

## Moving into your new home

In order for us to set up your account, please complete the form below and return the form to us at the details below.

Property Details	
Address:	
Post Code:	
Number of Bedrooms:	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
Property Type	Townhouse <input type="checkbox"/> Apartment <input type="checkbox"/>
Date on which you will become the owner or tenant of the property:	
Date from which the property will be occupied (if different):	
Landlord Details/Social Landlord Details (if applicable)	
Title:	First Name:                      Surname:
Correspondence Address and Postcode (if different to property address):	
Home Phone Number:	Mobile Number:
Email Address:	
Customer Details	
Title:	First Name:                      Surname:
Correspondence Address and Postcode (if different to property address):	
Home Phone Number:	Mobile Number:
Email Address:	
Vulnerable and the Priority Services Register <i>Please let us know if you consider yourself as:</i>	
<input type="checkbox"/> Vulnerable Customer <input type="checkbox"/> Customer in need of additional support	

Security Questions	
<i>Please provide answers to <b>two</b> of the following security questions so we can identify you if you call us</i>	
<b>Mother's maiden name</b>	Answer: .....
<b>Name of your first pet</b>	Answer: .....
<b>A memorable place</b>	Answer: .....
<b>Your favourite colour</b>	Answer: .....
<b>A memorable date</b>	Answer: .....
Payment Notification	
<i>Please let us know where to send your bill.</i>	
<b>Post</b>	Correspondence Address <input type="checkbox"/> Property Address <input type="checkbox"/>
<i>If you choose to pay your bills by Direct Debit, you can have your bill emailed to you instead of being sent through the post. If you would rather we emailed you your bill, please let us know by ticking the box below.</i>	
<b>Email</b>	Email Address above <input type="checkbox"/>
Alternative Email Address: .....	
<b><i>Please note that to set up your Direct Debit we will need proof of your current address, such as a copy of a recent utility bill or your driving licence.</i></b>	
FOR OFFICE USE ONLY	
<b>Date Received:</b> .....	
<b>Customer's Unique Reference Number:</b> .....	
<b>Date Returned to Customer:</b> .....	By Email <input type="checkbox"/> By Post <input type="checkbox"/>

Your Residential Supply Agreement governs the supply by [ ] Limited (Company Number [ ]) (**We, Us, Our**) of space heating and hot water to the Customer (**You, Your**) at Your Home.

- (A) We own and operate the district heating scheme which supplies space heating and hot water to Your Home.
- (B) Your Home is part of the [ ] (the Development) which has been connected to the district heating scheme.
- (C) You have requested that we make the Heat Supply available to you.
- (D) The Residential Supply Agreement is a legal document. Words and phrases starting with capital letters have the meanings given to them in Clause 1.

(E) By signing your Residential Supply Agreement:

(i) You are making a legally binding contract to comply with its terms;

You agree to pay all Charges due to us on time by variable direct debit (using the direct debit mandate form provided in your welcome pack) or by such other means as we may agree; and

(ii) You confirm that you have read and understood the Agreement.

Please ensure that You read the terms of your Residential Supply Agreement carefully, and in particular the Clauses dealing with termination and disconnection of supply (Clause 8) (Termination) and Clause 10 (Suspension and Reconnection), those restricting Our liability to You in the event that we do not meet Our obligations under this Agreement (Clause 12 (Limitation of Liability) and how We use Your personal information (Clause 14 (Use of Personal Information)). You have the right to terminate this Agreement at any time by providing us with not less than thirty (30) calendar days' notice in accordance with Clause 8.4.1 (Termination).

**Please fill out the form above, and sign in the space below to accept the terms of your Residential Supply Agreement. Please then send this to us along with a copy of proof of your current address to the following address:**

1 Waterden Road  
Queen Elizabeth Olympic Park  
London  
E15 2GP

**We will keep the front page and this signature page but we will send you back a copy for your records. You should keep a copy of the Agreement.**

Signed:

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Name:

.....

Date:

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