



Utilities Connection Guide

Version 1 – May 2021

Helping with your next property move

Your Property – Our Promise

Established in 2020, Property Promise has quickly become one of the most stand-out, leading estate agents located in Gibraltar, offering a great choice of properties available in Gibraltar and Spain.

With a team of committed and dedicated property experts, Property Promise offers impartial, expertise, knowledge, and tailored solutions to help with all property requirements.

A continuous innovative approach allows properties to be brought to life through interactive experiences offering excitement, flexibility, and convenience towards property viewings.

Providing excellent and unrivalled customer service ensures each customers' property journey is enjoyable, hassle-free, and seamless.

Whether you are looking to buy, sell, rent, or require landlord management services – we promise to help with your next move.



"Our company was established with the principle goal to help find our customers a property that they will cherish, ensuring their journey to finding a new home is made seamless as possible from start to finish whilst delivering an unrivalled customer service experience."

Hayley Saker, Co-Founder & Co-CEO

Learn more about Property Promise by visiting propertypromise.gi or by calling **(+350) 200 40415**

Property Promise strictly adheres to the provisions of Section 91(3) of the Fair Trading Act 2015 for Real Estate Agents (REAs) in Gibraltar and hold the appropriate business licence in accordance with the provisions of Part 9 of the Fair Trading Act 2015. You can learn more by visiting our Code of Conduct page at propertypromise.gi

Delivering Excellent Customer Service

“ At Property Promise, we want our customers to experience the highest levels of service and satisfaction.

We continually monitor and review levels of customer service throughout the business to ensure we deliver the most enjoyable experiences possible.”

Utilities Connection Guide

We want your next move to be hassle-free and enjoyable, which is why at Property Promise we want to help by providing you with a range of property and local area information.

That is why we have put together a comprehensive *Utilities Connection Guide* to help you swiftly setup your new property utilities. This pack contains step-by-step guides on how to register to setup Electric and water connections, and important contact information.

In addition, our team is always committed and available to provide you with advice and support when needed.

Utilities Setup Service

Property Promise can provide a Utilities Setup service by undertaking all required connections of utility services, including electric, water, and internet connections, giving you more time to spend on the additional parts of your busy move.

For further information, please contact our dedicated property team by calling **(+350) 200 40415**

Electricity

Gibraltar Electricity Authority Connection Instructions

What documents are required when submitting an Application Form for Electricity Supply?

The documents required when submitting an Application Form for Electricity Supply vary depending on whether the application is in respect of Domestic, Commercial or Other premises. Further details are provided below:

An Individual

- A copy of the Rental Agreement or Deeds of Assignment for the premises
- A copy of each Applicant's ID Card or Passport,
- A copy of the filled in Application for the connection/Disconnection of Electricity Supply

Company

- Company Stamp on the Application Form for Electricity Supply
- A copy of the Company Profile
- A copy of the ID Card or Passport of the individual signing the form
- A copy of the Rental Agreement or Deeds of Assignment for the premises
- A letter from the Company, on letterhead paper, stating the individual's relationship with the Company and authorising this individual to act on its behalf

Should the premises be a new build, or have had alterations made to the Electrical Installation, a copy of the Wiring Diagrams and Test Certificates must also be submitted.

Electricity Disconnections

What do I need to do to Disconnect the Electricity Supply to my premises?

If you want to Disconnect the Electricity Supply to your premises, Sections 1 to 3 and 12 to 15 of the Application Form for Electricity Supply must be completed, as well as any other documents required submitted.

The documents required are as follows:

Individual

- A copy of each Applicant's ID Card or Passport

Company

- Company Stamp on the Application Form for Electricity Supply
- A copy of the Company Profile
- A copy of the ID Card or Passport of the individual signing the form
- A letter from the Company, on letterhead paper, stating the individual's relationship with the Company and authorising this individual to act on its behalf

Fees

What fees are applicable when submitting an Application Form for Electricity Supply?

There is the standard Application Fee of £30.00 when submitting an Application Form for Electricity Supply, regardless of whether the application is in respect of Domestic, Commercial or Other premises.

With regards to the Deposit, this is a standard fee of £30.00 for all Domestic premises; however, the Deposit varies with regards to applications in respect of Commercial or Other premises.

How can I get a refund of my Deposit?

The Customer can seek a refund of their Deposit upon submission of their Application Form for Disconnection of Electricity Supply. The Deposit paid will be refunded by AquaGib Limited, upon the Customer's request, so long as the final Electricity Bill has been issued, and there is a zero balance on the respective Electricity Account.

How can I pay for my Electricity Bill?

Various options exist for the settlement of Electricity Bills, such as, cash, Direct Debit, Online and Telephone Payment.

