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<https://savewithtuas.com/>

Relocation FAQs

1. I am relocating. Can I transfer my Agreement with Tuas Power to my new premise?

Tuas Power customers can transfer their balance contract to their new home at no additional charges.

To process the transfer, customers can inform Tuas Power of their new SP account one month in advance at here. Customers are required to attach the following supporting documents for new premise:

- a. SP Utilities Bill or SP Account Opening Confirmation Letter for new premise.
- b. Tenancy Agreement (if renting).

Homes excluded from the transfer are as follows:

- a. New premise is registering under a non-domestic account.
- b. New premise is under solar/PV scheme. (i.e. solar panels installed)

A termination charge of \$200 will apply in this case.

2. How do I go about this relocation process?

- a. Contact us to close your electricity account for your current premise. We require a **minimum of 10 business days' notice** to process your account closure request.
- b. Contact SP Services **separately** to terminate your water & gas account(s) where applicable. Please visit <https://www.spgroup.com.sg/home> or call 1800 222 2333 for more details.
- c. Open a new utilities account with SP Group for your new premise.
Remember to select electricity supply when applying for your new account.
SP will issue you a new utilities account number. Please visit <https://www.spgroup.com.sg/home> or call 1800 222 2333 for more details.
- d. SP will issue you a SP Account Opening **confirmation letter or email** to confirm your new utilities account.

- e. Submit your relocation request here by providing your new premise address and valid supporting documents (e.g. SP Utilities Bill or SP Account Opening Confirmation Letter for new premise and Tenancy Agreement).
- f. TPS will issue you **a new agreement with the details of your new premises, while keeping the terms of your previous agreement.** A copy of this new agreement will be sent to you via
 - i. Email – If you provided TPS a valid email address
 - ii. Mail – If no email address was registered with TPS

3. **If I have sold my home and waiting to move into my new home in 6 months or searching for a new home, can I suspend my contract duration temporarily?**
Please contact us at 6838 6888 or email us at cuscare@tuaspower.com.sg for us to assist you.

4. **How long in advanced do I need to close, open or transfer my utilities account?**

Do let us know 2 weeks in advanced for us to do the processing.

- a. SP will require **at least 7 business days** to open or close your utilities account.
- b. We will require **at least 5 - 7 business days** to transfer your electricity account.

For new electricity accounts, your electricity retailer can only submit any transfer request after SP has **completed the first meter read** (indicated in your confirmation letter/email but subject to confirmation from SP Services)

You are encouraged to get in touch with us if you are uncertain of the process.

5. **Can I select my preferred dates for account closure at my current premise/transfer to my new premise when I am relocating?**

You may indicate your preferred contract start dates for new premise to us.

Your contract duration will resume once the previous agreement has ended (i.e. account closed or transferred back to SP) and electricity has been turned-on at your new premise.

However, start date will be subjected to the standard account transaction process or practices by SP Services.

We will do our best to accommodate your request(s).

6. Can my contract be transferred to the new owner/tenant of my current premise?

It is possible.

You will need to discuss the take over of contract with your new home owner/tenant.

When both parties agrees, a Transfer of Ownership form is required to be completed.

Please email us your request with the new home owner/tenant's email/contact for our processing.

In the event that the new home owner/tenant declined the transfer, a \$200 termination charge will be applicable.