



Postal address:
PO Box 953
Caboolture Qld 4510

Customer Service Team:
Ph: 1300 086 489
customer.service@unitywater.com

Website:
www.unitywater.com

Terms and Conditions: In accordance with Unitywater's Privacy Policy, Unitywater can only discuss information with the property owner and their legally authorised representatives. Please note, a property owner will always have full authority on their own account. The level of access given to an authorised representative depends on what the owner grants.

*** INDICATES A MANDATORY FIELD. YOUR FORM WILL NOT BE PROCESSED IF ALL INFORMATION IS NOT PROVIDED**

Are you the property owner?*

Yes - proceed to the next question No

Please provide the reason why the property owner cannot complete this form?*

To grant Account Authority or Full Authority, 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.

Please attach supporting documentation showing you are authorised to complete this form on the property owner's behalf:* *Please note that due to Privacy we will be unable to process your form without this documentation.*

ACCOUNT DETAILS

Account Name:* _____

Please provide the account name as it appears on the Water and Sewerage bill.

Account Number:* _____

This can be found on the top right-hand corner of the Unitywater bill.

Property Address:*

Street Address: _____

Suburb: _____ Postcode: _____

PERSONAL DETAILS

First Name: _____ Last Name: _____

Phone Number: _____ Email: _____



Removing authorised person from the Unitywater account (the property owner/s will remain as authorised person/s):

Remove all existing account authorities - this option will remove all existing Authorities on the account (except the property owner/s). Any authorities put in place on this form will still be applied to your account.

Remove selected authorities - this option will remove only those authorities noted below. Authorities nominated on this form will be in addition to authorities already applied.

I don't need to remove any authorities.

Please note: it is the responsibility of the customer to update and/or remove Authorities.

For a list of all persons with authority on your account you can log in to [My Account](#) and check under the 'My Details' tab.

Remove this authorised person 1:

First Name: _____ Last Name: _____

Remove this authorised person 2:

First Name: _____ Last Name: _____

Adding authorised person/s to my Unitywater account:

Levels of Authority

There are two levels of access which can be granted to authorised representatives - Account and Full.

Account Authority: Authority to review and discuss information contained in the account but not to amend or change the owner's account or personal information in any way. No private or personal information will be discussed or disclosed under this authority. No online access to My Account.

Full Authority: Authority to act on behalf of the property owner in all matters relating to the account. Able to review, discuss and change any information contained in the account, including personal information. Includes online access to My Account.

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

I would like to add the following authorised persons:

Authorised Person 1:

First Name: _____ Last Name: _____

Phone Number: _____ Email: _____

Authority level: * Full Authority Account Access Only

Authorised Person 2:

First Name: _____ Last Name: _____

Phone Number: _____ Email: _____

Authority level: * Full Authority Account Access Only



Go paperless! I would like to receive my future bills by:*

Email (with a PDF of my bill attached)

SMS message (with my bill available online in My Account)

Not today thanks

Declaration

Declaration: I declare that all information provided is correct and complete to the best of my knowledge and that I have not falsified or misrepresented any responses or supporting documentation. I have provided this information in my capacity as either the Account Holder or as the authorised representative of the Account Holder, acting on their behalf with their full knowledge, agreement and/or legal authority to do so. 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 Unitywater to the full extent permissible at law for any and all loss suffered by the Account Holder as a direct result of Unitywater acting in accordance with the information I have provided.

Privacy Statement

Unitywater is collecting your personal information and the information related to the authorised person/s for the purpose of providing the requested service. The collection of this information is authorised under the South East Queensland Water (Distribution and Retail Restructuring) Act 2009. Your information will be managed in accordance with the Information Privacy Act 2009 (Qld). Your information will not be given to any other person or agency unless required by law or we have your written consent. For more detail see our [Customer Collection Notice](#) and [Privacy Policy](#).