



6838 6888



9818 3310



cuscare@tuaspower.com.sg



<https://savewithtuas.com/>

## TERMS AND CONDITIONS

### REFER A FRIEND PLUS ONLINE PROGRAM

1. Tuas Power Supply's (TPS) Refer a Friend + Online Program ("Program") allows existing TPS residential customers ("Referrer") to refer any number of residential electricity account holders to TPS, **from 05 September 2022 – 09 October 2022**.
2. **By signing up for an electricity plan, you hereby agree to all the terms and conditions set forth herein for this campaign.**
3. Whenever a Referrer successfully refers a new residential customer ("Referee"), the Referrer will receive a range of \$20, \$10, \$5 bill rebate each depending on the following tiers (up to a maximum of 3 tiers).

Example:

When you refer your friend, Alice (Tier 1), you will get a \$20. When Alice refers her friend, Bernice (Tier 2) you get a \$10. When Bernice refers another friend, Calvin (Tier 3) you will get \$5.

Example	Bill Rebate for Referrer	Example of Total Number of Referees	Example of Total Bill Rebates a Referrer will Receive
Tier 1	\$20	10	\$200
Tier 2	\$10	100	\$1,000
Tier 3 (Max. Tier)	\$5	1,000	\$5,000

Referrer can track their referral via the T+ Privilege portal, <https://savewithtuas.com/t-members/>.

4. This Program is **limited to online sign up** and is **strictly not available at any roadshows**.
5. A referral is considered to be successful only upon the commencement of the electricity retail agreement by each Referee with TPS, wherein a referral code will be sent by SMS to TPS' successful Referee(s) who are eligible for this Program ("Referral Code"). Referral Code is only applicable to sign-ups by residential customers and not commercial customers.
6. This Program is limited to sign up of any 18/24 months electricity plans - PowerFIX 18 and PowerFIX 24.

7. A referral code will be sent by SMS to TPS' eligible customers ("Referral Code"). Referral Code is only applicable to sign-ups by residential customers and not commercial customers.
8. Referral code cannot be amended, added or re-submitted or edited after sign up. Referee must key in the correct Referral Code in the Referral Code field in the online sign-up form at the time of sign-up, to receive the Bill rebate upon successful transfer as notified by TPS. It is the Referee's responsibility to key in the correct Referral Code in the Referral Code field in the online sign-up form.
9. By providing TPS with the registration data about the Referee and all other information, the Referrer agrees and acknowledges that TPS may use this information and that the Referrer has given TPS its consent on the usage and collection for both the personal data of Referrer and Referee.
10. It is the Referrer's responsibility to obtain the prior consent of the Referee to provide the Referee's personal data (including his/her name, NRIC, contact details or address) or any other information in relation to the Referee to TPS including but not limited to for the purposes of contacting the Referee by TPS and future correspondences.
11. The Referrer acknowledges that TPS may inform the Referee that the Referee's information and/or personal data is provided by the Referrer.
12. In the event that 2 or more Referrers register the same Referee, only the first referral will be considered eligible for the bill rebates.
13. The bill rebate is non-transferable, non-exchangeable and not redeemable for cash. TPS may, in its sole discretion, substitute the rewards or cancel this Refer a Friend Program, without prior notice to any person. TPS at its sole discretion reserves the right to modify these Refer a Friend Program Terms & Conditions from time to time, without prior notice.
14. This Promotion Program cannot be used with another promotion Program, no further add on of rebates, unless otherwise specified.
15. The bill rebate will be credited to customers in their second or third bill (depending on their SP billing cycle), after the account has been successfully transferred to TPS. The bill rebate is inclusive of GST and can be used to offset the SP bill. If there should be balance credits, it will be utilized to offset the next month's bill and so forth until it is fully utilized.
16. This Promotion Program shall be read in conjunction with TPS' standard terms and conditions of electricity product.
17. In the event of early termination prior to the expiry of the electricity retail agreement of the Referrer for whatsoever reason, TPS shall (i) charge an early termination charge of \$200 as set out in the electricity retail agreement and (ii) claw back all the bill rebate amounts in full. Any

outstanding referrals or rebates by Referee will cease and be forfeited once the electricity agreement is terminated.

18. Successful sign-ups will be liable to pay an administration fee of \$10.70 (including GST of 7%) for any changes to their promotion Program code or electricity plan made 3 days before date of transfer of electricity account to TPS.
19. The decisions of TPS in respect of any and all aspect of this Promotion Program shall be final and binding.
20. Employees of Tuas Power Group and their immediate family, relatives and friends, vendors and resellers of either Tuas Power Supply or other electricity retailers and employees of other electricity resellers are not eligible to participate in this Program.
21. The decisions of TPS on all matters, queries or disputes, concerning the TPS Referral Program and its Terms & Conditions shall be final.