In order to facilitate your experience when settling your Electricity Bills, we strongly recommend that you take advantage of the Direct Debit payment facility, which will avoid you having to queue at AquaGib Limited's cashiers.

How can I sign up to receive my Electricity Bills electronically?

You may complete the Email Application Form in the link below:

<http://www.gibelec.gi/sites/default/files/Email%20Application%20Form.pdf>

Alternatively, you can download the Email Application Form from our Download section, and once completed, this must be submitted at AquaGib Limited's offices.

Guidance for completing the Electric Supply and Disconnection form

Completing your Application

The following application form will need to be completed with your information, and can be downloaded from:

http://www.gibelec.gi/sites/default/files/Electricity%20Supply%20-%20Application%20Form_0.pdf

Application for Supply and/or Disconnection of Supply



1. Surname/Company Name: (Dr/Mr/Mrs/Miss/Ms/Other)

Forenames (In full):

Date of Birth:

ID / Passport No. / Company Reg No.

2. Surname/Company Name: (Dr/Mr/Mrs/Miss/Ms/Other)

Forenames (In full):

Date of Birth:

ID / Passport No. / Company Reg No.

3. Telephone (Home):

Telephone (Work):

Mobile No.

Email:

MOVING IN - APPLICATION FOR SUPPLY

4. Address

Unit Type: No.: Building Name:

Building No.: Estate Name:

Street Name:

5. Type of Service

Domestic

Commercial

Other

Change of Name*

6. Do you have a Legal Right to occupy the premises where the supply is required?

Yes No

7. Name of Landlord/Management Company of the Premises:

8. State whether the Installation is

New Existing Modified

9. Your Previous Address:

10. Billing Address if different to Address in Box 4:

11. I/we hereby apply for the supply of electricity and agree to pay for the same, at such rates as may from time to time be charged by the Gibraltar Electricity Authority until I/we shall give the Gibraltar Electricity Authority notice in writing for the discontinuance of supply.

I/we agree to abide by, and conform with the General Conditions/Regulations for the supply of electricity contained in the Gibraltar Electricity Authority Act 2000 and those appended to this form (as amended), and with any other conditions/regulations amending, adding to, or substituting the same of which the Gibraltar Electricity Authority may from time to time give notice in the Gazette.

The Gibraltar Electricity Authority processes personal data in line with the Data Protection Act 2004 and the General Data Protection Regulation (EU) 2016/679. For more information please see our Privacy Notice on www.gibelec.gi or if motivated by a specific request a copy at our Public Counter or on gpa@gibelec.gi.

* Change of Name will only be accepted at the discretion of the GEA, for account transfers between individuals named on the property Deed of Assignment/Rental Agreement.

MOVING OUT - DISCONNECTION OF SUPPLY

12. Account No. (From your last bill):

Cut-off Date: ASAP

Meter No. (if known):

13. In accordance with the General Conditions/Regulations for the supply of electricity I/we hereby give notice that the supply to the address in box 14 is no longer required by me/us.

14. Address you are Leaving - tick if same as Box 9 above:

15. Address to send Final Bill - tick if same as Box 4 above:

CUSTOMERS WHOSE DETAILS APPEAR IN BOXES 1 AND/OR 2 ABOVE, MUST COMPLETE THE BOXES BELOW

Full Name: Full Name:

Signature: Signature:

Date: Date:

Persons signing on behalf of a Limited Company, Partnership or as an Authorised Agent, please state the capacity in which you are signing:

Consumer Services Office • Rosia Road Electricity Centre • 4-B Rosia Road • Gibraltar GX11 1AA • Tel: (+350) 20075957 • Fax: (+350) 20077408
Email: consumer@gibelec.gi • Web: www.gibelec.gi

For single applications fill in section 1 only, for a joint application please fill in sections 1 & 2. Only one set of contact information is required.

Fill out the GREEN section 4-11 if you are CONNECTING your electric supply.

You only fill out sections GREEN or BLUE, NOT BOTH.

Fill out the BLUE section 12-15 if you are wanting to DISCONNECT the electric supply to your property.

For single applications complete the left side of the PINK section, for joint applications BOTH signatures must be present.

