



Energy & Water  
Ombudsman NSW  
Free, fair and independent

# Moving in and out of a property



When you set up an account, check if you will be charged a fee for reading the meter when you move in and, if so, how much it will be. Also make sure you get any rebates you may be eligible for. See our **rebates and concessions** factsheet at [ewon.com.au/factsheets](https://ewon.com.au/factsheets).

You will receive a letter from your retailer confirming your account has been set up. Check that all the details are correct, including the rates you agreed to, the address and meter number.

Generally retailers require at least three business days' notice before you move in to arrange the meter read. The meter read ensures you are only charged for usage from your move in date. If the previous resident had the supply disconnected, the retailer may need more time.

If you can, take a photo of the meter and check the meter reading against your first bill. You should do this again when you move out in case there is an issue after you leave.

## What if I don't set up an account?

If you don't open an account, you will receive bills or letters addressed to the 'Customer' or 'Occupant' from the retailer that currently owns the billing rights for the property.

The retailer will ask you to contact it to open an account. If you don't take any action your supply may be disconnected. You will have to pay bills addressed to the Occupant for the energy you use from the date you moved in.

## What if I set up an account but something goes wrong?

If there is a delay setting up your account or transferring the billing rights to your retailer, you may receive a bill or letter addressed to the 'Occupant' or in a previous occupant's name.

If this happens, contact your retailer to confirm your account was set up correctly and the billing rights for your property have been transferred. Make a note of your meter number and ask your retailer to confirm the account has been set up for the correct meter. If your preferred retailer has failed to set up your account, you will still be responsible for paying the charges for any energy you have used since you have moved in.

You can contact the retailer sending the bills/letters and ask it to stop any credit or disconnection activity while your preferred retailer secures the billing rights for your property.

Keep a record of the date and time of your calls and who you spoke to.

## Before you move in

It's important to set up your electricity and gas accounts before you move into a new property. It is your responsibility to pay for all the energy you use at the property, whether or not you have opened an account with an energy retailer.

You can open an account by phone or online. You will need to provide identification such as your driver licence or passport.

To find a retailer or compare prices, visit the independent website [energymadeeasy.gov.au](https://energymadeeasy.gov.au) or phone **1300 585 165**. The website also gives information about how to change plans and switch providers.



# Moving out of a property and closing your account

When you move out of a property, you should provide your retailer with at least three business days' notice so a final meter read can be arranged and your retailer can close your account.

Keep a record of the date and time of your call and who you spoke to.

## Closing your account

If you don't close your account when you move out, you may be billed for energy used after your move

out date.

A retailer can bill you up to the date you close the account, even if it's after you moved out.

If you don't receive the final bill within a couple of weeks of moving out, contact your retailer and ask why. It may have been sent to your old address.

If you don't advise your retailer of your new address, or pay the final bill by the due date, it may start debt collection activity, which can lead to a default being listed on your credit file.



**Make sure you give your retailer a forwarding address or email to ensure you receive your final bill.**

## What if I get a bill that includes charges for energy that was used before I moved in?

**If you receive a bill that includes charges for dates before you moved in, contact the retailer to advise them of your move in date.**

You may need to provide the retailer a copy of your lease (if you are a tenant) or the settlement paperwork (if you are the homeowner) to confirm the date.

## Staying in touch

Please contact us any time for free and independent advice.



## Make a complaint or enquiry

<b>Freecall</b>	1800 246 545* Mon - Fri, 9am - 5pm
<b>Freefax</b>	1800 812 291
<b>Freepost</b>	Reply Paid 86550 Sydney South NSW 1234
<b>Interpreter</b>	131 450
<b>TTY/Voice</b>	133 677
<b>Online</b>	<a href="http://ewon.com.au">ewon.com.au</a>
<b>In person</b>	Level 11, 133 Castlereagh St, Sydney, NSW 2000

\* If you are calling from a mobile phone, let us know and we will call you back.