

Household contracts: changing the holder without paying extra

Changing the holder is free. The expensive part is not knowing it and signing a new connection with a minimum term.

1 · The papers to gather first

Get everything together before you start. Almost every step in this guide stops dead for one missing document, and starting again costs more than waiting a day.

- The latest bill for each contract, with the electricity and gas CUPS and the water policy number.
- The deed or tenancy agreement showing the home is yours or that you occupy it.
- Your NIE or NIF and your Spanish IBAN.
- The electrical certificate, if the company asks for it in order to change the contracted power.
- The previous holder's name and document, if you can reach them: an agreed change of holder is far quicker than a new connection.

2 · The order to do things in

- 1 Take stock of what exists: electricity, water, gas if any, internet, phone, alarm if any, and the community bill.
- 2 Ask each company for a CHANGE OF HOLDER, not a new connection. That word is the whole price difference.
- 3 Check the contracted electrical power before changing anything: many people have paid for years for power they never use.
- 4 Before ordering fibre, check the coverage reaches your street. On scattered urbanisations it often does not.
- 5 Keep the reference number and the promised date of every request in writing. Cancellations by phone get lost.

3 · The mistakes we see again and again

- Signing a new connection when a change of holder would have done. You pay a connection charge and accept a term you did not need.
- Leaving the contract in the previous owner's name. One day they cancel it and you have no supply.
- Accepting an offer by phone without asking for the contract in writing. What is agreed by phone binds all the same.
- Cancelling internet without checking the minimum term. The penalty turns up on the final bill.

- Changing the electrical power without checking whether it forces a new electrical certificate.

4 · Where you can check it yourself

Official pages, checked on 22/09/2026. The administration changes its screens without warning: if something does not match, the official source wins, not this guide.

- **Comisión Nacional de los Mercados y la Competencia (CNMC)**

<https://www.cnmc.es/>

- **Ministerio para la Transición Ecológica y el Reto Demográfico**

<https://www.miteco.gob.es/>

- **Ministerio de Industria y Turismo**

<https://www.mincotur.gob.es/>

If you would rather we did it

€129	the full package: inventory, new contracts, cancellations and transfers
€59	a single contract: one cancellation, one setup or one transfer

We are not a comparison site or an agent for any company: we take no commission from any, which is why we will tell you when what you already have is fine. We do not advance bills or pay them for you. And if fibre does not reach your street, we say so instead of selling you a job.

A question? One message is enough

Write to us on WhatsApp at **+34 613 13 87 84** (wa.me/34613138784) and a person answers. Asking costs nothing and commits you to nothing.

Information guide, not legal or tax advice. contact@holaowners.com · holaowners.com