



Powered By Movinghub

ABOUT

Professionals Quickstart - Powered by Movinghub, is a fast, free and reliable utility connection service for movers. Our dedicated team are on hand to help you move home by arranging the transfer or new connection of multiple utilities and home services at your new property including electricity, gas, lpg, phone, broadband, Sky TV and more.

BENEFITS

Why use Professionals Quickstart - Powered by Movinghub connection services?

Professionals Quickstart - Powered by Movinghub service is a value-added service tenants and homebuyers can use to reduce their stress when moving.

HOW IT WORKS

What happens after you've bought or sold a house?

One of our team will make all reasonable effort to contact you within four business hours to discuss the plans and services available at your new address. Note, no connections will be arranged until we have spoken to you.

SUPPORT

Got a question?

Please don't hesitate to contact Professionals Quickstart - Powered by Movinghub:

Connection Enquiry

Call: 0800 MOVE NZ (0800 6683 69)

Email: ops@movinghub.co.nz

Please include:

Your name

Contact number

Enquiry details

Customer reference number (if you've submitted a connection request)

Operating hours:

9.00am and 5.30pm Monday to Friday (excluding national public holidays).



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GENERAL FAQ

What is meant by “free”?

While our moving service is free to you, the supply of your utilities at your home is not. Standard service provider connection fees and charges still apply. However, you pay NO additional charges as a result of using Professionals Quickstart - Powered by Movinghub services.

Is the service available nationally?

Yes. We have utility partners across New Zealand, but availability of each individual utility service will depend on your exact address.

What utilities do we offer?

Working directly with our selected service providers, we can arrange the connection of your electricity, gas, LPG, broadband, phone and Sky. We can also arrange a variety of quotes for services such as cleaners, removalists, insurance, locksmiths, and storage – to name just a few. Provided we work with your existing service provider, we can relocate existing accounts or alternatively, sign you up to a new service plan with a new service provider. While we work with the majority of New Zealand’s leading service providers, we make no commitment that this service contains all utility plans, offers or service providers available in the market.

Availability of our plans, services and offers depend on a few things. For example, validation that the provider can supply to your address and acceptance of your connections application which may include a credit check by the relevant provider.

What partners do we work with?

At the moment, we work with Genesis Energy, Energy Online, Contact Energy, Meridian, Powershop, Mercury Energy, Bosco, Tiny Mighty, Vodafone, Spark, Slingshot, Orcon, Flip, 2Degrees, SKY, Crown removals, World Moving, Smart Express, Armstrong, Goodnest, AMI and Tower – to name just a few. However, these partners and their offers may change from time to time. We are always working on new partners to ensure you get the best service providers for your new home.

Do we provide power and gas disconnection services?

Yes, we provide disconnection services if you are relocating with your existing service provider however, to close an account you may be required to provide a final meter read. You can either provide this yourself or opt for the service provider to read it (a service provider charge may apply).



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What notification timeframe do we require?

The earlier we get your connection application, the more likely your utilities will be connected on the date you request. While we will endeavour to arrange the connections on that desired date – including on the ‘same day’ if your power connection is urgent, we cannot guarantee this. As a rule of thumb, at least three business days’ notice of your move is recommended.

How long do power and gas connections take?

The connections timeframes provided below are indicative only.

- Standard next weekday reconnection; request received before 1:30pm day prior. If a standard reconnection is required for the next day but you miss the cut-off, please call us so they can prioritise your request (0800 MOVE NZ)
- Urgent same day, standard connection; request received before 1:30pm – however, these requests are subject to the provider and may result in additional provider fee. Recommended that these requests are made by calling Professionals Quickstart (0800 MOVE NZ).
- Saturday Standard connection; based on receiving the request before 1:30pm Friday and subject to contractor availability. May result in additional service provider fee. Please note, the majority of Energy Retailers are closed on a Saturday and cannot perform a remote connect.
- If you have a new or altered gas or power connection (new build), or if your supply has been disconnected for 6 months or longer, you may be required to provide a certificate of compliance or certificate of verification from a certified service provider before supply can commence.
- LPG; up to 4 working days. Subject to change.

Please note, urgent same day, after-hours, Saturday or Public Holiday connections may incur additional service provider fees. No connections can be arranged for Sunday. Connection requests received on a Saturday or after 1:30pm Friday will be provisioned next business day unless advised.

How long do broadband connections take?

As a rule of thumb, standard (ADSL / VDSL) broadband connections take between 7-10 working days. However, Fibre installations can take much longer if the property hasn’t been connected to Fibre previously. Provided Fibre is available at the property, it means connecting a fibre optic cable from the road to your home. Before proceeding with a fibre connection, your chosen broadband provider will discuss the options with you and if you are a tenant, ensure you have the consent from the landlord to install fibre at the property.



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How long does a SKY connection take?

If your home does not have a SKY dish installed, we suggest you allow up to 10 business days for SKY to be connected to your new property. However, if your new home does have a dish installed already the connection timeframe should be much shorter. Either way, you will hear from SKY within 24 hours to confirm their relocation or connection timeframe. Note, if you are a tenant and a Sky dish is not installed at the property, consent to install the dish will need to be obtained from the landlord.

Use of your personal information

Professionals Quickstart - Powered by Movinghub, does not disclose personal information about our customers for any other purpose than to arrange moving services. We will only disclose this personal information once consent has been obtained from you to do so, and we will only disclose this information to applicable service providers for the purpose of fulfilling your service request.