

PLEASE ADDRESS ANY CORRESPONDENCE TO WATER SUPPLY (NETWORK) DEPARTMENT

Your Ref :

Our Ref : WSN 92413/90/202501/StorageWaterHeater

Date : 21 August 2025

[Distribution via email]

Dear Storage Water Heater Suppliers,

ADVISORY ON COMMUNICATIONS ON REGULATORY SUBMISSIONS TO PUB

We've received multiple feedback from the public where promotional advertisements on storage water heater installation have indicated that regulatory submissions for water service installation (WSI) works to PUB are optional and chargeable by PUB.

2. We would like to highlight that that regulatory submissions for WSI works to PUB are mandatory, not optional, and that PUB does not impose any administrative or processing fees for such submissions by Licensed Plumbers (LPs). Any fees charged to customers for handling such submissions are commercial decisions made by individual suppliers and/or LPs, and are neither mandated nor regulated by PUB. Hence, it is not acceptable to attribute such charges to PUB as this misleads customers into thinking the charges are collected by PUB, undermining public trust in the regulatory system.

3. We understand that you may have to incorporate such costs as part of your overall service charges. If so, please ensure you communicate this accurately in your promotional materials, quotations and invoices and not imply that submissions to PUB are optional and that PUB charges fees for such submissions. An example to indicate in your communication to customers could be along this line:

“As part of the installation, our Licensed Plumbers will handle the regulatory submission to PUB on your behalf. While PUB does not charge any fees, I've included an administrative charge in my service fees to cover the time and effort involved.”

4. We encourage all suppliers to communicate such matters clearly and transparently, and to maintain professionalism in your customer interactions. Please ensure all your promotional and related materials reflect accurate information regarding PUB submission requirements. Any misleading information should be removed and corrected immediately. Continued communications of inaccurate or misleading

information may result in regulatory enforcement action, pursuant to the relevant provisions of the Public Utilities Act and its subsidiary legislation.

5. Please contact me at 6805 6262 or email to me at nazilah_sapuan@pub.gov.sg if you have any clarifications.

Yours faithfully

A handwritten signature in black ink, appearing to read 'N13' with a stylized flourish.

NAZILAH BINTE SAPUAN
ENGINEER (INSPECTORATE)
for DIRECTOR
WATER SUPPLY (NETWORK) DEPARTMENT