

Your Service Family Accommodation

Information for Occupants - Utility Bill Management – Move Out

Now you have given notice to move out CarillionAmey would like to advise you of the following information as part of the Move-Out Process:

Important Information About Your Gas And Electricity Supply

CarillionAmey have an agreement that Scottish and Southern Energy (SSE) is the supplier of gas and electricity to all empty properties. Once a move out date is booked, the transfer process of the gas and electricity supply to SSE is started. This is to enable them to take over supply on your move-out date. You will stay with your current supplier until the planned move out date and continue to be responsible for payment of the supply.

Changes to Move Out Dates

We will advise SSE of your move out 21 days before the move out date booked. SSE will request to take over supply from your current supplier on the planned move out date. If your move out date is changed after this time, it may be too late to stop the transfer process and the gas and electricity supply will still be transferred to SSE.

Pre-Paid/Card Meters

If you have chosen to install a pre-payment meter for your gas and/or electricity supply it is **your responsibility to have this removed prior to your move out date**. If a pre-paid meter is still in place at move out you will be charged by CarillionAmey.

Closing Your Account With Your Current Energy Supplier

It is your responsibility to inform your chosen energy supplier that you are moving. On your move out date you will need to telephone them with your final readings (taken with the Accommodation Officer), and provide a forwarding address for them to send your final bill to.