

Authorised Representatives – Terms & Conditions

- (a) You can, by giving Synergy notice at any time at or after establishment of your electricity supply contract with Synergy, appoint a person nominated in your notice to be your authorised representative to act for and on your behalf under and in relation to your contract. By appointing an authorised representative you agree to give that person full, unrestricted power and authority to act for you and on your behalf as your agent under and in relation to your electricity supply contract (but not any other matter). This includes, doing all and any of the following for you and on your behalf under and in relation to the contract:
- (i) incurring liabilities for you to pay money,
 - (ii) accessing your account information and personal details,
 - (iii) giving and receiving notices, consents, instructions and other information,
 - (iv) making enquiries,
 - (v) exercising rights, powers and remedies,
 - (vi) completing transactions,
 - (vii) changing contact details,
 - (viii) arranging additional time to pay an invoice,
 - (ix) entering into direct debit, instalment plans and other payment arrangements,
 - (x) requesting refunds,
 - (xi) changing your standard price,
 - (xii) requesting the provision of services such as a meter test,
 - (xiii) applying for new concessions and terminating existing concessions; and
 - (xiv) ending your contract.
- (b) Notwithstanding paragraph (a) you may limit the matters your authorised representative can perform on your behalf by providing notice to Synergy including but not limited to specifying in that notice the matters your authorised representative cannot perform on your behalf.
- (c) Any such appointment commences on the date of appointment specified in your notice to Synergy appointing the authorised representative (or any later date when Synergy first receives that notice), and continues in full force and effect until:
- (i) the date for termination of appointment you specify in your notice to Synergy terminating the appointment of your authorised representative (or any later date when Synergy first receives that notice of termination); or
 - (ii) if you have not specified a date for termination of appointment of your authorised representative at the time of that appointment then the date in which you subsequently notify us to terminate the appointment of your authorised representative.