



Moving made easy for Australian Power & Gas customers

1. I'm moving out! How much notice do I need to give?

We will need at least 3 business days notice. This is the number of days we need to arrange for a 'special meter read' to be performed at your current home. A special read is taken so we can produce the final account for the premises. It also ensures that you are not charged for energy usage after you have vacated the premises.

2. I don't have energy connected in my new home. How do I get it connected? (This is called re-energising energy).

You will need to give us a call on **133 298** as soon as possible. We will contact your distributor to arrange for energy to be re-connected in your new home. If you call before 2pm, and all of your new address details can be successfully validated immediately, your electricity will be connected the next day. If we are unable to validate your details straight away, or if you call after 2pm, unfortunately your energy may not be connected for two days.

3. Will I be charged a fee for moving my energy from my old place to my new place?

The local electricity distributor (and gas distributor if applicable) for your home may charge a fee to take a final read (excluding NSW). You may also be charged an opening read fee for your new home.

Also, if for some reason the electricity (and gas if applicable) supply has physically been disconnected at your new home, there will also be a charge to reconnect the supply. This is very, very unlikely but you just need to be aware of these fees. To find out how much you may be charged for moving your energy, please call us on **133 298**!

4. Can I transfer my account over to my new place?

Yes, as long as we currently retail in your new area, and you're not changing certain details of your existing contract. If you're changing certain details of your existing contract (for example, adding gas to your contract), you may need to sign a new contract with us. For more information, please call **133 298**.

If we don't presently retail in your new area, then unfortunately we will be unable to help you. You will need to choose another retailer. If you're on a contract which has a cancellation fee, we won't charge you this fee if we're unable to transfer your contract for you.

Once you contact your new retailer, they will take all the necessary steps to set up your new account.

5. How long will it take to transfer my account over to my new place?

If Australian Power & Gas was previously supplying your new home with energy, then we can transfer your contract straight away. However, if we were not the previous energy supplier we'll have to contact the previous retailer for your home and arrange for us to be responsible for that address from now on.

Depending on how quickly this transfer happens, you may receive one account from the previous retailer until Australian Power & Gas is able to start billing you on your current plan.

6. What happens if Australian Power & Gas isn't the current energy supplier of my new home?

If the previous occupant of your new home was getting their energy supplied by a retailer other than Australian Power & Gas, we'll need to arrange to have the account for your new home transferred to us. Depending on how quickly this happens, you may receive one account from the previous retailer until Australian Power & Gas is able to start billing you on your current plan, though this is unlikely.

7. Will I be charged the same rates in my new place?

Your rates may change, depending on the location of your new home. This will depend on the applicable network tariff for your new address. Your exact rates and tariff will be detailed in a letter we will post you a couple of days after you arrange your move in with us.

8. My new place has gas. Can I add this to my contract?

Yes! We will simply need to set up a new gas and electricity contract for you to replace your existing 'electricity only' contract. If you wish to do this, please call **133 298**. We'll go through the details of your new contract with you over the phone, and then send you an offer pack in the post to confirm all the details. You'll then have a 10 business day cooling off period to look through the pack and check you're happy with it.

9. If I sign a new contract with you for my new home and have a 10 day cooling off period, what happens in the meantime – will I not have gas and/or electricity?

Yes you will still have gas and/or electricity!

- If you choose to stay with Australian Power & Gas, your first account will start from the day you enter into your new contract.
- If you decide not to stay with Australian Power & Gas, and we are currently the retailer at your new home, we will need to send you an account to cover your energy usage up until the day your energy contract is cancelled and a final meter read is performed.
- If you decide not to stay with Australian Power & Gas, and we are not currently the retailer at your new home, you will be billed by the energy retailer who was supplying the property before you moved in. They will be in contact with you. You also have the option of choosing another retailer.

10. My new place does not have gas. Can I remove this from my dual fuel energy contract?

Yes! We can update your account for you over the phone.

Please call **133 298** to arrange this.

STILL NOT SURE? PLEASE
GIVE US A CALL ON **133 298**
OR EMAIL **ENQUIRIES@**
AUSTRALIANPOWERANDGAS.
COM.AU



Australian
Power & Gas