



## **Moving home**

### **What to do from an energy supply perspective**

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## Introduction

We understand that when you're moving home you have a lot of things to think about and a never-ending 'to do' list. However, it's important to remember to take meter readings and notify your supplier that you're moving – otherwise you may find yourself being charged for the usage of the people who move in after you.

The more notice you can give us that you are moving out the better – but it's important that you let us know **no later than 2 days** prior to the date you move out.

### Closing your Solarplicity Account

Once you know the dates you are moving house you can notify us in any of the following ways:

- Create a "Move Property" enquiry on your online account
- Email us at [theteam@solarplicity.com](mailto:theteam@solarplicity.com)
- Give us a call on **0333 0044666**

We will require the following from you:

- Your move date(s)
- Your account number
- Your new forwarding address\* and an up to date contact number
- The name, contact number and address of the owner, housing association, letting agent or new tenants (as applicable)
- Closing meters reads – these will need to be taken on your move date. If you are notifying us of your move more than 5 days before your move date, thank you for being so prepared and giving us lots of notice, but please separately contact us again on your move date with some readings!

Once you have given us this information, we can close your Solarplicity account. A final bill will be sent to you at your new address. Please note that if you are on a fixed contract with Solarplicity and you move out before your renewal date then you then you may be liable to pay an early exit fee – although if you move and switch your new property's supply to Solarplicity, then we will credit the fee back onto your new account as a welcome back thank you.

### Providing closing meter reads

It is important that you send us a meter reading on the date that you move out of your property so that we can issue you with an accurate final bill. Please note that if we do not receive a meter read, or if you are unable to provide a final meter read, then we will need to use estimated readings to issue your final statement and close the account.

It is also important to take a meter reading of the property you are moving into to ensure there are no discrepancies with your new supplier.

### Your new property

If you wish to stay with Solarplicity and would like us to start supplying your new home, then we can make all those arrangements for you – just give us a call or go on the 'switch your energy' section of our website once you have moved into the new property. If you had to pay an early exit fee for your old property then we will credit this back onto your new account as a welcome back thank you.

\*Please note: you may experience problems entering an overseas address into the move property form on your online account. If this is the case, please don't hesitate to email us at [theteam@solarplicity.com](mailto:theteam@solarplicity.com) or call us on 0333 0044666 to notify us of your move.



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