 To 206,000	\$153,750
206,001 To 208,000	\$155,250
208,001 To 210,000	\$156,750
210,001 To 212,000	\$158,250
212,001 To 214,000	\$159,750
214,001 To 216,000	\$161,250
216,001 To 218,000	\$162,750
218,001 To 220,000	\$164,250
220,001 To 222,000	\$165,750
222,001 To 224,000	\$167,250
224,001 To 226,000	\$168,750
226,001 To 228,000	\$170,250
228,001 To 230,000	\$171,750
230,001 To 232,000	\$173,250
232,001 To 234,000	\$174,750
234,001 To 236,000	\$176,250

Monthly Average Consumption (KWh)	Initial Security Deposit
300,001 To 302,000	\$225,750
302,001 To 304,000	\$227,250
304,001 To 306,000	\$228,750
306,001 To 308,000	\$230,250
308,001 To 310,000	\$231,750
310,001 To 312,000	\$233,250
312,001 To 314,000	\$234,750
314,001 To 316,000	\$236,250
316,001 To 318,000	\$237,750
318,001 To 320,000	\$239,250
320,001 To 322,000	\$240,750
322,001 To 324,000	\$242,250
324,001 To 326,000	\$243,750
326,001 To 328,000	\$245,250
328,001 To 330,000	\$246,750
330,001 To 332,000	\$248,250
332,001 To 334,000	\$249,750
334,001 To 336,000	\$251,250

236,001 To 238,000	\$177,750	336,001 To 338,000	\$252,750
238,001 To 240,000	\$179,250	338,001 To 340,000	\$254,250
240,001 To 242,000	\$180,750	340,001 To 342,000	\$255,750
242,001 To 244,000	\$182,250	342,001 To 344,000	\$257,250
244,001 To 246,000	\$183,750	344,001 To 346,000	\$258,750
246,001 To 248,000	\$185,250	346,001 To 348,000	\$260,250
248,001 To 250,000	\$186,750	348,001 To 350,000	\$261,750
250,001 To 252,000	\$188,250	350,001 To 352,000	\$263,250
252,001 To 254,000	\$189,750	352,001 To 354,000	\$264,750
254,001 To 256,000	\$191,250	354,001 To 356,000	\$266,250
256,001 To 258,000	\$192,750	356,001 To 358,000	\$267,750
258,001 To 260,000	\$194,250	358,001 To 360,000	\$269,250
260,001 To 262,000	\$195,750	360,001 To 362,000	\$270,750
262,001 To 264,000	\$197,250	362,001 To 364,000	\$272,250
264,001 To 266,000	\$198,750	364,001 To 366,000	\$273,750
266,001 To 268,000	\$200,250	366,001 To 368,000	\$275,250
268,001 To 270,000	\$201,750	368,001 To 370,000	\$276,750
270,001 To 272,000	\$203,250	370,001 To 372,000	\$278,250
272,001 To 274,000	\$204,750	372,001 To 374,000	\$279,750
274,001 To 276,000	\$206,250	374,001 To 376,000	\$281,250
276,001 To 278,000	\$207,750	376,001 To 378,000	\$282,750
278,001 To 280,000	\$209,250	378,001 To 380,000	\$284,250
280,001 To 282,000	\$210,750	380,001 To 382,000	\$285,750
282,001 To 284,000	\$212,250	382,001 To 384,000	\$287,250
284,001 To 286,000	\$213,750	384,001 To 386,000	\$288,750
286,001 To 288,000	\$215,250	386,001 To 388,000	\$290,250
288,001 To 290,000	\$216,750	388,001 To 390,000	\$291,750
290,001 To 292,000	\$218,250	390,001 To 392,000	\$293,250
292,001 To 294,000	\$219,750	392,001 To 394,000	\$294,750
294,001 To 296,000	\$221,250	394,001 To 396,000	\$296,250
296,001 To 298,000	\$222,750	396,001 To 398,000	\$297,750
298,001 To 300,000	\$224,250	398,001 To 400,000	\$299,250

* Based on latest 3 months' average

- B-9 The Company shall have the right to require the Business Customer to pay a Security Deposit that is more than two (2) times the average monthly charges should it have reasonable grounds to require the same due to change in circumstances, which may include, but shall not be limited to, publicly available information about adverse changes of financial position and changes of shareholding structure of the Business Customer, defaults or delays in payments, and information from others sources which casts doubt on the financial situation of the Business Customer. The Business Customer shall, within fourteen (14) days from the date of notification by the Company of the additional Security Deposit, pay the required additional Security Deposit to the Company.
- B-10 The Company may apply any Security Deposit towards payment(s) of overdue amount(s) under this Agreement.

- B-11 A Security Deposit does not relieve the Business Customer from its obligations to pay any charges, nor does it constitute a waiver of the Company's rights to suspend, disconnect or terminate the Electricity supply due to non-payment.
- B-12 The Company shall have the right to bill the Business Customer for any subsequent shortfall in the Security Deposit.
- B-13 The Company shall have the right to terminate this Agreement and transfer the Business Customer's account to the MSSL on the Default Supply Arrangement, or any other Electricity retailer that the Business Customer chooses, for failure to provide any required Security Deposit.
- B-14 Unless otherwise specified in this Agreement, the Security Deposit amount, less any unpaid invoice amounts, shall be refunded (without interest) to the Business Customer no later than thirty (30) calendar days from the Business Customer's payment of the final invoice issued by the Company. Final invoice shall be issued within twelve (12) Business Days from the date the Company receives the relevant invoice from the MSSL (unless otherwise advised by the Company).

