

CUSTOMER CONSENT AND AGENT AUTHORITY FORM

This form is to be completed by a customer to authorise Jemena Electricity Networks (Vic) Ltd ABN 82 064 651 083 (**JEN**) to liaise with the customer's authorised agent in the provision of electricity services and to provide consent to release any customer information to the Authorised Agent and/or a nominated third party.

In this form:

- **Customer** means the person(s) with an existing or potential supply connection to JEN's electricity distribution network.
- **Authorised Agent** means a person the Customer has authorised to act on behalf of the Customer for the purposes set out in this form (the Authorised Agent can also be the Recipient Party).
- **Recipient Party** means a third party, such as a contestable electricity services provider, that the Customer has consented to receiving access to Confidential Information as nominated by the Customer.
- **Confidential Information** means any information about the Customer, which is not publicly available, such as the Customer's load or usage data, tariff and charges, services provided, or any other network information relevant to the Customer's existing or potential supply connection.

Please complete all sections of this form (*indicates a mandatory information requirement).

Section 1: Customer providing consent to appoint Authorised Agent / disclose information

Name*: _____

Supply address*: _____

Telephone number*: _____

Email *: _____

If appointing an Authorised Agent to act on the Customer's behalf: I/We now appoint and authorise the **Authorised Agent** named on this form to act on my/our behalf in relation to the provision of electricity services at the supply address listed above for the period of:

_____ (start date) to _____ (end date).

Section 2: Customer's Authorised Agent details

Company name: _____ **ABN:** _____

Address: _____

Agent's name: _____

Contact number: _____ **Email:** _____

Section 3: Recipient Party details

Is the Recipient Party the same as the Customer's Authorised Agent (if any)?

Yes: Go to section 4 (if you consent to JEN disclosing Confidential Information to the Authorised Agent)

No: Please provide details of the Recipient Party if you consent to JEN disclosing Confidential Information to the Recipient Party for the purposes of providing services to you.

Company Name: _____ **ABN:** _____

Address*: _____

Representative's Name*: _____

Contact Number: _____ **Email:** _____

Section 4: Confidential information to be provided to Recipient Party/Authorised Agent (provide details of the information being requested)

Section 5: Customer's acknowledgement and authority

- (1) By signing this form you consent to JEN providing Confidential Information to the Authorised Agent/Recipient Party.
- (2) You acknowledge that we have assessed your request based on the information provided in this form and you confirm that the information provided in this form is true and correct.
- (3) You agree to notify us if any of the information in the request form is incorrect or changes.
- (4) You acknowledge and accept to our collection, use and disclosure of the personal information included in this application according our privacy policy which is available on our website. Please contact us if you would like a hard-copy of our privacy policy and we will post you a copy.

Customer signature:

Date:.....

Please return the completed form to:

Email: networkconnections@Jemena.com.au

Address: PO Box 16182, Melbourne VIC 3000

Additional Information

Jemena requires that a photocopy of two (2) types of identification be attached to this completed form to enable us to comply with any request to appoint an Authorised Agent or to disclose information to a Recipient Party. One type of identification must have the Customer's signature. Examples of identification can be a driver's licence, pension card, rates notice, lease agreement, passport.

In addition, in respect of an appointment of an Authorised Agent or consent to disclose information to either that Authorised Agent or a Recipient Party, you must also produce proof of the relationship between yourself and that party.