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Tips for terminating or changing utility services

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 and/or natural gas companies to request termination of service at a specific location on a specific date. Keep a record of date, time, and person you talked to at the company. *Call at least several weeks before you move.*
- Ask the company for written verification of your termination request. If you do not receive a confirmation notice within 15 days, contact the company again to verify it will terminate service.
- Call your electric and/or natural gas companies to request a final reading of your meter; make sure your final bill is based on an *actual*, not estimated, meter reading.
- If your meter 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.
- 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), a contract is required. Be sure you understand all terms and conditions of the contract. You may wish to seek legal advice.

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 10 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 not to have a long-distance carrier.

Further assistance

If a problem cannot be resolved by speaking with your utility company, contact the Michigan Agency for Energy (MAE)

- by phone at 800-292-9555
- online at www.michigan.gov/energy
- by mail at: Michigan Agency for Energy
P.O. Box 30221
Lansing, MI 48909