

How To Connect Electricity To Your New House When Moving - Fragile Removals

Canonical: <https://www.fragileremovals.com.au/moving-house/how-to-connect-electricity-to-your-new-home/>

Details:

Arrange electricity with the provider before moving day, and confirm both the final arrangements at your old address and the start of service at the new one. Treat them as separate jobs with their own dates and confirmation details. A removal booking does not arrange an electricity account or guarantee that the property will have power when the truck arrives.

Start with the two addresses and the required dates

Write down the exact old and new addresses, your moving date, the date you can access the new property and the date responsibility for the old property changes. Have the existing account details available when contacting your current supplier. Explain any gap or overlap between the properties so the provider can advise what arrangements are possible.

Contact your provider as soon as you know the new address and likely dates. Ask how much notice it requires and what connection requirements apply to the address, meter and your circumstances. Keep the accepted connection date and confirmation rather than relying on the request alone.

If the moving date is uncertain, ask how to amend the request and whether an amendment affects timing or charges. Keep a written record of the provider's answer. Do not choose an account end date solely because it matches the truck booking if you will still need electricity for cleaning or access afterwards.

Tell the current supplier you are leaving

Contact the supplier to arrange closure or transfer of the existing account and ask how the final meter reading and bill will be handled. Provide the contact or forwarding details needed for the closing bill. Check the effective date and retain the reference number or confirmation.

Ask whether someone needs to be present or whether the meter must be accessible. Follow the provider's instructions and use authorised access arrangements. Do not enter a restricted meter area, open electrical equipment or attempt to disconnect the supply yourself.

After leaving, review the final bill against the agreed account dates. If the address or dates appear wrong, contact the provider with the confirmation details. Updating your mailing address alone should not be treated as proof that the electricity account has been closed.

Compare staying with the supplier and opening a new account

If you want to remain with the same supplier, confirm it can serve the new address and ask what account or plan changes are required. Do not assume the old plan transfers automatically. Give the provider the new address and updated contact details, and supply identification through its official process when requested.

If you are considering another provider, compare quotations for the actual address and your household needs. Check the quoted rates, fixed charges, conditions, connection arrangements and any fees that affect the comparison. A headline offer does not by itself establish your total bill. Keep the plan information with the connection confirmation so you can check the first account later.

Avoid arranging conflicting start requests with multiple providers. Once you have chosen, confirm which provider is responsible for the new account and how any earlier request will be handled. If the property has an existing solar system, obtain the relevant system and account information; the solar moving guide explains the separate questions to resolve.

Confirm the connection appointment and access conditions

Ask when electricity is expected to be available, whether an appointment is needed and what must be ready before the provider can complete the request. Confirm any access, identification or attendance requirement directly. The provider determines the applicable process; this guide does not specify a universal technical connection procedure.

Coordinate the arrangement with the person handing over the property. Make sure you can lawfully access the address when attendance is required. If the provider gives a window rather than a precise time, plan around the window and ask what happens if access is delayed.

Keep the provider's contact number accessible during the move. Give the household a clear account of what has been confirmed and what remains pending. Avoid promising that appliances, lighting or internet equipment will be usable until the electricity arrangement is complete and any other required services are ready.

Fit electricity into the wider moving plan

Use the moving house checklist to place connection, cleaning, key handover and delivery in the right order. Some tasks depend on power or access; identify those dependencies before booking several suppliers for the same day.

Update relevant details through the change-of-address checklist, keeping each account's confirmation separately. Arrange internet and other utilities with their own providers. A completed electricity request does not establish that those services have also been transferred.

Discuss collection and delivery arrangements with us through the quote form. If the new property will not be ready for occupation, tell the removal team promptly and discuss the options before goods are dispatched. Changes to electricity timing may affect your household plan even when the removal booking itself is unchanged.

Recover when the plan changes or power is unavailable

If the move is brought forward or delayed, contact the provider as soon as the new date is known and ask for written confirmation of the revised arrangement. Check both addresses so a change at the new home does not leave an unintended closure date at the old one.

If there is no power when expected, contact the provider using the booking reference and explain the address, agreed date and what you have observed. Follow its instructions for the next step. Do not improvise electrical work, bypass equipment or assume that an absence of power has one particular cause.

After the move, check that the first bill identifies the correct property, account and agreed plan. Resolve discrepancies with the provider using the records you kept. Keep the final old-property bill and the first new-property bill distinct so an overlap is investigated with the right account details.

How much notice should I give my electricity provider?

Contact the provider as soon as the new address and likely dates are known. Ask about the notice, meter access and attendance requirements for that property, and keep the accepted connection date and reference number. The required lead time depends on the address and work involved. If key handover changes, tell the provider promptly and ask whether the booking or charges need to change before assuming power will be available.

Will my existing electricity plan automatically follow me?

Do not assume so. Give the existing supplier your new address and ask whether it serves the property and what account or plan arrangements are available. Compare the applicable rates, fixed charges, fees and conditions for that address if considering another provider. Treat closure at the old home and commencement at the new one as separate confirmations. Check any overlap needed for cleaning or handover, and keep both records so the first and final bills can be checked against the agreed dates.

Who should I contact if power is not available when expected?

Contact the provider using the new address, connection date and booking reference, and explain what has happened. Ask whether the request is complete, whether access or attendance is outstanding and what the next step is. Follow the provider's instructions; do not attempt to open electrical equipment, connect the supply or carry out repairs yourself. Update the household's arrival arrangements if power remains unavailable. Keep the case details and revised timing so you can follow up without repeating the whole booking history.

When should I end the account at my old address?

Agree the end date with the provider using the actual handover and occupancy arrangements. You may still need electricity after the removal truck leaves for cleaning or other agreed work. Ask how the final meter reading and bill will be handled, provide the forwarding contact and retain confirmation of the closure date. Updating a postal address alone does not prove the account has ended. Review the final bill against the agreed dates and raise discrepancies with the provider.

What connection details should stay on my moving checklist?

Record the provider, account or request reference, service address, expected start date, contact number and any attendance or access requirements. Identify who can lawfully provide entry if it is needed and check the key handover timing with the property contact. Keep unresolved items marked as pending. Coordinate electricity with other services you need, such as internet, without assuming one booking arranges the others. Recheck the confirmations if the moving date changes and keep them accessible during the move.