

## Solidarity Utilities Credit FAQs

### 1. What is the Solidarity Utilities Credit?

- The Solidarity Utilities Credit is a one-off \$100 utilities credit given to all households with at least one Singapore Citizen and living in a residential property in Singapore.
- Eligible households will receive the Credit automatically in their SP Group utilities account for their residential property.
- The Credit will be shown in their July or August 2020 bills with SP Group.

### 2. What is the purpose of the Solidarity Utilities Credit?

- The Government has provided a one-off \$100 Solidarity Utilities Credit as part of the Fortitude Budget, to thank all Singaporean households for doing their part in staying home for Singapore during the period of heightened safe distancing measures.

### 3. My household already receives the GST Voucher – U-Save. Is my household also eligible for the Solidarity Utilities Credit?

- The Solidarity Utilities Credit is a one-off \$100 utilities credit given to all households with at least one Singapore Citizen and living in a residential property in Singapore. Households that are eligible for GST Voucher – U-Save will also receive the Solidarity Utilities Credit.
- The Solidarity Utilities Credit serves to provide all Singaporean households to help with their additional utilities expenses incurred when staying at home during the period of heightened safe distancing measures.
- It is a separate scheme from the GST Voucher – U-Save, which is a component under the permanent GST Voucher scheme. The GST Voucher – U-Save provides lower- and middle-income HDB households with quarterly rebates to offset their utilities bills.

### 4. What if I receive GST Voucher – U-Save and Solidarity Utilities Credit?

- If you are eligible to receive both the GST Voucher – U-Save and Solidarity Utilities Credit, both the U-Save rebates and the \$100 Solidarity Utilities Credit can be used to offset your utilities bill with SP Group.
- Your utilities bills will first be offset by the GST Voucher – U-Save, followed by the Solidarity Utilities Credit.

### 5. Why is the Solidarity Utilities Credit not differentiated according to property type?

- The one-off Solidarity Utilities Credit, is given to thank all Singaporean households for doing their part in staying home for Singapore during the period of heightened safe distancing measures.
- In these extraordinary times arising from the COVID-19 pandemic, the Government recognises that all Singaporean households have made adjustments. Thus, the Solidarity Utilities Credit does not distinguish between households of different residential property types.
- Overall, HDB households already receive additional support for their utilities bills, with those living in smaller HDB flats receiving more, through the regular GST Voucher – U-Save scheme and the additional U-Save in FY2020 as announced in Budget 2020.

### 6. Can the Solidarity Utilities Credit be used to offset electricity charges billed directly by electricity retailers?

- The Solidarity Utilities Credit can only be used to offset charges on the SP Group bill.
- Households which are billed separately for their electricity charges by electricity retailers may use the Solidarity Utilities Credit for their other non-electricity charges (water, gas and refuse disposal) billed by SP Group.
- Excess credit on the SP Group account will be rolled over to offset future utilities bills, until it is fully utilised.

### 7. I incurred higher expenses on my electricity bill than my non-electricity bill during the circuit breaker period. I am billed directly by the electricity retailer. Can I request for the

<p><b>Solidarity Utilities Credit to be credited to my electricity account with the electricity retailer?</b></p>
<ul style="list-style-type: none"> <li>• In order to quickly disburse assistance to all households' utilities accounts, the Solidarity Utilities Credit can only be credited to the SP Group utilities account. Every household would have an account with SP Group for water, gas and other non-electricity items.</li> <li>• Excess credit on the SP Group account will be rolled over to offset future utilities bills, until it is fully utilised.</li> <li>• The Solidarity Utilities Credit cannot be transferred to electricity retailers for this one-off scheme as the link-ups with all electricity retailers will require more time to be in put in place and that would delay providing assistance to households in a timely manner during this period.</li> </ul>
<p><b>8. I am a Singapore Citizen and I have more than one residential property utilities account registered under my name with SP Group. Will each of the residential properties for which I am the account holder be credited with the \$100 Solidarity Utilities Credit?</b></p>
<ul style="list-style-type: none"> <li>• The Solidarity Utilities Credit is a one-off \$100 utilities credit given to all households with at least one Singapore Citizen and living in a residential property in Singapore.</li> <li>• You will receive the \$100 Solidarity Utilities Credit for the residential property which is your official residence, as reflected on your NRIC.</li> <li>• You will receive the \$100 Solidarity Utilities Credit for your other residential property, if it is the official residence of a Singaporean household.</li> <li>• Please pass on this utilities credit to the household living in that property.</li> </ul>
<p><b>9. I am living at the unit which I own, but I am not the account holder of the utilities bills. Will I get the \$100 Solidarity Utilities Credit?</b></p>
<ul style="list-style-type: none"> <li>• All households with at least one Singapore Citizen and living in a residential property in Singapore, are eligible for the Solidarity Utilities Credit.</li> <li>• The Solidarity Utilities Credit is given on a per-household basis. This means each eligible household will receive a single \$100 utilities credit.</li> <li>• If your household is eligible, the Solidarity Utilities Credit will be credited into the SP Group utilities account of your household's place of residence.</li> </ul>
<p><b>10. I am a Singapore Citizen and I own a residential property. But I am not staying there at the property that I own and I am not the account holder of the utilities bills. Will I get the \$100 Solidarity Utilities Credit?</b></p>
<ul style="list-style-type: none"> <li>• The Solidarity Utilities Credit is a one-off \$100 utilities credit given to all households with at least one Singapore Citizen and living in a residential property in Singapore.</li> <li>• The Solidarity Utilities Credit is given to the SP Group utilities account holder of that property, and not to the owner of the property.</li> <li>• If the household living in the residential property owned by you is eligible, the Solidarity Utilities Credit will be credited to the SP Group utilities account registered to that residential property.</li> </ul>
<p><b>11. Is the Solidarity Utilities Credit refundable to me in cash?</b></p>
<ul style="list-style-type: none"> <li>• Excess credit on the SP Group account will be rolled over to offset future utilities bills, so that your household will be able to benefit fully from the amount credited.</li> </ul>
<p><b>12. Can the Solidarity Utilities Credit be transferred to new account upon termination of old account?</b></p>
<ul style="list-style-type: none"> <li>• If you have moved house and have closed your SP Group utilities account, please call SP Group on 6671-7117, or email <a href="mailto:customersupport@spgroup.com.sg">customersupport@spgroup.com.sg</a>.</li> </ul>
<p><b>13. I have queries not covered in the above list of FAQs, who can I contact?</b></p>

- If you have a query on the Solidarity Utilities Credit that is not addressed by any of the above FAQs, please call SP Group at 6671-7117, or email [customersupport@spgroup.com.sg](mailto:customersupport@spgroup.com.sg).