Metering

- B-15 The quantity of Electricity sold by the Company to the Business Customer shall be determined by metering data from readings of the Meter provided by the MSSL in accordance with the Metering Code and the MSS Code. The metering data (subject to necessary adjustments or re-readings by the MSSL) shall be conclusive and binding on the Parties for purposes of determining the Electricity charges payable. If no Meter reading is available, the Company may estimate the quantity of Electricity sold based on the preceding month's quantity sold (if available) or if not, in its sole discretion, for purposes of billing (subject to final Meter readings by the MSSL). Any adjustments thereto shall be reflected in the next Monthly Invoice (or in the Monthly Invoice immediately after final Meter reading has been made) and the amounts due from or to the Company shall be set-off against amounts payable or paid forthwith, as the case may be.
- B-16 In the event of any overcharging or undercharging, for any reason, including but not limited to such inaccurate Meter readings, the Company shall bill the Business Customer in the next Monthly Invoice for any amount undercharged or credit the account with any overcharged amount.

Payments & Charges

- B-17 The Business Customer acknowledges that it is liable to make payment for all charges (including all AMI meter installation charges) arising under this Agreement.
- B-18 The tariff rate or charges payable by the Business Customer may from time to time be adjusted by the Company by notice to the Business Customer, taking into account enactment of any new, or changes to or in the interpretation or application of Law or Codes applicable to the Singapore Electricity industry or direction from the relevant authorities or change to the conditions of the Electricity Licence or change in the cost structure of the Company in respect of the sale of Electricity under this Agreement (including changes to the cost structure arising from the imposition of additional costs on the Company or revision of rates and/or charges to the Company by the Generator as a result of or in connection with enactment of any new, or

changes to or in the interpretation or application of Law or Codes or change in the Business Customer's electrical installations.

B-19 The Business Customer shall pay the Company the aggregate of the following charges for Electricity delivered by the Company passing through the Delivery Point:

- (a) Electricity Tariff x Electricity sold;
- (b) recurring charges;
- (c) Transmission Losses charge;
- (d) Third Party Charges; and
- (e) Goods and Services Tax at the prevailing rate.

B-20 At the end of each Billing Period, the Company shall deliver by electronic mail to the Business Customer a Monthly Invoice and the Business Customer shall pay the total charges stated in the Monthly Invoice in full on or before the Payment Due Date. All amounts or charges payable by the Business Customer under this Agreement are exclusive of any duties, fees, Goods and Services Tax, and other applicable tax. In the event the Business Customer fails, refuses or neglects to make such payment, the Business Customer shall pay to the Company a late payment charge of S\$50.00 per bill. For avoidance of doubt, the charging of the late payment charge shall not constitute a waiver or prejudice any other remedies of the Company under this Agreement. The Business Customer shall pay the Company a fee of S\$1.00 for each GIRO instruction rejection.

B-21 Any outstanding/credit balance will be brought forward to the next Monthly Invoice and settled by the Payment Due Date. All remaining credit balance reflected in the final Monthly Invoice at the end of this Agreement will be refunded within thirty (30) calendar days from the date of the final Monthly Invoice.

B-22 The Company allows the Monthly Invoices to be paid through GIRO, AXS, credit/debit card, or any other mode of payment as advised by the Company.

B-23 Where the Business Customer has specified that payment shall be made by charging to the Business Customer's account with a credit or debit card (including recurrent payments for Electricity invoices) acceptable by the Company, the following provisions shall apply:

B-23.1 Execution by the Business Customer of this Agreement shall constitute the Business Customer's written authorisation to the Company from time to time submitting to the relevant credit card governing body ("**Association**") requests for the payment of any and all sums payable by the Business Customer to the Company (however arising) and for this purpose, the Company may charge or debit or require to be charged or debited any such sum to the Business Customer's account with the Association as may from time to time be notified to the Company by the Business Customer and/or the Association. Such Business Customer's authorisation shall be deemed to include the disclosure of invoices issued by the Company from time to time, as may be requested by the Association for any purpose whatsoever.

B-23.2 The Business Customer shall not be obliged to make payment to the Company in respect of any invoice rendered by the Company provided that such payment is received by the Company from the Association no later than the Payment Due Date (or such period as the Company may allow the Association). The Business Customer shall immediately inform the Company if it decides to cease making payments using the credit card initially notified to the Company and make all payments directly to the Company. In the event that a payment instruction rejection is received from the Association for any reason whatsoever, the Business Customer shall pay the

Company the total charges stated in the Monthly Invoice in full on or before the Payment Due Date. The Business Customer shall pay the Company a fee of S\$5.00 for each payment instruction rejection.

- B-23.3 The Business Customer shall duly pay the Association any and all sums so charged or debited or paid by the Association to the Company on behalf of the Business Customer in full without any set-off, counterclaim or deduction on account of any dispute or claim which the Business Customer may have against the Company in relation to or arising from this Agreement. It is the intention of the Parties that the Business Customer shall bring any such dispute or claim directly against the Company.
- B-23.4 The Business Customer must inform the Company immediately in writing if the credit or debit card is lost, stolen, expired or terminated, or if Business Customer wants to terminate this method of payment. The termination of the credit/debit card payment arrangement will only be in effect when the message referring to the credit/debit card deduction is no longer reflected in the bill. If the Company is unable to make the deduction or settlement with the card company, the Company will not be liable to the Business Customer in any way and the Business Customer must make payment for outstanding amounts through AXS immediately together with any administrative fees and/or processing fee for the failed transaction.
- B-24 Where the Business Customer has specified that payment shall be made by GIRO, the Business Customer shall notify the relevant bank and the Company if this method of payment is to be terminated. The termination of the GIRO arrangement will only be in effect when the message referring to the GIRO is no longer reflected in the bill. If the Company is unable to make the deduction or settlement with the bank, the Company will not be liable to the Business Customer in any way and the Business Customer must make payment for outstanding amounts by credit card or through AXS immediately together with any administrative fees and/or processing fee for the failed transaction.

