

# Managing Agent Authorisation

## To be completed by the Managing Agent

|                                          |  |
|------------------------------------------|--|
| <b>Managing agent number:</b>            |  |
| <b>Company name:</b>                     |  |
| <b>Requesting managing agent's name:</b> |  |
| <b>Property account number:</b>          |  |
| <b>Property address:</b>                 |  |

## To be completed by the property owner

I authorise the listed managing agent to be added to my account as an authorised named person to the above mentioned property.

The Managing Agent will remain listed as an authorised person until:

- I notify SA Water to have them removed
- the Managing Agent notifies SA Water, in writing, to be removed from the property or;
- when a new Managing Agent is added to the property (in this case, the current one will be replaced and will no longer have access to the account).

The Managing Agent will have access to my personal data that SA Water holds on my account, and they will be able to request past bills, change where the bills are sent, make a payment on my behalf, and enquire about water usage on the property.

Managing Agents also have access to a range of services around managing water bills. These include requesting a payment extension or refund, submitting a meter read and applying for a leakage allowance.

I am also aware that If I make changes with Land Services SA and are issued with a new Customer Number the Managing agent will be removed from my SA Water account and will need to be re-added.

In providing a Managing Agent access to my account, I remain responsible for any outstanding payments or debts that may arise, and SA Water may contact me directly if this was to occur.

|                                                                   |  |
|-------------------------------------------------------------------|--|
| <b>Property Owner's full name:</b><br>(Company Owner or Director) |  |
| <b>*Owner's mobile:</b>                                           |  |
| <b>*Owner's email:</b>                                            |  |
| <b>Owner's postal address:</b>                                    |  |
| <b>Signature:</b><br>e-signature accepted                         |  |
| <b>Date:</b>                                                      |  |

\* We require either a mobile number or email address for the owner in addition to the postal address.

**This form will need to be completed and emailed to [customercare@sawater.com.au](mailto:customercare@sawater.com.au)**