



We are independent. Our complaint resolution service is free, fair and easy to use. If we can't help you, we will tell you about someone who can.

Moving properties – energy

Already connected

When you move into a residential or business property that's already been used by other people, the electricity and water – and sometimes the gas – may already be connected.

If this is the case, you just need to:

- contact an energy provider and choose a contract
- create an account in your name.

Not connected

If the property is not already connected, you will need to take other steps.

Read our fact sheet on getting connected to learn more.

Moving properties – water

In SA, the property owner is responsible for the water account.

If you own the property, you will need to create a water account in your name.

SA Water supplies most water services, but there are some council and private providers too. Check with SA Water on 1300 650 950 or visit its website at www.sawater.com.au.

Renting

If you are renting:

- you do not need a water account
- you will not be billed directly by the provider
- your lease will set out how you will pay for your water.

Units, flats and apartments

If you have moved into a property with a body corporate or strata management, you may not be able to choose your provider.

Check with your body corporate or strata management to find out what choices you have.

Deemed arrangements for energy

If you start using energy at your new property without contacting a provider to open an account, you will be considered to have an arrangement with the last provider for the property.

This is called a deemed customer retail arrangement.

The rates for these arrangements are usually higher than contract rates.

Providers' responsibilities

When the provider knows you are using energy at the property, it must contact you and tell you:

- the prices and conditions under the deemed arrangement
- your options for making a new contract.

Look for a letter addressed to 'Dear Occupant' or 'Dear Customer'.

You can choose to stay with this provider or switch to another provider.

Opening an electricity or gas account

For electricity and gas, you can choose:

- your provider
- your contract.

For a full list of energy providers, see the Australian Energy Regulator's website at www.aer.gov.au.

For help choosing a contract, read our fact sheets:

- *Energy contracts: what providers must do*
- *Energy contract: how to choose*
- *Energy marketing: how to protect yourself.*

Your account names

Energy and water providers can only talk to the account holder or an authorised person.

If you have a partner, spouse or house mate who is also responsible for the account, make sure you put their name on the account when you open it.

Security deposits

Your energy provider may ask you to pay a security deposit when you open an account if you have:

- an outstanding debt with the provider
- an unsatisfactory credit history.

Your energy provider must refund this deposit plus interest in 10 business days:

- after you have paid your bill on time for 1 year – or 2 years for business customers
- after you have closed your account.

Concessions

If you are a concession holder and you change your address or provider, you must tell ConcessionsSA as soon as you get your new bill.

If you change providers, you must make sure that the name that is on your concession card is also on your bill.

When you get your electricity bills, always check to make sure your concession has been applied.

Transferring an account

If you are moving and are happy with your current provider and contract, talk to your provider about transferring your account.

This can help if you are on a fixed term contract and must pay a fee if you end it early. Sometimes the provider will waive this fee if you stay with them for your new property.

Checking your accounts

Moving in

When you sign up to a provider:

- record the serial number on your meter and give it to your provider
- read your meter and take a photo of it for proof.

When you get your first bill, check your read and meter number to make sure your bill is correct.

Moving out

Do the same thing when you move out:

Read your meters, take a photo and note the time and date. Check this read against your final bill to make sure it is correct.

Closing your account

Energy

When you leave a property, you must close your energy accounts so you don't get charged for any energy used after you leave.

Contact your provider at least 3 days before you move so they can arrange for a final meter read.

Water

Your water account will be closed or transferred by your conveyancer as part of the property settlement process. You don't need to do anything about this.

More help

Read our fact sheets:

- *Making a complaint*
- *Getting connected*
- *Refunds.*