Title and Risk

- B-25 Title and risk in the Electricity sold by the Company to the Business Customer passes to the Business Customer at the Delivery Point.

Transmission Licensee

- B-26 The Business Customer shall enter into a Connection Agreement with the Transmission Licensee (if not already entered) and be responsible for securing and maintaining connection of its premises to the Transmission System for the sale of Electricity under this Agreement.
- B-27 The Business Customer acknowledges that the Transmission Licensee may disconnect the Business Customer's connection to the Transmission System:
- (a) in the event of an emergency/public safety;
 - (b) upon receipt of a direction or order from the PSO, EMA or MSSL;
 - (c) if the Business Customer's installation connected to the Transmission System does not comply with the Transmission Code;
 - (d) for any other reason as required pursuant to any Law or Codes; or
 - (e) the Transmission Licensee has been unreasonably prevented from inspecting or maintaining the connection.

- B-28 Where there is any connection, disconnection or reconnection of the Business Customer's premises to the Transmission System, the Business Customer shall be liable for and pay the Company such charges levied by the Transmission Licensee on the Company in connection therewith within fourteen (14) calendar days of receiving an invoice for such charges.
- B-29 (*Applicable only to extra high tension and high tension Customers*) The Business Customer shall indemnify and pay to the Company the full amount of all charges, costs, losses and expenses that the Company may incur, suffer or be required to pay in the event the Business Customer chooses to take electricity exceeding its Contracted Capacity.

Modification of Terms

- B-30 The Company may by written notice to the Business Customer modify any term and condition of this Agreement to the extent the Company considers necessary as a result of or in connection with:
- (a) enactment of, or changes to or in the interpretation or application of any Law or Codes;
 - (b) order or direction by the Authority or other relevant authority;
 - (c) any amendment or modification to or replacement of any Regulatory Contract; or
 - (d) any new applicable charge approved by the Authority,

and the Business Customer agrees to be bound by such modifications upon receipt of written notice from the Company.

Liability

- B-31 Save as otherwise expressly provided in this Agreement (including any Early Termination Charges payable), neither Party shall be liable to the other for loss arising from breach of this Agreement or negligence other than for loss directly resulting thereof causing physical damage to the property of the other. Notwithstanding the aforesaid, the Business Customer shall fully indemnify the Company from and against any and all liability, loss, damage, cost, or expense that the Company may incur, suffer, or be required to pay by reason of any act, negligence, or breach of the Business Customer's Connection Agreement by the Business Customer, failure or refusal to comply with directions from the EMA or Transmission Licensee, or for any Unauthorised Energy Use by the Business Customer. Nothing herein shall be construed so as to prevent the Company from bringing an action in debt against the Business Customer.

Exclusion and Limitation of Liability

- B-32 Save as otherwise expressly provided in this Agreement, neither Party shall in any circumstances whatsoever be liable to the other for any loss of profit, loss of revenue, loss of use, loss of contract or loss of goodwill or any indirect or consequential loss. Any statutory or implied conditions and warranties are excluded. The Sale of Goods Act 1979 is expressly excluded from application to this Agreement.
- B-33 The Company shall not be liable for any loss, damage, cost, expense, liability or injury whatsoever suffered by or caused to the Business Customer or the Business Customer's property resulting from (i) any planned outage, (ii) unplanned outage, interruption, failure,

unreliability, variation, continuity or reduction of the Electricity sold, (iii) Electricity voltage or frequency fluctuation, instability, surge or dip, (iv) defect of whatever nature in the Electricity sold, (v) any act or omission by any third party (including the Authority, Market Company, PSO, MSSL or Transmission Licensee), or (vi) for any other reason whatsoever.

- B-34 Without prejudice to the foregoing, the rights and remedies provided by this Agreement to the Parties are exclusive and not cumulative and exclude and are in place of all substantive rights or remedies express or implied and otherwise provided by common law or statute.

Security

- B-35 The Business Customer must ensure the security and secrecy of its login identification, passwords, PINs, or email or other accounts given to, chosen by or owned by the Business Customer. The Business Customer must ensure that these are not revealed to any third party. The Business Customer is solely responsible for all activities that occur under its login identification, password(s), PIN and/or its accounts, whether such activities were carried out with its express consent and/or knowledge or otherwise. Use of any login identification, password or PIN deemed by the Company, in the Company's sole discretion, to be insecure shall be a breach of this Agreement.
- B-36 If the Business Customers discovers or suspects any unauthorised use or disclosure of its login identification, password(s) and/or PIN or that its account security has been compromised, it must immediately:
- (a) inform the Company; and
 - (b) change its password(s) and/or PIN.
- B-37 The Business Customer is advised to change password(s), PIN or any other security identification regularly to protect its own security.
- B-38 The security of the Business Customer's account, network and systems, including any content stored, sent or received through these mediums, is its own responsibility. The Company cannot and does not guarantee the safety and security of any transmission.

Termination / Expiry

- B-39 This Agreement shall be in force for the duration of the Term of Agreement unless terminated earlier pursuant to this Agreement.
- B-40 The Business Customer is entitled to terminate this Agreement for convenience prior to the End Date by providing the Company a written notice of termination at least 30 (thirty) calendar days' prior to the date of termination.
- B-41 In the event of any of the following:
- (a) the Business Customer fails to deliver the Security Deposit or additional Security Deposit within the period stipulated in this Agreement and fails to remedy such breach within a reasonable period of time stipulated by the Company in a notice to the Business Customer, as the case may be;

- (b) any amount due and payable by the Business Customer to the Company remains unpaid and the Business Customer fails to remedy such breach within a reasonable period of time stipulated by the Company in a notice to the Business Customer;
- (c) the Business Customer commits any other breach of this Agreement which is not remedied within a reasonable period of time stipulated by the Company in a notice to the Business Customer;
- (d) the Business Customer has, or in the Company's reasonable opinion the Business Customer has, failed to comply with the Connection Agreement and/or any Law, statutes, rules, regulations or Codes prevailing in Singapore in relation to the sale of Electricity to the Business Customer, or where the Business Customer's premises is disconnected from the Transmission System, or the Business Customer's account with the MSSL is closed, all of which shall be deemed to be a breach of this Agreement by the Business Customer, and the Business Customer fails to remedy such breach within a reasonable period of time stipulated by the Company in a notice to the Business Customer; or
- (e) the Company has suffered a ROLR Event,

unless prohibited by written law, the Company is entitled to terminate this Agreement with ten (10) Business Days' notice to the Business Customer, and subject to Clause B-43, the Company shall be released and discharged from all obligations and liabilities hereunder, in which case all sums due, accruing due or payable to the Company in respect of this Agreement up to the date that this Agreement is terminated will become immediately due and payable to the Company.

B-42 In the event of any termination of this Agreement by the Company arising from a ROLR Event, unless the Business Customer contracts with and is successfully transferred to another Licensee or the MSSL prior to the Default Supply Effective Date;

- (a) the Business Customer shall be deemed to have agreed to purchase Electricity from the MSSL under the Default Supply Agreement with effect on and from the Default Supply Effective Date;
- (b) if the Business Customer is eligible to apply to cease its classification as a contestable consumer under regulation 7 of the Electricity (Contestable Consumers) Regulations 2018, the Business Customer shall be deemed to have given its consent to the Company to apply for the cessation of classification as a contestable consumer with effect on and from the Default Supply Effective Date; and
- (c) the Company will transfer the Business Customer's account to the MSSL, without any Early Termination Charge being payable, under the Default Supply Arrangement with effect on and from the Default Supply Effective Date.

No Early Termination Charge shall be payable for termination by the Company arising from a ROLR event.

B-43 Upon termination or expiry of this Agreement, neither Party shall have any further obligations under this Agreement except such obligations as have accrued as of the date of such termination or expiry or by their express terms survive the expiry or termination of this Agreement. Without prejudice to the foregoing, the Business Customer shall pay all sums due and payable or accrued under this Agreement including costs incurred by the Company in discontinuing the Electricity purchase arrangements upon termination or expiry of this Agreement.

Auto-Renewal*

- B-44 The Company will notify the Business Customer, no later than ten (10) Business Days prior to the End Date, of the following:
- B-44.1 The End Date and terms and conditions for the renewal of this Agreement, including the applicable Electricity Tariff or recurring charge and any updates to the terms and condition applicable to the renewed Agreement, provided always that:
- (a) the Electricity Tariff or recurring charge in the renewed Agreement shall be lower than the prevailing tariff as may be set from time to time by the applicable MSSL for non-contestable consumers or any published change to such tariff at the point of renewal;
 - (b) the Pricing and Payment Provisions in the renewed Agreement, excluding the Electricity Tariff and any one-off pricing rebate, discount or incentive, shall be the same or more favourable to the Business Customer than those in effect in this Agreement, prior to the renewal; and
 - (c) the term of the renewed Agreement shall be the same as the Term of this Agreement prior to the renewal.
- B-44.2 That the Business Customer has the right not to proceed with the renewal of this Agreement and in such case, the Option(s) available to the Business Customer to purchase electricity from another Licensee or the MSSL after the expiry of this Agreement ("**Options**");
- B-44.3 The stipulated date by which the Business Customer shall inform the Company in writing: (i) whether it would like to proceed with renewal of this Agreement and accept the renewed Agreement, or (ii) its selection of one of the Options should it elect not to proceed with renewal of this Agreement or accept the renewed Agreement;
- B-44.4 The consequences in the event the Business Customer fails to inform the Company of: (i) its election whether to proceed with renewal of this Agreement and accept the renewed Agreement by the stipulated date, and/or (ii) its selection of one of the Options should it elect not to proceed with renewal of this Agreement or accept the renewed Agreement; and
- B-44.5 The mode of communication through which the Business Customer may inform the Company of (i) its election whether to proceed with any renewal of this Agreement and accept the renewed Agreement, and/or (ii) its selection of one of the Options should it elect not to proceed with renewal of this Agreement or accept the renewed Agreement.
- B-45 Pursuant to Clause B-44.3:
- B-45.1 If the Company receives notice from the Business Customer of its election to renew this Agreement on the terms and conditions offered by the Company on or before the stipulated date in the notification, the renewed Agreement on such terms and conditions will take effect from the date immediately following the End Date.
- B-45.2 If the Company receives notice from the Business Customer that it elects not to proceed with renewal of this Agreement; and
- (a) the Business Customer informs the Company of its selection of one of the Options by the stipulated date in the notification, the Business Customer shall make arrangement for the purchase of Electricity under such Option with effect from the date immediately following the End Date; or

(b) the Business Customer fails to inform the Company of its selection of one of the Options by the stipulated date in the notification, the Business Customer shall be deemed to have agreed to purchase Electricity from the applicable MSSL under the Default Supply Arrangement with effect from the date immediately following the End Date.

