



## Information sheet

### 1 Moving home/registration and de-registration

#### Are you moving home?

#### We'll tell you what to do!

- Please send us the deed of transfer after handing over the property.
- You will receive the deed of transfer from your landlord or the property management.

You don't have a deed of transfer? Then please provide us with the following information:

- Date the keys were handed over
- Meter number
- Meter reading on the day the key was handed over
- Your new address

You are welcome to use our re-registration forms – they are available to you at the customer centre.

#### Please note:

- When you move out, the existing contract account is always terminated on the day the key is handed over and you receive a final bill.
- You will be registered for the new premises the day the property is accepted and will receive a new contract account.

### 2 Disconnecting the meter

#### Your meter has been disconnected?

#### – Information on reconnection

If bills receivable are not paid even after reminders, the meter may be disconnected. What happens next?

You still have to pay your anticipated payments. Even if the meter is disconnected, the contract between you and **eins** will continue.

Only when all charges have been paid will the meter be reconnected. The following must be paid:

- The full outstanding amount
- Any reminder charges
- Costs for disconnection and reconnection:  
**Electricity:** EUR 118.26  
**Natural gas:** EUR 176.34

If you have transferred all charges or paid them at the cash machine, please inform us. As soon as the money has been credited to our account, we will arrange for the meter to be reconnected.

