

# Energy transfer document Electricity and/or gas

This document is used to record meter readings when a contract comes to an end (moving out, moving in, house sale or purchase, separation, death, etc.).

**Caution: this document does not constitute a contract with an energy supplier.**



- Complete **two copies** of this document (each party will receive their own copy).
- Both documents must be **signed by both parties**.
- **Keep the original document and contact your energy supplier(s) as soon as possible.**

Date of transfer		/		/									
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Address affected by transfer	Street :	N° :	Box :
	Town :		Postcode:

## CONSUMPTION FIGURES ELECTRICITY

EAN N° electricity (18-digit code printed on your energy bills):	5	4											
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Meter type: Check and complete only the line which corresponds to your meter type.	Meter No.	Reading (kWh)
<input type="checkbox"/> Single Meter	N° : .....	
<input type="checkbox"/> Twin Meter or Smart Meter	N° : .....	<span style="color: #0070C0;">☀</span> DAY, peak times (HI, A+, 1.8.1) <span style="color: #0070C0;">🌙</span> NIGHT, off-peak times (LO, A-, 1.8.2)
<input type="checkbox"/> Night-only Meter	N° : .....	

Do you have an **active budget**/prepayment meter? Yes  No

## CONSUMPTION FIGURES NATURAL GAS

EAN N° gas (18-digit code printed on your energy bills):	5	4											
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Meter N° : .....	Reading (m³)
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Do you have an **active budget**/prepayment meter? Yes  No

INFORMATION ABOUT CUSTOMER WHO IS LEAVING													
Title or Company name : Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Company <input type="checkbox"/>	Company N°/VAT N° (if relevant) :												
Firstname :	Surname :												
Company name (if relevant) :													
Tel. / Mob. :	Email address :												
Billing address	Street :	N° :										Box :	
	Town :	Postcode :											
Electricity supplier :	Gas supplier :												

INFORMATION ABOUT NEW OCCUPIER													
Title or Company name : Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Company <input type="checkbox"/>	Company N°/VAT N° (if relevant) :												
Firstname :	Surname :												
Company name (if relevant) :													
Tel. / Mob. :	Email address :												
Billing address	Street :	N° :										Box :	
	Town :	Postcode :											
Electricity supplier :	Gas supplier :												

Energy to be used by : Tenant  Owner (principal residence or 2nd residence  Owner (empty dwelling awaiting a tenant

SIGNATURE of customer leaving*	SIGNATURE of new occupier*
(signature preceded by words "Read and approved")	(signature preceded by words "Read and approved")

This form must be completed even if you have a digital meter. However, any readings taken remotely will be considered to have priority.

(\*) By signing this document, you accept that your personal data may be used and transmitted, in the context of this change of occupier, to the supplier(s) and/or network operator(s) concerned.

In accordance with the provisions of Regulation (EU) 2016/679 of the European Parliament and Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, you have the right, at any time, to object to this processing, to request the modification or deletion of your data by the data controller concerned.

## WHAT IS AN ENERGY TRANSFER DOCUMENT?

An energy transfer document is a form that you must fill out when you move house, but also after a divorce or a death. You must complete it in order to record the readings from your electricity and natural gas meters at a given moment. It is not possible to take over someone else's energy contract. When you move house, you can either sign a new contract for electricity and natural gas, or you can decide to transfer your existing contract to your new address. However, this choice is not declared using an energy transfer document.

When you move house, you must complete one energy transfer document for your old address AND one for your new address and this must be done in duplicate: one copy for yourself and the other for the new tenant or owner. Both parties must carefully complete AND sign this document. Each party then sends one copy of their document to their energy supplier(s).

The energy transfer document is a legal document. In the event of a dispute about the readings, the energy supplier may request to see this document as proof. You must therefore keep the original!

Even though some suppliers accept meter readings over the telephone when you move house, you are nevertheless advised to complete an energy transfer document. All energy suppliers in Belgium are actually obliged to accept this document.

## WHEN DO I HAVE TO INFORM MY ENERGY SUPPLIER(S) THAT I AM MOVING HOUSE?

When you move house, you must inform your electricity and/or gas supplier as soon as possible. It is absolutely essential to give plenty of notice that you are moving house. Your supplier must draw up a closing invoice for your old address and start billing you at your new address.

We recommend that you take meter readings when you get or hand over the keys to the property.

## HOW DO I TAKE A METER READING?

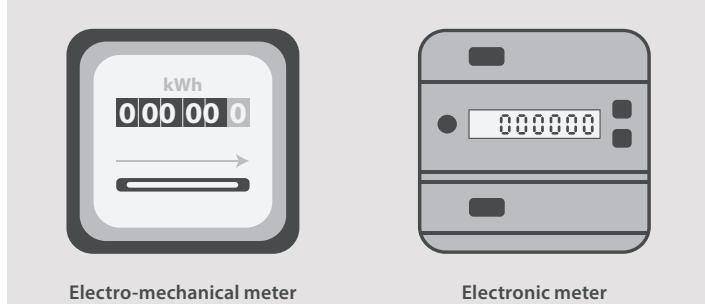
You will find lots of useful information on your energy network operator's website. Don't know who that is? Find out from your regional energy regulator's website:

BRUGEL in Brussels: [https://www.brugel.brussels/acces\\_rapide/les-acteurs-dumarche-10/grd-29](https://www.brugel.brussels/acces_rapide/les-acteurs-dumarche-10/grd-29)

