

Tips For Terminating or Changing Utility Services



spotlight

Have you ever moved to a new residence or business location and months later received an unexpected telephone, electric, or natural gas bill for service at the old address? It could happen if you do not take precautionary steps.

What To Do When Altering Energy Service:

- Call your electric, natural gas, local and long distance telephone companies and request termination of your service at a specific location on a specific date. Keep a record of the date, time, and person(s) you talked to at the company. *Call at least several weeks before you move.*
- Ask for written verification of your termination request. If you do not receive a confirmation notice within 15 days, contact the company again to make sure they will terminate service.
- Call the electric and natural gas companies to request a final reading of your meter(s); make sure your final bill(s) is based on an *actual*, not estimated, meter reading.
- If your meter(s) is inside your home or business, schedule a time to allow the utility representative to come to your location to obtain a final or actual reading from your electric and/or natural gas meter(s).
- Do not rely on others to take any utility service out of your name when you move.
- When establishing new electric or natural gas service at a location where there was a previous resident or business, contact the serving companies and make sure a final meter read was made for the previous occupant.
- If you switch to an Alternative Gas Supplier (AGS), you will be entering into a contract, either by voice verification or written signature. Be aware of the rate you agree to pay, the length of the contract, and any fees for early termination.

What To Do When Altering Phone Service

- When moving, contact your local and long distance telephone companies to set up your accounts and calling plans for your new location.
- If you switch long distance companies or calling plans, contact the new company within seven to ten days to verify that the change is in effect. If you have several phone lines in your home or business, confirm that the switch has been made on all lines.
- Always make sure your service is with the company you prefer, you receive the calling features requested, and you are placed on the calling plan you favor.
- When returning to full service after long distance service has been blocked for nonpayment, contact your local and long distance companies to make sure you are returned to your preferred long distance company and calling plan.
- Ask your local telephone provider for a lock or “freeze” on your choices of in-state and inter-state long distance companies. You can also choose to have NO long-distance carriers.

**Remember:* When terminating utility service, contact *all* companies that provide service to you.