

Think gas & electricity when **moving homes** in the Brussels Region

Change
of Address forms
enclosed



Let **Brugel** enlighten you!

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THE BRUSSELS REGION ENERGY REGULATOR

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1 Procedures to follow when moving home

When you move home, it is in your own best interest to submit a written and contradictory meter reading of your gas and electricity consumption, using the so-called IN and OUT forms. These contradictory meter readings must be forwarded to your supplier(s).

In the absence of an official reading, supplier(s) will bill you based on your prior usage history rather than on your actual energy usage.



2 You're moving out (OUT form)

Notify your supplier

We strongly recommend that you notify your current supplier(s) at least one month in advance of your scheduled move-out date. In turn, your supplier(s) will take you through the various steps you will need to follow.



Using the OUT form

■ When ?

On the day you are moving out for good, for instance, when you are formally handing over your keys to the new occupant or owner.

■ Where can I obtain this form ?

- from the **BRUGEL** website (www.brugel.be);
- from **Sibelga** (www.sibelga.be or tel. 02 549 41 00);
- from your **supplier**.

■ What does the OUT form contain ?

The OUT form features your meter readings and the details your supplier(s) will need in order to calculate your final electricity and/or gas bill for the home you are moving out of.

■ Who should fill out this form ?

As you are the person leaving the property, the form should be completed by you. However, you do need to get the signature of your former home's new occupant (or that of the owner) who, in turn, will ask you to sign his IN form. Make sure that you enter the details of the new occupant or owner of the property on the OUT form.

■ Why should I use this form ?

This form has been designed to avoid any subsequent disputes about your or your successor's actual energy consumption. Please note that as long as you have not forwarded your duly completed OUT form to your supplier, you will remain liable for all the energy that is consumed at your old address even after you have left.

■ Whom should I send this completed OUT form to ?

The OUT form should be sent to your current supplier as soon as possible and in any case within one week of you having moved out.

We would also advise you to keep a copy of the OUT form for your records. If you are moving into a new home straight away but are staying with the same supplier, you can of course forward both your OUT and IN forms to your energy provider simultaneously.

Whatever you do, do not send your OUT form to either Brugel or Sibelga.

Situation in which you do not have to complete the OUT form: closure of the meters

We would recommend that you do not have the meters in the home you are moving out of closed. Meters are closed free of charge but **but their reopening is subject to a fee** and it may take several days before a technician can call around to open them. **Sibelga currently charges energy providers 125.84 euro (2010 fee) to reopen meters** and this fee is invariably passed on to the new occupant.

If you are leaving a rental property that has not yet been re-let, you should check with the owner whether there is any point in having the meters closed.

■ What should I do if I wish to close the meters ?

- About ten days before you are due to move out of your home, you, or the owner of the property, should contact Sibelga on 02/549 41 00 to arrange an appointment to have the meters closed.
- Please note that it will take a few days before a Sibelga technician will call around to you and that he must be able to gain access to the meters when he calls.
- During his visit, the Sibelga technician will not only close the meters but he will also take a meter reading. Sibelga will subsequently forward these meter readings to your energy provider who, in turn, will send you a final bill, based on the technician's readings.

So, in a situation where you wish to have the meters closed you do not have to complete or forward an OUT form.

3 Moving into your new home (IN form)

Check the status of the meters in your new home

You need to allow a few days for the meters to be opened. We would therefore urge you to check the status of the meters (open or closed) in the home you are about to move into as soon as possible.

Obtaining your EAN*

The EAN codes of all points of supply feature on the corresponding gas and/or electricity bills or can be obtained from Sibelga by phoning 02/549 41 00. If you are moving into a new home located outside of Brussels, you will have to contact your energy supplier or the Distribution System Operator (DSO) in charge

of the Region in question (cf. www.vreg.be) for Flanders and www.cwape.be for Wallonia).

Transferring your supply contract or opting for a new supplier

When you are moving home, you are of course free to stay with your current electricity and/or gas supplier, unless your contract cannot be transferred for technical reasons (for instance, if your new home does not have a gas meter).

Suppliers' general terms and conditions usually provide for a transfer of supply contract to a new address on condition that this

*The EAN (European Article Numbering) code is an 18-digit numerical code which contains information about the point of supply. Users generally have one EAN code for electricity and one for gas. These codes do not in any way identify the client or consumer. The code remains invariably linked to the point of supply located at a well-specified address. In the Brussels-Capital Region, all EAN codes start with: 5414489xxxxxxxx.

address is located in Belgium. If you wish to transfer your current supply contract to a new address you will need to submit your EAN codes to your supplier and notify him of your new address.

The terms under which an energy supply contract can be broken are governed by Brussels legislation. If your energy is supplied by a commercial supplier, you can usually terminate your contract free of charge provided you give your supplier two months' notice. If you remain with your old supplier by default, you will only need to give 30 days' notice from the end of month, i.e. you will need to allow 30 days as of the first day of the month following notification.

Make sure that you always take the notice periods your current supplier operates into account!

Completing the IN form

■ *When ?*

You should complete the IN form as soon as you have been handed the keys to your new home and responsibility for the property has been assigned to you.

■ *What does this form contain?*

This form features the meter readings you will have taken in your new home and any other details your supplier will need from an administrative point of view to supply you with energy at your new address.

