

Frequently Asked Questions Regarding the Open Electricity Market

1. Will I still be eligible for GSTV – U-Save if I switch to another electricity retailer other than SP Group?

You will continue to be eligible for U-Save rebates regardless of the electricity retailer you use.

2. Can I continue to use my GSTV – U-Save to offset my electricity charges if I switch to another retailer or between retailers?

Your U-Save rebates can still be used to offset your electricity charges after switching to a retailer. Depending on the timing of your electricity bill and payment arrangement with your retailer, your U-Save rebates may offset your electricity charges only in the subsequent months.

3. How will my GSTV – U-Save be used to offset my electricity and non-electricity charges when the electricity market is opened up?

If your electricity charges are billed directly by your electricity retailer:

- Your U-Save rebates will first be used to offset your bill from SP Group for non-electricity charges (water, gas and refuse collection).
- Any remaining U-Save rebates will then be used to offset your electricity bill by your electricity retailer.
- The amount of U-Save rebates used to offset your electricity charges will be reflected in the bill from the electricity retailer and the bill from SP Group. If your remaining U-Save rebates do not appear to offset your electricity charges, you may contact your electricity retailer to clarify and make any applicable adjustment to your electricity bill payment arrangement to utilise the U-Save rebates.

If you are billed by your electricity retailer via SP Group or continue to buy electricity from SP Group, the current U-Save arrangement will remain.