

## Authorised Representative Form

Use this form to give TasWater permission to share account, service and financial information with approved representatives. Authorised representatives listed on this form will be added to your account.

1. TasWater Account Holder Details	
NB: If you have multiple TasWater accounts please provide a list of the account numbers and names separately	
Account No.:	
Account Name:	

2. Property Details	
NB: Leave this section blank if you have provided a list of multiple accounts separately	
Street:	
Suburb:	Postcode:

3. Authorised Representatives Details			
NB: The full name and at least one contact detail must be provided for each Authorised Representative			
Trade waste customer?	Yes	<input type="checkbox"/>	Trade waste customers will not be granted access to water and sewerage service information.
	No	<input type="checkbox"/>	

Authorisation Representative 1			
Full Name			
Phone 1		Phone 2	
Email			

Authorisation Representative 2			
Full Name			
Phone 1		Phone 2	
Email			

4. Authority Level	
<input type="checkbox"/>	<b>Level 1: Information only</b> The representative may request information specific to the account (including customer service requests), without making changes, including copies of your bills. Trade waste authorised representatives can request information regarding the trade waste service only.
<input type="checkbox"/>	<b>Level 2: Limited access</b> Level 1 access and the representative may request information specific to the account and may request changes to account information on your behalf, such as postal address updates.
<input type="checkbox"/>	<b>Level 3: Full account access</b> Level 1 and 2 access and the representative may also make or authorise financial arrangements in relation to the account on your behalf (including transfer of monies, refund requests, payment arrangements), and add additional authorised representatives.

5. Authorisation			
NB: At least one Authorised Person such as an Account Holder must complete and sign the section below			
<b>Authorisation granted by:</b>			
Full Name			
Phone 1		Phone 2	
Email			

I am an:	
<input type="checkbox"/>	Account Holder (or active Level 3 Authorised Representative on account)
<input type="checkbox"/>	Legal Representative (eg Executor, Power of Attorney) <i>NB: Supporting documentation must be provided to TasWater</i>
	Please specify authorisation type
<input type="checkbox"/>	Business Representative (Director, Secretary, President, Treasurer, CEO)
Date	
Signature	

Authorisation granted by:			
Full Name			
Phone 1		Phone 2	
Email			

I am an:	
<input type="checkbox"/>	Account Holder (or active Level 3 Authorised Representative on account)
<input type="checkbox"/>	Legal Representative (eg Executor, Power of Attorney) <i>NB: Supporting documentation must be provided to TasWater</i>
	Please specify authorisation type
<input type="checkbox"/>	Business Representative (Director, Secretary, President, Treasurer, CEO)
Date	
Signature	

Please return form to TasWater			
Mail	GPO Box 1393 Hobart TAS 7001	Email	<a href="mailto:enquiries@taswater.com.au">enquiries@taswater.com.au</a>

Authorised Representative Information
<p><b>1. Who can complete this form?</b></p> <p><b>Private / Residential Accounts</b></p> <p>For private or residential accounts the form should be completed and signed by <b>at least one</b> Property owner of the property/account holder.</p> <p><b>Business / Organisation Accounts</b></p> <p>For accounts held by companies, the form should be completed and signed by either a:</p> <ul style="list-style-type: none"> <li>• Company director</li> <li>• Company secretary</li> <li>• Appropriate company personnel such as a Finance Manager or Business Manager</li> </ul> <p>For accounts held by organisations, the form should be completed and signed by either a:</p> <ul style="list-style-type: none"> <li>• President</li> <li>• Treasurer</li> <li>• Secretary</li> </ul> <p><b>Legal Authorisation Supporting Documentation</b></p> <p>Proof of Legal Representation should be provided to TasWater, such as:</p> <ul style="list-style-type: none"> <li>• Grant of Probate*</li> <li>• Power of Attorney</li> <li>• Letters of Administration / Guardianship</li> </ul> <p><i>*A copy of the Will cannot be accepted, unless it has been certified through the Grant of Probate, confirming the appointment of an Executor.</i></p> <p><b>2. Who is financially liable for the account if authority is given to an authorised representative?</b></p>

- Financial liability for the account remains with the property owner at all times.

### **3. What access does an authorised representative have?**

- TasWater will ensure responses to enquiries and requests from the authorised representative are within the representative's authority level.
- Authorised Representatives will only be able to access and request changes to account information. They will not be able to access or change the personal information of Account Holders or other Authorised Representatives.
- Level 3 Authorised Representatives (excluding Legal Representatives) are only able to request refunds to the Bank Accounts of, or transfers to other TasWater accounts of, an Account Holder. All other requests must be made by providing proof of payments.

### **4. How do I cancel an authority?**

- The account holder may void any current authorities at any time by written notification to TasWater.

## **Privacy Statement**

In accordance with the *Personal Information Protection Act 2004* (Tas) and the *Privacy Act 1988* (Cth) we may collect, hold and use your personal information in order to enable us to provide you with our services. To understand more about our obligations and your rights please refer to our Information Protection Statement and our Privacy and Credit Reporting Policy on our website at [www.taswater.com.au/About-Us/Governance](http://www.taswater.com.au/About-Us/Governance) <http://www.taswater.com.au/About-Us/Governance-and-Policies>, email us at [enquiries@taswater.com.au](mailto:enquiries@taswater.com.au) or write to our Privacy Officer, c/- TasWater, GPO Box 1393, Hobart TAS 7001.