












## Open Electricity Market Retailer Rating System





















EMA has developed a rating system to reflect the overall satisfaction level for each Open Electricity Market (OEM) retailer based on its customers' responses to the Consumer Satisfaction Survey (CSS). The rating system is based on a 5-point scale, with 5 stars being the highest level of satisfaction.





Visit the OEM website [www.openelectricitymarket.sg](http://www.openelectricitymarket.sg) for the latest retailer ratings and the rating system.

### Past Retailer Ratings

Here are the OEM retailer ratings published, based on previous CSS results.

	Retailer	Rating (October 2019 <sup>i</sup> )	Rating (April 2020 <sup>ii</sup> )	Rating (October 2020 <sup>iii</sup> )
1	 BEST ELECTRICITY <small>A PRIME GROUP COMPANY 百利保</small> Best Electricity Supply Pte Ltd			
2	 Diamond Electric Diamond Energy Merchants Pte Ltd	Rating Not Available (Insufficient Survey Responses)		
3	 iSwitch® <small>LICENSED ELECTRICITY RETAILER</small> iSwitch Pte Ltd			

	Retailer	Rating (October 2019 <sup>i</sup> )	Rating (April 2020 <sup>ii</sup> )	Rating (October 2020 <sup>iii</sup> )
4	 Keppel Electric Pte Ltd			
5	 Ohm Energy Pte Ltd			
6	 PacificLight Energy Pte Ltd			
7	 Energy that makes a difference Sembcorp Power Pte Ltd			
8	 Senoko Energy Supply Pte Ltd			

	Retailer	Rating (October 2019 <sup>i</sup> )	Rating (April 2020 <sup>ii</sup> )	Rating (October 2020 <sup>iii</sup> )
9	 Geneco (by Seraya Energy Pte Ltd)	★★★★☆	★★★★☆	★★★★☆
10	 Sunseap Energy Pte Ltd	★★★★☆	★★★★☆	★★★★☆
11	 Tuas Power Supply Pte Ltd	★★★★☆	★★★★☆	★★★★☆
12	 Union Power Pte Ltd	Rating Not Available (Insufficient Survey Responses)	★★★★★	★★★★☆

\*Note: Retailers are listed in alphabetical order.

<sup>i</sup> Ratings are based on the CSS report for October 2019, capturing responses from consumers who had switched to retailers between November 2018 to February 2019.

<sup>ii</sup> Ratings are based on the CSS report for April 2020, capturing responses from consumers who had switched to retailers between March to September 2019.

<sup>iii</sup> Ratings are based on the CSS report for October 2020, capturing responses from consumers who had switched to retailers between November 2019 to May 2020, and consumers who renewed with their retailer from January to June 2020.