B-45.3 If the Company does not receive notice from the Business Customer of its election to renew or not renew this Agreement on the terms and conditions offered by the Company by the stipulated date in the notification, and the Business Customer further fails to inform the Company of its selection of one of the Options by the stipulated date in the Company's notification, this Agreement shall be automatically renewed on the date immediately following the End Date (a) on the same Contract Duration, and on the same type of Price Plan but with the Electricity Tariff or recurring charge at the Company's sole discretion, provided always that the Electricity Tariff or recurring charge shall always be a rate lower than the prevailing regulated tariff at the point of renewal. All other applicable charges/fees in the renewed Agreement will be the same or at the Company's discretion, more favourable than the charges/fees under the existing Agreement.

B-45.4 If this Agreement is automatically renewed, the Business Customer shall have the right to, no later than thirty (30) calendar days from the start date of the renewed Agreement, to terminate the renewed Agreement by giving the Company at least thirty (30) calendar days' notice, and the Business Customer by doing so shall not be liable for or be subject to any Early Termination Charges or other applicable termination fees.

Non Auto-Renewal*

B-46 The Company will notify the Business Customer, no later than ten (10) Business Days prior to the End Date or the date (if any) specified in this Agreement by which the Business Customer must inform the Company whether it elects to renew this Agreement, of the following:

B-46.1 The End Date and the terms and conditions for the renewal of this Agreement, including the applicable Electricity Tariff or recurring charge and any updates to the terms and conditions applicable to the renewed Agreement;

B-46.2 Option(s) available to the Business Customer to purchase Electricity from another Licensee or the MSSL after the expiry of this Agreement ("**Options**") should the Business Customer elect not to renew this Agreement;

B-46.3 The stipulated date by which the Business Customer shall inform the Company in writing: (i) whether it would like to proceed with renewal of this Agreement and accept the renewed Agreement, or (ii) its selection of one of the Options should it elect not to proceed with renewal of this Agreement or accept the renewed Agreement;

B-46.4 The consequences in the event the Business Customer fails to inform the Company of: (i) its election whether to proceed with renewal of this Agreement and accept the renewed Agreement by the stipulated date, and/or (ii) its selection of one of the Options should it elect not to proceed with renewal of this Agreement or accept the renewed Agreement; and

B-46.5 The mode of communication through which the Business Customer may inform the Company of (i) its election whether to proceed with the renewal of this Agreement and accept the renewed

Agreement, and/or (ii) its selection of one of the Options should it elect not to proceed with renewal of this Agreement or accept the renewed Agreement.

B-47 If Company receives notice from the Business Customer of its election to renew this Agreement on the terms and conditions offered by the Company on or before the stipulated date in the notification, the renewed Agreement on such terms and conditions will take effect from the date immediately following the End Date.

B-48 If the Company receives notice from the Business Customer that it elects not to proceed with the renewal of this Agreement by the stipulated date in the notification and the Business Customer informs the Company of its selection of one of the Options by the stipulated date in the notification, the Business Customer shall make arrangement for the purchase of Electricity under such Option with effect from the date immediately following the End Date.

B-49 If:

- (a) the Company does not receive notice from the Business Customer of its election to renew or not renew this Agreement on the terms and conditions offered by the Company by the stipulated date in the notification, or
- (b) the Company receives notice from the Business Customer of its election not to renew this Agreement on the terms and conditions offered by the Company by the stipulated date in the notification;

and the Business Customer further fails to inform the Company of its selection of one of the Options by the stipulated date in the Company's notification, the Business Customer shall be deemed to have agreed to purchase Electricity from the applicable MSSSL under the Default Supply Arrangement with effect from the date immediately following the End Date.

Early Termination Charges

B-50 In the event that this Agreement is terminated prior to its End Date by the Business Customer in accordance with Clause B-40 or by the Company in accordance with Clause B-41 (save for Clause B-41(e)), an early termination charge shall be payable ("**Early Termination Charge**"). The Early Termination Charge is calculated as follows:

$$\text{Early Termination Charge} = 50\% \times \text{Average Daily Bill Amount} \times \text{Unexpired Term}$$

Where:

- i. "Unexpired Term" refers to the number of months (inclusive of month at the date of termination) between the date of termination and the End Date.

B-51 Should this Agreement be terminated prior to its End Date by the Business Customer in accordance with Clause B-40 or by the Company in accordance with Clause B-41(a), B-41(b), B-41(c) or B-41(d), the Business Customer shall be responsible for paying to the Company the Early Termination Charge as calculated and set out in Clause B-50. Such Early Termination Charge payable by the Business Customer shall be reflected in the next invoice issued to the Business Customer.

B-52 Should this Agreement be terminated prior to its End Date by the Company in accordance with Clause B-41B-41(e), the Company shall be responsible for paying to the Business Customer the Early Termination Charge as calculated and set out in Clause B-50. Such Early Termination

Charge payable by the Company shall be reflected in the next invoice issued to the Business Customer and set off against the amounts payable under such invoice.

