Residential Consumers: How to Switch from Other Electricity Purchase Options to the Regulated Tariff

Step 1: Log in to SP Utilities Portal

At the SP Utilities Portal, go to "Services" at the top of the page and click on "Switchback".

	Home	Meter Readings	Bills	Services Co	onservation Tips	Help	
Account No: 8				PLANS Wholesale			
		Electricity	Gas	Switchback PAYMENT RELATED		2021	• >
		latest usage 0 kWh	kWh AGE ① 0	Request for Refur Request for Paym Pink Notice/Late I GIRO			丙 ①
		NEIGHBOUR AVERAGE () O KWh EFFICIENT () O KWh		UTILITIES ACCOUNT Reschedule Resic Open Account Close Account	Reschedule Residential Appointment Open Account		
			0				N D
	Ho	meSafe (HL Ass	surance]	MANAGE YOUR CONSUMPTION			

Then click on "Next".

SPgroup Engowering the future of theory	ne Meter Readings	Bills	Services	Conservation Tips	Help					٨	
Account No:		•									
Switchback to Regulated Tariff											
This section is applicable for residential consumers who are buying electricity from the Wholesale Electricity market and wish to switchback to buying electricity from SP Group at the regulated tariff. Please click "Next" to proceed.											
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Step 2: Provide Details for the Request

Select your preferred transferred date by clicking on the Calendar icon. Follow through to enter information and verify the details in the Summary page. Then click Submit to complete the request.

	Home	Meter Readings	Bills	Services	Conservation Tips	Help	8		
Account No:			/						
					Transfer Date	Contact Details Summary			
Transfer Date									
					Transfer Date	04/02/2022 Image: Changing this date will require you to submit your meter reading otherwise it will be estimated.			
						Back			

Things to Take Note

- Please note the Switchback request will take up to 5 business days to complete.
- You will receive an email confirmation from SP Group with regards to the commencement date.
- Please contact SP Group at 1800-233-8000 if you require further assistance.