

# Former customer application form

## Here's how it works

### Step 1 Complete the application form

Provide your contact details, your ICP number (if you have it), address, and the specific period you were a customer of ours. If you are a former customer at more than one ICP, you can make a separate application for each ICP number.

### Step 2 Submit supporting documents

Upload evidence to support your application. You need to submit either:

- **Electricity bills:** you will need to submit the first electricity bill for the period that you were a former customer AND the last electricity bill for the period that you were a former customer. If you can only provide one of these, please also attach some alternative evidence that is dated close to the start or end of the period.
- **Alternative evidence:** you will need to submit documentation that includes your full name or business name, and the address you're claiming you were a former customer at. You will need to include some evidence that is dated close to the start of the period you were a former customer AND some evidence that is dated close to the end of the period you were a former customer. Some examples of alternative evidence are a utilities bill for that address (eg, telecommunications or gas), a rental agreement for that address (where you were the renter not the landlord), or correspondence from your bank or insurer to you that is addressed to that address. If you provide alternative evidence, you'll need to declare you were the bill payer.
- **Special circumstances:**
  - If you are applying on behalf of someone else (e.g. someone who has passed away or someone unable to apply due to illness) please include evidence in your application that you have authority to apply on their behalf.
  - If your current name is different to the name on the evidence (e.g. due to marriage or divorce) please include evidence of your name change (e.g. marriage certificate).

### Step 3 Review and submit

Ensure all information is accurate, and that all fields that are mandatory are completed.

### Step 4 Optional

Provide account details. You can securely provide your bank or power account details now or do so later.

### Step 5 Confirmation of receipt

Submit your completed application by emailing [support@alpineenergy.co.nz](mailto:support@alpineenergy.co.nz), OR via post or hand delivery to Alpine House, 24 Elginshire Street, Washdyke, Timaru.

### Step 6 Outcome

If you have provided all the required information we will assess your application and aim to inform you of the outcome within 15 business days. Should you be successful, the credit or payment will be processed as soon as possible. If you do not provide all the information requested, the process will take longer and you may be asked to provide additional information. Applications where all the requested information is provided will be prioritised.

## Before you start

It's optional to provide your bank or power account details to us at this stage. You can leave this off your application and we will request them from you at a later stage in the process.

There is an option to provide other supporting documentation and to leave a comment should you feel that our form doesn't cover your circumstances.

By submitting an application form, you consent to Alpine Energy collecting and using your personal information for the sole purpose of assessing and processing your credit. Your information will be handled in accordance with our Privacy Policy:

[www.alpineenergy.co.nz/corporate/disclosures](http://www.alpineenergy.co.nz/corporate/disclosures)

If you require any assistance with completing this form, please call 03 687 4390.

**Applications close at the end of October 2025.**



# Former customer application form

This information is required for us to process your application. If an application does not include the information requested at the time of application, it may take longer for us to process the application. All fields with an \* are mandatory.

## Contact details

First name:\* .....  
Last name:\* .....  
Business name (if applicable): .....  
Email address: .....  
Physical address (current):\* .....  
.....  
.....  
Phone number: .....

## Current electricity account details

This information is optional to provide but it will be required later in the process so we can make a credit or payment to you.

If you are currently a New Zealand electricity bill payer, please provide details of your current power account (this information will be on your current power bill.)

Your retailer (who you pay your power bill to): .....  
ICP number (if you have it): .....  
Name on account: .....

### OR

If you are not currently a New Zealand electricity bill payer (eg, you currently reside outside New Zealand), please provide your current bank account details for payment.

Bank name: .....  
Bank account number: .....  
Account holder's name: .....

## Previous electricity account details

This information is about when you lived in South Canterbury and had a power account between 1 April 2015 and 31 May 2024.

### Date the applicant was a customer of Alpine Energy:

From (day, month, year)\* ..... / ..... / ..... To (day, month, year)\* ..... / ..... / .....  
ICP number: .....

Physical address:\* .....  
.....  
.....

Supporting documentation

Please provide this documentation to support your application and tick the box if you have included it:

- ☐ First electricity bill for the period that you were a former customer
- ☐ Last electricity bill for the period that you were a customer

Don't have previous power bills?

If you cannot provide your "first" and "last" power bills, you can provide other evidence that you were a resident or business at the address during 2015 - 2024. This alternative evidence must include your full name or business name, and the address you are claiming you were a former customer at.

Examples of other evidence:

- a utilities bill for that address (eg, telecommunications or gas)
- a rental agreement for that address (where you were the renter not the landlord)
- correspondence (or a bank statement) from your bank to the you that is addressed to that address.

Proof that you owned the property at that address is not likely to be considered sufficient evidence unless you provide further evidence that you also resided or conducted business at that address.

Comments:

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

Declarations

- ☐ I would like to receive further correspondence relating to this application by email.
- ☐ I am not currently a customer on Alpine Energy's South Canterbury network
- ☐ I declare that I previously was the power bill payer during the specific period stated above.
- ☐ I declare that the information provided in this application is true and correct.
- ☐ By submitting this form, I consent to Alpine Energy collecting and using my personal information for the sole purpose of assessing and processing my credit. I understand my information will be handled in accordance with Alpine Energy's Privacy Policy available on our website.

Full name:\* .....

Signature:\* .....

Date: ..... / ..... / .....