



Thank You Campaign 2024 – Senoko Energy’s Donation to TOUCH Community Services

Terms and Conditions

1. This Campaign (the “Campaign”) is organised by Senoko Energy Supply Pte Ltd (the “Organiser” or “Senoko Energy”).
2. The Campaign Period is from 1 Aug 2024 to 31 Jul 2025 (both days inclusive), unless otherwise modified by the Organiser.

Campaign Objectives

3. The goal of this Campaign is to:
 - a. inspire households to make small, collective efforts towards energy conservation and to take charge of our climate actions.
 - b. Allow Senoko Energy to pass on the apparent energy conserved during the Campaign Period in the form of a corresponding monetary donation to TOUCH Community Services, capped at a maximum of S\$50,000 for this Campaign. For an explanation of how the donations will be calculated, please see clause 8 below.
4. TOUCH Community Services is a not-for-profit charity organisation that is dedicated to serve people of all ages, races and religions to inspire hope and transform lives. The donation made by Senoko Energy during this Campaign will be channelled to TOUCH, in support of families, children, youths, seniors, persons with special needs and wellness needs.

Eligibility

5. Senoko Energy’s Customers that have met the following criteria shall automatically have their energy conservation taken into consideration during this Campaign (“Qualified Customers”):
 - a. must be an active Senoko Energy residential customer since 1 Aug 2023
 - b. registered with Senoko Energy at the same residential premise since 1 Aug 2023;
 - c. the Customer has not informed Senoko Energy that it does not wish to be considered for this Campaign.
6. If you do not wish to participate in this Campaign, please inform Senoko Energy by sending an email to marketing@senokoenergy.com. For the avoidance of doubt, customers that terminate their Electricity Supply Agreement or relocate to a different address within the Campaign Period will not be considered for this Campaign.

Basis of Energy Conservation and Donation Amount Calculation

7. Senoko Energy will determine the energy conserved by Qualified Customers on a bi-monthly basis by measuring it against the same period last year. Every two (2) months will form one (1) race cycle. Please refer to the table below for illustration on how energy conservation will be determined in one race cycle (i.e. Aug & Sep 2024):

Customer	Energy used in Aug & Sep 2024 [a]	Energy used in Aug & Sep 2023 [b]	Energy Conserved for Race 1 [a-b]	Remarks
A	780kWh	800kWh	20kWh	Customer successfully conserved 20kWh compared to last year's energy usage.



B	900kWh	800kWh	0kWh	No energy conservation observed, Customer B used more than last year.
C	800kWh	800kWh	0kWh	No energy conservation observed, Customer C used the same amount of energy as last year.

8. There will be a total of six (6) race cycles during the Campaign Period. Senoko Energy will take the average amount of energy conserved over the six (6) race cycles to convert into the final corresponding donation amount, by multiplying against the customer's contract energy rate (exclusive of GST) as stipulated in the Customer's contract which is in force as of Jul 2025.

Customer	Race 1 Aug & Sep 24 [A]	Race 2 Oct & Nov 24 [B]	Race 3 Dec 24 & Jan 25 [C]	Average Energy Conserved [A+B+C/3 = D]	Corresponding Donation to be made by Senoko Energy [D x customer's contract energy rate*]
A	20kWh	10kWh	30kWh	20kWh	\$5.80
B	0kWh	5kWh	10kWh	5kWh	\$1.45
C	0kWh	34kWh	5kWh	13kWh	\$3.77

**For the purpose of this illustration, energy rate is assumed at 29¢/kWh (exclusive of GST) for all customers.*

9. For the avoidance of doubt, the final donation amount to be made by Senoko Energy in respect of energy conserved by all Qualified Customers will be capped at a maximum of S\$50,000. At no time will any Qualified Customer be making any donation to TOUCH Community Services. No personal data of the Qualified Customers will be transferred to TOUCH Community Services.
10. Please be informed that no donations will be solicited or collected from Senoko Energy's customers. The donation made by Senoko Energy is separate from the amounts collected by Senoko Energy from its customers. Senoko Energy is bearing its own expenses and will not be using any proceeds to offset its expenses.
11. The donation amount will be calculated and transferred to TOUCH Community Services via cheque or bank transfer (as agreed with TOUCH) by 31 Aug 2025.
12. The Organiser has the sole and absolute discretion in the organisation and execution of the Campaign, and its decision on any matters will also be final and non-negotiable.
13. By not withdrawing from this Campaign, the Qualified Customers agree to be bound by these Campaign Terms and Conditions as well as Senoko Energy's Privacy Policy located at <https://www.senokoenergy.com/legal-notice>.
14. The Organiser reserves the right to suspend, cancel or amend the Campaign and/or review and revise these Campaign Terms and Conditions at any time without giving prior notice. By continuing to participate in the Campaign after any revision of these Campaign Terms and Conditions, each participant shall be deemed to have agreed to any such new or amended terms. All decisions of the Organiser are final and binding in all aspects.