

FREQUENTLY ASKED QUESTIONS: Temporary Electricity Contracting Support (“TRECS”) Scheme

Background

1. Consumers eligible for TRECS (“eligible consumers”) are **large businesses** with an average monthly consumption (“AMC”) of **at least 4,000 kWh; and**
 - a) had their contracts terminated by independent retailers; or
 - b) have retail contracts expiring in Dec 2021 and Jan 2022 which may not be renewed; or
 - c) are buying at Wholesale Electricity Prices from SP
2. Eligible consumers can visit <https://go.gov.sg/treecs-large-business-consumers> or scan the QR code below to learn more about TRECS, including links to the participating retailers’ fixed price plans (Note: links to retailers’ plans on the website will only be available at the start of the sign-up period, 15 Dec 2021).



<https://go.gov.sg/treecs-large-business-consumers>

3. Eligible consumers can also sign up for the virtual briefings that EMA will be conducting on 15 Dec 2021 and 20 Dec 2021 via the same website given in (2). EMA will confirm their registration and provide briefing details accordingly.

1. Will there be briefings for the eligible consumers? How do they sign up for the briefing?

Please visit <https://go.gov.sg/treecs-large-business-consumers> or scan the QR code below to learn more about TRECS, including links to the participating retailers’ fixed price plans (Note: links to retailers’ plans on the website will only be available at the start of the sign-up period, 15 Dec 2021).



<https://go.gov.sg/treecs-large-business-consumers>

2. Must eligible consumers participate in TRECS?

It is not mandatory for them to take part in TRECS. They should continue to engage retailers on alternative pricing arrangements that best suit their needs.

3. Who are the participating retailers?

The retailers participating in TRECS are listed in <https://go.gov.sg/treecs-large-business-consumers>. Alternatively, scan the QR code below to visit the website.



4. Why are there only three participating retailers?

TRECS seeks to facilitate contracts between retailers and large consumers. The three retailers have signed up and agreed to participate in TRECS.

5. Can eligible consumers still be a part of TRECS if their current retail contracts expire only in Feb/Mar 2022?

EMA intends to extend TRECS for Feb and Mar 2022, if there is demand for it. As the rates for the contract month can only be determined closer to the start of the month, participating retailers will release the monthly fixed prices for Feb and Mar 2022 around two weeks before each month.

Eligible consumers can visit participating retailers' websites for their monthly fixed price plans offered for the given month. They can also approach their preferred retailer to negotiate longer term contracts.

6. Where/How can eligible consumers find out more information about the price plans and/or TRECS?

Please visit <https://go.gov.sg/treecs-large-business-consumers> or scan the QR code below to learn more about TRECS, including links to the participating retailers' fixed price plans (Note: links to retailers' plans on the website will only be available at the start of the sign-up period, 15 Dec 2021).



Participating retailers will publish their price plans for Jan 2022 on their websites on 15 Dec 2021. Eligible consumers can start signing up from 15 Dec. Closing date is 3pm on 27 Dec 2021. Please note that there will be no extension to the sign-up period.

7. What if eligible consumers missed the briefing?

EMA may consider holding more briefings if there is demand for them. They may also contact EMA at ema_enquiry@ema.gov.sg if they have queries on TRECS.

8. If an eligible consumer is keen to sign up with one of the participating retailers, what is the switching process? Do they need to notify SP Group to transfer to their new retail contract?

Eligible consumers can sign up with their preferred retailer, who will work directly with SP Group to make the transfer.

9. How soon will the contracts take effect?

The start date of the price plan is subject to negotiations between the consumer and contracted retailer. Contracts signed as part of TRECS will expire on 31 Jan 2022.

10. What will happen to the contracts when they expire on 31 Jan 2022? What should eligible consumers do if they wish to sign up for subsequent months?

EMA has worked with the participating retailers to offer a one-month fixed price plans for Jan 2022. Eligible consumers can also their preferred retailer to negotiate longer term contracts. EMA intends to extend TRECS for Feb and Mar 2022, if there is demand for it.

11. Noted that contracts under TRECS is offered up till 31 Jan 2022. What happens if there is no extension?

Consumers will buy electricity at the WEP via SP Group. Consumers should continue to engage with retailers on alternative pricing arrangements that best suit their needs, and while doing so, their electricity supply will not be disrupted.

If asked how the transfer is done

The contracted retailer will work directly with SP Group on the transfer.

12. In the comms by SP Group/EMA/participating retailers, it was mentioned that the offers are “subject to availability”. What does that mean? For eligible consumers that did not manage to secure offers in time with the participating retailers, what options do they have?

The retailers have to ensure that the generation companies they contract with have sufficient gas and generation capacity in order to offer contracts. This means that there will be a finite number of contracts that they could offer. Hence, the offers are subject to availability and consumers will be contracted on a first-come-first-served basis. Nevertheless, consumers can approach their preferred retailers to negotiate retail plans outside of TRECS.

Consumers that did not manage to secure contracts under TRECS will buy electricity at the WEP, and while doing so, their electricity supply will not be disrupted.

13. Will there be enough contracts to offer to all eligible consumers?

Contracts are subject to availability and will be contracted on a first-come-first-served basis.