



## Guidance on Application for Power Services

To apply for our power services for house moving and other reasons, please dial the following our toll-free number.

ほくてん契約センター Hokuden Contract Center

 **0120-12-6565**

\*Please ensure that the correct number is dialed.

Business hours

Mon-Fri 9:00-17:00

Sat 9:00-15:00

Closed on Sundays, public holidays,

Dec 29-Jan 3

\*Please note in advance that calls will be recorded in order to ensure the accuracy of the application and to improve the quality of our customer services. The recorded content will be deleted within 6 months.

\*Please note in advance that the Hokuden Contract Center is a call center for applications and inquiries regarding house-moving and the like. Other requests will not be dealt with.

\*For other matters or in the event where a call cannot be connected due to the congestion of telephone lines or the like, please contact our nearest office, which can be found on our website.

### Information required for procedures

#### Existing customers of Hokkaido Electric Power

- **Current address (including name of apartment and room number, if applicable)**
- **Name**
- **Customer number**  
Your customer number can be found on documents such as your notice of electricity usage or your electricity bill.
- **Desired date of contract amendment**
- **Contact number**

## Customers moving in, or changing from other providers to Hokkaido Electric Power

Please dial the above toll-free number and press “2 (moving in)” when prompted by the guidance recording. Kindly state your request, either to move in or to change from another provider to Hokkaido Electric Power. Our operator will then require the following information from you.

- **Current address (including name of apartment and room number, if applicable)**
- **Name**
- **Supply point identification number**  
Your supply point identification number can be found on documents such as your notice of electricity usage or your electricity bill.
- **Company name of current power provider (retail electricity provider) (if changing from another provider)**
- **Contract number of contract with current power provider (retail electricity provider) (if changing from another provider)**
- **Desired type of contract (price table)**
- **Date of moving in or desired date of transfer to Hokkaido Electric Power**
- **Contact number**

## Customers moving out, or changing from Hokkaido Electric Power to other providers

When changing from Hokkaido Electric Power to other providers, the new retail electricity provider will usually handle the transferal procedures in place of the customer. **Please check with your new provider for whether it is necessary to go through the application process yourself.**

Please dial the above toll-free number and press “1 (moving out)” when prompted by the guidance recording. Kindly state your request, either to move out or to change from Hokkaido Electric Power to another provider. Our operator will then require the following information from you.

- **Current address (including name of apartment and room number, if applicable)**
- **Name**
- **Customer number**  
Your customer number can be found on documents such as your notice of electricity usage or your electricity bill.
- **Date of moving out or desired date of transfer from Hokkaido Electric Power**
- **Contact number**