
Customer protection Code of Practice for the non-household retail water market

Template for TPI letter of authority

Dear Sir/Madam,

I/we confirm that **[name of TPI]** of **[insert details sufficient to identify the TPI]** (the “**Agent**”) is acting on my behalf and that I authorise them to deal with my accounts and contracts.

Please tick the level of authority you wish to give

- **Level 1** – Authorise **the Agent** to:
 - Request and receive current and historical account information for all my sites including –consumption history, meter numbers and contract end dates. These are essential for **[[name of TPI]** to act on your behalf.
 - Issue a contract termination notice in relation to my/our existing [water]supply and/or sewerage services contract on my/our behalf. This will provide protection against going into schemes of terms and conditions.
 - Request prices and quotes to negotiate with suppliers on your behalf.
 - Request and receive billing information.
- **Level 2** – Authorises the Agent to do all matters covered by Level 1 above and:
 - Request and receive bill, payment and debt information.
 - Authorise any adjustments, refunds, billing or changes to payment methods.
 - Receive bills and arrange subsequent payment.
 - Agree supply contracts on my behalf.

I have discussed how the Agent will be remunerated and I am aware of **[how the third party’s fees are being paid]**.

This Letter of Authority shall remain valid for a period of 12 months from the original date of the signature, or for the length of any fixed term supply contract that you enter into. This will remain the case unless you/I advise otherwise.

Signed Print Name

Position Date