

MOVE-OUT UTILITY GUIDE FOR TENANTS

Moving is stressful,
managing your utilities
doesn't have to be.



When moving out of a rental property, it's important to have a plan for managing your utilities. Use this guide to navigate the process.

Things to consider



Are you moving to another location where you pay for utilities?

You may be able to transfer services from one location to another, depending on the retailer. Your first bill for your new home might be higher than expected, especially if there was an overlap between the properties.



Figure out your last day of service.

If you move out before your lease ends, you may be required to continue services at the property. Discuss with your landlord what your last day for services will be.

Check your contract!

If you are currently under contract with a utility retailer, double-check for any exit fees or additional costs associated with ending services early. If you're unsure whether you are under a contract, check your bill! If you are on the Regulated Rate, it will be noted on your bill.

 ☐ \$ _____  ☐ \$ _____  ☐ \$ _____

Give your utility provider plenty of notice.

It is the account holder's responsibility to close their utility account with the service provider. If the utilities are provided through a regulated retailer, call the provider at least a week in advance. Some competitive retailers may require up to 30 days' notice.

Helpful reminders

Provide a forwarding address.

You are responsible for ensuring your retailer has a way to contact you with your final bill. It is a good idea to provide a forwarding address to your landlord and retailer.

Do not request services be disconnected.

The property owner will be responsible for disconnecting services if they choose to do so. As a tenant, make sure that any services in your name are canceled. If an account remains open in your name at that location, you will be responsible for any charges.

Your final bill.

Make sure to pay your final bill. Even if you don't receive it, you are still responsible for the charges and could be sent to collections if you fail to pay. Your final bill may be higher than expected due to exit fees or the billing cycle.



What happens to my deposit?

If you are the account holder and have paid a deposit to a retailer, that money will be returned to you. If you paid a deposit to your landlord, review your rental agreement and discuss with your landlord how and when that money will be returned.

Handling issues/disputes

Stay informed.

Refer to the Residential Tenancies Act (RTA) Handbook for Landlords and Tenants for comprehensive rights and responsibilities.

Resolve disputes.

Use the Residential Tenancy Dispute Resolution Service (RTDRS) for conflicts related to unpaid utilities or other lease issues.

Ask for help.

Contact the Utilities Consumer Advocate (UCA) for advice on utility rates, disputes, or other related issues.



utilitiesconsumer
advocate



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