CWaPE in Wallonia: <https://www.cwape.be>

Vlaamse Nutsregulator in Flanders: <https://www.vlaamsenutsregulator.be/wie-is-mijn-netbeheerder>

## THE VARIOUS TYPES OF METER



**An electro-mechanical meter** is a meter fitted with one or several numbered dials which are rotated by a metal disc.

Do you have an electro-mechanical meter? This can be a single, twin or night-only meter:

- A single meter has only one numbered dial. You pay the same price no matter how much energy you consume.
- A twin meter has two numbered dials. The day counter measures consumption during the day and the night counter measures consumption at night and at weekends. A different price is charged for each of these two periods.
- A night-only meter records consumption via a separate circuit and is only connected to heating systems. This circuit operates only at night. This type of meter has only one numbered dial.

**A digital or electronic meter** is different from an electro-mechanical meter in that any mechanical components, such as the display dials, are replaced by electronic components. All information is displayed on a screen. A twin-flow or bi-directional meter is a digital meter which can measure energy separately when it is either taken from or fed back into the network if you have a renewable energy generation system (e.g. solar panels).

**A smart meter** is a twin-flow/bi-directional meter fitted with a communications interface (the customer's meter communicates with network operators) and brings with it new functionalities such as remote meter readings.

You don't have to change meters if you change suppliers.

## WHAT ARE THE RISKS IF I DON'T FOLLOW THE HOUSE MOVE PROCEDURE?

If you don't tell your energy supplier that you are moving house, you will continue to be charged for energy consumed at your old address after you have left.

If you don't follow the correct procedure when you move in or don't sign a new contract for your new address, you run the risk of having your electricity and/or gas supply cut off.

If you don't give correct meter readings, your network operator will have to estimate your consumption. This estimate will probably not represent your actual consumption. You also run the risk of being billed for energy consumed by the previous tenant or, conversely, paying for part of the energy consumed by the new occupier of your old property.

## DO YOU HAVE AN OFF-GRID ENERGY GENERATION SYSTEM (SUCH AS SOLAR PANELS)?

If you are moving into or out of a property fitted with an off-grid energy generation system (such as solar panels), you must complete the relevant energy transfer document called «Transfer Document for electricity and/or gas - Renewable energy generation system».

## COMPARE ENERGY CONTRACTS AND FIND THE BEST ONE

Moving house can be a great time to look for a cheaper electricity and gas supply contract. Use the price comparison tools provided by your regional energy regulator so you can be sure that the results of your search are impartial and objective:

BRUSIM in Brussels: [www.brugel.brussels/outils/brusim-2](http://www.brugel.brussels/outils/brusim-2)

CompaCWaPE in Wallonia: [www.compacwape.be/](http://www.compacwape.be/)

V-test® in Flanders: [V-test https://v-test.be/](http://www.v-test.be/)

## WHAT HAPPENS TO YOUR ENERGY SUPPLY CONTRACT WHEN YOU MOVE HOUSE?

Have you told your energy supplier that you want to continue your supply contract? In that case, your contract will continue at your new address under the same terms and conditions.

Your current contract ends when you move:

- if you have signed a new contract with another supplier for your new address
- if you move abroad or to another region
- if you move in with someone who already has an energy supply contract with a supplier
- if you move into a rental property where energy bills are included. In this case, the landlord will have a contract with an energy supplier.

## YOU DON'T ALREADY HAVE A CONTRACT WITH A SUPPLIER (BECAUSE YOU STILL LIVE WITH YOUR PARENTS, FOR EXAMPLE)?

You will have to sign a contract with an energy supplier for your new address. Caution: the energy transfer document does NOT constitute a contract.

You must still always fill out an energy transfer document in order to avoid any problems when you move house.

## I AM THE OWNER OF A RENTAL PROPERTY. WHAT DO I HAVE TO DO WHEN MY TENANT MOVES OUT?

The current tenant is moving out and you don't as yet have a new tenant

From the moment the current tenant moves out of your property and if there is still no new tenant, you are responsible for any consumption in the meantime. You must therefore sign a contract with an energy supplier and fill out and sign an energy transfer document in duplicate along with the departing tenant (one copy for you and the other for the tenant). You and the tenant must both provide details on the energy transfer document and send it to your respective supplier as soon as possible after moving out.

The current tenant is moving out and a new tenant is moving in immediately

As soon as the current tenant has departed and a new tenant moves into the property immediately afterwards, they must both complete and sign an energy transfer document in duplicate (one copy for the departing tenant and the other for the new tenant). They must both provide details on the energy transfer document and send it to their respective supplier as soon as possible after the move.

Vacancy

In the event that the rental property is left vacant, you must still sign a contract with a supplier. If you don't, you run the risk of having your meters closed off and any associated costs and problems will be borne by you. Be aware that some energy suppliers offer favourable contracts for properties which are temporarily uninhabited. Contact your energy supplier for more information.

## STILL HAVE QUESTIONS?

You will find more information on your regional energy regulator's website:

BRUGEL in Brussels: [www.brugel.brussels](http://www.brugel.brussels)

CWaPE in Wallonia: [www.cwape.be](http://www.cwape.be)

Vlaamse Nutsregulator in Flanders: [www.vlaamsenutsregulator.be](http://www.vlaamsenutsregulator.be)