- B-53 In the event Electricity is supplied to several premises belonging to the Business Customer, the Parties agree that although the supply of Electricity to the Business Customer's premises shall be pursuant to one single agreement, the termination of Electricity supply to one or more of the Business Customer's premises pursuant to this Agreement shall not constitute a termination of this Agreement, subject always to the requirement for payment of the Early Termination Charge in respect of the premises where the supply of Electricity has ceased as set out in this Agreement.

Third Party Rights

- B-54 The Contracts (Rights of Third Parties) Act 2001 is hereby expressly excluded from application to this Agreement.

Jurisdiction, Governing Law and Dispute Resolution

- B-55 The Courts of Singapore shall have exclusive jurisdiction over the Parties in respect of proceedings arising from or in connection with this Agreement.
- B-56 This Agreement shall be governed by and construed in all respects in accordance with the laws of the Republic of Singapore. In the event that there are any disputes (including but not limited to invoices), the Business Customer shall first call 6727 8833 or write in to support@sembcorp.com to register its dispute with the Company. The Company will use its reasonable endeavours to investigate and resolve the dispute with the Business Customer within 30 (thirty) calendar days from the date of the call or lodgement of dispute.
- B-57 If the Business Customer is dissatisfied with the proposed resolution by the Company, the Business Customer shall be entitled to proceed with dispute resolution including, but not limited to, referring the dispute to mediation at a mediation centre selected by the Business Customer (including to the Small Claims Tribunals or the State Courts). The Business Customer acknowledges and understands that any dispute by the Business Customer in respect of any invoice must be raised to the Company pursuant to Clause B-56 not later than two (2) years from the date of issue of such invoice, failing which the Business Customer shall have waived all rights to dispute such invoice.

Inconsistencies

- B-58 Subject to Clause B-59, this Agreement shall be supplemented by the rights and obligations of the Parties under the applicable Law and Codes, and the provisions of this Agreement shall be construed, to the extent possible, in a manner consistent with the rights and obligations of the Parties under Law and Codes.
- B-59 In the event of inconsistency between this Agreement and the provisions of any Law or Codes, the latter shall prevail to the extent of the inconsistency. Save as aforesaid, this Agreement shall prevail. Nothing in this Agreement shall prejudice or affect the rights or powers of the Company under any Law or Codes.

Severance, Entire Agreement and Waiver

- B-60 If any provision of this Agreement shall be held to be void, illegal, invalid or unenforceable, such provision shall be deemed to be deleted from this Agreement and the remaining provisions of this Agreement shall continue in full force and effect; provided that the Parties shall negotiate in good faith in order to agree the terms of a mutually satisfactory provision to be substituted for the void, illegal, invalid or unenforceable provision which as nearly as possible validly gives effect to their intentions in this Agreement and this shall not prejudice or affect the remaining provisions of this Agreement which shall continue in full force and effect. For the avoidance of doubt, where a provision has been found to be void or unenforceable, and the Company is as a result thereof unable to continue performance of this Agreement, the Company shall not be held in breach of its obligations under this Agreement, and further, shall not be liable for any damages and/or losses that may be occasioned as a consequence, nor shall the Company be subjected to any form of mandatory performance of this Agreement.
- B-61 This Agreement shall constitute the entire agreement between the Parties with respect to its subject matter and supersede all previous dealings, whether written or oral. The Parties did not rely on any representation or statement or undertaking or warranty of the other in entering into this Agreement. None of the provisions of this Agreement shall be considered waived by either Party except when such waiver is given in writing.

Force Majeure

- B-62 Neither Party shall be liable to the other for any failure in the fulfilment of any of its obligations under this Agreement due to Force Majeure. Failure or inability to make payment shall never be Force Majeure.
- B-63 The expression “**Force Majeure**” shall mean any event or circumstance which is beyond the reasonable control of a Party and which results in or causes the failure of that Party to perform any of its obligations under this Agreement, provided that a Force Majeure event occurring under any of the Regulatory Contracts or Market Rules shall be deemed a Force Majeure under this Agreement unless waived by the Company in full or in part.

Confidentiality and Data

- B-64 This Agreement and all information disclosed by each Party to the other (“**Confidential Information**”) shall, for two (2) years after the termination or expiry of this Agreement be treated by each Party as confidential except where such Confidential Information:
- (a) is or becomes available in the public domain at the time it was disclosed or comes into the public domain other than in consequence of a breach of the provisions of this Agreement;
 - (b) is independently developed by the receiving Party without any breach of the confidentiality provisions in this Agreement;
 - (c) is disclosed with the prior written approval of the disclosing Party; or
 - (d) is required by applicable Law or a regulatory body or pursuant to a judicial order to be disclosed provided that the receiving Party gives advance notice to the disclosing Party of such requirement to the extent legally permissible so that the disclosing Party has the opportunity to object to such disclosure.

- B-65 The Business Customer (if a natural person) acknowledges and agrees that the Company may collect, use and disclose to any third party any and all particulars relating to his/her personal information for the purposes of (i) providing the requested services; (ii) billing and account management (including debt collection or recovery); (iii) conducting surveys or obtaining feedback; (iv) informing him/her of its or its related entities', partners', and business affiliates' services and offers (unless he/she duly informs the Company otherwise); and (v) complying with all applicable Law and regulations, and business requirements.
- B-66 The Business Customer hereby consents to disclosure of Confidential Information and any data or information concerning the Business Customer by the Company as may be required or allowed under any Law or Codes.
- B-67 The Business Customer consents to the Company's verification of the accuracy of the information that is submitted (including performing cross tabulations with external databases and information).
- B-68 By entering into this Agreement, the Business Customer (if a natural person) confirms his/her agreement to the Sembcorp Personal Data Protection Policy that can be found via <https://www.sembcorp.com/Pages/Privacy.aspx>

Assignment

- B-69 The Business Customer shall not assign, novate or transfer any of its rights and/or obligations under this Agreement without the Company's prior written consent. The Company may assign, novate and/or transfer all or part of its rights and/or obligations under this Agreement to any party upon written notice to the Business Customer.

