

Frequently Asked Questions on the Household Utilities Credit (HUC)

1. Who is eligible for the HUC?

All households with at least one Singapore citizen and living in a residential property in Singapore are eligible for the HUC.

2. How and when will eligible households receive the HUC?

The credit will be directly disbursed to eligible households' SP Service utilities accounts by September 2022. No further action is required by the households.

3. My household already receives the GST Voucher – U-Save. Is my household also eligible for the HUC?

Yes. The HUC is a one-off \$100 utilities credit given to **all** residential households with at least one Singaporean member, regardless of residential property type. Households that are eligible for GST Voucher – U-Save will also receive the HUC.

4. Can I receive both, i.e. the HUC as well as the GST Voucher – U-Save?

Yes. households that are eligible for GST Voucher – U-Save will also receive the HUC.

5. Can the HUC be used to offset electricity charges billed directly by electricity retailers?

The HUC is applicable to offset SP Group charges. Households which are billed separately for their electricity charges by electricity retailers can use the credit for their other non-electricity SP Group charges, such as water, gas and refuse disposal. Excess credit on the SP Group account will be rolled over to offset future utilities bills, until it is fully utilised.

6. How do I submit an enquiry or appeal for HUC?

You may contact SP Group (6671-7117 / visit <https://www.spgroup.com.sg> – Contact Us page and click on “Click here to get in touch with us.”).

Please note that the deadline for appeals is **31 May 2023**.