

# Vacation of premises (large business electricity customers only)



Use this form if you're a large business customer and you're intending to vacate your existing site prior to the end date of your current Retail Electricity Contract with us.

Please complete all relevant sections of the form in block letters and select your required action in section 2. If your form is incomplete, your disconnection, transfer of electricity supply or meter removal may be delayed.

We will use best endeavours to finalise the disconnection by your local distributor within the requested timeframe. However, you will be liable for all charges up to the date of disconnection/meter removal or the date that the incoming occupant enters into a new Retail Electricity Contract with us. Early termination charges and any charges/fees related to the disconnection services order may also apply. Refer to your current contract for further information.

Email your completed form to us at [businessenq@energyaustralia.com.au](mailto:businessenq@energyaustralia.com.au) **at least 30 days before you plan to vacate the site.** If you have any questions, please call us on **1300 362 466** (select option 3) and we'll be happy to help.

## 1. Customer and site details

Company name:

ABN/ACN:

Primary contact:

Key contact phone no.:

EnergyAustralia account no.:

National Meter Identifier (NMI):  
(10-digit number can be found on your bill)

Site address:

Site address:

Mailing address:  
(for final account)

Site contact name:  
(if different from primary contact)

Site contact phone no.:

### Access instructions

(Please provide as much detail as possible around access to the site and location of the meter)

Will the property be vacant on your requested disconnection date? ☐ Yes ☐ No  
If Yes this may impact on the disconnection being completed

### Meter location

Are keys required to access the property/meter? ☐ Yes ☐ No  
If Yes please ensure nominated contact person has keys

Disconnection to take place during business hours? ☐ Yes ☐ No

If No and after hours access is required, there will be an additional truck fee chargeable to the customer

Please indicate if the site is LV (Low Voltage) or HV (High Voltage) ☐ LV ☐ HV

**Additional site/meter information:**

## 2. Required action (select only one and nominate preferred date required)

### Required action

### Condition

☐ **Disconnection of supply**  
(fuse removal)

- Call us on **1300 362 466** (select option 3) one week prior to your preferred disconnection date to confirm arrangements.
- Please ensure site contact is available to attend the site on the requested disconnection date, or that there is safe and unrestricted access to the meter during the requested time (Please note EnergyAustralia will request the date supplied in the form, however the distribution company may take up to 5 days to attend the site).
- Please note that disconnection of supply is performed by the local distributor. Distributor charges will be passed through when received by EnergyAustralia, which can take up to 12 weeks.
- Any charges/fees associated in the customer requesting a disconnection are payable by the customer and by submitting this request the customer agrees to pay these charges/fees.

☐ **Proposed transfer**  
of electricity agreement  
to incoming occupant

- Please provide the details for the incoming occupant below – **this is mandatory** for this option.
- The incoming occupant **must** establish a contract with EnergyAustralia. You will be liable for all charges until the incoming occupant's contract commences.
- By selecting this option, you authorise EnergyAustralia to release all details of the charges in your current Retail Electricity Contract to the incoming occupant.
- Transfers of agreements are at the sole discretion of EnergyAustralia.

☐ **Meter removal and abolishment**  
(disconnection of supply  
and removal of meter(s))  
Note: Generally only  
applicable if site is being  
demolished

- Please contact your electrician who will be required to complete an **application for abolishment form**.
- Call us on **1300 362 466** (select option 3) one week prior to your preferred meter removal to confirm arrangements.
- Please ensure a site contact is present on the confirmed meter removal date or that there is safe and unrestricted access to the meter/meter panel during business hours.

**Preferred date requested:**

Please note distribution companies do not disconnect on Fridays or the day before a public holiday.

## 3. Incoming occupant details (or managing agent if applicable)

**Mandatory if you have selected Proposed Transfer:** when submitting this completed form via email, please also 'copy in' the incoming occupant to the email.

Company name:

ABN/ACN:

Contact name:

Contact phone no.:

Mailing address:

Email address:

#### 4. Authorised signatory of company

Signatory name:

Position:

Signature:

Date: