

Valuenergy: Frequently Asked Questions

General

1. What is the Open Electricity Market?
 - The Open Electricity Market is an initiative by the Energy Market Authority (EMA) of Singapore to encourage competition in the market, enabling the best possible rates for users.
 - Since 2001, EMA has progressively opened the retail electricity market to competition to allow businesses more options to manage their energy cost. Instead of buying from SP Group at the regulated tariff, eligible consumers can choose to buy from a retailer at a price plan that best meet their needs.
2. Who is MSSL?
 - MSSL stands for Market Support Services Licensee and this role is currently fulfilled by SP Services. MSSL looks after the following: settlement of bills; meter reading; data management; and facilitating the transfer of customers from electrical retailers.

Switching Process

1. Am I eligible to switch from my current provider?
 - You will have previously received an official notification from SP Group if your company is eligible to apply for contestability.
 - If your average monthly consumption is over 2,000 kWh, you may apply for contestability either yourself or through Valuenergy.
2. What does contestable mean?
 - Contestable businesses are those who are eligible to buy electricity from retailers of their choice outside of SP Power. To be a contestable consumer, you must submit an application to SP Power. If your business has a monthly consumption of above 2,000kWh (equivalent to a monthly electricity bill of at least \$400) you will be eligible to choose your electricity provider.
3. How do I switch from SP to Valuenergy?
 - Contact our team and prepare the following information and we will take care of the rest:
 - MSSL account number
 - 1 month utilities bill
 - Latest ACRA
 - Business contact and address
 - Address of premise to which electricity supply is needed
4. Will there be a disruption in my electricity supply?
 - There will be no impact on how the physical electricity supply is provided.
 - There will not be any disruptions caused by a change of electrical retailer, unless there is a change of meter type.
 - For a change of meter, the disruption to your service will be less than half an hour.
5. How long will it take to make the switch?
 - If you are with an existing retailer, we can make the switch within 5 business days upon submission of your application.
 - If you are with SP, the switch can take up to 30-60 days as there will be a meter change from SRLP Meter to an AMI Meter.
 - If you are not contestable, there will be no meter change required. If you are, SP will contact you directly to coordinate the details of the meter change.
 - For a change of meter, the disruption to your service will be less than half an hour.

Meter Reading

1. What is the difference between an AMI meter and a SRLP Meter?
 - An AMI meter allows for a more accurate reading as it reads electricity consumption in 30 minute intervals whereas a SRLP Meter is read by MSSL every 2 months.

- Valuenergy will absorb the \$40 AMI meter installation fee.
2. How is my meter reading recorded?
 - You will receive actual kWh usage for your premise through remote meter reading.

Billing and Charges

1. How do I pay for my Valuenergy invoices?
 - You can make payment via cheque or bank transfer.
 - Cheques should be crossed and made payable to “Valuenergy”. Please write your account number and invoice number on the back of your cheque.
2. Who can I contact for assistance on my Valuenergy account?
 - If you have any queries regarding your account or wish to make any changes/updates to your account, please feel free to call our Customer Experience Team at +65 6866 1427 or send us an enquiry to billing@viewqwest.com.
3. What is the Carbon Tax and how does it impact my Valuenergy bills?
 - During the Singapore Budget 2018, it was announced that a carbon tax of S\$5 per tonne of carbon emissions will be introduced from 2019 to 2023. In line with these measures, a carbon tax charge will apply to all commercial customers for every unit of electricity consumed from 1 January 2019 onwards. This initiative aims to encourage both emitters and downstream consumers to be more energy efficient.
 - The effective rate is \$0.0021 per kWh.
4. How do I know if I am charged correctly for my utilities usage?
 - Consumption reports are recorded and provided by the MSSL (SP Power). This ensures the highest level of accuracy in your electricity charges.
5. Will there be any early termination fees if I do not fulfil my contract?
 - Yes, early termination fees will be imposed where applicable if a customer does not fulfil the full contract term.
6. How is my security deposit computed?
 - The security deposit will be 1.5x of your monthly consumption. The deposit will be returned to you within 30 days upon expiration of your contract.

Contract Terms & Conditions

1. Can I switch back to SP Group?
 - Yes, you can switch back to buy your electricity from SP Power at the regulated tariff.
2. My contract is expiring, what do I do?
 - You may choose to continue with Valuenergy by contacting your Sales representative for your renewal term. If you do not provide confirmation, you will be moved back to SP Power.
3. What is the procedure for an account closure if I am moving out of my existing premise?
 - Please send us a formal notification on your account closure at least 10 business days in advance of the expected closure date. We will contact you with next-steps to proceed.