



Attention : Customer Experience Team  
 Hotline: 6363 6688  
 Email : [contact@geneco.sg](mailto:contact@geneco.sg)

**Account Termination With Geneco**

\*Reason for Closure of Account:  Change of ROC  Close Premise  Relocation  Transfer to SP  Change Private Retailer

\* Please delete or tick accordingly.

Company Name		MSSL A/C No:	
Premise Address			

For any security deposit to your account, it will be refunded within 4 to 6 weeks after the final invoices have been paid. Kindly note that the final invoices will be sent to you approximately 1 month after the account has been closed and we look forward to your payment accordingly. Please provide your **new** mailing address for us to send your final bill or refund cheque to.

Mailing Address <i>(Leave Blank if there is no change)</i>	
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Existing Contract Expiry Date:		<b>Requested Closure Date :</b> <i>(A minimum of #10 business days are required for processing under Fixed Rate / DOT price plan. #30 business days are required for processing under Seraya Energy Tariff Rate price plan. For requests received after 3pm, please be informed that we will only process the following business day.)</i>
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**In order to proceed with the termination request, we would like to seek your help in confirming the following :**

Supply cut off ( Cut off Date cannot be later than requested closure date)	Date :		Name of Company Representative attending supply cut off appointment	
	Time :	Please select time slot accordingly and do be informed that it is subject to availability from SP Group ( No supply cut-off on weekends / PH)		

* Is there a substation? (Kindly find attached in email for additional information)	<input type="checkbox"/> YES <input type="checkbox"/> NO	If there are substations on site, please visit <a href="https://ebiz.spgroup.com.sg/index.html">https://ebiz.spgroup.com.sg/index.html</a> to access the SP eBusiness Portal for submission of applications and requests on substation redevelopment / diversion / decommissioning works.
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* Meter Removal (Kindly find attached in email for additional information)	<input type="checkbox"/> YES <input type="checkbox"/> NO	To prevent any misunderstanding or future dispute between you and your Landlord, we would strongly suggest that you check with your Landlord on the removal request. SP Services require a Letter of Authorization from the consumer to remove the meter/ service cable. (Authorization letter attached in the email) Please skip the LOA if you choose "No"
* Service Cable Removal (Kindly find attached in email for additional information)	<input type="checkbox"/> YES <input type="checkbox"/> NO	

Signature of Authorised Officer		<b>We confirm our request to close our electricity account. We acknowledge that a minimum notice of 10/30# business days is required and an administrative charge of \$10.70 (inclusive of 7% GST) will be levied for the account closure or change of closure date. We also understand that liquidated damages may be imposed if our account is transferred or closed before the end of our contract with Geneco.</b>  (Please affix your organisation stamp)
Name of Authorised Officer		
Designation	Date	
Tel		
Email		

**Important Note**

For High-Tension (HT) consumers the electricity service cables/wires needs to be removed and the LEW is required to be present.  
 For Low-Tension (LT) if the electricity service cables/wires needs to be removed, the LEW is required to be present.  
 If the electricity meters are located inside the premise, please arrange for your Licensed Electrical Worker and/or Company representative to be present on the appointed date and time. Technicians from SP PowerGrid require access to the meter in order to cut off the electricity supply. In the event SP PowerGrid is unable to cut off the electricity supply, the account will remain open until supply is successfully cut.  
 Please note that if supply is drawn through the landlord and the meter is to be removed, you will need to make arrangements with your landlord to de-energise the supply on the landlord's end before the meters can be removed.

**For Internal Use:**

Acknowledged by (Customer Experience Agent)	
Date	
Liquidated Damages applicable	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> TBA