■ *Where and how can I obtain this form?*

- You can obtain this form from **BRUGEL** (www.brugel.be or tel. 0800 97 198)
- from **Sibelga** (www.sibelga.be or tel. 02/549 41 00)
- or from your **supplier**

■ *Who should fill out this form?*

Since you are moving into the property, the form should be completed by you. On the day that you are moving in, you will need to have the IN form signed by the former resident (former occupant or owner), who, in turn, will ask you to sign his OUT form.

■ *Why should I use this form ?*

This form has been designed to avoid any subsequent disputes about your or your predecessor's meter readings on the day of your respective moves. Don't forget to keep a copy of your IN form.

■ *Whom should I send the completed IN form to?*

The IN form should be sent to your current supplier as soon as possible and in any case within one week of you having moved in.

Whatever you do, do not send your IN form to either Brugel or Sibelga.



Situation in which the IN form does not need to be completed: opening of the meters

If the meters in your new home were closed, you must submit an application to have your meters reopened.

■ What should I do to get my meters reopened

• Sign a supply contract with a gas and/or electricity supplier before you apply for reopening

If you know that the gas and electricity meters in the home you are about to move into were closed, you will first of all have to get the green light from your supplier(s) before you contact Sibelga. To that effect, you will need to have submitted your aforementioned EAN codes to your supplier(s) well in advance and to have signed a supply contract with them.

Your supplier(s) will then notify Sibelga that an energy supply contract for the points of supply in question is in place.

Then, it will take a minimum of another two workdays before your supplier(s) will get the green light from Sibelga and before you will be notified.

If you are dealing with a brand-new gas and/or electricity installation, you will also need to obtain a certificate of conformity (for further information, please, contact Sibelga).

• Contact Sibelga to open the meters

Once your supplier has given you the green light, you should contact Sibelga on 02/549.41.00 so as to arrange an appointment to have your meters opened by a technician. Please note that it will take a few days before a Sibelga technician will be able to call to you and that he will need to have access to your meters when he calls. We would also like to draw your attention to the fact that Sibelga will charge your supplier for the opening of your meters and that your supplier will subsequently pass this fee on to you via your utility bill.



4 Don't get accused of fraud

BEWARE! Using energy without having a supply contract in place first is unlawful

Using energy from a point of supply for which no supplier has been registered with Sibelga shall invariably be construed as fraud.

If Sibelga finds that energy is being used via your point of supply and that you do not have a supply contract in place, it will send out a letter, a **regularization notice**, informing you that you need to conclude a supply contract for the point of supply in question or that **Sibelga will be forced to disconnect you. You will also be asked to regularize your situation. To that end, you will have to sign a new supply contract with a supplier of your own choice.**

Next, you will need to fill out and return the form that came with the disconnection notice so that you can be clearly identified by the Sibelga services.

If a new supply contract has been signed, the regularization procedure will be registered successfully.



Moreover, Sibelga will bill you for any unlawful utility usage at a **rate that well exceeds** the going market rate.

In addition, you also run the risk of simply having your meters disconnected. Suppliers, including Sibelga, as a social supplier, i.e. a supplier of last resort, are entitled to demand that meters which they deem not to be in use are disconnected without having to file a claim before the Justice of the Peace first.

In other words, you are not entitled to use any energy until you have fulfilled all the formalities imposed by your supplier(s) regarding the transfer of meters.

CAREFUL! Do not break the seals under any circumstances!

Even if you have already concluded a contract with a supplier, you should never break the meter seals under any circumstances. Only Sibelga is authorized to open the meters at the instruction of a supplier.

If you do break the seals, Sibelga will charge you at a dissuasive rate, well in excess of the going market rate, for the energy it deems you may have consumed and it will fine you for having tampered with the seals.

If you notice that your meters have been sealed, you should forthwith contact Sibelga, who will come to open the meters, i.e. remove the seals within 48 hours (workdays), provided you have signed a contract with a supplier.



Picture : Sibelga

5 My Change of Address checklist

<i>I am about to move out</i>	
<i>Have I notified my supplier?</i>	
<i>Have I filled out the OUT form?</i>	
<i>Has the new occupant or owner of my last place of residence signed the OUT form?</i>	
<i>Have I forwarded the OUT form to my supplier and have I kept a copy?</i>	
<i>I am about to move in</i>	
<i>Have I checked the meter status in my new home (open or closed)?</i>	
<i>Do I have the gas and electricity EAN codes for my new home?</i>	
<i>My meters were open, but have I filled out the IN form?</i>	
<i>My meters were open, but did I have my IN form signed by my new owner or by the previous tenant?</i>	
<i>My meters were open, but have I submitted the IN form to my supplier and did I keep a copy?</i>	
<i>My meter(s) need to be opened. Do have I contacted Sibelga once my supply contract with my supplier(s) was in place and have I been given the green light by my supplier(s)?</i>	

6 Final tips

- **Contact your supplier again if you still did not receive a final bill for your old address two months after you have moved out**
- **If at all possible, communicate with your supplier in writing or even by registered letter and always keep a copy of your correspondence**
- **Never use energy without having signed a supply contract first**
- **Never switch on an electrical switchboard or use gas without having a supply contract in place**
- **Do not ever break the meter seals**
- **Moving home may be an ideal opportunity to assess your energy bills and to shop around for offers that may better meet your specific needs.**

For further advice on your
gas & electricity questions in Brussels,
do not hesitate to contact:

www.brugel.be

0800 97 198

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