



July 23, 2008

MEDIA RELEASE

SP SERVICES UPGRADES BILLING SYSTEM

SP Services is upgrading its billing system, the Enterprise Business System (EBS), which will "go live" on 9 Aug 08.

The upgraded system will enable SP Services to improve its quality of customer service and cater to future business needs. The upgraded system will be an improvement on the current system which has been in use since Year 2000.

Mr Wong Chit Sieng, Managing Director of SP Services, said, "We embarked on the EBS system upgrade two years ago. After 11 months of rigorous testing and several rounds of data migration tests we are now ready to cut over to the new billing system. To ensure a seamless transition to the new system, we conducted parallel run tests to compare results between the old and new system and carried out two rounds of dress rehearsals on the data migration and system cutover activities. We will try to minimize any inconvenience caused to customers during this system cutover period. The new system will enable us to process transactions more efficiently and make future enhancements to better serve customers."

The EBS implementation is based on SAP's Utilities Industry software. Said Mr Eric MacDonald, President, SAP Southeast Asia, "Today, more than 950 leading utilities companies worldwide rely on SAP software solutions to run their business. Being a strategic partner of SP Services, SAP is fully committed to its continued success. SAP's team of experts has been working tirelessly with Accenture and SP Services to ensure success in the implementation. With the upgraded system, we are confident that SP Services will be able to further strengthen its customer service. "

Mr Paul Gosling, Managing Partner, Accenture, said, "Accenture has been privileged to be part of the team. We have been fully committed to this project from the start, bringing the experience of our firm to bear, and look forward to celebrating this key achievement with SP Services."

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Limited customer services during system cutover

The planned migration of data from the current billing system to the upgraded system will take place from Mon 4 Aug 08 to Fri 8 Aug 08. During this cutover period, SP Services will not be able to update information into the system. Hence, it can only provide limited payment and collection services to its customers during this short transition period. Its Customer Service Centres and Customer Service Hotline will however remain open to attend to enquiries and emergency turn-on of supplies and payment transactions.

The following services (including e-Services) will temporarily **not** be available during this period:

- Account opening and closing
- Normal turn-on of supplies
- Testing appointment arrangements
- Instalment plan arrangements
- Refund/payment transfer arrangements
- New GIRO application/termination

Customers are advised to submit their applications early, before Mon 4 Aug 08 for their service requests.

Extension of Customer Service Operating Hours

To assist customers with specific service requests, our customer service operation hours will be extended one week before and one week after the system cutover.

Customer Service Hotline

- Mon 28 Jul to Fri 1 Aug 08 }
• Mon 11 Aug to Fri 15 Aug 08 } 8am to 8pm

- Sat 2 Aug 08 }
• Sat 16 Aug 08 } 8am to 5pm

Customer Service Centre at Somerset Road

- Mon 11 Aug to Fri 15 Aug 08 } 8am to 8pm*

- Sat 2 Aug 08 }
• Sat 16 Aug 08 } 8am to 3pm*

(*Operation hours at our customer service centres at HDB Hub and Woodlands Civic Centre will remain as 8.30am to 5pm on weekdays and 8.30am to 1pm on Saturdays).

All customer services will resume on Mon 11 Aug 08

All customer services will resume on Mon 11 Aug 08.

We apologise for any inconvenience that customers may encounter during this period. We always strive to serve our customers better, and this upgrading in the billing system is yet another step in this effort.

Customers can call us at 1800-2222333 or email us at spservices@singaporepower.com.sg should they require any clarification.

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.