

## General Terms and Conditions for Sembcorp Power Referral Programme

1. The Terms and Conditions of Sembcorp Power Pte Ltd's ("SembPower") Referral Programme ("Referral Programme") govern your participation in the Referral Programme and forms part of your Agreement with us ("SembPower Referral Programme's Terms and Conditions"). The SembPower Referral Programme's Terms and Conditions must be read in conjunction with [SembPower's General Terms and Conditions \(Homes & Businesses\)](#), applicable Price Plan Summary, and other applicable Promotion Terms and Conditions.
2. The Referral Programme is available only to the following consumers: -
  - a. If you are an existing SembPower **Home** customer with a valid Electricity Supply Agreement (the "Referrer"); or
  - b. If you are a new **Home** customer who has no electricity account with SembPower (the "Referral Recipient").
3. For avoidance of doubt, the Referral Programme is not available to non-domestic customers.
4. The referral code is a system-generated, unique and non-transferable 8-digits alphanumeric code that is found in the [SembPower Self-Service Portal](#) and My Sembcorp Power App (the "Referral Code"). This Referral Code may be shared by the Referral Recipient with his/her friends, family members and any other persons who is eligible to participate in the Referral Programme.
5. A Referral Recipient will need to enter the Referral Code into the referral code field during the online sign-up process.
6. The Referral Recipient can use only ONE (1) Referral Code for each email login account when signing up with SembPower regardless of the number of premises under each email login account.
7. The referral benefit is the value(s) set out in SembPower's Referral Programme prevailing at the time of the sign up by the Referral Recipient (the "Referral Benefit"), details of which can be found in the referral program section on [SembPower's webpage](#).
8. Referral Code is only exclusive to online sign-ups and cannot be used at any roadshows, MyRepublic stores or any sign-ups via any agent of SembPower. Referral Code is not applicable for 6-Month Plans, Renewal Plans, Sembcorp Staff Plan, No Contract Plan and cannot be used in conjunction with any other promotions or campaigns unless otherwise stated.
9. A Referral Recipient who signs up with SembPower using a valid Referral Code of a Referrer will receive the applicable Referral Benefit prevailing at the time of his/her sign up, subject to the following conditions:
  - (i) The Referral Benefit will be credited to the Referral Recipient's account with SembPower on the Start Date of the Referral Recipient's Electricity Retail Agreement;
  - (ii) The Referral Benefit will only be applied towards the electricity charges in Referral Recipient's subsequent electricity bill(s);

10. A Referrer whose Referral Code was used for a successful sign up will receive the applicable Referral Benefit prevailing at the time of the sign up of the Referral Recipient, subject to the following conditions:
  - (i) The Referral Benefit shall be credited to the Referrer's account with SembPower on the Start Date of the Referral Recipient's Electricity Retail Agreement; and
  - (ii) The Referral Benefit will only be applied towards the electricity charges of the Referrer's subsequent electricity bill(s) after such Start Date; and
  - (iii) The Referral Benefit shall only be credited to Referrer's account with SembPower if SembPower does not receive a transfer request to transfer the Referral Recipient's account to another retailer or to SP Group before the Start Date of the Referral Recipient's Electricity Retail Agreement.
11. SembPower reserves the right to claw back Referral Benefit from the Referrer (whether utilized or not) in the event a transfer request is received by SembPower to transfer the Referral Recipient account to another electricity retailer or a transfer request is received to transfer the account to SP Services or the agreement is terminated for any reason within the first supply month.
12. The Referral Benefit will be used to offset the electricity bill. If the electricity bill amounts to less than the value of the Referral Benefit, the remaining value will be used to offset the subsequent electricity bill(s).
13. If the Agreement with SembPower is terminated or not renewed with outstanding Referral Benefits, then such unconsumed Referral Benefits will be forfeited. Referral Benefits shall under no circumstances whatsoever be paid out in cash or in kind.
14. If for any reason you believe that there is a discrepancy regarding your balance of Referral Benefit, please contact us at [support@sembcorp.com](mailto:support@sembcorp.com). SembPower may require you to submit additional information in order to make a determination regarding your balance. All decisions regarding your balance of Referral Benefit will be final and at SembPower's sole discretion.
15. SembPower reserves the right, in its absolute discretion, to withdraw or modify the SembPower Referral Programme and/or its Terms and Conditions at any time, without prior notice and without liability whatsoever.
16. SembPower reserves the right to review and investigate all referral activities. If a Referral Code or Referral Benefit is found to be used erroneously, fraudulently, illegally, or in violation of SembPower's Referral Programme's Terms and Conditions, SembPower reserves the right, in its absolute discretion, to revoke or remove these Referral Benefit from the account of the Referral Recipient or the account of the Referrer (as the case may be) and SembPower shall not be liable to the Referral Recipient or the Referrer.
17. For the avoidance of doubt, under no circumstances shall anything under these SembPower's Referral Programme's Terms and Conditions be construed to establish an employee-employer relationship between the Company and the Referrer, nor shall it be construed to constitute an agency, affiliation, partnership or joint venture with the Referrer.