



4 May 2005

## **NEW SP SERVICES CUSTOMER SERVICE ENQUIRY HOTLINE**

1. A new common utility hotline has been introduced for the convenience of customers in contacting the various utility service providers. The user-friendly hotline number **1800-2222 333** will replace the current SP Services Customer Service enquiry hotline 1800-2356841 with immediate effect.

2. This initiative is being jointly implemented by SP Services, SP PowerGrid, PUB and City Gas. Customers will be routed to SP Services, SP PowerGrid, PUB or City Gas for enquires on their utility supplies through this new common utility hotline. They may also continue to dial direct to SP PowerGrid, PUB and City Gas. The direct numbers are:

SP PowerGrid at tel : 1800-778 8888 for electricity supply interruption

PUB-One at tel: 1800-284 6600 for water-related services such as water supply failure, damaged water mains, water quality, poor water pressure, sewerage matters, drainage matters, flooding, Deep Tunnel Sewerage System and NEWater.

City Gas at tel: 1800-555 1661 /1800-CITYGAS for opening of gas accounts, gas turn-on/off appointments, gas appliances enquiries, etc.  
For gas leaks, please call the 24-hour customer service centre at tel: 1800-752 1800.

3 The old number 1800-235 6841 will continue to be operational for another 6 months. During this period, customers who call the old number will be automatically routed to the new common utility hotline number.

---