

August 18, 2008

MEDIA RELEASE

SMOOTH TRANSITION TO NEW BILLING SYSTEM

SP Services has successfully cut-over to its new billing system. The transition to the new Enterprise Business System (EBS) took place on 9 Aug 08 as planned.

Normal customer services have therefore now resumed. Our customer service operation hours will therefore be back to normal from today, viz:-

Mondays to Fridays: *8.00am to 6.00pm

Saturdays: *8.00am to 1.00pm

(*Operation hours at the service centres at HDB Hub and Woodlands Civic Centre are 8.30am to 5.00pm on weekdays and 8.30am to 1pm on Saturdays)

Mr Wong Chit Sieng, Managing Director of SP Services, said, "We would like to thank our customers for their kind understanding and co-operation during the system cutover period when our customer services had to be temporarily curtailed." He added, "After several months of careful planning and hard work, I am glad that the efforts have resulted in a smooth migration to the new billing system. We would also like to thank our business partners, particularly, Accenture, SAP, and Hewlett Packard, for their strong support and commitment in helping us to implement the system successfully. The upgraded system provides a firm platform to enable SP Services to improve its quality of customer service and cater to future business needs."

The EBS implementation is based on SAP's Utilities Industry software. The system integrator is Accenture while Hewlett Packard supplied the system hardware.

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About SP Services

SP Services Ltd, a member of the Singapore Power Group, offers convenient and efficient one-stop customer services for electricity, water, piped gas, and refuse collection in Singapore. As a Market Support Services Licensee in the National Electricity Market, SP Services provides meter reading and data management, and facilitates consumer registration and transfers from one retailer to another.

About SAP

SAP is the world's leading provider of business software(*), offering applications and services that enable companies of all sizes and in more than 25 industries to become best-run businesses. With more than 47,800 customers (excludes customers from the acquisition of Business Objects) in over 120 countries, the company is listed on several exchanges, including the Frankfurt stock exchange and NYSE, under the symbol "SAP." (For more information, visit www.sap.com)

(*) SAP defines business software as comprising enterprise resource planning and related applications such as supply chain management, customer relationship management, product life-cycle management and supplier relationship management.

About Accenture

Accenture is a global management consulting, technology services and outsourcing company. Combining unparalleled experience, comprehensive capabilities across all industries and business functions and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments.