

Property Management Authority Form

In line with the *Commonwealth Privacy Act 1988*, we require a Property Manager Authority form completed by the property owner/s. This form enables TasWater to share customer and account information with the nominated agency.

To protect private information, we must verify at least **3 forms of Personal Identification Details** or **Account Information** currently on record for this account.

Please have the property owner/s complete and return the attached form via email enquiries@taswater.com.au or post to GPO Box 1393 Hobart TAS 7001.

1. Property Details

| | | | |
|--|------------------|----------|--|
| PID | | | |
| Street | | | |
| Suburb | | Postcode | |
| Has this property recently had a Change of Ownership? | | | |
| <input type="checkbox"/> Yes | Settlement Date: | | |

2. TasWater Account Holder Details

| | | | |
|-------------------------------|--|----------|--|
| Account No. | | | |
| Account Name | | | |
| Current Postal Address | | | |
| Street/PO Box | | | |
| Suburb | | Postcode | |

3. Property Management Agency Details

| | | | |
|--|------------------------|----------|--|
| Agency Name | | | |
| Agency Phone | | Phone 2 | |
| Agency Email | | | |
| Update Postal Address to C/ - Property Manager? | | | |
| <input type="checkbox"/> Yes | Complete details below | | |
| Agency Postal Address | | | |
| Street/PO Box | | | |
| Suburb | | Postcode | |
| Agency Postal | | | |

Payreq

As Payreq is a self-service portal, and to ensure customer privacy, TasWater requires customers to self-register and manage their Payreq settings, including de-registering accounts, through go.payreq.com

NOTE: If the customer has an active BPAY View registration through their online banking this will also prevent statements from being posted until turned off.

| | |
|--------------------------|--|
| <input type="checkbox"/> | Cancel any active BPAY View Registrations |
| <input type="checkbox"/> | Cancel any active direct debits / payment arrangement on the account |

Authorised Agents

If you would like individual agents listed on the account as authorised agents; for verification / authorisation on phone enquiries, please specify their details below. Alternately, any agent can make enquiries in writing on business letterhead after the agency has been added to the account.

| Agency Name | | | |
|-------------|--|---------|--|
| Full Name | | | |
| Phone 1 | | Phone 2 | |
| Email | | | |

4. Authority Level

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

Is this authorisation for access to Trade Waste information only?

| | |
|------------------------------|--|
| <input type="checkbox"/> Yes | <p>Trade Waste: Information only</p> <p>Trade Waste Authorised Representatives will not be granted access to water and sewerage service information. Trade waste authorised representatives can request information regarding the trade waste service only.</p> |
|------------------------------|--|

5. Authorisation

Authorisation granted by:¹

| | | | |
|-----------|--|---------|--|
| Full Name | | | |
| Phone 1 | | Phone 2 | |
| Email | | | |

| | | | |
|-----------|--|----------|--|
| Date | | I am an: | <input type="checkbox"/> Account Holder |
| Signature | | | <input type="checkbox"/> Other ¹ _____ E.g. Company Director / President / CEO |

Authorisation granted by:¹

| | | | |
|-----------|--|---------|--|
| Full Name | | | |
| Phone 1 | | Phone 2 | |
| Email | | | |

| | | | |
|-----------|--|----------|--|
| Date | | I am an: | <input type="checkbox"/> Account Holder |
| Signature | | | <input type="checkbox"/> Other ¹ _____ E.g. Company Director / President / CEO |

¹ Supporting Documentation showing authorisation must be provided if not provided previously.
Please see Page 3 for details on who can sign this form.

Please return form to TasWater

| | | | |
|-------------|------------------------------|--------------|---------------------------|
| Mail | GPO Box 1393 Hobart TAS 7001 | Email | enquiries@taswater.com.au |
|-------------|------------------------------|--------------|---------------------------|

Authorised Representative Information

1. Who can complete this form?

Private / Residential Accounts

For private or residential accounts the form should be completed and signed by **at least one**:

- Property owner of the property/account holder, or
- Legal Representative of the property owner / account holder¹, or
- Level 3 Authorised Representative of the property owner / account holder¹²

Business / Organisation Accounts²

For accounts held by companies, the form should be completed and signed by either a:

- Company director
- Company secretary
- Appropriate company personnel such as a Finance Manager or Business Manager

For accounts held by organisations, the form should be completed and signed by either a:

- President
- Treasurer
- Secretary

Legal Authorisation Supporting Documentation

Proof of Legal Representation should be provided to TasWater, such as:

- Grant of Probate*
- Power of Attorney
- Letters of Administration / Guardianship

**A copy of the Will cannot be accepted, unless it has been certified through the Grant of Probate, confirming the appointment of an Executor.*

2. Who is financially liable for the account if authority is given to an authorised representative?

- 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.

¹ Supporting Documentation showing authorisation must be provided if not provided previously.

² Proof of payment is required if requesting a refund / transfer to a Bank account / TasWater account in a name that differs to that given in Section 2.

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/Governanceand-Policies, email us at enquiries@taswater.com.au or write to our Privacy Officer, c/- TasWater, GPO Box 1393, Hobart TAS 7001.