Sending your Application

You are required to print, complete and either scan a copy or take a clear photograph of this application, including the additional documents listed on Page 4 and email to:

consumer@gibelec.gi

Alternatively, you can return to the counter service situated at:

Rosia Road Electricity Centre
4-8 Rosia Road
Gibraltar
GX11 1AA

Opening Hours

Monday - Thursday: 8:30 - 15:00

Friday: 08:30 - 14.30

Saturday & Sunday: Closed

Consumer Services Office Contact Details

Consumer Enquiries	(+350) 200 74191 consumer@gibelec.gi
Arrears	(+350) 200 49235 arrears@gibelec.gi
Failure of Supply – 24 Hour Service	(+350) 200 75957

Water

AquaGib Water Connection Instructions

Before submitting your application to connect your water supply you must ensure you have the following documents to provide to AquaGib to complete your application:

- Copy of your tenancy agreement
- Copy of your Identification (Passport/ID Card)
- AMC-1 form (If required, see below)
- Normal meter or Sub meter application form

There are 2 types of water connection forms to be aware of. One is a **NORMAL** meter connection, and the other is a **SUB-METER** connection.

If the property you are renting or purchasing is on the following list, you will need to complete the **SUB METER** connection form as well as request a form from the property's management company, called an '**AMC-1**' form:

Area	Management Company
Waterport Terraces	BFA Management
Tradewinds	
Europiazza	
Genista House	
King's Wharf Quay 27	
Nelson's View	
Bayview Terraces	
Cumberland Terraces	
Mons Calpe Mews	
The Anchorage	Britannia Management
Beachview Terraces	

The Arches	
Ocean Village:	Ocean Village Management Company
<ul style="list-style-type: none"> • Royal Ocean Plaza • Ocean Spa Plaza • Grand Ocean Plaza • Imperial Ocean Plaza • Majestic Ocean Plaza 	
The Sails The Hub Rock Gardens	Richardsons
West One	Bentley Management
Clemence Suites	S G Holdings
Clifftop House	John McKillop Smith
Filomena House	Advanced Property Care

Sub Meter Application

To complete the **SUB METER** application form online please click the following link and follow the instructions:

<https://www.aquagib.gi/aquagib-sub-meter-application-online>

Alternatively, you can download the pdf **SUB METER** application form. Please click the link, print, fill in and scan or take a clear photograph and email to:

customer.service@aquagib.gi or cs@aquagib.gi

Once you have completed the **SUB METER** form, please check which management company the building is managed by that you are moving to

and email them requesting an AMC-1 form. They generally require a copy of your tenancy agreement.

Normal Meter Application

If your property is NOT on the above list, you will need to apply for the **Normal Meter** application. This is the standard application that most customers will need. The electronic form can be downloaded below, please open and follow instructions:

<https://www.aquagib.gi/aquagib-normal-meter-application-online>

Alternatively, you can download the pdf **normal meter** application form:

<https://www.aquagib.gi/s/normal-meter-form-2020.pdf>

You will be required to print, fill in and scan or take a clear photograph and email to:

customer.service@aquagib.gi or cs@aquagib.gi

What to Send to AquaGib

AquaGib require proof of your identity, a copy of your tenancy agreement, your NORMAL METER application form, or a SUB METER and AMC-1 form, followed by the payment explained below in the fees section.

AquaGib require the payment once they have confirmed your account reference number with you which will be sent via email within a few days of receiving their acknowledgement email when you submit the application.

Fees

If your property is already fitted with a meter, there is a £30 administration fee for connecting your property to the mains water supply. If, however, your property has no meter, or a new installation is required, then a site visit will be required to ascertain the appropriate value.

A refundable deposit amount will be required upon application. For a normal household, if registered under a personal name, a deposit of £25 will be required.

How to Pay

AquaGib Ltd's Utility Bill Payment Options as from 1st March 2021:

1. Credit/Debit cards

- a. At AquaGib ground floor cashiers, Mondays, Wednesdays, and Fridays
- b. Automated telephone service 24/7 on (+350) 200 79818
- c. Scanning your QR code and paying via WorldPay payment portal
- d. Receive your bill by email and click on the payment link

2. Cash

- a. At AquaGib ground floor cashiers, Mondays, Wednesdays, and Fridays.
- b. Self-service payment kiosk, Mondays to Fridays.

3. Cheque

At AquaGib ground floor cashiers, Mondays, Wednesdays, and Fridays.

4. Bank Account

- a. Setting up a Direct Debit here:
<https://www.aquagib.gi/direct-debit-application-online>
- b. Doing a bank transfer

For paperless bills please complete the following link:

<https://www.aquagib.gi/sign-up-paperless-billing>

For further information on any of the other payment facilities, you can contact the Customer Service Department via telephone on (+350) 200 41288 Ext. 1, or via email at:

customerservice@aquagib.gi

The Future

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Property Promise is committed to continuing to be one of Gibraltar's leading and most innovative estate agents, with a growing team of dedicated property experts offering the expertise, knowledge, and tailored solutions to help customers with all their property requirements.”

Hayley Saker

Co-Founder & Co-CEO

