

Household Utilities & Services



Not for me: this section does not apply

Tick here and in the Contents, then skip ahead (no need to print it either).

When you die, your household doesn't just stop.

Bills keep arriving. Services keep running. Utilities keep charging. Your executor needs to cancel or transfer everything to prevent your estate from being charged for months after you're gone.

This section covers all the essential household services your executor will need to deal with.

Electricity. Gas. Water. Internet. Phone. Council rates. Security systems. Waste collection.

For each service, your executor needs to know the provider, the account number, and how to contact them.

WHY THIS MATTERS

If your executor doesn't know who your electricity provider is, they'll have to wait for a bill to arrive. If they can't find your council rates notice, they won't know when the next payment is due. If they don't have your internet account details, they might not be able to cancel it for months.

Every service that runs unnecessarily costs your estate money.

By writing down your household services, you save your executor time and your estate money.

Let's get it down.

Your Household Utilities & Services

Every account that keeps the home running, so bills get paid, paused or closed on time.

ELECTRICITY

PROVIDER

ACCOUNT NUMBER

SERVICE ADDRESS

PAYMENT METHOD

CUSTOMER SERVICE PHONE

GAS

PROVIDER

ACCOUNT NUMBER

SERVICE ADDRESS

PAYMENT METHOD

CUSTOMER SERVICE PHONE

WATER

PROVIDER

ACCOUNT NUMBER

SERVICE ADDRESS

PAYMENT METHOD

Your Household Utilities & Services (cont.)

CUSTOMER SERVICE PHONE

INTERNET & HOME PHONE

PROVIDER

ACCOUNT NUMBER

PLAN TYPE

PAYMENT METHOD

CUSTOMER SERVICE PHONE

HOME PHONE NUMBER

MOBILE PHONE

PROVIDER

MOBILE NUMBER

ACCOUNT NUMBER

PLAN TYPE

PAYMENT METHOD

CUSTOMER SERVICE PHONE

COUNCIL RATES

COUNCIL

PROPERTY ADDRESS

Your Household Utilities & Services (cont.)

RATE NOTICE NUMBER

PAYMENT METHOD

COUNCIL PHONE

NOTICES STORED AT

STRATA / BODY CORPORATE (IF YOU OWN A UNIT OR APARTMENT)

Strata levies and council rates don't stop when you die - they keep coming due until the property is sold or transferred. Give your executor what they need to keep things running.

OWNERS CORPORATION / BODY CORPORATE NAME

UNIT / LOT NUMBER

STRATA MANAGER CONTACT

BUILDING MANAGER

SECURITY / CONCIERGE CONTACT

STRATA LEVY AMOUNT & FREQUENCY

HOW THE LEVY IS PAID

WHICH ACCOUNT THE MONEY COMES FROM

A note for your executor: if the unit will sit empty for a while (for example during probate), let the strata manager and security know so they can keep an eye on it. And check the water shut-offs - many units have more than one (kitchen, each bathroom, laundry), so note where each one is.

WATER SHUT-OFF LOCATIONS (MAY BE SEVERAL)

Your Household Utilities & Services (cont.)

SECURITY SYSTEM / ALARM

SECURITY COMPANY

ACCOUNT NUMBER

SYSTEM TYPE

ALARM CODE STORED AT

CUSTOMER SERVICE PHONE

MONITORING STATION PHONE

WASTE & RECYCLING

SERVICE PROVIDER

BIN COLLECTION DAYS

SPECIAL SERVICES

CUSTOMER SERVICE PHONE

PAY TV / STREAMING HARDWARE

PROVIDER

ACCOUNT NUMBER

HARDWARE TO RETURN?

CUSTOMER SERVICE PHONE

Your Household Utilities & Services (cont.)

OTHER HOUSEHOLD SERVICE 1

PROVIDER

SERVICE TYPE

CONTACT PHONE

OTHER HOUSEHOLD SERVICE 2

PROVIDER

SERVICE TYPE

CONTACT PHONE

OTHER HOUSEHOLD SERVICE 3

PROVIDER

SERVICE TYPE

CONTACT PHONE

NOTES: ANYTHING ELSE ABOUT HOUSEHOLD UTILITIES OR SERVICES

Extra Space

More room for your Household Utilities & Services section: extra entries, stories, or anything the boxes could not hold.