Notices

- B-70 Without prejudice to Clause B-20, any notice to be given by one Party to the other under this Agreement shall be in writing and shall be delivered by hand to the Party in question or sent by electronic mail to such Party or by registered letter or facsimile addressed to that Party at such address as the Party in question shall from time to time designate by written notice. Any notice given by facsimile or electronic mail (other than routine communications) shall, unless already acknowledged, be subsequently confirmed by letter sent by registered letter or by hand but without prejudice to the validity of the original notice if received.

Company's Business Policy

- B-71 The Business Customer acknowledges the Company's business policies which are based on honesty, integrity and fairness and agrees to extend, to the extent reasonably practicable, such co-operation as the Company requests from the Business Customer to ensure that the Business Customer's performance of this Agreement does not cause the Company to be in breach of the Company's business policies. The Business Customer acknowledges in particular that the Company does not permit any offering, solicitation, payment or acceptance of bribes in any form, including facilitation payments.

Contact

B-72 For any enquiry, the Business Customer may contact the Company's Customer Care hotline at 6727 8833 or visit <http://www.sembcorppower.com> for more information.

PART C: DEFINITIONS AND INTERPRETATIONS

In this Agreement, except where the context requires, the following expressions shall have the following meanings:

“**Act**” means the Electricity Act 2001;

“**Average Daily Bill Amount**” means the average of the amount in respect of Electricity invoices issued in the preceding 6 months from the date on which the termination notice is given to the Company;

“**AXS**” means the payment methods instituted by AXS Pte Ltd;

“**Billing Period**” means a calendar month or part thereof;

“**Business Day**” means, where expressed by reference to a person in Singapore, any day other than a Saturday, Sunday or a day on which banks are authorised or required to be closed in Singapore;

“**Business Customer**” means a Customer who is not a Home Customer and has an aggregated monthly consumption of 400,000 kWh and below at the time of contract;

“**Codes**” means the codes of practice (as defined in the Act), Regulatory Contracts, Market Rules and any orders or directions thereunder;

“**Company**” or “**SembPower**” means Sembcorp Power Pte Ltd;

“**Connection Agreement**” means an agreement pertaining to the conditions for connection and access to the Transmission System, entered into between the Transmission Licensee and a Customer, and to the terms and conditions relating to changes for services provided by the Transmission Licensee pursuant to section 20(2) of the Act;

“**Contract Duration**” means the period commencing on the Start Date and expiring on the End Date;

“**Contracted Capacity**” means the supply capacity which the Customer has contracted with the Transmission Licensee to be made available at each Delivery Point;

“**Consumer Advisory**” means the consumer advisory notice to residential customers as prescribed by the Authority from time to time;

“**Customer**” means a Business Customer or a Home Customer;

“**Delivery Point**” means the point where Electricity enters the facility for receiving Electricity at the Customer's premises;

“**Default Supply Arrangement**” means the supply of electricity from the applicable MSSL:

- (a) in the case of a Customer who is eligible to apply to cease his classification as a contestable consumer under regulation 7 of the Electricity (Contestable Consumers) Regulations 2018, at such tariff as may be set from time to time by the applicable MSSL for non-contestable consumers; or
- (b) in the case of a Customer who does not fall within subsection (a) above, at the prevailing market prices for the purchase of Electricity from any wholesale electricity market through the applicable MSSL;

“Default Supply Effective Date” is the date on which the MSSL successfully transfers the Customer to a Default Supply Arrangement;

“Electricity” has the meaning ascribed to it in the Act;

“Electricity Licence” means the licence granted by the EMA to the Company to, among other things, retail Electricity;

“Electricity Tariff” means the applicable electricity tariff (in cents/kWh) as agreed between the Company and the Customer in Part A of this Agreement;

“End Date” means the date of termination of the sale of Electricity by the Company to the Customer;

“Energy Market Authority” or **“EMA”** or **“Authority”** means the authority established under the Energy Market Authority of Singapore Act 2001;

“Fact Sheet” means a fact sheet containing information and details as may be required by the Authority, comprising all the Company’s standard offers for residential customers (whether or not such offers are bundled with other services and/or products) on its website(s) and on the Price Comparison Website;

“Generator” means Sembcorp Cogen Pte Ltd or any other counterparty which the Company has contracted with in relation to the supply of Electricity under this Agreement with the Customer;

“GIRO” means the General Interbank Recurring Order which is a paperless and cashless payment method;

“Goods and Services Tax” means the tax as provided under the Goods & Services Tax Act 1993;

“Home Customer” means the person who (as applicable):

- (a) is specified in PART A of this Agreement as the "Home Customer" and owns the relevant residential premises;
- (b) is specified in PART A of this Agreement as the "Home Customer" and has the legal right to occupy the relevant residential premises; or
- (c) is the holder of the relevant electricity account for the relevant residential premises with the applicable MSSL and has duly authorised the person specified on the authorisation form prescribed by the Authority to enter into this Agreement on behalf of such electricity account holder (which Agreement shall bind such electricity account holder).

