

Letter of Authority

I have appointed Stercap (Energy) Ltd t/a Switch Energy to act on my behalf for the purpose of our accounts.

PLEASE SIGN EITHER LEVEL 1 OR LEVEL 2 BELOW DEPENDING ON WHAT ACTIVITY YOU WISH SWITCH ENERGY TO CARRY OUT ON YOUR BEHALF:

Level 1

- Request and receive current and historical account information from third parties including: - Consumption history, supply numbers, pricing details, contract end dates.
- ‘Switch Energy/Online Direct’ undertakes that it shall use the customer data solely for the purposes of delivering the services specified in this document and may share that data with relevant third parties in order to do so.
- Issue termination notice with regard to existing/ new supply contracts / Opt out from future automatic contract renewals on my behalf.
- I understand that **Stercap (Energy) Ltd** will need to store and transmit my personal data to provide the services listed above. This consent will be held on their system until such time that I would like to remove it, or I am no longer a client of **Stercap (Energy) Ltd**. Consent can be removed at any time by emailing **tracy@businessswitchenergy.com**.
- To be able to contact my current supplier to resolve any objections or rejections regarding my transfer.
- Agree to a credit check being carried out on the above-named person/business.
- Request and negotiate prices on my behalf.

Level 2

- All of the items in level 1, as well as the following:
- Request and receive ALL billing information eg, copy bills, debt information, payment terms.
- Authorise any adjustments, refunds or billing.
- Agree supply contracts on my behalf, signed by (Tracy Harris MD or Mandy Speight).
- Arrange site works on the customer’s behalf.
- Your energy supplier reserves the right to contact the named account holder/site contact named on the account in the event that they deem it necessary to ensure the correct running of your account.
- Raise and deal with complaints on my behalf to a satisfactory resolution. **{the supplier will notify customers if a complaint is raised on the account and confirm when this has been resolved}**

This letter of authority shall remain valid for the period of 12 months from the date of signature or, for the duration of your fixed term period unless you advise us otherwise.

Please note that this loa supersedes all previous loa’s.

To be completed on Company Letterheaded paper

Switch Energy may be paid a fee directly from the supplier for any contract that maybe agreed.

LEVEL 1 AUTHORITY

Signature.....**Date**.....
Print Full Name.....
Position in Company.....

LEVEL 2 AUTHORITY

Signature.....**Date**.....
Print Full Name.....
Position in Company.....