

Authority to Act

Authority to Act is a simple process that allows customers to delegate authority to perform certain tasks to individuals, agents or water brokers. The purpose of Authority to Act is to improve the quality and security of the customer information we manage.

This process allows you to nominate another person, water broker or agent to undertake certain tasks on your behalf without you needing to provide specific authorisation each time. We take your privacy and the security of your information very seriously so there is a robust process to set up this authority in the first instance.

The benefits of Authority to Act are that it will ensure your information is:

- **Accurate:** confirms we are speaking to the right person and ensures information is up to date
- **Timely:** we can process your requests faster, and
- **Secure:** enables us to securely manage your information.

The Authority to Act process ensures that you have visibility of all activities undertaken in relation to your account on your behalf, so that you always maintain oversight.

WHAT TASKS CAN BE DELEGATED?

- Delegated authority tasks include:
- Water allocation transfers (buying and sell water allocation)
- Financial enquiries (bills, payment arrangements, etc.)
- Ordering water (via EASYWATER) • Requests e.g. maintenance,
- Authority to make changes to Authority to Act, and
- Voting at AGM and Board of Director

Our Customer Support team will work with you and the person you authorise, to ensure the process is simple, easy and quick.

HOW DO I DELEGATE AUTHORITY TO ACT?



Contact us to make an appointment - in the office or online



Both you and the delegated persons complete the identity check by providing a 100 point document(s) (such as drivers licence, birth certificate or passport)



Set up security questions



Have a photo taken (optional)



Complete the application to delegate authority

You only need your identity to be verified once and can withdraw the authority at any time.

To delegate Authority to Act contact us (02) 6962 0200 and we will guide you through the process