# Customer Transfer Request Form

Italicised terms used in this form have the meaning given to them in the *Electricity Industry (Customer Transfer) Code 2016* (**Code**).

This form is to be completed by a *retailer* (who hold an *access contract* with Horizon Power) to apply for:

1. *customer transfer request* (**CTR**); and
2. reverse an *erroneous transfer*.

**Please submit this completed application form in PDF format to** [**metering.retailerservices@horizonpower.com.au**](mailto:metering.retailerservices@horizonpower.com.au)

## Retailer Information\*

|  |  |  |  |
| --- | --- | --- | --- |
| Retailer Name\* |  | Retailer Reference |  |
|  | | | |
| Requestor Name\* |  | Requestor email |  |
|  | | | |
| Requestor Phone\* |  | Requestor Mobile |  |
|  | | | |
|  |  |  |  |

## Customer Transfer Reason (check required service)

New Customer Transfer

Erroneous Customer Transfer Reversal (where permitted by the Customer Transfer Code)

## Transfer Information\*

|  |  |  |  |
| --- | --- | --- | --- |
| Nominated Transfer Date\* | 01/\_\_\_\_/2021 | Contract Maximum Demand, kW\* |  |
| (or next business day) | | Proposed Network Tariff |  |
|  | | | | |
| Estimated Annual Consumption kWh |  |  |  |
|  | | | | |

**Site Information**\*

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Site Contact Name: |  | | | Phone | | |  | |
|  |  | | |  | | |  | |
| NMI± |  | | | NMI Checksum± | | |  | |
|  | | | | | | | | |
| **OR** (if NMI not allocated) | | | |  | | |  | |
|  | | | | | | | | |
| Lot No. |  | Unit No. |  | | Street No. | |  | |
|  | | | | | | | | |
| Street Name |  | | | Suburb | | |  | |
|  | | | | | | | | |
| Meter Number(s) |  |  | | | |  | |  |

## Customer Information\*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Company Name\* |  | | | ABN | |  |
|  | | | | | | |
| Contact Name\* |  | | | Position | |  |
|  | | | | | | |
| Phone\* |  | Mobile |  | | Fax |  |
|  |  |  |  | |  |  |

### Additional Comments

|  |
| --- |
|  |

Note that

### Unless the *CTR* is to reverse an *erroneous transfer*, a *retailer* may only submit a *customer transfer request* if it has an *access contract* with Horizon Power.

1. By submitting the CTR, a *retailer* represents and warrants that:
   1. it will assume the rights and obligations regarding the supply of *electricity* to the *contestable customer* that is the subject of the *CTR* from the *transfer time*;
   2. it has the *verifiable consent* of the *contestable customer* to effect the *transfer* to which the *CTR* relates.

*\** Required information ±Required Information except where not yet allocated