Customer Churn Request Form

PowerWater

This form is to be used by retailers requesting the churn of a customer from one retailer to another by Power and Water Corporation.

Retailers are required to obtain verifiable consent from the customer and submit with this form. Requests for customer churns are performed in accordance with the Electricity Retail Supply Code, of which timeframes are to be observed.

Retailers are required to complete all information contained within this form and submit with Power and Water's Customer Consent form to the Wholesale Market Services team at frc@powerwater.com.au

*Required fields are marked with an asterisk (required).

Contact details

Retailer's Name *

Name of applicant submitting form *

Email

Phone

Customer Information

Please provide relevant customer information relating to your data request.

National Meter Identifier (NMI)

Physical Location Details of the exit point

Lot number   Unit number   Street number   Street name

Suburb   Postcode   Meter Numbers

Customer Contact Details* *(for emergency/network requirements)*

Account Name*   Contact Name*

Email   Phone

Postal Address*

±Does the Customer operate Life Support or equipment at the address?*

☐   Life Support *such as Oxygen, dialysis etc*
☐   No
* If answered Yes, please list required equipment.

Churn Details

Receiving Retailer's Name *

[   ]

Reason for churn. Please select one*.

☐   Standard churn

☐   Reversal of erroneous churn

☐   Retailer of Last Resort (RoLR) churn

Nominated transfer date *

[   ]

Churn can only occur on the first day of the month

Service Order Request number

[   ]

For churns requiring an upgrade or installation of new meter

Estimated annual electricity consumption data of customer *

[kWh   ]

Data Request Details

Has a consent form been attached from the customer? *

Yes ☐   No ☐

Comments / Additional Information

[   ]

[   ]

By signing this request you are agreeing to the terms and conditions outlined in the Electricity Retail Supply Code and Power and Water Corporation's Alternate Control Services (ACS) fees and charges as published on our website. For any further information, please contact the Wholesale Market Services team at frc@powerwater.com.au.

Please Note: Submission will be not be accepted unless all required fields are completed.

Full name

[   ]

Signature

[   ]   Date

[   ]   [/   /   ]

Send to us

Effective from 1st July 2019 Version 1.0

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