

Moving to a New Home Check List

Dealing with your electricity supply



Moving home can be a very stressful experience. We at Jersey Electricity would like to ensure that dealing with your electricity supply is straight forward.

Prior to your move, please check and tick off from the following list

① What to do about the electricity supply at your new home

Done ✓ Date

- Obtain an application form for the electricity supply. ☐
- Return the completed and signed form to the JEC. ☐

② If the electricity supply has been disconnected

- If there is any doubt about the condition of the electrical installation, contact your electrical contractor to have it checked and tested. ☐
- Contact the JEC and confirm that they have received the application form. ☐
- Arrange a date and access to the property for the supply to be reconnected. ☐
- Make sure the JEC engineer has access to every area of the property on the date arranged. ☐

③ If for safety reasons the supply cannot be re-connected

- A card will have been left by the JEC engineer outlining the areas of the electrical installation, which need attention. ☐
- Contact your electrical contractor to arrange for the installation to be attended to. ☐
- Once the installation has been attended to, complete and return the card, or contact the JEC to confirm the installation is now safe to reconnect. ☐
- Arrange a date and access to the property for the supply to be reconnected. ☐
- Make sure the JEC engineer has access to every area of the property on the date arranged. ☐

④ What to do about the electricity supply at your existing home

- Give written notification to the JEC requesting a final meter reading (minimum 48 hours notice). ☐
- Make sure the JEC engineer has access to read the meter on the date given for the final reading. ☐

⑤ Advise the new owner/tenant

- Advise the new owner/tenant to submit an application for supply to the JEC (minimum 24 hours notice). ☐

Please see reverse for full details

1. What to do about the electricity supply at your new home

Obtain an 'Application for supply of electricity (Domestic Premises only)' form for the property you are moving into. This can be found in your Jersey Electricity customer information pack or obtained from the Customer Care Centre, at The Jersey Electricity Powerhouse, Queens Road.

Complete, sign and return the application form either in person, or by post to: Customer Care Centre, Jersey Electricity, The Powerhouse, P.O. Box 45, Queens Road, St. Helier, JE4 8NY or fax on 880413 (Please note that if you fax a copy of the form you must forward the original copy to the JEC).

2. If the electricity supply has been disconnected

If the electricity supply in the property you are moving into has been disconnected, you must make sure that you have forwarded a completed and signed Application Form and contacted us either in person, or by telephone on 505460, to arrange a date and access for the supply to be reconnected. The supply will be reconnected within 3 working days (subject to the electrical installation being in a safe condition). If you are in any doubt about the condition of the electrical installation, please contact your electrical contractor. Note: There will be a charge for the reconnection of supply.

Make sure that the Jersey Electricity engineer will have access to every area of the property being reconnected on the date arranged.

3. If for Safety reasons the supply cannot be reconnected

If for safety reasons the supply cannot be reconnected, the engineer will leave a card detailing the areas within the electrical installation which need attention by your electrical contractor. Once your electrician confirms to you that the installation is now safe to reconnect, you can then either return the card or contact us in person, or by telephone on 505460 to arrange for the engineer to recall and reconnect the supply (within 3 working days and subject to the electrical installation now being in a safe condition).

* For free advice contact JE Building Services on 505303.

4. What to do about the electricity supply at your existing home

Give written notification to Jersey Electricity requesting a final meter reading for the property you are moving from (minimum 48 hours notice). You can give this notification in person at the Jersey Electricity Powerhouse, Queens Road, by fax on 880413, by post or e-mail. jec@jec.co.uk.

Make sure that the Jersey Electricity engineer will have access to read the meter on the date given for the final reading.

5. Advise the new owner/tenant

If possible, advise the new owner/tenant of the property you are moving out of, that unless we receive a completed and signed Application Form to take over responsibility for the electricity supply (minimum 24 hours notice), the supply will be disconnected at the time of the final reading.

For further information or help on any of the above, please contact us on 505460 (lines open 8am to 8pm, 7 days a week) or call into the Jersey Electricity Powerhouse, Queens Road, where our trained Customer Care Staff will be pleased to offer advice and assistance, 8am to 8pm, Monday to Saturday.

Alternatively you can e-mail us at jec@jec.co.uk or visit our web site at www.jec.co.uk.



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