

GST Voucher – U-Save FAQ	
1	Where can I check my U-Save eligibility?
	You can check your eligibility on the GST Voucher website (https://www.gstvoucher.gov.sg/Pages/U-Save.aspx).
2	What happens if I have not fully utilised all my U-Save rebate for the latest bill?
	Any unused GST Voucher – U-Save will be rolled over to help offset your household’s utility bills for the following months. It will lapse when your household’s utilities account is closed, and any unused U-Save will be returned to the Ministry of Finance (MOF).
3	Can I cash out my excess U-Save?
	The GST Voucher – U-Save cannot be encashed because it is only meant to directly offset your household’s utilities expense. Any unused GST Voucher – U-Save will be rolled over to offset your household’s utilities bills for the following months or returned to the Ministry of Finance (MOF) when your utilities account is closed.
4	Will I still be eligible for U-Save if I switch to a retailer?
	Yes, you will continue to be eligible no matter which electricity retailer you switch to.
5	Can I continue to use my U-Save to offset my electricity charges if I switch to a retailer?
	Yes, your U-Save can still be used to offset your electricity charges after switching to a retailer. Do note that your U-Save will first be used to offset your SP Group bill for non-electricity charges (water, gas, refuse collection). Depending on the timing of your electricity bill and payment arrangement with your retailer, your U-Save may offset your electricity charges only in the subsequent months.
6	How will my U-Save be used to offset my electricity and non-electricity charges in the Open Electricity Market?
	<p><u>If you are billed directly by your retailer:</u></p> <ul style="list-style-type: none"> Your U-Save will first be used to offset your SP Group bill for non-electricity charges (water, gas, refuse collection). Any remaining U-Save will be used to offset your electricity bill by your retailer. Note that depending on the timing of your electricity bill and payment arrangement with your retailer, your U-Save may offset your electricity charges only in the subsequent months. The amount of U-Save used to offset your electricity charges will be reflected in your electricity bill from the retailer as well as your bill from SP Group. If your remaining U-Save does not appear to offset your electricity charges, you can contact your retailer to make the appropriate adjustment to your electricity bill payment arrangement to utilise the U-Save. <p><u>If you are billed by your retailer via SP Group or continue to buy electricity from SP Group,</u> the current U-Save arrangement with SP Group will remain.</p>
7	How will I know the U-Save used to offset my non-electricity and electricity charges is correct?
	<p>If your retailer bills you via SP Group, your bill will show the overall U-Save used to offset all utility charges.</p> <p>If you receive your electricity bill directly from your retailer,</p> <ul style="list-style-type: none"> The U-Save used to offset your electricity charges will be shown in your retailer’s bill.

	<ul style="list-style-type: none"> At the same time, your bill from SP Group for non-electricity charges (water, gas, refuse collection) will show the U-Save that was transferred to your electricity retailer to offset your electricity charges.
8	<p>What if the wrong U-Save is transferred to my retailer?</p> <p>You should notify your retailer of the inaccurate U-Save amount being transferred. Your retailer will coordinate with SP Group to make the necessary credit/debit adjustments.</p>
9	<p>How does EMA/MOF ensure that SP Group and retailers are handling the U-Save appropriately?</p> <p>Both SP Group and the Retailers are subject to audit requirements imposed by the Ministry of Finance (MOF).</p>
10	<p>Can I choose not to use U-Save to offset my electricity charges?</p> <p>No, retailers are required to utilise any available U-Save to offset your outstanding electricity charges.</p> <p>Consumers who continue to buy electricity from SP Group will likewise have their available U-Save used to offset their utilities bill.</p>
11	<p>Can I decide on the amount of U-Save which my retailer will claim from SP Group to offset my outstanding electricity charges?</p> <p>No, retailers are strictly required to utilise any available U-Save to offset your outstanding electricity charges.</p>
12	<p>Can a Retailer exercise flexibility in the amount of U-Save to claim from SP Group to offset outstanding charges in the electricity bill?</p> <p>No, retailers are strictly required to utilise any available U-Save to offset your outstanding electricity charges.</p>
13	<p>What is SP Group's role in the U-Save disbursement process?</p> <p>U-Save rebates is part of the GST Voucher scheme introduced by the Singapore Government for eligible residential consumers to offset their utilities bills. This will include your electricity charges under your electricity retailer. SP Group has been appointed by the Ministry of Finance (MOF) to administer the U-Save scheme, ensuring the correct and timely disbursement of U-Save to residential consumers.</p> <p>For consumers who are buying electricity from a retailer and are billed directly by their retailers, your contracted retailer will coordinate with SP Group to claim U-Save to offset your outstanding electricity charges.</p>
14	<p>Can I check with SPS if my retailer claimed the correct amount of U-Save from SPS?</p> <p>Should you have any enquiry regarding the use of U-Save amount for your electricity charges under your retailer, please approach your retailer directly for clarifications.</p>
15	<p>Who should I call if I have any queries about my U-Save?</p> <p>For U-Save related queries, please call SP Group at 6671 7117 (Mon – Fri, 8.30am – 5.30pm) or email customersupport@spgroup.com.sg.</p>
16	<p>Can my previous retailer utilize the unused U-Save to offset my final bill?</p> <p>Any available U-Save will be used to offset your outstanding electricity charges owed to your existing electricity retailer. For example, if you have switched to a new electricity retailer but has yet to settle your final bill with your previous electricity retailer, your available U-Save can only be used to offset your outstanding electricity with the new electricity retailer.</p>

