



Bereavement Support





How to deal with an energy account when a friend or family member passes away

We know what a difficult time this is for you and we want you to know that we are here to help.

To let us know that the account holder has passed away, you can contact our dedicated Bereavement Team on:



Call us on

0333 103 9575

Monday - Friday 9am - 5pm



Email us at

Bereavement@e.org



Write to us at

E, T3

Trinity Park
Birmingham
B37 7ES

Here we'll explain a little about what we may need from you so you can be prepared for the questions we may ask and the information we may need. This will vary depending on the circumstances but we will go through everything with you in more detail.

Information we will need when we first speak to you

We will need your name, contact details and your relationship to the person who has passed away.

We will then need the details of the person who has passed away; their name, address, and the date they died.

We will ask if you are ready to update the account details or if more time is needed.

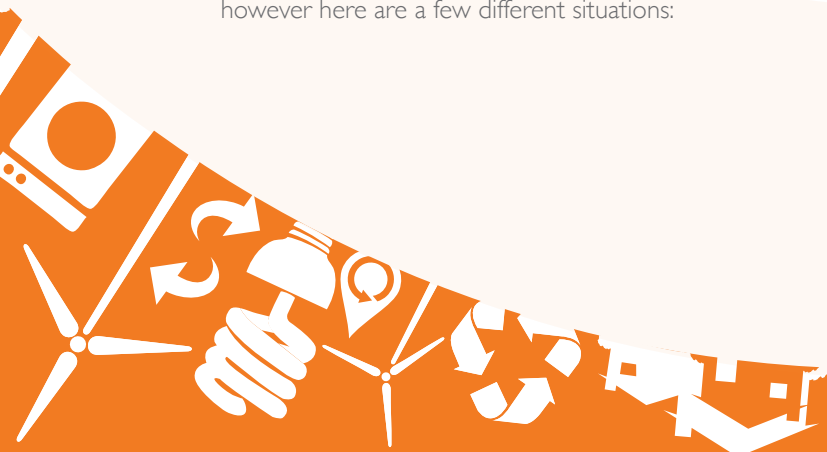
When you are ready to update the account details, we will need to know what is to happen with the energy account. We have detailed a few different scenarios below, however will discuss the one applicable to you based on the information you give us.

If the person who passed away rented the property

We will need an accurate meter reading when the tenancy agreement has ended, the energy account will then be closed.

If the person who passed away owned the property

We will be able to explain in more detail when we speak to you based on your individual circumstances, however here are a few different situations:





If there is someone else that still lives at the property

If they are already named as an account holder on the account, we will be able to change the name on the account.

If they are not already named as an account holder on the account, they will need to get in touch with us directly on 0333 103 9575 or Bereavement@e.org as we will need their consent, either verbal or written before we are able to put the estate account into their name. It may also be necessary for us to undertake a credit check or obtain a security deposit.

If the property is going to be sold

We will need a meter reading from as close to when the customer passed away as is possible; if you are unable to get the meter reading, we can estimate this based on previous meter readings. We will then send a final bill to the solicitor or whoever is dealing with the account which will give you the information you need to apply for a grant of probate. We will then put the account on hold until we know what is happening with the property.

If the property has been inherited

The person who has inherited the property will need to set up a new account. They will need to get in touch with us directly on 0333 103 9575 or Bereavement@e.org.

Documentation we may need from you

Depending on what is to happen with the account, these are a few examples of the documentation that may be required. We will let you know what we will need from you based on the information you give to us; Certified copy of the death certificate, grant of probate evidence, proof of ownership (land registry check, mortgage statement, title deeds), tenancy agreement, estate depletion information from the solicitors.

Further support from us

Once we have received all of the information we need, we'll be able to update the energy account and any further communications we need to send will be sent to the contact details you have given us.

If you need any help with meter readings, understanding bills or are struggling to manage your finances, please speak to our Bereavement Team as they are here to support you.

Further support on handling an estate

There's a lot to take in and understandably, you may find you need information about the legal rights and responsibilities of an executor or administrator; we'd recommend you visit the Government's website where you will find further information. You can visit their website [here](#).

