

How to reach us

Toll-free hotline 0800 500 502
 Mo. – Fri. 8:00 AM – 5:00 PM
 kundenservice@ikb.at

Customer centre opening hours
 Mo. – Thu. 8:00 AM – 5:00 PM
 Fri. 8:00 AM – 1:00 PM

Service Application for Electricity

Customer data/Billing address

Mr Ms Company

Title, last name, first name	Telephone (daytime)
Company/VAT ID	Email/Website
Customer number	Date of birth/Company registration number
Street, house number, staircase, storey, door number	Postcode, Town/City

Equipment

Equipment number	Postcode, Town/City
Street, house number, staircase, storey, door number	
Desired start of services	Important: If this field is not filled out, the earliest possible date for supplying services to the consumer via remote sales or outside of the offices of IKB is 14 days after contract conclusion.

Bill recipient

Title, last name, first name	Street, house number, staircase, storey, door number
Company	Postcode, Town/City
Email	

Product selection

Basic products		Additional products	
<input type="checkbox"/> IKB-comfort Customised premium product for your home.	<input type="checkbox"/> IKB-comfort Business Customised premium product for your business.	<input type="checkbox"/> IKB-Boiler Only valid in connection with a basic or online product	<input type="checkbox"/> IKB-Heating Only valid in connection with a basic or online product
Prices, product descriptions and conditions are stated in the enclosed product and price sheet or can be accessed at www.ikb.at			
Meter point ID	Meter point ID	Meter point ID	Meter point ID
Meter no. or device no.	Meter no. or device no.	Meter no. or device no.	Meter no. or device no.
<input type="checkbox"/> Household <input type="checkbox"/> Agriculture <input type="checkbox"/> Industry		Line of business:	
Important: Please note the conditions on the product and price sheet when selecting a product. If you do not make a choice or if your choice is not feasible, we will offer product suggestions based on our level of knowledge regarding the type of query, consumer behaviour, technical conditions of the meter and the latest bill.			

SEPA direct debit

<input type="checkbox"/> I hereby authorise Innsbrucker Kommunalbetriebe AG (in the following referred to as IKB) to withdraw payments from my/our account via SEPA direct debit. Concurrently, I/we instruct my/our credit institute to facilitate SEPA direct debits for the beneficiary IKB from my/our account. I/We may request reimbursement of the charged amount within eight weeks, starting with the day on which the account was charged. The terms and conditions agreed upon with my/our credit institution apply.	IBAN
	Banking institution
	Account holder

Type of delivery for billing

<input type="checkbox"/> Bill delivery by email	<input type="checkbox"/> Bill delivery by mail
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Product information/Advertisement

<input type="checkbox"/> I/We give consent for IKB to contact me/us in writing (specifically via mail, fax or email) or by phone for product information/advertisement purposes regarding the supply of electricity and services related to other business divisions of IKB (Internet & IT, water, wastewater, baths, energy services, waste).
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I/We request the supply of services by IKB for my/our equipment listed above (meter point/s) in the distribution network of IKB according to the enclosed General Supply Conditions for Electricity (GSC) and according to the prices of the selected products stated in the enclosed product and price sheet . Granting power of attorney: I/We expressly grant IKB to represent me/us with respect to all necessary measures relating to suppliers and network operators and the clearing centre in order to provide electricity to my/our equipment listed above according to the selected product or product suggested by IKB.	Power of attorney is also needed in order to obtain required information from the network operator and the clearance centre for the preparation of a product suggestion and for energy and product consultation as well as for the dissolution of electricity supply contracts with the previous supplier. As holder of the power of attorney, IKB has the right to issue sub-authorisations. The statutory rights of revocation for consumers listed under Item 18 of the GSC as well as associated payment obligations and the information sheet for exercising the right of revocation are referenced explicitly.
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Transparency and trust are especially important to us. Our data privacy statement in which we inform you how we are keeping your data safe is available at www.ikb.at/datenschutz

Place, date

Signature, Company signature

Important: Please completely fill out the application for services and provide a signature in the designated field in order to ensure prompt processing. If you are currently procuring your electricity from another company, please enclose the latest electricity bill from this supplier for the equipment (meter points). Please send the documentation to the customer centre of Innsbrucker Kommunalbetriebe AG. Thank you!