	If you wish to use your available U-Save to offset your outstanding charges with your previous electricity retailer, please contact your previous retailer directly and they will liaise with SP Group.
17	How does SPS decide which accounts will be picked up in the U-Save daily file?
	The daily U-Save report will reflect the U-Save details of the retailer's active consumers who have U-Save available to offset their outstanding electricity charges. In addition, the daily U-Save report will track multiple requests within the month and will be refreshed on a monthly basis. Any incomplete records in the current month will be reflected in the next month's refreshed daily U-Save report.
18	Why is a customer's account not included in the U-Save daily file?
	It means that the consumer: <ul style="list-style-type: none"> a. Is not eligible for U-Save or does not have any available U-Save to offset his outstanding electricity charge; or b. The fresh U-Save for each quarter has yet to be used to offset at least one non-electricity bill with SPS.
19	What should retailers do when they did not receive the U-Save Daily Report, Confirm File and/or Processed File by 10am of the stipulated day?
	Retailers can expect to receive the file by the stipulated cut-off timing. If you did not receive the file by the stipulated cut-off timing, please contact Retailer Help.
20	What happens if retailers submit the U-Save Propose File before 10am and after 5.30pm?
	The Propose File will be rejected, and the retailer will receive the Propose Rejection File. Retailer will need to submit a new/updated Propose File using the latest daily U-Save report sent out by SPS the next business day. This is to ensure that retailers are making the correct U-Save claim.
21	Can a retailer submit another Proposal file on the next working day?
	No, multiple claims cannot be submitted for the same account within the same claim cycle. There can only be one active claim cycle at any instance.
22	Is SPS able to extend the submission time?
	No, please submit all relevant files by the stipulated cut-off timing. Any late submissions will be rejected.
23	Is the retailer able to submit the Propose File on a non-business day?
	No, proposal file can only be submitted on a business day.
24	If I receive the Rejection File (for both Proposal and Credited), can I resubmit these file before the stipulated cut-off timing?
	Yes, retailers can re-submit the relevant rejected files by stipulated cut-off timing.
25	Can a retailer make multiple U-Save claim on 1 account?
	No, multiple claims cannot be submitted for the same account within the same claim cycle. There can only be one active claim cycle at any instance.
26	Why are the completed U-Save claims still showing in the daily U-Save report?

	The daily U-Save report will track multiple requests within the month and will be refreshed on a monthly basis. Any incomplete records in the current month will be reflected in the next month's refreshed daily U-Save report
27	How many days is needed per U-Save claim?
	<p>Each U-Save claim process takes at least 2 days to complete a claim cycle. Refer to timeline below.</p> <ol style="list-style-type: none">a. <u>On Day T (any BD of the retailer's choice), from 10am to 5.30pm</u>, retailers who wish to claim any U-Save to offset their consumers' outstanding electricity charges are to submit the Propose File to SPS.b. <u>By Day T + 1, 10am</u>, SPS sends to retailers the Confirm File to confirm whether the requested U-Save amount is available. The corresponding reasons for any rejection will also be indicated in the file.c. <u>By Day T + 1, 5.30pm</u>, retailers are required to confirm with SPS that the U-Save (as reflected in the Confirm File) has been credited into the respective consumers' accounts via the Credited File.d. <u>By Day T + 2, 10am</u>, SPS will confirm with retailers whether the U-Save has been successfully reimbursed to retailers via the Processed File.