



# New Occupant Confirmation Form

This statement and supporting documentation is required so that the switch-hold on the service address may be removed and we may process your request to start electric service at your address. Please note that your request will remain on hold until we receive the required statement and documentation from you. To ensure a prompt response, we recommend submitting your information via email or fax. Mail deliveries will take longer to process.

**Please complete and return this statement, along with a photocopy of one of the following documents:**

- Bill for natural gas/propane, water/sewer, electric, or cable/internet in Customer's name dated within last two months from a different Premise (cell phone invoices are not accepted);
- Copy of current signed lease by all parties;
- Notarized affidavit of landlord;
- Closing documents (Closing Statement signed by buyer and seller; Deed filed by county clerk noting street name and house number); or
- Certificate of occupancy indicating new occupant.

**Please send this form along with a photocopy of one of the documents listed above to:**

**Email:** Complete and scan this form and email it to:  
**SwitchHold@directenergy.com**  
(.pdf, .jpg or .doc formats only)

**Mail:**  
Direct Energy  
Attn: New Occupant Confirmation  
P.O. Box 3767  
HOUSTON, TX 77253-3767

**Fax:** 866-233-3429 or 832-584-2958

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**All fields must be completed for valid submission.**

Electric Service Identifier (ESI ID) Number - required \_\_\_\_\_

Service Address \_\_\_\_\_

City, State, Zip Code \_\_\_\_\_

Occupancy Date \_\_\_\_\_

New Occupant Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

City, State, Zip Code \_\_\_\_\_

Telephone Number \_\_\_\_\_

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**AUTHORIZATION**

I affirm that I am a new occupant to the above Service Address and I am not associated with the preceding occupant.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Name)