

#5 Account Closure & New Account Setup Request Form – Business to Residential (VIC)



Finalise your existing energy account & Red Energy will contact the new occupant to set up a new energy account to ensure continuous supply of the electricity / gas for the handover date

Email: CustomerDataTeam@redenergy.com.au
Fax: 1300 702 977
Phone: 1800 957 330 (8am to 5pm Monday to Friday AEST)

* **Mandatory fields**

[Clear Form](#)

Important: Please submit this form a minimum of 5 business days before the property Handover Date required.
Please ensure safe access is available to allow the network to obtain a final meter reading to finalise your account.
For subdivided lots, refer to Land Vic maps online before application. Where an old address shows, please include a plan of subdivision notice along with a council street allocation letter with the new address(es) required please.
<https://mapshare.vic.gov.au/vicplan/>

1. Property Details (Please populate date, address accurately & tick which fuels to finalise with meter or BPAY number)

*Handover Date required: _____ *Fuel(s): Electricity ☐ Gas ☐ Meter/MIRN/BPAY# _____
*Lot No. _____ *Unit/Flat No. _____ *Street No. _____ *Street Name _____
*Suburb _____ *State Victoria *Postcode _____

2. Existing Account Holder (Completed by account holder finalising their energy account at the Handover Date)

*Business Name _____
By signing this form, you warrant you are authorised to sign and act on behalf of the company listed in Section 2, in relation to the company's energy account(s) for the property listed in Section 1.
*Signed by Authorised person _____ Job Title _____
*Name printed _____ *Date _____

3. New Account Holder Contact Information (Completed by the new occupant at the Handover Date)

Do you have an existing account with Red Energy? Yes ☐ No ☐ If yes, what is the account number? _____

New Account Holder Information

*Primary Account Holder

*(please tick) Mr ☐ Ms ☐ Mrs ☐

Authorised Account Holder

*(please tick) Mr ☐ Ms ☐ Mrs ☐

*First Name / Surname _____
*Date of Birth _____
*Driver's License / Passport No. _____
*Phone (Business Hours / Mobile) _____
*Email address _____
*Postal Address: _____

*Please Sign Section 4 (New Account Holder - Occupant) on the rear page

4. Consent to Contact and Standard Retail Contract (New Account Holder in Section 3)

By signing this form, you understand and agree:

- (1) that for the property listed in Section 1, Red Energy (**we, us or our**) may contact you by any means (including phone, email or SMS) to discuss which energy plan is most suitable for you and to arrange an energy account with us. If you are registered on the 'Do Not Call Register', you agree that such contact with you by phone will not constitute unsolicited telemarketing calls under the *Do Not Call Register Act 2006* (Cth);
- (2) that if we are unable to make contact with you to discuss a suitable energy offer, or you otherwise do not advise us as to the type of energy offer you wish to be supplied under and you take supply of energy from the property listed in Section 1, then, you agree that you will be supplied with energy for the fuel(s) at the property listed in Section 1 on our standard retail contract, including Red Energy's standard retail published pricing from the Handover Date specified in Section 1; and
- (3) we may release information to third parties to enable us to fulfil the service request that you have made.

4. Consent to Contact and Standard Retail Contract (New Account Holder in Section 3) Continued

Privacy Collection Statement

We may collect, use, hold and disclose your personal information collected in this form to contact you by any means to set up an energy account and to set up a standard retail contract where item (2) above applies and otherwise in accordance with our privacy statement and privacy policies available at www.redenergy.com.au/privacy (**Privacy Policies**). The Privacy Policies, also include details on disclosures Red Energy may make to our related companies, service providers (including data management providers in Europe), contractors, and to other energy companies (where this is necessary for us to be able to supply our services to you), government and regulatory authorities and professional advisers, how you may access and correct your Information, and how complaints may be made and will be handled. If you do not provide us with certain personal information we may not be able to provide you with our services to the same standard or at all. We will try to collect your personal information only from you, but in some cases we may collect Information about you from third parties, if this happens we will take reasonable steps to let you know. If you provide us with the personal information of another person, you must make them aware of the matters set out in this collection statement. For more information on our privacy practices or to request a hard copy, please contact our Privacy Officer at PO Box 4136 East Richmond Vic 3121.

*Primary Account Holder's Signature _____ *Date _____

*Name printed _____