

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.

Retailer information

Submit this completed application form to metering.retailerservices@horizonpower.com.au Indicates: * Required information * £ Required information except where not yet allocated

Retailer name*:		Retailer reference:
Requestor name*:		Requestor phone*:
Requestor email:		Requestor mobile:
Customer transfer reason - check the required service/s		
New Customer Transfer		
Erroneous Customer Transfer Reversal (where permitted by the Customer Transfer Code)		
Transfer information		
Nominated transfer date*: 01/	•	Contract Maximum Demand, kW*:
	(or next business day)	Proposed network tariff:
Estimated annual consumption	n kWh:	
Customer information		ABN:
Company name*:		Position:
Contact name:*		Mobile:
Phone*:		
Site information*		
		Dhana
Site contact name:		Phone:
NMI±		NMI Checksum±
OR (if NMI not allocated)		
Lot No:	Unit No:	Street No:
Street name:		Suburb:
Meter number(s):		
Additional comments		

Note that:

- 1. 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.
- 2. By submitting the CTR, a retailer represents and warrants that:
 - a. 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*;
 - b. has the *verifiable consent* of the *contestable customer* to effect the *transfer* to which the CTR relates.