This term specifically applies only to the supply of electricity to residential premises and excludes non-residential premises.

“kWh” means kilowatt hour;

“Law” means any statute or ordinance, including the Act and any regulation, rule, directive or order, having the force of law and includes electricity licence as defined under the Act;

“Licensee” means a retail electricity licensee who is subject to the Code of Conduct for Retail Electricity Licensees as a condition of its electricity licence;

“Market Company” means the company which holds an electricity licence authorising it to operate any wholesale electricity market;

“Market Rules” means the rules made or modified under section 46 of the Act;

“Market Support Services Licensee” or **“MSSL”** means a person who is authorised by an electricity licence to provide market support services;

“Market Support Services Agreement” means the agreement entered between the MSSL and the Company for provision of market support services;

“Market Support Services Code” or **“MSS Code”** means the code of practice approved by the EMA that describes the standards of support services to the Electricity market;

“Meter” means the metering equipment and other measuring device and instruments used to measure the Electricity delivered at the Delivery Point;

“Metering Code” means the code of practice approved by the EMA that describes the standards of metering services;

“Monthly Invoice” means the statement of total charges payable by the Customer for each Billing Period;

“MWh” means megawatt hour;

“Outage” means the removal of equipment from service, unavailability for connection of equipment or temporary de-rating, restriction of use or reduction in performance of equipment for any reason and includes a planned outage, a forced outage or both, as the context may require;

“Payment Due Date” means the specified period for payment of the total charges under a Monthly Invoice;

“Party” refers to either the Company or Customer, and **“Parties”** refer to them both;

“Power System Operator” or **“PSO”** means the Authority acting in its capacity as the person responsible for ensuring the security of supply of Electricity to consumers and arranging for the secure operation of the Transmission System as described in subsection 3(3)(e) of the Act;

“Price Comparison Website” means the informational, non-commercial website set up and managed by the MSSL for and on behalf of the Authority to facilitate a consumer to compare the differences between the offers by the Licensees;

“Pricing and Payment Provisions” means the terms and conditions in a contract which address or provide for the following matters:

- (a) pricing;
- (b) Security Deposit; and
- (c) applicable charges, including early termination charges, late payment fees and treatment for over-charging or under-charging by the Company;

"Price Plan" means the subscription price plan offered by the Company from time to time, which includes, but is not limited to, subscription price plans that charges the Home Customer or Business Customer (as the case may be) for Electricity based on a (i) fixed price; (ii) discount-off prevailing regulated tariff; or (iii) peak and off-peak prices.

"Regulatory Contracts" means agreements required to be executed by the Company under the relevant Codes, namely the PSO/MP Agreement, Retailer Use of System Agreement and Market Support Services Agreement (as these are defined in the relevant Codes);

"Retailer of Last Resort Event" or **"ROLR Event"** means an event whereby the Company becomes unable or loses the right to retail Electricity to its Customers by virtue of one or more of the following events: (i) revocation by EMA, or expiry or non-renewal, of the Company's Electricity Licence; (ii) receipt by EMA of a notification from the Accounting and Corporate Regulatory Authority of the Company's application for a voluntary winding-up after the Company's receipt of EMA's approval to cease operations as required under the Act; (iii) an order is made or resolution is passed for the winding up or liquidation of the Company; (iv) issuance of a Suspension Order or Termination Order by the Market Surveillance and Compliance Panel to the effect that the Company is unable or not allowed to retail Electricity; (v) termination of the Company's Market Support Services (Retailer) Agreement by the MSSL; or (vi) termination of the Company's Retailer Use of System Agreement by the Transmission Licensee;

"SP" means SP Services Limited;

"SP Account" means the relevant electricity account with SP held by the Home Customer, in respect of the premises to which Electricity is supplied under this Agreement;

"SP Account Holder" means the holder of the SP Account.

"Start Date" means the date of commencement of the sale of Electricity by the Company to the Customer;

"Supply Effective Date" means the date on which the MSSL successfully transfers the account of the Customer to the Company;

"Suspension Order" has the same meaning as "suspension order" in the Market Rules;

"Term of Agreement" means the period commencing on the Start Date and ending on the End Date (or earlier termination of this Agreement);

"Termination Order" has the same meaning as "termination order" in the Market Rules;

"Termination Rate" refers to the rate payable by the Customer in the event of early termination depending on the residence type;

"Third Party Charges" means such charges and fees determined under any of the Regulatory Contracts, Connection Agreement, or Codes, as adjusted, revised, varied, removed or added from time to time, payable by the Customer or payable by the Company and reimbursable by the Customer;

"Transmission Code" means the code of practice approved by EMA that describes the standards of performance in accordance with which the Transmission Licensee is required to act vis-à-vis the Transmission System;

“Transmission Licensee” means SP PowerGrid Limited or any successor or assign, which owns and/or operates the Transmission System;

“Transmission Losses” means transmission losses for the conveyance of Electricity sold by the Company to the Customer from the point of exit from the 66kV network of the Transmission System to the Delivery Point;

“Transmission System” means the system of interconnected electric lines owned by the Transmission Licensee for the purpose of conveying Electricity;

“Unauthorised Energy Use” means (a) to dishonestly or fraudulently abstract, use or consume, or dishonestly or fraudulently divert or cause to be diverted any Electricity supplied; or (b) to alter or tamper with the Meter; and

“Unexpired Term” means the number of calendar days (any part thereof shall be rounded upwards and considered a full calendar day) between the date of termination and the date on which the Term of Agreement would otherwise have expired.