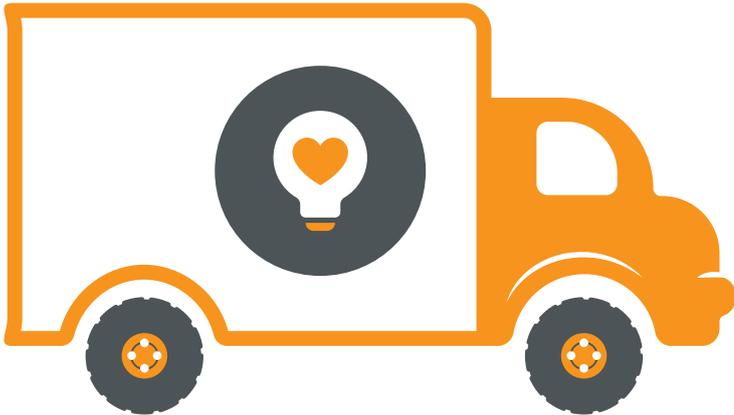


Lumo Energy
makes
moving easy.



We know that moving home comes with a long 'to do' list.

So, whether you've just started packing or still settling in, chances are you could do with a little extra help.

We've put this booklet together to help make your move a smooth one. It includes how to take your account with you to your new home and advice on being more energy efficient. It also has some useful websites and phone numbers for more information about moving.

Moving home is a big change and we'd like to do what we can to help make this time less of a challenge.



Before you move

- Letting us know
- Taking your account with you
- Tips on moving home



Letting us know

If you're moving home, you'll need to tell us so we can update our records. The best way to do this is by filling in our online home move form at lumoenenergy.com.au/move.

Here's what you'll need to have handy:

- Your account number
- The address you're moving from
- The date you're moving
- Your contact details and one form of identification (driver's licence or passport number)
- Your new address



Remember to allow **3 business days**, or call us if it's urgent.

Additional Fees

Your distributor may charge a connection or disconnection fee. Any charges will be billed to us and passed on to you.

You can also get a quote for us to supply your new property online at lumoenenergy.com.au or call our team on **1300 559 421**.



Taking your account with you

It's easy to stay with us, just tell us you're moving and we'll handle the rest. We'll even contact the existing supplier at your new address.



Tips on moving home

A few tips to help make your move a little smoother.

Redirect your mail

Call Australia Post on **13 7678** or visit **auspost.com.au** to redirect your mail.

Update insurance policies, pensions and registration

Check that your bank, insurance and superannuation providers know your new address and contact details. Update your drivers licence and vehicle registration documents.

Tell your GP, Medicare and health provider

Make sure you give your doctor your new address and contact details. Update any Concession Card details.

Get to know your new area

Make sure everyone in your family knows the best route to school or work.

Have a clear out

Recycle any unwanted clothes, books or household goods at charity shops or have a garage sale.

Rubbish and recycling

Find out your new rubbish and recycling days.

Update your email contacts

Send out a group email or individual messages to all your contacts, complete with your new address and phone number.



After you move

- Your account
- Ways to pay
- Saving energy



Your account

If you'd like us to supply your new property we can help with that too. Just let us know the date you'd like to move in and the new address.



One more thing...

It's worth checking the meter number matches the number shown on your first bill when you receive it.



Ways to pay

We know moving home can be a stressful time. To make life easier, we give you a choice of ways to pay for your energy. Take a look and see what suits you. You can change the way you pay whenever you want. Visit lumoenery.com.au/pay to find out more or call us on **1300 115 866**.

Direct Debit

Call **1300 115 866** to arrange direct debit from your bank or financial institution.

BPAY

Using the unique reference number found on your bill, it's easy to make a payment. To pay via BPay, please call your bank, building society or credit union or visit their website to make a payment from your cheque or saving account. Our biller code is **150722**.

Phone

Call **1300 553 615** to pay by VISA or Mastercard.

Mail

Post the payment slip from your current Lumo Energy bill with your cheque made payable to:

**Lumo Energy,
PO Box 632 Collins Street West, VIC 8007**

In Person

Visit any Australia Post outlet and present your latest Lumo Energy bill to make a payment.

Everything you need to know about how to pay is on the back of your bill. Please allow three working days for your payment to reach us.

Saving energy

You could be saving up to \$338 per year on your energy bill.

Small changes can add up to big savings.

We've identified three energy guzzlers that sneakily eat away at your electricity usage. All it takes to make significant savings is;



1. Flick off the switch at the wall:

Gaming consoles switched off at the wall can save approximately **\$160 per year**.



2. Washing clothes in cold water:

Can save approximately **\$115 per year**.



3. Drying clothes outside on the line, instead of in the dryer:

Can save approximately **\$63 per year**.



Find more great energy saving tips in our energy saving videos at: **lumoenergy.com.au/energysaving**



The advice provided is indicative only and individual circumstances will affect results. 1 Interactive Games & Entertainment Association, 2013, pp. 6, viewed 30 July 2014, <<http://www.igea.net/wp-content/uploads/2013/11/Digital-Australia-2014-DA14.pdf>> 2 State Government of Victoria, 2014, viewed 20 July 2014, <<http://www.switchon.vic.gov.au/how-can-i-take-charge-of-my-power-bill>> 3 Australian Government Department of Industry, 2014, viewed 1 August 2014, <<http://yourenergysavings.gov.au/translations/en-renters-guide>> 4 Energy Rating, 2014, viewed 30 July 2014, <<http://www.energyrating.gov.au/products-themes/washing-drying/appliances/>>

Gaming consoles

One unexpected energy-hungry appliance is the gaming console, 93% of Australian families own one.¹ Turning the gaming console off at the wall instead of pressing the power button can save approximately \$160 per year on the electricity bill.² Standby power is a key source of hidden energy use that can amount to more than 10% of your household electricity use.³

Washing machine & dryer

Wash your clothes in cold water and you can save approximately \$115 a year.² About 80% of energy in a warm wash is associated with heating water, and a cold wash uses less than one quarter of the energy used in a warm wash.⁴

After the clothes have been through the wash, avoid the urge to throw them in the dryer. Instead, use the power of nature's dryer, the sun and wind to have fresh, dry clothes and save approximately \$63 per year on electricity costs.³

For more information, call **1300 559 421** or visit lumoenergy.com.au

More information

For more advice on energy savings information, energy efficient living or getting a home energy assessment visit yourenergysavings.gov.au.

You can also visit energymadeeasy.gov.au for advice and information on the energy industry and energy efficiency.





1300 559 421

lumoenery.com.au

Lumo Energy Australia Pty Ltd ABN 69 100 528 327

Lumo Energy (NSW) Pty Ltd ABN 92 121 155 011

Lumo Energy (QLD) Pty Ltd ABN 63 114 356 642

Lumo Energy (SA) Pty Ltd ABN 61 114 356 697