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# How to Transfer Ownership of a GivEnergy System

If you have recently purchased a property that already has a GivEnergy system installed, you can transfer the system ownership into your name. This ensures you gain full access to the GivEnergy app, portal, performance data, and system controls.

## What We Need From You

Please email the following items so our team can complete the ownership transfer:

- **Proof of property ownership** (for example: completion statement, letter from solicitor, or council tax confirmation)
- **The inverter serial number**
- **Clear photos of the inverter and any installed batteries**

## Where to Send This Information

Please email all required documents and photos to:

[support@givenergy.co.uk](mailto:support@givenergy.co.uk)

## How the Transfer Works

1. You email the required information to our Support Team.
2. One of our Technical Agents will verify the documents.
3. Once verified, the system account will be transferred into your name.
4. You will then be able to access and manage the system through the GivEnergy app or portal.

## Tips Before Sending

- Make sure the photos are clear and show the labels on the equipment.
- If you cannot locate the serial number, include a photo of the inverter label and we will help identify it.
- If the previous homeowner is still visible on the system, this will be corrected during the transfer.

## Need Help?

If you're unsure what to send or need guidance identifying the equipment, contact us at [support@givenergy.co.uk](mailto:support@givenergy.co.uk) and we'll be happy to help.

<https://givenergy2025.zohodesk.eu/portal/en/kb/articles/how-to-transfer-ownership-of-a-givenergy-system>