

**Privacy and why we collect your information:** Your privacy is important to us. Urban Utilities is collecting your personal information as a distributor-retailer under the South-East Queensland Water (Distribution and Retail Restructuring) Act 2009 (Qld) for the purposes of processing the authority to act application. The personal information we collect may also be used to manage and make contact with you about accounts and to verify your identity in future; to contact you about network faults and emergencies and manage the water and sewerage services we provide; and to conduct customer research. Urban Utilities may use and/or disclose your personal information to its employees, agents or contractors for these purposes and to other third parties as otherwise required or authorised by law. For more on how we protect the personal information we collect, and to find out how to make a privacy complaint, access our Privacy Policy at [www.urbanutilities.com.au/privacy](http://www.urbanutilities.com.au/privacy)

\* INDICATES A MANDATORY FIELD. FORMS WILL NOT BE PROCESSED IF ALL INFORMATION IS NOT PROVIDED CORRECTLY.

## 1 Are you the property owner? \*

Yes - Proceed to 2      No – Complete below before proceeding to 2

If no, please provide the reason why the property owner cannot complete this form. \*

To grant Authority to Act, as a non-owner of the property, **you must provide a legal document** such as: Power of Attorney, Enduring Power of Attorney, Letter of Administration, Correspondence by the Public Trustee, or letter from a Court of Law, stating that you are authorised to act on behalf of the property owner.

Due to our privacy obligations, we will be unable to process your form without this documentation.

## 2 Applicant's Details \*

Person completing this form.

Information provided in this section will only be used for the purposes of communicating in regards to this form, and it will not be used to update existing details where applicable.

First Name

Last Name

Contact Number

Email

### Is there more than one owner?

Yes – Complete the declaration before proceeding to 3      No – Proceed to 3

**Declaration:** I declare that I have consulted with all other owners, and that all owners have read and understood, and accept the implications and the powers granted through authority to act. All owners and I have come to a mutual agreement that I may act as the representative to complete this form on everyone's behalf.

All owners must provide full name, signature and date of signing in **Section 8** of this form.

3 Account Details \*

Information provided in this section will only be used for the purposes of communicating in regards to this form, and it will not be used to update existing details where applicable.

Account Name:

Please provide the account name as it appears on the Urban Utilities bill.

Customer Reference Number:

This is a 15-digit number and can be found on the top right-hand corner of the Urban Utilities bill.

Contact Number

Email

4 Property Address \*

This is for the property of the account above.

Unit Number (if applicable)

Street Number

Street Name

Suburb

State

Postcode

5 Verification \*

To meet verification requirements, please select and answer **ONE** of the verification questions below.

Method of most recent bill payment:

(e.g. BPAY, Australia Post, Phone Pay, Urban Utilities website)

Property Lot and Plan:

(e.g. L9/RP2357)

Settlement Date (date of last ownership change):

(e.g. 11 May 2023)

6 Adding an Authorised Third Party to the Urban Utilities Account

An Authorised Third Party will have the authority to act on behalf of the property owner in all matters relating to the account. This includes the ability to access, review, discuss and change any information contained in the account for both financial and non-financial matters, including personal information and MyAccount.

**Acknowledgement\*:** I acknowledge that the authorised representative/s I nominate herein will retain their level of access to my account until ***I notify Urban Utilities that it is to be removed***, using this form (including web version) or contacting Urban Utilities. It is my responsibility to update and remove authority arrangements.

I would like to add the following Authorised Third Party:

To add a third party, please complete all fields for at least **at least one** of either Person or Entity’s details.  
You can authorise your **professional representatives**, (e.g. Property Manager, Solicitor, etc) to act on your behalf through their agency. To allow this, complete the **Authorised Entity** section.

Information provided in this section will be used for the purposes of creating/updating account details where applicable.

Authorised Person

First Name\*

Last Name\*

Contact Number\*

Email\*

Relationship/Role: (e.g. Family Member, Personal Assistant)\*

Duration\*

Ongoing

End date:

If you wish to authorise more people, please complete the table below.

First Name:*	Last Name:*	Contact Number:*	Email:*	Relationship/Role:*	Ongoing/End Date:*

## Authorised Entity

*Any representative of this authorised entity will have authority to act on behalf of this account.*

Real Estate/Property Management Agency

Company/Business

Body Corporate, Sporting Entity, Charity

Trust or Superannuation

Others:

Entity, Trading or Business Name\*

Branch (if applicable)

ABN\*

Contact Number\*

Email\*

Relationship/Role: (e.g. Property Manager, Accountant)\*

Duration\*

Ongoing

End date:

Unit Number (if applicable)

Street Number\*

Street Name\*

Suburb\*

State\*

Postcode\*

## 7 Removing an existing Authorised Third Party from the Urban Utilities account, if applicable:

*This will not remove the authority of the Property Owner(s) or any new authorised third party included on this form.*

Remove all existing authorised third parties.

Remove selected existing authorised third party noted below.

**Important:** The Property Owner(s) is responsible for updating and/or removing authorities..

### Remove this Authorised Person

First Name\*

Last Name\*

Continued on next page ►

If you wish to remove more people, please complete the table below.

First Name:*	Last Name:*

**Remove this Authorised Entity**

Entity, Trading or Business Name\*

Branch (if applicable)

ABN\*

**8 Declaration \***

By signing below, I declare that I am the property owner for the Property Location recorded on this form and that I authorise the above mentioned Third Party to act on my behalf for all matters relating to my Urban Utilities' water and sewerage account, as detailed above OR I have provided documentation demonstrating authorisation to complete the form on the property owner's/ owners' behalf. I understand that in order to meet privacy requirements, all property owners and Authorised Third Parties must correctly answer a verification question each time they contact Urban Utilities to access, review, discuss and change information on an account. I understand that it is an offence to provide false information and that by agreeing I state this declaration is true and correct, and that I indemnify Urban Utilities to the full extent permissible at law for any and all loss suffered by the property owner/owners as a direct result of Urban Utilities acting in accordance with the information I have provided.

**All owner/s** must name, sign and date below to confirm that each individuals have reviewed and accepted the contents, acknowledgement and declaration of the form.

Full Name	Signature	Date

**Please return the completed form and any supporting documents to either:**

1.

Email - customerservice@urbanutilities.com.au with the subject heading '**ATA Application**'; or
2.

Mail - Urban Utilities GPO Box 2765, BRISBANE QLD 4001